

**Executive Summary of Outcomes 20.10.16 -1.2.17:**

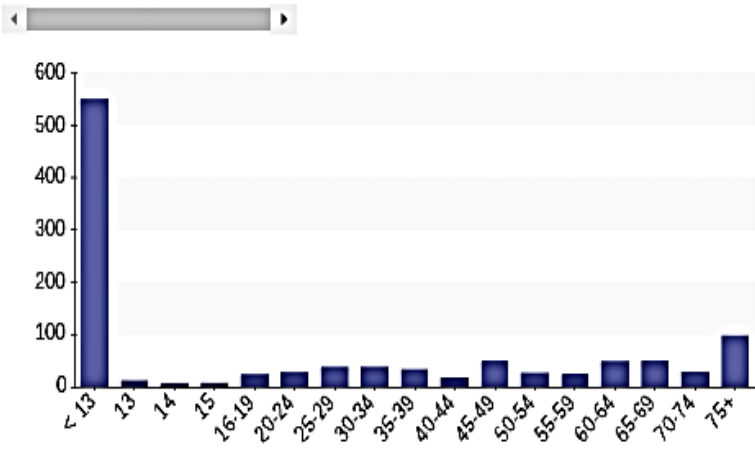
- The North East Lincolnshire service launched on 20<sup>th</sup> October 2016.
- So far **29** pharmacies have provided the service, **33** pharmacies are contracted to provide the service.
- The three most active pharmacies to date are:
  - **17.1%** of all consultations: Cottingham's chemist, 342 Wellington St, Grimsby, DN32 7JR.
  - **11.5%** of all consultations: Birmingham's Chemist, Cleethorpes Primary Care Centre, St Hughs Avenue, Cleethorpes DN35 8EB
  - **9.2%** of all consultations: Lloyds chemist, Raj Medical Centre, Laceby Rd, Grimsby DN34 5LP
- **1075** consultations have been held to date
- **994** NEL residents have registered on the scheme (61% female, 39% male)
- **87%** of clients using the service are 'white British'.
- Majority of clients reside within the DN32, DN33, DN34 and DN35 areas.
- Approximately **50%** of clients registered on the scheme are children aged under 13 years
- **50.6%** of referrals into the minor ailment service arose from GP practice/other health professionals
- Advice has been sought for 23 out of the 28 conditions included in the scheme
- Most common conditions consulted upon include:
  - 17.3% Cough/cold/flu
  - 10.9% Temperature/ aches/ pain/ post vaccination fever
  - 10.4% Conjunctivitis
  - 7.8% Threadworms
- Approximately **97%** of consultations resulted in a medication being supplied, with **3%** receiving advice only.
- Only **3%** of all consultations required onward referral to a GP with only **1%** being classed as urgent
- Approximately **18%** of consultations also included advice for a second minor ailment condition.
- If the service had not been available, clients would have attended the following service instead: (great data which indicates we are successfully taking pressure off GP services)
  - A&E 3 (0.3%)
  - GP 884 (82.2%)
  - Out of hours 54 (5%)
  - Practice Nurse 44 (4.1%)
  - Walk in Centre 9 (0.8%)
  - Other 81 (7.5%)
- The service has been accessed every day of the week including weekends
- **76%** of consultations were provided to: Children or adults over 60 years.
- So far only 35 comment cards have only been received from 6 pharmacies; work is underway to increase uptake of the comment cards
- Of these 35 comment cards received, 34 stated they were 'very satisfied' with the service with one stated they were 'fairly satisfied'.
- Comments included praise for the service in terms of its availability, accessibility, efficiency, trust of the pharmacist and convenience; a few key comments are highlighted below:
  - "Quick & Efficient service. Would like to carry on this service, myself and other people do not know about this service so need more advertising".
  - "This service is a superb additional option for patients and will reduce pressure on GPs by enabling minor health issue resolution in minutes. Fantastic."
  - "Great pharmacy, helpful staff. Sent home ill from school. No doctor or nurse at surgery again. Excellent value"
  - "I understand the doctor's pressures however I feel living in the country we should be seen if at all possible. A 25 mile round trip is unacceptable - I passed the docs both ways. It was an eye infection so I couldn't ignore it. No one asked if I had transport." Despite these comments the client indicated they were very satisfied with the pharmacy MAS service.

