

# Weight Management Support Service Community Pharmacy Service Specification

## Locally Commissioned Community Pharmacy Service

The Pharmacy Weight Management Support Service aims to improve health and wellbeing by supporting people to lose weight or helping to maintain a healthy weight. The service helps people keep track of their weight and basic measurements by providing regular weigh-in support. Pharmacies providing this service will weigh and measure anyone, over 18 years of age, who self-refer to the service.

Brief advice about healthy eating will be provided and individuals will be signposted to specialist services where appropriate.

The service is for Wakefield residents aged over 18 years and will include:

- An initial consultation – goal review and taking measurements using weighing scales.
- Regular checks to review measurements.
- Referral to Wakefield Council referral services or the NHS Digital Weight Management programme if eligible.

The service will support people to keep a track of their weight and review against their goals. This information will be recorded on PharmOutcomes.

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## 1. Service Description

This service is to provide Weight Management Support to:

- Aspire Health Referral clients who are using the Better Health weight management app (to make the most of this app clients need to be able to record their weight).
- Pharmacy users who have been identified as needing some support with their weight.
- General public who identify they would benefit from regular weigh-ins to help maintain a healthy weight or lose weight.

1.1. The service involves taking basic measurements, such as weight and BMI and providing support and encouragement alongside healthy living advice. The service will consist of:

- **An Initial Consultation**

Pharmacy staff will supply the customer with a blank weigh-in record card (supplied by Wakefield Council) and will weigh the customer and record the measurements (weight and BMI) on both the client's weigh-in record card and PharmOutcomes. It will be agreed with the customer how often they wish to attend the pharmacy to be weighed. The customer will also be provided with appropriate information/leaflets and signposted to additional support where appropriate.

- **Follow Up Checks – as agreed with the customer**

The measurements (weight, BMI) are recommended to be repeated at 2-weekly intervals, but can be more or less frequent, as agreed with the customer. Measurements should be recorded on the customer's weigh in record card and PharmOutcomes to review progress.

- **Referral**

Customers with a BMI > 40 should be encouraged to contact the Wakefield Council Referral Services for further specialist support. Customers can either self-refer or a member of the pharmacy team can make the referral for them. See <https://www.wakefield.gov.uk/sports-and-leisure/healthy-living/aspire-health-referral/>

The quickest way to complete a referral is via the online portal -

<https://secure.refer-all.net/referrals/wakefield/refer>

Alternatively, the Aspire Health Referral team can be contacted on 01924 307811 or by email, [aspirereferral@wakefield.gov.uk](mailto:aspirereferral@wakefield.gov.uk)

Eligible<sup>1</sup> customers may also be referred to the NHS Digital Weight Management Programme - [NHS Digital Weight Management programme pharmacy referral site](#)

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<sup>1</sup> The NHS Digital Weight Management programme offers online access to weight management services to those living with obesity who also have a diagnosis of either diabetes or hypertension. Patients must meet the following criteria:

- over the age of 18
- has a BMI of 30+ (adjusted to  $\geq 27.5$  for people from Black, Asian and ethnic minority backgrounds)
- has a diagnosis of diabetes (type 1 or type 2) or hypertension or both.

- 1.2 Aspire Health Referral clients will be referred to the service by the Aspire Health Referral officer. The general public can self-refer and pharmacy staff can also suggest the service to customers as appropriate.
- 1.3 The initial consultation and subsequent reviews must be undertaken in a consultation room which meets the requirements for a consultation room included in the service specifications of most NHS Advanced services.
- 1.4 Each participating pharmacy will already have a set of weighing scales which will be used to provide the service for the duration of the service.

## **2. Duration**

- 2.1. This agreement shall take effect for a period of 12 months commencing from 1 April 2023.
- 2.2. The service may be extended after this 12 month period. A decision to extend the service will be taken by Wakefield Council following a review of service activity. Pharmacies will be notified of this decision. The decision to extend will be made on an overall evaluation of the Wakefield-wide service and the activity of each pharmacy commissioned to provide the service.

