



## Information on services provided by community pharmacies in Wales

Name of service	Nature of Service
<b>Advanced Services</b>	
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.
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.
<b>Enhanced Services</b>	
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.
Advice to care homes	The pharmacy visits the care home at agreed intervals to review the care homes processes for the ordering, storage, administration and disposal of medicines. In addition the pharmacy will provide medicines management training to nominated staff in the care home.
Consultation area	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.

Disease specific medicines management	This service is not currently commissioned in Wales. It is a specialised service focussed on a specific disease area for selected groups of patients. The pharmacy would need to be contacted for details of the service.
Emergency hormonal contraception (EHC)	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.
Clinical medication review	This service is not commissioned in Wales currently. A clinical medication review looks at the patient's condition and reviews their prescribed medicines against evidence based guidelines.
Gluten free food supply service	This is a service for patients with coeliac disease who are unable to tolerate gluten. The service provides the patient with an agreed supply of gluten free products without the need to visit their GP practice. Patients will need to check the eligibility requirements with the pharmacy.
Head lice management service	This service provides patients with advice and treatment for the eradication of a head lice infestation without needing to visit a GP. Patients will need to check eligibility requirements with the pharmacy
Home delivery service	The pharmacy is able to deliver medicines and other prescribed items to the patient's home at no cost to the patient. This is not a NHS funded service and there may be restrictions in force. Patients should contact the pharmacy for details of the service.
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.
Medicines assessment & compliance support	The pharmacy reviews with the patient any difficulties they may have in taking their medicines and looks for solutions that will meet their needs. Compliance support covers things such as provision in containers without child locks, larger type face on labels or supply in a dosette box. Patients will need to check eligibility requirements with the pharmacy.
Minor ailment scheme	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 will need to check eligibility requirements with the pharmacy.
Out of Hours Services	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 boxes	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 – OOH 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. Patients will need to check eligibility requirements with the pharmacy.
Pregnancy testing	This service provides a patient with a pregnancy test on the NHS. Patients will need to check eligibility requirements with the pharmacy.
Prescriber support services	This is a tier of services where a pharmacist will provide specialised advice on prescribing matters to GPs and other prescribers. This is not a service available to the general public.
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. Patients will need to check eligibility requirements with the pharmacy.
Screening services	These are not currently commissioned in Wales. Pharmacies will screen identified groups of patients for agreed conditions.
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 Stop Smoking Wales Counsellors with nicotine replacement therapy without the need to visit a GP. Patients will need to be registered for treatment with Stop Smoking Wales to access this service.
Smoking cessation – Level 3 service	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 will need to check eligibility requirements with the pharmacy.
Supervised administration of prescribed medicines	This service is currently provided to patients who are receiving substance misuse withdrawal services. The pharmacist supervises the patient's taking of their 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.
Syringe and needle exchange	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.