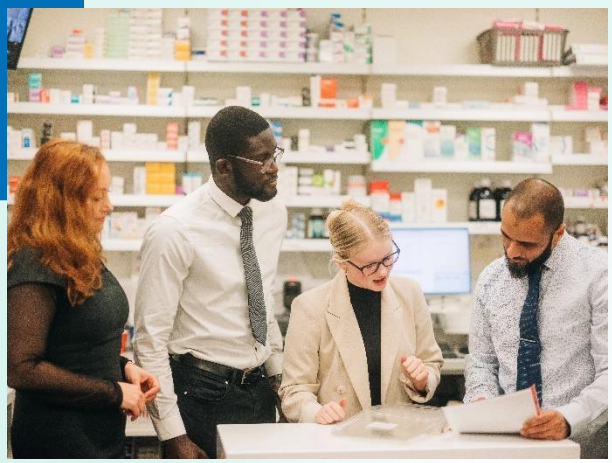
Community Pharmacy Greater Manchester



Working in Salford

A guide for community pharmacists and their teams

V2 - January 2024

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About Community Pharmacy Greater Manchester (CPGM)

CPGM represents all people who provide community pharmacy services across Greater Manchester. There are 10 separate localities within the LPC and each of them has a lead committee member.

The locality lead for your area is Aneet Kapoor.

Our contact details are:

Telephone: 0161 228 6163

Email: enquiries@gmlpc.org.uk

Stay up to date

To keep up to date with the LPC you can sign up to our regular newsletters which include key updates, information about new services, deadline reminders, and training opportunities for you and your team.

This guide is aimed at pharmacists and their teams working in pharmacies in Salford. It outlines which services are available in the locality to enable you to focus your Continuing Professional Development so that you are able to provide these services for patients living and working in Salford.

You may find this guide useful if you:

- Want an easy-to-use reference guide for the pharmacy team
- Are new to working in Salford
- Work occasionally in Salford
- Are looking to move to Salford

Separate guides are available for each of the ten localities in Greater Manchester and can be found on the LPC website.

Further information about delivering NHS Pharmacy services in Greater Manchester can be found in the Pharmacy Handbook

Introduction

Community pharmacists and their teams have a key role to play in the delivery of the NHS Long-Term Plan. The role of the community pharmacist has evolved and will continue to do so as we move away from being a basic dispensing and supply service. The delivery of both nationally and locally commissioned services is now part of everyday working life for all pharmacists working in a community setting and, to a smaller extent, pharmacy technicians.

It is important that community pharmacy teams deliver consistent, high-quality care for patients with minor illnesses and support the public to lead healthier lives. Inconsistency of delivery could lead to a loss of trust and confidence in the sector which could impact future PharmOutcomes with the government and the sustainability of community pharmacy.

Expectations of pharmacists working in Salford

- This guide contains links to all the training and accreditation requirements for both national and locally commissioned services. This can also be found in the individual service specifications.
- If there are a number of services that you are not accredited for, you should prioritise your CPD and cover the most commonly provided first.

Patients expect to be able to access a commissioned service whenever the pharmacy is open, they do not expect to be turned away.

Before accepting a shift, you should familiarise yourself with the services offered by the pharmacy (remembering that not all pharmacies deliver every service) as you will be expected to do your utmost to provide them. Some pharmacy businesses may ask you to declare that you will provide specific services before they confirm a shift. By agreeing to provide the service(s) you should be prepared to deliver them on the day. Agreeing to provide them if not accredited to do so, or refusing a reasonable request to do so, could be seen as a breach of the GPhC Standards for Pharmacy Professionals.

You should have Declarations of Competence (DOC) in place for the services on offer. CPPE list the suggested learning and provide the appropriate documents.

PharmOutcomes

Both National and Local Commissioned service provision and referrals are recorded using PharmOutcomes.

Before providing a service for the first time, each pharmacist must complete the service specific enrolment form to ensure that they have met all the requirements set by the commissioner. You will be asked to give the appropriate permissions to access your CPPE record.

PharmOutcomes have produced a "getting started" guide for those new to the system.

