


Hull CCG Community Pharmacy Minor Ailments Scheme 7 July 2017

Want expert healthy advice
and treatment without an appointment?

**Think
Pharmacy
First!**



Your pharmacist provides expert self-care advice, healthy living information and over the counter treatments for a range of common illnesses and ailments from sprains to stomach upsets. Before you visit your GP – Think Pharmacy First!

PHARMACY
the Heart of our Community

Community
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Caroline Hayward
Professional Development Pharmacist
Community Pharmacy Humber LPC

Community
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Agenda

- Hull MAS Service Specification
- Monitoring/ Evaluation and promotion
- PharmOutcomes: Live demo
- Questions

Why you should make your pharmacy first port of call before trying a GP

Daily Mirror, 22 September 2015, p16

- Only 1 in 3 people would think of asking a local pharmacist for health advice
- 91% believe dispensing medicines is a pharmacist's main role...

RPS President Ash Soni said:

"It is estimated that as many as a **fifth** of people attend GP practices with health issues that could be dealt with just as well by a community pharmacist.

People who might struggle to get a GP appointment due to demand can often walk into their local pharmacy and get the healthcare they need- there is no appointment required".

What is the Hull Pharmacy Minor Ailment scheme?





- Pharmacists should be first point of call for common ailments
 - Cost of OTC medication prohibits some people from using their pharmacy
- Pharmacy Minor Ailment service - designed to give people easier access to advice and medicines **free of charge** without the need to see a GP
 - Promote self-care
 - Reduce pressure on GPs - freeing up their time for people with more complex medical complaints.
 - Reduce pressure on A&E departments
- Community Pharmacies provide access to a qualified health professional:
 - Convenient and accessible location
 - Available in local community
 - Fast same-day access: No need to wait for an appointment
- England - no national scheme - **Services locally commissioned therefore vary across areas: Variation between Hull , NL, NEL and ERoY**
 - 28 Conditions covered in the Hull CCG scheme
 - Not an opportunity to simply stock up on medicines free of charge**
 - Treatments can be refused by the pharmacist if abuse of scheme suspected


Pharmacy Criteria for participating in the Hull Minor Ailments Service

- Must provide all Essential Services within the Community Pharmacy Contract.
- Must have a pharmacist on the premises whilst participating within the scheme.
- All consultations **must take place on the pharmacy premises** and any medication if supplied **must occur at the completion of the consultation**
- Must have a private consultation area that meets the requirements in NHS Directions for Advanced Services.
- Can be provided by a qualified medicines counter assistant or member of staff who is qualified to NVQ 2 in Pharmaceutical Services and keeps their CPD up to date with regard to minor ailments.
- Participating Pharmacists should keep their CPD on minor ailments up to date
- Must operate within the Hull CCG minor ailment service specification guidance booklet
- All service delivery information must be recorded onto PharmOutcomes platform

Conditions covered in the Hull MAS

- Acne 
- Athlete's Foot
- Cold Sores
- Bacterial Conjunctivitis
- Constipation 
- Cough
- Cystitis in adult females
- Dandruff
- Diarrhoea
- Dry Eyes 
- Ear Wax

- Eczema, contact dermatitis, Dry or Itchy Skin
- Gingivostomatitis (Mouth or Gum Swelling)
- Haemorrhoids (Piles)
- Hay Fever/allergic rhinitis/allergic conjunctivitis
- Head lice 
- Indigestion/Heart Burn/Tummy upset/ Vomiting
- Insect bites and stings 
- Mouth Ulcers

- Nasal Congestion (colds)
- Nappy Rash 
- Pain
- Sore Throat
- Teething 
- Temperature including Prevention of fever after vaccination, Aches & Pains
- Threadworms 
- Thrush (oral and vaginal)
- Warts & Verrucae

Where will I find details of the MAS scheme?



- Minor Ailments guidance booklet: Details of scheme operation
- Pharmacies signed up to MAS service: must work within the May 2017 specification.
- Only the Clinical conditions included in the booklet can be treated through the MAS scheme
- Each Clinical Condition has a separate monograph (based on CKS guidance)
- Monograph includes:
 - Definition of condition
 - Criteria for inclusion (group you can treat)
 - Criteria for exclusion / referral (You cannot treat these clients)
 - Self-care advice
 - Action for excluded clients
 - Recommended Treatments: Route, Legal status. Frequency of admin & max dosage
 - Additional treatment advice
 - Conditional referral to GP
 - References : <http://cks.nice.org.uk>
- Medical products provided : **MUST** be relevant to the condition you are treating and contained within the guidance booklet/ **relevant to age of client.**

