

SERVICE LEVEL AGREEMENT TO ENABLE COMMUNITY PHARMACISTS IN NHS ROTHERHAM CLINICAL COMMISSIONING GROUP TO SUPPLY TREATMENT AND ADVICE FOR MINOR AILMENTS

PREPARED BY: NHS Rotherham CCG Medicines Management Team on behalf of
NHS Rotherham CCG

FIRST ISSUED: 11 November 2009

TO BE REVIEWED: 1ST April 2015

ISSUE: FIVE

Date re-issue: 1st April 2013

ISSUED TO: Community Pharmacists in NHS Rotherham CCG

LOCAL ENHANCED SERVICE – PROVISION OF MINOR AILMENTS TREATMENT AND ADVICE (PHARMACY FIRST)

THIS SPECIFICATION DESCRIBES THE SERVICE TO BE PROVIDED BY

«Pharmacy_Name» «Address_1» «Address_2» «City» «Postal_Code»

For the provision of Minor Ailments treatment and advice as a Local Enhanced Service in accordance with NHS Rotherham CCG protocols and formulary.

Introduction

The aim of this service is to improve access and choice for patients wishing to consult a healthcare professional in relation to a range of minor conditions and is to be provided through community pharmacies in Rotherham. The service will provide improved access to both advice and treatment for minor conditions and ensure a consistent, evidence-based message is delivered to patients.

- The service is free of charge to the patient provided they are exempt from paying prescription charges.
- Patients who pay prescription charges will receive the same treatment and advice but the cost of the treatments available will be less than the prescription charge and so they will choose to buy them over the counter.
- In the case of treatments for head lice, these products may be supplied to all family members free of charge if children under the age of 16 (18 and in full time education) are also being treated.

Background

The key drivers for a Community Pharmacy Minor Ailment Service (MAS) include:

- GP workload – over 100 million consultations a year (UK) are for conditions which are self-treatable.
- Inappropriate use of emergency appointments for minor ailments.
- Access to a GP – appointment blocking.
- 24/48 hour access targets.
- Need to maximise the contribution of community pharmacy in supporting self-care by patients.
- Patient choice on access to services.
- Social deprivation and affordability of over-the-counter medication.
- High number of prescriptions issued for minor ailments.
- The pressure on prescribing budgets (a strict formulary is applied to the MAS allowing only the supply of the most cost-effective treatments).
- The desire to improve collaboration between healthcare professionals.
- Potential antibiotic overprescribing, particularly for upper respiratory tract infections.

Service Outline

Pharmacy contractors providing this service will be required to:-

- Be compliant with this Local Enhanced Service by ensuring all pharmacists and their staff engaged in the delivery of this service are aware of the requirements and content of this agreement.
- The service shall be provided in accordance with NHS Rotherham CCG's Minor Ailment Protocols
- The Contractor shall record the details of the consultation in accordance with and using the paperwork specified by NHS Rotherham CCG.
- Carry a stock of remedies as recommended in the minor ailments protocols for supply to suitable patients.
- Have staff suitably trained to provide the service and ensure all pharmacy staffs are aware how to deal with the initial request and forward onto the pharmacist.
- Have an appropriate consultation room in which to provide the service in line with that required for the provision of the MUR service.
- The option of a private consultation should be offered. The consultation area shall be such that patient confidentiality is maintained at all times. Access to the area shall be controlled by the pharmacist.
- Operate the service for at least 80% of the full pharmacy opening hours. In the absence of a pharmacist, clients must be signposted to an alternative pharmacy or organisation and this must be documented.
- Inform NHS Rotherham CCG if a long-term issue arises that prevents the delivery of the service.
- Where under exceptional circumstances a pharmacy is unable to provide the service, NHS Rotherham CCG must be notified and the reason given as to why the service cannot be provided.
- Participate in any NHS Rotherham CCG initiatives to promote the service, specifically by displaying the service logo in the premises window
- Provide the service to appropriate patients who either "walk in" or are signposted from another organisation.
- Participate in any audit requested by NHS Rotherham CCG with the aim of measuring or improving the quality of the service.
- Appoint a lead member of staff for the scheme whose role will be to ensure the smooth operation of the scheme and liaise with NHS Rotherham CCG regarding any difficulties that arise.

Person Specification

The service shall be provided by a pharmacist, registered with the General Pharmaceutical Council of Great Britain, working in a pharmacy within the boundaries of NHS Rotherham CCG. It is the responsibility of the individual pharmacist to ensure that they are familiar with the content of the protocols.

Prior to provision of the service, all pharmacists providing the service are advised to;

- Have successfully completed the CPPE e-assessment "Minor Ailments"

Performance Management and Service Quality

The pharmacy providing the service must fully comply with the NHS Pharmaceutical Services regulations (2005) for the delivery of Essential Services.

