

**LOCAL ENHANCED SERVICE  
CAMBRIDGESHIRE MINOR AILMENTS SERVICE**

**SERVICE SPECIFICATION**

**1. BACKGROUND**

The White Paper "*Pharmacy in England – Building on strengths, delivering the future*" sets out the vision and implementation plans for a number of primary care services that have the potential to deliver high quality patient care. This includes the introduction of a minor ailments service that promotes pharmacy as the first port of call for people with minor ailments and complements GP and out of hours medical services provision.

**1.1 Minor Ailments**

Constipation	Diarrhoea
Head Lice	Sore Throat
Earache	Vaginal Candidiasis
Oral Candidiasis	Fungal Skin Infections
Cold Sores	Hay Fever
Indigestion/ Heartburn	Thread Worm
Cough	Temperature
Nasal Congestion	Headache
Nappy Rash	
Conjunctivitis	

**2. SERVICE DESCRIPTION**

- 2.1 The pharmacy will provide 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 would have otherwise gone to their GP, Out of Hours Service or elsewhere for a prescription.
- 2.2 Where appropriate the pharmacy may sell OTC medicines to the person to help manage the minor ailment, as described in Essential Service 6.
- 2.2 1 For those people exempt from prescription charges the pharmacy may provide treatment from the Minor Ailments Formulary for the minor ailments as specified in this service.
- 2.3 The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate.

**3. AIMS AND INTENDED SERVICE OUTCOMES**

- 3.1 To reduce the demand on primary care services for appointments, especially Out of Hours, to see health care professionals for treatment of minor ailments that can routinely be treated in a community pharmacy. Community pharmacy patients who would previously have been signposted to other services for the provision of free NHS treatment for minor ailments will be provided formulary medication at NHS expense in the pharmacy.

- 3.2 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 primary care providers; and
  - supplying appropriate medicines at NHS expense.
- 3.3 To improve primary care capacity by reducing medical practice workload especially out of hours related to minor ailments.

#### **4. SERVICE OUTLINE**

##### **General**

- 4.1 There is a finite budget for the service provision within Cambridgeshire and each pharmacy is limited to providing 200 consultations in the first year. Where pharmacies are not providing their quota of consultations then the PCT service administrator will reallocate these consultations to those pharmacies where the service uptake is greatest.
- 4.2 People who are eligible to receive treatment under the scheme are patients, aged 3 months and over, registered with a GP practice in the PCT area who are exempt from prescription payment. The patient may present themselves to any participating pharmacy in the PCT area.
- 4.3 The pharmacy may treat patients who are not exempt from prescription payment but NOT under the minor ailments service.
- 4.4 Patients are referred to the scheme through:
- advertisement
  - word of mouth
  - OTC consultation with a Community Pharmacist
  - Medicines Usage Review
- 4.5 The pharmacy may only treat patients for ailments listed in section 1.1
- 4.6 Supplies of medicines under this service should comply with the Code of Ethics and related guidance. Additional guidance of when patients should be referred to their GP is included in the formulary.
- 4.7 The pharmacy may only supply medication from the Minor Ailments Formulary.
- 4.8 The PCT will ONLY reimburse pharmacies for medication in the formulary. The formulary drugs are listed generically. Where possible the reimbursement price is based on the Drug Tariff price. Where a Drug Tariff preparation is not available as a General Sales List or Pharmacy Only Medicine the cheapest brand available as listed in the Chemist and Druggist has been used to indicate the price for reimbursement. This brand does not need to be provided if the pharmacy is able to obtain an alternative more cost effectively.
- 4.9 Payment for consultations will only be made provided the PCT receive the invoice within eight weeks of the consultation. This is to enable details of the consultation to be provided to the GPs practice within a timely manner. This will allow the PCT to reallocate consultations as necessary.

## **Pharmacy Responsibilities**

- 4.10 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety. Service users must be given the option of discussing their minor ailment in the pharmacy consulting room where available. Where a consulting room is unavailable the pharmacy will need to agree with the PCT a suitable alternative before offering the service.

## **Staff Training**

- 4.11 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within this service specification.
- 4.12 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.
- 4.13 To supply under the scheme, the Counter Assistants must have completed relevant training to allow sales of Pharmacy Only Medication.
- 4.14 The patient may be consulted by appropriately trained staff: Pharmacists, Dispensers or Counter Assistants

## **Record Keeping**

- 4.15 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 4.16 The pharmacy should retain paper records for a minimum of two years following consultation
- 4.17 Normal rules of confidentiality apply
- 4.18 The pharmacy will maintain a record of consultation and any medicine that is supplied using PCT Consultation and Claim Forms.

## **Registration**

- 4.19 The pharmacy has a system to check the person's eligibility for receipt of the service.
- 4.20 If the pharmacy is unable to confirm the patient's registration with a Cambridgeshire General Practice, the patient will not be eligible for this service at this time and they will be signposted to access medical care through normal channels.
- 4.21 The pharmacy will register each eligible patient using PCT Registration Forms, signed by the patient, returning the top copy to the PCT and retaining the bottom copy in the pharmacy.
- 4.22 The pharmacy will complete, laminate and issue the registered patient with a PCT supplied registration card.
- 4.23 The pharmacy is responsible for issuing the patient registration numbers. The registration number should start with the pharmacy contractor number. For example FV348/. The next number should start with 01 and continue in sequential order. The pharmacy must keep a record of allocated registration numbers.

