



Minor Ailment Service Specification

Locally Commissioned Community Pharmacy Service

This service is commissioned by Isle of Wight CCG to provide the local population with rapid access to a pharmacist who can give advice on a range of minor ailment and, where necessary, supply medication from an agreed formulary. The purpose of this service is to release capacity in general practice and provide an appropriate alternative to the use of general practice or other health care environments (i.e. A&E, Out of Hours Urgent Care).

The pharmacy will provide advice and support to people on the management of minor ailments. This will also include the supply of printed information where appropriate and, if necessary, the supply of medicine (free of charge to those exempt from prescription charges) for the treatment of the minor ailment.

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1. Service Description

- 1.1. The agreement is for the pharmacy to provide advice and support, including printed information where appropriate, to people on the management of minor ailment including where necessary, the supply of medicines for the treatment of the minor ailment.
- 1.2. Patients exempt from prescription charges will be supplied treatments free of charge.
- 1.3. For patients not exempt from prescription charges, the pharmacy may provide advice and sell OTC medicines to the person to help manage the minor ailment, as described in Essential Service 6 Self Care.
- 1.4. Only patients registered with an Isle of Wight GP are eligible to receive advice and treatment under this service. Those not registered with a GP or registered with a GP from outside this area should be offered advice and the opportunity to purchase any OTC treatment, or referred to their own GP.
- 1.5. The pharmacy will operate a triage system, including referral to other health and social care professionals where appropriate.
- 1.6. The patient must be in attendance. In the case of a child under 16, the parent or guardian must be in attendance, but the child being treated need not be present. In all other cases a consultation under the Pharmacy First service cannot be carried out if the patient is absent.
- 1.7. It is not a service intention to divert patients presenting in the pharmacy with a minor ailment onto the Pharmacy First Service. People who usually manage their own minor ailments through self-care and the purchase of an OTC medication should continue to self-manage and treat their minor ailments as per Essential Service 6, Self-Care.
- 1.8. The Pharmacy First service is an opt-in service for patients and those who wish to consult their GP for a minor ailment are free to do so.

2. Duration

- 2.1. This agreement shall take effect for a period from [5th March 2014 to 31st March 2015].
- 2.2. Thereafter this agreement will be reviewed annually.

3. Premises

- 3.1. The pharmacist will give consideration to the part of the pharmacy used for provision of the service, which should provide a sufficient level of privacy and safety for patients accessing the service.
- 3.2. If a consultation room is available, patients will be offered the opportunity of the consultation taking place within the consultation room.

4. The Service

- 4.1. Only patients registered with a GP practice on the Isle of Wight are eligible to receive advice and treatment under this service.
- 4.2. Patients will either self-refer into the service or will be referred by their GP or the OOH provider.
- 4.3. The consultation must be conducted by a pharmacist.

Consultation

- 4.4. The pharmacy will gain patient consent to share the details of the consultation with the patients' GP. Patients who do not consent to sharing details cannot access the Pharmacy First service and will be transferred to usual care.
- 4.5. The pharmacist will assess the patient's condition using a structured approach to responding to symptoms.
- 4.6. If the management of the minor ailment falls outside of the scope of this service, the patient can either be offered advice and an opportunity to purchase an OTC medicine to help with the management of their minor ailment as described in Essential Service 6 - Self Care. The patient may also be signposted to their GP if appropriate.
- 4.7. The pharmacist will identify any concurrent medication or medical conditions which may affect the treatment of the patient.
- 4.8. The pharmacist will consider past medication supplied for the minor ailment to assess appropriateness of further supply.
- 4.9. The pharmacist will provide advice on the management of the condition to include the expected duration of the minor ailment and relevant self-care advice (see Information to be provided, section p3).
- 4.10. Where deemed to be of benefit to the patient, the pharmacy will provide a relevant information leaflet about the minor ailment.
- 4.11. If appropriate, medication will be provided from the agreed formulary to treat the patient's condition.
- 4.12. The pharmacist carrying out the consultation will complete the PharmOutcomes data capture set. This will include a declaration of the advice and treatment provided.
- 4.13. Patients will provide information to inform the Pharmacy First Consultation which includes a record of the treatment supplied, reason for prescription charge exemption, consent to sharing consultation details with their GP and CCG for fraud prevention and a prescription exemption declaration.
- 4.14. The pharmacy must check the person's eligibility for receipt of free treatment under the service in line with the usual checks for NHS Prescriptions.