Examples of monographs

COLD SORES			
Definition/Criteria Infection with herpes simplex virus (HSV) causing pain and blistering on or around the lips (cold sores). After primary infection, the virus lies dormant until triggered by a stimulus such as the common cold, sunlight or impaired immunity.			
Criteria for INCLUSION Patients who present with pain or tingling on or around the lips with a previous history of HSV.			
Criteria for conditional EXCLUSION or REFERRAL			
<ul style="list-style-type: none"> Immunocompromised individuals. Pregnant women Recurrent or persistent symptoms 			
SELF CARE ADVICE			
<ul style="list-style-type: none"> Reassure the person that the condition is self-limiting and that lesions will heal without scarring. Give advice to minimize transmission: <ul style="list-style-type: none"> Avoid touching the lesions, other than when applying medication. Wash hands with soap and water immediately after touching lesions. Topical medications should be dabbed on rather than rubbed in to minimize mechanical trauma to the lesions. They should not be shared with others. Avoid kissing until the lesions have completely healed. Do not share items that come into contact with lesion area (for example lipstick or lip gloss). Avoid oral sex until all lesions are completely healed. There is a risk of transmission to the eye if contact lenses become contaminated. Inform parents or carers that children with cold sores do not need to be excluded from nurseries and schools. 			
Action for excluded patients Referral to General Practitioner			
Recommended Treatments, Route, Legal status. Frequency of admin & max dosage			
Aciclovir 5% Cream (2g)	Topical	GSL/P	Apply to the affected area five times a day
Paracetamol or ibuprofen may also be used for pain relief where required			
Additional Treatment advice			
<ul style="list-style-type: none"> Topical aciclovir offers very limited benefits and should only be supplied to patients who respond to this treatment. Treatment should only be supplied when the patient is experiencing prodromal symptoms i.e. initial onset. It should not be supplied to treat lesions inside the mouth 			
Conditional referral to GP:			
<ul style="list-style-type: none"> Advise the person to seek medical advice if their condition deteriorates (for example the lesion spreads, new lesions develop after the initial outbreak, persistent fever, inability to eat) or no significant improvement is seen after 7 days 			
References http://cks.nice.org.uk/herpes-simplex-oral (Sep 2012)			

CONJUNCTIVITIS (ACUTE BACTERIAL)			
Definition/Criteria Acute inflammation of the conjunctiva of the eye			
Criteria for INCLUSION Conjunctivitis, where a bacterial infection is suspected			
Criteria for conditional EXCLUSION or REFERRAL			
<ul style="list-style-type: none"> Users of other eye drops regularly prescribed Atypical symptoms of conjunctivitis Suspected foreign body in the eye Eye injury Photophobia Where vision has been affected Suspected allergic conjunctivitis 	<ul style="list-style-type: none"> Unusual looking pupils or cloudy cornea Feels generally unwell Glaucoma Eye surgery/laser treatment in last 6 months Pregnancy and breastfeeding Recent trip abroad Severe pain within the eye 		
SELF CARE ADVICE			
<ul style="list-style-type: none"> That infective conjunctivitis is a self-limiting illness that, for most people, settles without treatment within 1–2 weeks. If symptoms persist for longer than 2 weeks they should re-consult for investigation of the cause. To urgently seek medical attention if they develop marked eye pain or photophobia, loss of visual acuity, or marked redness of the eye. To remove contact lenses, if worn, until all symptoms and signs of infection have completely resolved and any treatment has been completed for 24 hours. That lubricant eye drops may reduce eye discomfort; these are available over the counter, as well as on prescription. To clean away infected secretions from eyelids and lashes with cotton wool soaked in water. To wash their hands regularly, particularly after touching infected secretions, and to avoid sharing pillows and towels to avoid spreading infection. 			
Action for excluded patients Referral to General Practitioner			
Recommended Treatments, Route, Legal status. Frequency of admin & max dosage			
Chloramphenicol 0.5% Eye Drops	topical	P	One drop to the affected eye every 2 hours for the first 48 hours then four hourly for 72 hours
Chloramphenicol 1% Eye Ointment	topical	P	Apply four times a day for the first 48 hours then twice a day for 72 hours
Additional Treatment advice			
<ul style="list-style-type: none"> Transient burning or stinging sensation. Hypersensitivity reactions possible though very rare. 			
Conditional referral to GP:			
<ul style="list-style-type: none"> See GP if no improvement or condition worsens over 48 hours 			
References http://cks.nice.org.uk/conjunctivitis-infective (Aug 2015)			

Service criteria

- NHS Number
 - Consent to access NHS spine
 - No NHS number /doubt eligibility: decline treatment, urge client to seek medical care via GP or OTC route.
- Patients' **must be present** at the pharmacy to receive the service.
- Encourage patient to use same pharmacy all the time – not essential
- **PMR entry**: Pharmacies should keep a detailed record of 'Minor ailment service' treatments on their PMR system.
- Patients must give their **consent** to share details of the consultation with their GP
- Normal rules of patient confidentiality apply.