## Consultation

- 4.24 The pharmacy will:
- provide advice on the management of the ailment, or;
  - provide advice and a medicine from the local formulary, supported by advice on its use, or;
  - provide advice on the management of the ailment plus a referral to an appropriate health care professional.
- 4.25 Each pharmacy will be responsible for ensuring that they do not go over their allocated number of consultations. Any claims made for consultations over this allocation will not be paid for by the PCT.
- 4.26 It will be necessary for the patient to produce their card when they want to use the scheme. The pharmacy must make it clear that without a valid card, the patient may not receive treatment under the scheme.
- 4.27 It is the responsibility of the patient to produce their card in order to access this service. In the event the patient has forgotten their card the pharmacy is not obligated to provide this service. In the event that the pharmacy decides that they are able to assist the patient then the pharmacy should contact either the pharmacy of registration or PCT service administrator to confirm the patient's registration number. The PCT will not reimburse the pharmacy without a valid registration number.
- 4.28 The PCT will not reimburse the pharmacy for consultations with patients whose exemption has expired. In the event that a patient's exemption has expired, the pharmacy should request proof of exemption and re-issue the registration card, using the patient's current registration number. The pharmacy should record the following information on a registration form; the date, registration number, new exemption expiry date, reason why patient does not pay for their prescription and use the comments box to record that the patient has a new expiry date. The patient will need to sign the declaration.
- 4.29 In the event the card has been lost, the pharmacy should re-register the patient and use the comments section to note it is a re-registration so the PCT service administrator can cancel the original registration number.
- 4.30 The pharmacy should complete the consultation form for each patient, ensuring the patient or representative has signed against the consultation.
- 4.31 The consultation will be undertaken by a member of the pharmacy staff competent to do so. The consultation will consist of:
- 4.31.1 Patient assessment by the pharmacy staff. Referral to the pharmacist may be necessary depending on the competency of the staff member.
- 4.31.2 Provision of appropriate advice.
- 4.31.3 Provision of medication, only if necessary, from the agreed formulary appropriate to the patients condition
- 4.32 The pharmacy will maintain a record by completing the Consultation and Claim form (Appendix 1) and enter onto the PMR system if required. The pharmacy will retain these details for their own records and audit purposes.
- 4.32.1 The patient will need to sign the Consultation and Claim Form for each consultation regardless of whether any medication was supplied or not.
- 4.33 Where a pharmacy is unable to manage a patients minor ailment appropriately the patient must be sign posted to their GP or other relevant NHS service.

- 4.34 If a patient presents to the pharmacy more frequently than is appropriate for their minor ailment and there is no indication for urgent referral, the patient should be referred back to their surgery.
- 4.35 A GP referral form is available from the PCT and can be completed by the pharmacy for the patient to present to their GP practice informing the surgery of the service provided to date.
- 4.36 If the pharmacy suspects that the patient and /or representative is abusing the service they should alert the PCT service administrator.
- 4.37 The pharmacy should return the top copy of the Consultation and Claim form to the PCT by the 15<sup>th</sup> of each month. The pharmacy should retain the bottom copy for records. This will enable payment by the end of the following month.

### **PCT Responsibilities**

- 4.38 The PCT will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment. Documents and stationery required as follows:
- Service specification
  - Service formulary
  - Patient registration form pad
  - Registration cards
  - Cold seal plastic laminating cards
  - Patient consultation and claim form pad
  - GP referral pad
  - Promotional poster
  - Patient information leaflets
- 4.38 The PCT 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.
- 4.39 The PCT will consider providing leaflets to support self-care messages related to specific ailments covered by the service and making these available to pharmacies.
- 4.40 The PCT Directory of Services should be used to provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- 4.41 The PCT will produce monthly/quarterly monthly usage reports, available to the patients GP practice.
- 4.42 The PCT will produce quarterly usage reports, for participating pharmacies.

### **5. SUGGESTED QUALITY INDICATORS**

- 5.1 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 5.2 The pharmacy is making full use of the promotional material made available for the service.
- 5.2 The pharmacy has appropriate PCT provided health promotion and self-care material available for the user group and promotes its uptake.
- 5.3 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

- 5.4 The pharmacy participates in an annual PCT organised audit of service provision.
- 5.5 The pharmacy co-operates with any locally agreed PCT-led assessment of service user experience.

## **6. REMUNERATION**

- Annual Retainer fee £50.00\*
- Consultation fee £3.00\*
- Reimbursement of drug costs at Drug Tariff or Chemist and Druggist prices as indicated in the formulary + VAT

\*Pharmacies are liable for VAT.

## **7. TERMINATION**

- 7.1 Either party (pharmacy or PCT) shall be entitled to terminate this agreement by giving one month's notice in writing to the other party

## **8. AGREEMENT PERIOD**

- 8.1 This agreement will continue until April 2010 unless terminated by either party in accordance with the provision of this Agreement.
- 8.2 The service will be reviewed annually. Upon review of the service, it is anticipated that the service will continue on a 12 month rolling contract. Pharmacies will be required to sign the agreement each financial year to continue providing the service.

## **9. AGREEMENT**

I agree to participate in the following aspects of the Cambridgeshire Minor Ailments service and to the terms and conditions of the above service specification.

Signature..... Name (PRINT).....  
(Pharmacist/Pharmacy Manager)

Date..... Pharmacy.....

Supporting resources: NPA Minor ailments toolkit ([www.npa.co.uk](http://www.npa.co.uk)).

**CPPE training which may support this service:**

Minor ailments CD ROM

Minor ailments – paediatrics workshop

Minor ailments – supporting self-care workshop

Winter ailments workshop