

Community Pharmacy PGD Service

Service Specification

Service Specification No.	Aii (v6)
Service	Community Pharmacy PGD LES
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Provider Lead	Community Pharmacy
Period	1 st April 2026 – 31 st March 2029
Date of Review	October 2028

1. Population Needs

1.1 National/local context and evidence base

Each year the NHS provides around 110 million urgent same-day patient contacts. Around 85 million of these are urgent GP appointments, and the rest are A&E or minor injuries-type visits. Estimates are that 6% of GP appointments are potentially avoidable through better use of self-care and community pharmacy.

The NHS England “Transforming urgent and emergency care” report stated that community pharmacy services can play an important role in enabling self-care, particularly amongst patients with minor ailments. The new BNSSG Urgent & Emergency Care Model (UEC) model clearly identifies a place for community pharmacy supporting urgent care and self-care.

Pharmacy teams provide professional advice and patients may choose to purchase over the counter (OTC) medicines. However pharmacies are only able to allow the purchase of an OTC medicine within its licensed indications for sale. Community pharmacists commonly report frustration at not being able to treat patients due to licensing restrictions, resulting in referrals to another part of the system for a Prescription Only Medicine (POM).

Since March 2020 Community Pharmacy PGDs have been undertaken within BNSSG as a local enhanced service. The new national Pharmacy First service launched 31st January 2024 and includes 7 common conditions following defined clinical pathways. This proposal is to commission Community Pharmacy Patient Group Directions (PGDs) outside of Pharmacy First clinical pathways for common minor ailments that may require a prescription medicine. This means that episodes of care can be completed in the pharmacy and referrals to GP practices or out of hours providers are avoided.

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	X

3.

Scope

3.1

Purpose

3.1.1

To ensure that patients can, where appropriate, be supplied with a POM without the need to consult a prescriber in their GP practice, urgent and emergency care (UEC) or A&E. A PGD service will support the urgent care system for patients attending pharmacy directly, or being referred via UEC, NHS 111 or their GP.

3.2

Aims and Intended Service Outcomes

3.2.1

To improve access and choice for people with some minor ailments normally requiring an FP10 prescription.

3.2.2

Increase the scope of minor illness that community pharmacists can treat.

3.2.3

Make use of the 7 day and out of hours' services provided by some community pharmacies.

3.2.4

Ensure that patients are treated to the same clinical pathway in a consistent way regardless of which healthcare professional the patient consults with across Bristol, North Somerset & South Gloucestershire (BNSSG) ICB.

3.2.5

Ensure that patients have a positive experience of care in a community pharmacy setting and can be treated in a single episode of care.

3.2.6

Move care closer to home for patients

3.2.7

Reduce pressure on other parts of the healthcare system

3.2.6

Reduce referrals to prescribing services purely because of OTC medicine licensing restrictions.

3.3

This service should benefit patients when:

3.3.1

The patient meets the clinical criteria within the PGD

3.3.2

The patient would otherwise need to seek a prescription for treatment

3.4

Scope of Service

3.4.1

The following medicines are made available through the PGD service.

Each PGD has specific inclusion and exclusion criteria.

- Chloramphenicol 1% ointment and drops for bacterial eye infections in patients aged 31 days to 2 years old (available to buy OTC for patients older than 2 years)
- Hydrocortisone 1% cream for use on the face (available to buy OTC for other parts of the body) and for children less than 10 years old
- Dexamethasone 0.1%w/w / Neomycin sulfate 0.5%w/w / Acetic acid 2%w/w ear spray for treatment of otitis externa. This service also includes supply of acetic acid spray (earcalm®), however a PGD is not required for this product (as this is classified as a P Medicine).
- Nystatin oral suspension 100,000 units/mL for oral candidiasis where miconazole oral gel is not available or is unsuitable or the patient is aged between 4 weeks and 4 months of age.

3.4.2 Treatment must be provided by an accredited pharmacist following the standardised pathways and protocols. This will ensure that patients are treated to the same clinical pathway in a consistent way regardless of which healthcare professional the patient consults with in the system (i.e. the patient will receive the same advice and treatment whether they see their GP, an OOH prescriber or a community pharmacist). After every consultation the pharmacist must give appropriate counselling and safety-netting advice.

3.4.3 Pharmacists must complete fully the PharmOutcomes template for each supply made. A copy will be sent to the patient's registered GP.