Information to be provided

- 4.15. Every patient who accesses the service will be provided with verbal advice and, if deemed beneficial, an information sheet relevant to their minor ailment. This information will be supplied irrespective of medicines supply.
- 4.16. Verbal advice will include self-care messages, expected symptoms, the probable duration of symptoms and when and where to go for further advice and or treatment if needed.
- 4.17. When appropriate an antibiotic stewardship advice leaflet will be provided as well as verbal advice on the correct use of antibiotics.
- 4.18. The agreed information leaflets will be downloaded from PharmOutcomes and printed by the pharmacy.

Supply of medication

- 4.19. Only medicines from the Pharmacy First formulary will be used, as specified in the formulary (p5). These products can be used for any of their licensed indications at licensed doses. The pharmacist is professionally accountable for the treatment decisions made.

Records

- 4.20. The pharmacy will maintain a record of the consultation and any medicine that is supplied. This will be recorded on PharmOutcomes.
- 4.21. Details of the consultation will be sent to the patients GP using the notification functionality within PharmOutcomes. When sending via secure email is not possible these must be posted or dropped at GP practice as with other services.
- 4.22. The record on PharmOutcomes will be the enduring record of the consultation.
- 4.23. There is no requirement to label the product although pharmacies may wish to record the supply on the PMR in line with good practice guidelines.

Referral procedures

Referral for urgent appointment

- 4.24. If the patient presents with symptoms indicating the need for an immediate consultation with the GP, the pharmacist should advise the patient and refer the patient back to their GP (within surgery hours) or advise them to contact the Out Of Hours Service, or to attend A & E immediately (as appropriate). The pharmacy must contact the patients GP / Out of Hours service and arrange an appointment for the patient.
- 4.25. This process must only be used when referral is deemed urgent, e.g. a red flag symptom.

Referral for non-urgent appointment

- 4.26. If the patient presents with symptoms indicating the need for a non-urgent consultation with the GP, the pharmacist must advise the patient and refer the patient back to their GP. The pharmacy should not contact the GP surgery to arrange an appointment for the patient.
- 4.27. If a patient presents more than twice within any month with the same symptoms and there is no indication for urgent referral, the pharmacist should consider referring the patient to their GP.
- 4.28. If the patient presents with symptoms outside the Pharmacy First service the patient should be treated in line with usual practice.
- 4.29. If the pharmacist suspects that the service is being misused/ abused they should alert the Pharmacy First Scheme Co-ordinator (Cindy Dickson)
- 4.30. The pharmacist should use their clinical judgement to decide the urgency, route and need for referral as ultimately they are professionally accountable for their actions.
- 4.31. When referring patients to their GP practice, pharmacists should not give patients the expectation of any specific treatment i.e. antibiotics, or the length of time it might take to arrange a GP appointment (unless booked directly by pharmacy).

5. Formulary

- 5.1. The pharmacy will hold adequate stocks (taking into consideration the possibility of an unexpected increase in demand) of the products required for the Pharmacy First service to ensure that clients can immediately access the necessary treatment.

- 5.2. The formulary products can be used for any of their licensed indications at licensed doses. The pharmacist is professionally accountable for the treatment decisions made. The formulary is detailed in Appendix 1.
- 5.3. Pharmacists can supply any brand of product as long as the active ingredients are the same and pack size is at least the size specified. The reimbursement rate for each product will be as detailed in the drug tariff unless a specific brand is identified in the formulary list e.g. in instances where the tariff item is a POM medicine. As tariff prices change, the functionality within PharmOutcomes will apply such changes as the system is directly linked to this database.
- 5.4. It is preferable that sugar free products are supplied. However, where these are not available or the patient specifically requires sugar based medicines these can be supplied. The reimbursement price remains as detailed in the formulary.
- 5.5. Only P or GSL medicines can be supplied during the course of service provision.
- 5.6. A patient information leaflet MUST be supplied with each medicine.
- 5.7. Reimbursement for products will be inclusive of VAT at standard rate. As the service is pharmacist led all consultation fees will be inclusive of VAT at the exempt rate.

6. Conditions

- 6.1. The following conditions will be promoted to patients as being within the Pharmacy First service.

