



Llywodraeth Cymru  
Welsh Government

## **Community Pharmacy Common Ailment Service**

### **Service Specification**

**DRAFT**

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# 1. Background

- 1.1. Many GP consultations are for conditions that could potentially be self-treated. These common ailments are conditions that are often self-limiting and may require little or no medical intervention, such as constipation, dyspepsia, hay fever, coughs and sore throats, others (e.g. athlete's foot), which are not self-limiting and require treatment to prevent the conditioning worsening, can be treated with medicines readily available from pharmacies without a prescription. Many people who consult GPs for common ailments could be dealt with effectively by a community pharmacist. Pharmacists are trained to deal with common ailments and already spend a good proportion of their time advising on these conditions, recommending over-the-counter (OTC) products or referring patients to other health care professionals.
- 1.2. A community pharmacy common ailment service is a scheme whereby patients are encouraged to consult a participating community pharmacy, rather than their GP, for a defined list of common ailments. The pharmacist will supply medication from an agreed formulary, give advice or refer the patient to the GP if necessary. Medicines are supplied free of charge. Therefore, the payment barrier, which can prevent patients choosing to see a pharmacist instead of their GP, is removed.
- 1.3. Research from the Proprietary Association of Great Britain (PAGB) shows that up to 40% of GP time is taken dealing with patients suffering from common ailments.

# 2. Service Aim and Objectives

- 2.1. The aim of the Common Ailment Service (CAS) is to make community pharmacy the first port of call for the provision of advice and where necessary treatment of common illnesses.
- 2.2. The objectives of CAS are to:
  - Improve access to consultations, advice and where appropriate medicines for common illnesses;

# 3. Service Description

- 3.1. CAS allows eligible individuals to register with and use their community pharmacy as the first port of call for the consultation and treatment of common ailments. The pharmacist advises, treats or refers the patient according to their needs.
- 3.2. CAS is available to any person registered with a GP in Wales.
- 3.3. Each CAS consultation must be carried out by a pharmacist in person.
- 3.4. CAS is available from pharmacies that have consultation facilities that meet specified criteria and all consultations must take place using those facilities.

## 4. Service Outline

### 4.1. CAS Registrations

- 4.1.1. Individuals who are eligible for CAS must register with a community pharmacy of their choice in order to receive advice and treatment under CAS.
- 4.1.2. The following persons are **eligible** to register for CAS:
- Persons who live in Wales and are registered with a GP in Wales; and
- 4.1.3. The following persons are **not eligible** to register for CAS:
- Persons who are not included in the list of eligible people;
  - Temporary residents; and
  - Patients in Care Homes (Nursing or Residential)
- 4.1.4. Patients wishing to register with CAS must read and understand the *Common Ailment Service Patient Information* prior to the pharmacist attempting to register the patient with the service.
- 4.1.5. Individuals can register with only one pharmacy at any one time.
- 4.1.6. Individuals can transfer to another pharmacy at any stage, where they do so they will be required to register with the (new) pharmacy.
- 4.1.7. Where an individual has no web based e-CAS record of accessing the service for a period of 6 months they shall cease to be registered with that pharmacy. Where this occurs individuals may re-register with that pharmacy or another pharmacy at the time they need to access the service provided they are still eligible to register with CAS and wish to access the service.
- 4.1.8. Each individual must be registered using the Welsh Demographic Service (WDS) by performing a patient trace using patient details (name, address, date of birth etc). A copy of the *Common Ailment Service Patient Information* must be provided to each individual registering for the service (or their representative) and their record annotated to confirm that they have consented to the service terms and conditions.
- 4.1.9. Registration can only be carried out at a time when the service is required, i.e. when an individual is seeking advice or treatment, a pharmacy cannot register patients in advance of the service being required. Individuals wishing to register with CAS must provide evidence of their identity, unless the patient is a child in which case the identity of the parent or guardian must be provided. Guidance for pharmacists regarding acceptable evidence of identity is provided in appendix one.
- 4.1.10. Registering at a (new) pharmacy automatically withdraws the individual from a pharmacy where they have been previously registered.

