July 2017

**Services and**

**Commissioning**

**PSNC Briefing: Building a business case for a Minor Ailment Service (DRAFT)**

**Introduction**

Pharmacy based Minor Ailment Services have been commissioned for many years, often under the name ‘Pharmacy First’ or referred to as services to treat ‘common ailments’ or ‘self-limiting conditions’ and data has been collected and analysed both locally and nationally.

Minor Ailment Services are commissioned in many areas by local NHS England teams or Clinical Commissioning Groups (CCGs). An analysis carried out in July 2017 showed that there were 75 Minor Ailment Services commissioned across England, with 62 (83%) being commissioned by CCGs and 13 (17%) commissioned by local NHS England teams.[[1]](#footnote-1)

In May 2015, PSNC and NHS Employers confirmed that they were in discussions about a national community pharmacy Minor Ailments Advice Service. PSNC had hoped that it would be able to reach agreement with the NHS on such a service as part of the 2015/16 settlement and in lengthy discussions with the NHS a detailed proposal had been developed for this service. NHS England subsequently decided not to pursue this.[[2]](#footnote-2)

In October 2016, the Department of Health (DH) announced an imposition on community pharmacy funding and details were provided in *Community pharmacy in 2016/17 and beyond – Final package[[3]](#footnote-3).* DH acknowledged that Minor Ailment Services are already commissioned across many parts of the country and that ultimately NHS England will encourage all CCGs to adopt this joined-up approach by April 2018.

Further details on how NHS England intends to do this have not yet been published; however, over the next year most Local Pharmaceutical Committees (LPCs) who do not have a Minor Ailment Service across all or some of their area, are likely to want to be able to present a business case to assist with getting this type of service commissioned.

This exemplar business case has been produced jointly by PSNC and Pinnacle Health Partnership, using evidence from peer reviewed articles and the most recent PharmOutcomes data. Pinnacle Health Partnership has undertaken this work as part of their commitment as a social enterprise to encourage commissioning of community pharmacy services. The business case has also been reviewed by members of the Commissioning Toolkit Programme working group. Further information on the Commissioning Toolkit Programme can be found at: [psnc.org.uk/cpt](http://www.psnc.org.uk/pctp)

The business case is a free resource that LPCs can choose to use and personalise to meet their local needs if they wish, and is intended to assist in making their negotiations more efficient.

## **Building a case**

**Step 1: Download the relevant documents**

The following documents should be downloaded from: [www.psnc.org.uk/cpt](http://www.psnc.org.uk/cpt)

* **Assessment of the likely costs of providing a Minor Ailment Service** – PSNC has produced this spreadsheet so LPCs can consider the costs to community pharmacy contractors of providing the service, which should assist with negotiating a fee for provision of the service; and
* **Minor Ailment Service business case** – A template business case has been produced; however, LPCs will be required to insert local data, which can be found in Appendixes 1 and 2 of this document.

### Step 2: Decide on the level of service to pitch

When starting to produce your business case, assess how keen your commissioner appears to be on the idea of commissioning a Minor Ailment Service. If you have been approached and asked to put together a business case for this type of service, you may feel that the commissioner is more open to commissioning a service than if you had initially approached them and received a lukewarm response.

Depending on their response towards commissioning this type of service, you may feel more comfortable keeping the suggested indications to be included in the service to a minimum, with the plan of increasing this as the service demonstrates its value or, if you are feeling more positive about the possibility of a commissioned service, you could discuss a larger number of conditions that could be included in the service or the inclusion of Patient Group Directions (PGDs).

If you are preparing a business case for a commissioner who does not yet commission the service, then you may want to concentrate on the following 10 ailments to introduce the service. A limited list of options may be particularly useful in areas where there has been previous resistance to commissioning a pharmacy based service.

The top ten minor ailments by number of GP consultations, identified by IMS Health[[4]](#footnote-4) from GP records in 2006/7 were:

|  |  |
| --- | --- |
| **Minor Ailment** | **Annual Consultations (millions)** |
| Back pain | 8.4 |
| Dermatitis | 6.8 |
| Heartburn and indigestion | 6.8 |
| Nasal congestion | 5.3 |
| Constipation | 4.3 |
| Migraine | 2.7 |
| Cough | 2.6 |
| Acne | 2.4 |
| Sprains and strains | 2.2 |
| Headache | 1.8 |

# If an extended list is required, the LPC may want to discuss the inclusion of other indications that are commonly included in Minor Ailment Services or the inclusion of PGDs for indications which may be treated using a prescription only medicine. PSNC Briefing 042/17: Analysis of Minor Ailment Services in England*1* contains a list of indications and PGDs which are included in other locally commissioned Minor Ailment Services across England.

You will also need to consider whether you wanted to pitch a pharmacist-led service or whether it would be a service that could be offered by all appropriately trained members of the pharmacy team.

PSNC would expect that a pharmacist-led service, with the inclusion of PGDs, would have the greatest impact; however, we understand that this is not possible for all, and you would therefore need to decide at a local level as to the most appropriate type of service to pitch.

**Step 3: Use the ‘Assessment of the likely costs of providing a Minor Ailment Service’ spreadsheet**

Based on the type of service the LPC has decided to pitch for, use the ‘Assessment of the likely costs of providing a Minor Ailment Service’ spreadsheet to assist with deciding on the fee that you would like to see contractors paid for delivering the service. This fee will also need to be included in the embedded spreadsheet (double click on the embedded spreadsheet to open it and insert data) on page 6 of the MAS business case (cell B4 in the embedded spreadsheet).

### Step 4: Add local data to the business case

**Appendix 1** of this document contains a table of all CCGs, with estimates of population data from the Office of National Statistics[[5]](#footnote-5). We have estimated the number of GP consultations in each area that are for minor ailments only (rather than consultations where patients may have a minor ailment and other conditions they wish to discuss with their GP – this is stated in column E in Appendix 1). You can use this figure on page 2 of the MAS business case in the section ‘Reducing costs and saving GP time’) and in the embedded spreadsheet in the financial section of the business case (cell B13 on the spreadsheet) on page 6.

**Appendix 2** of this document contains a dataset assembled from NHS Digital[[6]](#footnote-6) that lists all the A&E departments, minor injury units and walk-in Centres in England (column A), together with their attendance levels (column B). The NHS has not differentiated between the different types of provider so your local knowledge will be required to decide which to use.

A calculation has then been done (column C) to show the number of A&E attendances that could be managed by a pharmacist and the minimum cost paid to a hospital (column D) and an average payment paid to a walk-in centre (column E).

These figures (from columns A-D) can be used on page 4 of the business case in the section ‘Reduction in urgent care presentations’. The figures from column C can also be used in the embedded spreadsheet (cell B11 for the walk-in centre and cell B8 for A&E attendances).

The walk-in centre consultations are also costed at £34 in the business case (page 5) and in the embedded spreadsheet (cell B3), which you may wish to change if you know the local payments for walk-in centres.

The projected percentage uptake figures in the embedded spreadsheet (cells C7, D8 and D9) is based on the Department of Health (DH) Impact Assessment methodology[[7]](#footnote-7). In the first year of the service and following the DH methodology, it is assumed that 20% of activity would move to pharmacy and, given appropriate promotion of the service, would follow the experience of other areas to reach 35% and then stabilise at 50% over the following years. These figures can be amended if the LPC would like to use a different methodology.

