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| **Service Specification No.** |  |
| **Service** | Service Specification for NHS Community Pharmacy Minor Ailments Service via Patient Group Directions |
| **Commissioner Lead** | Rebecca Perkins and Paul Humphriss, 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 Community Pharmacy Minor Ailments Service via Patient Group Directions (PGD) is to ensure that patients can access self-care advice for the treatment of specific ailments and, where appropriate, can be supplied with a prescription only medicine under a PGD without the need to visit the GP practice, at NHS expense, to treat their ailment. This provides an alternative location from which patients can seek advice and treatment, rather than seeking treatment via a prescription from their GP, out of hours (OOH) provider, walk-in centre or accident and emergency.**   2. **The specific ailments currently are:**   + **Impetigo**   + **Nappy rash**   + **Uncomplicated urinary tract infections**   1. **The list in 1.2 will be kept under review. Alterations may be made on a mutual basis and using a Variation Agreement. Such alterations and will be dependent on specific operational and service requirements and developments as well as emerging clinical appropriateness and evidence.** |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**   |  |  |  | | --- | --- | --- | | **Domain 1** | **Preventing people from dying prematurely** |  | | **Domain 2** | **Enhancing quality of life for people with long-term conditions** |  | | **Domain 3** | **Helping people to recover from episodes of ill-health or following injury** | **Applicable** | | **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 advice and support to people on the management of minor ailments. This includes, where necessary, the supply of specific prescription only medicines (POM) for the treatment of the minor ailment for those people who would have otherwise gone to their GP or other healthcare provider for a prescription.**  **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 PGD 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 using GP referral form, or**  **b. contact the local GP OOHs provider to discuss a solution, and if necessary arrange for the patient to be contacted by an appropriate healthcare professional.**  **2.4 In exceptional circumstances if a pharmacist named on the PGD in use is not available, with the agreement of the patient, the pharmacy will make reasonable attempts to identify another pharmacy that can provide the service and which is convenient for the patient. The pharmacist will contact the pharmacy to check whether they can provide the service. CCG Medicines Optimisation will hold a current list.**  **2.5 Where it is appropriate for treatment to be made, but the medicine is not in stock at the pharmacy, with the agreement of the patient, the pharmacist will make reasonable attempts to identify another pharmacy that provides the service and which is convenient for the patient. The pharmacist will contact the pharmacy to check whether they have the item in stock and are able to provide the service.** |
| **3. Scope** |
| **3.1 Aims and objectives of service**  3.1.1 To improve access and choice for people with minor ailments who are seeking advice and treatment by:   * Promoting self-care through community pharmacy, including the provision of advice and where appropriate supply of medicines under PGD without the need to visit the GP practice; * Operating a referral system from local medical practices or other healthcare providers to community pharmacy; and * Supplying appropriate specific POM medicines at NHS expense.   3.1.2 To improve primary, urgent and emergency care capacity by reducing the workload of those providers.  **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, however, the pharmacist must be able to direct to the nearest provider (see 2.4).  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 contract.  3.2.3 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. 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), as specified on each individual PGD, for each Pharmacist named on the PGDs.  3.2.4 The supply of specific medicines to supply as part of the service will be made in line with the agreed Patient Group Directions listed in Appendix 1.    3.2.5 An NHS prescription charge per item must be collected, unless the patient is exempt from prescription charges, in accordance with the National Health Service (Charges for Drugs and Appliances) Regulations 2015 (and subsequent current legislative amendments). Any NHS prescription charges collected from patients will be deducted from the sum payable to the pharmacy. Patients should be asked to declare their exemption status (or otherwise) for NHS prescription charges; this will be recorded by the Pharmacist; electronic recording is preferred.  3.2.6 The pharmacy will be responsible for checking the person’s eligibility for receipt of the service.  3.2.7 The pharmacy contractor must have a standard operating procedure in place for this service which should be available for inspection if requested.  3.2.8 All medicines must be labelled in accordance with legal requirements, and specific directions stated within each PGD. The label must state “Supplied under a Patient Group Direction” or similar. The patient information leaflet must be identified, and appropriate counselling given at the time of the supply.  3.2.9 Patients will provide consent to agree to treatment and agree for the supply information to be shared with their GP. If the patient is less than 16 years old then a supply can be made if that person is deemed to be competent to consent to their own treatment, otherwise parental/guardian consent must be obtained. Verbal consent is acceptable and must be recorded by the Pharmacist.  3.2.10 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.  3.2.11 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 for treatment.  .  **3.4 Any acceptance and exclusion criteria and thresholds**  Participating Community Pharmacy Contractors must:   * Supply medicines in accordance of each CCG approved PGD. Each PGD is a legal document which does not allow for any clinical deviation beyond the scope of the written text. |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards**  4.1.1 To provide this service all pharmacists must:   * Be registered with the General Pharmaceutical Council * Pharmacists must be competent in the use of Patient Group Directions * Pharmacists are encouraged to undertake CPD to ensure their knowledge is up to date * Have completed the latest training, educational and competency packages (e.g. CPPE) as specified and professionally required in the individual PGDs.   4.1.2 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 and operate within local protocols or standard operating procedures.  **4.2 Applicable standards set out in Guidance and/or issued by a competent body**  4.2.1 General guidance on Patient Group Directions is obtainable in NICE Medicines Practice Guidelines (MPG) MPG2 <https://www.nice.org.uk/Guidance/MPG2> . Please refer to the most up to date published guidance.  **4.3 Applicable local standards**  4.3.1 The pharmacy has appropriate health promotion and self-care material available for the user group and promotes its uptake.  4.3.2 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.  4.3.3 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.  4.3.4 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 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. |

**NHS Devon Clinical Commissioning Group: Service Specification for NHS Community Pharmacy Minor Ailments Service via Patient Group Directions**

**Appendix 1.**

**Patient Group Directions approved for use as part of Pharmacy First Services**

The supply of specific Prescription Only Medicines will be made in line with the approved service Patient Groups Directions below:

Impetigo – Fusidic acid 2% cream 15 g

Nappy rash- Timodine® Cream 30 g

Uncomplicated urinary tract infections- Nitrofurantoin 100 mg MR 6 capsules

Appendix updated 1st April 2021

**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 NHS Devon CCG Pharmacy First Services**

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| Pharmacy Name | Address |
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