

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement  
 Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

<b>Service Specification No.</b>	PHARM 2019-2020-001
<b>Service</b>	Community Pharmacy Scheme for Paediatrics – under 18 years of age.
<b>Commissioner Lead</b>	Kate Hudson Head of Primary Care / Meds management
<b>Period</b>	1 <sup>st</sup> April 2019 – 31 <sup>st</sup> March 2020
<b>Date of Review</b>	31 <sup>st</sup> December 2019

#### 1. Population Needs

##### 1.1 National/local context and evidence base

Minor ailments are defined as ‘common or self-limiting or uncomplicated conditions which can be diagnosed and managed without medical intervention’.

A minor ailments scheme within community pharmacy improves patient accessibility to health care services and encourages the use of community pharmacies as a first point of call for a health consultation, thus reducing the demands that such patients can make on their GPs.

In March 2018, after conducting a public consultation, NHS England published guidance for CCGs on ‘Conditions for which over the counter items should not routinely be prescribed’.

These prescriptions include items for a condition:

- That is considered to be **self-limiting** and so does not need treatment as it will heal of its own accord;
- Which lends itself to **self-care**, i.e. that the person suffering does not normally need to seek medical care but may decide to seek help with symptom relief from a local pharmacy and use an over the counter medicine.

[Guidance](#) has been published for 33 conditions which would fall into one of the following categories:

- A condition that is self-limiting and does not require medical advice or treatment as it will clear up on its own; and/or
- A condition that is a minor illness and is suitable for self-care and treatment with items that can easily be purchased over the counter from a pharmacy.

The guidance applies to all patients, including those who would be exempt from paying prescription charges, unless they fall under the exceptions.

The CCG Governing Body agreed that the national guidance should be applied to all settings including community pharmacy. The position statement (attached) has been approved by all NHS providers in Morecambe Bay. The NHS does not support the prescription of medicines and treatments for self-limiting and minor health conditions where:

- Self-care is the most appropriate route
- Medicines and treatments are available to buy over the counter

All prescribers within Morecambe Bay, including non-medical prescribers, GPs, extended hours, urgent care and A&E departments, should not prescribe readily available over the counter (OTC) medicines.

Community pharmacists should support this approach and not routinely advise patients to request their GP to prescribe OTC medicines available for self-limiting conditions and minor health conditions where these are available to purchase.

## 2. Outcomes

### 2.1 NHS Outcomes Framework Domains & Indicators

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

### 2.2 Local defined outcomes

The minor ailments scheme offers a safe, controlled and convenient alternative to the traditional way of supplying care and medicines for self-limiting conditions. Positive outcomes include:

- Enhance the public's ability to manage minor ailments themselves;
- Improve the care of the most marginalised and deprived;
- Enhance accessibility to service provision;
- Improve the range of service provision through community pharmacies;
- Effect benefits for other parts of the service particularly General Medical Practices, Accident and Emergency Departments and Out-of-hours medical services providers.

## 3. Scope

### 3.0 Aims and objectives of service

A community pharmacy based minor ailments scheme will encourage patients, aged 18 and under, with minor ailments to use the local community pharmacy for advice on self-care and treatment of selected, often self-limiting minor ailments.

Key Objectives of the scheme are:

- To provide easier, and possibly quicker and more convenient access to healthcare for minor ailments
- To use the skills of community pharmacists to extend their role and working practise, and promote the skills and role of the community pharmacist and Self Care.
- To ease the pressure on services provided at the surgery, by patients accessing treatment for selected minor ailments through the community pharmacy
- Reduce GP, OOH and ED workload for minor ailments increasing capacity for greater focus to be delivered on more complex and urgent medical conditions.
- To supply appropriate medicines at NHS expense to patients who are exempt from paying prescription charges.
- To reach the populations who live in areas where there are high numbers of people living in poverty, high rates of unemployment and inadequate housing that lead to health inequalities
- Community Pharmacies will provide a minor ailments scheme service to patients who fall under the exclusions of the national guidance [NHS England 'Conditions for which over the counter items should not routinely be prescribed in primary care: Guidance for CCGs'](#) (March 2018)

### 3.1 Referral into the MAS

Patients can be introduced to the scheme by the following pathway routes,

- a) Referral by a GP Practice or other healthcare professional. Patients presenting at a GP surgery, or the Out of

hours service (CHOC / PDS) with a minor ailment included as part of the scheme, may be advised on how to access the service in the future.