Local discussions will also be required to decide on the savings which will be available through alternative GP activity if a Minor Ailment Service was commissioned. For example, a Minor Ailment Service should reduce the number of GP appointments for minor ailments providing GPs with capacity to take on other work and these savings will need to be added to the embedded spreadsheet (cells C15, D15 and E15).

LPCs will also need to consider and add to the embedded spreadsheet the set-up costs for the pharmacy service to maximise quality improvement (cell C18) and the annual service management costs (C19 – the cells for the following years will automatically update when the costs are added to cell C19).

Throughout the MAS business case, there are other paragraphs in square brackets [ ], intended to highlight points that may be key for local discussion.

**Step 5: Consider if there is any additional information you want to add to your business case**

The following links may also provide useful information on Minor Ailment Services, which could be added to your business case:

* **PSNC Case studies hub** – Contains links to articles and news stories published by PSNC and other organisations that showcase community pharmacy services. Available at: [psnc.org.uk/casestudies](http://www.psnc.org.uk/casestudies)
* **PSNC Minor Ailment page –** Contains links to PSNC and other resources which may be useful for background information on a Minor Ailment Service. Available at [psnc.org.uk/minorailments](http://www.psnc.org.uk/minorailments)
* **Essential facts, stats and quotes** – Minor Ailment Service page – Contains facts, stats and quotes (and links where available to the original document) on Minor Ailment Services. Available at: [psnc.org.uk/essentialfacts](http://www.psnc.org.uk/essentialfacts)

#### Step 6: Which commissioners?

Now the business case has had local data added, the LPC would need to give some thought as to which commissioner to approach. The local CCG and the local NHS England team will both have an interest in supporting improved use of GP and A&E services.

The local NHS England team will have convened an urgent care board and will have a named lead that you can contact.

The CCG will be considering the need to reduce secondary care spending, potentially to the exclusion of all other considerations. Their strategic plan should give some indication of their intent and you will need to determine the most appropriate commissioning manager to approach.

### Step 7: Do you have their attention?

Some simple questions that you could start leading with in preliminary discussion before you present a business case might be:

* Are local general practices finding it difficult to meet their patients’ demands for appointments?
* Are local general practices struggling to recruit new GPs or practice nurses?
* Are local commissioners finding it difficult to meet their current targets for urgent and emergency care?
* Are they considering the shift of medical services from secondary to primary care?
* Are they looking at ways to get the best use of limited NHS resources?

Unless your commissioners can state NO to each of these questions then you should be able to gain their attention.

### Step 8: Proving pharmacy can deliver

What is the current performance of community pharmacy delivering NHS services in your area? Are all those commissioned to provide services delivering to an adequate number of patients and to an acceptable quality? If so, then you have the evidence to show that community pharmacy could be an effective provider of a Minor Ailment Service.

The MAS business case uses PSNC and PharmOutcomes data, publications and peer-reviewed articles that demonstrate that pharmacy can make a marked change in the management of patients with minor ailments to patients in your commissioners’ localities.

### Step 9: Provide feedback

PSNC will continue to produce more of the exemplar business cases for locally commissioned services so we’d like to know what you think, what worked, what worked when you changed it and, ultimately, if you were successful. We would also like to include any new services that get commissioned on the PSNC Services Database at psnc.org.uk/database so please email rosie.taylor@psnc.org.uk with comments or details.

