

Greater Manchester Minor Ailment Scheme (MAS)

Briefing for Community Pharmacy Teams & Contractors

Service Overview

Under the National Community Pharmacy Contractual Framework (CPCF), Community Pharmacies support people to manage minor ailments and self-limiting conditions by the provision of advice and where appropriate, the sale of medicines. This service will support eligible people (as outlined in Appendix 2 of the [service specification](#)) to access support for self-care and when required supply of evidence-based medicines from Community Pharmacy. This service is commissioned as an Enhanced Service under the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.

Service Objectives

- To integrate Community Pharmacy into the self-care support offer for the Greater Manchester population
- To increase the utilisation of Community Pharmacy as the first port of call for the management/treatment of self-limiting, minor illness
- To improve use of urgent care pathways and ensuring people are treated in the most appropriate care setting
- To improve effective self-care for minor, self-limiting conditions through Community Pharmacy, freeing up GP capacity to manage more complex medical needs

Patient eligibility

A recent review of the service has taken place meaning there have been changes to the patient eligibility criteria across localities in Greater Manchester. Any patient who meets the eligibility criteria can present to the pharmacy and access the service for treatment of a current self-limiting condition covered by the Minor Ailment Scheme formulary.

A detailed version of the eligibility criteria can be found [here](#).

Pathway

- 1. Patient presents at or contacts the pharmacy regarding self-limiting, minor ailment**
- 2. Patient eligibility is checked via PMR system**
- 3. Patient assessment will take place with a member of the healthcare team in a suitable area within the pharmacy or remotely**
- 4. Consideration and decision on appropriate treatment, advice or signposting will be made by the healthcare team. This includes consideration and adherence to the following:**
 - A maximum of TWO conditions per consultation
 - A maximum of TWO medicines per symptom
 - Where appropriate, the pharmacy may sell additional OTC medicines to help manage the minor ailment

- Assessing the clinical needs of the patient, including the identification of Red Flags (detailed in NICE Clinical Knowledge Summaries)
- Making appropriate referrals and signposting to other NHS services and healthcare professionals

5. Patient data is recorded on PharmOutcomes in line with the detail laid out in this Service Specification document. Any missing information may delay or void payments.

Formulary

Details of the formulary can be found [here](#)

Benefits and Risks

Benefits of delivering MAS	Risks of not delivering MAS
Re-educates patients to go to the most appropriate healthcare provider	Patient journey is negative and may result in taking custom elsewhere
Community pharmacy being recognised as an essential part of the NHS	Community Pharmacy reputation is jeopardised and questioned by commissioners, the system and the public
Builds trust and confidence between patients and Primary Care colleagues	Relationships across Primary Care become strained
Supports cost-effective use of NHS resources and saves money	Financial implications to pharmacies

GM Implementation

The staggered rollout of the Greater Manchester Minor Ailments Scheme began on 01/11/2020. Please see the below breakdown of each locality and their status with regards to the service.

For further information, please click on the relevant locality to take you to the services homepage.

Locality	Status	Commissioner Contact Details
Bury	Live with GM MAS	england.gmtop@nhs.net
Rochdale	Live with GM MAS	england.gmtop@nhs.net
Wigan	Live with GM MAS	england.gmtop@nhs.net
Stockport	Live with GM MAS	england.gmtop@nhs.net
Salford	Live with GM MAS	england.gmtop@nhs.net
Manchester	Live with GM MAS	england.gmtop@nhs.net
Tameside & Glossop	Live with local MAS	faisal.bokhari@nhs.net
Trafford	Live with local MAS	Jason.swift@nhs.net
Oldham	No service currently commissioned	Please contact enquiries@gmlpc.org.uk for update

IMPORTANT: If circumstances change within your pharmacy and you are unable to deliver MAS, please notify your LPC immediately so we can communicate this information to practices involved in the services.

For further information and support on this service please check your LPC [website](#), or contact your LPC on enquiries@gmlpc.org.uk