- b) Referred by pharmacy staff. Pharmacists and pharmacy staff may refer patients into the scheme when appropriate
- c) Self-referral into the scheme through a participating pharmacy

### **3.2.2 Consultation Process**

The patient should attend the pharmacy **in person** to receive a consultation and if appropriate a supply of medication, in the same way they would be required to attend a GP appointment for a prescription. There may be exceptions to this and pharmacists are asked to exercise their professional judgment in deciding if a supply should be made in the absence of the patient.

The pharmacist/accredited pharmacy staff should carry out a professional consultation with reference to the Morecambe Bay CCG Community Pharmacy Paediatric scheme formulary.

This will involve:

- Establishing that the person is eligible for the scheme (see eligibility criteria 3.4.1)
- Explanation of the scheme details and benefits
- Patient assessment.
- Provision of advice.
- Completion of PharmOutcomes (Pharmacy IT reporting system) data collection.
- Supply of medication from the agreed formulary when appropriate. Supply will be in an original pack, with a product information leaflet and instructions for use. The decision to provide a medicine for treatment or to refer will be based on symptom and treatment history.

The pharmacist/ accredited pharmacy staff must ensure that the consultation process is confidential  
All patients being treated under the terms of the MAS must first be registered using the appropriate PharmOutcomes tool.

### **3.2.3. Referral from the Pharmacy to the GP/other appropriate healthcare professional**

In the following situations referral should be made using the appropriate Consultation/Referral form.

- a) Patient presenting with symptoms requiring referral. The pharmacist will advise the patient of the need for a GP appointment – either urgent or routine.

The pharmacist will contact the surgery when an urgent referral is indicated.

- b) Patients are requesting medicines to treat a condition not covered by the scheme.
- c) Formulary medicine is unsuitable for an individual patient.
- d) A patient has made repeated requests for treatment for the same condition

### **3.2.4 Record Keeping**

A record of any medication supplied through the minor ailment scheme should be documented in the Patients Medication Record (PMR) on the pharmacy IT system, and **MUST** be recorded on the appropriate PharmOutcomes (Pharmacy IT reporting system) page.

It is a requirement of the service that all consultations are recorded on PharmOutcomes for invoicing and audit purposes. This information must be recorded at the time of the consultation.

All pharmacies contracted to provide the service will require individual logins to access the Minor Ailments Scheme Service Part A (patient registration) and Part B (consultation), and these are provided separately by PharmOutcomes team.

### **3.2.5 Evaluation**

Pharmacies participating in the scheme will be expected to facilitate the evaluation of the scheme by participating in patient satisfaction surveys or audit which together with PharmOutcomes data will enable Morecambe Bay CCG to evaluate the efficacy of the scheme.

Pharmacies will be expected to follow complaints procedure (both internal to the pharmacy and NHS England) where issues arise so that improvements can be made following significant events or errors.

Pharmacies should also note that by agreeing to participation in the scheme Morecambe Bay CCG and patient forums have the right to inspection in line with NHS guidance.

### 3.3 Population covered

The service is available to the following:

- Patients aged 18 and under registered with a GP practice in Morecambe Bay.
- People aged 18 and under living in Morecambe Bay not registered with ANY GP practice e.g. Travellers and Asylum seekers can be provided with advice and/or treatment, then signposted to a local GP practice for NHS registration.

