

Service Specification: Minor Ailments Scheme (MAS)

Period:	1 st June 2021 to 31 st March 2024 (Extended February 2023 to cover 2023/2024)
Date of Review:	Annual
Version Control:	V6.0 (Contains updated prices for 2023/2024)

Introduction:

This service specification outlines the service to be provided.

The specification of this service is designed to cover enhanced aspects of clinical care of the patient, all of which are beyond the scope of essential services.

No part of the specification by commission, omission or implication defines or redefines essential or additional services.

The Provider providing the service must fully comply with the NHS Pharmaceutical Services Regulations (2013) for the delivery of Essential Services and be registered with the GPhC.

All staff working for the Provider must conform to the NHS code of practice on confidentiality and to GPDR.

Background:

The Commissioner (NHS South Yorkshire Integrated Care Board) has been running a Minor Ailment Service (MAS) across Doncaster for several years. We seek to promote a consistent message about self-care and that public funding is not appropriate. Community pharmacy remains an important part of the strategy and encouraging people to use it an important way to help the public take control of their health and wellbeing.

This MAS service focuses on Patient Group Directions (PGD) and some medicines that are normally obtained on prescription that could be supplied by a community pharmacy.

People will not need to spend time booking and then waiting for an appointment at their local GP surgery. Some 57 million GP consultations per year are estimated to involve minor ailments and take up to the equivalent of one hour of a GP's per day. Therefore, such a service, could help reduce pressures on surgeries and free up time for GPs and their staff to treat people with more complex needs, whilst providing a more cost-effective model for medicines supply.

Service Outline:

The Provider is required to:

- Participate in any Commissioner initiatives to promote the service as and when they arise
- Signpost to other Providers if service is unavailable.
- Establish links with local GP practices.
- Provide the service to appropriate patients who either “walk in” or are signposted from another organisation.

- Ensure that all personnel engaged in the delivery of this service are aware of the requirements and content of this specification
- Ensure that their pharmacy team is aware that the service is being provided and that their pharmacy teams support any pharmacist, locum or otherwise, to complete the Declaration of Competence on CPPE and link this to PO when they first enrol. Attached here is the LPC guide to doing this for pharmacy teams. (A full list of participants can be found on the website <https://www.doncasterccg.nhs.uk/your-care/pharmacies/mas/>).



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- Consider the use of a consultation room used for CPCS. This consultation room shall be such that patient confidentiality is maintained at all times.
- The Provider will work to an indication and set drugs list approved by the Commissioner (Appendix A).

Participating Providers must promote the service to patients and ensure no patient is ever turned away when a pharmacist is present without good reason. Should this be necessary the pharmacy undertakes to do a warm handover to another pharmacy who is able to provide the service

For each consultation the Provider will:

- Obtain and review the patient's practice details wherever possible.
- Obtain and record verbal patient consent to acknowledge all records will be shared with the patients GP practice unless not registered.
- Review the patient's SCR and or IDCR with their consent.
- Ensure that for each consultation an approved template is completed if the patient is exempt from prescription charges.
- Record whether the patient would recommend the service to friends and family and where the patient would have accessed the service if not via the minor ailment program
- Label the product supplied to produce a PMR record. The label should state "MAS"

When Providers are unable to deliver the service

It is vital that GP practices & pharmacies (not participating) can effectively signpost patients to the MAS scheme, therefore when a pharmacy is unable to deliver the service for that day, they **MUST** update their status via PharmOutcomes on an exception basis by 09:30 each morning (Monday – Friday). This will be shown on PharmOutcomes under the services section and is named the **“Unable to provide service declaration”**.

The form (shown below) will be prepopulated with the pharmacy details (established via log in) and date and will only require a pharmacy to give a brief note as to why the service cannot be delivered for that day (e.g., Sickness) before clicking submit.

Provision Date

*This form is to be completed where the pharmacy is unable to supply a service to the public during their opening hours on any given day and must be completed **before 9:30am** on the day the service(s) cannot be provided*

Service

Please select the service(s) that you are **NOT** able to provide today

Service Name

Minor Ailments service

Please describe the reason(s) why you are unable to supply the service(s) today

Reason

This will enable the ICB to provide a live list of pharmacies that are available to signpost to. This list will also be shared with each pharmacy via the PharmOutcomes messaging service to assist in pharmacy-to-pharmacy signposting & warm transfers where needed.

NOTE: Where there is continued evidence that a pharmacy is not delivering the service and has not updated its status appropriately the ICB may remove them from further participation in the scheme without further notice.

Any pharmacy wishing/needing to change/revise its designated times of operation commits to making the ICB aware using the email address donccg.primarycare@nhs.net

Eligibility:

All patients ordinarily resident in Doncaster i.e., within the electoral town boundaries as available at <https://www.doncaster.gov.uk/maps/doncaster-electoral-boundaries-map>

Accreditation:

The service shall be supervised by an appropriately trained Practising and Accredited Pharmacist, registered with the General Pharmaceutical Council and provided by an appropriately trained Pharmacy Practitioner.

Prior to provision of the service, all supervising pharmacists providing the service must complete the CPPE Minor Ailments declaration of competence which could be

achieved by having completed the CPPE Minor Ailments course, consultation skills course and safeguarding level 2, or equivalent training.