3.4.4 Any patient that is not exempt from prescription charges must be charged for each medicine that is supplied at the same rate as the current NHS prescription charge

3.4.5 Any patient that is exempt from NHS prescription charges must be asked for proof of their exemption. Proof of exemption is not mandatory, but it must be requested. A record of the patient's declaration of exemption from prescription charges should be kept in PharmOutcomes.

3.4.6 Pharmacy staff will submit a claim to the commissioner via PharmOutcomes on a monthly basis so that we can reimburse medication costs, and provide remuneration for the service.

3.4.7 If pharmacists are unable to treat the patient in community pharmacy then they should refer the patient to another part of the system and support the patient to make an appropriate appointment

3.4.8 Pharmacists should highlight patients repeatedly accessing the service to their general practice for review

3.4.9 Pharmacists are reminded that they should access the Summary Care Record in order to confirm the current prescription, allergies etc for a patient.

3.5 Pharmacy & Pharmacist Accreditation

3.5.1 If a pharmacy provider agrees to provide this service, they must ensure that all the staff working in the pharmacy (including locums) are aware that they will be participating, and how to participate. The pharmacists must provide this service during their opening hours except under exceptional circumstances.

3.5.2 A pharmacist undertaking these PGDs must complete training. This training is available online via [Community Pharmacy Avon and Wiltshire](#). The training introduces the clinical content of the PGDs and also covers Shared Decision Making and Antimicrobial Stewardship.

3.5.3 Pharmacists wishing to participate in the Otitis Externa PGD need to assure themselves that they are competent and the ICB strongly recommend that they have completed the following training in addition to the standard BNSSG ICB requirements (see bottom of this page) and training on how to use an otoscope.

- [NICE CKS Otitis Externa](#)

3.5.4 All pharmacies and pharmacists delivering the service (including locums) are required to complete the Declaration of Competence (DoC) on PharmOutcomes. Once this has been approved by the Commissioner, the pharmacy will then be able to deliver the service.

The DoC will require pharmacists to complete defined learning:

- e-learning on Consultation skills from CPPE
<https://www.cppe.ac.uk/programmes//consult-p-02>
- e-learning on Sepsis from CPPE <https://www.cppe.ac.uk/gateway/sepsis>
- e-learning on Safeguarding Level 2 from CPPE (Adults and Children)
<https://www.cppe.ac.uk/gateway/safegrding>
- e-learning on Antimicrobial Stewardship <https://www.e-lfh.org.uk/programmes/antimicrobial-resistance-and-infections/>
- Read and understand the BNSSG Antimicrobial Prescribing Guidelines available on BNSSG REMEDY:
<https://remedy.bnssg.icb.nhs.uk/formulary-adult/local-guidelines/5-infections-guidelines/>
Primary Care Antimicrobial Guidelines
Conjunctivitis:
<https://remedy.bnssgccg.nhs.uk/adults/ophthalmology/conjunctivitis/>

3.5.5 Pharmacists must ensure they are up to date with relevant issues and clinical skills relating to the PGDs and should be aware of any change to the recommendations for the medicines listed. It is the responsibility of the individual to keep up-to-date with Continued Professional Development (CPD). Patient group directions do not remove inherent professional obligations or accountability. It is the responsibility of each professional to practice only within the bounds of their own competence and professional code of conduct.

3.6 Population covered

3.6.1 This is an open access scheme open to all patients that meet the PGD criteria

3.7 Any acceptance and exclusion criteria and thresholds

3.7.1 Clinical criteria for inclusion and exclusion are included within the individual PGDs

3.8 Interdependence with other services/providers

3.8.1 The service is not intended to replace the NHS England commissioned Pharmacy First Service but offers an alternative or additional option where clinically appropriate

4. Applicable Service Standards	
4.1 Applicable national standards (eg NICE)	NICE guidance MPG2 Patient Group Directions https://www.nice.org.uk/guidance/MPG2 NICE CKS Conjunctivitis (Infective) https://cks.nice.org.uk/conjunctivitis-infective NICE CKS Otitis externa https://cks.nice.org.uk/topics/otitis-externa/ NICE CKS Oral Candida https://cks.nice.org.uk/topics/candida-oral/
4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)	BNSSG Primary Care Antimicrobial guidelines https://remedy.bnssgccg.nhs.uk/formulary-adult/local-guidelines/5-infections-guidelines/ General Pharmaceutical Council. Standards for Pharmacy Professionals Standards for pharmacy professionals General Pharmaceutical Council
4.3 Additional reading / further learning options	CPPE NHS Pharmacy First Service NHS Pharmacy First service : CPPE CPPE Dermatology pocket guide: common skin conditions explained https://www.cppe.ac.uk/programmes//dermatology-p-01/ See also the references on the individual PGDs
4.4 Other Local Policies to Note	BNSSG ICB Adults Safeguarding Policy Safeguarding adults policy - BNSSG Healthier Together BNSSG ICB Children Safeguarding Policy Safeguarding children policy - BNSSG Healthier Together BNSSG ICB Mental Capacity Act and Deprivation of Liberty Safeguards Policy:  BNSSG ICB Mental Capacity Act and Depr
5. Applicable quality requirements	
5.1 Applicable Quality Requirements	5.1.1 All pharmacists providing the service have completed a declaration of competence (this must be completed before the service can be provided by the pharmacist)

