

Types of Community Pharmacy Services

Name of service	Nature of Service
Essential Services <i>Services offered by all community pharmacies with an NHS contract</i>	
Dispensing	Pharmacies will supply you with medicines and other items such as dressings which have been prescribed for you on the NHS. Where it is required the patient will be provided with advice on how to use them. Records are kept of all medicines dispensed and any referrals and interventions made.
Repeat Dispensing	The purpose of this service is to increase convenience for patients on regular repeat medication. With the agreement of their GP a patient is able to receive their medication from the pharmacy for a period of up to one year without the need to visit the GP surgery. While this service is available from all pharmacies not all GP surgeries have established these arrangements
Disposal of Unwanted Medicines	Pharmacies accept unwanted medicines from individuals. The medicines are then safely and appropriately disposed of.
Promotion of Healthy Lifestyles	Pharmacies support local and national promotional campaigns designed to provide health information to the public and to help them to lead healthier lifestyles. One-to-one advice on subjects such as stopping smoking is also given to selected patients who present prescriptions for dispensing. Campaign examples may include promotion of flu vaccination uptake or raising awareness of diabetes and stroke.
Signposting to other healthcare providers	Pharmacists and their teams will refer patients to other healthcare professionals or care providers when they feel this is required. The service also includes drawing attention to other sources of help such as local or national patient support groups.
Support for self-care	This service includes the provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families. The main focus is on common ailments, but support for people with long-term conditions is also a feature of the service.
Clinical Governance	All pharmacies have systems and processes in place to support the provision of high quality and safe services.

Advanced Services	
<i>Services offered by any community pharmacy that meets specific requirements for the pharmacy and training requirements for the pharmacist</i>	
Appliance Use Review (AUR)	This is a specialised service for patients prescribed appliances, mainly catheters, stoma and incontinence appliances. The service covers their understanding and use of the appliances and supply arrangements. Patients should be referred to the pharmacy for further information.
Discharge Medicines Review (DMR)	This is a service for patients discharged from hospitals or other care settings such as clinics where their medicines may have been changed. The service ensures that the patient receives their intended medication and understands how to get the best from their medicine. The service can be provided to the patient, a friend/member of their family or a nominated carer.
Medicines use Review (MUR)	This service allows a patient to sit down for a private consultation with their pharmacist. The pharmacist will ensure that the patient understands their medicines and how to get the best from their medicines. The MUR allows the patient to ask any questions relating to their medicines. The MUR service is currently suspended until 1/04/2021
Stoma Customisation Service	This is a specialised service. Stoma appliance customisation refers to the process of modifying and tailoring stoma appliance to meet the needs of the patient. Patients should be referred to the pharmacy for further information.
Enhanced Services	
<i>These services are commissioned by the Local Health Board according to the patient needs of the population – information on whether a particular pharmacy offers a service can be found on the NHS 111 (Wales) website by using the “find Local service” search function</i>	
Anticoagulation monitoring	This service allows patients on warfarin to have their INR tested in a pharmacy setting rather than visiting a hospital. The service is not available to the general public as it is provided to named patients only and is not commissioned in the majority of community pharmacies.
Care Home Support and Medicines Optimisation	The pharmacy visits the care home at agreed intervals to review the care homes processes for the ordering, storage, administration and disposal of medicines.
Emergency contraception (EC)	This service provides for the supply of the ‘morning after pill’, where appropriate and at no cost, to women who have had unprotected intercourse and are at risk of pregnancy.
Medication Administration Records (MAR)	The pharmacy provides the patient’s carer with a list of medicines on a large chart. The chart allows for a record to be made each time a medicine is administered to a patient. Patients will need to check eligibility requirements with the pharmacy.
Independent Prescriber Services	This service is provided by pharmacists with additional training and qualifications who are qualified as Independent Prescribers. The Service helps to reduce pressure off GP services by the community pharmacy Independent Prescriber

	being referred for specific conditions, usually either for acute conditions (eg infections) and contraception services. Further IP services are expected to roll-out of the next few years, currently there are only a few providers in each LHB area.
Common ailment scheme (<i>this is the most widely commissioned of all enhanced services available in over 700 pharmacies in Wales</i>)	The pharmacy provides advice and treatment for minor ailments and self limiting conditions free of charge without the need for the patient to visit their GP. Patients can be referred from their GP or self-refer to the pharmacy
Out of Hours Services (also know as Rota)	This provides for the supply of medicines and the provision of pharmacy services outside of normal trading hours. Patients will need to check with the pharmacy the times when this service operates.
Palliative care – just in case bags	This service ensures that a supply of pain management medication is available in the patient’s home should it be required. This service is primarily designed for terminally ill patients where the medication will be administered by the visiting nurse or GP. Patients will need to check eligibility requirements with the pharmacy.
Palliative Care – In Hours Service	This service requires pharmacies to keep a specified quantity of palliative care medication to support patients, so that palliative care medication is readily available when required.
Palliative care – Out Of Hours service	This service ensures that prescriptions for palliative care medication can be dispensed outside of normal pharmacy opening hours. A pharmacist will be called out to attend the pharmacy and dispense the medicine out of hours (the call out is usually handled by the prescriber)
Return of patients sharps boxes	This is a service that allows patients with Type 1 Diabetes to take to the pharmacy for safe destruction the needles they have used for blood glucose monitoring.
Seasonal flu vaccination	Pharmacies will provide seasonal flu vaccinations to patients as an NHS service. There will be no charge for the service however a number of LHBs have introduced specific eligibility criteria. Patients will need to check eligibility requirements with the pharmacy.
Smoking cessation – Level 2 service	This service is designed to provide patients who are receiving stop smoking support from Help Me Quit Counsellors with nicotine replacement therapy without the need to visit a GP. Patients will need to be registered for treatment with Help Me Quit to access this service.
Smoking cessation – Level 3 service “ <i>Help Me Quit @ Pharmacy Service</i> ”	The pharmacy provides a course of stop smoking advice and treatment to patients wanting to quit. This is an NHS service and support is provided at no cost to the patient. Patients may be referred by their GP, from Help me Quit or may self-refer.
Supervised administration of prescribed medicines	This service is provided to patients who are receiving substance misuse withdrawal services. The pharmacist or pharmacy technician supervises the patient’s taking of their

	<p>medicine to ensure that the appropriate dose has been consumed. This service is not available to the general public as patients will be recruited to the service through GPs and drug treatment centres.</p>
Syringe and needle exchange	<p>This service is designed to reduce the risk of blood-borne viruses and other infections in people who self inject substances such as steroids and heroin for recreational purposes. It is also available to the growing number of people injecting melatonin for artificial tans. A person who is injecting substances is able to obtain from the pharmacy clean syringes and needles and is able to hand in to the pharmacy their old equipment for disposal. This is a free and anonymous service available to all who inject substances. It is not available for patients with diabetes.</p>
Triage and Treat	<p>This service is currently only commissioned in the HDUHB area. The service supports patients who have a low level injury (minor abrasions, superficial cuts and wounds, insect bites and stings, removal of items from the skin (eg splinters) and minor burns). The pharmacist or a trained member of the team will assess the injury or symptom and make a decision whether they can “treat” or whether you need to be referred to an alternative healthcare professional (eg A&E)</p>

The majority of community pharmacy services are provided in a consultation room. The pharmacy has a private consultation area where patients can sit down and discuss matters of a personal nature with members of the pharmacy team without being overheard by others. Patient’s carers or representatives are able to accompany the patient at the patient’s request.

Currently in 2020/21 during the Covid pandemic several services are able to be provided remotely by telephone or even video consultation.