

Community Pharmacy Minor Ailments Scheme

Locally Commissioned Pharmacy Service



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Review

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Contents	
Section	Page Number
Executive Summary	3
Background	3
Aims and intended service outcomes of the Service	3
Service Description	4
Resource implications	4
Evaluation	5
Locally Commissioned Service Agreement	6
Points of Contact	6
Duration of Agreement	6
Pharmacy Services	7
Duration	7
Fees and Expenses	7
Termination	8
Confidential Information	8
Restrictive covenants	9
Status and tax liabilities	9
Entire agreement	10
Service Specification	11
Purpose of Agreement	11
Duration of Agreement	11
The Scheme	11
Registration	11
Consultation	11
Referral procedures	13
Additional Duties	13
Payment	14
Termination of Agreement	15
Health and Safety	15
Training and Development	15
Core Competencies	15
Confidentiality	16
Indemnity	16
Complaints	16
Incidents and Near Misses	16
CCG Duties	16
Quality Indicators	17
Monitoring arrangements	17
Appendices	18
1- Formulary (by condition)	18
2 - Formulary (by drug and price)	21
3 - Minor Ailments Management Service Process Flowchart	23
4 - Minor Ailments Consultation Form	24
5 - Declaration of Exemption	25
6 - Self certification form	26

Executive Summary

Background

Minor ailments are defined as 'common or self-limiting or uncomplicated conditions, which can be diagnosed and managed without medical intervention'¹. The most common are listed below:

Acne	Colds	Cough	Earache	Hay Fever	Infant Colic	Pain	Scabies
Allergies	Cold Sores	Diarrhoea	Ear wax	Headache	Mouth Ulcers	Period Pain	Sore Throat
Athlete's Foot	Conjunctivitis	Dry skin conditions	Eczema	Head lice	Nasal Congestion	Teething	Threadworms
Backache	Constipation	Dry eyes	Haemorrhoids	Indigestion	Nappy Rash	Thrush	Warts and Verrucae

The treatment of minor ailments has been found to account for 18 - 20% of GP workload, with 90% of such consultations being solely for a minor ailment². It has also been shown that 8% of emergency department consultations involve consultations for minor ailments³. Many of these consultations could be dealt with by Community Pharmacy staff who are already trained and competent in this area of care.

Currently people are encouraged to take care of themselves and to treat their minor ailments, through the purchase of over the counter (OTC) medicines. However, the cost of treatment may be a barrier to some considering self-care. Some people, who are exempt from prescription charges, may choose to make an appointment and consult their GP to obtain treatment without charge.

The scheme will encourage everyone to consult Pharmacy staff as a first point of call for a minor ailment. For a defined list of minor ailments, medication considered necessary for treatment will be provided free of charge for those patients who are exempt from prescription charges. Those who would usually pay for their prescriptions will still be encouraged to purchase their medication, as many of the treatments will cost less than the prescription charge.

Aims and intended outcomes

- To improve primary care capacity by reducing medical practice workload related to minor ailments.
- To improve access and choice for people with minor ailments by:
 - Promoting self-care through the pharmacy, including provision of advice, printed information relevant to the minor ailment and where appropriate medicines without the need to visit the GP practice;
 - Operating a referral system from local medical practices; and
 - Supplying appropriate medicines at NHS expense to patients who are exempt from prescription charges

¹ [Self care: an ethical imperative](#). Self Care Campaign, 2010

² [Minor ailment workload in General Practice](#) Proprietary Association of Great Britain (PAGB) 2008 Annual Review

³ Bednall R, et al. [Identification of patients attending accident and emergency who may be suitable for treatment by a pharmacist](#). Fam Pract 2003; 20(1): 54-57

Service description

The service will operate to supplement the NHS Community Pharmacy Contractual Framework Essential Service 6 - Support for Self-Care. The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate. The pharmacy will provide advice (including printed information) and support to people on the management of minor ailments.

For a defined list of minor ailments, treatment will be recommended for patients who would otherwise consult a General Practitioner. Medication considered necessary will be provided free of charge for those patients who are exempt from prescription charges. Those who would usually pay for their prescriptions will be encouraged to purchase the medication, as many of the treatments will cost less than the prescription charge.

Records of activity will be undertaken for the Minor Ailments Scheme.

It would be inappropriate and against the terms of the GP NHS contract if patients were diverted from a consultation or as a result of a repeat medication request to the Minor Ailments Scheme, rather than the patient being offered the issue of a prescription. The service can however be explained to patients during a consultation for a minor ailment, as the GP/ non- medical prescriber may wish to inform patients that next time they have a minor ailment they can use the Minor Ailments Scheme.

Resource implications

Funding will be provided by NHS Barnsley CCG as outlined in Service Agreement.

Service delivery costs will be paid at £4.17 per consultation (excluding VAT) to include:

- Developing and implementing an action plan to ensure that service specifications are delivered
- Undertaking any necessary training.
- Pharmacist and associated staff time to provide the service.
- Printing and providing information sheets.
- Completing records, claims and audit.
- Support of promotion of the scheme.

Pharmacies will undertake necessary Standard Operating Procedure development and responsibilities for updating and training pharmacy staff.

Remuneration for the cost of medication supplied will also be provided by NHS Barnsley CCG. Pharmacists will be reimbursed for medication at cost price (Drug Tariff or Chemist and Druggist price). A charge equivalent to the NHS prescription charge will be levied from patients who would normally pay such charges, however the patient may purchase recommended products.

