

## Services Summary

This table summarises the requirements, with associated links, for all the Locally Commissioned or delivered Pharmacy

Services in Suffolk

<u>Service Summary</u>	Smoking Cessation	Chlamydia Screening	Chlamydia Treatment	EHC	C-Card
Open service	Y	Y	Y	Y	Y
	Sign <a href="#">Suffolk Public Health Contract</a>	Sign <a href="#">Suffolk Public Health Contract</a>	Sign <a href="#">Suffolk Public Health Contract</a>	Sign <a href="#">Suffolk Public Health Contract</a>	<a href="#">Contact iCASH</a>
Fees	£20 sign-up fee plus £30 for 4 week quit plus cost of NRT	£2 per kit supplied	£15 per consultation plus cost of drug (DM&D +VAT)	£15 per consultation plus cost of drug (DM&D+VAT)	None
Provided by	Trained pharmacy staff	Competent pharmacy staff	Pharmacist only	Pharmacist only	Trained pharmacy staff
Training Requirement	<a href="#">NCSCT online</a> plus <a href="#">local training &amp; annual update</a>	<a href="#">Confident to provide</a>	<a href="#">Declaration of competence/Safe guarding &amp; Sexual Health CPPE</a>	<a href="#">Declaration of competence/Safe guarding &amp; EHC CPPE</a>	<a href="#">Local training</a> from iCASH plus in store support
Equipment required	CO monitor and BP monitor	Chlamydia Screening Kits <a href="#">Re-order via iCASH</a>	Chlamydia Screening Kits <a href="#">Re-order via iCASH</a>	Chlamydia Screening Kits <a href="#">Re-order via iCASH</a>	Condoms, demonstration tools and cards provided <a href="#">Re-order via iCASH</a>
Claim	<a href="#">Via PharmOutcomes</a>	<a href="#">Via PharmOutcomes</a>	<a href="#">Via PharmOutcomes</a>	<a href="#">Via PharmOutcomes</a>	Record via <a href="#">Audit Therapy</a>
Active providers 2017-18	61 out of 143 43%	28 out of 143 20%	15 out of 143 10%	61 out of 143 43%	n/a
Points to note	<b>Checking for high blood pressure and irregular pulse are currently required as part of the service</b>	Uptake of this service is a key priority for Public Health Suffolk who will be monitoring activity	This service involves referral from the specialist service direct to the pharmacy <b>DBS required</b>	This service includes the supply of a Chlamydia kit to all eligible service users. <b>DBS required</b>	One person needs training to sign people up but other staff can supply under supervision of a pharmacist

	NeX	Supervised Consumption	Health Checks	HLP	Carer Friendly Pharmacies
Open Service	N	N	N	Y	Y
Fees	Speak to Turning Point £1.30 per supply or £1.40 per supply including a return	Speak to Turning Point £1.30 for Methadone £1.85 for Buprenorphine	Limited to 30 Contact SCC £30 per completed check	None payable	None payable
Provided by	Trained pharmacy staff	Pharmacist or registered tech.	Trained pharmacy staff/pharmacist	All staff	All staff
Training Requirement	<a href="#">Frontier online</a>	Declaration of competence	Online and Face to Face via BHR	<a href="#">CPPE for Leadership</a> plus <a href="#">RSPH Level 2 Health Champion Training</a>	<a href="#">Completion of the Pharmacy Workbook</a>
Equipment required	Supplied by service	Drinking cups	Needs to be purchased by the pharmacy	Health Promotion Zone allocated Evidence folder	Workbook available <a href="#">online</a>
Claim	<a href="#">Via PharmOutcomes</a>	<a href="#">Via PharmOutcomes</a>	<a href="#">Via PharmOutcomes</a>	<a href="#">RSPH Accreditation</a>	Pledges and completed work books sent to LPC <a href="mailto:myra@suffolkipc.org.uk">myra@suffolkipc.org.uk</a>
Active providers 2015-16	43 out of 71 61%	76 out of 117 65%	14 out of 30 47%	125 out of 143 88%	Launched 24/01/2018
Points to note	Participation may be requested by Turning Point	Participation may be requested by Turning Point	Full service but restricted to certain localities	This requires an ongoing commitment to maintaining a leader and a champion. All <a href="#">accreditation standards</a> need to be met on a continual basis and evidence provided. Re-accreditation is required bi-annually.	One person needs to complete the workbook and disseminate to other team members and complete the store declaration. All staff are encouraged to sign the Champion Pledge at the beginning of the workbook.

