# Community Pharmacy PGD Service

**Service Specification**

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| **Service Specification No.** | Av. |
| **Service** | Haven LES |
| **Commissioner Lead** | Helen Wilkinson  Principal Medicines Optimisation Pharmacist  Bristol, North Somerset & South Gloucestershire Clinical Commissioning Group  [hwilkinson1@nhs.net](mailto:hwilkinson1@nhs.net) / [bnssg.pc.contracts@nhs.net](mailto:bnssg.pc.contracts@nhs.net) |
| **Provider Lead** | Community Pharmacy (only 6 pharmacies)   * Boots Broadmead * Superdrug Broadmead * Lloyds Montpellier * Asda Bedminster * Bedminster Pharmacy * Lloyds Regent Road, Bedminster |
| **Period** | 1st April 2021 |
| **Date of Review** | 31st March 2023 |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**   The CCG has been made aware by The Haven service for asylum seekers and refugees that some of their patients are unable to pay their prescription charges while they are awaiting their HC2 exemption certificate, which is causing a problem for the community pharmacy that needs to collect those charges.  We would like to work with specified pharmacies on a solution to this.  We have agreed a system with The Haven, where if the Haven has a patient in this situation, they will stamp the top of the prescription to identify that this is patient who does not have the money to pay their prescription charge.  We would ask that you dispense the prescription as normal and mark the back to say that the fees have been paid and send the prescription to the NHSBSA as usual. The CCG will then reimburse you the prescription charges plus a £2.50 admin fee per patient via PharmOutcomes. |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**   | **Domain 1** | **Preventing people from dying prematurely** |  | | --- | --- | --- | | **Domain 2** | **Enhancing quality of life for people with long-term conditions** |  | | **Domain 3** | **Helping people to recover from episodes of ill-health or following injury** | **X** | | **Domain 4** | **Ensuring people have a positive experience of care** | **X** | | **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** |  | |
| **3. Scope** |
| **3.1 Purpose**  **3.1.1** To ensure that patients can, where appropriate, be supplied with prescribed products when they are unable to pay their prescription charges and are awaiting their HC2 certificate.  **3.2 Aims and Intended Service Outcomes**  **3.2.1** To improve access for people patients of The Haven requiring an FP10 prescription.  **3.2.2** To provide a mechanism for community pharmacy to be reimbursed for costs  **3.3 This service should benefit patients when:**  **3.3.1** They are a patient of The Haven and the script has the relevant stamp marked on it  **3.3.2** They are unable to pay their prescription charges and are awaiting an HC2 exemption certificate  **3.4 Scope of Service**  **3.4.1** If the Haven has a patient in this situation, they will stamp the top of the prescription to identify that this is patient who does not have the money to pay their prescription charge.  **3.4.2** Pharmacists should dispense the prescription as normal and submit the FP10 to the NHSBSA as per usual processes.  **3.4.3** Providers should then submit a claim through PharmOutcomes for reimbursement of the prescription charge(s), plus a £2.50 administration fee per patient  **3.5 Population covered**  **3.5.1** Only patients of The Haven that are identified as appropriate for the service and where the top of the prescription has been stamped. |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards (eg NICE)**  Information regarding NHSBSA Prescription Charges and Prescription Exemption <https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs>  **4.2** **Other Local Policies to Note**  BNSSG CCG Adults and Children Safeguarding Policy <https://bnssgccg.nhs.uk/library/adults-and-childrens-safeguarding-policy/>  BNSSG CCG Mental Capacity Act and Deprivation of Liberty Safeguards Policy <https://bnssgccg.nhs.uk/library/mental-capacity-act-and-deprivation-liberty-safeguards-policy/> |
| **5. Applicable quality requirements** |
| * 1. **Clinical Incident Reporting**   **5.2.1** Contractors must feedback any adverse incidents that occur to the commissioner via PharmOutcomes, the BNSSG Datix system or directly via [bnssg.pc.contracts@nhs.net](mailto:bnssg.pc.contracts@nhs.net)  <https://bnssg-datix.scwcsu.nhs.uk/>  **5.2.2** Any serious incidents will be dealt with in accordance with the relevant provider/commissioner policies  **5.2.3** In the event of a clinical incident/adverse event, the patient’s GP should be informed.   * 1. **Complaints Procedure**   **5.3.1** Any complaints from patients should be dealt with via the provider’s own standard complaints procedure in the first instance. If the complaint is not resolved, the patient should direct their complaint to the BNSSG CCG Customer Services Team:  Tel: 0117 900 2655 or 0800 073 0907  Email: bnssg.customerservice@nhs.net  Write to:  Customer Services Team  NHS Bristol, North Somerset and South Gloucestershire CCG  South Plaza,  Marlborough Street,  Bristol,  BS1 3NX |
| **6. Location of Provider Premises** |
| **The Provider’s Premises are located at:** |

Payment Schedule

The commissioner will pay the pharmacy £2.50 per patient, plus reimbursement of the prescription charges(s).

Invoicing

Pharmacies must complete a PharmOutcomes Service template for each supply. A monthly invoice will be generated automatically and sent to the commissioner each calendar month (in arrears), checked and then submitted for payment. Claims for payment should only be processed through PharmOutcomes unless otherwise advise