Evaluation

The service will be annually reviewed with feedback to the LPC/CCG and any other stakeholder CCG groups (e.g. Unplanned Care Improvement Programme Board and the Quality and Cost Effective Prescribing Group) using the following criteria:

- Number of consultations, total and by each GP practice and pharmacy
- Number of consultations for each minor ailment / symptom
- Number of each treatment supplied
- Frequency of access by patients
- Exemption status of patients
- Trends in number of patients accessing the service from each GP surgery and through each pharmacy
- Costs of service
- Evaluation of patient questionnaire

Locally Commissioned Service Agreement

Agreement for services - Minor Ailments Scheme

between

NHS Barnsley Clinical Commissioning Group (we/us/our/the commissioner)

and

the Community Pharmacy (you/your/the provider)

INTERPRETATION

In this NHS Locally Commissioned Service Agreement for the provision of services from the Provider the following definitions apply:

- Barnsley CCG means NHS Barnsley Clinical Commissioning Group, Hillder House, 49 – 51 Gawber Road, Barnsley, S75 2PY and is inclusive of its employees, partners and voluntary workers.
- The Provider means the community pharmacy as named on the Authorisation and is inclusive of its employees, sub-contractors, associates, secondees, partners and voluntary workers.
- Barnsley CCG is the commissioner of services.
- The Provider is the provider of services
- Service means NHS Locally Commissioned Service Agreement including all written specifications and appendices.
- The services mean the services and goods that The Provider is required to supply, as stated in the service specification of the NHS Locally Commissioned Service Agreement.
- In addition to the specific terms and conditions set out below, this Service is governed by the general terms and conditions, quality specifications, arrangements for contract management and monitoring procedures for pricing payment, which has been established by the Department of Health.
- The headings to the conditions in this Service shall not affect their interpretation.

POINTS OF CONTACT

The following are responsible for the Service with nominated leads who will act as key managers and will be the initial point of contact on any aspect of this agreement:

For the commissioner

Name: Richard Staniforth
Position: Lead Pharmacist
Address: NHS Barnsley CCG, Hillder House,
49–51 Gawber Road, Barnsley, S75 2PY
Phone: 01226 433704
Email: richard.staniforth@nhs.net

For the provider as stated in the Authorisation

DURATION OF AGREEMENT

This agreement shall commence on the date the authorisation signed by both parties and shall continue until 31 March 2014.

It is agreed as follows:

1. Pharmacy Services

- 1.1 You are engaged by us to provide services as described in the schedule hereto (the services see schedule 1 and associated appendices) and you agree to provide such services upon the terms and conditions set out below.
- 1.2 For the purposes of this agreement and in the provision of these services you will be responsible to the Lead Pharmacist, NHS Barnsley CCG
- 1.3 We undertake to provide training to staff provided by you to undertake this service, as we deem appropriate.
- 1.4 You are retained on a non-exclusive basis to provide the services as reasonably required by us
- 1.5 Throughout the term you shall perform the services to the best of your knowledge power and ability and shall act in and use all reasonable endeavours to promote our interests and shall give us all information and assistance as we may reasonably require in connection with the provision of the services
- 1.6 No party shall assign transfer charge or deal in any other similar manner with this agreement or its rights or any part of them under this agreement, nor subcontract any or all of its obligations under this agreement without the prior written consent of the other party
- 1.7 Nothing in this agreement shall be construed as or having effect as constituting the relationship of employer and employee between us and you or staff provided by you.

2. Duration

- 2.1 This agreement shall commence on the date the authorisation is signed by both parties and shall continue except as provided for below;
- 2.2 The agreement is subject to review by Barnsley CCG
- 2.3 The agreement will be re-authorised every financial year.

3. Fees and expenses

- 3.1 Service delivery costs will be paid at £4.17 per consultation (excluding VAT) to include;
 - Developing and implementing an action plan to ensure that service specifications are delivered
 - Undertaking any necessary training.
 - Pharmacist and associated staff time to provide the service.
 - Printing and providing information sheets.
 - Completing records, claims and audit.
 - Support of promotion of the scheme.
 - Development and update of necessary Standard Operating Procedures, staff training and knowledge.

- 3.2 Treatments are reimbursed at cost price (based on drug tariff or Chemist and Druggist price) plus VAT.
- 3.3 Medication supplied to patients is funded by the CCG. A fee equivalent to the NHS prescription charges will be levied when applicable. Patients exempt from prescription charges must present evidence of their prescription exemption status before any product is dispensed. If the pharmacy has previously seen and recorded evidence of exemption that is still current and not likely to change i.e. non-income based exemptions (e.g. medical exemption) then this will count that evidence has been seen.
- 3.4 Any subsequent payments to employee pharmacists are a matter for agreement between the contractor and the employee.

4. Termination

- 4.1 Notwithstanding the provisions of clause 2 of this agreement, either party may terminate the agreement subject to providing 28 days' notice in writing.
- 4.2 Notwithstanding the provisions of clause 2 or sub clause 4.1 of this agreement, we shall be entitled (without prejudice to our rights and remedies for any breach of this agreement and without prejudice to any continuing obligations you have under this agreement) to terminate this agreement immediately if you seriously breach the terms of this agreement including by any act or omission which prejudicially affects or is likely so to affect our interests.
- 4.3 For the avoidance of doubt and without prejudice to any other reason for invoking sub clause 4.2 any breach of sub clause 5.1 would constitute a serious breach of the terms of this agreement and constitute grounds for immediate termination of the agreement.
- 4.4 Upon termination of this agreement for whatever reason you shall deliver to us all books documents papers memoranda notes records (including any contained in magnetic media or other forms of computer storage) and any other property and materials relating to our business which may be in your power or control. The ownership of all such property shall at all times be vested in us.

5. Confidential information

- 5.1 You agree to treat as confidential and restrict access to records and documents containing information relating to individual clients treated under the terms of this service to personnel authorised to participate in the service and, in the appropriate circumstances, other health care professionals and agencies, in line with local confidentiality arrangements, including where appropriate, the need for the permission of the client to share the information. All parties will comply with the Data Protection Act, Caldicott and other legislation covering access to confidential client information. The requirement for confidentiality will be balanced with the needs of the service user. Other than the above circumstances you agree to treat as confidential and not disclose to any person or otherwise make use of or permit to be made use of the following information gained as result of providing this service;
- 5.1.1 Any information relating to the health records of any client

5.1.2 Any information relating to the prescribing practice habits or activities of any GP practice unless paragraph 6.4 applies

5.2 This restriction shall continue to apply after the termination of this agreement without limit in time but will cease to apply to information which may come into the public domain otherwise than through unauthorised disclosure by you.

5.3 You shall not be prevented by clause 5 and its sub clauses from using any general knowledge experience or skill gained through the provision of these services.

