

<b>Service Specification No.</b>	
<b>Service</b>	<b>Community Pharmacy Minor Ailments Scheme</b>
<b>Commissioner Lead</b>	Chris Lawson
<b>Provider Lead</b>	Barnsley Registered Pharmacies (under contract)
<b>Period</b>	2023/24
<b>Date of Review</b>	March 2023

**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’<sup>1</sup>.

The treatment of minor ailments has been found to account for 18 - 20% of GP workload, with 90% of such consultations being solely for a minor ailment. It has also been shown that 8% of emergency department consultations involve consultations for minor ailments. Many of these consultations could be dealt with by Community Pharmacy staff that are already trained and competent in this area of care.

Currently people are encouraged to take care of themselves and to treat their minor ailments, through the purchase of over the counter (OTC) medicines. However, the cost of treatment may be a barrier to some considering self-care. Some people, who are exempt from prescription charges, may choose to make an appointment and consult their GP to obtain treatment without charge.

When implementing the service , Pharmacies will follow the local guidance regarding items which should not be routinely prescribed within primary care :-

[https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self\\_Care\\_Guidance.pdf](https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self_Care_Guidance.pdf)

The scheme will encourage everyone to consult Pharmacy staff as a first point of call for a minor ailment. For a defined list of minor ailments, medication considered necessary for treatment will be provided free of charge for those patients who are exempt from prescription charges. Those who would usually pay for their prescriptions will still be encouraged to purchase their medication, as many of the treatments will cost less than the prescription charge.

**2. Outcomes**

**2.1 NHS Outcomes Framework Domains & Indicators**

<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	<b>X</b>
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term</b>	<b>X</b>

	<b>conditions</b>	
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>	<b>X</b>
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	<b>X</b>
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	<b>X</b>

### **3. Scope**

#### **3.1 Aims and objectives of service**

To improve primary care capacity by reducing medical practice workload related to minor ailments.

To improve access and choice for people with minor ailments by:

Promoting self-care through the pharmacy, including provision of advice, printed information relevant to the minor ailment and where appropriate medicines without the need to visit the GP practice;

Operating a referral system from local medical practices; and

Supplying appropriate medicines at NHS expense to patients who are exempt from prescription charges

#### **3.2 Service description/care pathway**

The service will operate to supplement the NHS Community Pharmacy Contractual Framework Essential Service 6 - Support for Self-Care. The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate. The pharmacy will provide advice (including printed information) and support to people on the management of minor ailments.

Pharmacies are also able to overlabel medicines which are in the possession of the patient, at their request.

When implementing the service, Pharmacies should follow the guidance regarding items which should not be routinely prescribed within primary care :-

[https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self\\_Care\\_Guidance.pdf](https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self_Care_Guidance.pdf)

For a defined list of minor ailments, treatment will be recommended for patients who would otherwise consult a General Practitioner. Medication considered necessary will be provided free of charge for those patients who are exempt from prescription charges. Those who would usually pay for their prescriptions will be encouraged to purchase the medication, as many of the treatments will cost less than the

prescription charge.

Records of activity will be undertaken for the Minor Ailments Scheme.

It would be inappropriate and against the terms of the GP NHS contract if patients were diverted from a consultation or as a result of a repeat medication request to the Minor Ailments Scheme, rather than the patient being offered the issue of a prescription. The service can however be explained to patients during a consultation for a minor ailment, as the GP/ non- medical prescriber may wish to inform patients that next time they have a minor ailment they can use the Minor Ailments Scheme.

The pharmacist will give consideration to the part of the pharmacy used for provision of the service and should provide a sufficient level of privacy and safety for patients accessing the service.

The patient must be in attendance. In the case of a child under 12 years of age a carer must be in attendance, but the child being treated need not be present. In all other cases a consultation under the Minor Ailments Scheme cannot be carried out.