## 4.2. *CAS Consultations.*

- 4.2.1. Care provided through CAS includes the presentation, assessment and treatment of symptoms typical of common ailments.
- 4.2.2. All patients are assessed by a pharmacist who considers the most appropriate course of action. This might involve the provision of advice and reassurance alone, or the provision of advice and reassurance alongside medicines which alleviate symptoms where the ailment is self limiting, or address the underlying cause of illness. In some cases pharmacists will consider that referral to a more appropriate healthcare professional is indicated.
- 4.2.3. Individuals present themselves with symptoms seeking advice and/or treatment. Occasionally someone will present on behalf of someone else, for example a parent or guardian may present with child or a carer may present with someone they care for.
- 4.2.4. The pharmacist assesses the symptoms in order to determine the cause and severity of the presenting ailment. Having done so they will advise the individual (or their parent, guardian or carer) of the nature of the ailment, what symptoms to expect that are related to the ailment, any requirement for follow up, and any steps that can be taken to alleviate the symptoms. Importantly individuals will be advised how they might, should the ailment reoccur, care for themselves.
- 4.2.5. On occasion a pharmacist will decide that an individual's symptoms are such that a supply of medicine(s) is indicated. Where this is the case the medicine(s) should be selected from the national CAS formulary. Where an individual expresses a preference for a product which is not included in the CAS formulary and the pharmacist considers that such a supply is appropriate the pharmacist is able to sell the patient that product and the consultation shall still be considered to be within the terms of CAS provided that a record of the consultation is made.
- 4.2.6. Where a medicine is supplied it shall be appropriately labelled and the pharmacist shall counsel the individual regarding its safe and effective use.
- 4.2.7. Local Health Boards should work with pharmacists, GPs and other health services to agree local arrangements for dealing appropriately with individuals requiring referral. This could be supported with either written or verbal referral requests. Individuals may be advised to refer themselves to their GP where despite treatment their ailment does not improve.
- 4.2.8. Details of all CAS consultations should be recorded using the e-CAS web-based software regardless of whether or not a medicine is supplied. Where the e-CAS web-based software is temporarily unavailable (e.g. for planned maintenance) details of the consultation should be recorded retrospectively.

## **5. Formulary**

- 5.1. The formulary available to the pharmacist includes selected Pharmacy (P) and General Sales List (GSL) and Prescription Only (POM) medicines and appliances from Part VIIIA and Part IXA of the Drug Tariff.

## **6. Premises**

- 6.1. Pharmacies participating in CAS must meet the following requirements, namely that it has a consultation area which:
  - 6.1.1. Must be clearly designated as an area for confidential consultations which is distinct from the general public areas of the pharmacy;
  - 6.1.2. Must be an area where the pharmacist, the person and the persons representative can sit down together and talk at normal speaking volumes without being overheard by any other person;
  - 6.1.3. Must be able to be locked when not in use so as to prevent unauthorised access; and
  - 6.1.4. Must provide equal access to all patients who may wish to register with the service.
- 6.2. All CAS consultations must take place in the consultation area and an entry made on the e-CAS web-based software

## **7. Pharmacists**

- 7.1. CAS may only be provided by registered pharmacists who:
  - 7.1.1. Meet the requirements of the National Competence and Training Framework for the service; and
  - 7.1.2. Have, where necessary, a current certificate demonstrating compliance with 7.1.1;
  - 7.1.3. Have completed level 2 child protection training within the previous three years;
  - 7.1.4. Have successfully completed a Criminal Records check request form which is to be processed through by the Disclosure and Barring Service; and
  - 7.1.5. Have their names included in the All Wales Pharmacy Database for the service.

## **8. Remuneration and reimbursement**

- 8.1. The pharmacy contractor is remunerated for providing the CAS as set out in Part VI of the Drug Tariff.
- 8.2. Remuneration will be based on the number of patients registered with the pharmacy as measured on a specified date each month. This information will be extracted from the e-CAS web-based software automatically and transmitted to the NHS Wales Shared Services Partnership.
- 8.3. The pharmacy contractor is reimbursed for any product supplied from the CAS formulary in accordance with the price set out in Part VIIIA of the Drug Tariff, or where no price is listed the manufacturer's list price, pursuant to Part II clause 6A(i).
- 8.4. Details of all products supplied will be extracted from the e-CAS web-based software automatically and transmitted to the NHS Wales Shared Services Partnership.
- 8.5. VAT will be paid in respect of all products supplied.

## **9. Other terms and conditions**

- 9.1. The pharmacy contractor shall not publicise the availability of the service other than using the materials specifically provided by the Local Health Board or Welsh Government other than with the prior agreement of the Welsh Government.
- 9.2. The pharmacy contractor shall not publicise the availability of the service in any way which is inconsistent with the professional nature of the service.
- 9.3. The pharmacy contractor shall not give, promise or offer to any person any gift or reward as an inducement to or in consideration of his registration with the service.
- 9.4. The pharmacy contractor shall not give, promise or offer to any person engaged or employed by him any gift or reward or set targets, against which that person will be measured, to recruit patients to the service.