5.4 The restrictions of this agreement shall not apply to any disclosure or use authorised by us in writing or required by law or by this agreement.

6. Restrictive covenants

6.1 You agree that throughout the term of this agreement services will only be provided from registered pharmacy premises, under the appropriate level of “supervision” of a responsible pharmacist and will meeting the standards set by the General Pharmaceutical Council (GPhC).

6.2 You agree to provide evidence to us that the services provided by you under this agreement are covered by adequate professional indemnity arrangements.

6.3 You agree that in providing the services you will produce and follow Standard Operating Procedures produced by you that correspond to the procedures outlined by us.

6.4 You agree that in the event that through providing these services you become aware of any possible fraudulent activity poor practice or professional misconduct on the part of an independent contractor their employees or agents or any employee of Barnsley CCG you will communicate your concerns within one working day to the service coordinator or, as needs be, the appropriate Clinical Governance or Clinical Risk lead.

7. Status and tax liabilities

7.1 You shall account to the proper authorities for any income tax liability, National Insurance contributions, VAT and any other tax liability charge or duty arising out of any payment made to you under this agreement.

7.2 You agree to indemnify us against all demands for any income tax liability national insurance contributions VAT and any other tax liability charge penalty interests or costs incurred in connection with the same levied or assessed against or demanded from us in respect of payments to you made under this agreement and agree that any amount due in respect of indemnity under this sub clause shall be recoverable from you by us as a debt.

7.3 It is agreed that nothing in this agreement shall constitute you as an agent or sub-contractor or employee of Barnsley CCG and you shall have no right or power whatsoever to contract on our behalf or bind us in any way in relation to third parties except as specifically authorised in writing by Barnsley CCG.

7.4 You agree to indemnify us as above for any liability incurred by us arising out of any breach by you of the restrictions imposed by sub clause 7.3 above.

8. Entire agreement

8.1 This agreement sets out the entire agreement of the parties and supersedes all prior agreements and understandings relating to its subject matter

8.2 This agreement is governed by and shall be construed in accordance with the law of England

Schedule 1

Service Specification

The services shall mean: Any incidental and administrative duties as are reasonably required or reasonably desirable for the performance of the duties as set out above

1. Purpose of the Agreement

This agreement relates to the Minor Ailments Scheme, by participating community pharmacies in Barnsley CCG.

The agreement is for the pharmacy to provide advice (including printed information) and support to people on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment.

2. Duration of the Agreement

This agreement will be renewed annually. At least 28 days' notice must be given by either party to terminate or change this Locally Commissioned Service Agreement. The CCG retains the right to withdraw the scheme at any time if it is deemed to be unsuccessful or immediately if sub clause 4.2 applies.

3. The Scheme

Registration

The Minor Ailments Scheme may only be accessed by patients who are registered with a GP in the Barnsley area. Should there be any doubt as to whether the patient is entitled to use the Scheme they should be referred to their GP practice.

There is no intention to divert all patients in Barnsley onto the Minor Ailments Scheme. People who usually manage their own minor ailments through self-care and purchase of OTC medication should continue to self-manage and treat their minor ailments as per the NHS Community Pharmacy Contractual Framework Essential Service 6 - Support for Self-Care.

Although the scheme is open to all patients registered with a Barnsley GP, it is aimed at those who would normally access a GP for their minor ailments and those who would not normally purchase medicines over the counter. Those patients who wish to consult their GP with respect the treatment of minor ailments are free to do so. Inappropriate direction of patients making OTC purchases onto the Minor Ailments Scheme will affect the ongoing availability of the scheme and may lead to requirements to register patients on the scheme and exclude the pharmacy from providing the service.

Consultation

The pharmacist will give consideration to the part of the pharmacy used for provision of the service and should provide a sufficient level of privacy and safety for patients accessing the service.

The patient must be in attendance. In the case of a child under 12 years of age a carer must be in attendance, but the child being treated need not be present. In

all other cases a consultation under the Minor Ailments Scheme cannot be carried out.

During the consultation for the minor ailment the pharmacist will;

- Assess the patient's condition using a structured approach to responding to symptoms.
- Identify any concurrent medication or medical conditions, which may affect the treatment of the patient.
- Consider medication used and assess appropriateness of further supply.
- Provide advice on the management of the condition.
- Provide a relevant information leaflet.
- Provide medication from the formulary appropriate to the patient's condition.
- If a product is supplied, the pharmacist will ensure the supply is recorded on the PMR system.
- Complete a record of the interaction on PharmOutcomes.

The Pharmacy will ensure that patients exempt from prescription charges will have completed and signed a declaration of exemption. Pharmacy staff will be mindful of and will when appropriate inform patients that where clients have claimed free medicines incorrectly or fraudulently, the cost of items will be recovered and a penalty charge will apply. Guidance on the penalty charge administration will be issued to Directors of Finance from the Department of Health. Payment can be pursued by civil recovery action if necessary.

The pharmacy should have a procedure in place to collect NHS prescription charges where appropriate. If a product is supplied and the patient usually pays a prescription charge, the patient should pay either the usual OTC price for each product(s) or a prescription charge per item, whichever is the cheapest. Records should be made indicate consultations leading to an OTC purchase and the number of prescription charges paid.

Patients will be advised on the minor ailment and any treatment provided. This will include explaining what the patient can do for themselves, what symptoms they can expect, the expected duration of symptoms and when and where to go for further advice/ treatment if needed. When applicable, the pharmacist will discuss with the patient the key messages about antibiotics not being required for viral infections the usual cause of cough, cold, earache, sinusitis, flu and sore throat.

The relevant information leaflet will be downloaded and printed by the pharmacy from www.patient.co.uk. When antibiotic leaflets are made available to the pharmacist by the CCG, the pharmacist will provide the patient with this leaflet on antibiotic use for every consultation for cough, nasal congestion, earache and sore throat.

Only medicines from the minor ailments formulary will be used, as specified in Appendix 1. These products can be used for any of their licensed indications at licensed doses. The pharmacist is professionally accountable for the treatment decisions made.

