

Community Pharmacy Haven LES Service

Service Specification

Service Specification No.	Av.
Service	Haven LES
Commissioner Lead	Michelle Jones Principal Medicines Optimisation Pharmacist Bristol, North Somerset & South Gloucestershire (BNSSG) Integrated Care Board (ICB) michelle.jones7@nhs.net / bnssg.pc.contracts@nhs.net
Providers	Community Pharmacy <ul style="list-style-type: none"> Boots Broadmead Superdrug Broadmead Asda Bedminster Bedminster Pharmacy Tesco Pharmacy, Bradley Stoke Bradley Stoke Pharmacy Jhoots, Stoke Gifford Medical Centre Jhoots, Patchway Asda Pharmacy, Patchway Day Lewis Congresbury Cohens Pharmacy, Yatton Redcliffe Hill Pharmacy Wrighton Pharmacy Chew Pharmacy Cohens, Long Ashton Pharmacy Jays Pharmacy, Waterloo Street Weston Super Mare Tesco Pharmacy, Weston Super Mare Billings Pharmacy, Kingswood GP practices <ul style="list-style-type: none"> Montpelier Health Centre Broadmead Health centre Bridge View Medical Centre Mendip Vale Medical Group – Pudding Pie Lane 168 Medical Bradley Stokes Surgery Concorde Medical Centre Coniston Medical Centre Stoke Gifford Medical Centre Charlotte Keel Medical Practice
Period	1 st April 2025
Date of Review	31 st March 2027

1. Population Needs

1.1 National/local context and evidence base

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

the outcome of their assessment to check if they are eligible for free NHS prescriptions , which may lead to the patient not receiving the medicines they need and iscausing a problem for the community pharmacy that need to collect those charges.

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 undertreating minor conditions which could lead to more serious presentation later or using NHS services inappropriately such as NHS 111.

The ICB would like to collaborate with specified pharmacies to provide a solution to these two issues.

Prescription treatments

The ICB has 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 print the prescription and stamp the top of the prescription to identify that this is patient who has not yet had the outcome of their assessment of whether they are eligible to receive free NHS prescriptions. Alternatively, the nominated GP practice may use the electronic prescription service (EPS) providing the EPS prescription is clearly annotated (for example in the dosage instruction) that it is a Haven Service prescription.

The ICB requests 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 NHS Business Service Authority (BSA) as usual. The ICB will then reimburse the pharmacy with 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. One voucher should be supplied per patient. Only complete/original packs of Pharmacy (P)/ General Sales List (GSL) medicines should be supplied complete with patient information leaflet.

The ICB requests that the community pharmacy has a consultation with the individual patient and supplies OTC medicine(s) 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.

The relevant providers for each area are held on NHS England website as a reminder for contractors: [NHS England — South West » Interpretation and Translation Services](#).

If the pharmacies have lost their username/password etc then they need to get in touch via england.pharmacysouthwest@nhs.net

Community pharmacy should retain the voucher for auditing purposes and to prevent second usage.

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.

The ICB will reimburse the cost of medicines and prescription charges in accordance with the national [Drug Tariff](#).

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 the outcome of their entitlement to free NHS prescriptions.

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 or the EPS prescription has been annotated to indicate it is a Haven Service prescription.

3.3.2 They are unable to pay their prescription charges and are awaiting the outcome of their eligibility for free NHS prescriptions.

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 or annotate an EPS prescription, for example in the dosage instruction, to indicate it is a Haven Service prescription.

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. One voucher should be used per patient. 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. A maximum of three OTC items should be supplied per consultation/voucher.

3.4.6 Patients are required to provide voucher and valid identification to access the service.

3.4.7 Providers should then submit a claim through PharmOutcomes for reimbursement.

3.5 Population covered

3.5.1 Only patients of The Haven/nominated GP practices that are identified as appropriate for the service either where the top of the prescription has been stamped/EPS prescription has been appropriately annotated or that have been provided with a single use OTC medicines voucher.

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 ICB Adults and Children Safeguarding Policy [Safeguarding Policy - NHS BNSSG ICB](#) BNSSG ICB Mental Capacity Act and Deprivation of Liberty

Safeguards Policy Mental Capacity Act and Deprivation of Liberty Safeguards Policy - NHS BNSSG ICB	
5.	Applicable quality requirements
5.1	Clinical Incident Reporting <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</p> <p>https://bnssg-datix.scwcsu.nhs.uk/</p> <p>5.2.2 Any serious incidents will be dealt with in accordance with the relevant provider/commissioner policies.</p> <p>5.2.3 In the event of a clinical incident/adverse event, the patient's GP should be informed.</p>
5.2	Complaints Procedure <p>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:</p> <p>Tel: 0117 900 2655 or 0800 073 0907</p> <p>Email: bnssg.customerservice@nhs.net</p> <p>Write to:</p> <p>Customer Services Team NHS Bristol, North Somerset and South Gloucestershire ICB Floor 2 North Wing 100 Temple St Bristol BS1 6AG</p>
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

Medicines	Indication
Paracetamol 500mg tablets/caplets (pack size 32) / soluble tablets (pack size 24)	Headache, mild pain, cold symptoms, general muscle aches and pains, temperature Soluble tablets only if unable to swallow tablet/caplet formulation
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)	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 not vegans) (pack size 30)	12 years and above. 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.
Abidec Multivitamin Oral Drops Solution (pack size 25ml)	Babies and Children under 12 years: To regulate the amount of calcium and phosphate in the body. It helps to keep bones, teeth, and muscles healthy. Used to

Or DaliVit Multivitamin Oral Drops (pack size 25ml)	prevent vitamin D deficiency and as such may be provided to all asylum seekers that present with a valid voucher.
Epimax original cream 100g	Emollient for dry and scaling skin disorders for adults and children.