**Template Service Specification for Commissioning a NHS Community Pharmacy Winter Ailments Service**

**1. This agreement is between**

**NHS England xxx Area Team** (the Commissioner)

Address

**And the Provider:** (“the pharmacy”)

**Trading as:**

Address:

Contractor ODS code: F

**2. Purpose**

The purpose of the Community Pharmacy Winter Ailments Service is to ensure that patients can access self-care advice for the treatment of winter ailments and, where appropriate, can be supplied with over the counter medicines, at NHS expense, to treat their winter ailment. This provides an alternative location from which patients can seek advice and treatment, rather than seeking treatment via a prescription from their GP or out of hours (OOH) provider, or via a walk-in centre or accident and emergency.

Patient eligible to receive the service are:

* 60 or over
* Under 16
* 16-18 and in full-time education
* are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
* have a specified medical condition and have a valid medical exemption certificate (MedEx)
* the person or their partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or they receive either:
  + Income Support
  + Income-based Jobseeker’s Allowance
  + Income-related Employment and Support Allowance
  + Pension Credit Guarantee Credit
  + Universal Credit

[amend eligibility criteria to meet local needs]

**3. Period**

This agreement is for the period [start date] to [end date].

**4. Termination**

One months’ notice of termination must be given if the pharmacy wishes to terminate the agreement before the given end date.

NHS England xxx Area Team may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

**5. Obligations**

The pharmacy will provide the service in accordance with the specification (Schedule 1).

NHS England xxx Area Team will manage the service in accordance with the specification (Schedule 1).

**6. Payments**

NHS England xxx Area Team will pay the following:

A service fee of **£X + VAT** will be paid for each supply of a medicine or medicines made to an individual patient, under the terms of this service. The agreed reimbursement price (including VAT), as set out in the winter ailments formulary, for the product or products supplied will also be paid.

[NHS England and PSNC agree a fair payment for this service would be a fee of £4.00 + VAT to cover the administration of the service plus reimbursement of the cost of the medicine + VAT].

[An NHS prescription charge will be collected where appropriate. Reimbursement of medicines will be net of prescription charges collected. Where OTC medicines supplied are less than the cost of a prescription charge and the patient should pay the charge, the pharmacy will treat the transaction as an OTC sale rather than one provided via the winter ailments service. Delete this section if not required due to the patient eligibility criteria selected]

Option a – Web-based system

The pharmacy will enter the service delivery information onto the web-based system and invoices will be generated automatically.

Option b - Paper based

The pharmacy will submit monthly claims to NHS England xxx Area Team by email/fax/post [select option(s)] using the agreed claim form, by the 14th of the following month. Late claims more than three months in arrears will not be considered for payment.

Payments will be entered on to the NHS BSA Local Payments Application and will appear on pharmacy contractors’ monthly statement from the NHS BSA. [amend to reflect local approach to payment and include timescale for payment]

**7. Standards**

The service will be provided in accordance with the standards detailed in the specification (Schedule 1).

**8. Confidentiality**

Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

Any approaches by the media for comments or interviews must be referred to NHS England xxx Area Team.

**9. Indemnity**

The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to NHS England.

**Schedule 1**

**Service Specification – Community Pharmacy Winter Ailments Service**

**1. Service description**

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

Where appropriate, e.g. the person presenting for the service is not eligible to receive OTC medicines free of charge, the pharmacy may sell appropriate OTC medicines to the person to help manage the minor ailment, 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.

## The service is part of the response to winter 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**

* 1. To improve access and choice for people with winter ailments who are seeking advice and treatment by:
* Promoting self-care through community pharmacy, including the provision of advice and where appropriate OTC 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 OTC medicines at NHS expense.
  1. To give low income families equal access to medicines for self-care of winter ailments.
  2. To improve primary, urgent and emergency care capacity by reducing the workload of those providers related to winter ailments.

**3. Service outline**

3.1 Pharmacy staff will provide advice on the treatment of winter ailments to people seeking such advice in the pharmacy for themselves or their children. People who meet the following eligibility criteria:

* 60 or over
* Under 16
* 16-18 and in full-time education
* are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
* have a specified medical condition and have a valid medical exemption certificate (MedEx)
* the person or their partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or they receive either:
  + Income Support
  + Income-based Jobseeker’s Allowance
  + Income-related Employment and Support Allowance
  + Pension Credit Guarantee Credit
  + Universal Credit

[amend eligibility criteria to meet local needs]

may be supplied with an appropriate OTC medicine from the winter ailments service formulary (Annex 1). A quantity sufficient to treat the current episode only may be supplied. The pharmacist or pharmacy staff 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 Supply of OTC medication under the service is intended to be the equivalent of a retail sale to any walk in customer, except that the commissioner will pay for the cost of the medication supplied from the winter ailments formulary. People seeking to use the winter ailment service or who indicate that they are unable to pay for OTC medication should be asked if they meet the eligibility criteria listed above. They 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 pharmacy staff will explain that they are not eligible to receive medication at NHS expense, but they can still receive advice on management of the winter ailment and may purchase a suitable medicine.

3.3 If the patient is not able to be present in the pharmacy, the pharmacist or pharmacy staff must judge what advice and / or medication to supply.

3.4 Where appropriate, the pharmacy will refer the patient to another health and social care provider. [add details of any fast track referral systems in place locally]

3.5 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 the paperwork/system [amend as appropriate] made available by the commissioner.

3.6 The pharmacy has a system to check the person’s eligibility for receipt of the service and will collect NHS charges where appropriate.

3.7 The pharmacy contractor must have a standard operating procedure in place for this service.

**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.

**5. Service availability**

The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy’s opening hours. To encourage ease of access to the service it should be offered across a range of times including where possible Saturdays and Sundays.

**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 of service provision.

6.4 The pharmacy should co-operate with any commissioner-led assessment of patient experience.

**7. Claiming payment**

The commissioner will provide access to a web-based ystem / or paperwork [amend as appropriate] for the recording of relevant service information for the purposes of audit and the claiming of payment.

**Winter ailments service formulary (Annex 1)**

Co-codamol tablets 8/500mg 32

Ibuprofen suspension 100mg in 5ml sf 100ml

Ibuprofen tablets 200mg 24

Ibuprofen tablets 400mg 24

Loperamide capsules 6

Paracetamol susp. 120mg in 5ml SF 100ml

Paracetamol susp.250mg in 5ml SF 100ml

Paracetamol tablets 500mg 32

Pholcodine linctus 200ml

Rehydration sachets 6

Simple linctus 200ml

Sodium chloride nasal drops 0.9% 10ml

Soluble aspirin tablets 300mg 32

Pholcodine linctus 200ml

Xylometazoline nasal spray 0.1% 10ml

[amend as appropriate]