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| **Service Specification No.** |  |
| **Service** | Service Specification for Inhaler Spacer Service |
| **Commissioner Lead** | Medicines Optimisation, NHS Devon CCG |
| **Provider Lead** |  |
| **Period** | 1st May 2021 |
| **Date of Review** | 31st March 2022 |

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| **1. Population Needs** |
| 1. The purpose of the Inhaler spacer service is to support patients to gain maximal benefit from their prescribed medicines and is not designed to be a replacement for the annual asthma review in the GP practice. The purpose of the review is to support patients prescribed a Metered Dose Inhaler (MDI) to correctly use their inhaler, check how regularly the inhaler is being used and signpost patients to smoking cessation services where relevant.   1.2 A spacer may help with correct inhaler technique. Through this scheme a spacer can be supplied, if required, following inhaler technique review if it will help the patient to use their MDI. Spacers reduce the need for correct co-ordination when inhaling and are particularly recommended where high doses of inhaled steroids are used.  1.3 Patient inclusion criteria   * 1. Adults aged 18 and over and prescribed a MDI   2. Adults using high doses of inhaled steroids may particularly benefit from this service as high doses of steroids may be more likely to cause local side effects such as oral thrush.   3. This service can only be offered to patients who have been using the pharmacy for the dispensing of their prescriptions for the previous three months |
| **2. Outcomes** |
| 2.1 NHS Outcomes Framework Domains & Indicators   |  |  |  | | --- | --- | --- | | Domain 1 | Preventing people from dying prematurely | Applicable | | Domain 2 | Enhancing quality of life for people with long-term conditions | Applicable | | Domain 3 | Helping people to recover from episodes of ill-health or following injury |  | | Domain 4 | Ensuring people have a positive experience of care | Applicable | | Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | Applicable |   2.2 Local defined outcomes  The pharmacy will provide support to patients prescribed an MDI to correctly use their inhaler, check how regularly the inhaler is being used and signpost patients to smoking cessation services where relevant. A spacer can be supplied, if required, following inhaler technique review if it will help the patient to use their MDI.  2.3 The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate. If it is not possible to provide treatment due to prohibitions within the service or other patient factors, in order to ensure the patient is able to speak to another appropriate healthcare professional, the pharmacist will either:  a. refer the patient to their own general practice through PharmOutcomes, or  b. contact the local GP provider to discuss a solution, and if necessary arrange for the patient to be contacted by an appropriate healthcare professional. |
| **3. Scope** |
| **3.1 Aims and objectives of service**  3.1.1 A pilot of the service has shown that inhaler technique is frequently poor (37% of consultations), with 38% of patients given a spacer by the pharmacy, poor technique is known to result in poor outcomes. Pharmacists were also frequently offering smoking cessation support (23%).   * Improve inhaler technique and provide a spacer to those with poor technique. * Identify and refer those with poor symptom control and/or at high risk of infection/ exacerbation. * Provide smoking cessation advice where appropriate.   3.1.2 To support patients to get the maximal benefit from their inhalers.  **3.2 Service description/care pathway**  3.2.1 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.  3.2.2 The part of the pharmacy used for the provision of the service must provide sufficient level of privacy and safety. Ideally the pharmacy should have a designated consultation area, of the standard specified in the pharmacy contractual framework.  3.2.3 The Pharmacy contractor has a duty to ensure that pharmacists and technicians involved in the provision of the inhaler spacer service have the relevant knowledge and are appropriately trained in the operation of the service. The Pharmacy contractor must keep a copy or have direct access to the relevant educational qualifications and current competencies (e.g. CPPE e-learning certificate), for each Pharmacist or technician providing the service.  3.2.4 The pharmacist or technician providing the service will be responsible for checking the person’s eligibility for receipt of the service.  3.2.5 All spacers provided must be labelled in accordance with legal requirements. Appropriate counselling must also be given at the time of the supply.  3.2.6 Patients will provide consent to agree to inclusion in the service and agree for the supply information to be shared with their GP. Verbal consent is acceptable and must be recorded by the Pharmacist.  3.2.7 The pharmacy contractor will ensure that a notification of any supply made as part of the service is sent to the patient’s GP practice within 48hrs or as soon as practical using the GP notification form. This notification can be sent electronically e.g. via PharmOutcomes or NHS mail if the GP is not registered to receive notifications from the Pharmacy. Where electronic notification is not possible; the pharmacy contractor should send the notification via post or hand delivery. Faxing is not an acceptable way of transferring such notifications.  3.2.8 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.  **3.3 Population covered**  The service is available to any person who is registered with a GP practice in the UK that presents in the community pharmacy in Devon that they have used for at least three months, and receives a Metered Dose Inhaler.  .  **3.4 Any acceptance and exclusion criteria and thresholds**  Participating Community Pharmacy Contractors must:   * Supply advice and spacers in accordance with the Inhaler Spacer Service, recording the consultation and outcome on PharmOutcomes. |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards**  4.1.1 To provide this service all pharmacists or technicians must:   * Be registered with the General Pharmaceutical Council * Pharmacists and technicians are encouraged to undertake CPD to ensure their knowledge is up to date   4.1.2 The pharmacy contractor has a duty to ensure that pharmacists, technicians and other members of staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service and operate within local protocols or standard operating procedures.  **4.2 Applicable local standards**  4.2.1 The pharmacy has appropriate health promotion and self-care material available for the user group and promotes its uptake.  4.2.2 The pharmacy participates in any commissioner organised audit or review of service provision. The pharmacy should co-operate with any commissioner-led assessment of patient experience or other aspects of service delivery.  4.2.3 The pharmacy contractor must ensure that Significant Incidents or near misses /Complaints are reported directly to NHS Devon CCG (in accordance with Sch 6C) in addition to NHS England standard reporting.  4.2.4 Prior to providing the service, the pharmacy contractor should review and make any necessary amendments to their business continuity plan in order to incorporate appropriate content on the service within the plan. |
| **5. Applicable quality requirements and CQUIN goals** |
| * 1. **Applicable Quality Requirements (See Schedule 4A-D)**   The pharmacy contractor participates in any commissioner organised audit or review of service provision. The pharmacy should co-operate with any commissioner-led assessment of patient experience or other aspects of service delivery. |
| **6. Location of Provider Premises** |
| **The Provider’s Premises are located at:**  Community Pharmacies across Devon who have agreed to provide this service are listed in Appendix B. The full list of participating Community Pharmacies across Devon will be held by the NHS Devon CCG. |

**Appendix A**

Flow chart of the service:

COPD – complete CAT test with patient

Observe inhaler technique; if not possible to observe check via a conversation

Refer to practice for a DPI

Provide relevant treatment and condition advice.

Does the patient already have a spacer?

Asthma - completes ACT test with patient

Provide patient with a spacer

Red

Amber

Green

No action if already using a spacer

Patient takes MDI

**Appendix B**

**Each Provider must list below each Community Pharmacy business and its premises they manage / own, this to ensure accreditation to participate in the Inhaler Spacer Service.**

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| Pharmacy Name | Address |
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