The pharmacy will maintain a record of the consultation and any medicine that is supplied. The pharmacist will ensure that these records are kept for the required time in an appropriate manner.

It may be possible to delegate elements of the service to a member of staff with an appropriate level of knowledge and competence where the service specifies pharmacy the pharmacist may choose to delegate these tasks. Where the service specifies pharmacist then this element must be carried out by a pharmacist.

Referral procedures

Referral for urgent appointment - If the patient presents with symptoms indicating the need for an immediate consultation with a prescriber, the pharmacist should advise the patient, and may provide a copy of the filled in Minor Ailment Assessment Form (Appendix 4) and make every effort to contact a prescriber and arrange an appointment for the patient. As appropriate the patient should be referred to their GP, should contact the on-call medical service, or attend A&E.

Referral for non-urgent appointment - If the patient presents with symptoms indicating the need for a non-urgent medical consultation, the pharmacist should advise the patient, provide a copy of the filled in Minor Ailment Assessment Form (Appendix 4) and refer the patient back to their GP. The pharmacy may wish to consider contacting the GP surgery to arrange an appointment for the patient.

If, in the opinion of the pharmacist, the patient presents with symptoms outside the Minor Ailments Scheme they should be referred back to their GP. If the frequency of their presentation presents any reason for concern or there is any suspicion that a person is abusing the scheme in any way then they should be referred to their GP for treatment. The pharmacist should use their clinical judgment to decide the urgency, route and need for referral as ultimately they are professionally accountable for their actions.

When referring patients to their GP practice, pharmacists should not give patients the expectation of any specific treatment i.e. antibiotics or length of time until patients can expect GP appointment (unless it is booked directly with the support of pharmacy staff).

Additional Duties

The participating pharmacy staff and ultimately the person stated in the service agreement have a duty to:

- Ensure that the pharmacy is providing (or in a position to provide) all the essential services within the pharmacy contract.
- Ensure the service is underpinned by a system of clinical governance, which ensures that the service is of a high quality, provided to the agreed standard and supports pharmacists to deliver patient care.
- Produce a Standard Operating Procedure for the service that corresponds to the procedures and documentation provided by the CCG. The standard operating procedure should include error and near miss reporting.
- Ensure that staff and pharmacists involved in the provision of the service are familiar and operate with the Standard Operating Procedure (including associated procedures and documentation) and that these are kept up to date.
- Ensure that pharmacists and staff involved in the provision of the service have the relevant knowledge and competencies and are appropriately trained in the operation of the service.

- Ensure that pharmacists and staff involved in the provision of the service have access to relevant and up-to-date reference sources to allow them to respond to requests for information and advice.
- Ensure that any locum providing the service has the appropriate knowledge and is competent to operate the service.
- Ensure that the CCG is promptly informed of any change in pharmacy personnel / circumstances that mean the pharmacy is unable to participate in the service.
- Ensure that the pharmacy maintains appropriate records to support effective ongoing service delivery and audit.
- Allow an authorised agent of the CCG to access to all documentation for audit / fraud purposes, at any reasonable time.
- Pharmacists are reminded that they are to be vigilant to the possible fraudulent use of the service by patients, GP practices or other pharmacists. If this is suspected the CCG and NHS Fraud Officer are to be contacted.
- Complete any evaluations of the service requested by the CCG.
- Ensure that pharmacy has the appropriate professional indemnity insurance.
- Allow the pharmacy contact details to be widely disseminated to the public, patients and health professionals.
- Ensure the pharmacy participates in any quality indicator assessments as requested by the CCG.

4. Payment

Remuneration will be made to the pharmacy according to the following:

Service delivery costs will be paid at £4.17 per consultation (excluding VAT) to include;

- Developing and implementing an action plan to ensure that service specifications are delivered
- Undertaking any necessary training.
- Pharmacist and associated staff time to provide the service.
- Printing and providing information sheets.
- Completing records, claims and audit.
- Support of promotion of the scheme.
- Development and update of necessary Standard Operating Procedures, staff training and knowledge.

Treatments are reimbursed at cost price plus VAT

Drug costs are based on the Drug Tariff, Chemist and Druggist cost price or wholesaler's list price, as listed in Appendix 1 inclusive of VAT.

Records of consultations made on PharmOutcomes will form the basis for payment. Payment will be made retrospectively on a monthly basis. Claims for payments must be received within 2 months of the consultation. Forms received after this time period may not be paid. Payment will not be made minor for records that are not complete.

5. Termination of Agreement

See clause 4

6. Health and Safety

A safe and suitable environment should be maintained with compliance with health and safety regulations and all relevant statutory requirements, legislation, guidance and standards.

7. Training and Development

No specialist training or accreditation is required over and above the normal requirements for a pharmacist providing contracted pharmaceutical services, which includes the self-care essential service. However, the pharmacist should be familiar with this service specification.

The CCG will provide a training event to cover the service, share learning and provide a forum for questions and answers.

Each pharmacist providing the service must self-certify that they have read and understood the enhanced service pack issued to pharmacists by the CCG. Pharmacists would be expected to re-validate this self-certification every two years which may be in the form of a self-declaration of competency or other method of assessment as considered appropriate by Barnsley CCG. Where there are concerns regarding poor performance, this will be addressed separately as a Clinical Accreditation matter.

Pharmacists providing the service must also be able to demonstrate competencies in the areas as specified below.

8. Core Competencies

All pharmacists involved in the Minor Ailments Scheme have a professional responsibility to develop, reinforce and update their knowledge and skills. The core competencies have been linked to the pharmacist competences of the GPhC, shown in []:

- To carry out the scheme in accordance with the law, with the Code of Ethics and with other relevant codes of conduct or practice, including systems for clinical governance [G1]
- To uphold quality by ensuring knowledge of the diagnosis and treatment of minor ailments, including differential diagnosis of minor illness vs. major disease is up-to-date and evidence based [G5]
- To be able to communicate with, counsel and advise people appropriately and effectively on minor ailments [G2, C1f].
- To respect and observe client confidentiality and communicate with clients appropriately and sensitively [G1, G2]
- To be able to assess the medication needs of patients [C1a].
- To be able to act on referrals from, and make referrals to, other professions in healthcare and other sectors such as social care [C4].
- To be able to promote the service appropriately to the public [C7].
- To be able to explain the provision, range of conditions covered and features of the service to the public and other appropriate professionals [G1, C1, C4].
- To record learning activities relevant to the management of minor ailments, evaluate if learning objectives were met and identify further learning needs the

above learning activities, and apply learning to practice and apply learning to practice for minor ailments [G3, G5].