### 3.4. Patient Registration

Patients under 16 must be accompanied by their parent or guardian. Patients will be asked to confirm they are registered with a GP Practice within Morecambe Bay CCG before any supply is made, and where there is doubt and with patient consent, the pharmacist may check the registration with the GP practice.

Patients not registered with a GP practice in Morecambe Bay may choose to purchase Over The Counter (OTC) medication and should be managed in accordance with Essential Service 6 – Support for Self Care or if appropriate Essential Service 5 – Signposting.

#### 3.4.1 Eligibility criteria

The person must be under 16 years of age, between 16 years and 18 years in full time education or meet the vulnerability criteria below.

The eligibility criteria are based on relevant aspects of the **national guidance general exception criteria**. The guidance is intended to encourage people to self-care for minor illnesses as the first stage of treatment. However, the guidance includes specific exceptions that can be applied by community pharmacists in order to make a free supply under the terms of the Minor Ailment Scheme.

To note that being exempt from paying a prescription charge does not automatically warrant an exception to the guidance.

Community pharmacists can provide treatment without charge to the patient in the following circumstances;

- Where the pharmacist believes that in their clinical judgement, exceptional circumstances exist that warrant deviation from the recommendation to self-care.
- Individual patients where the clinician considers that their ability to self-manage is compromised as a consequence of medical, mental health or \*significant social vulnerability to the extent that their health and/or wellbeing could be adversely affected, if reliant on self-care.
- Consideration should also be given to safeguarding issues.

\*Significant social vulnerability could be considered if the patient or their parent/guardian, was in receipt of:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit and meet the criteria

Or are named on:

- a valid NHS tax credit exemption certificate
- a valid NHS certificate for full help with health costs (HC2)

#### 3.4.2 Exclusions to the Community Pharmacy Paediatric Scheme

If the patient has already received a supply of the same medicine within the last two months.

- If the patient presents on 3 or more occasions in the previous 6 months for treatment of the same ailment. This requires referral to the GP practice.
- If the patient presents with more than 2 ailments at the same time

- Referral to GP where clinically appropriate.
- When a patient requests the medicine by name – this scheme must not be used to divert the sale of OTC medicines
- If the patient presents with symptoms indicating a diagnosis of a condition which falls outside those included in the scheme.
- If the patient or parent is unwilling to complete/use the relevant documentation.
- If the patient requests a medicine 'just in case', to take abroad or to stock up their medicine cabinet.
- Loss of medication already supplied under the Scheme.
- Where a non-exempt patient could purchase the product for lower than the NHS prescription charges applicable.
- To pharmacy staff and/or their immediate family – this scheme must not be used to divert the sale of OTC medicines. As detailed in the Medicines Act 1968 and in Professional Code of Conduct this group must be signposted to alternative pharmaceutical or healthcare services where appropriate
- If the patient request medicines in lieu of a repeat prescription for example paracetamol for chronic pain. Long term conditions must continue to be managed by the primary care teams.

GPs cannot refer patients for named medicines – if the GP consultation resulted in a medication recommendation then a prescription for medication should be issued. Additionally a GP cannot write a prescription for one item and refer the patient for the other named item.

Pharmacists should refer patients to [NHS.UK](https://www.nhs.uk), the [Self Care Forum](https://www.selfcareforum.org) or NHS 111 for further advice on when they should seek GP Care. [The Royal Pharmaceutical Society](https://www.rps.org) offers advice on over the counter products that should be kept in a medicine cabinet at home to help patients treat a range of self-treatable illnesses.

## 4. Applicable Service Standards

**4.0** Applicable national standards (e.g. NICE)

**4.1** Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

### 4.1.1 Confidentiality

Both parties shall adhere to the requirements of the **General Data Protection Regulation (GDPR)** May 2018 and the Freedom of Information Act 2000.

