

**Community Pharmacy Haven LES Service**

**Service Specification**

<b>Service Specification No.</b>	Av.
<b>Service</b>	Haven LES
<b>Commissioner Lead</b>	<p>Lisa Pottenger Associate Director Medicines Optimisation Bristol, North Somerset &amp; South Gloucestershire (BNSSG) Integrated Care Board (ICB) <a href="mailto:lisa.pottenger@nhs.net">lisa.pottenger@nhs.net</a> / <a href="mailto:bnssg.pc.contracts@nhs.net">bnssg.pc.contracts@nhs.net</a></p>
<b>Providers</b>	<p><b>Community Pharmacy</b></p> <ul style="list-style-type: none"> <li>• Boots Broadmead</li> <li>• Superdrug Broadmead</li> <li>• Lloyds Montpelier</li> <li>• Asda Bedminster</li> <li>• Bedminster Pharmacy</li> <li>• Lloyds Regent Road, Bedminster</li> <li>• Tesco Pharmacy, Bradley Stoke</li> <li>• Bradley Stoke Pharmacy</li> <li>• Jhoots, Stoke Gifford Medical Centre</li> <li>• Lloyds Coniston Medical practice</li> <li>• Jhoots Patchway</li> <li>• Asda Pharmacy, Patchway</li> <li>• Day Lewis Congresbury</li> <li>• Lloyds Pharmacy Yatton</li> <li>• Cohens Pharmacy, Yatton</li> <li>• Wrington Pharmacy</li> <li>• Chew Pharmacy</li> <li>• Lloyds Pharmacy Church Rd</li> <li>• Cohens (Long Ashton Pharmacy)</li> </ul>

	<ul style="list-style-type: none"> <li>• Lloyds pharmacy Whitecross Road Weston Super Mare</li> <li>• Jays Pharmacy Waterloo Street Weston Super Mare</li> <li>• Tesco Pharmacy Weston Super Mare</li> </ul> <p><b>GP practices</b></p> <ul style="list-style-type: none"> <li>• Montpelier Health Centre</li> <li>• Broadmead Health centre</li> <li>• Bridge View Medical Centre</li> <li>• Mendip Vale Medical Group – Pudding Pie Lane</li> <li>• 168 Medical</li> <li>• Bradley Stokes Surgery</li> <li>• Concorde Medical Centre</li> <li>• Coniston Medical Centre</li> <li>• Stoke Gifford Medical Centre</li> <li>• Charlotte Keel Medical Practice</li> </ul>
<b>Period</b>	1 <sup>st</sup> April 2021
<b>Date of Review</b>	31 <sup>st</sup> March 2024

<p><b>1. Population Needs</b></p> <p><b>1.1 National/local context and evidence base</b></p> <p>The ICB 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.</p> <p>Due to the limited funds available to asylum seekers/refugees, they are also unable to purchase over the counter (OTC) treatment for minor ailments and are at risk of</p>
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undertreating minor conditions which could lead to more serious presentation later or using NHS services inappropriately such as NHS 111.

We would like to work with specified pharmacies on a solution to these two issues.

### **Prescription treatments**

We have agreed a system with The Haven and associated nominated GP practices, where if the Haven/GP practice has a patient that requires a prescription, 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 the community pharmacy dispenses 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 ICB will then reimburse you the prescription charges plus a £2.50 admin fee per patient via PharmOutcomes.

### **Minor Ailments**

The ICB has an agreed list of OTC medicines that patients can have access to. (See appendix 1). If an OTC medicine is required patients should present to the hotel reception staff where a single use voucher will be supplied for use at the community pharmacy. The voucher will entitle the patient to a consultation with the healthcare assistant or community pharmacist and drug costs of medicines supplied within the agreed list. Only complete/original packs of P/GSL medicines should be supplied complete with patient information leaflet.

We would ask that the community pharmacy has a consultation with the individual patient and supplies an OTC medicine where appropriate or refers the individual to another healthcare service where appropriate.

All Pharmacies have access to language and translation services and the detailed information has been shared with pharmacies previously.

<p>The relevant providers for each area are held on NHS England website as a reminder for contractors: <a href="#">NHS England — South West » Interpretation and Translation Services</a>.</p> <p>If the pharmacies have lost their username/password etc then they need to get in touch via <a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a></p> <p>Community pharmacy to retain the voucher for auditing purposes and to prevent second usage.</p> <p>Pharmacies will be reimbursed £10 by the ICB per patient via PharmOutcomes in addition to the cost of the OTC medication. If no OTC medication is required, then the £10 consultation fee will be provided. If multiple items are provided at the same time, then only one consultation fee will be charged per patient.</p>		
<b>2. Outcomes</b>		
<b>2.1 <u>NHS Outcomes Framework Domains &amp; Indicators</u></b>		
<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>	
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>	<b>X</b>
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	<b>X</b>
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	
<b>3. Scope</b>		
<b>3.1 Purpose</b>		

**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.

**3.1.2** To ensure patients have access to OTC medicines for minor ailments whilst they are a resident at the nominated hotel(s).