# Appendix 1 – CCG Minor Ailment Consultation Rates

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CCG Area [A]** | **Estimated population5 [B]** | **Estimated total GP consultations[[8]](#footnote-8) [C] = B x 6.9** | **Estimated consultations for minor ailments****[[9]](#footnote-9)** **[D] = C/100 x 20** | **# of GP consultations for minor ailments alone8** **[E] = C/100 x 18** |
| NHS Airedale, Wharfedale and Craven | 159,311 | 1,099,246 | 219,849 | 197,864 |
| NHS Ashford | 124,250 | 857,325 | 171,465 | 154,319 |
| NHS Aylesbury Vale | 207,002 | 1,428,314 | 285,663 | 257,096 |
| NHS Barking and Dagenham | 201,979 | 1,393,655 | 278,731 | 250,858 |
| NHS Barnet | 379,691 | 2,619,868 | 523,974 | 471,576 |
| NHS Barnsley | 239,319 | 1,651,301 | 330,260 | 297,234 |
| NHS Basildon and Brentwood | 257,778 | 1,778,668 | 355,734 | 320,160 |
| NHS Bassetlaw | 114,533 | 790,278 | 158,056 | 142,250 |
| NHS Bath and North East Somerset | 184,874 | 1,275,631 | 255,126 | 229,614 |
| NHS Bedfordshire | 440,274 | 3,037,891 | 607,578 | 546,820 |
| NHS Bexley | 242,142 | 1,670,780 | 334,156 | 300,740 |
| NHS Birmingham CrossCity | 740,797 | 5,111,499 | 1,022,300 | 920,070 |
| NHS Birmingham South and Central | 202,277 | 1,395,711 | 279,142 | 251,228 |
| NHS Blackburn with Darwen | 146,846 | 1,013,237 | 202,647 | 182,383 |
| NHS Blackpool | 139,578 | 963,088 | 192,618 | 173,356 |
| NHS Bolton | 281,619 | 1,943,171 | 388,634 | 349,771 |
| NHS Bracknell and Ascot | 137,012 | 945,383 | 189,077 | 170,169 |
| NHS Bradford City | 83,883 | 578,793 | 115,759 | 104,183 |
| NHS Bradford Districts | 337,727 | 2,330,316 | 466,063 | 419,457 |
| NHS Brent | 324,012 | 2,235,683 | 447,137 | 402,423 |
| NHS Brighton and Hove | 285,276 | 1,968,404 | 393,681 | 354,313 |
| NHS Bristol | 449,328 | 3,100,363 | 620,073 | 558,065 |
| NHS Bromley | 324,857 | 2,241,513 | 448,303 | 403,472 |
| NHS Bury | 187,884 | 1,296,400 | 259,280 | 233,352 |
| NHS Calderdale | 208,402 | 1,437,974 | 287,595 | 258,835 |
| NHS Cambridgeshire and Peterborough | 876,367 | 6,046,932 | 1,209,386 | 1,088,448 |
| NHS Camden | 241,059 | 1,663,307 | 332,661 | 299,395 |
| NHS Cannock Chase | 134,857 | 930,513 | 186,103 | 167,492 |
| NHS Canterbury and Coastal | 207,653 | 1,432,806 | 286,561 | 257,905 |
| NHS Castle Point and Rochford | 174,317 | 1,202,787 | 240,557 | 216,502 |
| NHS Central London (Westminster) | 174,141 | 1,201,573 | 240,315 | 216,283 |
| NHS Central Manchester | 188,866 | 1,303,175 | 260,635 | 234,572 |
| NHS Chiltern | 324,044 | 2,235,904 | 447,181 | 402,463 |
| NHS Chorley and South Ribble | 172,533 | 1,190,478 | 238,096 | 214,286 |
| NHS City and Hackney | 277,769 | 1,916,606 | 383,321 | 344,989 |
| NHS Coastal West Sussex | 495,046 | 3,415,817 | 683,163 | 614,847 |
| NHS Corby | 66,854 | 461,293 | 92,259 | 83,033 |
| NHS Coventry and Rugby | 448,828 | 3,096,913 | 619,383 | 557,444 |
| NHS Crawley | 110,864 | 764,962 | 152,992 | 137,693 |
| NHS Croydon | 379,031 | 2,615,314 | 523,063 | 470,757 |
| NHS Cumbria | 504,052 | 3,477,959 | 695,592 | 626,033 |
| NHS Darlington | 105,389 | 727,184 | 145,437 | 130,893 |
| NHS Dartford, Gravesham and Swanley | 258,208 | 1,781,635 | 356,327 | 320,694 |
| NHS Doncaster | 304,813 | 2,103,210 | 420,642 | 378,578 |
| NHS Dorset | 765,678 | 5,283,178 | 1,056,636 | 950,972 |
| NHS Dudley | 316,464 | 2,183,602 | 436,720 | 393,048 |
| NHS Durham Dales, Easington and Sedgefield | 273,951 | 1,890,262 | 378,052 | 340,247 |
| NHS Ealing | 343,059 | 2,367,107 | 473,421 | 426,079 |
| NHS East and North Hertfordshire | 559,105 | 3,857,825 | 771,565 | 694,408 |
| NHS East Lancashire | 374,223 | 2,582,139 | 516,428 | 464,785 |
| NHS East Leicestershire and Rutland | 325,899 | 2,248,703 | 449,741 | 404,767 |
| NHS East Riding of Yorkshire | 315,064 | 2,173,942 | 434,788 | 391,309 |
| NHS East Staffordshire | 125,737 | 867,585 | 173,517 | 156,165 |
| NHS East Surrey | 182,019 | 1,255,931 | 251,186 | 226,068 |
| NHS Eastbourne, Hailsham and Seaford | 188,088 | 1,297,807 | 259,561 | 233,605 |
| NHS Eastern Cheshire | 196,525 | 1,356,023 | 271,205 | 244,084 |
| NHS Enfield | 328,433 | 2,266,188 | 453,238 | 407,914 |
| NHS Erewash | 96,317 | 664,587 | 132,917 | 119,626 |
| NHS Fareham and Gosport | 199,471 | 1,376,350 | 275,270 | 247,743 |
| NHS Fylde & Wyre | 167,894 | 1,158,469 | 231,694 | 208,524 |
| NHS Gloucestershire | 617,162 | 4,258,418 | 851,684 | 766,515 |
| NHS Great Yarmouth and Waveney | 214,849 | 1,482,458 | 296,492 | 266,842 |
| NHS Greater Huddersfield | 243,814 | 1,682,317 | 336,463 | 302,817 |
| NHS Greater Preston | 202,843 | 1,399,617 | 279,923 | 251,931 |
| NHS Greenwich | 274,803 | 1,896,141 | 379,228 | 341,305 |
| NHS Guildford and Waverley | 206,104 | 1,422,118 | 284,424 | 255,981 |
| NHS Halton | 126,528 | 873,043 | 174,609 | 157,148 |
| NHS Hambleton, Richmondshire and Whitby | 151,825 | 1,047,593 | 209,519 | 188,567 |
| NHS Hammersmith and Fulham | 179,410 | 1,237,929 | 247,586 | 222,827 |
| NHS Hardwick | 110,471 | 762,250 | 152,450 | 137,205 |
| NHS Haringey | 272,864 | 1,882,762 | 376,552 | 338,897 |
| NHS Harrogate and Rural District | 157,016 | 1,083,410 | 216,682 | 195,014 |
| NHS Harrow | 247,130 | 1,705,197 | 341,039 | 306,935 |
| NHS Hartlepool and Stockton-on-Tees | 287,296 | 1,982,342 | 396,468 | 356,822 |
| NHS Hastings and Rother | 184,405 | 1,272,395 | 254,479 | 229,031 |
| NHS Havering | 249,085 | 1,718,687 | 343,737 | 309,364 |
| NHS Herefordshire | 188,099 | 1,297,883 | 259,577 | 233,619 |
| NHS Herts Valleys | 588,222 | 4,058,732 | 811,746 | 730,572 |
| NHS Heywood, Middleton and Rochdale | 214,195 | 1,477,946 | 295,589 | 266,030 |
| NHS High Weald Lewes Havens | 171,571 | 1,183,840 | 236,768 | 213,091 |
| NHS Hillingdon | 297,735 | 2,054,372 | 410,874 | 369,787 |
| NHS Horsham and Mid Sussex | 230,346 | 1,589,387 | 317,877 | 286,090 |
| NHS Hounslow | 268,770 | 1,854,513 | 370,903 | 333,812 |
| NHS Hull | 258,995 | 1,787,066 | 357,413 | 321,672 |
| NHS Ipswich and East Suffolk | 399,455 | 2,756,240 | 551,248 | 496,123 |
| NHS Isle of Wight | 139,395 | 961,826 | 192,365 | 173,129 |
| NHS Islington | 227,692 | 1,571,075 | 314,215 | 282,793 |
| NHS Kernow | 551,728 | 3,806,923 | 761,385 | 685,246 |
| NHS Kingston | 173,525 | 1,197,323 | 239,465 | 215,518 |
| NHS Knowsley | 147,231 | 1,015,894 | 203,179 | 182,861 |
| NHS Lambeth | 324,431 | 2,238,574 | 447,715 | 402,943 |
| NHS Lancashire North | 161,456 | 1,114,046 | 222,809 | 200,528 |
| NHS Leeds North | 200,757 | 1,385,223 | 277,045 | 249,340 |
| NHS Leeds South and East | 249,654 | 1,722,613 | 344,523 | 310,070 |
| NHS Leeds West | 323,649 | 2,233,178 | 446,636 | 401,972 |
| NHS Leicester City | 342,627 | 2,364,126 | 472,825 | 425,543 |
| NHS Lewisham | 297,325 | 2,051,543 | 410,309 | 369,278 |
| NHS Lincolnshire East | 232,030 | 1,601,007 | 320,201 | 288,181 |
| NHS Lincolnshire West | 234,338 | 1,616,932 | 323,386 | 291,048 |
| NHS Liverpool | 478,580 | 3,302,202 | 660,440 | 594,396 |
| NHS Luton | 214,710 | 1,481,499 | 296,300 | 266,670 |
