

# Service Specification

## NHS Community Pharmacy Minor Ailments Service

### 1. Purpose

The purpose of the Community Pharmacy Minor Ailments Service is to ensure that patients can access self-care advice and for the treatment of specific ailments by recommended over the counter medication.

The specific ailments and area covered by this service, in accordance with locally developed protocols are:

**Contact Dermatitis**

**Constipation**

**Diarrhoea**

**Fever or temperature**

**Hay fever / allergic rhinitis**

**Headache / pain**

**Indigestion**

**Insect bites / stings**

**Sore throat**

Patients who do not pay for prescriptions can be supplied these medicines and appliances free of charge and billed to Cambridgeshire and Peterborough Integrated Care Board via PharmOutcomes.

These patients are:

Patients currently residing at

- The Dolphin Hotel, London Rd, St Ives PE27 5EP
- Great Northern Hotel, Station Approach, Peterborough, PE1 1QL
- Peterborough by Verve, Newton Way, Boongate, Peterborough PE1 5QT
- The Rose & Crown Hotel, 23-24 Market Pl, Wisbech PE13 1DG

and registered at

- Grove Medical Practice, Cromwell Place, St Ives, PE27 5JD
- Willow Tree Surgery Orton Goldhay, Peterborough, PE2 5RQ
- North Brink Practice, 7 North Brink, Wisbech, PE13 1JU

who are

- Awaiting receipt of HC2 certificate

## 2. Period

This agreement is for the period 23<sup>rd</sup> January 2023 to 31<sup>st</sup> March 2024, reviewed on a three-monthly rolling basis thereafter. To be superseded, with immediate effect should NHS England commission a national minor ailment service.

## 3. Termination

This contract is valid until the 31<sup>st</sup> March 2024 and may be terminated by either party given a minimum of four weeks' notice.

Four weeks' notice of termination must be given if the pharmacy wishes to terminate the agreement before the given end date. Should Cambridgeshire and Peterborough Integrated Care Board wish to withdraw the service they too will give four weeks' notice to the pharmacy.

Cambridgeshire and Peterborough Integrated Care Board reserve the right to suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

## 4. Obligations

The pharmacy will provide the service in accordance with the specification (Schedule 1). The Cambridgeshire and Peterborough Integrated Care Board will manage the service in accordance with the specification (Schedule 1).

## 5. Payments

On behalf of the commissioning organisation, the Cambridgeshire and Peterborough Integrated Care Board will pay the following:

Pharmacies will be paid an administration fee of £7.50 per month for submissions via PharmOutcomes, only on months where submissions are made.

Pharmacies will be paid a consultation fee of £14 per patient interaction for the purpose of advice and supplying Over the Counter medication.

As well as the transaction fee the pharmacy will be reimbursed at current dm+d price + VAT for the cost of the medicines supplied (aligned to the conditions listed in the service specification)

Web-based system

The pharmacy will enter service delivery information onto PharmOutcomes which will provide the information that will generate payments direct to pharmacies.

Payments will be made on a calendar month basis by Cambridgeshire and Peterborough Integrated Care Board provided the required information has been completed onto PharmOutcomes. Claims will not be accepted longer than two calendar months in arrears. I.e. Claims submitted during March (for February activity) will be paid along with claims submitted for activity carried out in the preceding two months (January and February)

Claims will need to be submitted to NHS Shared Business Services Finance by Cambridgeshire and Peterborough Integrated Care Board.

## 6. Standards

The service will be provided in accordance with the standards detailed in the specification (Schedule 1).

## 7. Confidentiality

Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

Any approaches by the media for comments or interviews must be referred to Cambridgeshire and Peterborough Integrated Care Board.

## 8. Indemnity

The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to Cambridgeshire and Peterborough ICB.

## Schedule 1

### Service Specification – Community Pharmacy Minor Ailments Service

#### 1. Service description

The pharmacy will provide advice and support to people on the management of minor ailments.

The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate.

The service is part of the response to assist asylum seekers and to encourage people to use pharmacy as the first point of access to primary care for treatment of self-limiting conditions.

