



NHS Unclassified

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PSNE Ltd

Think Pharmacy First -North Tyneside & Northumberland

Valid from 1st September 2016

North Tyneside CCG & Northumberland CCG Think Pharmacy First Scheme – Service Specification

1. Service description

- 1.1 The pharmacy will provide advice and support to people to manage minor ailments, including where necessary, the supply of medicines for the free of charge to patients or their children (under 16 yrs) who are exempt from the prescription levy on the grounds of low income, aged 16 to 18 in full time education or those who are aged > 60yrs.
- 1.2 Where appropriate the pharmacy may sell OTC medicines to the person to help manage the minor ailment, as described in Essential Service 6.
- 1.3 The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate.

2 Aims and intended service outcomes

- 2.1 To improve access and choice for people with minor ailments by:
 - Promoting self care through the pharmacy, including provision of advice and where appropriate medicines, without the need to visit the GP practice;
 - Operating a referral system from and to local medical practices or other primary care providers; and
 - Supplying appropriate treatment at NHS expense to those included within the terms of the service.
 - Support the *Choose Well* campaign as a preferred service provider instead of other providers of first contact care, such as Walk-in-Centres or A&E Depts.
- 2.2 To increase primary care capacity by reducing medical practice workload related to provision of care for minor ailments.

3. Service outline

- 3.1 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety. Where available, the consultation room will be used.
- 3.2 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.
- 3.3 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the scheme are aware of and operate within any local protocols.
- 3.4 The pharmacy should maintain appropriate records to ensure effective ongoing delivery and audit.
- 3.5 A local minor ailments formulary aligned to the North of Tyne formulary will be agreed and maintained by stakeholders.

- 3.6 The CCG will agree the groups of people who are eligible to receive treatment under the scheme with local stakeholders. Any eligible patient can access the service at any pharmacy within Newcastle and North of Tyne CCG's.
- 3.7 The pharmacy will:
- provide advice on the management of the ailment, or;
 - provide advice and a medicine from the local formulary, supported by advice on its use, or;
 - provide advice on the management of the ailment plus a referral to an appropriate health care professional as appropriate.
- 3.8 The pharmacy will maintain a record of the consultation and any medicine that is supplied on the pharmacy PMR system.
- 3.9 The pharmacy has a system to request and confirm patient eligibility to receive medicines through the scheme and to ensure patients understand they sign the consultation form to declare their entitlement to use the service and agreeing that checks can be made to verify your declaration. Pharmacy staff are strongly discouraged from signing on behalf of the patient without sight of evidence.
- 3.10 The pharmacy will issue the scheme's Fraud Leaflet to any patient who is unable to furnish evidence of their entitlement and who previously has been provided with medication on a least one previous occasion without proof.
- 3.11 The pharmacy will decline to provide medicine to any patient who they know has received medication on at least five occasions without proving evidence of their entitlement. The information will be communicated directly to the pharmacy by the CCG.
- 3.12 The CCG will provide necessary paperwork for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.13 The CCG will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies should use to promote the scheme to the public.
- 3.14 The pharmacy will obtain or produce leaflets to support self-care messages related to specific ailments covered by the scheme via the CKS website. All patients will be given a patient information leaflet (PIL) during the consultation.
- 3.15 The CCG will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance via the pharmacy resource pack.

4. Suggested Quality Indicators

- 4.1 The pharmacy is making full use of the promotional material made available for the service.
- 4.2 The pharmacy provides health promotion and self-care material to the user group from the CKS website.

- 4.3 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 4.4 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service and are familiar with the operation of the service.
- 4.5 The pharmacy participates in an annual CCG organised audit of service provision if required.
- 4.6 The pharmacy co-operates with any locally agreed CCG - led assessment of service user experience.

Minor ailments covered by the scheme

- Bites and stings
- Chicken Pox
- Colds
- Cold Sores
- Colic
- Conjunctivitis
- Constipation
- Coughs
- Cystitis in women
- Dermatitis and eczema
- Diarrhoea
- Ear Wax
- Fungal and yeast infections
- Hay fever
- Head lice
- Haemorrhoids
- Dyspepsia; heartburn and indigestion
- Mouth ulcers
- General muscular aches and pains
- Nappy rash
- Teething
- Thrush - genital
- Thrush - oral
- Threadworms
- Warts and verrucae
- Travel Sickness