| NHS Mansfield and Ashfield | 196,378 | 1,355,008 | 271,002 | 243,901 |
| NHS Medway | 276,492 | 1,907,795 | 381,559 | 343,403 |
| NHS Merton | 204,565 | 1,411,499 | 282,300 | 254,070 |
| NHS Mid Essex | 385,741 | 2,661,613 | 532,323 | 479,090 |
| NHS Milton Keynes | 267,751 | 1,847,482 | 369,496 | 332,547 |
| NHS Nene | 640,035 | 4,416,242 | 883,248 | 794,923 |
| NHS Newark & Sherwood | 118,733 | 819,258 | 163,852 | 147,466 |
| NHS Newbury and District | 106,394 | 734,119 | 146,824 | 132,141 |
| NHS Newcastle Gateshead | 493,879 | 3,407,765 | 681,553 | 613,398 |
| NHS Newham | 332,817 | 2,296,437 | 459,287 | 413,359 |
| NHS North & West Reading | 100,332 | 692,291 | 138,458 | 124,612 |
| NHS North Derbyshire | 272,898 | 1,882,996 | 376,599 | 338,939 |
| NHS North Durham | 245,744 | 1,695,634 | 339,127 | 305,214 |
| NHS North East Essex | 325,122 | 2,243,342 | 448,668 | 403,802 |
| NHS North East Hampshire and Farnham | 209,171 | 1,443,280 | 288,656 | 259,790 |
| NHS North East Lincolnshire | 159,570 | 1,101,033 | 220,207 | 198,186 |
| NHS North Hampshire | 220,750 | 1,523,175 | 304,635 | 274,172 |
| NHS North Kirklees | 190,507 | 1,314,498 | 262,900 | 236,610 |
| NHS North Lincolnshire | 169,820 | 1,171,758 | 234,352 | 210,916 |
| NHS North Manchester | 178,694 | 1,232,989 | 246,598 | 221,938 |
| NHS North Norfolk | 170,574 | 1,176,961 | 235,392 | 211,853 |
| NHS North Somerset | 209,944 | 1,448,614 | 289,723 | 260,750 |
| NHS North Staffordshire | 216,715 | 1,495,334 | 299,067 | 269,160 |
| NHS North Tyneside | 202,494 | 1,397,209 | 279,442 | 251,498 |
| NHS North West Surrey | 343,000 | 2,366,700 | 473,340 | 426,006 |
| NHS Northern, Eastern and Western Devon | 890,596 | 6,145,112 | 1,229,022 | 1,106,120 |
| NHS Northumberland | 315,263 | 2,175,315 | 435,063 | 391,557 |
| NHS Norwich | 198,234 | 1,367,815 | 273,563 | 246,207 |
| NHS Nottingham City | 318,901 | 2,200,417 | 440,083 | 396,075 |
| NHS Nottingham North and East | 149,477 | 1,031,391 | 206,278 | 185,650 |
| NHS Nottingham West | 112,253 | 774,546 | 154,909 | 139,418 |
| NHS Oldham | 230,823 | 1,592,679 | 318,536 | 286,682 |
| NHS Oxfordshire | 663,566 | 4,578,605 | 915,721 | 824,149 |
| NHS Portsmouth | 211,758 | 1,461,130 | 292,226 | 263,003 |
| NHS Redbridge | 296,793 | 2,047,872 | 409,574 | 368,617 |
| NHS Redditch and Bromsgrove | 180,511 | 1,245,526 | 249,105 | 224,195 |
| NHS Richmond | 194,730 | 1,343,637 | 268,727 | 241,855 |
| NHS Rotherham | 260,786 | 1,799,423 | 359,885 | 323,896 |
| NHS Rushcliffe | 114,474 | 789,871 | 157,974 | 142,177 |
| NHS Salford | 245,614 | 1,694,737 | 338,947 | 305,053 |
| NHS Sandwell and West Birmingham | 487,688 | 3,365,047 | 673,009 | 605,708 |
| NHS Scarborough and Ryedale | 110,708 | 763,885 | 152,777 | 137,499 |
| NHS Sheffield | 569,737 | 3,931,185 | 786,237 | 707,613 |
| NHS Shropshire | 311,380 | 2,148,522 | 429,704 | 386,734 |
| NHS Slough | 145,734 | 1,005,565 | 201,113 | 181,002 |
| NHS Solihull | 210,445 | 1,452,071 | 290,414 | 261,373 |
| NHS Somerset | 545,390 | 3,763,191 | 752,638 | 677,374 |
| NHS South Cheshire | 178,867 | 1,234,182 | 246,836 | 222,153 |
| NHS South Devon and Torbay | 278,566 | 1,922,105 | 384,421 | 345,979 |
| NHS South East Staffordshire and Seisdon Peninsula | 224,831 | 1,551,334 | 310,267 | 279,240 |
| NHS South Eastern Hampshire | 211,880 | 1,461,972 | 292,394 | 263,155 |
| NHS South Gloucestershire | 274,661 | 1,895,161 | 379,032 | 341,129 |
| NHS South Kent Coast | 205,463 | 1,417,695 | 283,539 | 255,185 |
| NHS South Lincolnshire | 145,980 | 1,007,262 | 201,452 | 181,307 |
| NHS South Manchester | 162,732 | 1,122,851 | 224,570 | 202,113 |
| NHS South Norfolk | 243,357 | 1,679,163 | 335,833 | 302,249 |
| NHS South Reading | 111,033 | 766,128 | 153,226 | 137,903 |
| NHS South Sefton | 158,643 | 1,094,637 | 218,927 | 197,035 |
| NHS South Tees | 274,784 | 1,896,010 | 379,202 | 341,282 |
| NHS South Tyneside | 148,671 | 1,025,830 | 205,166 | 184,649 |
| NHS South Warwickshire | 261,453 | 1,804,026 | 360,805 | 324,725 |
| NHS South West Lincolnshire | 124,317 | 857,787 | 171,557 | 154,402 |
| NHS South Worcestershire | 298,579 | 2,060,195 | 412,039 | 370,835 |
| NHS Southampton | 249,537 | 1,721,805 | 344,361 | 309,925 |
| NHS Southend | 178,702 | 1,233,044 | 246,609 | 221,948 |
| NHS Southern Derbyshire | 523,753 | 3,613,896 | 722,779 | 650,501 |
| NHS Southport and Formby | 115,064 | 793,942 | 158,788 | 142,909 |
| NHS Southwark | 308,901 | 2,131,417 | 426,283 | 383,655 |
| NHS St Helens | 177,612 | 1,225,523 | 245,105 | 220,594 |
| NHS Stafford and Surrounds | 152,211 | 1,050,256 | 210,051 | 189,046 |
| NHS Stockport | 288,733 | 1,992,258 | 398,452 | 358,606 |
| NHS Stoke on Trent | 259,859 | 1,793,027 | 358,605 | 322,745 |
| NHS Sunderland | 277,150 | 1,912,335 | 382,467 | 344,220 |
| NHS Surrey Downs | 287,017 | 1,980,417 | 396,083 | 356,475 |
| NHS Surrey Heath | 95,851 | 661,372 | 132,274 | 119,047 |
| NHS Sutton | 200,145 | 1,381,001 | 276,200 | 248,580 |
| NHS Swale | 112,528 | 776,443 | 155,289 | 139,760 |
| NHS Swindon | 222,769 | 1,537,106 | 307,421 | 276,679 |
| NHS Tameside and Glossop | 254,869 | 1,758,596 | 351,719 | 316,547 |
| NHS Telford and Wrekin | 171,159 | 1,180,997 | 236,199 | 212,579 |
| NHS Thanet | 139,772 | 964,427 | 192,885 | 173,597 |
| NHS Thurrock | 165,184 | 1,139,770 | 227,954 | 205,159 |
| NHS Tower Hamlets | 295,236 | 2,037,128 | 407,426 | 366,683 |
| NHS Trafford | 233,288 | 1,609,687 | 321,937 | 289,744 |
| NHS Vale of York | 355,404 | 2,452,288 | 490,458 | 441,412 |
| NHS Vale Royal | 102,936 | 710,258 | 142,052 | 127,847 |
| NHS Wakefield | 333,759 | 2,302,937 | 460,587 | 414,529 |
| NHS Walsall | 276,095 | 1,905,056 | 381,011 | 342,910 |
| NHS Waltham Forest | 271,170 | 1,871,073 | 374,215 | 336,793 |
| NHS Wandsworth | 314,544 | 2,170,354 | 434,071 | 390,664 |
| NHS Warrington | 207,695 | 1,433,096 | 286,619 | 257,957 |
| NHS Warwickshire North | 189,106 | 1,304,831 | 260,966 | 234,870 |
| NHS West Cheshire | 230,981 | 1,593,769 | 318,754 | 286,878 |
| NHS West Essex | 300,193 | 2,071,332 | 414,266 | 372,840 |
| NHS West Hampshire | 554,906 | 3,828,851 | 765,770 | 689,193 |
| NHS West Kent | 476,845 | 3,290,231 | 658,046 | 592,241 |
| NHS West Lancashire | 112,742 | 777,920 | 155,584 | 140,026 |
| NHS West Leicestershire | 387,456 | 2,673,446 | 534,689 | 481,220 |
| NHS West London | 225,869 | 1,558,496 | 311,699 | 280,529 |
| NHS West Norfolk | 174,146 | 1,201,607 | 240,321 | 216,289 |
| NHS West Suffolk | 226,258 | 1,561,180 | 312,236 | 281,012 |
| NHS Wigan Borough | 322,022 | 2,221,952 | 444,390 | 399,951 |
| NHS Wiltshire | 486,093 | 3,354,042 | 670,808 | 603,728 |
| NHS Windsor, Ascot and Maidenhead | 141,361 | 975,391 | 195,078 | 175,570 |
| NHS Wirral | 320,900 | 2,214,210 | 442,842 | 398,558 |
| NHS Wokingham | 160,409 | 1,106,822 | 221,364 | 199,228 |
| NHS Wolverhampton | 254,406 | 1,755,401 | 351,080 | 315,972 |
| NHS Wyre Forest | 99,503 | 686,571 | 137,314 | 123,583 |