These competencies may be achieved through a formal programme of study or self-directed learning.

The pharmacist may wish to complete the Centre for Pharmacy Post Graduate Education (CPPE) Minor ailments CD ROM, Minor ailments – paediatrics workshop, Minor ailments – supporting self-care workshop and winter ailments workshop should assist the pharmacist in meeting many of the competencies above.

9. Confidentiality

All parties agree that access to records and documents containing information relating to individual clients treated under the terms of this scheme will be restricted to authorised personnel and that information will only be disclosed to a third party under the terms of clause 5. The pharmacy will comply with the Data Protection Act, Caldicott and other legislation covering access to confidential client information.

10. Indemnity

The pharmacist will ensure and provide evidence that the CCG is indemnified against any claim arising from a client or any person acting on behalf of the client arising from the provision of service (see clause 6).

11. Complaints

The pharmacist will effectively manage any complaints or incidents using the pharmacies own complaints procedure, keeping a record for audit purposes. If the complainant is not happy with your response or does not wish to discuss the complaint with the pharmacy they should contact Barnsley CCG Quality Manager.

12. Incidents and Near Misses

Incidents and near misses should be recorded and reported to the CCG. Incidents relating to the Minor Ailments Scheme must be sent directly to the CCG even if this is not the pharmacies usual route for incident reporting.

13. CCG duties

The CCG will pay the pharmacy operating the scheme as outlined in section 3.

The CCG will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

The CCG is 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.

The CCG is responsible for ensuring that the formulary is evidence-based and reviewed. A review of the formulary will be carried out annually as the service agreement is renewed.

14. Quality Indicators

The pharmacy is making full use of the promotional material made available for

the service.

The pharmacy has the agreed information leaflets and ensures that relevant written information is provided at each consultation.

The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.

The pharmacy participates in any CCG organised audit of service provision. Analysis of the patient returns for the enhanced service element of the questionnaire will be undertaken by the CCG.

The pharmacy co-operates with any locally agreed CCG-led assessment of service user experience.

15. Monitoring arrangements

The CCG will monitor the service delivery to ensure consistency of high quality service delivery. Potentially, any element of the services provided may be monitored, including the existence of relevant regularly reviewed SOPs, signed and dated by relevant staff and availability of patient information leaflets.

Additionally the CCG may use mystery shoppers to visit community pharmacies to audit compliance with the Minor Ailments Scheme specifications.

The service will be annually reviewed with feedback to the LPC/CCG and any other stakeholder CCG groups (e.g. Medicines Management Committee) using the following criteria: -

- Number of consultations, total and by each GP practice and pharmacy
- Number of consultations for each minor ailment / symptom
- Number of each treatment supplied
- Frequency of access by patients
- Exemption status of patients
- Trends in number of patients accessing the service from each GP surgery and through each pharmacy
- Costs of service
- Evaluation of patient questionnaire

Acknowledgements to Calderdale PCT and Rotherham CCG

Minor Ailments Scheme Formulary (by Condition)

Appendix 1

Products can be used for any of their licensed indications at licensed doses. The pharmacist is professionally accountable for the treatment decisions made.

Suggested information leaflets are listed at www.patient.co.uk pharmacists can provide an alternative leaflet if they deem that it is more relevant.

Condition	Formulary	Information sheet
Allergic conjunctivitis	Sodium Cromoglicate 2% eye drops	Allergic conjunctivitis
Allergic rhinitis, Hay fever	Loratidine 10mg tablets Loratidine 5mg/5ml syrup Cetirizine 10mg tablets Cetirizine 5mg/5ml solution Chlorphenamine 4mg tablets Chlorphenamine 2mg/5ml syrup Beclometasone Nasal Spray	Hayfever House Dust Mite and Pet Allergy Allergy - General Overview
Blocked nose	Steam inhalation Menthol and Eucalyptus inhalation Xylometazoline nasal drops 0.1% Xylometazoline nasal spray 0.1% Xylometazoline paediatric nasal drops 0.05%	Common cold (adults and older children) Upper Respiratory Tract Infection (URTI) Sinusitis (acute) Blocked nose in babies Colds and coughs in children
Cold Sores	Aciclovir 5% cream	Cold sores Cold sores (primary infection)
Conjunctivitis Infective	Chloramphenicol 0.5% eye drops	Infective Conjunctivitis
Constipation	Ispaghula husk 3.5g sachet Lactulose solution Senna tablets	Constipation in adults Constipation in children
Contact dermatitis or atopic eczema	Hydrocortisone 1% cream	Contact dermatitis Eczema - Triggers and Irritants Atopic eczema
Cough	Simple linctus sugar free Simple linctus, paediatric sugar free Pholcodine SF 5mg/5ml linctus BP Smoking cessation referral	Coughs and Colds in Children Cough Caused by a Virus Upper Respiratory Tract Infection (URTI) Acute bronchitis
Diarrhoea	Oral rehydration salts (Dioralyte Sachets) Loperamide 2mg capsules	Diarrhoea (acute) in adults Diarrhoea (acute) in children
Ear ache	Paracetamol 500mg tablets Paracetamol 120mg/5ml SF suspension Paracetamol 250mg/5ml SF suspension	Ear infection (otitis media) Common cold (adults and older children) Colds and coughs in children
Ear wax	Olive Oil Ear Drops Sodium Bicarbonate ear drops	Ear wax
Fungal skin conditions, Athletes foot, Ringworm, Cutaneous candidiasis	Miconazole cream Clotrimazole cream 1%	Candidal skin infections Athletes foot (tinea pedis) Ringworm (fungal rash)

