

Minor Ailments Scheme Service Specification

1. Introduction

- a. This service is available to all patients EXEMPT from prescription charges who are registered with a GP surgery in the NHS County Durham Clinical Commissioning Group locality. Patients are at liberty to refuse this service.
- b. The service is only available for those minor ailments and the medication as outlined in Appendices 1 to 4.
- c. Only community pharmacies that have registered within the NHS County Durham Clinical Commissioning Group locality by signing the contract may provide the service.

2. Transfer of Care

- a. Patients presenting with identified symptoms in the NHS County Durham Clinical Commissioning Group locality at a GP practice will be offered a transfer into this service.
- b. All patients presenting at the Community Pharmacy will receive the service level of care as laid out in this specification, providing they can prove they are registered with a GP in the NHS County Durham Clinical Commissioning Group locality. All patients self-referring into this service or being referred by other agencies, e.g. NHS 111 will receive the service level of care as laid out in this specification, providing they can prove they are registered with a GP in the NHS County Durham Clinical Commissioning Group locality.
- c. Community Pharmacies will work to the suggested protocol.

3. Duties of Participating GP Practices

- a. All patients requesting a consultation with their GP (either immediately or on an appointment basis) for symptoms matching criteria identified in this service will be offered a transfer to this service.
- b. Patients presenting in person and accepting this transfer may be issued with a service information leaflet and a list of participating pharmacies will also be available.
- c. Those patients accepting a transfer by phone will be advised to take evidence of identity to one of the participating pharmacies. In the absence of evidence, the pharmacy will telephone the surgery to confirm registration.
- d. All surgeries should co-operate and liaise with Community Pharmacists to activate referral procedure when required.
- e. For patients under the age of sixteen, the parent/guardian can accept a transfer into the scheme on behalf of the patient (usual Fraser competencies apply).

4. Duties of Participating Community Pharmacies

- a. Patients should only be accepted into the service if the Pharmacist is satisfied the patient is registered with a GP within NHS County Durham Clinical Commissioning Group locality.
- b. All participating community pharmacies shall provide a professional consultation service **by a Pharmacist**, for patients who are registered with a participating GP when presenting with one of the specified conditions.
- c. The Pharmacist will assess the patient's condition. The consultation will consist of:
 - Patient assessment
 - Provision of advice
 - Provision of a medication from the agreed minor ailment formulary appropriate to the patient's condition, if required, dispensed with a computer generated label to ensure the pharmacy has an audit trail
 - The Pharmacist will complete the minor ailments (MA) form and retain it in the pharmacy.
 - Minor ailments scheme claims should be input into PharmOutcomes to generate payment.
- d. Normal rules of patient confidentiality apply.
- e. The Pharmacist should ensure that the patient has completed and signed the declaration of exemption of prescription charges on the back of the MA form prescription form.
- f. If, in the opinion of the Pharmacist the patient presents with symptoms outside the scheme, they should be referred to their GP surgery.

- g. If the patient presents with symptoms indicating the need for an urgent consultation with the GP, the patient should be advised to phone the surgery. If the Pharmacist phones the surgery on the patient's behalf, the outcome should be documented. If this situation is outside normal surgery hours, the patient should be advised to contact the out of hours service or to attend A&E as appropriate.
- h. If a patient presents more than twice within any month with the same symptoms, the Pharmacist should make a professional decision as to whether the patient should be referred to their surgery or continue treatment via the Minor Ailments Scheme if appropriate. Unless the symptoms meet the criteria for a rapid referral, the patients should be advised to make an appointment in the normal way.

5. Managing risks

- a. In order to understand, monitor and minimize any risks to patients and staff and to learn from mistakes and near misses, an incident reporting system must be utilised.
- b. In the event of any 'adverse incident' or near miss the GP practice or community pharmacist will follow appropriate incident reporting procedures.
- c. Any complaints about the scheme should also be documented and sent to the CCG.

