

## Appendix 1 – Service Descriptions

Essential Service	Service Description
<b>Dispensing Medicines or Appliances</b>	<p>Pharmacies are required to maintain a record of all medicines dispensed, and also keep records of any interventions made which they judge to be significant. Whilst the terms of service requires a pharmacist to dispense any (non-blacklisted) medicine ‘with reasonable promptness’, for appliances the obligation to dispense arises only if the pharmacist supplies such products ‘in the normal course of his business’. The Electronic Prescription Service (EPS) is also being implemented as part of the dispensing service.</p> <p>Prescription-linked interventions can be identified during the dispensing process. Pharmacists could identify patients with specified health needs which should be addressed. The health needs that the HWB wish to be targeted could be agreed with the GM AT and the Local Pharmaceutical Committee (LPC).</p>
<b>Repeat Dispensing</b>	<p>Pharmacies will dispense repeat prescriptions and store the documentation if required by the patient. They will ensure that each repeat supply is required and seek to ascertain that there is no reason why the patient should be referred back to their General Practitioner.</p> <p>This service is aimed at patients with long term conditions who have a stable medication routine and hence may have less opportunity to discuss any health issues with their GP or nurse. Pharmacists are required to check if a patient is using their medication. This gives them an opportunity to identify if a patient is not using his medication as intended and hence may not be giving the desired health outcomes for which they were prescribed.</p>
<b>Disposal of unwanted medicines</b>	<p>Pharmacies are obliged to accept back unwanted medicines from patients. The pharmacy will, if required by NHS England or the waste contractor, sort them into solids (including ampoules and vials), liquids and aerosols, and the NHS England’s Area Team will make arrangements for a waste contractor to collect the medicines from pharmacies at regular intervals. Additional segregation is also required under the Hazardous Waste Regulations.</p> <p>Pharmacy staff have the opportunity to identify patients who have not taken the medicines they were prescribed. This can initiate a discussion and problems such as side effects or dosage regimes can be addressed to help improve the patients’ health outcomes. Also CCGs would be interested in knowing whether issued medicines are not being used correctly. A significant amount of wasted NHS resource is attributed to medications being used incorrectly or not at all.</p>
<b>Public Health (promotion of Healthy Lifestyles)</b>	<p>Each year pharmacies are required participate in up to six campaigns at the request of NHS England. This involves the display and distribution of leaflets provided by NHS England.</p> <p>In addition, pharmacies are required undertake prescription-linked interventions on major areas of public health concern, such as encouraging smoking cessation.</p>
<b>Signposting</b>	<p>NHS England will provide pharmacies with lists of sources of care and support in the area. Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help.</p>

<b>Support for Self Care</b>	Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS Direct/NHS 111. Records will be kept where the pharmacist considers it relevant to the care of the patient.
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<b>Advanced Service</b>	<b>Service Description</b>
<b>Medicines Use Review (MUR)</b>	<p>The Medicines Use Review (MUR) and Prescription Intervention Service consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines, particularly those receiving medicines for long term conditions.</p> <p>National target groups have been agreed in order to guide the selection of patients to whom the service will be offered. The MUR process attempts to establish a picture of the patient's use of their medicines – both prescribed and non-prescribed. The review helps patients understand their therapy and it will identify any problems they are experiencing along with possible solutions. An MUR Feedback Form will be provided to the patient's GP where there is an issue for them to consider.</p>
<b>New Medicine Service (NMS)</b>	<p>The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions.</p> <p>Since the introduction of the NMS in October 2011, more than 90% of community pharmacies in England have provided it to their patients. Initial funding for the service was agreed until March 2013, and since then funding has been extended pending a decision on the long-term future of the service.</p> <p>An academic review was completed in August 2014, the findings from the evaluation were overwhelmingly positive, with the researchers concluding that as the NMS delivered better patient outcomes for a reduced cost to the NHS, it should be continued. This was the basis for NHS England's firm decision to continue commissioning the service throughout 2014/15.</p> <p>NHS England has agreed to continuation of the NMS during 2014/15. The service specification remains unchanged meaning contractors can continue to provide the service and will be paid for it as previously.</p>