# Commissioned Services Summary

## Stop Smoking Service

The provider for Stop Smoking services in Suffolk is **One Life Suffolk** <http://www.onelifesuffolk.co.uk>

Smoking remains the number one cause of premature death and the greatest contributor to health inequality between the most affluent and most deprived sections of our communities. The Suffolk Stop Smoking Service aims to help those people who wish to quit but would struggle to do this alone. Studies have shown that with support, quitters are **FOUR TIMES** more likely to achieve their goal and stay quit.

By signing up to the service, and with the training provided, you will be able to:

- confidently give advice to customers who ask for information, refer to specialist smoking cessation services (if required) and healthy lifestyle clinics and courses
- Provide 1:1 stop smoking support

1:1 support involves multi-session interventions, from pre-quit preparation to 12 weeks post-quit.

- This will include an initial assessment when a quit date will be set, the treatment options (NRT) discussed and the supply of appropriate treatment made. **This service now also requires a Blood Pressure Reading to be taken along with a check for an irregular pulse.**
- Then you will offer weekly support to individuals committing to quit smoking from their quit date until they have been quit for 4 weeks (or until they relapse, if less than 4-weeks after the quit date.)
- Behavioural support is given, carbon monoxide levels are monitored, and treatment effectiveness and compliance are discussed.
- A face to face consultation should take place at the 4-week review and a carbon monoxide reading taken to verify the quit.
- Upon achieving a successful 4-week quit, the client can receive 8 further weeks of NRT and support.

### Fees

For each verified 1:1 successful 4-week quit achieved you will be paid

- **£50** (£20 for setting quit date plus £30 for successful, CO validated 4-week quit)
- Claims should be made via PharmOutcomes.
- NRT will be reimbursed at cost of item + vat, minus any prescription charge collected.

### Training

All staff can become Level 2 smoking advisors by attending a 2 day course and completing the NCSCCT online module prior to attending the course. Annual updates must be attended to maintain accreditation.

For full service details please see the LPC website

<http://psnc.org.uk/suffolk-lpc/locally-commissioned-services/smoking-cessation-services/>

## Sexual Health Service

The provider for Sexual Health Services in Suffolk is iCaSH Suffolk and The Terrence Higgins Trust.

<http://www.icashsuffolk.co.uk/> <http://www.tht.org.uk/>

As part of a local network, pharmacies will provide rapid access to high quality contraceptive and sexual health services, namely

- Opportunistic chlamydia screening of sexually active young people under 25 years old and testing of partners regardless of age
- Provision, via a Patient Group Direction (PGD), of treatment for chlamydia infection to clients aged from 14 years and over
- Provision, via a Patient Group Direction (PGD), of emergency hormonal contraception (EHC) to clients aged from 13 years and over and safeguarding referrals for under 13s
- Provide sexual health promotion and advice and signposting to local sexual health services, GP Practices and other appropriate services

**To provide Sexual Health Services in Suffolk, Pharmacists must now hold a valid DBS certificate. Details for how to obtain one can be found at**

<http://psnc.org.uk/suffolk-lpc/locally-commissioned-services/sexual-health-services/dbs-requirement-sexual-health-pharmacist-led-services/>

### Chlamydia Screening

This is offered to men and women under the age of 25 who have been sexually active. This screening can be done annually or on change of a sexual partner.

