

26 February 2021

Dear Colleague,

**Community Pharmacy Extended Care Service (Tier 2a)**

We are pleased to announce that NHSEI Midlands is launching the Tier 2(a) Extended Care Service across the whole of the new NHSEI Midlands region.

The Tier 1 service has been available for all pharmacies to provide from 1<sup>st</sup> December 2020.

The Tier 2(a) service will be available for all pharmacies to provide from 1st March 2021

Tier 1 Service	Tier 2(a) Service	Tier 2(b) Service
Simple UTI	Infected insect bites	Acute otitis externa
Acute bacterial conjunctivitis	Infected eczema	Acute otitis media
	Impetigo	Acute bacterial sinusitis
		Sore throat

Accompanying this letter is a copy of the Service Level Agreement and the associated PGDs. The first section of the SLA relates to general service conditions that have to be provided at all times when delivering these PGD services, and then there are separate specifications within the document for provision of the Impetigo; Infected Insect Bites and the Infected Eczema services. Therefore, contractors can choose to deliver either one, two or three of these services.

A signed agreement form can be found on the final page of the SLA, and this will need to be completed and returned to your local NHSEI Pharmacy Team as specified. You will need to indicate on this agreement which service(s) you wish to deliver.

For branches of the multiple pharmacy groups, please check the sign-up process with your head office as this is usually undertaken centrally.

Access to the relevant modules within PharmOutcomes will be activated upon receipt of the signed agreement.

Individual pharmacists will need to complete a Declaration of Competence (DoC) on the CPPE website, the correct DoC to use is the Minor Ailments Level 2 (POM supplied via PGD) DoC. This is the same DoC that is used for the UTI and ABC services and pharmacists will therefore need to reprint their Minor Ailments DoC adding the information relating to the skin services then date and re-sign the DoC.

Individual pharmacists must also sign each PGD. A copy of these must be retained in each branch where the pharmacist provides the service (the pharmacy will have a “branch master copy” of each PGD in their services file, every pharmacist delivering the service in that pharmacy must sign the pharmacy copy of the PGD).

**Please note the following service requirements;**

### **Eligible patient groups**

For the Tier 2(a) skin services **patients age 1 year and above** are eligible for the service, they must be registered with a GP practice in NHSE&I Midlands region.

### **Training**

The mandatory training that all pharmacists will need to undertake in order to deliver the service is as follows;

- To work through the CKS summaries on impetigo, insect bites and eczema.
- To satisfactorily complete the PHE Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment and be registered as an antibiotic guardian (must be completed within 3 months of signing the SLA).
- Ensure that they have the correct clinical knowledge to provide the service and are familiar with NICE guidance on treating impetigo, insect bites and eczema. Pharmacists are reminded of the importance of treatment of both insect bites and eczema with OTC products and that antibiotics are only used in the case of secondary infection
- The requirements of the SLA are understood and the PGDs associated with these services are signed.

We acknowledge that pharmacists will require some additional time to complete the PHE antimicrobial stewardship training and therefore a 3-month grace period is being given to complete this assessment.

**It is expected that locums and relief pharmacists undertake the relevant training required to provide this service and have access to a copy of the service specification and associated PGDs prior to working in a pharmacy which has been commissioned.**

### **NHS OTC Guidance**

Pharmacists are reminded that first line treatment of insect bites is with OTC products (considering pain relief, steroid creams and antihistamines) and that in line with NHS guidelines patients would be advised to purchase these OTC items and should not be referred to a GP to request a with NHS OTC guidance patients would be advised to purchase these OTC items.

Likewise, if patients with eczema need emollient or steroid creams the NHS OTC guidance must be considered.

This service allows supply of antibiotics, only where needed, but payment of the consultation fee is not dependant on supply of antibiotics.

### **Remote consultations**

Whilst COVID 19 is circulating within the community and in line with guidance that has been issued to General Practice, it remains important to reduce avoidable footfall in community pharmacies to protect patients and staff from the risks of infection. As a result, telephone consultations will be permissible for this service such that patients can receive advice and care without attending in person, unless in the professional opinion of the Pharmacist, a face to face consultation is required.

Video consultations will also be permissible for this service if contractors are able to meet the relevant criteria and standards set out by NHS England & Improvement for Community Pharmacy video consultations

**Face to face consultations**

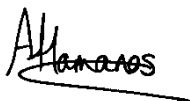
If the patient presents at the pharmacy, or following a telephone or approved video consultation the pharmacist deems it necessary to see the patient face to face, then consideration must be given to how the consultation can be undertaken in order to protect the patient and pharmacy staff from the risk of infection. A risk assessment and any actions required to mitigate against infection, in particular COVID -19, must be carried out prior to delivering the service.

**Primary Care Network (PCN) notification**

Whilst GP practices and other stakeholders will be notified of these services, it is imperative that pharmacy contractors also communicate this within their PCNs. Due to the national GP-CPCS service rollout we expect that a significant number of referrals for patients presenting with these types of conditions will be made.

For queries or further information, please contact your local NHSE/I Pharmacy Team on [england.pharmacy-westmidlands@nhs.net](mailto:england.pharmacy-westmidlands@nhs.net) or your LPC representatives.

Yours faithfully,



**Amanda Alamanos**  
**Senior Transformation Manager – Integration Lead**  
**NHSEI Midlands Region**