Constipation	Headlice
Dyspepsia	Insect bites and stings
Diarrhoea	Mouth ulcers
Haemorrhoids	Nappy rash
Allergic rhinitis/Hayfever	Vaginal thrush
Sore throat	Minor burns and scalds
Viral upper respiratory tract infection (including cough, cold, ear ache)	Conjunctivitis
Headache	Earwax
Musculoskeletal pain & soft tissue injury	Paediatric teething
Athletes foot	Paediatric fever
Cold sores	Threadworm
Contact dermatitis	Fungal skin infection

- 6.2. The formulary products can be used for any of their licensed indication at licensed doses. Pharmacists can also treat: sprains and strains, self-limiting pain, other fungal infections (Ringworm, Candida intertrigo).

7. Accessibility

- 7.1. The expectation is that the service is available throughout the pharmacies opening hours (both core and supplementary). The service is to be delivered by the pharmacy for at least 45 weeks of the year with no continuous break of more than two weeks.
- 7.2. If the pharmacy is unable to meet this level of service delivery then they must inform the service commissioner within the Isle of Wight CCG.
- 7.3. If a participating pharmacy is unable to provide the service, an onward referral to another provider should be co-ordinated to accommodate the patient. The referring

pharmacy should ensure that there is service availability at the onward provider site by telephoning that site whilst the patient is still with them.

8. Payment

8.1. Remuneration will be made to the pharmacy at £4.50 per consultation to include:

- Set up costs (SOP development, staff training etc.),
- Pharmacist time to provide the service,
- Associated staff time to support the pharmacist in providing the service,
- Printing and providing information sheets, and
- Completing claims and audit

8.2. Treatments supplied will be reimbursed as detailed above with standard VAT rate being applied.

8.3. Payments will be made based on the information recorded on PharmOutcomes.

8.4. Payments will be made to participating pharmacies on a monthly basis.

8.5. The claim process is automated via PharmOutcomes. Participating pharmacies should aim to enter patient facing data to ensure live audit availability for commissioners. Claims submitted passed the agreed grace period (3 months) will not be paid.

9. Staff

9.1. The Minor Ailment Service is to be provided by a pharmacist who can meet the following competencies and underpinning knowledge. This is demonstrated by a completed Declaration of Competence form.

Core Competencies

- Able to communicate with, counsel and advise people appropriately and effectively on minor ailments.
- Able to assess the medication needs of patients.
- Able to act on referrals from, and make referrals to, other healthcare professionals and other sectors such as social care.
- Able to promote the service appropriately to the public.
- Able to explain the provision, range of conditions covered and features of the service to the public and other appropriate professionals.
- Understands the pharmacotherapy for the full range of available medication and is able to provide appropriate clinical guidance

10. Duty of pharmacy contractors

10.1. 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.

10.2. 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 local protocols.

10.3. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

11. Commissioner responsibilities

11.1. The CCG will provide the funding for PharmOutcomes for the recording of relevant service information for the purposes of audit and the claiming of payment.

- 11.2. The CCG will be responsible for the promotion of the service locally, including the development and supply of publicity materials, which pharmacies can use to promote the service to the public.
- 11.3. The CCG will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- 11.4. When relevant, the CCG will obtain or produce health promotion material relevant to the service and make this available to pharmacies. This will be provided to pharmacies to be used in addition to the information sheet printed and provided to the pharmacy. Topics will include the appropriate use of antibiotics.

12. Quality Indicators

- 12.1. The pharmacy is making full use of the promotional material made available for the service.
- 12.2. The pharmacy has appropriate health promotion and self-care material available for the user group and promotes its uptake.
- 12.3. The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 12.4. The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 12.5. The pharmacy participates in an annual CCG organised, LPC agreed, audit of service provision.
- 12.6. The pharmacy co-operates with any locally agreed CCG assessment, which has been agreed with the LPC, of service user experience.

13. Safeguarding

- 13.1. Pharmacies and their staff are reminded of their existing obligations to comply with local and national guidance relating to child protection procedures.
- 13.2. When dealing with all patients' pharmacy staff have a responsibility to consider if there is a potential safeguarding issue.
- 13.3. If the pharmacy becomes aware of a potential safeguarding or child protection issue this should be dealt with using the pharmacy's Safeguarding Policy and discussed with the Duty Team at the Isle of Wight Children's Services.

14. Confidential information

- 14.1. The pharmacy will ensure the confidentiality of patient records in line with NHS governance arrangements.
- 14.2. The pharmacy will treat as confidential and restrict access to records and documents containing information relating to individual patients managed under the terms of the service. Access will be restricted to personnel authorised to participate in the service delivery and, in appropriate circumstances, other health care professionals and agencies, in line with local confidentiality arrangements. All clients will be asked to give consent to information sharing as part of the consultation process.
- 14.3. All parties will comply with the Data Protection Act, Caldicott guidelines and other legislation covering access to confidential client information.