5.1.2 The pharmacy agrees to liaise with the commissioner to audit the service so that informed decisions can be made about how to improve it.

5.1.3 The pharmacy will collect patient feedback and outcome measures as part of service evaluation and will use the PharmOutcomes templates provided

5.1.3 The commissioner will monitor supplies made through the service on a monthly basis and may raise queries with the supplying pharmacy.

5.1.4 If a pharmacy fails to provide the service on three consecutive occasions (unless there are extremely exceptional circumstances), the commissioner reserves the right to remove the service from that pharmacy. If a pharmacy is unable to provide the service they must inform the commissioner and also ensure that the DOS team is made aware on the day (or in advance) so that referrals from NHS111 can be temporarily suspended until usual service provision resumes. Pharmacies must inform the DOS team when normal service resumes.

5.2 Clinical Incident Reporting

5.2.1 Contractors must feedback any adverse incidents that occur to the commissioner via PharmOutcomes, the BNSSG Datix system <https://bnssg-datix.scwcsu.nhs.uk/> or [Learn from patient safety events](#)

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.

5.3 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

Write to:

Customer Services Team
NHS Bristol, North Somerset and South Gloucestershire ICB
360 Bristol
Marlborough Street,
Bristol,
BS1 3NX

6. Location of Provider Premises

The Provider's Premises are located at:

XXXXXXXXXXXXXXXXXX

Payment Schedule

1. For patients presenting directly at the pharmacy (outside of NHS111 or Pharmacy First), the commissioner will pay the pharmacy
 - a. £17 per consultation plus
 - b. The cost of the medicines (using dm+d) + VAT (where applicable)
 - c. Minus any prescription charges collected (if applicable)

2. For patients coming into the PGD service via NHS111 or Pharmacy First services, the commissioner will pay the pharmacy
 - a. £5.90 per consultation (the £17 Pharmacy First fee can also be claimed from NHS England)
 - b. The cost of the medicines (using dm+d) + VAT (where applicable)
 - c. Minus any prescription charges collected (if applicable)

Any additional OTC / P medicines supplied outside of the PGD will need to be paid for by the patient

For clarity:

Patient Access Via	Consultation Fee	Stock reimbursement (this will be cost neutral as it would be same if prescribed on FP10)	Commissioner
NHS 111 or Pharmacy First	£17 (NHSE)	None – OTC sale of medicine	NHSE
NHS 111 or GP referral via Pharmacy First and needing PGD supply	£17 (NHSE) + £5.90 (ICB)	Drug Tariff price (ICB)	NHSE & ICB
Walk In to pharmacy or directed by another healthcare professional not part of Pharmacy First	£17 (ICB)	Drug Tariff price (ICB)	ICB

Invoicing

Pharmacies must complete a PharmOutcomes PGD 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 advised.

Quality Requirements

<u>Quality Requirement</u>	<u>Threshold</u>	<u>Method of Measurement</u>	<u>Consequence of Breach</u>	<u>Timing of application of consequence</u>
Pharmacy has a completed Declaration of Competence	100%	PharmOutcomes	Pharmacy is not permitted to deliver the service	Immediate
All pharmacists delivering the service have completed a Declaration of Competence	100%	PharmOutcomes	Pharmacist is not permitted to deliver the service	6 month grace period for pharmacist to complete the DoC
The service provision is consistent i.e. Able to offer the service on all relevant occasions			The commissioner will remove the service from the pharmacy	If a pharmacy fails to provide the service on three consecutive occasions (unless there are extremely exceptional circumstances), the commissioner reserves the right to remove the service from that pharmacy
The pharmacy agrees to participate in audit and collection of patient feedback as requested by the ICB	100%	Template via PharmOutcomes	The commissioner will consider future commissioning of the service	
Additional data may be captured via PharmOutcomes, including patient feedback and antimicrobial stewardship.				