Haemorrhoids	Anusol Cream Anusol Suppositories	Haemorrhoids (Piles) Rectal Bleeding (Blood in Faeces) Pruritus Ani (Itchy Bottom) Fibre and Fibre Supplements
Condition	Formulary	Information sheet
Head Lice	Plastic Head lice Detection Comb Bug Busting Kit Dimeticone 4% lotion Malathion 0.5% aqueous liquid	Checking for Head Lice Head Lice and Nits Wet Combing Treatment for Head Lice Lotions and Sprays for Head Lice
Headache, pain	Paracetamol tablets 500mg Ibuprofen tablets 200mg Paracetamol suspension 120mg/5ml Paracetamol suspension 250mg/5ml Ibuprofen suspension 100mg/5ml	Headache- tension type Headaches- tension type a summary Migraine Common cold (adults and older children) Colds and coughs in children Upper Respiratory Tract Infection (URTI)
Indigestion & Heartburn	Magnesium trisilicate mixture Co-magaldox suspension Compound alginate liquid	Dyspepsia (indigestion) Acid reflux and oesophagitis
Infantile colic	Simeticone 40mg/ml oral suspension sugar free	Baby colic
Insect bite or sting	Crotamiton 10% cream (Eurax) Hydrocortisone 1% cream Loratidine 10mg tablets Loratidine 5mg / 5ml syrup Cetirizine 10mg tablets Cetirizine 5mg/5ml solution Chlorphenamine 4mg tablets Chlorphenamine 2mg/5ml syrup	Insect bites and stings
Mouth Care	Chlorhexidine gluconate 0.2% mouthwash	Dental Plaque and Gum Disease Aphthous Mouth Ulcers Mouth Care Bad Breath (Halitosis)
Mouth Ulcers	Choline salicylate 8.7% oromucosal gel sugar free Hydrocortisone 2.5mg muco-adhesive buccal tablets sugar free	Aphthous Mouth Ulcers
Nappy Rash & Minor skin conditions	Zinc and castor oil cream / ointment	Nappy Rash Contact dermatitis Atopic eczema
Fungal skin conditions, Athletes foot, Ringworm, Cutaneous candidiasis	Miconazole cream Clotrimazole cream 1%	Candidal skin infections Athletes foot (tinea pedis) Ringworm (fungal rash)
Scabies	Permethrin 5% dermal cream Malathion 0.5% aqueous liquid Crotamiton 10% cream Chlorphenamine 4mg tablets Chlorphenamine 2mg/5ml solution	Scabies

Sore Throat	Aspirin 300mg soluble tablets Paracetamol 500mg soluble tablets Ibuprofen 200mg tablets Paracetamol 500mg tablets Ibuprofen 100mg/5ml suspension Paracetamol suspension 120mg/5ml suspension Paracetamol suspension 250mg/5ml suspension	Sore Throat Tonsillitis Common cold (adults and older children) Upper Respiratory Tract Infection (URTI) Colds and coughs in children
Condition	Formulary	Information sheet
Sprain, strain and muscle pain	Ibuprofen tablets 200mg Paracetamol tablets 500mg	Sprains and Strains Sprained Ankle Ice and Heat Treatment for Injuries Knee Injury - Ligament Injury
Sun Burn	Calamine lotion	Sun and Health Preventing Skin Cancer Dealing with the Effects of Heat
Teething	Lidocaine hydrochloride 0.33% / Cetalkonium chloride 0.01 % gel, Lidocaine hydrochloride 1.0% / Chlorocresol 0.1% / Cetylpyridinium chloride 0.02% gel	Teething
Threadworms	Mebendazole 100mg tablet	Threadworms
Temperature / Fever	Paracetamol 500mg tablets Ibuprofen 200mg tablets Ibuprofen 100mg/5ml suspension Paracetamol 120mg/5ml suspension Paracetamol 250mg/5ml suspension	Temperatures (fevers) in children Common cold (adults and older children) Coughs and Colds in Children Flu and flu like illness
Vaginal Thrush	Clotrimazole 1% cream Clotrimazole 2% cream Clotrimazole 2% cream / 500mg pessary Clotrimazole 500mg pessary	Vaginal thrush Recurring Vaginal Thrush
Warts and verrucae	Salicylic acid & lactic acid in flexible collodion Salicylic acid in polyacrylic solution	Warts and verrucas