# Appendix 2 – A&E departments, single speciality A&E departments, minor injury units and walk-in centres costs for minor ailments

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **A&E departments, single speciality A&E departments, minor injury units and walk-in centres [A]** | **Total A&E attendances 2014/156****[B]** | **Attendances that could be managed by a pharmacist[[10]](#footnote-10)****[C] = B/100x8** | **National Tariff (minimum payment) for hospitals[[11]](#footnote-11) [D] = Bx63** | **Local tariff cost (average payment for walk-in centres)[[12]](#footnote-12) [E] = Bx36** |
| 5 Boroughs Partnership NHS Foundation Trust | 47,207 | 3,777 | £237,923 | 1,699,452 |
| Aintree University Hospital NHS Foundation Trust | 111,332 | 8,907 | £561,113 | 4,007,952 |
| Airedale NHS Foundation Trust | 54,047 | 4,324 | £272,397 | 1,945,692 |
| Alder Hey Children's NHS Foundation Trust | 55,899 | 4,472 | £281,731 | 2,012,364 |
| Ashford and St Peter's Hospitals NHS Foundation Trust | 94,494 | 7,560 | £476,250 | 3,401,784 |
| Assura Reading Llp | 41,671 | 3,334 | £210,022 | 1,500,156 |
| Barking, Havering and Redbridge University Hospitals NHS Trust | 220,999 | 17,680 | £1,113,835 | 7,955,964 |
| Barnet and Chase Farm Hospitals NHS Trust | 148,999 | 11,920 | £750,955 | 5,363,964 |
| Barnsley Hospital NHS Foundation Trust | 79,060 | 6,325 | £398,462 | 2,846,160 |
| Barts Health NHS Trust | 341,755 | 27,340 | £1,722,445 | 12,303,180 |
| Basildon and Thurrock University Hospitals NHS Foundation Trust | 115,089 | 9,207 | £580,049 | 4,143,204 |
| Bath & North East Somerset Doctors Urgent Care [BDUC] | 10,723 | 858 | £54,044 | 386,028 |
| Bedford Hospital NHS Trust | 66,979 | 5,358 | £337,574 | 2,411,244 |
| Berkshire Healthcare NHS Foundation Trust | 20,471 | 1,638 | £103,174 | 736,956 |
| Birmingham Children's Hospital NHS Foundation Trust | 53,102 | 4,248 | £267,634 | 1,911,672 |
| Blackpool Teaching Hospitals NHS Foundation Trust | 83,315 | 6,665 | £419,908 | 2,999,340 |
| Bodmin Community Hospital | 11,065 | 885 | £55,768 | 398,340 |
| Bolton NHS Foundation Trust | 112,994 | 9,040 | £569,490 | 4,067,784 |
| Bradford Teaching Hospitals NHS Foundation Trust | 131,338 | 10,507 | £661,944 | 4,728,168 |
| Bransholme Health Centre | 15,069 | 1,206 | £75,948 | 542,484 |
| Bridgewater Community Healthcare NHS Foundation Trust | 150,010 | 12,001 | £756,050 | 5,400,360 |
| Bridlington Hospital | 20,348 | 1,628 | £102,554 | 732,528 |
| Brighton and Sussex University Hospitals NHS Trust | 156,773 | 12,542 | £790,136 | 5,643,828 |
| Buckinghamshire Healthcare NHS Trust | 79,703 | 6,376 | £401,703 | 2,869,308 |
| Burton Hospitals NHS Foundation Trust | 127,439 | 10,195 | £642,293 | 4,587,804 |
| Calderdale and Huddersfield NHS Foundation Trust | 142,306 | 11,384 | £717,222 | 5,123,016 |
| Cambourne Redruth Community Hospital | 15,084 | 1,207 | £76,023 | 543,024 |
| Cambridge University Hospitals NHS Foundation Trust | 105,740 | 8,459 | £532,930 | 3,806,640 |
| Cambridgeshire Community Services NHS Trust | 36,903 | 2,952 | £185,991 | 1,328,508 |
| Central London Community Healthcare NHS Trust | 209,283 | 16,743 | £1,054,786 | 7,534,188 |
| Central Manchester University Hospitals NHS Foundation Trust | 260,258 | 20,821 | £1,311,700 | 9,369,288 |
| Chelsea and Westminster Hospital NHS Foundation Trust | 117,497 | 9,400 | £592,185 | 4,229,892 |
| Cheshunt Minor Injuries Unit | 18,132 | 1,451 | £91,385 | 652,752 |
| Chesterfield Royal Hospital NHS Foundation Trust | 69,228 | 5,538 | £348,909 | 2,492,208 |
| City Hospitals Sunderland NHS Foundation Trust | 136,513 | 10,921 | £688,026 | 4,914,468 |
| Clacton Hospital | 27,401 | 2,192 | £138,101 | 986,436 |
| Colchester Hospital University NHS Foundation Trust | 78,864 | 6,309 | £397,475 | 2,839,104 |
| Countess of Chester Hospital NHS Foundation Trust | 68,315 | 5,465 | £344,308 | 2,459,340 |
| County Durham and Darlington NHS Foundation Trust | 288,956 | 23,116 | £1,456,338 | 10,402,416 |
| Croydon Health Services NHS Trust | 70,436 | 5,635 | £354,997 | 2,535,696 |
| Croydon Urgent Care Centre | 46,635 | 3,731 | £235,040 | 1,678,860 |
| Cumberland Centre | 27,127 | 2,170 | £136,720 | 976,572 |
| Cumbria Partnership NHS Foundation Trust | 44,037 | 3,523 | £221,946 | 1,585,332 |
| Dartford and Gravesham NHS Trust | 98,117 | 7,849 | £494,510 | 3,532,212 |
| Derby Hospitals NHS Foundation Trust | 130,819 | 10,466 | £659,328 | 4,709,484 |
| Derbyshire Community Health Services NHS Foundation Trust | 55,124 | 4,410 | £277,825 | 1,984,464 |
| Doncaster and Bassetlaw Hospitals NHS Foundation Trust | 157,926 | 12,634 | £795,947 | 5,685,336 |
| Dorset County Hospital NHS Foundation Trust | 42,369 | 3,390 | £213,540 | 1,525,284 |
| Dorset Healthcare University NHS Foundation Trust | 48,969 | 3,918 | £246,804 | 1,762,884 |
| East and North Hertfordshire NHS Trust | 125,088 | 10,007 | £630,444 | 4,503,168 |
| East Cheshire NHS Trust | 53,066 | 4,245 | £267,453 | 1,910,376 |
| East Kent Hospitals University NHS Foundation Trust | 204,658 | 16,373 | £1,031,476 | 7,367,688 |
| East Lancashire Hospitals NHS Trust | 182,145 | 14,572 | £918,011 | 6,557,220 |
| East London NHS Foundation Trust | 59,607 | 4,769 | £300,419 | 2,145,852 |
| East Sussex Healthcare NHS Trust | 110,709 | 8,857 | £557,973 | 3,985,524 |
| Epsom and St Helier University Hospitals NHS Trust | 148,662 | 11,893 | £749,256 | 5,351,832 |
| Falmouth Hospital | 9,606 | 768 | £48,414 | 345,816 |
| Fowey Hospital | 196 | 16 | £988 | 7,056 |
| Freedom Centre | 5,993 | 479 | £30,205 | 215,748 |
| Frimley Health NHS Foundation Trust | 113,129 | 9,050 | £570,170 | 4,072,644 |
| Fryatt Hospital | 6,437 | 515 | £32,442 | 231,732 |
| Gateshead Health NHS Foundation Trust | 108,698 | 8,696 | £547,838 | 3,913,128 |
| George Eliot Hospital NHS Trust | 66,250 | 5,300 | £333,900 | 2,385,000 |
| Gloucestershire Care Services NHS Trust | 68,520 | 5,482 | £345,341 | 2,466,720 |
| Gloucestershire Hospitals NHS Foundation Trust | 135,178 | 10,814 | £681,297 | 4,866,408 |