General Requirements

You should:

- have a working NHS Smartcard. Locum pharmacists should have a 5F access profile. Details of who to contact are contained in the supporting information section of this document.
- have a current DBS certificate. It is recommended that you sign up to the update service
- have completed your SCR Training and have SCR access rights on your Smartcard.
- have completed eRD training and the self-declaration.
- have completed Safeguarding of Adults (level 2) and Safeguarding of Children and vulnerable adults (level 2) within the last two years.
- have completed CPEE consultation skills for Pharmacy Practice training.
- have completed CPPE remote consultation skills training.
- be a Dementia Friend
- be an Antimicrobial Guardian

Essential Services

You should have completed the DOC and training on the Discharge Medicine Service (DMS)

Desirable

Training required for the current Pharmacy Quality Scheme:

- HEE Infection Prevention and control level 2 e-learning and assessment (within the last 3 years)
- HEE Antimicrobial stewardship for community pharmacy (within the last 3 years)
- CPPE inhaler technique for pharmacy professionals: getting it right e-learning and assessment (within the last 4 years).

Training required from previous Pharmacy Quality Schemes:

- CPPE Look Alike Sound Alike (LASA) errors e-learning and assessment.
- CPPE Risk Management e-learning and assessment
- CPPE Sepsis e-learning and assessment
- CPPE health inequalities e-learning and assessment
- CPPE weight management for adults: understanding the management of obesity e-learning (sections 1 + 3) and assessment.

Nationally Commissioned (Essential) Services

Discharge Medicines Service (DMS)

This service supports patients discharged from hospital. It aims to reduce harm from medicines at transfer of care and to improve patients' understanding of their medicine and how to take them following discharge.

As this is an essential service, EVERY pharmacy must provide it in response to a DMS referral.

The LPC has produced a toolkit to support with the delivery of DMS which can be found here

Available from all pharmacies	Yes (contractual requirement)
Fees	£35 per full provision
Service Specification	DMS toolkit
PGD Required	No
Training required	CPPE DMS e-learning and assessment

Nationally Commissioned (Advanced) Services

Appliance Use Reviews (AURs)

AURs can be provided by a pharmacist or specialist nurse, either in the pharmacy or in the patient's home.

Available from all pharmacies	No
Fees	£28 if conducted in the pharmacy £54 if conducted in the patient's home
Service Specification	Full service details
PGD Required	No
Training required	Full details of the training and registration requirements

Pharmacy First Service

The Pharmacy First Service consists of 3 elements and contractors must provide all 3 parts:

- Urgent medicine supply (referral only)
- Minor illness referral (referral only)
- Clinical pathways consultations (referral and suitable patients identified by the contractor)

Available from all pharmacies	Yes
Fees	£15 per completed consultation. A monthly payment of £1000 subject to meeting a minimum activity threshold for clinical pathways consultations

	Medicines provided are reimbursed at the basic price specified in the Drug Tariff
Service Specification	Full service details
PGD Required	No
Training required	Further training is available from a number of suppliers and includes the use of an otoscope. Use the CPPE self-assessment framework to identify any gaps in your knowledge. PGDs and protocol

Flu Vaccination Service

This service forms part of the NHS seasonal flu vaccination campaign. It can be delivered by pharmacists or suitably trained members of the pharmacy team.

Available from all pharmacies	No. Distance selling pharmacies and those without a consultation room are excluded.
Fees	£9.58 per vaccine administered. Reimbursement of vaccine at the basic price
Service Specification	Service specification and PGDs
PGD Required	Yes. See link above.
Training required	CPE flu vaccination webpage

Hypertension Case Finding Service (HCFS)

This service aims to identify patients aged 40 or over who have undiagnosed hypertension. There are two stages to the service and contractors must provide both if clinically indicated.

It can be delivered by suitably trained and competent members of the pharmacy team.

The LPC have produced a toolkit that can support with the delivery of this service which can be found here.

Available from all pharmacies	Yes
Fees	£15 per clinic check £45 per ambulatory measurement Incentive fees for reaching ABPM activity thresholds within the financial year
Service Specification	Full details
PGD Required	N/A
Training required	▪ Are familiar with the NICE guideline Hypertension in adults: diagnosis and management (NG136). ▪ Read and understood the operational processes to provide the service as described in the service specification. ▪ Complete the recommended training on how to use the blood pressure monitoring equipment.

New Medicines Service (NMS)

This service supports patients who have been prescribed a new medicine for one of 16 long-term conditions. The NMS also forms part of the Gateway Criteria for the Pharmacy Quality Scheme.