6. Service Funding and Payment Mechanism

- a. The pharmacy will be paid according to the following schedule for providing the service:
- b. A fee of £3.40 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. PharmOutcomes claims should be submitted by the 5th working day of the following month. Failure to do so may delay payment.
- f. Incomplete claims will be deemed invalid and payment will not be made.
- g. Payments will be made to the participating pharmacy at the end of the month following that to which the payment relates.
- h. The drug cost will attract a standard rate of V.A.T, whereas the service is VAT exempt where provided by pharmacist.

1.0 Background

In February 2004, 'Making it Better: A strategy for pharmacy in the community' acknowledged that a community pharmacy based minor ailments service can yield benefits to patients and the health service as a whole. Pilot schemes conducted in Northern Ireland showed efficiency and cost savings and greater patient, GP and pharmacist satisfaction.

Under the pharmacy contract, it is anticipated that all community pharmacies will be able to offer a comprehensive minor ailments service. The population most likely to benefit from a minor ailments scheme is patients who are exempt from prescription charges, who currently must receive a prescription from their GP in order to obtain free treatment. Such patients have a tendency to use the GP route and may not have the resources or the motivation to seek alternatives to a prescription from their GP.

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.

The minor ailments scheme is straightforward. Patients will be encouraged to present to a community pharmacy instead of a GP practice in order to receive advice and medicines for a limited range of ailments e.g. headlice, athletes foot. Community Pharmacists already advise patients on a wide range of minor ailments and either recommend treatment or refer on to another healthcare professional.

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 as recommended within the Community Pharmacy Strategy;
- Effect benefits for other parts of the service particularly General Medical Practices, Accident and Emergency Departments and Out-of-hours medical services providers.

2.0 Timescale

- 2.1 This service level agreement commences 1st April 2022 for NHS County Durham Clinical Commissioning Group localities.

3.0 Service Aims and objectives

- 3.1 A community pharmacy based minor ailments scheme will encourage patients with minor ailments to use the local community pharmacy for initial treatment of selected, often self-limiting minor ailments.

3.2 The objectives of the service are:-

- To provide patients with a greater choice in how to access treatment for minor ailments
- 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 practice, and promote the skills and role of the community pharmacist. To enable them to improve the healthcare work that they do with the populations of NHS County Durham Clinical Commissioning Group – DDES and North Durham Locality's.
- To improve the working relationships with the practice and primary care staff
- To ease the pressure on services provided at the surgery, by patients accessing treatment for selected minor ailments through the community pharmacy

- 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

3.2.1 Community Pharmacies will provide a minor ailments scheme service to patients exempt from prescription charges, presenting directly at the community pharmacy, or after referral.

4.0 Service outline criteria

A minor ailments scheme must fulfill the criteria laid down in the following specifications. Service providers are required to demonstrate their current ability to fulfill these criteria or the steps being taken to meet the criteria using Part B of this service level agreement.

Criteria:

- 4.1 Direct service delivery
- 4.2 Data collection
- 4.3 Staffing
- 4.4 Review/audit

4.1 Criteria one: direct service delivery

- 4.1.1 All patients registered with a GP in NHS County Durham Clinical Commissioning Group locality, presenting with symptoms of the minor ailments specified are to be offered a consultation and if appropriate, treatment for the specified minor ailment, as outlined in the minor ailments formulary.
- 4.1.2 A nominated pharmacist from each pharmacy is responsible for overseeing the scheme and providing other members of the pharmacy staff with support and training, both on the scheme and the administration that supports the scheme. The nominated pharmacist is responsible for liaising with local GP Surgeries to facilitate urgent and non-urgent referral of patients.
- 4.1.3 If necessary the patient should be referred to another service using the referral form.
- 4.1.4 The nominated pharmacist is responsible for liaising with local GP surgeries and setting up the necessary referral and feedback mechanisms to ensure patients receive seamless care.
- 4.1.5 The scheme is for patients who are exempt from prescription charges. Patients under 16 must be accompanied by their parent or guardian. There are some exceptions to this (see appendix 3 & 4), treatments for the following conditions and patient groups will be excluded:
 - 4.1.5.1 Treatments for acute pain for patients aged 18 and over
 - 4.1.5.2 Treatments for hayfever for patients aged 18 and over
- 4.1.6 There will be no payment for a consultation that only provides advice to the patient.
- 4.1.7 The service provider must ensure that confidentiality of all patients is assured.

