

Schedule 1

Service Specification – NHS Community Pharmacy Dispensing Service for the Community Optometry Minor Eye Conditions Service

1. Service description

The pharmacy will dispense medication directly to a patient who presents with a signed 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 the 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 signed 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 charge 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 signed 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. Where a patient does not have proof of exemption on them the pharmacist must use their professional discretion in deciding whether to provide the medication free of charge.
- 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 signed order must not be converted to the minor ailments scheme.

- 3.12** Only medication listed in annex 1 and presented on a template signed 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.

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.
- 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** The service will be available to all patients presenting with a valid signed 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** Product costs are automatically priced using the electronic Dictionary of Medicines and Devices (DM&D) at the time of dispensing.

Minor eye conditions service formulary (Annex 1)

Only products listed below maybe supplied under this scheme. The item maybe written on the signed order by its generic or a branded name.

Medication	Form	Strength	Quantity
Chloramphenicol	Eye drops*	0.5%	10ml
Chloramphenicol	Eye ointment*	1%	4g
Fusidic Acid	Eye drops	1%	5g
Hypromellose (Isopto Plain)	Eye drops	0.5%	10ml
Hypromellose	Eye drops	0.3%	10ml
Carbomer 980	Eye gel	0.2%	10g
Liquid Paraffin (Lacri-lube)	Eye Ointment		3.5g
Liquid Paraffin (Lacri-lube)	Eye Ointment		5g
Antazoline & Xylometazoline (Otrivine-antistin)	Eye drops	0.5% 0.05%	10ml
Sodium Hyaluronate (Hylo-Tear)	Preservative Free	0.1%	10ml
Sodium Hyaluronate (Artelac Rebalance)	Preservative Free	0.15%	10ml
Sodium Hyaluronate (Hylo-Forte)	Preservative Free	0.2%	10ml

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

Legalities (Annex 2)

Under the Human Medicines Regulations 2012, medicines which are classified as pharmacy (P) medicines may be sold or supplied only through registered pharmacies by or under the supervision of a pharmacist (regulation 220). Prescription Only Medicines (POM) are subject to an additional requirement: they may only be sold or supplied through pharmacies in accordance with a prescription given by an appropriate practitioner (regulation 214). General Sale List (GSL) medicines may be sold more widely through other retail outlets (regulation 221).

Exemptions from the general rules are permitted for optometrists:

1. Registered optometrists

Provided it is in the course of their professional practice, registered optometrists may sell or supply the following medicinal products to a patient:

- all medicinal products on a General Sale List (GSL) (Note: Under medicines legislation products which are for use as eye drops or eye ointments are excluded from the GSL category)
- all P medicines .

Provided it is in the course of their professional practice and in an emergency, registered optometrists may sell or supply POMs which are not for parenteral administration and which:

- A. are eye drops and contain not more than 0.5 per cent chloramphenicol or
- B. are eye ointments and contain not more than 1 per cent chloramphenicol
- C. contain the following substances
 - Cyclopentolate hydrochloride
 - Fusidic Acid
 - Tropicamide

The POMs to which this exemption applies may also be sold or supplied by a person lawfully conducting a retail pharmacy business on the presentation of an order signed by a registered ophthalmic optician.

Additional supply optometrists

In addition to being able to access the medicines listed in paragraphs 3 and 4 above, those optometrists who have undergone additional training and are accredited by the General Optical Council ('additional supply optometrists') will be able to sell, supply or write an order for an extended range of medicines.

Provided it is in the course of their professional practice and in an emergency, additional supply optometrists can sell or supply prescription only medicines containing the following substances:

Acetylcysteine
Atropine sulphate
Azelastine hydrochloride
Diclofenac sodium
Emedastine
Homotropine hydrobromide
Ketotifen
Levocabastine
Lodoxamide
Nedocromil sodium
Olopatadine
Pilocarpine hydrochloride
Pilocarpine nitrate
Polymyxin B/bacitracin
Polymyxin B/trimethoprim
Sodium cromoglycate

The POMs to which this exemption applies may also be sold or supplied by a person lawfully conducting a retail pharmacy business on the presentation of an order signed by an additional supply optometrist.

An order made under the Opticians Act 1989 provides that where it appears to a registered optometrist that a person consulting him/her is suffering from an injury or disease of the eye, the optometrist shall refer that person to a registered medical practitioner, except in specified circumstances including an emergency or where otherwise it is impractical or inexpedient to do so or there is no justification for such a referral.

There is no legal definition of what is 'an emergency' for the purposes of the Medicines Act exemptions or the specific criteria governing referral under the Opticians Act. It is therefore for the optometrist to make a professional judgement as to whether there is in fact an emergency and what measures need to be taken in the best interests of the patient, bearing in mind the Opticians Act, the GOC rules and medicines legislation.

Wholesale supplies to registered optometrists

All POMs and P medicines to which Medicines Act exemptions apply may be sold to a registered optometrist by way of wholesale dealing.

Also, a registered optometrist may obtain the following medicinal products by way of wholesale dealing:

- P medicines for administration in the course of his business
- POM medicines for administration (as opposed to sale or supply) containing the

following substances:

- Amethocaine hydrochloride
- Lignocaine hydrochloride
- Oxybuprocaine hydrochloride
- Proxymetacaine hydrochloride

An additional supply optometrist will also be able to obtain thymoxamine hydrochloride via wholesale dealing should a commercial preparation become available.

For the purposes of paragraphs three and seven above, eye drops and eye ointments containing the following substances are classed as P medicines: Antazoline (up to 1%)
Azelastine hydrochloride (up to 0.1% for the treatment of the signs and symptoms of allergic conjunctivitis

Dibromopropamide isethionate

Fluorescein sodium

Levocabastine (up to 0.05% for the symptomatic treatment of seasonal allergic conjunctivitis

Lodoxamide (up to 0.1% for ocular signs and symptoms of allergic conjunctivitis

Phenylephrine hydrochloride

Propamide isethionate

Rose Bengal

Sodium cromoglicate (Only for the treatment of acute seasonal allergic conjunctivitis or perennial allergic conjunctivitis and subject to a maximum strength of 2% for eye drops or 4% for eye ointment. Products containing this substance are also subject to restrictions on maximum quantity which may be sold or supplied as a P medicine. These are not more than 10ml for eye drops and 5g for eye ointment.)

Various tear supplements and ocular lubricants

Xylometazoline hydrochloride

It should be noted that this list only contains substances most commonly used by optometrists

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

Copy of the signed order template (Annex 4)



[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:	I am the patient's representative:	
Sign here			Date:	
Print name and address:			Postcode:	

Minor Eye Conditions Service