



Working in Tameside and Glossop

A guide for community pharmacists and their teams

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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 Mohammed Anwar.

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 Tameside + Glossop. 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 Tameside + Glossop.

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

You may find this guide useful if you:

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 negotiations with the government and the sustainability of community pharmacy.

Expectations of pharmacists working in Tameside + Glossop

- 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

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 | <ul style="list-style-type: none"> ▪ 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 | <p>A set-up fee of £800 paid in instalments once activity thresholds have been reached.</p> <p>£18 per completed consultation.</p> <p>Medication reimbursed at the basic price</p> |
| Service Specification | Full service details including PGDs |
| PGD Required | Yes. See above |
| Training required | <p>Mandatory training</p> <p>Safeguarding level 3. Either:</p> <ul style="list-style-type: none"> ▪ 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 <p>Recommended training modules</p> <ul style="list-style-type: none"> ▪ 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/ <p>- FRSH – Contraception counselling e-learning</p> |

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 FRSB 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 FRSB e-SRH on elfh
 - 02_01 health history and risk assessment
 - 02_02 confidentiality, chaperones, and consent
- The following subsections of module 3 – contraceptive choices of the FRSB e-SRH on elfh

| | |
|--|---|
| | <ul style="list-style-type: none"> - 03_07 barrier contraceptives <ul style="list-style-type: none"> ▪ The following subsections of module 5 – contraception – managing side-effects and complications of the FRSH e-SRH on elfh - 05_01 managing bleeding problems in women using contraception - 05_02 managing contraceptive side-effects - 05_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 | <p>For each patient:</p> <p>£30 for the initial consultation</p> <p>£10 per interim consultation</p> <p>£40 for the last consultation</p> <p>Products supplied reimbursed at NHS list price plus allowance for VAT</p> |
| 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: |

- | | |
|--|---|
| | <ul style="list-style-type: none">▪ 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 – Stockport MBC |
| Fees | £10 per consultation Drug tariff cost plus VAT @ 5% for levonorgestrel/ ulipristal |
| Available from all pharmacies | No, only available from commissioned pharmacies |
| Service Specification | Available here |
| PGD Required | Y |
| Training required | Relevant learning required, for example: Level 2 Safeguarding children and vulnerable adults CPPE Emergency Hormonal Contraception 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) |

Minor Eye Conditions Service (MECS)

| | |
|---------------------------------------|---|
| Commissioner | GM ICB (managed by Primary Eye Care) |
| Fees | £2 per supply Drug cost reimbursed at DM&D price |
| Available from all pharmacies? | No |
| Service Specification | Service specification |
| PGD required? | n/a |
| Training required | None CPPE Pharmaceutical care of the eye e-learning is recommended |

Needle Exchange Service

| | |
|---------------------|--|
| Commissioner | Public Health team – Tameside Council (My Recovery Tameside) |
| Fees | Part 1 £1.50 per supply of equipment and harm reduction interaction |

| | |
|--------------------------------------|---|
| | Part 2 £0.50 per recorded amount of returns and harm reduction interaction |
| Available from all pharmacies | No |
| Service Specification | Full service details |
| PGD Required | N/A |
| Training required | CPPE Substance Use and Misuse e-learning DOC needle and syringe provision service (reviewed in the last 2 years) |

Palliative Care Stockholding

| | |
|--------------------------------------|---------------------------------------|
| Commissioner | Tameside and Glossop CCG |
| Fees | £125 per quarter |
| Available from all pharmacies | No |
| Service Specification | Service specification |
| PGD Required | N/A |
| Training required | CPPE Palliative Care (desirable) |

Smoking Cessation

| | |
|---------------------------------------|---|
| Commissioner | Tameside Council/ Tameside and Glossop single commission (as Pennine Care Be Well Tameside) |
| Fees | £10 registration £25 for achieving 4 weeks quit £5 for CO monitoring £1 dispensing fee per item supplied against letter of recommendation from advisor |
| Available from all pharmacies? | N |
| Service specification | Service specification |
| PGD required? | N/A |
| Training required | F2F training with Be Well Tameside to level 2 1:1 intermediate stop smoking course. Online assessment (NCSCT) |

Supervised Consumption

| | |
|--------------------------------------|--|
| Commissioner | Public Health Team – Tameside Council (My Recovery Tameside) |
| Fees | £1 per supervised dose – methadone £2 per supervised dose – buprenorphine |
| Available from all pharmacies | No |
| Service Specification | Service specification |
| 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) |
|--|--|



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 visit 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 gms.smartcards@nhs.net

Pharmacy services checklist for pharmacies in Tameside + Glossop



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 – Tameside Council | | Yes | |
| Minor Ailments Service (MAS) | GM ICB | | N/A | |
| Minor Eye Conditions Service (MECS) | GM ICB | | N/A | |
| Needle exchange | Public Health Team – Tameside Council (My Recovery Tameside) | | N/A | |
| Palliative Care | Tameside + Glossop CCG | | N/A | |
| Smoking Cessation | Pennine Care/ Be Well Tameside | | N/A | |
| Supervised consumption | Public Health Team – Tameside Council (My Recovery Tameside) | | N/A | |

Services checklist for pharmacists working in Tameside + Glossop

Use this document to support you to ensure that you have the correct accreditation for the commissioned pharmacy services that you provide in Tameside + Glossop 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 – Tameside Council | | | |
| Minor Ailments Service (MAS) | GM ICB | | N/A | |
| Minor Eye Conditions Service (MECS) | GM ICB | | N/A | |
| Needle exchange | Public Health – Tameside Council (My Recovery Tameside) | | N/A | |
| Palliative Care | Tameside + Glossop CCG | | N/A | |
| Smoking Cessation | Pennine Care/ Be Well Tameside | | N/A | |
| Supervised consumption | Public Health Team – Tameside Council (My Recovery Tameside) | | 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 5 th 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 5 th of every month | FP34c submission (via MYS) |
| Pharmacy First Service (PFS) | Monthly by 5 th of every month Claims will be accepted within 3 months of service provision | Via MYS |
| Flu vaccination Service (September to March) | Monthly by 5 th of every month Claims will be accepted within 3 months of service provision | Via MYS |
| Hypertension Case Finding Service | Monthly by 5 th of the month following completion of the service | Via MYS |
| New Medicines Service (NMS) | Monthly by 5 th of every month | FP34c submission (via MYS) |
| Pharmacy Contraception Service (PCS) | Monthly by 5 th of every month | Via MYS |

| | | |
|---------------------------------|---|-------------------------|
| | Claims will be accepted within 3 months of service provision | |
| Smoking Cessation Service (SCS) | Monthly by 5 th 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 5 th of every month Records should be made at the time of the consultation | 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 |
| Minor Eye Conditions Service | Details of the consultation should be entered within 48 hours of provision Claims over 3 months old will not be paid | Via PharmOutcomes |
| Needle Exchange | Monthly by 5 th of every month Claims must be made within 30 days of supply of supply | Via PharmOutcomes |
| Palliative Care stockholding | Quarterly | Either by Tradeshift or by sending a PDF copy of the invoice directly to the commissioner |

| | | |
|------------------------|---|--|
| Smoking Cessation | Monthly submission of invoices and supporting documentation | <p>Be Well Tameside. Pennine Care NHS Foundation Trust</p> <p>Acre House</p> <p>51a Manchester Rd</p> <p>Denton</p> <p>Manchester</p> <p>M34 2AF</p> |
| Supervised consumption | <p>Monthly by 5th of every month</p> <p>Claims must be made within 30 days of supply</p> | Via PharmOutcomes |

Get in touch

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