

NHS Community Pharmacy Contractual Framework Enhanced Service – Minor Ailment Service

1. Service description

- 1.1 The pharmacy will provide advice and support to people on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who would have otherwise gone to their GP for a prescription.
- 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 and/or appliances without the need to visit the GP practice;
 - ◆ Operating a referral system from local medical practices or other primary care providers; and
 - ◆ Supplying appropriate medicines and devices (dressings etc.) at NHS expense.
- 2.2 To improve primary care capacity by reducing medical practice workload related to 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 and meets other locally agreed criteria.
- 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 service are aware of and operate within local protocols.
- 3.4 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 3.5 A local minor ailments formulary will be used, which will be agreed with local stakeholders.
- 3.6 The PCO will agree the groups of people who are eligible to receive treatment under the scheme and the access route or routes from the following options:
 - A.** Local access – any patient registered with a GP practice in the PCO area can present in the pharmacy and access the scheme.
 - B.** Voucher – people need a voucher to access the scheme. The management of the voucher will need to be determined locally.
 - C.** Referral – where people may be referred from another health care team member.
- 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.
- 3.8 The pharmacy will maintain a record of the consultation and any medicine that is supplied.
- 3.9 The pharmacy has a system to check the person's eligibility for receipt of the service and will collect NHS charges where appropriate.

- 3.10 The PCO will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.11 The PCO will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies can use to promote the service to the public.
- 3.12 The PCO should consider obtaining or producing leaflets to support self-care messages related to specific ailments covered by the scheme and making these available to pharmacies.
- 3.13 The PCO will need to provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- 3.14 The PCO should consider obtaining or producing health promotion material relevant to the service users and making this available to pharmacies.

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 has appropriate PCO provided health promotion and self-care material available for the user group and promotes its uptake.
- 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.
- 4.5 The pharmacy participates in an annual PCO organised audit of service provision.
- 4.6 The pharmacy co-operates with any locally agreed PCO-led assessment of service user experience.

Background information – not part of the service specification

The Patient Group Direction Enhanced Service (no. 10) will potentially complement this service.

Examples of ailments which have been commonly included within previously commissioned local schemes:

Back ache, sprains and strains
Colds
Conjunctivitis
Constipation
Coughs
Diarrhoea
Earache
Haemorrhoids
Hayfever
Head lice
Headache and fever
Heartburn and indigestion
Insect bites and stings
Mild eczema and dermatitis
Minor fungal infections of the skin
Mouth ulcers
Nappy rash
Sore throat
Teething
Threadworm
Thrush

Supporting resources: NPA Minor ailments toolkit (www.npa.co.uk).

CPPE training which may support this service:

Minor ailments CD ROM
Minor ailments – paediatrics workshop
Minor ailments – supporting self-care workshop
Winter ailments workshop