### **Fees**

For each kit supplied you will be paid **£2**

### **Training**

All pharmacy staff can provide this service on completion of appropriate **free** training currently provided by The Terrence Higgins Trust (THT).

### Chlamydia Treatment

- This service is available to anyone age 14 years and over on referral from the specialist service
- It is provided by the Pharmacist only following the PGD guidelines.
- Client history is taken to ensure treatment is safe and appropriate. The Chlamydia treatment is supplied with supporting Pharmaceutical advice and records are kept for each supply made.
- The client is provided with written advice to support verbal information given. Clients are also encouraged to notify partners where appropriate and they can also be treated. Advice is given to re-test after 3 months.
- If a client is exhibiting symptoms of other Sexually Transmitted Infections (STIs) they should be **signposted to iCaSH Suffolk or THT.**

### **Fees**

You will be paid £15 per consultation for chlamydia treatment + drug cost (at Drug Tariff price) + vat, claimed via PharmOutcomes

## **Training**

For both **Chlamydia treatment and EHC supply** Pharmacists must complete the CPPE Declarations of Competence for Sexual Health and EHC and child protection learning/safeguarding children and vulnerable adults training.

Suffolk County Council provide safeguarding training and working together training, accessible at:  
<http://www.suffolk.gov.uk/care-and-support/safeguarding/>  
<http://www.suffolkscb.org.uk/>

- Contractors must retain their original certificates within the pharmacy. Update training should be completed at least every two years after being fully trained.

## **Emergency Hormonal Contraception (EHC)**

- This service is available to any female aged 13 years and over
- This is provided by the Pharmacist only following the PGD guidelines.
- Client history is taken to ensure supply is appropriate and either levonorgestrel or ulipristal can be supplied. A second dose can be given if vomiting occurs within 3 hours of taking. Records will be kept for each supply made.
- The client is provided with written advice to support verbal information given.
- Clients who are excluded from the service will be signposted to other services for treatment. Any female under 13 years old requesting EHC should be referred using the PharmOutcomes template by making them an appointment where possible with their GP or Sexual Health clinic thus supporting the child.

## **Fees**

You will be paid £15 for the consultation or under 13s referral + drug cost (at Drug Tariff price) + vat. This should be claimed via Pharmoutcomes

## **Training**

See information under Chlamydia treatment.

## **Sexual Health Promotion, Advice and Signposting**

When required, all appropriately trained Pharmacy staff will provide support and advice to anyone accessing the service including;

- advice on safe sex
- condom use
- and advice on contraceptive methods

For full service details please see the LPC website

<http://psnc.org.uk/suffolk-lpc/locally-commissioned-services/sexual-health-services/>

# Harm Reduction

## Supervised consumption

This service is designed to support service users to stop or stabilise their opiate use thus enabling them to develop their personal goals. These are not open services but participation for this may be requested by Turning Point. It involves;

- Supervising the service user consume a measured dose of methadone or buprenorphine in a quiet and private area of the pharmacy, in accordance with the SLA
- Open communication with the service user and Turning Point about compliance issues if there are any missed doses. After 3 consecutive missed doses you should not dispense, but should contact the prescriber/prescribing agency
- Information about the medicines supplied and appropriate health promotion materials should be provided opportunistically to the service user and also including advice on Sexual Health, STIs, HIV, Hepatitis C transmission and Hepatitis B immunisation to promote safe practice

## Needle Exchange

The practice is designed to reduce harm to injecting drug users and in turn reduce the prevalence of blood-borne viruses and bacterial infections that will also benefit the wider community.

