

<b>Service Specification No.</b>	<b>01 Pharmacy</b>
<b>Service</b>	Minor Ailments Service (MAS)
<b>Commissioner Lead</b>	Gary Barnfield
<b>Provider Lead</b>	Community Pharmacies
<b>Period</b>	1 April 2020 – 31 March 2021
<b>Date of Review</b>	January 2021

## 1. Population Needs

### 1.1 National/local context and evidence base

A minor ailment service allows for the management of patients with minor, self-limiting conditions by community pharmacists which could otherwise impact significantly on GP workload. The service is an integrated part of the Sheffield-wide strategy to manage unscheduled care and offers patients an opportunity to receive advice and treatment without attending a GP, Walk In Centre or A&E.

The service has been extended to include a number of conditions under Cancer Survivorship. This is intended to manage side-effects following radiotherapy or chemotherapy.

## 2. Outcomes

### 2.1 NHS Outcomes Framework Domains & Indicators

<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>	
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>	Y
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	Y
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	Y

### 2.2 Local defined outcomes

2.2.1 To provide adequate capacity to advise and treat patients across Sheffield for minor ailments in pharmacies.

2.2.2 To respond to local and seasonal service demand.

2.2.3 To integrate with local public health priorities in the design and delivery of the service.

2.2.4 To be conterminous with the Sheffield formulary and reflect where possible NHS guidance on prescribing for minor, self-limiting conditions.

## 3. Aims and Objectives

### 3.1 Aims and objectives of service

3.1.1 To improve access and choice for people with minor ailments by:

- Promoting self-care through the pharmacy, including provision of advice and where appropriate medicines and/or appliances without the need to visit the GP practice;
- Operating a referral system from local medical practices or other NHS healthcare providers;
- Supplying appropriate medicines at NHS expense.

3.1.2 To improve primary care capacity by reducing general practice workloads related to minor ailments and improve ease of access to advice and support for patients.

### **3.2 Service description/care pathway**

3.2.1 The pharmacy will provide face-to-face advice and support to people on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who **might have otherwise gone** to their GP for a prescription.

3.2.2 Where appropriate the pharmacy may sell Over the Counter (OTC) medicines to the person to help manage the minor ailment.

3.2.3 The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate.

3.2.4 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety.

3.2.5 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.

3.2.6 All patients must be registered onto the Sheffield CCG Pharmacy online reporting system **prior** to receiving the service. In order to register patients the following information must be recorded online:

- First Initial of First Name
- Date of Birth
- Gender
- First part of Sheffield Postcode: S\_ \_
- GP practice

3.2.7 The entry of this data onto the Sheffield CCG Pharmacy online reporting system will generate a unique personal identification code number. This number must be entered onto a card (as supplied by Sheffield CCG) which must be given to the patient to confirm their registration onto the scheme. A pharmacy label should also be affixed to the back of the card to show the original issue.

3.2.8 Patients already registered will have a registration number/card and their registration number should be entered onto the Sheffield CCG Pharmacy online reporting system for each consultation undertaken in order to up-date their personal record.

3.2.9 If a patient, claiming to be registered, presents without a card or record of their registration number their details (as set out in 4.1) should be taken and entered onto the system to access their service history and a replacement card issued.

**NB** Please note that through the online reporting system you will be able to see where and what the person holding this unique code number has received in respect of advice/treatment under this scheme previously. The Patient Identifiable Data (PID) is secured via the unique identity code.

3.2.10 The pharmacy will maintain appropriate records of the consultation via the Pharmacist Consultation Record 'blue form' and any medicines supplied, to ensure effective ongoing service delivery and audit (**Appendix 1**). **NB Due to the online reporting system, entries onto the PMR are not required.**

3.2.11 The monographs (**Appendix 2**) will be used to guide the consultation. The Provider will respond to changes in the monographs in year as required. All relevant associated documentation is available on NHS Sheffield CCG intranet.

3.2.12 This service may be offered to all patients, who are exempt from prescription charges and are registered with a Sheffield GP.

3.2.13 **The Pharmacist** is responsible for the delivery of the service and must make the decision as to the provision of any medicines or advice provided under the scheme. The Pharmacist may be supported in the delivery of the service by appropriately trained and competent support staff, however advice or medicines provided under the scheme requires the exercise of professional judgment by the Pharmacist, incorporating:

- advice on the management of the ailment, or;
- advice and a medicine from the local formulary, supported by advice on its use, or;
- advice on the management of the ailment plus a referral to an appropriate health care professional.

3.2.14 The pharmacy has a system to check the person's eligibility for receipt of the service.

3.2.15 The commissioners will provide the online reporting system for the recording of relevant service information for the purposes of audit and the claiming of payment, which must be used by all service providers.

3.2.16 The commissioners will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies can use to promote the service to the public.

3.2.17 The pharmacy will ensure it has access to details of relevant referral points that pharmacy staff can use to signpost service users who require further assistance.

3.2.18 Patients presenting with identified symptoms at the GP surgery (**before** entering into a GP consultation) may be offered transfer into this service.

3.2.19 Pharmacies will communicate specific public health messages to the patient in line with current public health campaigns, when the patient completes the blue form and awaits the pharmacist consultation. NHS Sheffield CCG will provide details of any engagement and evidence will be captured through an online reporting system.

3.2.20 All participating Pharmacies will provide a professional consultation service for eligible patients, presenting with one of the specified conditions.

