

**Tameside and Glossop CCG Service Specification
NHS Community Pharmacy Dispensing Service for the Community Optometry
Minor Eye Conditions (MEC) Service 2017-18**

1. Service description

- 1.1** The pharmacy will dispense medication directly to a patient who presents with a written order on the agreed form written by a registered optometrist.

2. Aims and intended service outcomes

- 2.1** To improve access and choice for people with minor eye conditions who are seeking advice and treatment via the community optometry minor eye conditions service by:
- Supplying appropriate medicines at NHS expense.
- 2.2** To improve health-inequalities for low income families equal access to medicines for self-care of minor eye conditions.

3. Service outline

This section refers to the pharmacist. Support staff trained to relevant GPhC standards may participate in the dispensing process.

- 3.1** The pharmacist will dispense the medication(s) requested by the registered optometrist, undertaking the standard clinical and accuracy checks.
- 3.2** The pharmacist must maintain a record of the supply in the pharmacies patients' medical record and label any medication supplied in line with legal requirements.
- 3.3** The written order should be kept for two years after supply.
- 3.4** For any POM products dispensed the pharmacist must make a record of the supply in the prescription-only register.
- 3.5** Patients exempted from prescription charges should be asked to complete the declaration on the consultation record form.
- 3.6** Patients who pay for their prescriptions should be charged the standard prescription charge.
- 3.7** When a patient pays for their prescriptions the pharmacy must provide any requested GSL or P product to the patient as a retail sale if this would be cheaper for the patient. The pharmacist should be satisfied that the product is being used for a licensed over the counter condition. Where the pharmacist cannot confirm the condition being treated or if the condition is outside of the over counter licence this should be provided via the written order and the relevant prescription charges paid.
- 3.8** The pharmacy must have a system to check the person's eligibility for NHS prescription charge exemption and will collect NHS charges where appropriate.
- 3.9** The pharmacist must counsel the patient on how to use their medication in the same way they would do for patient presenting with a prescription.
- 3.10** The pharmacy contractor must have a standard operating procedure in place for this service.
- 3.11** For pharmacies participating in an NHS funded minor ailments scheme patients presenting with a written order must not be converted to the minor ailments scheme.
- 3.12** Only medication listed in Annex 1 and presented on a template written order

(Annex 4) can be provided on this scheme. Annex 1 may be subject to variation by the Commissioner from time to time to allow for changes in the formulary.

- 3.13 The ophthalmic practitioner will comply with all current legislation and relevant professional guidance in directing the supply of medication from the community pharmacy following the consultation with the patient.
- 3.14 The Pharmacy will be required to collect basic information from patients at each visit, as an integral part of the service. Recording of required monitoring will be via a web-based system and will be recorded in a 'timely manner'. *'In a timely manner' is defined as "at the time of interaction with the patient"*.
- 3.15 The Pharmacy is required to have suitable computer equipment and internet access to facilitate timely inputting of information.

4. Training and Premises Requirements

- 4.1 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 4.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols and standard operating procedures.
- 4.3 Though not mandatory it is recommended that any pharmacist providing this service completes the CPPE Pharmaceutical Care of the Eye package.
- 4.4 A pharmacy must be fully compliant with their Essential Services before being commissioned to provide the service. If the pharmacy becomes non-compliant with their Essential Services the scheme may be withdrawn.
- 4.5 A pharmacy must be fully compliant with any local services/schemes which are supported by their Local Pharmaceutical Committee to provide the service.

5. Service availability

- 5.1 Accreditation for the Pharmacy to provide the service is based on the control of a suitably knowledgeable and trained Pharmacist, Pharmacy Manager or Registered Technician.
- 5.2 It is the responsibility of the pharmacy contractor to ensure that a suitably knowledgeable and trained person is available to oversee the service on a regular basis and if not the Commissioner must be informed.
- 5.3 Accreditation for the Pharmacy to provide the service will cease and the service suspended if there is no regular suitably knowledgeable and trained person available to oversee the service. Service may recommence on installation of such a person.
- 5.4 Before commencement of service provision it will be necessary to confirm with the Commissioner that all accreditation requirements for the Pharmacy have been fulfilled and that the Pharmacy has been added to the list of accredited sites. The Pharmacy will then be authorised to access the web-based data monitoring system and can begin to provide the service.
- 5.5 The service will be available to all patients presenting with a valid written order throughout the pharmacy's opening hours.