It is the Provider's responsibility to ensure that the relevant clinical competencies are in place for those staff they choose/instruct to deliver the enhanced service. The Commissioner may ask for evidence in support of those staff identified to provide the service.

The Commissioner will maintain a list of eligible staff able to make a claim under this service as informed by the Provider. The providers must inform the Commissioner if the eligibility to operate the scheme of a providing practitioner changes.

Duties of the Commissioner

The Commissioner will be responsible for developing, authorising, and updating the PGDs within the scheme to ensure they are appropriate, legal and that relevant governance arrangements are in place.

The Commissioner will be responsible for ensuring timely payments are made to Community Pharmacies which are participating in the scheme and will be responsible for dealing with operational and payment-based queries.

The Commissioner will, alongside relevant Commissioner partners and LPCs, undertake audits of the scheme, including review of consultation data and budget analysis. Post payment verification checks may also be made.

The Commissioner will advertise and promote the key benefits of the MAS service with General Practice and with members of the public.

Quality

In the event of any adverse incident or near miss the pharmacy will:

- Undertake a root cause analysis of all incidents and will report these to NRLS available via the following link

<https://report.nrls.nhs.uk/nrlsreporting/>

- Report any Serious Incidents related to the scheme to the Commissioner: donccg.primarycare@nhs.net The NHS England Serious Incident Framework details the definitions and thresholds for serious incidents and is available via the following link

<https://www.england.nhs.uk/patientsafety/wp-content/uploads/sites/32/2015/04/serious-incident-framework-upd2.pdf>

Any complaints about any aspect of the scheme should be documented and sent to the Primary Care Team donccg.primarycare@nhs.net

Payment:

Payment for PGD indications is **£10.35** per consultation. The contractor will in addition be reimbursed the cost of the related item if they choose to supply it plus VAT based on the Drug Tariff if the patient is exempt from prescription charges.

If the patient is not exempt the patient should be charged the current NHS prescription charge rate. The prescription charge levied by the pharmacy will be deducted from the consultation fee. Patients with pre-payment certificate should be treated as exempt from prescription charges for the purpose of the MAS. The contractor will in addition be reimbursed the cost of the related item if they choose to supply it plus VAT based on the Drug Tariff

Payment for non PGD indications is **£5.18** per consultation plus the item cost plus VAT as set by the Commissioner based on the Drug Tariff if the patient is exempt from prescription charges. If the patient is not exempt the patient should be charged the drug tariff rate for the product plus VAT as a retail sale. The contractor will in addition be reimbursed the cost of the related item if they choose to supply it plus VAT based on the Drug Tariff.

Claims will be made via the PharmOutcome system on which an indication should be made for PGD or non PGD consultation, product supplied or not and patient prescription charge status.

Data Reporting:

Data for this will be reported monthly through the PharmOutcomes system <https://pharmoutcomes.org/pharmoutcomes/>

Activity should be submitted within 14 days of month end for activity undertaken in the month to ensure that data is processed in a timely manner. Practices have a 3-month window in total for claims to be submitted but these will only be processed within the given 14-day window at beginning of each month. Late submissions will be processed in the preceding month but only within the given 3-month period. The Commissioner reserves the right to withhold payment on activity not received within these time scales.

Appendix A - Doncaster Minor Ailments Formulary – PharmOutcomes Linked Product

Payments for medicine supply is linked to the Dictionary of Medicines and Devices (DM+D). Please ensure you enter the correct quantity information for medicine supplied as **payment is calculated against the number of unit doses supplied** e.g., for a bottle of Dimeticone 4% liquid enter 150 for 150ml etc

Please select the DM+D linked product when recording the medicine supply in PharmOutcomes. Re-imburement price will be based on current DM&D price updated monthly. Prices in the table below were correct at time of publications

Indication	Formulary Item	PGD	Cost	Pack Size
Impetigo	Fusidic acid 2% cream	Y	£3.16	15g
Oral candidiasis	Nystatin 100,000units/ml oral suspension	Y	£3.05	30ml
Mild inflammatory skin conditions	Hydrocortisone 0.5% cream Hydrocortisone 1% cream	Y	£1.55 £1.06	15g 15g
Conjunctivitis (infective) child under 2	Chloramphenicol 1% eye oint	Y	£2.32	4g
Headlice	Comb Dimeticone 4% lotion Malathion 0.5% aqueous liquid Permethrin 1% cream rinse	N	Bug Buster Kit £5.08 Hedrin 4% lotion £7.62 Derbac M 0.5% liquid £9.74 Lyclear cream Rinse £7.11	1 150ml 150ml 118ml
Scabies	Permethrin 5% dermal cream	N	Permethrin cream £7.65	30g
Threadworms	Mebendazole tablets 100mg Mebendazole 100mg/5ml oral suspension	N N	Ovex 100mg chewable tablet £2.66 Ovex 100mg/5ml oral suspension £7.55	1 OTC Pack 30ml
Vaginal Thrush Adult	Fluconazole 150mg capsule	N	£1.04	1 pack
Uncomplicated UTI in females	Trimethoprim 200mg Nitrofurantoin 100mg	Y	£0.54 £7.94	6 28