Age Ranges

at time of service provision based upon provided date of birth

Age Ranges    Number of Interactions

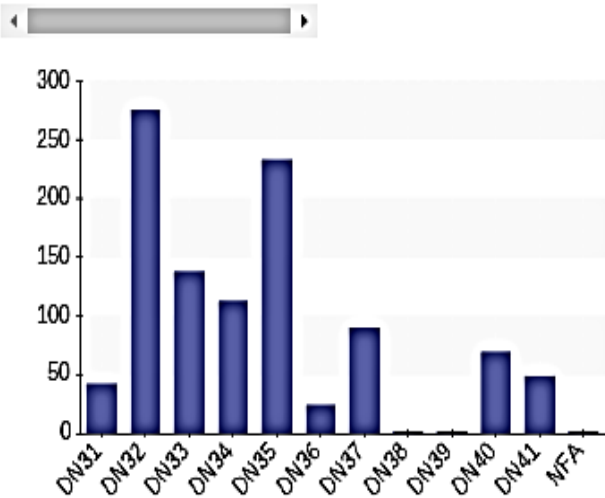
< 13	549
13	11
14	6
15	7
16-19	24
20-24	28
25-29	37
30-34	37
35-39	33
40-44	16
45-49	50
50-54	27
55-59	25
60-64	49
65-69	50
70-74	29
75+	97



Demographic Analysis - Postal Districts

Postal Outcode    Number of Patients

DN31	42
DN32	275
DN33	138
DN34	113
DN35	233
DN36	24
DN37	90
DN38	1
DN39	1
DN40	69
DN41	48
NFA	1

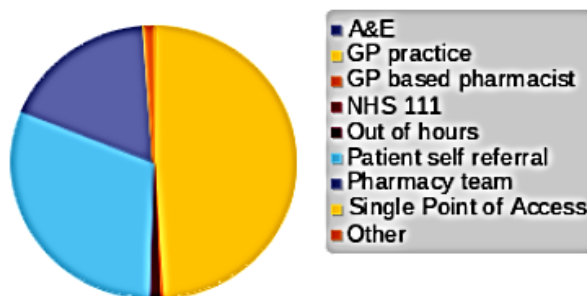


Over 50% of consultations have been for children under 13 years and approximately 20% have been held with clients aged over 60 years.  
87% of clients using the service were white British  
61% of clients were female

## Method of referral into service

### Analysis of Referral method

Referral by	Total
A&E	0 (0%)
GP practice	505 (48.8%)
GP based pharmacist	4 (0.4%)
NHS 111	0 (0%)
Out of hours	12 (1.2%)
Patient self referral	316 (30.5%)
Pharmacy team	183 (17.7%)
Single Point of Access	2 (0.2%)
Other	13 (1.3%)



The majority of consultations arose through GP practice referral. Only 30.5% of consultations were held as a result of self-referral into the scheme, perhaps suggesting that greater promotion and advertising of the scheme is required to encourage further uptake and diversion from GP practice.

