

27 November 2020

Dear Colleague,

Community Pharmacy Extended Care Service (Tier 1)

We are pleased to announce that NHSE&I has agreed to commission the Extended Care Service, currently in operation in the former North Midlands DCO area, across the whole of the new NHSE/I Midlands region.

Initially we will be rolling out Tier 1 services only with an anticipation for Tier 2(a) & (b) services in the New Year.

The Tier 1 service is available for all pharmacies to provide from 1st December 2020.

Tier 1 Service	Tier 2(a) Service	Tier 2(b) Service
Simple UTI	Infected insect bites	Acute otitis externa
Acute bacterial conjunctivitis	Infected eczema	Acute otitis media
	Impetigo	Acute bacterial sinusitis
		Sore throat

Accompanying this letter is a copy of the Service Level Agreement and the associated PGDs. The first section of the SLA relates to general service conditions that have to be provided at all times when delivering these PGD services, and then there are separate specifications within the document for provision of the UTI service and the acute bacterial conjunctivitis service. Therefore, contractors can choose to deliver either one of these services or both of them.

A signed agreement form can be found on the final page of the SLA, and this will need to be completed and returned to NHSE/I as specified. You will need to indicate on this agreement which service(s) you wish to deliver.

For branches of the multiple pharmacy groups, please check the sign-up process with your head office as this is usually undertaken centrally.

Access to the relevant modules within PharmOutcomes will be activated upon receipt of the signed agreement.

Individual pharmacists will need to complete a Declaration of Competence (DoC) on the CPPE website and sign each PGD. A copy of these must be retained in each branch where the pharmacist provides the service.

Please note the following service requirements;

Eligible patient groups

For the simple UTI service only **female patients in the age range 16 years to under 65 years** are eligible for the service following updated guidance from PHE.

For the acute bacterial conjunctivitis service, only **children aged from 3 months to 2 years** of age are eligible to receive treatment within this service.

Training

The mandatory training that all pharmacists will need to undertake in order to deliver the service is as follows;

- To work through the CKS summaries on simple UTI and acute bacterial conjunctivitis.
- To satisfactorily complete the PHE Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment and be registered as an antibiotic guardian (must be completed within 3 months of signing the SLA).
- Ensure that they have the correct clinical knowledge to provide the service and are familiar with NICE guidance on treating simple UTIs and acute bacterial conjunctivitis.
- The requirements of the SLA are understood and the PGDs associated with these services are signed.

We acknowledge that pharmacists will require some additional time to complete the PHE antimicrobial stewardship training and therefore a 3-month grace period is being given to complete this assessment.

It is expected that locums and relief pharmacists undertake the relevant training required to provide this service and have access to a copy of the service specification and associated PGDs prior to working in a pharmacy which has been commissioned.

Remote consultations

Whilst COVID 19 is circulating within the community and in line with guidance that has been issued to General Practice, it remains important to reduce avoidable footfall in community pharmacies to protect patients and staff from the risks of infection. As a result, telephone consultations will be permissible for this service such that patients can receive advice and care without attending in person, unless in the professional opinion of the Pharmacist, a face to face consultation is required.

Video consultations will also be permissible for this service if contractors are able to meet the relevant criteria and standards set out by NHS England & Improvement for Community Pharmacy video consultations

Face to face consultations

If the patient presents at the pharmacy, or following a telephone or approved video consultation the pharmacist deems it necessary to see the patient face to face, then consideration must be given to how the consultation can be undertaken in order to protect the patient and pharmacy staff from the risk of infection. A risk assessment and any actions required to mitigate against infection, in particular COVID-19, must be carried out prior to delivering the service.

Clinical waste

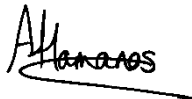
A requirement within the simple UTI service is that for patients who present with less than three indicative symptoms, a urine dipstick test is required to assist with the diagnosis. Due to the clinical waste that this will generate, NHS England and Improvement has agreed to fund the collection of this clinical waste. Upon sign up to the service you will be advised by your local NHSE/I Pharmacy Team of the contact details to obtain your bin.

Primary Care Network (PCN) notification

Whilst GP practices and other stakeholders will be notified of these services, it is imperative that pharmacy contractors also communicate this within their PCNs. Due to the national GP-CPCS service rollout we expect that a significant number of referrals for patients presenting with these types of conditions will be made.

For queries or further information, please contact your local NHSE/I Pharmacy Team on england.eastmidspharmacy@nhs.net or your LPC representatives.

Yours faithfully,



Amanda Alamanos
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