During the consultation for the minor ailment the pharmacist will;

- Assess the patient's condition using a structured approach to responding to symptoms.
- Identify any concurrent medication or medical conditions, which may affect the treatment of the patient.
- Consider medication used and assess appropriateness of further supply.
- Provide advice on the management of the condition.
- Provide a relevant information leaflet.
- Provide medication from the formulary appropriate to the patient's condition.
- If a product is supplied, the pharmacist will ensure the supply is recorded on the PMR system.
- Complete a record of the interaction on PharmOutcomes.
- Comply with the guidance [https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self\\_Care\\_Guidance.pdf](https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self_Care_Guidance.pdf)

Where medicines are supplied during the consultation, the Pharmacy will ensure that patients exempt from prescription charges will have completed and signed a declaration of exemption. Pharmacy staff will be mindful of and will when appropriate inform patients that where clients have claimed free medicines incorrectly or fraudulently, the cost of items will be recovered and a penalty charge will apply. Guidance on the penalty charge administration will be issued to Directors of Finance from the Department of Health. Payment can be pursued by civil recovery action if necessary.

The pharmacy should have a procedure in place to collect NHS prescription charges where appropriate. If a product is supplied and the patient usually pays a prescription charge, the patient should pay either the usual OTC price for each product(s) or a prescription charge per item, whichever is the cheapest. Records should be made indicate consultations leading to an OTC purchase and the number of prescription charges paid.

Patients will be advised on the minor ailment and any treatment provided. This will include explaining what the patient can do for themselves, what symptoms they can expect, the expected duration of symptoms and when and where to go for further advice/ treatment if needed. When applicable, the pharmacist will discuss with the patient the key messages about antibiotics not being required for viral infections the usual cause of cough, cold, earache, sinusitis, flu and sore throat.

The relevant information leaflet will be downloaded and printed by the pharmacy from [https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self\\_Care\\_Guidance.pdf](https://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing-guidelines/Self_Care_Guidance.pdf) or available at [www.patient.co.uk](http://www.patient.co.uk). When antibiotic leaflets are made available to the pharmacist by the SY ICB BARNSELY PLACE, the pharmacist will provide the patient with this leaflet on antibiotic use for every consultation for cough, nasal congestion, earache and sore throat.

Only medicines from the minor ailments formulary will be used, which shall be available on the Barnsley BEST website and updated at regular intervals. A dropdown list of medicines available to treat each condition are visible within the PharmOutcomes system. These products can be used for any of their licensed indications at licensed doses. The pharmacist is professionally accountable for the treatment decisions made.

The pharmacy will maintain a record of the consultation and any medicine that is supplied. The pharmacist will ensure that these records are kept for the required time in an appropriate manner.

It may be possible to delegate elements of the service to a member of staff with an appropriate level of knowledge and competence where the service specifies pharmacy the pharmacist may choose to delegate these tasks. Where the service specifies pharmacist then this element must be carried out by a pharmacist.

### **3.3 Population covered**

The Minor Ailments Scheme may only be accessed by patients who are registered with a GP in the Barnsley area.

Although the scheme is open to all patients registered with a Barnsley GP, it is aimed at those who would normally access a GP for their minor ailments and those who would not normally purchase medicines over the counter

A simplified registration with tick box for consent, which does not require a patient signature is included within the PharmOutcomes system.

### **3.4 Any acceptance and exclusion criteria and thresholds**

#### Referral procedures

Referral for urgent appointment - If the patient presents with symptoms indicating the need for an immediate consultation with a prescriber, the pharmacist should advise the patient, and may provide a copy of the filled in Minor Ailment

Assessment Form (Appendix 4) and make every effort to contact a prescriber and arrange an appointment for the patient. As appropriate the patient should be referred to their GP, should contact the on-call medical service, or attend A&E.

Referral for non-urgent appointment - If the patient presents with symptoms indicating the need for a non-urgent medical consultation, the pharmacist should advise the patient, provide a copy of the filled in Minor Ailment Assessment Form (Appendix 4) and refer the patient back to their GP. The pharmacy may wish to consider contacting the GP surgery to arrange an appointment for the patient.

If, in the opinion of the pharmacist, the patient presents with symptoms outside the Minor Ailments Scheme they should be referred back to their GP. If the frequency of their presentation presents any reason for concern or there is any suspicion that a person is abusing the scheme in any way then they should be referred to their GP for treatment. The pharmacist should use their clinical judgment to decide the urgency, route and need for referral as ultimately they are professionally accountable for their actions.

When referring patients to their GP practice, pharmacists should not give patients the expectation of any specific treatment i.e. antibiotics or length of time until patients can expect GP appointment (unless it is booked directly with the support of pharmacy staff).