The LPC have produced a toolkit to support with the delivery of this service which can be found here

Available from all pharmacies	Yes

Fees	£20 - £28 per completed NMS. Fee dependent on both volume of completed NMS and percentage of the target delivered
Service Specification	Full details
PGD Required	N/A
Training required	No specific training required. MUR accreditation is no longer required. Complete the NMS self-assessment of readiness

Pharmacy Contraception Service (PCS)

This service allows qualified pharmacists to provide both ongoing monitoring and supply of repeat oral contraception or to initiate contraception supply.

The LPC have produced a toolkit to support delivery of this service which can be found here.

Available from all pharmacies	Yes
Fees	A set-up fee of £800 paid in instalments once activity thresholds have been reached. £18 per completed consultation. Medication reimbursed at the basic price
Service Specification	Full service details including PGDs
PGD Required	Yes. See above
Training required	Mandatory training Safeguarding level 3. Either: ▪ Safeguarding children and adults level 3 for community pharmacists video on elfh or ▪ Safeguarding level 3 elfh Safeguarding children and young people or

	▪ Direct access to professional advice from someone who can advise on safeguarding level 3 Recommended training modules ▪ CPPE Emergency Contraception ▪ CPPE contraception ▪ A subsection of the External Resources module of the Sexual Health e-learning on elfh : https://portal.e-lfh.org.uk/ - FRSH – Contraception counselling e-learning Plus, either ▪ CPPE contraception (including e-assessment) Or ▪ the following 4 subsections of module 3 - Contraceptive Choices of the FSRH e-SRH on elfh - 03_01 Mechanism of action, effectiveness and UKMEC - 03_02 Choosing contraceptive methods - 03_03 Combined hormonal contraception - 03_04 Progesterone only methods (oral and injectable) And either ▪ CPPE sexual health in pharmacies and e-assessment Or ▪ The following 4 subsections of module 9 – STIs FRSH e-SRH on elfh - 09-01 Epidemiology and transmission of Sexually Transmitted Infections (STI) - 09_02 STI testing - 09_03 STI management - 09_04 Partner notification

	Initiation of contraception ▪ The following subsections of module 2 – consent and history taking of the FRSH e-SRH on elfh - O2_01 health history and risk assessment - O2_02 confidentiality, chaperones, and consent ▪ The following subsections of module 3 – contraceptive choices of the FRSH e-SRH on elfh - O3_07 barrier contraceptives ▪ The following subsections of module 5 – contraception – managing side-effects and complications of the FRSH e-SRH on elfh - O5_01 managing bleeding problems in women using contraception - O5_02 managing contraceptive side-effects - O5_03 managing side-effects and complications of IUD and IUS

Smoking Cessation Service (SCS)

This service allows patients discharged from hospital and referred by their NHS Trust to receive ongoing behavioural support and NRT medication to continue their smoking cessation care pathway.

The service can be delivered by pharmacists or pharmacy technicians.

The LPC have produced a toolkit to support with the delivery of this service which can be found here

Available from all pharmacies	Yes
Fees	For each patient: £30 for the initial consultation £10 per interim consultation £40 for the last consultation

	Products supplied reimbursed at NHS list price plus allowance for VAT
Service Specification	Full service details
PGD Required	No
Training required	Complete the following National Centre for Smoking Cessation and Training (NCSCT) and pass the assessments: ▪ Stop Smoking Practitioner training. ▪ Mental health and smoking cessation. ▪ Pregnancy and smoking cessation ▪ E-cigarettes: a guide for healthcare professionals Read the NCSCT Standard Treatment Programme (STP)

Locally Commissioned Services

Emergency Hormonal Contraception (EHC)

Commissioner	Public Health Team – Salford City Council
Fees	£10 per completed consultation Drug tariff cost plus VAT @ 5% for levonorgestrel/ ulipristal £5 per pregnancy test
Available from all pharmacies	No, only available from commissioned pharmacies
Service Specification	Available here
PGD Required	Yes
Training required	Relevant learning required, for example: Level 2 Safeguarding children and vulnerable adults CPPE Emergency Hormonal Contraception CPPE PGD e-learning DOC Emergency Hormonal Contraception (reviewed within the last 3 years)
Other requirement(s)	Enhanced DBS check

Minor Ailments Service (MAS)

Commissioner	GM ICB
Fees	£3.40 per consultation Medication reimbursed at DT price (or C+D list price if not included in DT)
Available from all pharmacies?	N not available from DSPs
Service Specification	SLA
PGD required?	No
Training required	None DOC Minor Ailments (reviewed within the last 2 years)