| Great Western Hospitals NHS Foundation Trust | 122,845 | 9,828 | £619,139 | 4,422,420 |
| Guy's and St Thomas' NHS Foundation Trust | 171,342 | 13,707 | £863,564 | 6,168,312 |
| Hampshire Hospitals NHS Foundation Trust | 119,190 | 9,535 | £600,718 | 4,290,840 |
| Harrogate and District NHS Foundation Trust | 48,318 | 3,865 | £243,523 | 1,739,448 |
| Haslemere Minor Injuries Unit | 7,273 | 582 | £36,656 | 261,828 |
| Heart of England NHS Foundation Trust | 248,067 | 19,845 | £1,250,258 | 8,930,412 |
| Heatherwood and Wexham Park Hospitals NHS Foundation Trust | 111,279 | 8,902 | £560,846 | 4,006,044 |
| Helston Community Hospital | 4,601 | 368 | £23,189 | 165,636 |
| Hertfordshire Community NHS Trust | 8,981 | 718 | £45,264 | 323,316 |
| Hinchingbrooke Health Care NHS Trust | 43,342 | 3,467 | £218,444 | 1,560,312 |
| Homerton University Hospital NHS Foundation Trust | 116,392 | 9,311 | £586,616 | 4,190,112 |
| Hounslow and Richmond Community Healthcare NHS Trust | 124,500 | 9,960 | £627,480 | 4,482,000 |
| Hull and East Yorkshire Hospitals NHS Trust | 130,071 | 10,406 | £655,558 | 4,682,556 |
| Humber NHS Foundation Trust | 15,046 | 1,204 | £75,832 | 541,656 |
| Imperial College Healthcare NHS Trust | 273,355 | 21,868 | £1,377,709 | 9,840,780 |
| Ipswich Hospital NHS Trust | 80,709 | 6,457 | £406,773 | 2,905,524 |
| Isle of Wight NHS Trust | 63,246 | 5,060 | £318,760 | 2,276,856 |
| James Paget University Hospitals NHS Foundation Trust | 70,167 | 5,613 | £353,642 | 2,526,012 |
| Kent Community Health NHS Trust | 115,200 | 9,216 | £580,608 | 4,147,200 |
| Kettering General Hospital NHS Foundation Trust | 76,275 | 6,102 | £384,426 | 2,745,900 |
| King's College Hospital NHS Foundation Trust | 231,578 | 18,526 | £1,167,153 | 8,336,808 |
| Kingston Hospital NHS Foundation Trust | 110,505 | 8,840 | £556,945 | 3,978,180 |
| Lancashire Teaching Hospitals NHS Foundation Trust | 123,792 | 9,903 | £623,912 | 4,456,512 |
| Launceston General Hospital | 7,841 | 627 | £39,519 | 282,276 |
| Leeds Teaching Hospitals NHS Trust | 209,852 | 16,788 | £1,057,654 | 7,554,672 |
| Lewisham and Greenwich NHS Trust | 214,964 | 17,197 | £1,083,419 | 7,738,704 |
| Lincolnshire Community Health Services NHS Trust | 157,273 | 12,582 | £792,656 | 5,661,828 |
| Liskeard Community Hospital | 11,886 | 951 | £59,905 | 427,896 |
| Liverpool Community Health NHS Trust | 185,993 | 14,879 | £937,405 | 6,695,748 |
| Liverpool Women's NHS Foundation Trust | 12,055 | 964 | £60,757 | 433,980 |
| London North West Healthcare NHS Trust | 405,983 | 32,479 | £2,046,154 | 14,615,388 |
| Luton and Dunstable University Hospital NHS Foundation Trust | 91,401 | 7,312 | £460,661 | 3,290,436 |
| Maidstone and Tunbridge Wells NHS Trust | 129,679 | 10,374 | £653,582 | 4,668,444 |
| Medway NHS Foundation Trust | 99,305 | 7,944 | £500,497 | 3,574,980 |
| Mid Cheshire Hospitals NHS Foundation Trust | 79,183 | 6,335 | £399,082 | 2,850,588 |
| Mid Essex Hospital Services NHS Trust | 87,234 | 6,979 | £439,659 | 3,140,424 |
| Mid Staffordshire NHS Foundation Trust | 27,708 | 2,217 | £139,648 | 997,488 |
| Mid Yorkshire Hospitals NHS Trust | 233,292 | 18,663 | £1,175,792 | 8,398,512 |
| Milton Keynes Hospital NHS Foundation Trust | 78,414 | 6,273 | £395,207 | 2,822,904 |
| Moorfields Eye Hospital NHS Foundation Trust | 95,942 | 7,675 | £483,548 | 3,453,912 |
| Newquay Hospital | 11,669 | 934 | £58,812 | 420,084 |
| Norfolk and Norwich University Hospitals NHS Foundation Trust | 111,956 | 8,956 | £564,258 | 4,030,416 |
| North Bristol NHS Trust | 85,349 | 6,828 | £430,159 | 3,072,564 |
| North Cumbria University Hospitals NHS Trust | 79,541 | 6,363 | £400,887 | 2,863,476 |
| North East London NHS Foundation Trust | 60,645 | 4,852 | £305,651 | 2,183,220 |
| North Middlesex University Hospital NHS Trust | 178,744 | 14,300 | £900,870 | 6,434,784 |
| North Somerset Community Partnership CIC HQ | 10,189 | 815 | £51,353 | 366,804 |
| North Tees and Hartlepool NHS Foundation Trust | 88,320 | 7,066 | £445,133 | 3,179,520 |
| Northampton General Hospital NHS Trust | 109,371 | 8,750 | £551,230 | 3,937,356 |
| Northern Devon Healthcare NHS Trust | 90,373 | 7,230 | £455,480 | 3,253,428 |
| Northern Doctors Urgent Care [NDUC] | 36,488 | 2,919 | £183,900 | 1,313,568 |
| Northern Lincolnshire and Goole NHS Foundation Trust | 144,997 | 11,600 | £730,785 | 5,219,892 |
| Northumbria Healthcare NHS Foundation Trust | 166,777 | 13,342 | £840,556 | 6,003,972 |
| Nottingham University Hospitals NHS Trust | 194,371 | 15,550 | £979,630 | 6,997,356 |
| Oxford Health NHS Foundation Trust | 36,374 | 2,910 | £183,325 | 1,309,464 |
| Oxford University Hospitals NHS Trust | 123,606 | 9,888 | £622,974 | 4,449,816 |
| Paulton Memorial Hospital | 7,826 | 626 | £39,443 | 281,736 |
| Pennine Acute Hospitals NHS Trust | 317,354 | 25,388 | £1,599,464 | 11,424,744 |
| Peterborough and Stamford Hospitals NHS Foundation Trust | 94,574 | 7,566 | £476,653 | 3,404,664 |
| Plymouth Hospitals NHS Trust | 92,738 | 7,419 | £467,400 | 3,338,568 |
| Poole Hospital NHS Foundation Trust | 66,120 | 5,290 | £333,245 | 2,380,320 |
| Portsmouth Hospitals NHS Trust | 136,337 | 10,907 | £687,138 | 4,908,132 |
| Queen Victoria Hospital NHS Foundation Trust | 11,847 | 948 | £59,709 | 426,492 |
| Royal Berkshire NHS Foundation Trust | 113,175 | 9,054 | £570,402 | 4,074,300 |
| Royal Cornwall Hospitals NHS Trust | 78,969 | 6,318 | £398,004 | 2,842,884 |
| Royal Devon and Exeter NHS Foundation Trust | 105,999 | 8,480 | £534,235 | 3,815,964 |
| Royal Free London NHS Foundation Trust | 98,119 | 7,850 | £494,520 | 3,532,284 |
| Royal Liverpool and Broadgreen University Hospitals NHS Trust | 109,769 | 8,782 | £553,236 | 3,951,684 |
| Royal Surrey County Hospital NHS Foundation Trust | 70,414 | 5,633 | £354,887 | 2,534,904 |
| Royal United Hospitals Bath NHS Foundation Trust | 69,965 | 5,597 | £352,624 | 2,518,740 |
| Salford Royal NHS Foundation Trust | 92,527 | 7,402 | £466,336 | 3,330,972 |
| Salisbury NHS Foundation Trust | 43,989 | 3,519 | £221,705 | 1,583,604 |