4.2 Criteria two: Data collection

Each Community Pharmacy will submit all necessary records via the PharmOutcomes system as required by NHS County Durham Clinical Commissioning Group before the 5th of each month.

4.3 Criteria three: Staffing

- 4.3.1 One nominated pharmacist from each community pharmacy must be responsible for overseeing and supporting the scheme within the named pharmacy. In the absence of a nominated pharmacist (other than short term leave) the service should be suspended.
- 4.3.2 The service provider will be responsible for making sure that staff whose placements involve working with children or vulnerable clients have been subject to the appropriate Disclosure and Barring Service (DBS) checks. These checks should be repeated every three years.
- 4.3.3 An appropriate audit trail of DBS checks must be in place and be available to the commissioner on request.
- 4.3.4 The service provider is required to ensure that a pharmacist is available for all contracted hours of the pharmacy for the period of this contract.

4.4 Criteria four: Review/audit

The service provider must participate in an end of year service review as defined by the CCG.

5.0 Financial details

5.1 Costs

Community Pharmacies contracted for the minor ailments scheme will be paid the cost price of the formulary drug, based on Drug Tariff prices (where available) or manufacturer's trade price and a fee of £3.40 per consultation that results in the supply of a formulary item to the patient. No fee will be paid if only advice is given.

5.2 Frequency of payment

Payment will be made on a monthly basis. The provider is responsible for submitting correctly completed claims through the PharmOutcomes platform before the 5th of every month. Submission of incorrectly completed claims or submission after the 5th of the month will result in a delay in payment. The absence of an identified nominated pharmacist may result in payment delay.

Capping of scheme: In the unlikely event of the service overspending against its expected monthly budget, NHS County Durham Clinical Commissioning Group reserves the right to limit or restrict the service to ensure financial balance.

6.0 Accreditation

A nominated pharmacist must accept responsibility for overseeing the scheme in the pharmacy. The nominated pharmacist is responsible for submitting fully completed claims on a monthly basis.

7.0 Ongoing Measurement & Evaluation

Monitoring/evaluation

The service will continue to be monitored and evaluated.

Part B

Local Enhanced Service for Minor Ailments Scheme

Service Level Agreement

1.0 Service outline criteria plan

Please use this document to detail your ability to fulfil or work towards the criteria laid down in the service outline. Please indicate how your pharmacy meets or plans to meet this criteria.

Criteria One : Direct Service Delivery

Service criteria	Community Pharmacy will ensure that the service is available to the population registered with a GP practice in NHS County Durham Clinical Commissioning Group locality during the hours that the Pharmacy is contracted.
ability/plan to meet criteria	
Service criteria	Community Pharmacy has a nominated pharmacist overseeing the Minor Ailments Scheme
ability/plan to meet criteria	<i>Who will this be, what will be a contingency plan in the event of a change of staff?</i>
Service Criteria	The nominated pharmacist is responsible for liaising with local GP surgeries to support the referral process
Ability/plan to meet criteria	<i>How will the nominated pharmacist achieve this?</i>

Criteria Two: Data Collection

Service criteria	Each pharmacy is required to submit monthly claims through the PharmOutcomes platform before the 5 th of the month.
ability/plan to meet criteria	<i>What steps are taken to ensure claims are submitted monthly</i>

Criteria Three: Staffing

Service criteria	One nominated pharmacist per community pharmacy will be responsible for overseeing the pharmacy based elements of the scheme and cascading training/information/support to other members of the pharmacy team.
Ability/plan to meet criteria	<i>Please list how the messages will be communicated, and what will happen if there is a change of staff and the nominated pharmacist no longer works in the pharmacy.</i>

Criteria Four: Review/Audit

Service criteria	How urgent and non urgent requests are dealt with. Suggestions for other formulary items. Patient satisfaction survey. Complete information requested on claim form. Number of patients requesting medications who are not registered with a General Practitioner in NHS County Durham Clinical Commissioning Group – DDES and North Durham Locality's therefore cannot access the scheme.
Ability/plan to meet criteria	<i>Please supply the name and number of the member of staff designated to assist in any future service review.</i>

2.0 Declaration

I declare that all information submitted in this service level agreement is true and accurate to the best of my knowledge.

