

Service Specification – Community Pharmacy Minor Ailments Service

1. Service description

The pharmacy will provide advice and support to people on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who would otherwise have gone to their GP or other healthcare provider for a prescription.

Patients requiring advice only for their minor ailment rather than treatment should be provided with the advice free of charge as described in the NHS Community Pharmacy Contractual Framework's Essential Service 6.

The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate, in line with local signposting procedures.

The service is part of the response to urgent care pressures to encourage people to use pharmacy as the first point of access to primary care for the treatment of self-limiting conditions.

2. Aims and intended service outcomes

- 2.1 To improve access and choice for people with minor ailments who are seeking advice and treatment by:
 - Promoting self-care through community pharmacy, including the provision of advice and where appropriate medicines without the need to visit the GP practice;
 - Operating a referral system from local medical practices or other healthcare providers to community pharmacy; and
 - 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 ailments.
- 2.3 To improve primary, urgent and emergency care capacity by reducing the workload of those providers related to minor ailments.
- 2.4 To provide evidence based care in line with local and national guidelines.

3. Service outline

This section refers to the pharmacist. Support staff trained to the GPhC standards for Medicines Counter Assistants may undertake the consultation and supply any appropriate medication under the full supervision of the pharmacist. The pharmacists must be fully aware of the consultation and able to intervene at any point.

- 3.1 The pharmacist will provide advice on the treatment of minor ailments to people seeking such advice in the pharmacy for themselves or their children. Patients may be supplied with appropriate medicine(s) from the minor ailments service formulary (Annex 1). The quantity of medicinal treatment supplied should be sufficient to treat only the current episode and not for preventative or 'in-case' scenarios. For OTC medicines the pharmacist must cross through the bar code on the product being supplied with an indelible pen and mark the pack clearly with the words 'NHS supply'.
- 3.2 Patients exempted from prescription charges should be asked to complete the declaration on the consultation record form. If they are not able to tick one of the boxes indicating that they meet the eligibility requirements, the pharmacist will explain that they are not eligible to receive medication free of charge, but they can still receive free advice on management of the minor ailment and may purchase a

suitable medicine, alternatively they may pay the standard prescription charge (whichever is the cheapest option for the patient).

- 3.3 If the patient is not able to be present in the pharmacy, the pharmacist must judge what advice and/or medication to supply to the appropriate representative/carer. Where a representative/carer is not present the pharmacist must use their professional opinion to decide if a supply should be made, i.e. after a telephone consultation etc. This should be the exception not the norm. The service commissioned is for a review of patient symptoms by an accredited pharmacist. Any appropriate medication supply is to be made at the pharmacy premises to the patient or representative/carer immediately after the consultation
- 3.4 The pharmacist must review the patients medication history via suitable methods, such as the pharmacy PMR, patient supply record on PharmOutcomes and where consent has been given, the patients Summary Care Record to ensure there are no contra-indications prior to making a supply.
- 3.5 Where appropriate, the pharmacist will refer the patient to another health and social care provider.
- 3.6 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery and audit. This will include a record of the consultation and any medicine that is supplied, using system made available by the commissioner. It is expected that patient consultations would be entered onto the Pharmoutcomes system in “real time”, enabling the pharmacist to review previous supplies to the patient. However if this is not possible you must print off the consultation form and place a dispensing label, printed at the same time as the medication label. This consultation must then be entered on PharmOutcomes within 48 hours.
- 3.7 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.
- 3.8 The signed consultation form should be kept for a minimum of 2 financial years, after which they can be destroyed in a confidential manner. Contractors must print and use the consultation form template on Pharmoutcomes.
- 3.9 The pharmacy has a system to check the person’s eligibility for receipt of the service 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 service free of charge.
- 3.10 The pharmacy contractor must have a standard operating procedure in place for this service.
- 3.11 This service is available to all patients registered with a participating GP in a participating CCG in Greater Manchester.
- 3.12 PPV will be undertaken and failure to comply with the requirement listed under Section 3 above will result in the imposition of financial penalties i.e. recovery of consultation fees as appropriate.

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 All pharmacists providing the service are to self-declare their competence using the ‘Declaration of Competence for Community Pharmacy Service- Minor Ailments’ available at www.cppe.ac.uk Pharmacist should also select to share this information with other parties who may wish is to check declaration has been completed.
- 4.4 Pharmacist should ensure they re-accredit in line with the requirements of the ‘Declaration of Competence’. This is usually every three years.