| Sandwell and West Birmingham Hospitals NHS Trust | 212,034 | 16,963 | £1,068,651 | 7,633,224 |
| Seaton House | 37,716 | 3,017 | £190,089 | 1,357,776 |
| Shaw Healthcare (Ledbury) Limited | 2,172 | 174 | £10,947 | 78,192 |
| Sheffield Children's NHS Foundation Trust | 53,755 | 4,300 | £270,925 | 1,935,180 |
| Sheffield Teaching Hospitals NHS Foundation Trust | 150,463 | 12,037 | £758,334 | 5,416,668 |
| Sherwood Forest Hospitals NHS Foundation Trust | 117,918 | 9,433 | £594,307 | 4,245,048 |
| Shrewsbury and Telford Hospital NHS Trust | 109,369 | 8,750 | £551,220 | 3,937,284 |
| Shropshire Community Health NHS Trust | 22,747 | 1,820 | £114,645 | 818,892 |
| Solent NHS Trust | 20,110 | 1,609 | £101,354 | 723,960 |
| Somerset Partnership NHS Foundation Trust | 98,114 | 7,849 | £494,495 | 3,532,104 |
| South Devon Healthcare NHS Foundation Trust | 78,134 | 6,251 | £393,795 | 2,812,824 |
| South Tees Hospitals NHS Foundation Trust | 127,044 | 10,164 | £640,302 | 4,573,584 |
| South Tyneside NHS Foundation Trust | 92,930 | 7,434 | £468,367 | 3,345,480 |
| South Warwickshire NHS Foundation Trust | 66,218 | 5,297 | £333,739 | 2,383,848 |
| Southampton NHS Treatment Centre | 26,396 | 2,112 | £133,036 | 950,256 |
| Southend University Hospital NHS Foundation Trust | 92,531 | 7,402 | £466,356 | 3,331,116 |
| Southern Health NHS Foundation Trust | 26,300 | 2,104 | £132,552 | 946,800 |
| Southport and Ormskirk Hospital NHS Trust | 118,220 | 9,458 | £595,829 | 4,255,920 |
| St Austell Community Hospital | 13,541 | 1,083 | £68,247 | 487,476 |
| St Barnabas Hospital | 1,331 | 106 | £6,708 | 47,916 |
| St George's Healthcare NHS Foundation Trust | 154,418 | 12,353 | £778,267 | 5,559,048 |
| St Helens and Knowsley Hospitals NHS Trust | 101,624 | 8,130 | £512,185 | 3,658,464 |
| St Mary's Hospital | 1,286 | 103 | £6,481 | 46,296 |
| St Mary's NHS Treatment Centre | 44,737 | 3,579 | £225,474 | 1,610,532 |
| Staffordshire and Stoke On Trent Partnership NHS Trust | 23,032 | 1,843 | £116,081 | 829,152 |
| Staffordshire Doctors Urgent Care Ltd [Sduc] | 3,412 | 273 | £17,196 | 122,832 |
| Stockport NHS Foundation Trust | 92,060 | 7,365 | £463,982 | 3,314,160 |
| Stratton Hospital | 8,153 | 652 | £41,091 | 293,508 |
| Suffolk Community Healthcare - Ipswich | 10,580 | 846 | £53,323 | 380,880 |
| Surrey and Sussex Healthcare NHS Trust | 86,413 | 6,913 | £435,522 | 3,110,868 |
| Sussex Community NHS Trust | 40,174 | 3,214 | £202,477 | 1,446,264 |
| Tameside Hospital NHS Foundation Trust | 81,940 | 6,555 | £412,978 | 2,949,840 |
| Taunton and Somerset NHS Foundation Trust | 58,570 | 4,686 | £295,193 | 2,108,520 |
| Tetbury Hospital Trust | 3,158 | 253 | £15,916 | 113,688 |
| The Dudley Group NHS Foundation Trust | 99,929 | 7,994 | £503,642 | 3,597,444 |
| The Hillingdon Hospitals NHS Foundation Trust | 81,487 | 6,519 | £410,694 | 2,933,532 |
| The Newcastle Upon Tyne Hospitals NHS Foundation Trust | 184,912 | 14,793 | £931,956 | 6,656,832 |
| The Princess Alexandra Hospital NHS Trust | 101,510 | 8,121 | £511,610 | 3,654,360 |
| The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust | 56,806 | 4,544 | £286,302 | 2,045,016 |
| The Rotherham NHS Foundation Trust | 77,227 | 6,178 | £389,224 | 2,780,172 |
| The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust | 86,727 | 6,938 | £437,104 | 3,122,172 |
| The Royal Wolverhampton NHS Trust | 153,051 | 12,244 | £771,377 | 5,509,836 |
| The Whittington Hospital NHS Trust | 91,493 | 7,319 | £461,125 | 3,293,748 |
| Tiverton MIU | 10,346 | 828 | £52,144 | 372,456 |
| Torbay and Southern Devon Health and Care NHS Trust | 39,276 | 3,142 | £197,951 | 1,413,936 |
| United Lincolnshire Hospitals NHS Trust | 147,405 | 11,792 | £742,921 | 5,306,580 |
| University College London Hospitals NHS Foundation Trust | 131,402 | 10,512 | £662,266 | 4,730,472 |
| University Hospital of South Manchester NHS Foundation Trust | 98,529 | 7,882 | £496,586 | 3,547,044 |
| University Hospital Southampton NHS Foundation Trust | 130,693 | 10,455 | £658,693 | 4,704,948 |
| University Hospitals Birmingham NHS Foundation Trust | 102,054 | 8,164 | £514,352 | 3,673,944 |
| University Hospitals Bristol NHS Foundation Trust | 123,684 | 9,895 | £623,367 | 4,452,624 |
| University Hospitals Coventry and Warwickshire NHS Trust | 183,438 | 14,675 | £924,528 | 6,603,768 |
| University Hospitals of Leicester NHS Trust | 251,819 | 20,146 | £1,269,168 | 9,065,484 |
| University Hospitals of Morecambe Bay NHS Foundation Trust | 87,469 | 6,998 | £440,844 | 3,148,884 |
| University Hospitals of North Midlands NHS Trust | 141,841 | 11,347 | £714,879 | 5,106,276 |
| Urgent Care Centre - Hurley Group | 42,229 | 3,378 | £212,834 | 1,520,244 |
| Walsall Healthcare NHS Trust | 86,074 | 6,886 | £433,813 | 3,098,664 |
| Warrington and Halton Hospitals NHS Foundation Trust | 102,574 | 8,206 | £516,973 | 3,692,664 |
| West Hertfordshire Hospitals NHS Trust | 133,341 | 10,667 | £672,039 | 4,800,276 |
| West Middlesex University Hospital NHS Trust | 58,532 | 4,683 | £295,001 | 2,107,152 |
| West Suffolk NHS Foundation Trust | 62,135 | 4,971 | £313,160 | 2,236,860 |
| Western Sussex Hospitals NHS Foundation Trust | 134,705 | 10,776 | £678,913 | 4,849,380 |
| Weston Area Health NHS Trust | 52,578 | 4,206 | £264,993 | 1,892,808 |
| Weybridge Walk In Centre | 29,754 | 2,380 | £149,960 | 1,071,144 |
| Wirral University Teaching Hospital NHS Foundation Trust | 89,652 | 7,172 | £451,846 | 3,227,472 |
| Woking Walk In Centre | 36,492 | 2,919 | £183,920 | 1,313,712 |
| Worcestershire Acute Hospitals NHS Trust | 165,359 | 13,229 | £833,409 | 5,952,924 |
| Worcestershire Health and Care NHS Trust | 17,258 | 1,381 | £86,980 | 621,288 |
| Wrightington, Wigan and Leigh NHS Foundation Trust | 88,316 | 7,065 | £445,113 | 3,179,376 |
| Wye Valley NHS Trust | 55,076 | 4,406 | £277,583 | 1,982,736 |
| Yate West Gate Centre | 18,444 | 1,476 | £92,958 | 663,984 |
| Yeovil District Hospital NHS Foundation Trust | 46,776 | 3,742 | £235,751 | 1,683,936 |
| York Teaching Hospital NHS Foundation Trust | 153,355 | 12,268 | £772,909 | 5,520,780 |