6. Quality Standards

- 6.1 The pharmacy is making full use of the promotional material for the service, made available by the commissioner.
- 6.2 The pharmacy participates in any commissioner organised audit or post payment verification of service provision.
- 6.3 The pharmacy should co-operate with any commissioner-led assessment of patient experience.
- 6.4 The pharmacist ensures that clinical advice given is in line with national/local guidelines.
- 6.5 The pharmacist ensures that any patient incidents that occur are reported to the NPSA via the NRLS on-line reporting system.
- 6.6 The pharmacist ensures that the pharmacy has a complaints procedure in place that meets the NHS pharmaceutical contractual standards.

7. Claiming payment

- 7.1 The Commissioner will provide access to a web-based system for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 7.2 Payment for service provision by Pharmacies will be calculated from data inputted into the web-based monitoring system on a monthly basis and payments made to pharmacies without the need to submit invoices or payment requests.
- 7.3 Payment will be made to the Pharmacy on a monthly basis in arrears.
- 7.4 The payment schedule will be as follows:
 - (i) £2 for dispensing medication and providing advice on its use directly to a patient who presents with a written order on the agreed form written by a registered optometrist
 - (ii) Cost price of medication supplied as detailed in Annex 1. Service Formulary. N.B. the products and costs schedule will be reviewed at least annually and more frequently if required to ensure that costs paid reflect the actual product prices.
 - (iii) Total monies collected in pharmacy relating to patients who have paid equivalent of prescription charges will be calculated and factored in before final monthly payment is made to the pharmacy for provision of the service.
 - (iv) As this service is based on named patient written orders VAT is not attributable to costs.

Minor Eye Conditions (MEC) Dispensing Service Formulary (Annex 1) UPDATED
13/12/2016
(updates highlighted in yellow)

Medication	Form	Strength	Quantity	Cost Price
Chloramphenicol	Eye drops*	0.5%	10ml	£3.26
Chloramphenicol	Eye ointment*	1%	4g	£3.49
Fusidic Acid	Eye drops	1%	5g	£29.06
Hypromellose	Eye drops	0.5%	10ml	£0.81
Carbomer 980	Eye gel	0.2%	10g	£1.49
Liquid paraffin and white soft paraffin (Lacri-Lube)	Eye ointment		3.5 g	£2.94
Liquid paraffin and white soft paraffin (Lacri-Lube)	Eye ointment		5g	£3.88
Antazoline and Xylometazoline (Otrivine-antistin)	Eye drops	0.5%/0.05%	10ml	£2.35
Sodium Cromoglycate	Eye drops	2%	10ml	£1.89
Sodium Cromoglycate	Eye drops	2%	13.5ml	£1.72
Sodium Hyaluronate	Preservative Free	0.1%	10ml	£8.50
Sodium Hyaluronate	Preservative Free	0.15%	10ml	£7.99
Sodium Hyaluronate	Preservative Free	0.2%	10ml	£9.50

* if provided by a written order the POM product should be supplied.

Legalities (Annex 2)

The Human Medicines Regulations 2012, schedule 17 exemptions allow registered optometrists to certain POMs by a written order. Pharmacists working in registered pharmacies can then provide this medication directly to a patient. Pharmacists supplying medication from a written order should ensure the medication is labelled accordingly as a dispensed medicinal product, a patient information leaflet is supplied and an appropriate record is made in the POM register.

POMs which can legally be prescribed by registered optometrists:

- Eye drops or eye ointments that are POMs by reason only that they contain:
 - Mafenide propionate;
 - Not more than 30% sulphacetamide sodium;
 - Sulphafurazole diethanolamine equivalent to not more than 4% sulphafurazole;
- Eye drops that are POMs by reason only that they contain no more than 0.5% chloramphenicol;
- Eye ointments that are POMs by reason only that they contain no more than 1% chloramphenicol;
- POMs because they contain any of the following:
 - Cyclopentolate hydrochloride
 - Fusidic acid
 - Tropicamide

Legally a written order is not required to provide a GSL or P medicine for a patient under the care of a registered optometrist. This model is being used in this scheme in order to provide the patients exempt from NHS prescription charges the medication free of charge.

