Care at the Chemist Service Specification

1. Introduction

1.1. This service is available to all patients registered with any GP practice in NHS South Sefton CCG and NHS Southport and Formby CCG.

1.2. Patients are at liberty to refuse this service.

1.3. Any minor ailment may be treated using the service provided there is an appropriately licensed product available in the formulary as specified on the service website www.serviceact.co.uk.

1.4. Patients must be present in the pharmacy to use this service except where the patient is housebound due to disability / infirmity, resident in a care home. In such cases the pharmacist must determine the whether it is appropriate to supply any medication without a face to face consultation.

1.5. It is the pharmacist’s responsibility to determine the appropriateness of a particular formulary item for a particular patient given their age, pre-existing conditions, etc.

2. Transfer of Care

2.1. All Patients presenting with identified symptoms at the GP surgery will be offered transfer into this service.

2.2. All patients presenting at the pharmacy in order to access this service or are referred by other agencies, must be able to fulfil the criteria specified in “Care at the Chemist: Identification and Registration and Eligibility (appendix 1)

2.3. If confirmation of registration is not available, the patient will not be eligible for this scheme at that time. They will be advised to access medical care through the normal channels

3. Duties of participating community pharmacies.

3.1. Patients should be accepted into the service only if they can meet the criteria specified in “Care at the Chemist: Identification and Registration and Eligibility” (Appendix 1)

3.2. All patients must be registered to utilise this service.

3.3. Registration may be undertaken only when the pharmacy has confirmed the eligibility of the patient in 3.1 and has searched the system to ensure they are not already registered.

3.4. Patients are free to register at any Sefton pharmacy of their choice.

3.5. Patients may access the service at any participating pharmacy regardless of where they have registered.

3.6. All participating pharmacists shall provide a professional consultation service for patients who are registered with a GP in either South Sefton or Southport and Formby when presenting with a minor ailment.

3.7. The Pharmacist or appropriate member of staff will assess the patient’s condition. The
consultation will consist of

- Patient assessment
- Provision of advice
- Provision of a medication from the agreed formulary appropriate to the patients ailment if required
- Appropriate entry into the www.serviceact.co.uk website

3.8. Normal rules of patient confidentiality apply

3.9. The pharmacist should ensure that the patient has completed and signed the declaration of exemption of prescription charges available to download from the website. If the patient is exempt from prescription charges due to their age, then a declaration does not need to be completed.

3.10. All declarations should be retained in the pharmacy for a minimum of 12 months from the date of consultation.

3.11. If in the opinion of the pharmacist, the patient requires immediate or urgent treatment, then the patient should be referred to their GP, A+E or other appropriate organisation.

3.12. In order to reduce inappropriate treatment through the service, the number of times a particular medication can be supplied to a patient in a month or year is limited. Details can be found in the formulary section of the Serviceact website.

3.13. If the system prohibits supply to a particular patient then the reason for such refusal should be explained. The pharmacy may issue the “Supply Refusal” form (appendix 2) in such circumstances if deemed appropriate.

4. Service funding and payment mechanism

4.1. The Pharmacy will be paid according to the following schedule for providing the service

4.2. A fee of £3 will be paid for each item appropriately supplied through the scheme.

4.3. The pharmacist will be reimbursed for any medication supplied under the scheme at the Drug Tariff price, Chemist and Druggist cost price or manufacturer’s list price. VAT will be added at the current rate.

4.4. A discount of 8% of drugs cost will be deducted each month.

4.5. At the end of each month an invoice will be generated electronically by Serviceact and sent to Shared Business Services for payment by the CCGs.

4.6. Payment will be made to the pharmacy by cheque or directly into the pharmacies bank account.
5. Termination of Service

5.1. Either party may terminate this agreement by providing written notification of their intention to do so. A notice period of 28 days shall be given.

I agree to the terms and conditions detailed in this document and have signed the attached consent pro forma
Appendix 1

Care at the Chemist: Identification and Registration and Eligibility

To access the service all patients must

1) Be registered with an NHS South Sefton or NHS Southport and FormbyGP
   a) Suitable proof of registration includes any of the following
      • A prescription from a GP bearing their name issued in the last 20 weeks
      • A repeat prescription request (right hand side) from a South Sefton / Southport and Formby GP bearing your name issued in the last 20 weeks
      • A record on the pharmacy system showing the GP practice which shows a prescription has been dispensed in the last 20 weeks
      • A referral note from a GP Practices showing the surgery address or known signature of a GP.
      • Verbally confirmation from the surgery that the patient is registered with them.
      • A repeat part of a prescription showing a South Sefton / Southport and Formby practice address bearing their name issued in the last 20 weeks

2) Be able to prove your identity when registering for the service.
   a) Suitable ID includes any of the following
      • A passport
      • A driving licence
      • Recent utility bill – within 3 months
      • Credit/Debit card
      • Personally known to the pharmacy
      • Birth certificate

3) Be present in the pharmacy
   a) Patients / Parents/ Guardians/ Carers must attend the pharmacy to be eligible to use this service.

4) Suitable medication is available
   a) A suitable medication is one that is licensed for the condition being treated and there are no contraindications such as age, pre-existing conditions, number of time used etc.
   b) There are no age limits on who is eligible for this service except those imposed by the OTC licence of the product.
   c) There are limits on the number of times a medication can be supplied in a month and year. A suitable formulary item may therefore not be available on this occasion
Appendix 2

Care at the Chemist

This service is available to all patients registered with a GP in either South Sefton or Southport and Formby CCG. To make the system work, the pharmacy has to follow certain restrictions set by NHS Southport and Formby CCG. These are listed below.

1. Care at the Chemist is intended to improve access for patients suffering from minor ailments to the medicines they need to treat the illness without the need to see your GP. It is not intended to treat any long term condition.

2. The number of times a supply of any medicine can be made through the service is limited to ensure your safety. If the same or same type of medicine is needed too often it may be because you need to see your doctor.

3. Patients or parents/guardians of children with minor ailments must be present in the pharmacy on each occasion before they can be treated through the service.

If the pharmacy has been unable to supply you at this time with the medicines you need then this is because the computer will not allow a supply at this time. It is not the fault of the pharmacist or staff in the pharmacy. Please do not blame them.

If you feel you need the medicines then you should make an appointment to see your doctor in the normal way.

If you feel the list of medicines is too restrictive then please contact Commissioning Support Unit complaints on 01925 843638