## **3. Selection Criteria**

- 3.1. The Service will cover the whole Wakefield Council area. The number of pharmacies commissioned to provide the service will not be limited but participating pharmacies must meet the following criteria:
  - The pharmacy has a set of calibrated weighing scales that can be used to provide the service.
  - The pharmacy identifies a service lead to take the lead for the Weight Management Support Service.
  - The response from the pharmacy within the pharmacy selection/expression of interest document.
  - Has a consultation room that meets the requirements for NHS Advanced services.

#### 4. The Service

- 4.1. The service is aimed at people who require some support to maintain a healthy weight or taking action to lose weight and would like to keep track of their progress through regular weigh-in support.

##### Recruitment

- 4.2. Weight Management Clients: clients who are using the Better Health app will be referred to their local pharmacy to keep track of their weight if they don't have scales at home.
- 4.3. Customers can request the weigh-in service and information should be given to them about the service and what the customer can expect.
- 4.4. Pharmacy staff can also suggest the service during conversations with customers as appropriate.

##### Initial Consultation

- 4.5. The initial consultation can be undertaken by any member of the pharmacy team deemed competent to provide the service – refer to section 6.
- 4.6. The consultation must be carried out in the consultation room which meets the requirements for NHS Advanced services.
- 4.7. Measurements will be taken using the Weighing Scales. The weight and BMI of the client will be recorded on both the patient record and PharmOutcomes. The results will be discussed with the client and goals will be reviewed.
- 4.8. Appropriate health literature will be offered on nutrition/physical activity (an assortment of leaflets and resource packs will be supplied to the pharmacy prior to commencement of the service). The resource packs are for the pharmacy customers.
- 4.9. A follow-up appointment will be made to see the patient in 2 weeks or as agreed with the customer.

##### Review

- 4.10. The review appointments will be undertaken at 2-weekly intervals or as agreed at the initial consultation.
- 4.11. ALL consultations must be carried out in the consultation room.
- 4.12. The review will be undertaken by a member of the pharmacy team deemed competent to provide the service. Ideally, (but not mandatory), this would be the same member of staff at each appointment to ensure service continuity.
- 4.13. Measurements will be taken using the Weighing Scales and progress against goals discussed. The weight and BMI of the client will be recorded on both the patient record card and PharmOutcomes.

##### Record

- 4.14. The member of staff who has undertaken the consultation will record the measurements on PharmOutcomes within one week of the consultation.

##### Referral

- 4.15. Patients consistently gaining weight and struggling to meet their goals can be encouraged to contact Wakefield Council Weight Referral Services for further support. Alternatively, eligible customers could also be referred to the NHS

Digital Weight Management programme (where the individuals meet the criteria for referral and wants further support).

## 5. Payment

- 5.1. Pharmacies will be paid £4.50 for each weight recorded. Any applicable VAT will be payable in addition to the rate stated above.
- 5.2. Payment will be made retrospectively on a monthly basis using the data recorded on PharmOutcomes.
- 5.3. The pharmacy must record information onto PharmOutcomes within one week of the consultation. Claims submitted which relate to provisions over 1 month old will not be paid.

## 6. Staff

- 6.1. The Wakefield Weight Management Service can only be provided by a member of staff who has demonstrated they are competent in taking accurate measurements (weight, BMI).
- 6.2. The member of staff delivering the service must read and understand the service specification.
- 6.3. It is recommended that non-registered pharmacy staff providing this service complete the PHE All Our Health bitesize training and assessments on Adult Obesity to gain a broader understanding of the causes and effects of obesity. (Note: this will also help in meeting one of the quality criteria (Healthy Living Support Domain) of the 21/22 Pharmacy Quality Scheme).
- 6.4. It is recommended that registered pharmacy professionals providing this service complete section one and three of the **CPPE weight management for adults: understanding the management of obesity e-learning and e-assessment**. (Note: this will also help in meeting the one of the quality criteria (Healthy Living Support Domain) of the 21/22 Pharmacy Quality Scheme).