The provider of the service will work to the following performance targets:

- All patients requesting a consultation under the minor ailments service will be referred to the pharmacist and offered a consultation. Other patients deemed to be suitable for the scheme will have the details of the scheme explained to them and be invited to have a consultation with the pharmacist.
- The pharmacy providing the service will have a complaints procedure. All complaints related to the service will be reported to NHS Rotherham CCG, who reserves the right of directly investigating any complaint.
- The pharmacy providing the service will have an incident reporting system in place which includes maintaining logs of patient safety incidents. All related safety incidents to be reported to NHS Rotherham CCG using the Incident Alert Form (IAF1)
- Poor performance will be addressed at the NHS Rotherham CCG Medicines Management Committee and could result in a contractor being suspended from MAS.

The service delivered under this SLA will be subject to the following monitoring:-

- NHS Rotherham CCG shall use the number and content of the submitted consultation records to assess, and where appropriate, develop the service.
- Peer reviewing of confidential client record sheets may be required under performance monitoring for audit purposes.
- Changes to the level or quality of the service will not be introduced without prior agreement with NHS Rotherham CCG. Any changes will be authorised in writing.

Professional Indemnity Insurance

The pharmacists providing the service shall maintain insurance in respect of public liability and personal indemnity against any claims, whatsoever which may arise out of the terms, conditions and obligations of this agreement.

Health and Safety

The pharmacist providing the service shall comply with the requirements of the Health and Safety at Work Act 1974, the management of health and safety at work regulations 1999 and any other acts, regulation, orders or rules of law pertaining to health and safety.

Confidentiality and Data Protection

All staff working in the pharmacy providing the service must conform to the NHS code of practice on confidentiality. All staff working in the pharmacy providing the service must conform to the Data Protection Act.

Equity and Diversity

The pharmacist/pharmacy staff must comply with requirements of the Race Regulations Act 1976 and the Race Relations (Amendments) Act 2000, and will not treat one group of people less favourably than others because of their colour, race or religious beliefs.

Remuneration

The contract payment for the service is for the provision of a minor ailments service, under approved protocols, to all patients registered with a Rotherham GP, presenting to pharmacies participating in the Minor Ailments Scheme within NHS Rotherham CCG who request it.

The following payment schedule shall apply for this service;

Professional fee (per consultation)	£4.10
Payment for product supplied	As per latest formulary

- The £4.10 fee will be paid for every Minor Ailments consultation. Payment for the medicine will be dependent on the outcome of the consultation.
- The signed consultation record shall constitute a claim for payment
- The contractor shall be paid monthly in arrears
- Only fully completed forms will be accepted as a claim for payment. Incomplete forms will be returned to the pharmacy for completion and payment will be withheld until such time as a completed form is received by NHS Rotherham CCG.
- Contractors should forward the claim form to the address shown on the bottom of the form (contractors may wish to keep a copy of each claim form for their records.)
- **Claim forms older than 3 months from the date of supply will not be accepted for processing and payment.**

A signed copy of this document must be kept at the Community Pharmacy premises in each registered pharmacy where the service is to be delivered

Duration and Termination of this Agreement

This Agreement is initially for the period from (date of signing) to 31st March 2015.

A pharmacy no longer willing or able to provide the service must give three months notice in writing to NHS Rotherham CCG Medicines Management Team. The provider must ensure continuity of the service during the notice period.

Either party to this Agreement can give three months notice, changes will be authorised in writing by NHS Rotherham CCG Medicines Management Team.

NHS Rotherham CCG reserves the right to terminate or suspend this agreement with immediate effect if there are any reasonable grounds for concern.

Declaration

Service level agreements with NHS Rotherham CCG must be signed for each individual pharmacy wishing to supply under these minor ailment protocols and it is the contractor's responsibility to ensure that every pharmacist that supplies items under this agreement in their premises is appropriately qualified to supply the medication within this agreement.

Minor Ailments Service by Community Pharmacies

Contract Signatures

I confirm that I am a registered Pharmacist employed by or owner of the Pharmacy below and I have read this Service Level Agreement and agree that supply of formulary items may be provided to appropriate patients Pharmacists working in the Pharmacy named below.

Name of Contractor		
	From:2013	To: March 2015

Wishes to provide the Minor Ailments Service in accordance with the terms of the contract from the following community pharmacy premises

Pharmacy Name & Address

Signed on behalf of the contractor:

.....

Authority of person completing this form on behalf of the Pharmacy Contractor

.....Date of completion:

<p>On behalf of: NHS Rotherham CCG</p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>
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A copy of this agreement will be returned to the contractor for their records

A copy of this signed page only to be returned to:

<p>Rebecca Stevens, Administrator, Medicines Management Team, NHS Rotherham CCG, Oak House, Moorhead Way, Bramley, Rotherham S66 1YY</p>