The consultation



- COMPLETE LIVE ON THE PHARMOUTCOMES PLATFORM WHEREVER POSSIBLE ; Collect ethnicity etc. (not on current FPPharm sheet)
- Consultation by pharmacist or trained MCA to assess patients condition will consist of:

Patient assessment.

Provision of advice – encourage self-care / patient education

Provision of a medication (Only if necessary, from the agreed formulary and suitable for age of client).

Clinical management : Clinical Knowledge Summaries <http://cks.nice.org.uk>

Entering details onto the PMR.

When advice and/or treatment given to a child; good practice to record details in child's 'red health record' booklet if possible



Complete a FPPharm (Pharmacists Prescription) or the PharmOutcomes equivalent. (Can be downloaded from PharmOutcomes, electronic copy will be automatically sent to the GP Practice. (example on next slide)

– No need to send green copy to GP if electronic transmission has been successful

Patient to complete and **sign exemption declaration** on FPPharm or basic provision record

– confirming receipt of meds and exemption as per FP10

Pharmacist FPPHarm / Downloadable basic provision report including Exemption declaration form

Appendix 2

Pharmacists Prescription (FPPHarm)

Name Address	Surgery Practice Name
DOB	Practice Code
NHS Number	
Symptoms reported	
Please tick one box only <input type="checkbox"/> Advice and Counselling only <input type="checkbox"/> Referral to GP <input type="checkbox"/> Medicine supplied	
Medicine and quantity supplied	
If this scheme was not in place where would you have gone for advice/medication?	
Pharmacy (purchase)	
GP Practice	
Out of Hours GP Service	
Accident and Emergency	
Other:	
Pharmacist Name (Block Capitals)	Pharmacist signature
Pharmacy Name & Address (clearly stamp if available)	Date supplied
<small>Details of this prescription will be shared with your Doctor and the Local Clinical Commissioning Group for audit purposes. All information will be treated with the strictest confidence and held in accordance with the Data Protection Act.</small>	

NOTE	You will be asked to show proof that you do not have to pay prescription charges. If you do not have proof, you will still get your free medicine supply but checks will be made later to confirm your eligibility.
Part 1	The patient doesn't have to pay because he/she:
A	is under 16 years of age
B	is 16, 17 or 18 and in full-time education
C	is 60 years of age or over
D	has a valid maternity exemption certificate
E	has a valid medical exemption certificate
F	has a valid prescription prepayment certificate
G	has a valid War Pension exemption certificate
L	is named on a current HC2 charges certificate
H	gets Income Support or Income related Employment Support Allowance
K	gets income-based Jobseeker's Allowance
M	is entitled to, or named on a valid NHS Tax Credit Exemption Certificate
S	has a partner who gets pension credit guarantee credit (PCGC).
Declaration	I declare that the information I have given on this form is correct and complete and I understand that if it is not appropriate action may be taken against me. I confirm proper entitlement to exemption and for the purposes of checking this, I consent to the disclosure of relevant information, including to and by the Inland Revenue and Local Authorities.
Patients Signature	Patients signature to confirm exemption and receipt of medication

September 2016 10

13032016 Basic Provision Record

Provider File Copy - Minor Ailments Service Stage 2 - Consultation *IMPORT 12-09-2016*