### Analysis of GP Practice

GP	Code	Total
Beacon Medical, Cleethorpes Pcc, St Hughs Avenue, Cleethorpes, North East Lincolnshire DN35 8EB (B81003)	B81003	129 (12.5%)
Raj Medical Centre, Laceby Road, Grimsby DN34 5LP (B81656)	B81656	123 (11.9%)
The Roxton Practice, Pilgrim Primary Care Centre, Pelham Road, Immingham, Grimsby DN40 1JW (B81039)	B81039	105 (10.1%)
Dr De Hopper And Partners, Freshney Green Pcc, Sorrel Road, Grimsby DN34 4GB (B81031)	B81031	61 (5.9%)
Scartho Medical Centre, Scartho Medical Practice, Springfield Road, Scartho, Grimsby DN33 3JF (B81030)	B81030	58 (5.6%)
Stirling Medical Centre (Mathews), Stirling Medical Centre, Stirling Street, Grimsby DN31 3AE (B81606)	B81606	46 (4.4%)
Birkwood Medical Centre, Westwood Ho, Grimsby DN34 5DX (B81087)	B81087	44 (4.3%)
Pelham Medical Group, Church View Health Centre, Cartergate, Grimsby DN31 1QZ (B81016)	B81016	44 (4.3%)
Clee Medical Centre, 323 Grimsby Road, Cleethorpes DN35 7XE (B81015)	B81015	40 (3.9%)
Stirling Medical Centre (S Kumar), Stirling Medical Centre, Stirling Street, Grimsby DN31 3AE (B81012)	B81012	33 (3.2%)
Dr Gg De And Dr A Sinha, Cromwell Primary Care Centre, Cromwell Road, Grimsby DN31 2BH (B81108)	B81108	29 (2.8%)
Koonar Ks, Healing Health Centre, Wisteria Drive, Healing, Grimsby DN41 7JB (B81665)	B81665	28 (2.7%)
The Chantry Health Group, Church View Health Centre, Cartergate, Grimsby DN31 1QZ (B81023)	B81023	26 (2.5%)
Dr Jrc Potter And Partners, Freshney Green Pcc, Sorrel Road, Grimsby DN34 4GB (B81077)	B81077	25 (2.4%)
Littlefield Surgery, Freshney Green Pcc, Sorrel Road, Grimsby DN34 4GB (B81091)	B81091	25 (2.4%)
Quayside Open Access Centre, 76B Cleethorpe Road, Grimsby, North East Lincolnshire DN31 3EF (Y02684)	Y02684	24 (2.3%)
Wybers Wood Surgery, Cromwell Primary Care Centre, Cromwell Road, Grimsby DN31 2BH (B81663)	B81663	24 (2.3%)
Dr J Raghwan, Greenlands Surgery, Greenlands Park, Station Road, New Waltham, Grimsby, N E Lincolnshire DN36 4QQ (B81655)	B81655	23 (2.2%)
Dr Jethwa, Weelsby View Health Centre, Ladysmith Road, Grimsby, North East Lincolnshire DN32 9SW (B81019)	B81019	19 (1.8%)
Open Door, 247-249 Freeman Street, Grimsby DN32 9DW (Y01948)	Y01948	19 (1.8%)
Wybers Wood Surgery, Cromwell Primary Care Centre, Cromwell Road, Grimsby DN31 2BH (B81663)	B81663	24 (2.3%)
Dr J Raghwan, Greenlands Surgery, Greenlands Park, Station Road, New Waltham, Grimsby, N E Lincolnshire DN36 4QQ (B81655)	B81655	23 (2.2%)
Dr Jethwa, Weelsby View Health Centre, Ladysmith Road, Grimsby, North East Lincolnshire DN32 9SW (B81019)	B81019	19 (1.8%)
Open Door, 247-249 Freeman Street, Grimsby DN32 9DW (Y01948)	Y01948	19 (1.8%)
Dr Amin, Weelsby View Health Centre, Ladysmith Road, Grimsby DN32 9EF (B81693)	B81693	16 (1.5%)
Ashwood Surgery, Weelsby View Health Centre, Ladysmith Road, Grimsby, North East Lincolnshire DN32 9SW (B81603)	B81603	14 (1.4%)
Dr P Suresh Babu, Weelsby View Health Centre, Ladysmith Road, Grimsby DN32 9EF (B81697)	B81697	14 (1.4%)
Biswas B, Blundell Park Surgery, 142-144 Grimsby Road, Cleethorpes DN35 7DL (B81620)	B81620	13 (1.3%)
Humberview Surgery, Stirling Medical Centre, Stirling Street, Grimsby DN31 3AE (B81664)	B81664	13 (1.3%)
Dr S Dijoux, Taylors Ave. Med. Centre, 146 Taylors Avenue, Cleethorpes DN35 0LN (B81055)	B81055	11 (1.1%)
Drs Chalmers & Meier, Weelsby View Health Centre, Ladysmith Road, Grimsby DN32 9EF (B81677)	B81677	10 (1%)
Dr Ma Zaro And Partner, Taylors Ave. Med. Centre, 146 Taylors Avenue, Cleethorpes DN35 0LN (B81642)	B81642	8 (0.8%)
Dr Ah Hussain, Weelsby View Health Centre, Ladysmith Road, Grimsby, North East Lincolnshire DN32 9SW (B81689)	B81689	6 (0.6%)
Nest, Pelham Medical Group, Church View Health Centre, Cartergate, Grimsby DN31 1QZ (Y02300)	Y02300	3 (0.3%)
Comm Adult Mental Health (360), Pilgrim Primary Care Centre, Pelham Road, Immingham DN40 1JW (Y03075)	Y03075	1 (0.1%)
Ophthalmology, Weelsby View Health Centre, Ladysmith Road, Grimsby DN32 9EF (Y00452)	Y00452	1 (0.1%)