- 4.5 The contractor is responsible for ensuring only pharmacists holding a valid Declaration of Competence provide the service. The contractor should retain a signed copy of the Declaration of Competence on the pharmacy premises, a copy should be provided to NHS England if requested.
- 4.6 All patients accessing the scheme should be offered the use of a consultation room to ensure patient privacy.
- 4.7 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.
- 4.8 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 All pharmacists including regular locums must be accredited to provide the service, and be appropriately trained in the operation of the service. The service will be available to all patients who request a minor ailments consultation and for a minimum of 80% of the total weekly opening hours.
- 5.2 If the pharmacy for whatever reason cannot provide the service, then the patient should be directed to the nearest pharmacy that can.
- 5.3 The pharmacy should inform the commissioner if they are unable to provide the Minor Ailments Service for an extended period (defined as 1 week or more) due to any circumstances.
- 5.4 Pharmacies unable to provide the Minor Ailments Service must inform their local Out of Hours Service and nearest GP surgeries not to refer patients to their pharmacy during this period of time.

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 has appropriate commissioner provided health promotion and self-care material available for the user group and promotes its uptake.
- 6.3 The pharmacy participates in any commissioner organised audit or post payment verification of service provision.
- 6.4 The pharmacy should co-operate with any commissioner-led assessment of patient experience.
- 6.5 The pharmacist ensures that clinical advice given is in line with national/local guidelines.
- 6.6 The pharmacist ensures that any patient incidents that occur are reported to the NPSA via the NRLS on-line reporting system.
- 6.7 The pharmacist ensures that the pharmacy has a complaints procedure in place that meets the NHS pharmaceutical contractual standards.
- 6.8 The pharmacist activity promotes the service to those patients who would normally access treatment for minor ailments from other providers.
- 6.9 The pharmacist should not convert over the counter sales to minor ailment consultations under this scheme.
- 6.10 The pharmacy should have procedures in place to manage inappropriate requests for products available on the scheme, e.g. requests for "just in case" medication, clinically inappropriate requests.
- 6.11 The pharmacy should promote and encourage patients to 'self-care' by providing advice and education around self-care and what medication(s) the patient/ parent / guardian should purchase to keep in stock at home for future use.

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 ailments service formulary (Annex 1)

OTC medication-

The following items can be provided through the scheme for any condition covered by their OTC licence.

** Paracetamol 120mg/5ml may be supplied via the scheme for children from 2 months following vaccination as per standard PHE guidance*

Medication	Form	Strength	Quantity
Paracetamol	Tablet	500mg	32
Paracetamol*	Suspension SF	120mg in 5ml	200ml
Paracetamol	Suspension SF	250mg in 5ml	200ml
Ibuprofen	Gel	5%	50g
Ibuprofen	Tablet	200mg	24
Ibuprofen	Tablet	400mg	24
Ibuprofen	Suspension SF	100mg in 5ml	100ml
Sumatriptan	Tablet	50mg	2
Peptac	Suspension		500ml
Ranitidine	Tablets	75mg	12
Loperamide	Capsules	2mg	6
Ispaghula Husk	Sachets	3.5g	10
Lactulose	Solution		500ml
Senna	Tablets	7.5mg	20
Anusol	Cream		23g
Anusol	Suppositories		12
Sodium Chloride	Nasal Drops	0.9%	10ml
Cetirizine	Tablets	10mg	30
Cetirizine	Solution	5mg/5ml	200ml
Loratadine	Tablets	10mg	30
Loratadine	Solution	5mg/5ml	100ml
Chlorphenamine	Tablets	4mg	30
Chlorphenamine	Solution	2mg/5ml	150ml
Beclomethasone	Nasal Spray	0.05%	180 doses
Sodium Cromoglicate	Eye Drops	2%	10ml
Crotamiton	Cream	10%	30g
Hydrocortisone	Cream	1%	15g
Drapolene	Cream		200g
Miconazole	Cream	2%	30g

Miconazole	Oral Gel	24mg/ml	15g
Diprobase	Cream		50g
Chloramphenicol	Eye Drops	0.5%	10ml
Chloramphenicol	Ointment	1%	4g
Bazuka	Gel		5g
Olive Oil	Ear Drops with dropper		10ml
Aciclovir	Cream	5%	2g
Fluconazole	Capsule	150mg	1
Clotrimazole	Cream	1%	20g
Clotrimazole	Pessary	500mg	1
Dimeticone	Lotion	4%	50ml/150ml
Permethrin	Cream	5%	30g
Mebendazole	Tablet	100mg	1 or 4
Head Lice (Plastic)	Comb		

These products below are only available to patients registered with a GP Practice in the Heywood, Middleton and Rochdale area.

Simple Linctus	Solution		200ml
Paediatric simple linctus	Solution		200ml
Co-codamol	Tablets	8/500	32
Co-codamol soluble	Tablets	8/500	32
Pholcodeine Linctus	Solution	5mg/5ml	200ml