Walton Patch Pharmacy 628 A Street in a Town Nerville E145 6G4 0204 224656	
Patient Details	
Patient Name	Mickey Mouse
Address	123 Alphabet Road Brock way ASD2 3CD
Date of Birth	2003-02-01
NHS Number	9999999999
Provision Details	
Provision Date	13 Sep 2016
Consultation and medicines supply - read slide note	
Presenting symptoms	Presenting symptoms: One of: Acne Athlete foot Cold sores Conjunctivitis (acute bacterial) Constipation Contact dermatitis/allergic/psoriasis/eczema Cough
Medicine name	Selection from Dictionary of Medicines and Devices (dm-d) lookup list
Presenting symptoms 2	Presenting symptoms 2: One of: Acne Athlete foot Cold sores Conjunctivitis (acute bacterial) Constipation Contact dermatitis/allergic/psoriasis/eczema Cough
Medicine 2	Selection from Dictionary of Medicines and Devices (dm-d) lookup list
Referral information	
Referral necessary?	Referral necessary?: One of: Yes No
Referred to:	Referred to: One of: No referral necessary- Advice only GP within 24 hrs GP referral non-urgent A and E Dentist Other
Levy Status	Levy Status: One of: Pays for each prescription item A - under 16 years of age B - 16, 17 or 18 in full-time education C - 60 years of age or over D - has valid maternity exemption certificate

http://www.pharmacist.org.uk/medication-applications/your-report/Basic-Provision-File-Copy-DMT-Imported.html

13032016 Basic Provision Record	
<input type="checkbox"/> E - has valid medical exemption certificate <input type="checkbox"/> F - has valid prescription prepayment certificate	
Further information	
If not used MAS	If not used MAS: One of: Would have gone to GP Would have gone to A and E Would have gone to Walk-In Centre Other
Pharmacist Name	Answer to Pharmacist Name single line input

118 Basic Provision Record

Declarations

Prescription charge Exemption

A	<input type="checkbox"/>	is under 16 years of age	
B	<input type="checkbox"/>	is 16, 17 or 18 and in full-time education	
C	<input type="checkbox"/>	is 60 years of age or over	
D	<input type="checkbox"/>	has a valid maternity exemption certificate	
E	<input type="checkbox"/>	has a valid medical exemption certificate	
F	<input type="checkbox"/>	has a valid prescription pre-payment certificate	
G	<input type="checkbox"/>	has a valid War Pension exemption certificate	
L	<input type="checkbox"/>	is named on a current HC2 charges certificate	
X	<input type="checkbox"/>	was prescribed free-of-charge contraceptives	
H	<input type="checkbox"/>	* gets Income Support	
K	<input type="checkbox"/>	* gets Income-based Jobseekers Allowance	
M	<input type="checkbox"/>	* is entitled to, or named on, a valid NHS Tax Credit exemption certificate	
S	<input type="checkbox"/>	* has a partner who gets Pension Credit guarantee credit (PCGC)	

* Name:	Date of Birth:	NI no:

* For H, K, M, S exemptions, print the name and details of the person getting benefit or credit. This may be you or your partner. Checks may be made with the Department for Work and Pensions (formerly DSS), or the Inland Revenue.

Pharmacist Signature:	Date:
Pharmacist Signature:	Date:

Pharmacist referral procedure to GP Practice

When to use General Referral Procedure

- Patient presents more than twice in a month with same symptoms: refer if clinically appropriate.
- If symptoms do not meet the criteria for a rapid referral advise patient to make appointment in normal manner.
- Complete Pharmacy Referral Form, fax to the practice (downloadable form from PharmOutcomes platform)

Rapid Referral Procedure –

- If symptoms indicate need for immediate consultation with GP: Contact surgery and make an appointment for the patient within an appropriate time frame.
- Fax a completed Referral Form to GP Practice immediately
- If surgery is closed and/or the symptoms sufficiently severe, advise patient to contact NHS 111, the 'Out of Hours Service' or attend A&E

Abuse of the scheme

- Suspected abuse of the scheme by patient and/or carer alert the patient's GP in the first instance. Continued abuse of the scheme should be escalated to NHS England

Minor Ailment GP referral Form

Appendix 3

Minor Ailments Scheme GP Referral Form

(Please indicate urgent or non urgent referrals)

<u>Urgent Referral</u>	
<u>Non Urgent Referral</u>	

Patient's [Full] Name & Address:	
Patient's GP:	
Date of Referral:	
Reason for Referral:	
Relevant History and Interventions:	
Pharmacy Name & Address:	
Pharmacist Name:	
Signature:	

Could also include NHS Number / D.O.B

Service funding and payment mechanism

Every consultation must be recorded on the PharmOutcomes platform

A monthly summary claim sheet will be automatically transmitted via PharmOutcomes to NHSE Area Team Office on the **6th working day of each month** for monthly reimbursement of drug costs, evaluation of the service and feedback to practices.