Minor Ailments Scheme Formulary (by drug) and reimbursement Appendix 2

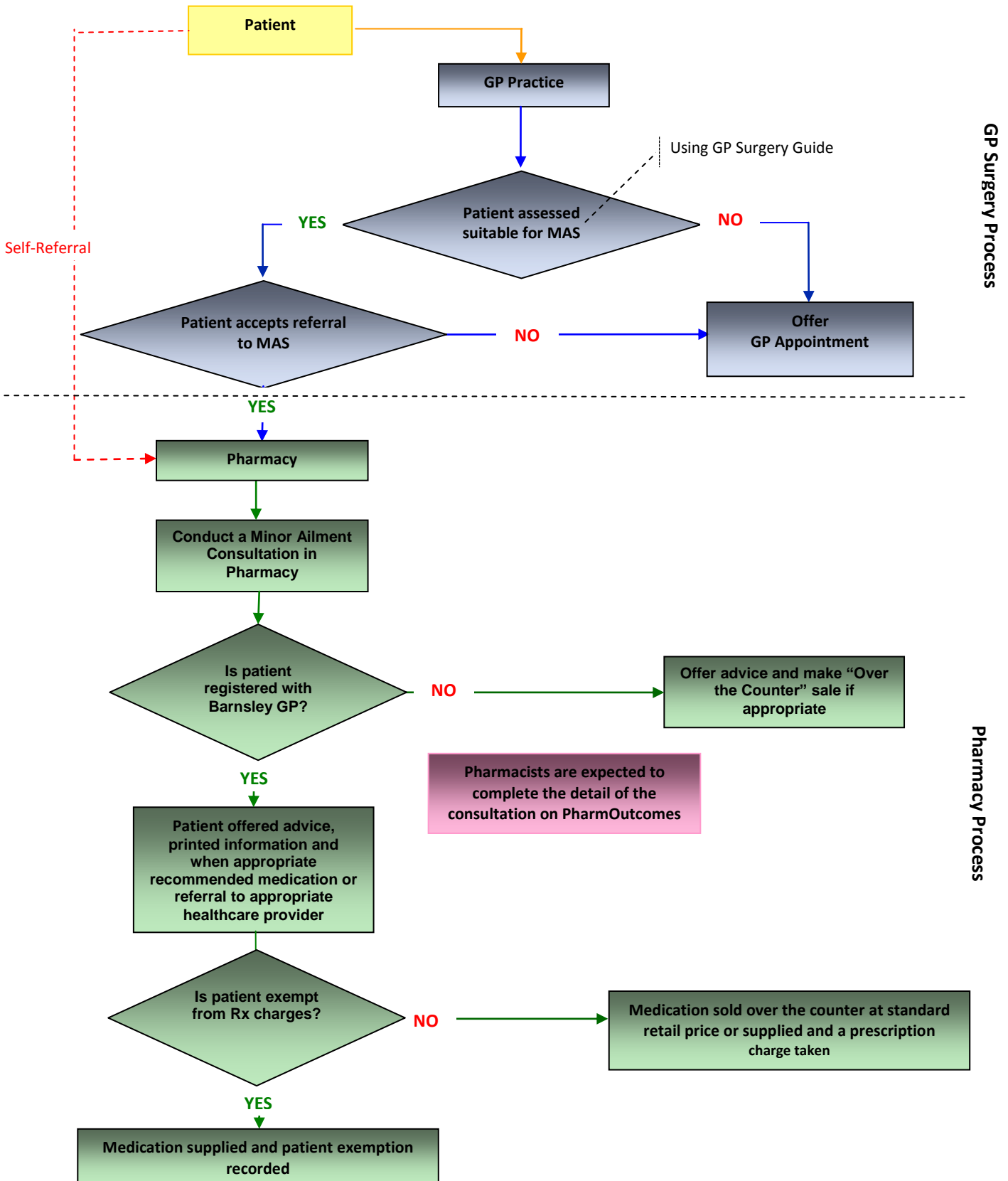
Product	Quantity to be supplied	Ailment	Drug Cost inc VAT
Aciclovir 5% cream	2g	Cold Sores	£1.28
Anusol Cream	23g	Haemorrhoids	£2.78
Anusol Suppositories	12	Haemorrhoids	£2.57
Aspirin 300 mg Soluble Tablets	32	Sore Throat	£1.50
Beclometasone Nasal Spray	200 dose	Allergic rhinitis , Hay fever	£4.20
Bug Busting Kit	1 pack	Head Lice	£5.71
Calamine lotion	200ml	Sun Burn	£0.97
Cetirizine 5mg/5ml solution	200ml	Allergic rhinitis , Hay fever	£2.09
Cetirizine 10mg tablets	30	Allergic rhinitis , Hay fever	£1.25
Chloramphenicol 0.5% eye drops	10ml	Conjunctivitis Infective	£4.26
Chlorhexidine gluconate 0.2% mouthwash	300ml	Mouth Care	£4.09
Chlorphenamine 2mg/5ml solution	150ml	Allergic rhinitis , Hay fever , Scabies	£2.99
Chlorphenamine 4mg tablets	28	Allergic rhinitis , Hay fever , Scabies	£1.21
Choline salicylate 8.7% dental gel	15g	Mouth Ulcers	£2.71
Clotrimazole 1% cream	20g	Fungal skin conditions, Athletes foot, Ringworm & Cutaneous candidiasis	£1.55
Clotrimazole 2% cream	20g	Vaginal thrush	£5.35
Clotrimazole 2% cream/500mg pessary1x 20G + 1 pessary	1 pack	Vaginal thrush	£9.85
Clotrimazole 500mg pessary	1 pessary	Vaginal thrush	£3.91
Co-magaldrox SF suspension 195/200/5ml	500ml	Indigestion & Heartburn	£2.05
Compound alginate liquid	500ml	Indigestion & Heartburn	£2.34
Crotamiton 10% cream	30g	Scabies	£2.86
Dimeticone 4% lotion	50ml	Head Lice	£3.58
Fluconazole 150mg capsule	1	Vaginal thrush	£1.32
Hydrocortisone 1% cream	15g	Contact dermatitis or atopic eczema	£1.36
Hydrocortisone 2.5mg pellets	20 pellets	Mouth Ulcers	£5.09
Ibuprofen 100mg/5ml SF suspension	100ml	Headache, pain, fever & sore throat	£1.64
Ibuprofen tablets 200mg	24 tabs	Headache, pain, fever, earache & muscle pain	£1.06
Ispaghula husk 3.5g sachets	10	Constipation	£2.32
Lactulose Solution	300ml	Constipation	£2.24
Lidocaine hydrochloride 0.33% / Cetalkonium chloride 0.01 % gel	15g	Teething	£2.48
Lidocaine hydrochloride 1.0% / Chlorocresol 0.1% / Cetylpyridinium chloride 0.02% gel	10g	Teething	£1.67
Loperamide 2mg capsules	10	Diarrhoea	£1.54
Loratidine 10mg tablets	30	Allergic rhinitis , Hayfever	£1.26