Drug misuse not only affects the drug user themselves but also their family and public at large. Pharmacists are well placed to be able to provide services to drug users as part of the strategy of harm reduction. This provides routine and structure for the client to help support the move away from chaotic and risky behaviour. You will:

- Provide sterile needles and syringes, injecting equipment and sharps containers for return of used equipment. Used equipment is returned by user for safe disposal.
- Provide materials on health promotion and safe practice to user including sexual health and STIs, HIV, Hepatitis C transmission and Hepatitis B immunisation
- Signpost to appropriate treatment services if necessary

## Training

**Training will be provided by Turning Point for each service as necessary. An annual meeting with Turning Point is also required to promote service development and update staff knowledge. Turning Point Suffolk understand the rural nature of Suffolk and that many pharmacies are now open in the evenings. To address this, they are offering needle exchange eLearning in partnership with Frontier Exchange Supplies. This comprehensive training can be completed from any computer with internet access and is split into a series of short modules to make the learning experience easier and practical. A frontier guide of how to register and access for this training has been included.**

## [3- Frontier Pharmacy e-learning](#)

**Supervised consumption service** can be carried out by a trained Pharmacist or suitably trained Registered Technician.

**NeX** can be carried out by any member of staff who has had the appropriate online training.

## Fees

Claims are made via PharmOutcomes and you will be paid

- £1.30 per supervised Methadone
- £1.85 per supervised buprenorphine
- £1.30 per NeX transaction with a 10 pence incentive payment per intervention with a patient that includes a return.

For full service details please see the LPC website

<http://psnc.org.uk/suffolk-lpc/locally-commissioned-services/harm-reduction-services/>

## Health Checks

The NHS Health Check is a national programme for people aged 40 – 74 years that assesses a person's risk of developing diabetes, heart disease, kidney disease and stroke. It then provides the person with tailored support to help prevent the condition, advising on lifestyle changes to reduce their risk. Nationally, there are over 15 million people in this age group who should be offered an NHS Health Check once every 5 years, and local authorities are responsible for commissioning NHS Health Checks.

Due to the encouraging results obtained from the Suffolk County Council Pharmacy Health Check pilot to date, this has been reviewed by the commissioner and is now a full service open to 30 selected pharmacies in certain geographical areas where current provision is low.

The pharmacies are encouraged to complete opportunistic checks on all eligible patients whilst also receiving patients with HealthCheck letters from GP practices.

### Consumables and equipment maintenance

Individual pharmacies must purchase and provide the POCT machines themselves. Furthermore, the pharmacies will have to provide the Cardiochek TC/HDL test panels + pipettes and the HbA1c tests (not everyone is eligible for the HbA1c test). The provider will need to ensure that all equipment is properly calibrated and confirm that it complies with all relevant guidance, criteria and quality standards. It is the responsibility of the pharmacies to ensure they have EQA registration.

Please note, it is the responsibility of the pharmacy to ensure all sharps and clinical waste are correctly disposed of.

### Payment

Payment will be made via PharmOutcomes the commissioner will have access to all data and be able to pay pharmacies on this system.

Pharmacies will be paid £30.00 per completed health check.

Pharmacies estimated cost and profit:

POCT Cardiochek machine plus 25 tests	£370
POCT HbA1c kit including 25 tests	£140
EQA registration for calibration	£120 (paid annually)
Total	£630

Pharmacies will also need weighing scales, a height measure, a blood pressure meter and access to PharmOutcomes, preferably in the consultation room.

The pharmacy would need to complete around 25 health checks to recoup the initial set up and training time costs. After that, the pharmacy would make around £20 per health check after deducting consumable costs.

It should be noted that the commissioner expects in each participating pharmacy no more than 20% of the total health checks completed should be carried out 'opportunistically'. The commissioner expects 80% of total health checks completed to be on patients that receive a letter from the call/recall provider (ACE) or from the individual GP practice and therefore belong to one of the underperforming practices.

For more information on the service please click on the following link:

<http://psnc.org.uk/suffolk-lpc/locally-commissioned-services/nhs-health-checks-2016/>

## Healthy Living Pharmacy (HLP)

A Healthy Living Pharmacy shows a Health Promoting Ethos and Environment, giving Clarity to customers of free and confidential advice on Health and Well-being, Services available and how all can be accessed locally. Stores will display the HLP logo once accredited and have a Health Promotion Zone for customers to access campaign materials.