Signature of Nominated Pharmacist:

Signature	Name and Pharmacy Name	Date

Appendix 1 – staff characteristics

Professional qualifications required

Registered with the General Pharmaceutical Council

Responsible Supervising Health Professional

Patients registered with a General Medical Practitioner at participating surgeries

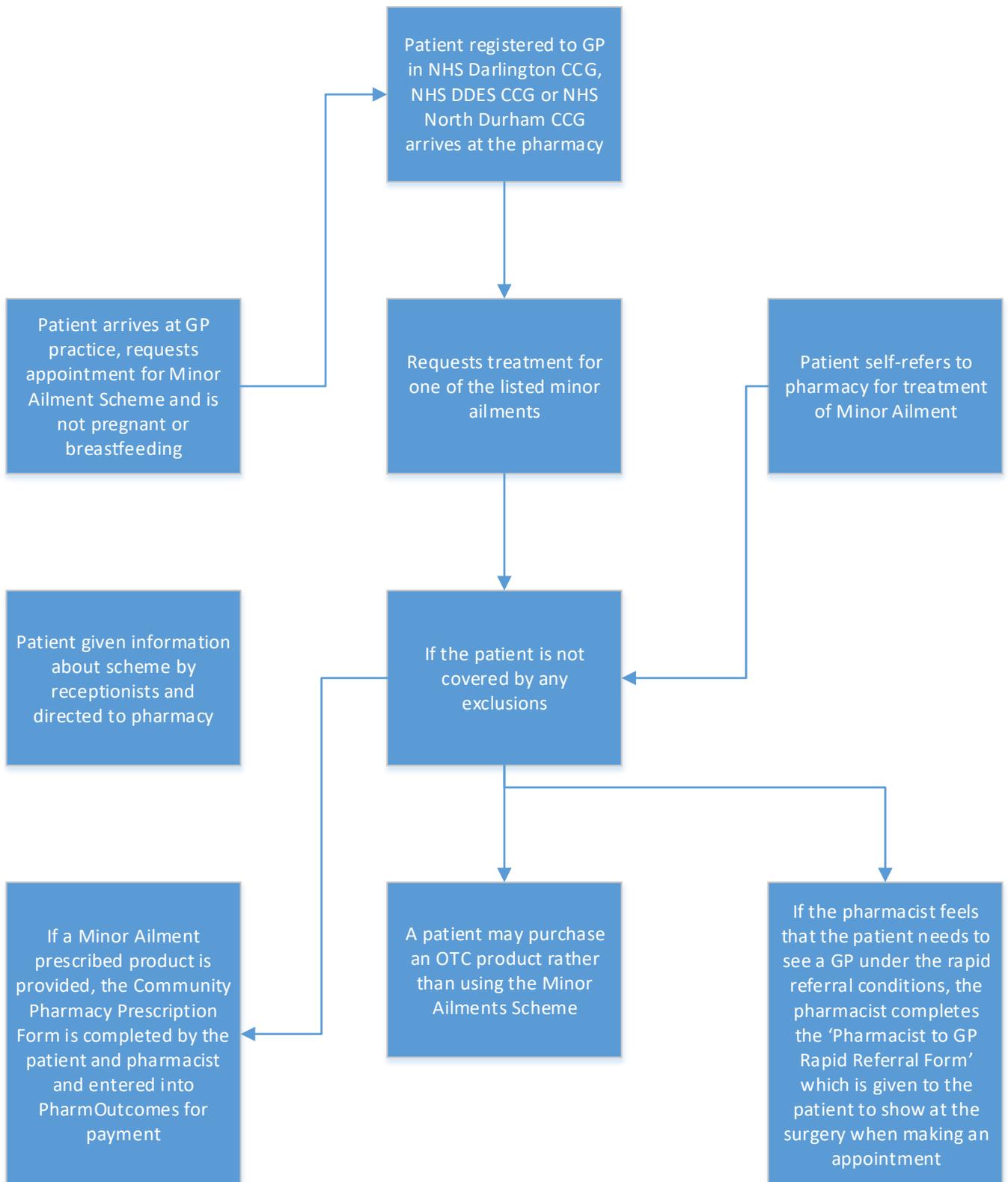
Specialist competence, training and experience