#### Additional Duties

The participating pharmacy staff and ultimately the person stated in the service agreement have a duty to:

- Ensure that the pharmacy is providing (or in a position to provide) all the essential services within the pharmacy contract.
- Ensure the service is underpinned by a system of clinical governance, which ensures that the service is of a high quality, provided to the agreed standard and supports pharmacists to deliver patient care.
- Produce a Standard Operating Procedure for the service that corresponds to the procedures and documentation provided by the CCG. The standard operating procedure should include error and near miss reporting.
- Ensure that staff and pharmacists involved in the provision of the service are familiar and operate with the Standard Operating Procedure (including associated procedures and documentation) and that these are kept up to date.
- Ensure that pharmacists and staff involved in the provision of the service have the relevant knowledge and competencies and are appropriately trained in the operation of the service.
- Ensure that pharmacists and staff involved in the provision of the service have access to relevant and up-to-date reference sources to allow them to respond to requests for information and advice.
- Ensure that any locum providing the service has the appropriate knowledge and is competent to operate the service.

- Ensure that the SY ICB BARNESLEY PLACE is promptly informed of any change in pharmacy personnel / circumstances that mean the pharmacy is unable to participate in the service.
- Ensure that the pharmacy maintains appropriate records to support effective ongoing service delivery and audit.
- Allow an authorised agent of the CCG to access to all documentation for audit / fraud purposes, at any reasonable time.
- Pharmacists are reminded that they are to be vigilant to the possible fraudulent use of the service by patients, GP practices or other pharmacists. If this is suspected the SY ICB BARNESLEY PLACE and NHS Fraud Officer are to be contacted.
- Complete any evaluations of the service requested by the SY ICB BARNESLEY PLACE.
- Ensure that pharmacy has the appropriate professional indemnity insurance.
- Allow the pharmacy contact details to be widely disseminated to the public, patients and health professionals.
- Ensure the pharmacy participates in any quality indicator assessments as requested by the SY ICB BARNESLEY PLACE.

### **3.5 Monitoring**

The SY ICB BARNESLEY PLACE will monitor the service delivery to ensure consistency of high quality service delivery. Potentially, any element of the services provided may be monitored, including the existence of relevant regularly reviewed SOPs, signed and dated by relevant staff and availability of patient information leaflets.

Additionally the SY ICB BARNESLEY PLACE may use mystery shoppers to visit community pharmacies to audit compliance with the Minor Ailments Scheme specifications.

The service will be annually reviewed with feedback to the LPC/SY ICB BARNESLEY PLACE and any other stakeholder SY ICB BARNESLEY PLACE groups (e.g. SY ICB BARNESLEY PLACE Quality & Cost Effective Prescribing Group) using the following criteria: -

- Number of consultations, total and by each GP practice and pharmacy
- Number of consultations for each minor ailment / symptom
- Number of each treatment supplied
- Frequency of access by patients
- Exemption status of patients
- Trends in number of patients accessing the service from each GP surgery and through each pharmacy
- Costs of service
- Evaluation of patient questionnaire

## **4. Applicable Service Standards**

#### **4.1 Applicable national standards (eg NICE)**

All pharmacists involved in the Minor Ailments Scheme have a professional responsibility to develop, reinforce and update their knowledge and skills. The core competencies have been linked to the pharmacist competences of the GPhC:

- To carry out the scheme in accordance with the law, with the Code of Ethics and with other relevant codes of conduct or practice, including systems for clinical governance [G1]
- To uphold quality by ensuring knowledge of the diagnosis and treatment of minor ailments, including differential diagnosis of minor illness vs. major disease is up-to-date and evidence based [G5]
- To be able to communicate with, counsel and advise people appropriately and effectively on minor ailments [G2, C1f].
- To respect and observe client confidentiality and communicate with clients appropriately and sensitively [G1, G2]
- To be able to assess the medication needs of patients [C1a].
- To be able to act on referrals from, and make referrals to, other professions in healthcare and other sectors such as social care [C4].
- To be able to promote the service appropriately to the public [C7].
- To be able to explain the provision, range of conditions covered and features of the service to the public and other appropriate professionals [G1, C1, C4].
- To record learning activities relevant to the management of minor ailments, evaluate if learning objectives were met and identify further learning needs the above learning activities, and apply learning to practice and apply learning to practice for minor ailments [G3, G5].

These competencies may be achieved through a formal programme of study or self-directed learning.

