



# Community Pharmacy Scotland Practice Pack



Guide to working in Community  
Pharmacy in Scotland



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# Chronic Medication Service (CMS)

The Chronic Medication Service is a core element of the community pharmacy contract. The service is for patients with long term conditions, who are registered with a Scottish GP and do not live in a residential home. It is composed of three parts:

- Registration with a Pharmacy
- Care Planning and Care Issue recording via the PCR
- Serial Prescriptions (24 and 48 week prescriptions)

## Payment

The pharmacy is paid for CMS activity through patient registrations and the completion of initial assessments in the PCR. Full details can be found in the [CPS Financial Framework 2014/15](#).

## PCR

To deliver this service you will need to be able to log on to the PCR. Access is administered at Health Board Level. [Each Health Board has their own local contact for PCR set up](#).

## Training

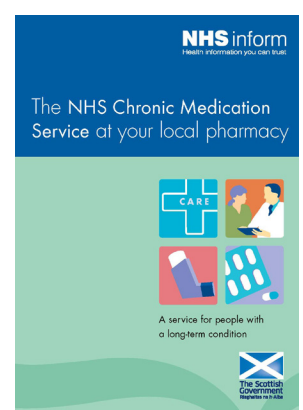
Responsibility for post graduate training lies with NHS education for Scotland (NES). A [CMS toolkit](#) has been developed to aid pharmacy teams to deliver the service. NES also delivers a range of educational opportunities through the [NHS portal website](#) (you can register for a username and password).

## Promotion

Promotion of CMS must be done on NHS approved stationery.

You can download the [leaflets](#) and [posters](#) on our website.

Hard copies can be ordered using the [Stationery Contact details](#) on our website.



## High Risk Medicines Tool (HRMT) & New Medicines Intervention Support Tool (NMIST)

The HRMT is located within the PCR. The tool supports pharmacist to deliver interventions for 3 medicines which have a greater risk of adverse events for patients.

- Warfarin
- Lithium
- Methotrexate

The NMIST is for pharmacists to support patients when a product is newly prescribed.

Both HRMT and NMIST are found in the support tools tab in the PCR.

The tools themselves are not part of the CMS and can be used to support patients who are not CMS registered. Payment is dependent on a number of intervention linked to the number of CMS registrations the pharmacy has. Currently the number derived from 5% of a pharmacy's CMS registration total is used to give a target for the number of HRMT or NMIST interventions required.

For example if CMS Reg = 300 then the pharmacy must deliver a combined total of 15 HRMT and NMIST interventions.

# The Minor Ailment Service (MAS)

MAS is a national core service which allows pharmacists to prescribe GSL and P medicines (assuming they are not blacklisted).

The service is available to patients who are registered with a GP in Scotland and do not live in a residential home. Patients must register with a pharmacy to access the service and can only be registered with one pharmacy at a time. Registration forms are printed off and signed through the PMR system. A registering patient or their representative should sign the back of the prescription form. The patient remains registered with the pharmacy for 1 year after registration. This 1 year period is renewed every time an intervention is made with a patient through the service (either an item is prescribed or advice is recorded)

Items are prescribed electronically through the PMR system. There is also the option to print off a form to record advice given to patients. Both prescribed item forms and advice forms should be signed by a patient or their representative.

The [service specification](#) is available on the CPS website.

Remuneration is based on the number of patients registered with a pharmacy which then gives them a payment as detailed below. Pharmacies are also reimbursed for the items prescribed.

Band	Number of Registrations	Annual Payment	Monthly Payment
1	1-250	£7,300.92	£608.41
2	251-500	£9,253.92	£771.16
3	501-750	£11,208	£934.00
4	751-1000	£13,218	£1,101.50
5	1001-1250	£15,228	£1,269.00
6	>1250	£15,228 +£8.04 per patient above the threshold	£1,269.00 + £0.67 per patient above the threshold

Many Health Boards have produced their own [local formularies](#) for the service which are available through the CPS website.

## Training

NES has produced a [training pack](#) to help pharmacists deliver the service.

## Promotion

NHS materials should be used to promote MAS to patients. The MAS Leaflets can be found on the [Minor Ailment Service Leaflet and Translated Versions](#) page on the CPS website.