15. Termination

- 15.1. Either party may terminate the agreement subject to providing three months' notice in writing.
- 15.2. The Commissioner shall be entitled (without prejudice to our rights and remedies for any breach of this agreement and without prejudice to any continuing obligations you have under this agreement) to terminate this agreement immediately if the Provider seriously breaches the terms of the agreement including by any act or omission which prejudicially affects or is likely so to affect the interests of the Commissioner.

Minor ailments service formulary (Annex 1)

Condition	Medicine
Gastro -Intestinal	
Constipation	Macrogol (Movicol) sachets (1x20)
	Senna tablets (Senekot) 7.5mg tablets (1x20)
	Ispaghula husk 3.5g (Fybogel) sachets (1x30)
	Docusate sodium (Dulcoease) 100mg capsules (1x30)
	Lactulose solution (1x300ml)
Dyspepsia	Gaviscon suspension (1x150ml)
	Ranitidine (Zantac) 75mg tablets (1x12)
	Gavison Cool tablets (1x16)
Diarrhoea	Loperamide (Imodium) 2mg capsules (1x12)
	Oral re-hydration therapy (Electrolade) sachets (1x6)
Haemorrhoids	
Respiratory system	
Cough	Pholcodine linctus 5mg/5ml 200ml
	Pholcodine linctus 5mg/5ml sugar free 200ml
	Simple linctus 200ml
	Simple linctus sugar free 200ml
	Simple linctus paediatric 200ml
	Simple linctus paediatric sugar free 200ml
Allergic rhinitis	Chlorphenamine 4mg tablets (1x28)
	Chlorphenamine 2mg/5ml Liquid (1x150ml)
	Loratadine (Clarityn) 10mg tablets (1x30)
	Loratadine (Clarityn) 5mg/5ml syrup (1x100ml) - Clarityn
	Sodium cromoglicate (Opticrom) 2% eye drops (1x5ml)
	Beclomethasone nasal spray 50mcg/spray (1x200 dose)
	Cetirizine 1mg/ml solution (1x200 ml)
	Cetirizine 10mg tablets (1x30)
Sore throat	Soluble Paracetamol 500mg tablets (1x24)
	Paracetamol 120mg/5ml paediatric suspension (1x100ml) - (Calpol)
	Paracetamol 250mg/5ml suspension (1x100ml) - (Calpol)
	Soluble Aspirin 300mg tablets (1x32)
	Ibuprofen 200mg tablets (1x24)

	Ibuprofen 400mg tablets (1x24)
	Benzydamine 0.15% (Diffiam) spray (1x30ml)
	Benzydamine 0.15% (Diffiam) mouthwash (1x200ml)
	Tyrozets lozenges (1x24)
Viral upper respiratory tract infection - Cold	Paracetamol 500mg tablets (1x32)
	Paracetamol 250mg/5ml suspension (1x100ml)
	Ibuprofen 200mg tablets (1x24)
	Ibuprofen 400mg tablets (1x24)
	Ibuprofen 100mg/5ml suspension (1x100 ml)
	Saline nasal drops (1x10ml)
	Menthol and eucalyptus inhalation (1x100ml)
Pain	
Headache	Paracetamol 500mg tablets (1x32)
	Paracetamol 250mg/5ml suspension (1x100ml)
	Ibuprofen 200mg tablets (1x24)
	Ibuprofen 400mg tablets (1x24)
	Ibuprofen 100mg/5ml suspension (1x100 ml)
Musculoskeletal joint disease	
Soft tissue injury	Paracetamol 500mg tablets (1x32)
	Paracetamol 120mg/5ml paediatric suspension (1x100ml)
	Paracetamol 250mg/5ml suspension (1x100ml)
	Ibuprofen 200mg tablets (1x24)
	Ibuprofen 400mg tablets (1x24)
	Ibuprofen 5% gel (1x30g)
Skin	
Athlete's Foot	Terbinafine 1% (Lamisil AF) cream (1x15g)
	Miconazole 2% (Daktarin) cream (1x30g)
	Clotrimazole 1% cream (1x20g)
Cold Sores	Aciclovir 5% cream (1x2g tube)
Contact Dermatitis	Hydrocortisone 1% cream (1x15g)
	Anthisan cream (1x25g)
	E45 Itch relief cream (1x50g)
	Chlorphenamine 4mg tablets (1x28)
	Chlorphenamine 2mg/5ml liquid (sugar free) (1x150ml)
	E45 cream (1x50g)
Headlice	Plastic detection comb (x1) - Portia
	Dimeticone 4% (Hedrin®) lotion (1x50ml, contains 1 application)
	Linicin lotion with comb pack (1x100ml, contains 2 applications, suitable for family treatment)
Insect Bites and Stings	Hydrocortisone 1% cream (1x15g)
	Chlorphenamine 4mg tablets (1 x 28)
	Chlorphenamine 2mg/5ml Liquid (1x150ml)
	Paracetamol 500mg tablets (1 x 32)