Fees:

- £4.10 per MAS consultation
- Drug costs reimbursed at drug tariff/agreed cost prices plus VAT monthly.
- Drug costs reviewed every 6 months, may be subject to change, these will automatically update within the electronic PharmOutcomes platform. Accurate up to date claims every month.
- All payments made monthly through the NHS business services authority

Monitoring and Evaluation

Pharmacies and GP Practices will be expected to participate in monitoring and evaluation of the scheme to show:

- Cost and volume of pharmacy interventions and indications treated. (data collected via PharmOutcomes)
- The Pharmacy must participate in any CCG organised audit of service provision.

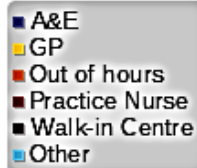
The picture so far

- 66 active pharmacies out of 72 who have signed up to service
- 2451 clients registered on Hull scheme
- 57.4% are under 19 years
- 64% female, 36% male
- 2595 consultations: 14% of consultations included a second condition
- Hayfever 20.5%, Headlice 15.5%, Temperature etc. 13.8%
- 99.3% gave advice and medication, 0.7% advice only
- 15 consultations resulted in a referral (6 urgent within 24 hours)
- 99.4% dealt with successfully in pharmacy
- Where would client have gone instead?

Data so far

Analysis of If not used MAS

AltDisposition	Total
A&E	4 (0.2%)
GP	2145 (82.7%)
Out of hours	118 (4.5%)
Practice Nurse	14 (0.5%)
Walk-in Centre	142 (5.5%)
Other	172 (6.6%)



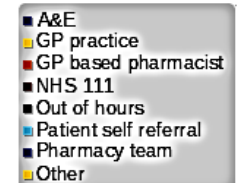
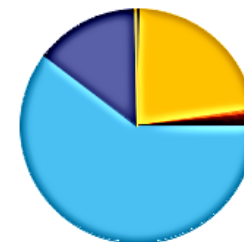
If not used MAS profiles

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

Method of referral into service

Analysis of Referral method

Referral by	Total
A&E	6 (0.2%)
GP practice	590 (22.1%)
GP based pharmacist	14 (0.5%)
NHS 111	11 (0.4%)
Out of hours	27 (1%)
Patient self referral	1605 (60.1%)
Pharmacy team	380 (14.2%)
Other	37 (1.4%)



Service promotion and Promotional materials

- Hull CCG are purchasing the following posters:



**Want expert healthy advice
and treatment without an appointment?**

**Think
Pharmacy
First!**

Your pharmacist provides expert self-care advice, healthy living information and over the counter treatments for a range of common illnesses and ailments from sprains to stomach upsets. Before you visit your GP – Think Pharmacy First!

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**Mixed up about
your medication?**

**Think
Pharmacy
First!**

Your pharmacist is a medicines expert and provides a free NHS service to help you get the best out of yours. Ask for advice on prescriptions, what your medication does, side effects and the best way to take them.

PHARMACY
the Heart of our Community

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Use of PharmOutcomes

PharmOutcomes Live demo

(screen shots available on following slides)

Use of PharmOutcomes – Stage 1 Registration

- Start by logging on to PharmOutcomes
- Click on services tab at top of screen
- Select the relevant platform on left of screen:
 - Stage 1- Minor ailments service registration
 - Stage 2- Minor ailments consultation
- Please note clients must be registered on platform 1 before medication can be provided on platform 2
- Enter client details on platform 1.
 - GP can be selected from drop down by entering part of practice name
- Confirm patients eligibility for the scheme
 - Drop down options to confirm registration with a Hull CCG GP

Service Design Minor Ailments Service Stage 1 - Registration (Preview)

- Browse Service Library
- View service accreditations
- Edit Service Design
- Preview Claim for this service
- View/Edit Claim Amounts

Provision Reports Preview

Basic Provision Record (Sample)

Service Support Method of referral into service

Minor Ailments Scheme

Please register all patients prior to entering supply information

Reference documents:
Appendix 2 - Consultation record
Appendix 3 - GP referral form
Appendix 4 - Gillick competence

Provision Date: 21-Sep-2016

Name:

Date of Birth: Enter as dd-mm-yyyy (eg 23-Feb-1989)

Gender: Male Female

Ethnicity: Select an option...

Postcode: Search

Address:

NHS Number:
If neither the client nor the provider know the NHS Number, you can enter "Unknown". If the client has never been issued with an NHS Number, you can enter "Not issued".

Referral method:

- ASE
- GP practice
- NHS 111
- Out of hours
- Patient self referral
- Pharmacy team
- Single Point of Access
- Other

This service is only available to patients registered with General Practices in North East Lincolnshire.