<b>Appliance Use Reviews (AUR)</b>	<p>Appliance Use Review (AUR) is the second Advanced service to be introduced into the NHS community pharmacy contract. AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of any 'specified appliance' by:</p> <ul style="list-style-type: none"> <li>• Establishing the way the patient uses the appliance and the patient's experience of such use;</li> <li>• Identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient;</li> <li>• Advising the patient on the safe and appropriate storage of the appliance; and</li> <li>• Advising the patient on the safe and proper disposal of the appliances that are used or unwanted.</li> </ul>
<b>Stoma Appliance Customisation Service (SAC)</b>	<p>Stoma Appliance Customisation (SAC) is the third Advanced service in the NHS community pharmacy contract. The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. The stoma appliances that can be customised are listed in Part IXC of the Drug Tariff.</p>
<b>NHS England - Enhanced Services</b>	
<b>Service Description</b>	
<b>Influenza vaccination</b>	<p>This service allows the provision of influenza vaccination to at risk individuals aged 18 to 64 years on an opportunistic basis during the influenza season. This service is intended to increase the numbers of this group of patients being vaccinated.</p>

<b>Local Authority (LA) – Locally Commissioned Service</b>	
<b>Service Description</b>	
<b>Emergency Hormonal Contraception</b>	<p>This service involves supply of Levonorgestrel Emergency Hormonal Contraception (EHC) when appropriate to clients in line with the requirements of the Patient Group Direction (PGD). Under 16s must be competent to consent to the treatment.</p>
<b>Stop Smoking Intermediate Advice and Nicotine Replacement Therapy</b>	<p>A Stop Smoking service is one in which pharmacies will provide one to one support and advice to people who want to give up smoking. When commissioned, the service will help to increase choice and improve access to NHS Stop Smoking Services, especially for 'hard to reach' groups, such as pregnant mothers and young people.</p> <p>The pharmacy will provide one to one support and advice to the user and referral to specialist services if necessary.</p> <p>The pharmacy will help facilitate access to, and where appropriate supply, appropriate stop smoking drugs and aids.</p>

<b>Chlamydia Screening and Treatment</b>	<p>This service involves the provision of chlamydia screening postal kits to 15-24 year olds as part of the national screening programme. Pharmacy contractors should ensure that screening is offered to all persons attending for emergency hormonal contraception and as part of the promotion of healthy lifestyles etc. under the essential services.</p> <p>The service also involves the provision of treatment for chlamydia positive patients and their contacts as identified by the chlamydia screening service. Persons will be referred to the pharmacy to obtain treatment.</p>
<b>Supervised Methadone/Buprenorphine</b>	<p>This service provides a pharmacist and suitably qualified staff to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the patient.</p> <p>Pharmacies will offer a user-friendly, non-judgmental, client-centered and confidential service.</p> <p>The pharmacy will provide support and advice to the patient, including referral to primary care or specialist centre where appropriate.</p>
<b>Needle Exchange</b>	<p>Pharmacies will provide access to sterile needles and syringes, and sharps containers for return of used equipment. Associated materials, for example condoms, citric acid and swabs, to promote safe injecting practice and reduce transmission of infections by substance misusers, will also be provided.</p> <p>Pharmacies will offer a user-friendly, non-judgmental, client-centered and confidential service.</p> <p>Used equipment is normally returned by the service user for safe disposal. The service user will be provided with appropriate health promotion materials.</p> <p>The pharmacy will provide support and advice to the user, including referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate.</p> <p>The pharmacy will promote safe practice to the user, including advice on sexual health and STIs, HIV and Hepatitis C transmission and Hepatitis A and B immunisation.</p>

Clinical Commissioning Group (CCG) – Locally Commissioned Service	Service Description
<b>Minor Ailment Scheme</b>	This involves the provision of advice and support to people on the management of minor ailments, such as colds and flu, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who would have otherwise gone to their GP for a prescription or A & E Department.
<b>Palliative Care</b>	The service requires a pharmacist to stock and supply an agreed list of specialist medicines for use in palliative care and in addition to ensure there is prompt access and availability to these medicines at all times the pharmacy is open.