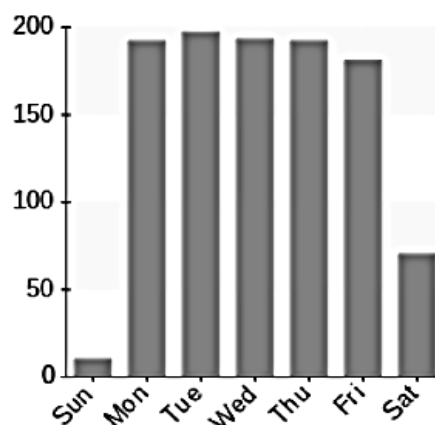
Clients registering for the MAS service were registered with the GP practices shown to the left.

The data indicates which practices have benefitted the most in terms of a reduction in pressure and demand.

## Days of Attendance

Day of the Week    Number of People

Sun	10 (1%)
Mon	192 (18.6%)
Tue	197 (19%)
Wed	193 (18.6%)
Thu	192 (18.6%)
Fri	181 (17.5%)
Sat	70 (6.8%)



The service has been accessed every day of the week including Sundays. Advertising the availability of a weekend service would be beneficial.

## Analysis of Presenting symptoms

Symptoms

Total

Acne	7 (0.7%)
Athletes foot	10 (0.9%)
Cold sores	23 (2.1%)
Conjunctivitis	112 (10.4%)
Constipation	26 (2.4%)
Cough / Cold / Flu	186 (17.3%)
Cystitis in adult females	10 (0.9%)
Dandruff	8 (0.7%)
Diarrhoea	17 (1.6%)
Dry eyes	28 (2.6%)
Ear wax (cerumen)	17 (1.6%)
Eczema / Dry or itchy skin	70 (6.5%)
Haemorrhoids (piles)	8 (0.7%)
Hayfever (allergic rhinitis)	10 (0.9%)
Head Lice	78 (7.3%)
Indigestion/ Heart burn/ Tummy upset	18 (1.7%)
Insect bites and stings	13 (1.2%)
Mouth and Gum swelling (Gingivostomatitis)	5 (0.5%)
Mouth ulcers	18 (1.7%)
Nappy rash	17 (1.6%)
Nasal congestion	14 (1.3%)
Sore throat	40 (3.7%)
Teething	20 (1.9%)
Temperature aches and pains, prevention of fever after vaccination	117 (10.9%)
Threadworm	84 (7.8%)
Thrush (Oral)	21 (2%)
Thrush (Vaginal)	58 (5.4%)
Verrucas/Warts	40 (3.7%)

Advice has been sought for 23 out of the 28 conditions included in the scheme.

Most common conditions consulted upon include:

- 17.3% Cough/cold/flu
- 10.9% Temperature/ aches/ pain/ post vaccination fever
- 10.4% Conjunctivitis
- 7.8% Threadworms
- 6.5% Eczema/ dry or itchy skin

Outcome of consultation:

- 2.7% Received advice only
- 93% Received advice and medicine



## Analysis of Medicine name

Med supply	Total	
Paracetamol 120mg/5ml oral suspension paediatric sugar free 100 ml	106 (9.9%)	Where the product supplied has been recorded as 'blank', this indicates no product was supplied and the client received advice only.
Brochlor 0.5% eye drops (Sanofi) 10 ml	97 (9%)	
Ovex 100mg chewable tablets (McNeil Products Ltd) 1 tablet	84 (7.8%)	
Simple linctus paediatric sugar free 200 ml	65 (6%)	
Simple linctus sugar free 200 ml	61 (5.7%)	
Hedrin 4% lotion (Thornton & Ross Ltd) 50 ml	53 (4.9%)	
Salactol paint (Dermal Laboratories Ltd) 10 ml	39 (3.6%)	
Paracetamol 250mg/5ml oral suspension sugar free 200 ml	38 (3.5%)	
Ibuprofen 100mg/5ml oral suspension sugar free 100 ml	30 (2.8%)	
Paracetamol 500mg tablets 32 tablet	28 (2.6%)	
Hypromellose 0.3% eye drops 10 ml	22 (2%)	
Clotrimazole 1% cream 20 gram	21 (2%)	
Cymex Ultra 5% cream (Actavis UK Ltd) 2 gram	20 (1.9%)	
Daktarin 20mg/g oromucosal gel (McNeil Products Ltd) 15 gram	20 (1.9%)	
Lactulose 3.1-3.7g/5ml oral solution 500 ml	20 (1.9%)	
Full Marks solution (SSL International Plc) 100 ml	19 (1.8%)	
ZeroAQS emollient cream (Thornton & Ross Ltd) 500 gram	18 (1.7%)	
Canesten 2% thrush cream (Bayer Plc) 20 gram	17 (1.6%)	
Fluconazole 150mg capsules 1 capsule	17 (1.6%)	
Clotrimazole 500mg pessaries 1 pessary	15 (1.4%)	
Zenoxone 1% cream (Teva UK Ltd) 15 gram	15 (1.4%)	
Cetirizine 10mg tablets 30 tablet	14 (1.3%)	
Brochlor 1% eye ointment (Sanofi) 4 gram	12 (1.1%)	
Ibuprofen 400mg tablets film coated (Actavis UK Ltd) 24 tablet	12 (1.1%)	
Chlorphenamine 2mg/5ml oral solution sugar free 150 ml	11 (1%)	Where a product indicates 'item not in list' this indicates there has been a change of licence holder for the product. Specifically Eurax® cream has transferred from GlaxoSmithKline to Novartis, the Dm&D price list has now been updated, but a brief time delay between product transfer and Dm&D update has resulted in this item appearing as 'not in list'
Chlorphenamine 4mg tablets 28 tablet	11 (1%)	
Sodium chloride 0.9% nasal drops (Sandoz Ltd) 10 ml	10 (0.9%)	
Dioralyte oral powder sachets blackcurrant (Sanofi) 6 sachet	9 (0.8%)	
Anbesol liquid (Alliance Pharmaceuticals Ltd) 15 ml	8 (0.7%)	
Care Decongestant 60mg tablets (Thornton & Ross Ltd) 12 tablet	8 (0.7%)	
Care olive oil ear drops (Thornton & Ross Ltd) 10 ml	8 (0.7%)	
Nizoral anti-dandruff 2% shampoo (McNeil Products Ltd) 60 ml	8 (0.7%)	
Potassium citrate mixture 200 ml	8 (0.7%)	
Sodium bicarbonate 5% ear drops (Thornton & Ross Ltd) 10 ml	8 (0.7%)	
Carbomer '980' 0.2% eye drops 10 gram	7 (0.7%)	
Diffiam 0.15% Sore Throat Rinse (Meda Pharmaceuticals Ltd) 200 ml	7 (0.7%)	
Metanium Nappy Rash ointment (Thornton & Ross Ltd) 30 gram	7 (0.7%)	
Peptac liquid peppermint (Teva UK Ltd) 500 ml	7 (0.7%)	
Bepanthen Nappy Care 5% ointment (Bayer Plc) 30 gram	6 (0.6%)	
Anbesol liquid (Alliance Pharmaceuticals Ltd) 6.5 ml	5 (0.5%)	
Diah-Limit 2mg capsules (Wockhardt UK Ltd) 6 capsule	5 (0.5%)	
Eurax 10% cream (GlaxoSmithKline Consumer Healthcare) 30 gram	5 (0.5%)	
Gaviscon Advance oral suspension aniseed (Reckitt Benckiser Healthcare (UK) Ltd) 500 ml	5 (0.5%)	
Hydrocortisone 2.5mg muco-adhesive buccal tablets sugar free 20 tablet	5 (0.5%)	
Acnecide 5% gel (Galderma (UK) Ltd) 30 gram	4 (0.4%)	
Anusol Plus HC ointment (McNeil Products Ltd) 15 gram	4 (0.4%)	
Ibuprofen 200mg tablets 24 tablet	4 (0.4%)	
Anusol ointment (McNeil Products Ltd) 25 gram	3 (0.3%)	
Bug Buster kit (Community Hygiene Concern) 1 device	3 (0.3%)	