GP Practice:
Start to type GP practice name and select from list

You should confirm the patient is registered with the declared GP.

Scheme eligibility:

PO– Consultation Stage 2

- Stage 2 Consultation platform
- Type patients name in the field
 - If they are registered on platform 1 their name and details will appear
- Patient must consent to treatment and the sharing of data with their GP
 - Select symptoms/ condition from drop down list
 - Indicate whether advice/advice and medication given
 - Enter details of medication provided in box (start typing)
 - Only meds from approved list will pop up
 - Refer to left hand side of screen for prompts
 - Enter quantity (i.e. pack size)
 - Repeat for a second condition if applicable OR leave blank
 - Record any referrals
 - Record levy status
 - Record where client would have gone if MAS not available
 - Record Name of Pharmacist
 - Save
 - Print out basic provision report and ask client complete exemption info and sign

The screenshot shows the 'Minor Ailments Service Stage 2 - Consultation (Preview)' form. Key sections include:

- Service Design:** Includes links for 'Browse Service Library', 'View service accreditations', 'Edit Service Design', 'Preview Claim for this service', and 'View/Edit Claim Amounts'.
- Provision Reports Preview:** Offers 'Basic: Provision Record (Sample)', 'GP Notification Letter (Sample)', and 'Print test (Sample)'. A note states 'This consultation is labelled'.
- Service Support:** Contains 'Minor Ailments Consultation' instructions, 'Service Guides' (reference documents), and a list of medicines with their quantities.
- Form Fields:**
 - Consultation date: 21-Sep-2016
 - Patient name: [Input field]
 - Data sharing: Yes / No
 - Presenting symptoms: [Dropdown menu]
 - Condition 1 outcome: Advice only / Advice and medicine
 - Medicine name: [Input field]
 - Quantity: [Input field]
 - Condition 2 outcome: Advice only / Advice and medicine
 - Medicine 2: [Input field]
 - Quantity: [Input field]
 - Referral necessary?: Yes / No
 - Referred to: No referral necessary - Advice only / GP within 24 hrs / GP referral non-urgent / A and E / Dentist / Other [Input field]
 - Levy Status: [Dropdown menu]
 - Further Information: A&E / GP / Out of hours / Practice Nurse / Walk-in Centre / Other [Input field]
 - Pharmacist Name: [Input field]
- Final steps:** A yellow box notes: 'If the medicine is for a child under 4, you should ask for the Child Health Record (also known as the red book). The CHR contains pages for health professionals to enter treatment given to the child or adolescent NHS and social care. This service supports the use of the CHR for all pre-school children.'

Downloadable resources from PharmOutcomes

Left hand side of both MAS service platforms has downloadable resources:

Appendix 2 - Consultation record

Appendix 3 - GP referral form

Appendix 4 - Gillick competence

Click to download

The screenshot displays the PharmOutcomes web application interface. The header includes the logo 'PharmOutcomes® Delivering Evidence' and a navigation menu with links: Home, Services, Assessments, Reports, Claims, Admin, Gallery, and Help. The main content area is titled 'Service Design' and 'Minor Ailments Service Stage 1 - Registration (Preview)'. On the left sidebar, there are sections for 'Browse Service Library' (with links for accreditations, edit service design, preview claim, and claim amounts), 'Provision Reports Preview' (with a 'Basic Provision Record (Sample)' link), and 'Service Support' (with a 'Minor Ailments Scheme' section). The 'Minor Ailments Scheme' section contains the text: 'Please register all patients prior to entering supply information. Reference documents: Appendix 2 - Consultation record, Appendix 3 - GP referral form, Appendix 4 - Gillick competence'. The main form area includes fields for 'Provision Date' (21-Sep-2016), 'Name', 'Date of Birth', 'Gender' (Male/Female), 'Ethnicity' (dropdown), 'Postcode' (with a search button), 'Address', and 'NHS Number'. A note below the NHS Number field states: 'If neither the client nor the provider know the NHS Number, you can enter "Unknown". If the client has never been issued with an NHS Number, you can enter "Not Issued"'. Below the form is a 'Method of referral into service' section with a 'Referral method' dropdown menu containing radio button options: A&E, GP practice, NHS 111, Out of hours, Patient self referral, Pharmacy team, Single Point of Access, and Other (with a text input field). At the bottom, a disclaimer reads: 'This service is only available to patients registered with General Practices in North East Lincolnshire.'



Any Questions?

LPC Contact details

LPC Contact details: humber.lpc@nhs.net