	Paracetamol 120mg/5ml paediatric suspension (1x100ml)
	Paracetamol 250mg/5ml suspension (1x100ml)
Mouth Ulcers	Choline salicylate (Bonjela Adult®) (1x15g)
	Benzydamine 0.15% (Diffiam®) mouthwash (1x200ml)
	Hydrocortisone 2.5mg mucoadhesive buccal tabs (<i>formerly Corlan Pellets</i>) (1x20)
	Chlorhexidine 0.2% mouthwash (1x300ml)
Oral Thrush	Chlorhexidine 0.2% mouthwash (1x300ml)
Nappy Rash	Sudocrem (1x60g)
	Zinc/castor oil ointment BP (1x100g)
	Clotrimazole 1% cream (1x20g)
Vaginal Thrush	Clotrimazole 500mg pessary (x1)
	Clotrimazole 2% (Canestan Thrush®) cream (1x20g)
	Fluconazole 150mg capsule (x1)
	Clotrimazole 10% vaginal cream (x1)
Minor burns and scalds	
	Melolin® dressing 5cmx5cm (up to 3) plus Micropore® tape 1.25cm
	Paracetamol 500mg tablets (1x32)
	Paracetamol 250mg/5ml suspension (1x100ml)
	Ibuprofen 200mg tablets (1x24)
	Ibuprofen 400mg tablets (1x24)
	Ibuprofen 100mg/5ml suspension (1x100 ml)
Eye & Ear	
Conjunctivitis	Chloramphenicol (Optrex infected eyes) 0.5% eye drops (1x10ml) (P-line)
	Chloramphenicol (Optrex infected eyes) 1% eye ointment (1x4g)
Earwax	
	Olive oil ear drops (1x10ml)
	Sodium bicarbonate 5% ear drops 10ml
Paediatric	
Oral thrush	Miconazole oral gel 20mg/g (Daktarin oral gel 15g)
Teething	Paracetamol 120mg/5ml paediatric suspension (1x100ml)
	Dentinox® Teething Gel (1x15g)
Fever	Paracetamol 500mg tablets (1x32)
	Paracetamol 120mg/5ml paediatric suspension (1x100ml)
	Paracetamol 250mg/5ml suspension (1x100ml)
	Ibuprofen 200mg tablets (1x24)
	Ibuprofen 100mg/5ml suspension (1x100 ml)
Threadworm	Mebendazole 100mg (Ovex® single dose) tablet (x1)
	Mebendazole 100mg/5ml (Ovex®) oral suspension (1x30ml)

All re-imbursement prices are calculated against dm+d rates unless the medicine falls into a POM category. In these cases the brand used for payment calculation is highlighted. All cost prices will automatically adjust as changes occur as Pharmoutcomes is linked directly to this database.

Service Specification Agreement

This document forms the agreement by the participating pharmacy regarding the delivery of the Isle of Wight CCG Locally Commissioned Pharmacy First Minor Ailments Service.

Please tick

The pharmacy **agrees** to provide the Pharmacy First Service in accordance with the service specification

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The pharmacy consents to the sharing and processing of service activity data with the Isle of Wight CCG and the Hampshire and Isle of Wight LPC for the purpose of evaluating the service and making service payments

☐

Address:	
Postcode:	OCS code: F
Contact Number:	Email:

The above named pharmacy will undertake this Local Service in accordance with the service aims and requirements as set out in the service specification.

This agreement will be in force from 13th January 2014 to 30th April 2015.

Signature on behalf of the Pharmacy:

Signature	Name	Date
	GPhC No	

Signature on behalf of the Commissioner:

Signature	Name	Date

Please return this form along with the declaration of competence found in the user guide for each pharmacist providing the service.