Med supply	Total
Derbac-M 0.5% liquid (G.R. Lane Health Products Ltd) 50 ml	3 (0.3%)
Loratadine 10mg tablets 30 tablet	3 (0.3%)
PanOxyl 10 Aquagel (GlaxoSmithKline Consumer Healthcare) 40 gram	3 (0.3%)
Peptac liquid aniseed (Teva UK Ltd) 500 ml	3 (0.3%)
Beconase Hayfever 50micrograms/dose nasal spray (Omega Pharma Ltd) 100 dose	2 (0.2%)
Ephedrine 0.5% nasal drops 10 ml	2 (0.2%)
Eurax lotion (Novartis Consumer Health UK Ltd) 100 ml	2 (0.2%)
Fybogel Hi-Fibre Orange 3.5g effervescent granules sachets (Reckitt Benckiser Healthcare (UK) Ltd) 10 sachet	2 (0.2%)
Anusol Plus HC suppositories (McNeil Products Ltd) 12 suppository	1 (0.1%)
Benadryl Allergy Children's 1mg/ml oral solution (McNeil Products Ltd) 100 ml	1 (0.1%)
Bonjela Original gel (Reckitt Benckiser Healthcare (UK) Ltd) 15 gram	1 (0.1%)
Corsodyl Mint 0.2% mouthwash (GlaxoSmithKline Consumer Healthcare) 300 ml	1 (0.1%)
Cystopurin 3g granules sachets (Bayer Plc) 6 sachet	1 (0.1%)
Dioralyte oral powder sachets citrus (Sanofi) 6 sachet	1 (0.1%)
Glycerol 4g suppositories 12 suppository	1 (0.1%)
Mucogel oral suspension (Chemidex Pharma Ltd) 500 ml	1 (0.1%)
Nexium Control 20mg gastro-resistant tablets (Pfizer Consumer Healthcare Ltd) 7 tablet	1 (0.1%)
Oilatum Emollient (GlaxoSmithKline Consumer Healthcare) 250 ml	1 (0.1%)
Otrivine Antistin 0.5%/0.05% eye drops (Thea Pharmaceuticals Ltd) 10 ml	1 (0.1%)
Senokot 7.5mg tablets (Reckitt Benckiser Healthcare (UK) Ltd) 20 tablet	1 (0.1%)
<b>Items not in list</b>	
Eurax 10% cream (Novartis Consumer Health UK Ltd) 30 gram	5 (0.5%)
[Blank]	29 (2.7%)

Of the 1075 consultations held, 192 also included consultation regarding a second minor ailment which resulted in the following outcomes:

- 2% Advice only
- 97% Advice and medicine
- 1% Unknown outcome

### Outcome of MAS consultations with respect to onward referral from the pharmacy

Only 3% (32) consultations out of the 1075 held required onward referral to a GP.  
97% (1043) of consultations were successfully dealt with in the pharmacy and did NOT require any onward referral.  
These outcomes demonstrate the true value of the minor ailment service in terms of diverting clients from overcrowded GP surgeries and encouraging self-care and appropriate use of alternative health care providers.

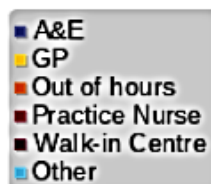
### Analysis of Referred info



## Analysis of If not used MAS

AltDisposition Total

A&E	3 (0.3%)
GP	884 (82.2%)
Out of hours	54 (5%)
Practice Nurse	44 (4.1%)
Walk-in Centre	9 (0.8%)
Other	81 (7.5%)



Clients were asked what options they would have taken if the Minor Ailment service had not been available to them.