- 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.

Appendix 2 – flowchart for NHS County Durham Clinical Commissioning Group Locality scheme.



Appendix 3 – Conditions treatable under the scheme

Condition	Comments and exclusions
Sore Throat	
Headache/Earache/Temperature	Excluding patients aged 18 years and over
Meningitis Check Sheet	
Thrush	
Allergic Contact Dermatitis	
Head Lice	
Hay Fever/Rhinitis	Excluding patients aged 18 years and over
Athletes Foot	
Threadworms	
Nasal Congestion	
Indigestion/Heartburn	
Diarrhoea	
Constipation	
Infant Teething	

Appendix 4 – Minor Ailments Formulary September 2017**Minor Ailments Formulary September 2017**

Formulary Item	Price Reference	Notes
Cetirizine 10mg Tablets x 30	Drug Tariff	Treatment excluded for patients aged 18 years and over
Cetirizine 1mg/1ml oral solution s/f 200ml	Drug Tariff	Treatment excluded for patients aged 18 years and over
Chlorphenamine 4mg Tablets x 28	Drug Tariff	Treatment excluded for patients aged 18 years and over
Chlorphenamine 2mg/5ml oral solution s/f 150ml	Drug Tariff	Treatment excluded for patients aged 18 years and over
Clotrimazole Cream 1% x 20g	Drug Tariff	
Clotrimazole Pessary 500mg x 1	Drug Tariff	
Co-magaldrox Suspension 500ml (MAALOX)	Manufacturer's Trade Price	
Dimeticone 4% Lotion 2 x 50ml (HEDRIN)	Manufacturer's Trade Price	
Dioralyte Sachets x 6 (DIORALYTE)	Manufacturer's Trade Price	
Fluconazole Capsule 150mg x 1	CARE Trade Price	
Gaviscon Tablets 250mg Peppermint x 16 (GAVISCON)	Manufacturer's Trade Price	
Hydrocortisone 1% cream 15G	Drug Tariff	
Ibuprofen 100mg/5ml oral suspension s/f 100ml	Drug Tariff	Treatment excluded for patients aged 18 years and over
Ibuprofen 200mg tabs x 24	Drug Tariff	Treatment excluded for patients aged 18 years and over
Loperamide Capsules x 6	CARE Trade Price	
Malathion Aqueous Liquid 200ml (DERBAC)	Manufacturer's Trade Price	
Mebendazole Tablets 100mg x 1 (OVEX)	Manufacturer's Trade Price	
Menthol and Eucalyptus inhalation 100ml	Drug Tariff	
Paracetamol 120mg/5ml oral suspension x 200ml		Parapaed (includes PIL) Treatment excluded for patients aged 18 years and over
Paracetamol 250mg/5ml oral suspension s/f 200ml		Parapaed (includes PIL) Treatment excluded for patients aged 18 years and over
Paracetamol 500mg tabs x 32	Drug Tariff	Treatment excluded for patients aged 18 years and over
Peptac Liquid x 500ml (PEPTAC)	Manufacturer's Trade Price	
Plastic Head Lice Combs (NITRID)		
Senna Tablets x 20	CARE Trade Price	