The pharmacy team can confirm an optometrist's registration by checking the General Optical Council www.optical.org.

Key counselling points for eye preparations (Annex 3)

All patients receiving medication through this scheme should be counselled on how to use their eye preparation. Below are the key counselling points:

Eye drops

- Wash hands thoroughly
- Tilt head backward
- Gently grasp lower outer eyelid just below the lashes and pull the eyelid away from the eye
- Place the dropper directly over the eye (without touching the eye) by looking directly at it
- Just before squeezing the bottle gently to apply a drop, look upwards
- After applying a single drop, look downwards for several seconds
- Release the eyelid slowly
- Keep eye closed for one to two minutes
- With a finger, gently press over the opening of the tear duct in the inner corner of the eye
- Blot excess liquid from around the eye
- Repeat in the other eye if necessary

Eye Ointment

- Wash hands thoroughly
- Tilt head backward
- Gently grasp lower outer eyelid just below the lashes and pull the eyelid away from the eye
- Place the ointment directly over the eye (without touching the eye) by looking directly at it
- Gently squeeze the ointment and with a sweeping motion, insert 1 to 2 cm of ointment inside the lower lid
- Release the eyelid slowly
- Keep eye closed for one to two minutes
- Blot excess ointment from around the eye
- Repeat in the other eye if necessary

[Practice Name]
[Practice Address 1]
[Practice Address 2]
[Practice Address 3]
[Practice Postcode]

[Practice Phone Number]

To the Pharmacist.
Please supply to:

[Patient Name]
[Patient Address 1]
[Patient Address 2]
[Patient Address 3]
[Patient Postcode]

DoB: [Patient DoB]

Preparation

[Preparation 1]
[Dose 1]
[Use instructions 1]

[Preparation 2]
[Dose 2]
[Use Instruction 2]

[Preparation 3]
[Dose 3]
[Use Instruction 3]

Signed: [Date]

[Practitioner]
[GOC No]

Written Order in accordance with Section 5 of Schedule 5, article 11(1)(a) of Statutory Instrument 1997 No. 1830 as amended by Section 8 of Statutory Instrument 2005 No. 76
GM Primary Eyecare Ltd

This form can be used to claim the normal dispensing fee for supplying these items

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions.

PART 1 The patient doesn't have to pay because he/she:

- A** is under 16 years of age
- B** is 16, 17 or 18 and in full-time education
- C** is 60 years of age or over
- D** has a valid maternity exemption certificate
- E** has a valid medical exemption certificate
- F** has a valid prescription pre-payment certificate
- G** has a valid War Pension exemption certificate
- L** is named on a current HC2 charges certificate
- H** [1] gets Income Support or income related Employment and Support allowance
- K** [1] gets income-based Jobseeker's Allowance
- M** [1] is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
- S** [1] has a partner who gets Pension Credit Guarantee Credit (PCG)



[1] I am included in an award of income-based Job Seeker's Allowance, income related Employment and Support allowance, Income Support, Pension Credit Guarantee Credit or Tax Credit. Print the name of the person who gets the benefit:

Name:	DoB:	NI No:
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Declaration for patients who do not have to pay:
I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent fraud and incorrectness, I consent to the disclosure of relevant information from the form to and by the NHS Business Services Authority, the Department for Work and Pension and Local Authorities.

Part 2	I have paid	£	Now sign and fill in part 3	
Part 3	Cross one box	I am the patient:	<input type="checkbox"/>	I am the patient's representative: <input type="checkbox"/>
Sign here				Date:
Print name and address:				Postcode:

Minor Eye Conditions Service

**NHS Community Pharmacy Dispensing Service for the
Community Optometry Minor Eye Conditions Service**

**In Pharmacy Service Specification and Standard Operating Procedure (SOP)
Signature Sheet**

Pharmacy Name

Pharmacy Address

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I confirm that I have read, understand and agree to work within the service specification and pharmacy standard operating procedure to provide the Service for Community Pharmacy Dispensing Service for the Community Optometry Minor Eye Conditions Service:

Name	Signature	Date