

NHS Community Pharmacy Contractual Framework Essential Service – Support for self-care

1. Service Description

- 1.1 The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families.

2. Aims and intended service outcomes

- 2.1 To enhance access and choice for people who wish to care for themselves or their families.
- 2.2 People, including carers, are provided with appropriate advice to help them self manage a self-limiting or long-term condition, including advice on the selection and use of any appropriate medicines.
- 2.3 People, including carers, are opportunistically provided with health promotion advice when appropriate, in line with the advice provided in ES4 – Promotion of healthy lifestyles (Public Health) service.
- 2.4 People, including carers, are better able to care for themselves or manage a condition both immediately and in the future, by being more knowledgeable about the treatment options they have, including non-pharmacological ones.
- 2.5 To minimise inappropriate use of health and social care services.

3. Service outline

- 3.1 Pharmacy staff will provide advice to people, including carers, requesting help with the treatment of minor illness and long-term conditions, including general information and advice on how to manage illness.
- 3.2 Pharmacy staff will advise on the appropriate use of the wide range of non-prescription medicines which can be used in the self-care of minor illness and long-term conditions.
- 3.3 Pharmacy staff will make healthy lifestyle interventions opportunistically when appropriate, in a similar manner to that provided in ES4 – Promotion of healthy lifestyles service.
- 3.4 Pharmacy staff will receive self-care referrals from NHS Direct and other health care professionals.
- 3.5 Pharmacy staff will signpost patients to other health and social care providers, when appropriate (in line with the service provided in ES5 – Signposting).
- 3.6 For patients known to the pharmacy staff, records of advice given, products purchased or referrals made will be made on a patient's pharmacy record when the pharmacist deems it to be of clinical significance.