The pharmacist may wish to complete the Centre for Pharmacy Post Graduate Education (CPPE) Minor ailments CD ROM, Minor ailments – paediatrics workshop, Minor ailments – supporting self-care workshop and winter ailments workshop should assist the pharmacist in meeting many of the competencies above.

#### **5. Payment**

Remuneration will be made to the pharmacy according to the following:

Service delivery costs will be paid at £4.17 per consultation (excluding VAT) to include;

- Developing and implementing an action plan to ensure that service specifications are delivered
- Undertaking any necessary training.
- Pharmacist and associated staff time to provide the service.
- Printing and providing information sheets.
- Completing records, claims and audit.
- Support of promotion of the scheme.
- Development and update of necessary Standard Operating Procedures, staff training and knowledge.

Treatments are reimbursed at cost price plus VAT

Medicine prices are up to date at the point the consultation is recorded, as are linked with DM+D database within the PharmOutcomes system.

A £1.27p fee can be claimed for the “over-labelling” of a medication ( which does not need to have been supplied by the Pharmacy) at the request of the patient.

An additional fee can be claimed for the time which Pharmacy staff spend counselling patients above the normal consultation ; £7 for each additional 10 minutes.

Records of consultations made on PharmOutcomes will form the basis for payment. Payment will be made retrospectively on a monthly basis. Claims for payments must be received within 2 months of the consultation. Forms received after this time period may not be paid. Payment will not be made minor for records that are not complete.

**6. Location of Provider Premises**

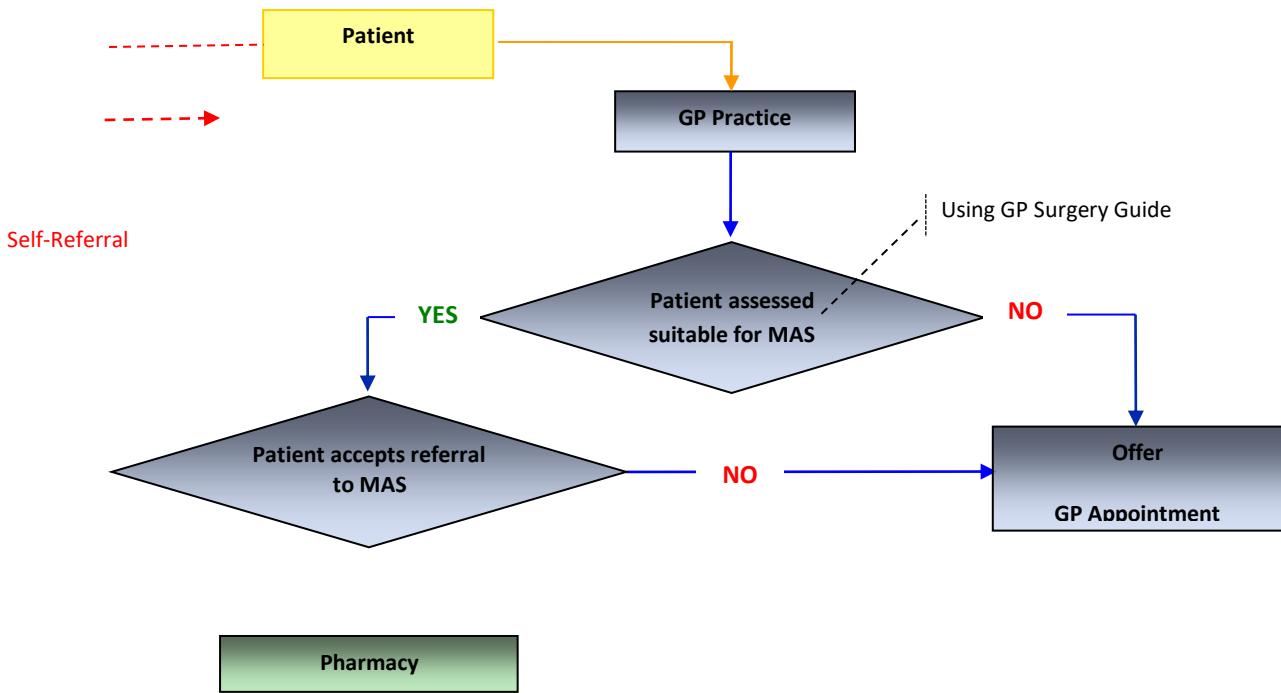
**The Provider’s Premises are located at:** Pharmacies under contract

