**Briefing for GP practices: Suggested points to highlight to GP practices about the new NHS Minor Ailment Service**

* We want to let you know about a new service we will be offering to patients from xx/xx/20xx.
* [Insert name of commissioner Clinical Commissioning Group / NHS England – delete as applicable] has commissioned community pharmacies within insert name of area to provide an NHS Minor Ailment Service (MAS).
* MAS is a “walk in service” so the patient can present at the pharmacy without referral or appointment.
* [The pharmacist or an appropriately trained member of staff **– delete as applicable depending on requirements of the local service**] will discuss with the patient, either in a private area of the pharmacy or in a consultation room, the symptoms the patient is experiencing and offer self-care advice and, if appropriate, a medicine. Patients may also be referred to another healthcare professional, if appropriate.
* The service offers a range of medicines which can be supplied to the patient to treat certain conditions [ / and includes Patient Group Directions to allow the supply of certain prescription-only medicines (POM) **– delete if service does not allow the supply of POMs**]
* Please find attached the formulary and a list of conditions covered by this service. **[NB remember to attach these – suggested examples included in the annexes to the service specification.]**
* If the patient is exempt from NHS prescription charges, the medicine will be supplied free of charge. If the patient is not exempt, then the medicine can be sold to the patient at the retail price [or at an amount equivalent to the prescription charge (whichever is the cheapest option for the patient) **only applies if the service is available for exempt and non-exempt patients – delete if not relevant**]. If the medicine is a POM, an amount equivalent to the NHS prescription charge will be paid by patients who are not exempt from NHS prescription charges.
* The service specification does not require the pharmacy team to notify the GP practice when a supply is made, however, we felt it was important to raise awareness of this service at the GP practice in case patients make enquiries about the service to members of your team.

The service specification requires that the pharmacy team notifies the GP practice when a supply of a POM is made; there is no need to notify the GP practice when a non-POM medicines has been supplied. I have enclosed a copy of the GP notification form for your information, so you can see the information we will be supplying to you. **– Delete as applicable depending on whether service allows the supply of POMs]**

* We can send the GP notification form via **PharmOutcomes, NHSmail, post, fax (if the receiving fax machine is a safe haven fax) or hand deliver when we collect prescriptions (delete as appropriate but PSNC suggests you should encourage electronic notification and gain agreement for this with the commissioner and amend this wording accordingly)**. [We would like to ensure you receive the notification form in the most convenient way for the GP practice, therefore please could you advise how you would like to receive the notification form? – **Delete if you do not wish to give the GP a choice of how to receive the notification form.**]
* We would also be happy to discuss with you how we can work together to increase referrals into the service, for example, GP practice staff could refer patients presenting at the GP practice for a minor ailment to the pharmacy to access the service, which could help reduce the GP practice workload.
* If you would like to discuss this further, or have any questions on the service please do not hesitate to contact Insert name of pharmacy manager on Insert phone number **.**