Name of pharmacy

Pharmacy address 1

Pharmacy address 2

Pharmacy postcode

Pharmacy phone number

Pharmacy email address

GP's name or GP practice manager's name

Name of GP practice

GP Practice address 1

GP practice address 2

GP practice postcode

09 April 2018

Dear GP's name or GP practice manager's name

**Re: NHS Minor Ailment Service – new service being offered from community pharmacies**

I am writing to let you know about a NHS new service, which we will be offering to patients from xx/xx/20xx.

[insert name of commissioner Clinical Commissioning Group / NHS England – delete as applicable] has commissioned community pharmacies within [insert name of area] to provide an NHS Minor Ailments Service (MAS).

MAS is a “walk in service” so the patient can present at the pharmacy without referral or appointment. [The pharmacist or an appropriately trained member of staff – delete as applicable depending on requirements of the local service]will discuss with the patient, either in a private area of the pharmacy or in a consultation room, the symptoms the patient is experiencing and offer self-care advice and, if appropriate, a medicine. Patients may also be referred to another healthcare professional, if appropriate.

The service offers a range of medicines which can be supplied to the patient to treat certain conditions (please find attached the formulary and a list of conditions covered by this service.) **[NB remember to attach these – suggested examples included in the annexes to the service specification.]**. If the patient is exempt from NHS prescription charges the medicine will be supplied free of charge. If the patient is not exempt, then the medicine can be sold to the patient at the retail price or at an amount equivalent to the NHS prescription charge (whichever is the cheapest option for the patient).

The service specification does not require the pharmacy team to notify the GP practice when a supply is made, however, we felt it was important to raise awareness of this service at the GP practice in case patients make enquiries about the service to members of your team.

We would also be happy to discuss with you how we can work together to increase referrals into the service, for example, practice staff could refer patients presenting at the GP practice for a minor ailment to the pharmacy to access the service, which could help reduce the practice’s workload. I would be delighted to come and meet the practice team and explain the service to practice staff if this would be beneficial. If you would like to discuss this further or have any questions on the service, please do not hesitate to contact me.

Yours sincerely

**Pharmacy manager's name**