Needle Exchange Service

Commissioner	GM Mental Health FT (Achieve)
Fees	£1.55 per exchange transaction or provision of harm reduction information
Available from all pharmacies	No
Service Specification	Full service details
PGD Required	N/A
Training required	DOC needle and syringe provision service (reviewed in the last 2 years)

Palliative Care Stockholding

Commissioner	Salford CCG
Fees	£400 annual retainer (plus £80 VAT)
Available from all pharmacies	No
Service Specification	Details can be found here
PGD Required	N/A
Training required	CPPE Palliative Care (desirable)

Supervised Consumption

Commissioner	GM Mental Health FT (Achieve)
Fees	£1.50 per supervised dose - methadone £2.34 per supervised dose – buprenorphine or suboxone
Available from all pharmacies	No
Service Specification	Full service details
PGD Required	N/A
Training required	Level 2 Safeguarding children and vulnerable adults CPPE – Substance use and misuse CPPE assessment: Substance use and misuse – delivering pharmacy services DOC Supervised consumption of prescribed medicines (reviewed every 2 years)

Smoking Cessation

Commissioner	Public Health – Salford City Council
Fees	Tier 1 £2.50 dispensing fee per voucher Cost price + VAT for NRT supplied Tier 2 As tier 1 plus £10 initial consultation plus visit 7 if CO monitoring completed £15 visit 3 £5 visits 2,4,5,6 plus visit 7 if CO monitoring not completed
Available from all pharmacies?	No
Service specification	Tiers 1 and 2 can be found here
PGD required?	N/A
Training required	Tier 1 NCSCT online brief advice/intervention module Tier 2 NCSCT stop smoking practitioner training

Supporting Information

NHS Smartcards

Under the new contractual framework, it is imperative that pharmacists have the appropriate access to deliver services. CPGM have agreed the following mechanisms to support pharmacy teams.

No Smartcard

You can request one using either of the two processes below:

- The designated sponsor for your pharmacy makes a direct request via the Care Identity Service (CIS) portal. This is the simplest, easiest, and preferred method. This will enable you to arrange for an RA Agent to visit your pharmacy when you will be asked to show your identification documents to them.

- Complete the Smartcard Request Form. CPGM will send the information on your behalf to the RA who will get in touch with you directly. To obtain a new smartcard you will be asked to show identification documents to the RA. This will require you to attend the RA office in person.

Changing role-based access (e.g. SCR) on your card

If you are a registrant and also require SCR access adding to your smartcard you must complete the SCR CPPE e-assessment and select the option in your profile to share details with the Registration Authority (RA).

You can request this completing one of the following:

- The designated sponsor for your pharmacy makes a direct request via the Care Identity Service (CIS) portal. Completing the CIS form will allow the Registration Authority (RA) to assign the necessary roles required on your card. This is the simplest, easiest, and preferred method.

OR

- You complete the Smartcard Access Request Form and CPGM will send your information to the RA who will get in touch with you directly.

If you are a locum or on relief covering more than 5 pharmacies, please select the locum access option.

Lost Smartcard

Notify the Registration Authority immediately by phoning 0161 290 4904 or emailing gmss.smartcards@nhs.net

Pharmacy services checklist for pharmacies in Salford

To be completed by the pharmacy manager

This document is to support you, pharmacists and pharmacy technicians working in your pharmacy to ensure that you have the correct accreditation for the commissioned pharmacy services that you provide.

You should have a copy of all service specifications in the pharmacy along with copies of any required declarations of competence (DOC) and signed PGDs for all pharmacists/ pharmacy staff providing the service.

Essential services

	Commissioner	Provide Y/N?	DOC copy
Discharge Medicines Service	NHSE	Y	

National (Advanced) Services

	Commissioner	Provide Y/N?	PGD copy	DOC* copy
Appliance Usage Reviews (AUR)	NHSE		N/A	N/A
Pharmacy First Service (PFS)	NHSE		N/A	
Flu vaccination service	NHSE			
Hypertension Case Finding Service (HCFS)	NHSE		N/A	N/A
New Medicine Service (NMS)	NHSE		N/A	

Pharmacy Contraception Service (PCS)	NHSE			
Smoking Cessation Service (SCS)	NHSE		N/A	

* Includes PFS and NMS self- assessments.

