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 Ailment Service (MAS).

MAS is a “walk in service” so the patient can present 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 and includes Patient Group Directions to allow the supply of certain prescription only medicines (POM) – 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 where the medicine can be sold to the patient, it will be sold at the retail price [or at an amount equivalent to the NHS prescription charge (whichever is the cheapest option for the patient) – **delete this section if the service is for exempt patients only**.] If the medicine is a POM, an amount equivalent to the NHS prescription charge will be paid by patients who are not exempt from NHS prescription charges.

The service specification requires that the pharmacy team notifies the GP practice when a supply is made of a POM; there is no need to notify the GP practice when a non-POM medicines has been supplied. I have enclosed a copy of the GP notification form for your information, so you can see the information we will be supplying to you.

We can send the GP notification form via PharmOutcomes, NHSmail, post, fax (if the receiving fax machine is a safe haven fax) or hand deliver when we collect prescriptions (delete as appropriate) **but PSNC suggests you should encourage electronic notification and gain agreement for this with the commissioner and amend this wording accordingly.** [We would like to ensure you receive the notification form in the most convenient way for the GP practice, therefore please could you advise how you would like to receive the notification form? – **Delete if you do not wish to give the GP a choice of how to receive the notification form.]** Please note that the GP notification form will be sent following each supply of a POM under PGD to a patient and is for notification purpose only to allow the information to be added to the patient's notes; the notification form is not a request for a prescription.

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**