Language	Leaflet	Poster
English	<a href="#">Leaflet</a>	<a href="#">Poster</a>
Polish	<a href="#">Leaflet</a>	<a href="#">Poster</a>
Punjabi	<a href="#">Leaflet</a>	<a href="#">Poster</a>
Urdu	<a href="#">Leaflet</a>	<a href="#">Poster</a>

Hard copies of the MAS Patient Leaflets and Posters are also available to order from APS Group Management Services using the details below:

**Email:** [stockorders.DPPAS@apsgroup.co.uk](mailto:stockorders.DPPAS@apsgroup.co.uk)

**Fax:** 0131 629 9967 - FAO Karen McCallum

**Tel:** 0131 629 9938

# Public Health Service

The Public Health Service is a core pharmacy service and consists of 3 elements:

- Providing a health promoting environment in the community pharmacy
- Offering a sexual health service through the provision of EHC
- Offering a smoking cessation service

## Health Promotion

The objectives for this service are to:

- promote self care
- make better use of window space in community pharmacies to promote health
- provide access to appropriate health education information, materials and support
- encourage a more pro-active approach to self care and health promotion
- offer opportunistic interventions to promote health
- provide a rolling programme of pharmacy based health promotion activities

This is achieved through activities such as the [NHS window poster campaigns](#) and hosting patient leaflets and health promotional activities.

## Sexual Health

The PHS sexual Health Service allows community pharmacists to prescribe, under a patient group directive, Levonorgestrel 1500mg when appropriate for women accessing the service.

### Aims

To provide extended access through the NHS to advice and specific sexual health services as part of the Public Health Service (PHS) element of the community pharmacy contract.

## Payment

- Payment of £25 per EHC Intervention claimed on [PHS Claim Form](#)
- Reimbursement for Levonorgestrel prescribed using CPUS Prescription form
- Contractors should remember to prescribe either Levonorgestrel 1500mcg or Levonelle 1500 to ensure payment for medicine supply

The [PGD for Levonorgestrel](#) is available from the [CPS website](#) along with full details of the service.

## Smoking Cessation

Community pharmacy currently delivers the majority of NHS smoking quit attempts in Scotland.

Pharmacies are contracted to collect minimum data sets (MDS) of patient information for the national smoking cessation database. Combined with a professional advice service pharmacists may prescribe appropriate nicotine replacement therapy for patients who access the service. The [service specification](#) gives full details.

Pharmacists may also prescribe varenicline for patients who are appropriate for the service. The varenicline PGD must be signed by the pharmacist before varenicline can be prescribed. There is a [national varenicline PGD](#) but Health Boards may have their own version. This can be checked at the [NHS Community Pharmacy website](#).

Quit attempt event	MDS submission	Remuneration basis
Submission of the MDS information with confirmed quit date (normally first return appointment)  <b>£30</b>	To be electronically submitted once the quit-date is confirmed with client. This will form the basis of the timelines for the 4-week and 12-week post-quit date follow-ups.	At the end of each calendar month a count will be made, by Practitioner Services Division (PSD), on the central smoking cessation database of patients for MDS submissions for new quit attempts that meet the validation requirements.
Four week post-quit date  <b>£15</b> <b>This should be performed for every patient who enters the service</b>	To be electronically submitted immediately after the 4-week post- quit date and not later than 6 weeks from the confirmed quit-date.	At the end of each calendar month a count will be made, by Practitioner Services Division (PSD), on the central smoking cessation database of patients for MDS submissions for the 4-week stage that meet the validation requirements.
Twelve week post-quit date  <b>£35</b>	To be electronically submitted between 12 and 14 weeks from the confirmed quit-date. (If the patients quit attempt is known to have failed during the period the PCR may be submitted between 10 and 14 weeks.)	At the end of each calendar month a count will be made, by Practitioner Services Division (PSD), on the central smoking cessation database of patients for MDS submissions for the 12-week stage that meet the validation requirements.

To help with administering the system CPS has developed a [webcast](#) and a [guide](#) to ensuring MDS are submitted correctly.

## Education

NES have developed a range of resources to support community pharmacy teams to deliver the service. This includes a webcast and can be found at the [NES portal website](#).



## Acute Medication Service (AMS)

The Acute Medication Service (AMS) is the first building block in the introduction of electronic transmission of prescription information (ETP) between GP prescribers and community pharmacy contractors.

The process involves scanning barcoded prescriptions to retrieve the electronic message, processing and endorsing the prescription, then sending the electronic messages to practitioner services for payment.