### Fees

Healthy living pharmacy is Part of Quality payments 20 points (£1,280)

### Requirements

You will only be able to complete HLP assessment of compliance when you have met both:

- the General Pharmaceutical Council (GPhC) standards for the safe and effective practice of pharmacy from pharmacy premises, and
- the NHS Community Pharmacy Contractual Framework (CPCF) requirements which determine the services and standards that must be provided by community pharmacies. Compliance with these is assessed by the Community Pharmacy Assurance Framework (CPAF) Both these sets of standards and requirements must be met prior to the completion of the HLP assessment of compliance. The assessment is for an individual pharmacy. It is not permitted to complete a single form for a number of pharmacies within a group. Each pharmacy has to complete its own individual assessment.

### Public Health England Healthy Living Pharmacy Quality Criteria

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/538638/HLP-quality-criteria-and-self-assessment-process.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/538638/HLP-quality-criteria-and-self-assessment-process.pdf)

The criteria covers; Public Needs from a healthy Living pharmacy, the Health and Wellbeing Ethos, Team Leadership, Communication, Community Engagement, Commissioner Engagement, The Pharmacy Environment, Evidence and Data collection and Sustainability

### Training

Leadership CPPE to be completed <https://www.cppe.ac.uk/programmes/l/leadersHLP-E-01/>

Health Champions (equivalent to one full time per store must complete)

RSPH Understanding Health Improvement level 2

<https://www.cppe.ac.uk/programmes/l/leadersHLP-E-01/>

<http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>

### Self-assessment and declaration

<https://www.rsph.org.uk/our-services/registration-healthy-living-pharmacies-level1/assessment-of-compliance.html>



## **Health promotion Zone must be**

Clearly marked.

Have a professional appearance.

There will be at least 6 campaigns promoted each year, the promotion zone will be updated minimum 2 monthly. Records will be kept of materials used and updates. Staff will be trained around the campaign and be aware of signposting and referrals locally for the campaign. <http://psnc.org.uk/suffolk-lpc/hlp/hlp-resources/>

Appropriately equipped, (Commissioned campaign materials or other generic campaign materials)

## **Health Champions**

With the support of the Store Lead and team

Will establish and maintain the Promotion Zone and the evidence folder.

Plan campaigns, initiate training of staff around the campaign, provide local signposting and referral info to the team around the campaign, order materials in advance of campaigns, initiate recording of campaign activities (stored in evidence folder), complete post campaign evaluations.

**Pharmacists** and their teams should seek opportunities to deliver public health services based on local public health need.

## **Carer Friendly Pharmacies**

A Carer Friendly Pharmacy will have a good understanding of Carers; their needs and who to refer them to for further information to support themselves. Where and how to access leaflets to support Carers.

### **Family Carer Champion Roles & Responsibilities declaration**

<http://psnc.org.uk/suffolk-lpc/hlp/hlp-resources/>

I will be a recognised link via the Family Carer Champion badge

I will proactively signpost staff, patients and carers to carer support services

I will be a role model in their store demonstrating positive engagement with family carers and patients.

I will challenge discriminatory attitudes, behaviours and assumptions.

I will keep staff updated regarding current family carer issues, drawing on information in newsletters received online.

I will proactively maintain store stock of family carer information leaflets.

Stores will work with Suffolk Family Carers referring and signposting carers to them and others locally as needed.

**The Store will have a Carer Champion that has completed a training workbook and has completed the declaration with colleagues within their store.** I have shared the information in the workbook with colleagues and I have completed the workbook. The Pharmacy team will support the Family Carer Champion(s) to identify family carers and signpost to carer support services.