Loratidine 5mg / 5ml syrup	100ml	Allergic rhinitis , Hayfever	£2.28
Product	Quantity to be supplied	Ailment	Drug Cost ex VAT
Magnesium Trisilicate Mixture	200ml	Indigestion & heartburn	£1.38
Malathion 0.5% aqueous liquid	50ml	Head Lice & Scabies	£2.84
Mebendazole 100mg tablets	2	Threadworm	£2.29
Menthol and Eucalyptus inhalation	100ml	Blocked Nose	£1.34
Miconazole 2% cream	30g	Fungal skin conditions, Athletes foot, Ringworm & Cutaneous candidiasis	£2.18
Olive Oil Ear Drops	10ml	Ear wax	£1.70
Oral Rehydration Salts	6	Diarrhoea	£2.70
Paracetamol 120mg/5ml SF oral suspension	100ml	Headache, pain, fever, earache & sore throat	£0.89
Paracetamol 250mg/5ml SF oral suspension	100ml	Headache, pain, fever & earache	£1.51
Paracetamol soluble tabs 500mg	24 tabs	Sore Throat	£2.65
Paracetamol tablets 500 mg	32 tabs	Headache, pain, fever, earache & muscle pain	£1.06
Permethrin 5% dermal cream	30g	Scabies	£8.35
Pholcodine 5mg/5ml sugar free linctus	200ml	Cough	£1.38
Plastic Head lice Detection Comb	1	Head Lice	£0.48
Salicylic acid 16.7% Lactic acid 16.7% in flexible collodion paint	10ml	Warts and verruca	£2.05
Salicylic acid 26% in polyacrylic solution cutaneous solution	10ml	Warts and verruca	£4.27
Senna 7.5mg tablets	20 tabs	Constipation	£1.93
Simeticone 40mg/ml oral suspension sugar free	50ml	Infantile colic	£2.94
Simple linctus paediatric sugar free	200ml	Cough	£1.33
Simple linctus sugar free	200ml	Cough	£0.97
Sodium bicarbonate 5% ear drops	10ml	Ear wax	£1.50
Sodium Cromoglicate 2% eye drops	10ml	Allergic conjunctivitis	£4.02
Xylometazoline nasal drops 0.1%	10ml	Blocked nose	£1.91
Xylometazoline nasal spray 0.1%	10ml	Blocked nose	£2.29
Xylometazoline paediatric nasal drops 0.05%	10ml	Blocked nose	£2.29
Zinc and castor oil ointment/ cream	100g	Nappy Rash	£0.79

Although a generic product or brand may have been specified any brand can be supplied, as long as the active ingredient(s) are identical and the product license covers the condition being treated. Please note reimbursement will only be made at the price listed above. Packs supplied by the pharmacy must be a P pack with the corresponding PIL and product license.

Minor Ailments Scheme (MAS) Process Flowchart

Appendix 3



Minor Ailment Consultation Form

Appendix 4

Client's name				GP Name			
Address				GP Address			
Client's Date of Birth				Client's Age			
TO BE COMPLETED BY THE PHARMACIST							
Date of Consultation				Self-referral (please tick the appropriate box)		GP Practice referral	
						Referral from	
Presenting Symptoms (Ailment)							
Action taken, verbal and printed advice provided and counseling - please give a brief description							
Treatment supplied – please give product details							
Product		Strength		Quantity		Cost	
Referral to GP / Other Healthcare service – service name and referral reason							
Routine Referral				Referral within 2 -5 days		Immediate Referral	
Patient paid for treatment - charge						£	
Patient exempt from prescription charges - exemption form completed (please tick)							
CONSENT							
<p>I (name) confirm that the above information has been discussed with me and is an accurate record of the discussion. I give my consent for the above information to be shared with my GP if this is considered to be necessary and Barnsley CCG for authorisation.</p>							
Signature				Date			
Amount Claimed							
Consultation Fee		£		Product Fee		£	
				Total		£	
Pharmacy Details							
Responsible Pharmacist's Name				Responsible Pharmacist's Signature			
Pharmacy Name and Contact Telephone Number				Pharmacy Address			

This form is intended to be kept by the Pharmacy with the exemption / payment declaration for information only. A copy may be provided to the patient and/or the patient's GP if the patient is referred for treatment.

DECLARATION OF EXEMPTION

Appendix 5

Patients who are exempt from prescription charges do not have to pay any charge for the supply of medication under the Minor Ailments Scheme They will be asked to confirm that they are entitled to free NHS treatment on each occasion they use the service.

To be completed by the patient / carer

I confirm that the patient doesn't have to pay because he/she:

- A is under 16 years of age
- B is 16, 17 or 18 **and** in full time education
- C is 60 years of age or over
- D has a valid maternity exemption certificate
- E has a valid medical exemption certificate
- F has a valid prescription pre-payment certificate
- G has a valid War Pension exemption certificate
- L is named on a current HC2 charges certificate
- X was prescribed free-of-charge contraceptives
- H gets Income Support (IS)*
- K gets income based Jobseeker's Allowance (JSA (IB))*
- M is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate*
- S has a partner who gets Pension Credit guarantee credit (PCGC)*

*Give details of the person getting benefit, this may be your partner.
Name Date of birth

Declaration I declare that the information I have given on this form is correct and complete and I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the NNHS Business Services, the NHS Counter Fraud and security Management Service, the Department for Work and Pensions and Local Authorities.

I am the patient

I am the patient's parent/ guardian

Sign here _____

Print Full Name _____

Print Address _____

Postcode _____ Date / /

Penalty Charges If you are found to have made a wrongful claim and free prescriptions, you will face charges and may be prosecuted under powers introduced by the Health Act 1999. Routine checks are carried out on exemption claims including some where proof may have been shown. You may be contacted in the course of such checks.

Evidence of Exemption Shown YES NO

**Self-certification
Competency to provide Barnsley Minor Ailments Scheme**

I _____ (insert name) self-certify that I have read and understood the locally enhanced service booklet issued by the CCG.

I understand that I must follow the service specification as stated in the agreement for services, the services, the appendices and additional information associated with the service provided by the CCG.

I understand that I must re-validate my competency to provide the Minor Ailments Scheme every two years by completing a further self-declaration of competency or other method of assessment as considered appropriate by Barnsley CCG. Where there are concerns regarding poor performance, this will be addressed separately as a clinical accreditation matter by Barnsley CCG.

Signed	
Print name	
GPhC number	
Date	
Job title (Pharmacy manager, locum, etc.)	
Contact Address (pharmacy address or in the case of locum home address)	

This self-declaration does not remove inherent professional obligations or accountability. It is the responsibility of each professional to practice only within the bounds of their own competence and in accordance with their own code of professional conduct.

This self-certificate should be kept by the Pharmacist providing the service and a copy provided to and kept by each Pharmacy in which the service is provided. The copy of the self-certificate should be available for inspection within the pharmacy at any time.