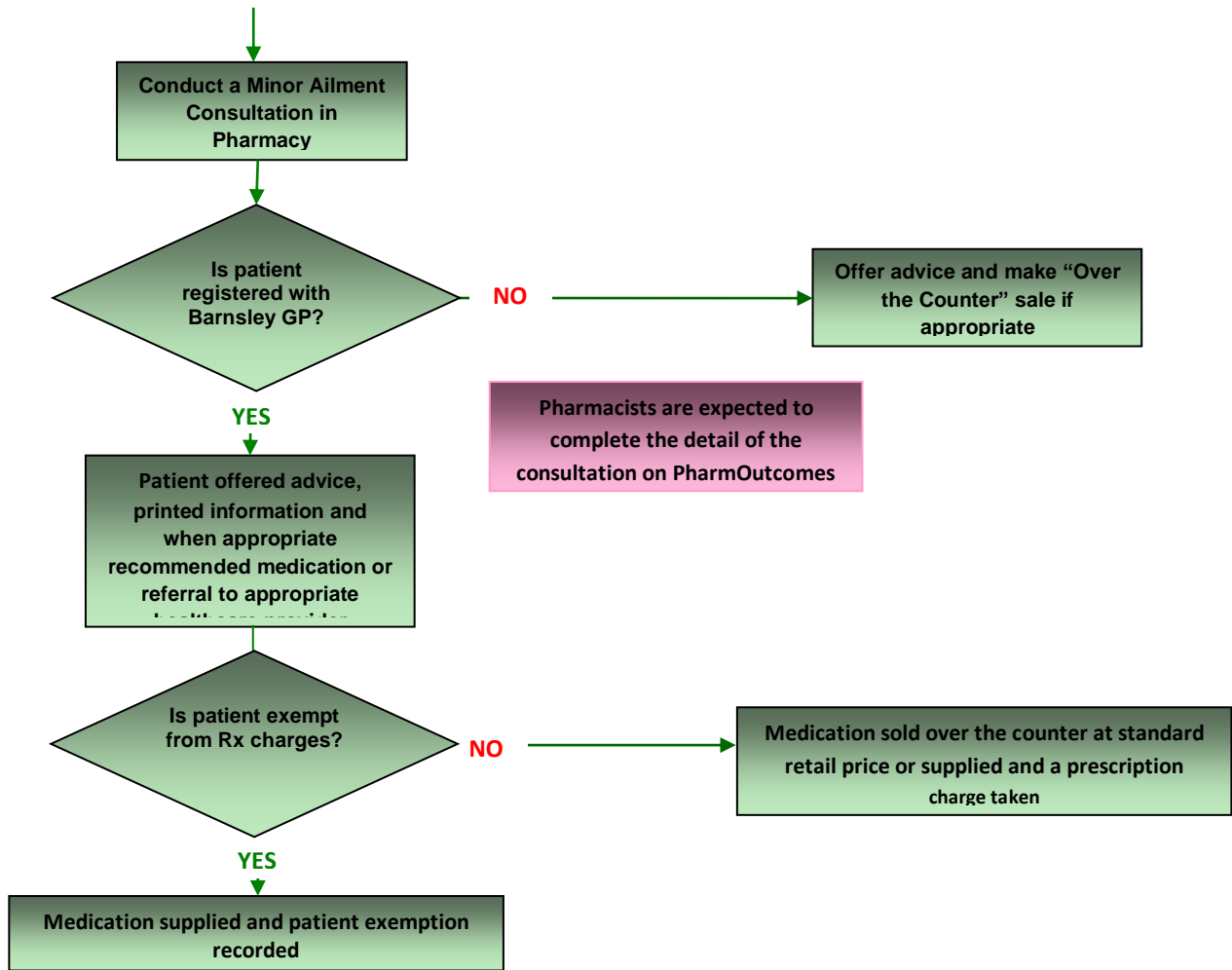
**7. Individual Service User Placement**

N/A



## Appendix 2 -





### Appendix 3 – Consultation Form

Client's name		GP Name	
Address		GP Address	
Client's Date of Birth		Client's Age	
<b>TO BE COMPLETED BY THE PHARMACIST</b>			
Date of Consultation		Self-referral (please tick the appropriate box)	GP Practice referral
			Referral from