Responses to this question clearly indicate that the minor ailment service has alleviated demand and pressure on GP practices including out of hour provisions, with A&E and walk in centres also benefitting.

### If not used MAS profiles

Classification	Description
A&E	Would have attended A&E
GP	Would have attended GP
Out of hours	Would have attended Out of hours
Practice Nurse	Would have attended Practice Nurse
Walk-in Centre	Would have attended Walk-in centre

## Analysis of Levy Status

LevyStatus

Total

Pays for each prescription item	0 (0%)
A - under 16 years of age	570 (53%)
B - 16, 17 or 18 in full-time education	24 (2.2%)
C - 60 years of age or over	221 (20.6%)
D - has valid maternity exemption certificate	13 (1.2%)
E - has valid medical exemption certificate	47 (4.4%)
F - has valid prescription pre-payment certificate	16 (1.5%)
G - has valid War Pension exemption certificate	0 (0%)
L - is named on current HC2 charges certificate	5 (0.5%)
H - gets Income Support or income related ESA	103 (9.6%)
K - gets income based Jobseekers Allowance	18 (1.7%)
M - is entitled or named on valid NHS Tax Credit Exemption Certificate	57 (5.3%)
S - has a partner who gets Pension Credit guarantee credit	1 (0.1%)

Children under 16 years, 16-18 years in fulltime education or over 60 years account for 76% of consultations.

The number of consultations held with each pharmacy is indicted below.

## Provider Engagement

Provider	Number of Interactions
Cottingham Chemists - FC890	184
Birmingham Chemists Ltd - FE995	124
LloydsPharmacy (Branch: 0328 - Raj Med Centre) - FJ011	99
EA Broadburn (Scartho) - FM096	60
Periville Ltd (Weelsby) - FYV42	53
Periville Ltd (Cromwell Road) - FF575	49
LloydsPharmacy (Branch: 6454 - Pelham Road) - FQK73	47
Periville Ltd (The Willows) - FC797	47
Healing Pharmacy - FFK96	46
Asda Pharmacy (Branch: 4628 - Grimsby) - FXC13	41
Boots UK Ltd (Branch: 0101 - Grimsby Friargate) - FD897	38
Lincoln Co-operative Chemists Ltd (Cleethorpes) - FJX84	35
LloydsPharmacy (Branch: 7357 - Littlecoates Road) - FHE56	32
LloydsPharmacy (Branch: 7505 - Stirling Pharmacy) - FM640	29
Birkwood Pharmacy - FFX63	27
EA Broadburn (St Peters Ave) - FG710	21
Lincoln Co-Op Chemists Ltd (Wybers Wood) - FD190	16
LloydsPharmacy (Branch: 6290 - Immingham) - FJE54	16
Boots UK Ltd (Branch: 5903 - Grimsby Ch View HcAP0903) - FLV73	15
Cohens Chemists - FGC59	14
Cottingham (Waltham) Ltd - FM438	14
Cohens Chemist (Branch: 726) - FA419	13
Tesco Instore Pharmacy (2286 Cleethorpes) - FGC04	10
Tesco Instore Pharmacy (5169 Grimsby) - FGW79	10
LloydsPharmacy (Branch: 0103 - New Waltham) - FR221	9
LloydsPharmacy (Branch: 6932 - Fieldhouse Road) - FW062	9
Lowlands Pharmacy (Branch: 1432 - Cleethorpes (Branch 1432)) - FCE49	7
LloydsPharmacy in Sainsburys (Branch: 5101 - Grimsby) - FNR70	5
Sandringham Road Pharmacy Ltd - FQR49	5
Boots UK Ltd (Branch: 0124 - Cleethorpes St Peters Av) - FX882	0
Boots UK Ltd (Branch: 0125 - Grimsby Freeman St) - FN494	0
LloydsPharmacy (Branch: 0364 - Grimsby) - FLL50	0
LloydsPharmacy (Branch: 7366 - Laceby) - FD193	0

The number of consultations held within each pharmacy contracted to provide the service is shown to the left.