The community pharmacy is targeted on the number of prescriptions they process electronically. This payment is known as the quality and efficiency payment (QEI).

- Before 1 August 2015 if the pharmacy achieves below 85% of eligible prescriptions they achieve no payment. If they process between 85%-90% they receive a pro-rata payment and over 90% the contractor will receive full payment
- From 1 August 2015 if the pharmacy processes less than 90% of eligible prescriptions then no payment will be received. Greater than 90% will result in full payment of QEI

Pharmacies should make sure electronic and paper endorsements match in order to receive correct payment.

### AMS step by step

- 1) A GP prints a GP10 prescription form, which also carries a bar code and unique prescription number (UPN).
- 2) At the same time as printing the form, the GP IT system automatically sends an electronic prescribed message to the ePharmacy Message store (ePMS). The electronic message contains exactly the same information as printed on the GP10.
- 3) On receiving a prescription in the pharmacy, the pharmacist scans the bar code which pulls down the electronic message from ePMS.
- 4) The pharmacist then uses the information in the electronic message for dispensing purposes, reducing the need for data entry and transcription.
- 5) Dispensing a prescription triggers the creation of a corresponding electronic claim message, which the pharmacist sends to ePMS,
- 6) The message is retrieved by Practitioner Services to support payment processing through ePay.

### Education

When the service was rolled out in 2007 NES produced an [ETP implementation pack](#).

# Gluten Free Foods Service (GFFS)

The Gluten Free Foods service started on 1 April 2014 giving community pharmacy a much more proactive role in patient care for patients with coeliac disease or dermatitis herpetiformis. Community Pharmacists can now prescribe gluten free food for patients who wish to transfer their care from a GP. Patients should also receive an annual health check which is found in the support tools tab of the PCR.



CPS has produced a [GFFS Key Facts Sheet](#) and a [podcast](#) to help with delivery of the service. To order products patients should use the [NHS order form](#). A paper copy of the [PCR Assessment Tool](#) is also available although data should be entered into the PCR at the earliest opportunity if paper is used initially.

Contractors are paid £125 a month for taking part in the service

## Education

NHS inform have produced a series of information pages for patients and health professionals:

- [Am I eligible for the new Scottish Gluten-free Food Service?](#)
- [Gluten Free Diet](#)
- [Dermatitis herpetiformis](#)
- [Coeliac disease](#)

NES Pharmacy have produced a [support pack](#) to help pharmacy teams with the delivery of the Gluten Free Food service

# Healthy Start Vitamins

The objective of Healthy Start Vitamins distribution is to make the vitamins readily available to the target population in Scotland. NHS Health Boards are now required to invite all community pharmacies to participate in the supply and distribution of Healthy Start Vitamins to support the healthier nutrition of pregnant women and young children who meet the eligibility criteria.

CPS has also composed a [Key Facts Sheet](#) to help with administration of the scheme. If you are distributing Healthy Start Vitamins at your pharmacy you can download a copy of the [Healthy Start Vitamins Poster](#) to promote the service.

For more detail on the rationale and administration requirements of the service you can listen to the CPS [Healthy Start Vitamins podcast](#).



[Healthy Start Vitamins Poster](#)

# Unscheduled Care and Community Pharmacy Urgent Supplies (CPUS)

Service developments, implemented within community pharmacy, have led to pharmacies becoming an important access route for people requiring unscheduled care particularly over weekends and public holidays. Such service developments implemented by community pharmacy contractors include:

- [Full Pharmacy Guide](#)
- The [National Patient Group Direction for the Urgent Supply of Repeat Medicines and Appliances](#)
- Community pharmacy [Direct Referral to local Out of Hours services](#)
- The [NHS Minor Ailment service](#)

For out of hours prescribing using the National PGD pharmacists should use CPUS prescription forms. Pharmacists must have signed the PGD to use the service.

# Stoma Services

The contract for providing stoma appliances lies outwith the national community pharmacy contract.

The [service specification](#) sets out the ongoing standards to be met by Community Pharmacy Contractors and Dispensing Appliance Suppliers for the purposes of remaining on the approved supplier list.

Stoma service providers will be required to endorse prescriptions which have been customised and/or delivered as:

- “Product Customised” CUST
- “Product Delivered” DEL

\* Both endorsements may be used if required

- Stoma service providers should claim any customisation and delivery fees on a monthly basis from PSD using the appropriate [claim form](#).