3.2.21 The patient's condition will be assessed by the Pharmacist and may be supported by suitably trained and competent members of the pharmacy team – as detailed in section 3.2.13 (above). The consultation will consist of:

- Patient assessment by Pharmacist (NB in the case of absence eg a sick child, clinical judgment should be used in deciding the appropriateness of supply);
- Provision of advice relating to presented symptoms and their treatment;
- Provision of opportunistic advice promoting health and well-being with the use of self-care material where appropriate;
- Provision of a medication, only if necessary, from the agreed formulary appropriate to the patient's condition;
- A record of the consultation will be made on the online reporting system within 5 calendar days. A Pharmacist Consultation Record (**Appendix 1**) should be completed, which must be signed by the Pharmacist to confirm service provision and signed by the patient to confirm eligibility and receipt of service. The Pharmacy will retain these details for their own records and audit purposes for two years.

3.2.22 In the event of the consultation under the Scheme not leading to the supply of a product, the Pharmacist should indicate this on the Pharmacist Consultation Record and On-line Reporting System; the patient should sign the form to confirm validity.

3.2.23 The information gained by the commissioners from the online reporting system, will be used to calculate the monthly payment due, which will be generated automatically without a separate claim being required.

3.2.24 Normal rules of patient confidentiality apply.

3.2.25 The Pharmacist should ensure that the patient has completed and signed the declaration of exemption of Prescription charges (on the front of the Pharmacist Consultation Record).

3.2.26 The Pharmacist will provide feedback to the patient's GP where appropriate and with the patient's consent.

3.2.27 The Pharmacist will be reimbursed one fee per consultation. **A consultation is the management of a patient's minor ailment(s) through the provision of advice and treatment(s) as appropriate.**

### 3.3 Population covered

Patients presenting at the Community Pharmacy with a minor ailment who are confirmed as exempt from prescription charges and registered with a Sheffield General Practice, may receive the service as laid out in this Service Specification.

### 3.4 Any acceptance and exclusion criteria and thresholds

3.4.1 Patients exempt from prescription charges should only be accepted into the service if the Pharmacist is satisfied of the patient's registration with a Sheffield General Practice. If the Pharmacist cannot confirm the patient's registration with a Sheffield General Practice, the patient will not be eligible for this Scheme at that time and they will be advised to access medical care through the normal channels e.g. Sheffield Walk In Centre Broad Lane.

- 3.4.2 Young children and infants aged 3 months and above attending for immunisations may be referred to the community pharmacy for the pre-emptive supply of paracetamol suspension under the Minor Ailments Scheme.
- 3.4.3 Before any consultation the patient's previous history **must** be checked for any previous activity under the Minor Ailment scheme.
- 3.4.4 If a patient presents more than **once** within any 4 weeks with the same symptoms and there is no indication for urgent referral, the patient should be referred to their surgery. The referral form should be completed and given to the patient to take back to the surgery. (**Appendix 3**).
- 3.4.5 If, in the opinion of the pharmacist, the patient presents with symptoms outside the service, they should be referred back to their GP or other relevant service.
- 3.4.6 If the patient presents with symptoms indicating the need for an immediate consultation with the GP, they are outside the service and should be advised to refer back to their GP (within surgery hours) or outside of surgery hours to contact the on-call doctor, or attend the Sheffield Walk in Centre Broad Lane or Minor Injuries Unit, or A & E immediately (as appropriate).
- 3.4.7 If the pharmacist suspects that the patient and/or parent is abusing the service they should contact the commissioners to discuss options.

### **3.5 Interdependence with other services/providers**

- 3.5.1 Sheffield registered patients requesting appointments with their General Practice (either immediately or on an appointment basis) for symptoms matching criteria identified in this service, may be offered transfer to this service (provided this is **prior** to the actual GP consultation taking place).
- 3.5.2 GP Surgeries are encouraged to co-operate and liaise with Community Pharmacists in the operation of the Minor Ailments Service.
- 3.5.3 On some occasions the Pharmacist may consider that the patient needs to be seen by a doctor. The urgency will depend on the symptoms. See 3.4.6 for interdependence with other services/providers.
- 3.5.4 GP surgeries may display official posters and provide leaflets promoting the service.
- 3.5.5 For patients under the age of 16 the parent/guardian can accept transfer into the service on behalf of the patient.

## **4. Applicable Service Standards**

### **4.1 Applicable national standards (eg NICE)**

Providers will be required comply with the Contractual Framework Clinical Governance requirements regarding standards of premises ensuring timely submission of Contractual Framework self-assessment to NHS England.

### **4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)**

The current Royal Pharmaceutical Society Medicines, Ethics and Practice – The professional guide for pharmacists.

### 4.3 Applicable local standards

- The pharmacy is able to provide full, face-to-face essential services.
- Sheffield Formulary and Sheffield Minor Ailments Formulary.
- The Provider must ensure that any and all parts of the service covered by this specification are carried out by a General Pharmaceutical Council (GPhC) registered Pharmacist or a member of the pharmacy team with the necessary competencies working under the direct supervision of a GPhC registered pharmacist.
- It is the provider's responsibility to ensure that where a locum delivers the locally commissioned service, they have a full understanding and are able to deliver the service in line with the specification. .



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01 Appendix 3 - MAS  
GP Referral Form 201: November 2018.pdf



MAS Monograph