**4.2** Applicable local standards

#### Local requirements to provide the Service:

Only community pharmacies that have registered with NHS Morecambe Bay CCG by signing the contract may provide the service and is subject to the following requirements:

The pharmacy contractor must agree with the NHS Commissioner to participate in all aspects of the service as detailed in this document along with any subsequent amendments as agreed with the Local Pharmaceutical Committee (LPC).

A standard operating procedure (SOP) must be produced for provision of the service, which clearly defines roles and responsibilities of relevant staff within the authorised pharmacy.

The pharmacy should be able to provide evidence they are meeting the requirements for all essential services in the community pharmacy contractual framework.

The pharmacist in charge or pharmacy manager must ensure that any pharmacist or locum employed by the pharmacy is briefed on the scheme, has read the service specification and completed the mandated training requirements before providing the service.

Medicines Counter Assistant qualified staff may be delegated to undertake the minor ailment consultation provided they adhere to a scheme SOP and sales of medicines protocols and safeguarding procedures. However, overall responsibility and accountability will remain with the responsible pharmacist and, therefore, there must be a supervising pharmacist on the premises who has completed Level 2 Safeguarding Training. It is essential that any regular locum staff should complete the training requirements so that the service can be provided throughout all opening hours.

### 4.3 Supplying treatment through the Scheme

Patients will be provided with medicines to manage their condition if:

The patient is eligible for treatment within the scope of the scheme.

The medicine required is not contraindicated, having questioned the patient appropriately.

The treatment provided is in accordance with the minor ailment protocol.

**NB.** Only the products listed on the Morecambe Bay CCG Formulary will be provided under the terms of the scheme. Quantity supplied will be single packs as specified.

- i. Over the Counter (OTC) medicines must not be supplied outside licensed indications.
- ii. Prescription Only Medicine (POM) will not be supplied.
- iii. Patients will be advised how to take/use the medicines supplied and provided with a Patient Information Leaflet (PIL).
- iv. Pharmacists can use their professional discretion to supply sugar free preparations of the same formulary items when appropriate e.g. diabetic patients and children.
- v. When supplying the medication an entry onto the patient's Patient Medication Record (PMR) must be made and the product labelled as "Supplied under the NHS *Community Paediatric Scheme*."
- vi. Packaging should be clearly marked "NHS supply" to ensure NHS resources are used by those they are intended for.

#### 4.3.1 Service Funding and Payment Mechanism

- a. The pharmacy will be paid according to the following schedule for providing the service:
- b. A fee of £5.00 will be paid for each fully completed consultation that results in the supply of medication and is entered onto the PharmOutcomes system.
- c. The pharmacist will be reimbursed for any medication supplied under the scheme at cost price. Prices are based on Drug Tariff prices (where available) or manufacturer's trade price.
- d. All packs supplied must be original OTC or P packs, and be appropriately labelled. The prices will be reviewed on a quarterly basis.
- e. Incomplete claims will be deemed invalid and payment will not be made.
- f. Payments will be made to the participating pharmacy at the end of the month following that to which the payment relates.
- g. The drug cost will attract a standard rate of V.A.T, whereas the service is VAT exempt where provided by pharmacist.

#### 4.3.2 Pharmacist and Pharmacy Staff Accreditation

All staff operating the scheme must have read and understood the national self-care guidance [NHS England 'Conditions for which over the counter items should not routinely be prescribed in primary care: Guidance for CCGs'](#) (March 2018)

And the [Quick reference for health professionals for condition-specific exemptions](#).

#### Professional qualifications required

Registered with the General Pharmaceutical Council

#### Specialist competence, training and experience

- The pharmacist is responsible for ensuring that they are trained and competent in the OTC management of the minor ailments listed
- Pharmacists should be familiar with the 'Summary of Product Characteristics' and licensing indications of all medication within the minor ailments formulary

#### Continued training/ education

This should form an integral part of their continuing professional development for relevant areas of work.

### 5. Applicable quality requirements and CQUIN goals

### 6. Location of Provider Premises

The Provider's Premises are located at:

**7. Individual Service User Placement**