## 7. Duty of pharmacy contractors

- 7.1. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are competent to deliver the service, have relevant knowledge and are appropriately trained in the operation of the service.
- 7.2. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.
- 7.3. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 7.4. The pharmacy must nominate a service lead. The named service lead is the key contact for the commissioner to discuss service delivery. The Service Lead has a role in championing the service within the pharmacy. Should the Service Lead leave the pharmacy or no longer be able to act as Service Lead the pharmacy is responsible for identifying a replacement Service Lead.
- 7.5. The pharmacy contractor has a duty to take good care of the scales and ensure they are in good working order.

## **8. Confidentiality**

- 8.1. Both parties shall adhere to the requirements of the Data Protection Act 2018, GDPR and the Freedom of Information Act 2000.
- 8.2. Any approaches by the media for comments or interviews must be referred to the commissioning organisation.

## **9. Indemnity**

- 9.1. The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement. Proof of adequate insurance should be provided to the commissioner if requested.
- 9.2. Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to Wakefield Council

## **10. Commissioner responsibilities**

- 10.1. Wakefield Council will provide the funding for PharmOutcomes for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 10.2. Wakefield Council will provide pharmacies with the resource packs to be able to provide the service

## **11. Quality Standards**

- 11.1. The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 11.2. The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service are competent to deliver the service.
- 11.3. The pharmacy participates in an audit, evaluation or post payment verification of service provision if requested
- 11.4. The pharmacy co-operates with any locally agreed Wakefield Council assessment, agreed with the LPC, of service user experience.

## **12. Governance**

- 12.1. The Pharmacy will effectively manage any complaints using the Pharmacy own internal complaints procedures which must the NHS pharmaceutical contractual standards.
- 12.2. The Pharmacy will manage any incidents in line with the requirements of the NHS Contractual Framework for community pharmacy ensures that any patient incidents that occur are reported to the NPSA via the NRLS on-line reporting system.
- 12.3. Additionally the pharmacy will inform Wakefield Council of any complaint / incident relating to the Service.

## **13. Safeguarding**

- 13.1. Pharmacies and their staff are reminded of their existing obligations to comply with local and national guidance relating to child protection procedures.
- 13.2. When dealing with all patients' pharmacy staff have a responsibility to consider if there is a potential safeguarding issue.

- 13.3. The pharmacy shall actively work to protect service users and their families from abuse and ensure that local multiagency safeguarding procedures are followed where there are any concerns of abuse in relation to any children or adults.

#### **14. Termination**

- 14.1. Either party may terminate the agreement subject to providing three months' notice in writing.
- 14.2. Wakefield Council may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

## Service Specification Agreement

This document constitutes the agreement of the pharmacy in regards to the Wakefield Weight Management Support Service.

Pharmacy name:	
Address:	
Postcode:	OCS code: F
Contact Number:	Email:

	Please tick
The pharmacy <b>agrees</b> to provide the Weight Management Support Service in accordance with the service specification	<input type="checkbox"/>
The pharmacy consents to the sharing and processing of service activity data with Wakefield Council and Community Pharmacy West Yorkshire for the purpose of evaluating the service and making service payments	<input type="checkbox"/>
Pharmacy has a consultation room that meets the requirements of NHS Advanced services.	<input type="checkbox"/>
The pharmacy has a set of calibrated weighing scales that can be used to provide the service.	<input type="checkbox"/>
The person named below will be the Service Lead and understands they have a role in championing the service within the pharmacy and acting as a key point of contact:	<input type="checkbox"/>
<b>Name:-</b>  	<b>Job Title:-</b>  

The above named pharmacy will undertake this Local Service in accordance with the service aims and requirements as set out in the service specification.

### Signature on behalf of the Pharmacy:

Please ensure you follow your company's process for signing of contracts and agreements.

Signature	Name	Date
	GPhC No	

### Signature on behalf of the Commissioner:

Signature	Name	Date