1. #  [PSNC Briefing 043/17: Analysis of Minor Ailment Services in England (July 2017)](http://psnc.org.uk/services-commissioning/psnc-briefings-services-and-commissioning/psnc-briefing-04317-analysis-of-minor-ailments-services-in-england-july-2017/)

 [↑](#footnote-ref-1)
2. #  [PSNC Briefing 038/15: PSNC Update on negotiations on a national Minor Ailments Advice Service (July 2015)](https://psnc.org.uk/services-commissioning/psnc-briefings-services-and-commissioning/psnc-briefing-03815-psnc-update-on-negotiations-on-a-national-minor-ailments-advice-service-july-2015/)

 [↑](#footnote-ref-2)
3. [Department of Health: Community pharmacy in 2016/17 and beyond – Final package (October 2016)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/561495/Community_pharmacy_package_A.pdf) [↑](#footnote-ref-3)
4. [PAGB: Driving the self care agenda (2011)](http://www.selfcareforum.org/wp-content/uploads/2011/07/AndyTismanarticle.pdf) [↑](#footnote-ref-4)
5. [Office of National Statistics: Clinical Commissioning Group mid-year population estimates (October 2016)](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/clinicalcommissioninggroupmidyearpopulationestimates) [↑](#footnote-ref-5)
6. [NHS Digital: Hospital Episode Statistics, Accident and Emergency attendances – provider level analysis (March 2015)](https://data.gov.uk/dataset/accident_and_emergency_attendances_in_england_experimental_statistics) [↑](#footnote-ref-6)
7. [Department of Health: Partial Impact Assessment of proposals to expand the provision of minor ailment services (2008)](http://webarchive.nationalarchives.gov.uk/20130107105354/http%3A/www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/%40dh/%40en/documents/digitalasset/dh_083938.pdf) [↑](#footnote-ref-7)
8. GP consultation rates. National audit office paper quotes figures of 372 million GP contacts a year in England. [National Audit Office: Stocktake of access to general practice in England (Nov 2015)](https://www.nao.org.uk/wp-content/uploads/2015/11/Stocktake-of-access-to-general-practice-in-England-Summary.pdf). For population of 54 million this works out at a rate of 6.9 consultations per person. [National Audit Office: Population estimates for UK, England and Wales, Scotland and Northern Ireland: mid 2015 (Jun 2016)](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2015). [↑](#footnote-ref-8)
9. [PAGB/PSNC: Joint submission to the Pharmacy White Paper (Dec 2007)](http://psnc.org.uk/wp-content/uploads/2013/07/PAGB_and_PSNC_paper_on_minor_ailments.pdf) 20% of total GP consultations involve minor ailments and 18% are for minor ailments only. [↑](#footnote-ref-9)
10. Bednall R, et al. Identification of patients attending accident and emergency who may be suitable for treatment by a pharmacist. Fam Pract 2003; 20(1): 54–57. 8% of A&E consultations could be managed by a pharmacist. [↑](#footnote-ref-10)
11. [NHS improvement: National tariff payment system 2017/18 and 2018/19](https://improvement.nhs.uk/resources/national-tariff-1719/). Lowest payment for an attendance at A&E is £63. [↑](#footnote-ref-11)
12. [Primary Care Foundation: Urgent Care Centres, what works best? (October 2012).](https://www.primarycarefoundation.co.uk/images/PrimaryCareFoundation/Downloading_Reports/Reports_and_Articles/Urgent_Care_Centres/Urgent_Care_Centres.pdf) A wide variation in cost per case was found, with most falling in the range from £28-£40. The median cost (£36) has been used for the above table. [↑](#footnote-ref-12)