### **3.2 Aims and Intended Service Outcomes**

**3.2.1** To improve access for people patients of The Haven requiring an FP10 prescription or OTC treatment for minor ailment

**3.2.2** To reduce inappropriate use of NHS services for minor ailments that can be dealt with by the community pharmacy

**3.2.3** To provide a mechanism for community pharmacy to be reimbursed for costs

### **3.3 This service should benefit patients when:**

#### **Prescription Treatments**

**3.3.1** They are a patient of The Haven/nominated GP practice, 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

#### **Minor Ailments**

**3.3.3** They have a minor ailment and have been provided with a single use voucher that can be used at the community pharmacy to show eligibility for accessing the service

**3.3.4** They are not able to claim benefits and would otherwise not have the money to purchase the medicines OTC.

**3.3.5** Patients that are in receipt of full UK benefits are not eligible for this service and should be advised by The Haven/GP practice/hotel staff how to access minor ailment advice and purchase any required OTC medicines themselves. In this case hotel staff should not provide the patient with a voucher.

### **3.4 Scope of Service**

#### **Prescription Treatments**

**3.4.1** If The Haven/nominated GP practice 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

#### **Minor Ailments**

**3.4.4** Patient presents to the hotel staff with minor ailment, or The Haven/GP practice staff identify minor ailment health need. Hotel staff to provide single use OTC medicine voucher. Patient to take voucher with valid identification to the community pharmacy. Healthcare assistant may be able to support with OTC medicine needs and advice and will escalate to pharmacist where appropriate.

**3.4.5** Pharmacy will be reimbursed for drug costs (from agreed formulary list) and a service fee provided. Medicines not included on agreed formulary list will not be reimbursed and would need to be purchased by the patient. Where advice/onward referral only is provided the pharmacy will be reimbursed the service fee only.

<p><b>3.4.6</b> Patients are required to provide voucher and valid identification to access the service.</p> <p><b>3.4.7</b> Providers should then submit a claim through PharmOutcomes for reimbursement.</p> <p><b>3.5 Population covered</b></p> <p><b>3.5.1</b> Only patients of The Haven/nominated GP practices that are identified as appropriate for the service and where the top of the prescription has been stamped or that have been provided with a single use OTC medicines voucher.</p>
<p><b>4. Applicable Service Standards</b></p>
<p><b>4.1 Applicable national standards (eg NICE)</b> Information regarding NHSBSA Prescription Charges and Prescription Exemption <a href="https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs">https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs</a></p> <p><b>4.2 Other Local Policies to Note</b> BNSSG ICB Adults and Children Safeguarding Policy <a href="#">Safeguarding Policy - NHS BNSSG ICB</a> BNSSG ICB Mental Capacity Act and Deprivation of Liberty Safeguards Policy <a href="#">Mental Capacity Act and Deprivation of Liberty Safeguards Policy - NHS BNSSG ICB</a></p>
<p><b>5. Applicable quality requirements</b></p>
<p><b>5.1 Clinical Incident Reporting</b></p>

**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.

## **5.2 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 ICB Customer Services Team:

Tel: 0117 900 2655 or 0800 073 0907

Email: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

Write to:  
Customer Services Team  
NHS Bristol, North Somerset and South Gloucestershire ICB  
360 Bristol - Three, Six, Zero,  
Marlborough Street,  
Bristol,  
BS1 3NX

## **6. Location of Provider Premises**

**The Provider's Premises are located at: As above**

**Payment Schedule**

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

The commissioner will pay the pharmacy £10 per patient, plus reimbursement of the supplied OTC medicine.

**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.

**Appendix 1: OTC Medicines List**

<b>Medicines</b>	<b>Indication</b>
Paracetamol 500mg tablets/caplets (pack size 32) / soluble tablets (pack size 24)	<p>Headache, mild pain, cold symptoms, general muscle aches and pains, temperature</p> <p>Soluble tablets only if unable to swallow tablet/caplet formulation</p>

Paracetamol oral liquid 120mg/5ml (pack size 100ml)	Headache, mild pain, cold symptoms, general muscle aches and pains, temperature  For children only if unable to swallow tablet formulation.
Paracetamol oral liquid 250mg/5ml (pack size 80ml)	Headache, mild pain, cold symptoms, general muscle aches and pains, temperature  For children only if unable to swallow tablet formulation.
Ibuprofen tablets 200mg (pack size 24) /400mg (pack size 24)	Pain and inflammation
Ibuprofen liquid 100mg/5ml (pack size 100ml)	Pain and inflammation  For children only if unable to swallow tablet formulation
Oral rehydration sachets (pack size 6 sachets blackcurrant flavour)	Diarrhoea
Senna 7.5mg tablets (pack size 20)	Constipation in adults only
Senna liquid (Senokot) 7.5mg/5ml liquid (pack size 150ml)	Constipation in adults only  If unable to swallow tablet formulation
Chlorphenamine 4mg tablets (pack size 28)	Symptoms of allergic reaction, hay fever, itching

Chlorphenamine 2mg/5mL oral solution (150mL)	Symptoms of allergic reaction, hay fever, itching  For children only if unable to swallow tablet formulation
Loratadine 10mg tablets (pack size 30)	Symptoms of allergic reaction, hay fever, itching
Loratadine 5mg/5ml oral solution (100ml)	Symptoms of allergic reaction, hay fever, itching  For children only if unable to swallow tablet formulation
Chlorhexidine 0.2% mouthwash (pack size 300ml)	For bleeding gums, irritated gums and mouth ulcers
Vitamin D ColeDose D3 800 unit tablets (suitable for vegans) (pack size 30) Or Colekal-D3 800 unit tablets (suitable for vegetarians <b>not</b> vegans) (pack size 30)	Adults only. To regulate the amount of calcium and phosphate in the body. It helps to keep bones, teeth, and muscles healthy. Used to prevent vitamin D deficiency and as such may be provided to all asylum seekers that present with a valid voucher.