#### 2. Aims and intended service outcomes

2.1 To improve access and choice for people with minor ailments who are seeking advice and treatment by promoting self-care through community pharmacy,

#### 3. Service outline

##### 3.1 Patients currently residing at

- The Dolphin Hotel London Rd, St Ives PE27 5EP and registered at Grove Medical Practice, Cromwell Place, St Ives, PE27 5JD who are awaiting receipt of HC2 certificate.
- Great Northern Hotel, Station Approach, Peterborough, PE1 1QL or Peterborough by Verve, Newton Way, Boongate, Peterborough PE1 5QT and registered at Willow Tree Surgery Orton Goldhay, Peterborough, PE2 5RQ who are awaiting receipt of HC2 certificate.
- The Rose & Crown Hotel, 23-24 Market Pl, Wisbech PE13 1DG and registered at North Brink Practice, 7 North Brink, Wisbech, PE13 1JU who are awaiting receipt of HC2 certificate.

3.2 The service must be provided when the pharmacy is open, including any weekends, Bank Holidays or rotas. In exceptional circumstances we recognise that this may not be possible, however, the pharmacist must be able to sign post to the nearest provider.

3.3 The part of the pharmacy used for the provision of the service must provide a sufficient level of privacy and safety. The pharmacy should have a designated consultation area, or private area, to the standard specified in the pharmacy contract.

Where a remote consultation is undertaken this should be conducted in a designated area in line with the pharmacy contract.

3.4 The Pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the minor ailments service have the relevant knowledge and are appropriately trained in the operation of the service.

3.5 Pharmacy staff will provide advice on the treatment of minor ailments to patients listed above. Counter Staff will be trained to NVQ Level 2 and work under the supervision of the responsible pharmacist.

3.6 The commissioner will pay for the cost of the medication supplied to treat the minor ailments included in the service. People seeking to use the minor ailment service should be asked if they meet the eligibility criteria listed above. Individuals should be asked to provide some form of evidence relating to their current residence at

- The Dolphin Hotel London Rd, St Ives PE27 5EP
- Great Northern Hotel, Station Approach, Peterborough, PE1 1QL
- Peterborough by Verve, Newton Way, Boongate, Peterborough PE1 5QT
- The Rose & Crown Hotel, 23-24 Market Pl, Wisbech PE13 1DG

3.7 Where clinically appropriate, the pharmacy will refer the patient to another health and social care provider.

3.8 The pharmacy will be responsible for checking the person's eligibility for receipt of the service.

3.9 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery and audit. This will include a record of the consultation and any medicine that is supplied, using PharmOutcomes.

#### 4 Training and Premises Requirements

4.1 To provide this service all pharmacists must:

- Be registered with the General Pharmaceutical Council and undertake the requirements for revalidation
- Have completed the CPCS self-assessment [CPCS self-assessment framework Final V1.pdf \(nhsbsa.nhs.uk\)](#) and make a declaration of competence

4.2 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.

4.3 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.

#### 5. Service availability

5.1 The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's opening hours. To encourage ease of access to the service it should be offered across a range of times including where possible Saturdays and Sundays.

## 6. Quality Standards

6.1 The pharmacy has appropriate health promotion and self-care material available for the user group and promotes its uptake.

6.2 The pharmacy participates in any commissioner organised audit of service provision. The pharmacy should co-operate with any commissioner-led assessment of patient experience.

6.3 Please note that Significant Incidents /Complaints should be reported directly to the ICB using the standard framework for reporting and to the National Reporting and Learning System.

## 7 Claiming payment

Pharmacies already have access to PharmOutcomes and should use this process for the recording of relevant service information i.e., Audit and the recording of claims for payment.

## Appendix one

### List of included medicines

Beclometasone nasal spray (1 x 200 dose) - for nasal symptoms of hay fever / allergic rhinitis

Cetirizine 10mg tablets (1 x 30) - for hay fever

Chlorphenamine 4mg tablets (1 x 28/30) - for insect bites, stings, hay fever

Emulsifying Ointment (1 x 500g) - for contact dermatitis

Hydrocortisone cream 1% (1 x 15g) - for insect bites/ stings, contact dermatitis

Ibuprofen 200 mg tablets (1 x 24) - for headache / pain, fever / temperature

Ispaghula Husk 3.4/3.5g (1 x 30) - for Constipation

Lactulose 3.1-3.7g/5ml (1 x 500ml) - for constipation

Loperamide 2mg capsules (1x xxx) – for diarrhoea

Loratadine 10mg tablets (1 x 30) - for insect bites, stings, hay fever

Oral Rehydration salts in sachets / tablets (1 x 6 / 12) - for diarrhoea

Paracetamol 500mg tablets (1 x32) - for headache / pain, fever / temperature, sore throat

Peptac liquid (1 x 500ml) - for indigestion