## Education

NES have produced a [webinar](#) giving information on stoma care. A username and password is required.



# Locally Negotiated Services

NHS Boards are empowered to negotiate locally on the remuneration levels for these pharmaceutical services:

- Advice to Residential Homes
- Dispensing of Methadone for Drug Users
- Needle Exchange Services
- Disposal of Patients' Unwanted Medicines
- Out of hours rotas
- Collection and delivery services

For further details see your local [Health Board website](#).

# The General Pharmaceutical Council (GPhC)

The General Pharmaceutical Council is responsible for regulating registered pharmacists, pharmacy technicians and pharmacy premises in Scotland.

It is a requirement of registered pharmacy professionals to keep up to date records of their continued professional development (CPD). There is a website for recording CPD.

## Other useful GPhC Links

- [Standards of Ethics, Conduct and Performance](#)
- [CPS GPhC page](#)
- [CPS Guide to Inspections](#)
- [The GPhC and Me - an information guide](#)
- [The GPhC and Me - registrations and renewals information guide](#)
- [The GPhC - Standards for conduct, ethics and performance](#)
- [Information on registration](#)
- [Standards for CPD](#)
- [Information on the GPhC helpline](#)

# Useful Contacts & Links

## Websites

Website	Website Address
Community Pharmacy Scotland Website	<a href="http://www.communitypharmacyscotland.org.uk">www.communitypharmacyscotland.org.uk</a>
NHS Community Pharmacy Website	<a href="http://www.communitypharmacy.scot.nhs.uk">www.communitypharmacy.scot.nhs.uk</a>
GPhC Website	<a href="http://www.pharmacyregulation.org">www.pharmacyregulation.org</a>

## Telephone Numbers

Contact	Telephone Number
Community Pharmacy Scotland Pharmacy Services	0131 466 3540
PSD Prescribing/Endorsing Enquiries (Aberdeen)	01224 358 300
PSD Prescribing/Endorsing Enquiries (Edinburgh)	0131 275 7433
PSD Prescribing/Endorsing Enquiries (Glasgow)	0141 207 1615/1616
PSD Payments	0131 275 6356
e-pharmacy helpdesk	0131 275 6600

## Useful Links

- [NHS Ayrshire & Arran](#)
- [NHS Borders](#)
- [NHS Dumfries & Galloway](#)
- [NHS Fife](#)
- [NHS Forth Valley](#)
- [NHS Greater Glasgow & Clyde](#)
- [NHS Grampian](#)
- [NHS Highland](#)
- [NHS Lanarkshire](#)
- [NHS Lothian](#)
- [NHS Orkney](#)
- [NHS Shetland](#)
- [NHS Tayside](#)

# Useful Contacts & Links

## IM&T facilitators (Information Management and Technology)

Area		
Ayrshire and Arran	Laura Gill	<a href="mailto:Laura.Gill@aapct.scot.nhs.uk">Laura.Gill@aapct.scot.nhs.uk</a>
Borders	Rhona Hedley	<a href="mailto:rhedley@nhs.net">rhedley@nhs.net</a>
Dumfries and Galloway	Andy Trotter	<a href="mailto:y.trotter@nhs.net">y.trotter@nhs.net</a>
Fife	Dawn Balfour	01592 226928 <a href="mailto:dbalfour@nhs.net">dbalfour@nhs.net</a>
Forth Valley	Suzanne MacCrimmon	07920 294443 <a href="mailto:suzanne.maccrimmon@nhs.net">suzanne.maccrimmon@nhs.net</a>
Greater Glasgow & Clyde	Catherine Scoular	<a href="mailto:cscoular@nhs.net">cscoular@nhs.net</a>
	Rowen Paton	<a href="mailto:rowen.paton@nhs.net">rowen.paton@nhs.net</a>
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Highland	Heather Afrin	<a href="mailto:heather.afrin@nhs.net">heather.afrin@nhs.net</a>
	Margaret Robertson (Argyll & Bute CHP)	<a href="mailto:margaret.robertson5@nhs.net">margaret.robertson5@nhs.net</a>
	IM&T Facilitators Team	<a href="mailto:high-uhb.cpitfacilitators@nhs.net">high-uhb.cpitfacilitators@nhs.net</a>
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