<b>Presenting Symptoms</b> (Ailment)					
<b>Action taken, verbal and printed advice provided and counseling</b> - please give a brief description					
<b>Treatment supplied</b> – please give product details					
Product	Strength	Quantity	Cost		
<b>Referral to GP / Other Healthcare service – service name and referral reason</b>					
Routine Referral		Referral within 2 -5 days		Immediate Referral	
<b>Patient paid for treatment - charge</b>					£
<b>Patient exempt from prescription charges - exemption form completed (please tick)</b>					
<b>CONSENT</b>					
<p>I _____ (name) confirm that the above information has been discussed with me and is an accurate record of the discussion. I give my consent for the above information to be shared with my GP if this is considered to be necessary and Barnsley SY ICB BARNLEY PLACE for authorisation.</p>					

<b>Signature</b>		<b>Date</b>			
<b>Amount Claimed</b>					
<b>Consultation Fee</b>	<b>£</b>	<b>Product Fee</b>	<b>£</b>	<b>Total</b>	<b>£</b>
<b>Pharmacy Details</b>					
Responsible Pharmacist's Name		Responsible Pharmacist's Signature			
Pharmacy Name and Contact Telephone Number		Pharmacy Address			

## Appendix 4 – Declaration of Exemption

Patients who are exempt from prescription charges do not have to pay any charge for the supply of medication under the Minor Ailments Scheme They will be asked to confirm that they are entitled to free NHS treatment on each occasion they use the service.

To be completed by the patient / carer

I confirm that the patient doesn't have to pay because he/she:

- A  is under 16 years of age
- B  is 16, 17 or 18 **and** in full time education
- C  is 60 years of age or over
- D  has a valid maternity exemption certificate
- E  has a valid medical exemption certificate
- F  has a valid prescription pre-payment certificate
- G  has a valid War Pension exemption certificate
- L  is named on a current HC2 charges certificate
- X  was prescribed free-of-charge contraceptives
- H  gets Income Support (IS)\*
- K  gets income based Jobseeker's Allowance (JSA (IB))\*
- M  is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate\*
- S  has a partner who gets Pension Credit guarantee credit (PCGC)\*

**\*Give details of the person getting benefit, this may be your partner.**

Name ..... Date of birth

**Declaration** I declare that the information I have given on this form is correct and complete and I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the NNHS Business Services, the NHS Counter Fraud and security Management Service, the Department for Work and Pensions and Local Authorities.

I am the patient

I am the patient's parent/ guardian

Sign here

Print Full Name

Print Address

Postcode \_\_\_\_\_ Date / /

**Penalty Charges** If you are found to have made a wrongful claim and free prescriptions, you will face charges and may be prosecuted under powers introduced by the Health Act 1999. Routine checks are carried out on exemption claims including some where proof may have been shown. You may be contacted in the course of such checks.

Evidence of Exemption Shown      YES    NO

## Appendix 5 – Self Declaration

### Competency to provide Barnsley Minor Ailments Scheme

I \_\_\_\_\_ (insert name) self-certify that I have read and understood the locally enhanced service booklet issued by the SY ICB BARNSELY PLACE.

I understand that I must follow the service specification as stated in the agreement for services, the services, the appendices and additional information associated with the service provided by the SY ICB BARNSELY PLACE.

I understand that I must re-validate my competency to provide the Minor Ailments Scheme every two years by completing a further self-declaration of competency or other method of assessment as considered appropriate by Barnsley SY ICB BARNSELY PLACE. Where there are concerns regarding poor performance, this will be addressed separately as a clinical accreditation matter by Barnsley SY ICB BARNSELY PLACE.

<b>Signed</b>	
<b>Print name</b>	
<b>GPhC number</b>	
<b>Date</b>	
<b>Job title</b> <b>(Pharmacy manager, locum, etc.)</b>	
<b>Contact Address</b> <b>(pharmacy address or in the case of locum home address)</b>	

This self-declaration does not remove inherent professional obligations or accountability. It is the responsibility of each professional to practice only within the bounds of their own competence and in accordance with their own code of professional conduct.

This self-certificate should be kept by the Pharmacist providing the service and a copy provided to and kept by each Pharmacy in which the service is provided. The copy of the self-certificate should be available for inspection within the pharmacy at any time.