Locally Commissioned Services

	Commissioner	**Provide Y/N?**	**PGD copy**	**DOC* copy**
Emergency Hormonal Contraception (EHC)	Public Health Team – Salford City Council		Yes	
Minor Ailments Service (MAS)	GM ICB		N/A	
Needle exchange	Public Health Team – Salford City Council (Achieve)		N/A	
Palliative Care	Salford CCG		N/A	
Smoking Cessation	Salford City Council		N/A	
Supervised consumption	Public Health Team – Salford City Council (Achieve)		N/A	

Services checklist for pharmacists working in Salford

Use this document is to support you to ensure that you have the correct accreditation for the commissioned pharmacy services that you provide in Salford pharmacies.

You should be able to access a copy of all service specifications in the pharmacy and should provide the pharmacies that you work in with copies of any required declarations of competence (DOC) on request. You should sign a copy of the PGDs in each pharmacy you provide the service.

Essential services

	Commissioner	Accredited Y/N?	DOC copy
Discharge Medicines Service	NHSE		

National (Advanced) Services

	Commissioner	Accredited Y/N?	PGD	DOC*
Appliance Usage Reviews (AUR)	NHSE		N/A	N/A
Pharmacy First Service (PFS)	NHSE		N/A	
Flu vaccination service	NHSE			
Hypertension Case Finding Service (HCFS)	NHSE		N/A	N/A
New Medicine Service (NMS)	NHSE		N/A	
Pharmacy Contraception Service (PCS)	NHSE			

Smoking Cessation Service (SCS)	NHSE		N/A	

* Includes PFS and NMS self- assessments.

Local (Enhanced) Services

	Commissioner	Accredited Y/N?	PGD copy	DOC* copy
Emergency Hormonal Contraception (EHC)	Public Health Team – Salford City Council (Achieve)			
Minor Ailments Service (MAS)	GM ICB		N/A	
Needle exchange	Public Health – Salford City Council (Achieve)		N/A	
Palliative Care	Salford CCG		N/A	
Smoking Cessation	Public Health – Salford City Council			
Supervised consumption	Public Health Team – Salford City Council (Achieve)		N/A	

Checklist for claiming services

Use this checklist each month to ensure that you claim for payment for all services provided.

Essential services

Service to be claimed	When to claim	Where to claim
Discharge Medicines Service	Monthly by 5th of every month	Via MYS

Nationally Commissioned (Advanced) services

Service to be claimed	When to claim	Where to claim
Appliance Usage Reviews (AURs)	Monthly by 5th of every month	FP34c submission (via MYS)
Pharmacy First Service (PFS)	Monthly by 5th of every month Claims will be accepted within 3 months of service provision	Via MYS
Flu vaccination Service (September to March)	Monthly by 5th of every month Claims will be accepted within 3 months of service provision	Via MYS
Hypertension Case Finding Service	Monthly by 5th of the month following completion of the service	Via MYS
New Medicines Service (NMS)	Monthly by 5th of every month	FP34c submission (via MYS)
Pharmacy Contraception Service (PCS)	Monthly by 5th of every month Claims will be accepted within 3 months of service provision	Via MYS

Smoking Cessation Service (SCS)	Monthly by 5th of every month Claims will be accepted within 3 months of service provision	Via MYS

Locally commissioned services

Service to be claimed	When to claim	Where to claim
Emergency Hormonal Contraception (EHC)	Monthly by 5th of every month Claims will be accepted within 3 months of service provision	Via PharmOutcomes
Minor Ailments Service	Details of consultation should be entered within 5 days of provision. Claims made > 1 month after provision will not be paid	Via PharmOutcomes
Needle Exchange	Monthly by 5th of every month Claims must be made within 30 days of supply of supply	Via PharmOutcomes
Palliative Care stockholding	Monthly	Via PharmOutcomes
Smoking Cessation	Monthly	Via PharmOutcomes
Supervised consumption	Monthly by 5th of every month	Via PharmOutcomes

Community Pharmacy Greater Manchester

Get in touch

Visit:
greatermanchester.communitypharmacy.org.uk

Email:
enquiries@cpgm.org.uk

Address:
Suite 6, Barlow House,
Manchester, M1 3DZ

facebook.com/communitypharmacygreatermanchester

twitter.com/CPGreaterManc

linkedin.com/company/communitypharmacygreatermanchester

instagram.com/communitypharmacygm