**Evidence of completion** (which can be stored in the HLP evidence folder)

The Champion will receive newsletters via email from Suffolk Family Carers, a badge and a certificate.

The Store will receive a Certificate and Window sticker to raise public awareness of their declaration.

This initiative is evidence HLP stores are working with the community.

# PharmOutcomes

PharmOutcomes is now the data collection and payment system for all locally commissioned Public Health Services in Suffolk.

The first point of contact for help on log on and technical queries is the Pinnacle Help Desk. The details for this are provided below.

<https://pharmoutcomes.org/pharmoutcomes/help/home>

or by telephoning 01983 216699.

This system is commissioned by Suffolk County Council and therefore any issues with payment or accreditation should be directed as follows:

**Finance** - Julissa Aitkens, Tel: 01473 260054

Email: [Julissa.Aitkens@suffolk.gov.uk](mailto:Julissa.Aitkens@suffolk.gov.uk)

**Accreditation /General Enquiries** - Anna Kowalczyk, Tel: 01473 265417

Email: [anna.Kowalczyk@suffolk.gov.uk](mailto:anna.Kowalczyk@suffolk.gov.uk)

**Substance Misuse services** - Nick Allard, Tel: 0300 123 0872

Email: [Nick.Allard@turning-point.co.uk](mailto:Nick.Allard@turning-point.co.uk)

Please contact the LPC on [info@suffolklpc.org.uk](mailto:info@suffolklpc.org.uk) if you have any comments on the usability of the templates or if you require support to provide the services.

## Key things to do:

- **Log onto PharmOutcomes.**
- **If you have lost your password and Username please contact the Pinnacle helpdesk.** You can do this by emailing them via this link <https://pharmoutcomes.org/pharmoutcomes/help/home> or by telephoning 01983 216699.
- **Click on the services tab:** The **services for action** are to confirm sign up to the SCC Public Health Services (smoking cessation/sexual) or the Turning Point services (needle exchange/supervised consumption). Confirming that you accept the terms and conditions of each contract, which can be downloaded from the side bar, prevents the need to sign and return a paper copy of the contract.
- **Please ensure you submit your VAT number to the County Council.** There is a page on the services list that allows you to do this via PharmOutcomes. This will be required before payment can be made for any services you provide.

- **Please ensure that you submit your bank details for the Turning Point Services** as these are required by the service for payment. This will appear on your services list along with the service templates for supervised consumption and needle exchange **after** you have confirmed acceptance of the terms and conditions in the contract
- **All activity for Smoking Cessation and Sexual Health Services should be logged on PharmOutcomes** using the relevant template.
- **For PGD linked services:** Please download the PGDs from the side bar of the relevant service and ensure they are signed by all pharmacists accredited to provide the service. They should be retained in the pharmacy along with accreditation certificates.
- **All activity for Needle Exchange and Supervised Consumption are also claimed via PharmOutcomes.** If you wish to start providing these services, please contact Turning Point who will decide if additional service provision is required in your area.
- **Remember the service is designed to be user specific.** All staff using the system especially those who are directly involved with providing services are expected to have their own log in details.
- **The initial user in each pharmacy should have the ability to set up individual logins for staff members.** Please look under the help tab where you will find information on how to do this. You will then need to go into the Admin tab to set these up. If you need any help with doing this please contact the Pinnacle Helpdesk.

#### **Key things to be aware of:**

All contracts have now been harmonised across Suffolk so there are no longer different services and SLAs for Waveney and East and West Suffolk.

## **Service Development Opportunities**

The LPC is working with Public Health Suffolk and their commissioned providers to look at how the following services could be provided by pharmacies:

- NHS Health Checks-wider provision
- Brief alcohol intervention
- Weight management.

**It is therefore really important that pharmacies provide the services already commissioned. Without good levels of activity and quality provision it is very difficult to make the case for additional services.**

## LPC Website

<http://psnc.org.uk/suffolk-lpc/>

## LPC Contacts

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