

NHS Standard Contract 2022/23

Particulars (Shorter Form)

NHS West Yorkshire ICB – Community Pharmacy ENT Assessment Service (LEEDSCPENT01)

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Contract Reference	LEEDSCPENT01
DATE OF CONTRACT	1 st July 2022
SERVICE COMMENCEMENT DATE	1 st July 2022
CONTRACT TERM	1 July 2022 – 30 June 2023 (or as extended in accordance with Schedule 1C)
COMMISSIONERS	NHS West Yorkshire ICB (QWO)
CO-ORDINATING Commissioner	NHS West Yorkshire ICB (Leeds)
PROVIDER	<p>Provider Name:</p> <p>ODS:</p> <p>Principal and/or registered office address:</p> <p>Company number:</p>

CONTENTS

PARTICULARS

SCHEDULES

SCHEDULE 1 – SERVICE COMMENCEMENT AND CONTRACT TERM (Schedule 1B Intentionally Omitted)

- A. Conditions Precedent
- C. Extension of Contract Term

SCHEDULE 2 – THE SERVICES (Schedule 2C, 2E, 2F, 2H, 2I Intentionally Omitted)

- A. Service Specifications
- Ai. Service Specifications – Enhanced Health in Care Homes
- B. Indicative Activity Plan
- D. Essential Services
- G. Other Local Agreements, Policies and Procedures
- J. Transfer of and Discharge from Care Protocols
- K. Safeguarding Policies and Mental Capacity Act Policies

SCHEDULE 3 – PAYMENT

- A. Local Prices
- B. Local Variations
- C. Local Modifications
- D. Expected Annual Contract Values

SCHEDULE 4 – LOCAL QUALITY REQUIREMENTS

SCHEDULE 5 – INTENTIONALLY OMITTED

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS (Schedules 6B, 6D, 6E Intentionally Omitted)

- A. Reporting Requirements
- C. Incidents Requiring Reporting Procedure
- F. Provider Data Processing Agreement

SCHEDULE 7 – PENSIONS

SCHEDULE 8 – TUPE

SERVICE CONDITIONS

(Service Conditions 7, 9, 14, 19-20, 22, 26-27, 31 intentionally omitted)

- SC1 Compliance with the Law and the NHS Constitution
- SC2 Regulatory Requirements
- SC3 Service Standards
- SC4 Co-operation
- SC5 Commissioner Requested Services/Essential Services
- SC6 Choice and Referrals
- SC8 Making Every Contact Count and Self Care
- SC10 Personalised Care
- SC11 Transfer of and Discharge from Care
- SC12 Communicating With and Involving Service Users, Public and Staff
- SC13 Equity of Access, Equality and Non-Discrimination
- SC15 Urgent Access to Mental Health Care
- SC16 Complaints
- SC17 Services Environment and Equipment
- SC18 Green NHS
- SC21 Infection Prevention and Control
- SC23 Service User Health Records
- SC24 NHS Counter-Fraud Requirements
- SC25 Other Local Agreements, Policies and Procedures
- SC28 Information Requirements
- SC29 Managing Activity and Referrals
- SC30 Emergency Preparedness, Resilience and Response
- SC32 Safeguarding Children and Adults
- SC33 Incidents Requiring Reporting
- SC34 Care of Dying People
- SC35 Duty of Candour
- SC36 Payment Terms
- SC37 Local Quality Requirements

ANNEX A National Quality Requirements

GENERAL CONDITIONS

(General Conditions 6-7, 34-35 intentionally omitted)

- GC1 Definitions and Interpretation
- GC2 Effective Date and Duration
- GC3 Service Commencement
- GC4 Transition Period
- GC5 Staff
- GC8 Review
- GC9 Contract Management
- GC10 Co-ordinating Commissioner and Representatives
- GC11 Liability and Indemnity
- GC12 Assignment and Sub-Contracting
- GC13 Variations
- GC14 Dispute Resolution
- GC15 Governance, Transaction Records and Audit
- GC16 Suspension

GC17 Termination
GC18 Consequence of Expiry or Termination
GC19 Provisions Surviving Termination
GC20 Confidential Information of the Parties
GC21 Patient Confidentiality, Data Protection, Freedom of Information and Transparency
GC22 Intellectual Property
GC23 NHS Identity, Marketing and Promotion
GC24 Change in Control
GC25 Warranties
GC26 Prohibited Acts
GC27 Conflicts of Interest and Transparency on Gifts and Hospitality
GC28 Force Majeure
GC29 Third Party Rights
GC30 Entire Contract
GC31 Severability
GC32 Waiver
GC33 Remedies
GC36 Notices
GC37 Costs and Expenses
GC38 Counterparts
GC39 Governing Law and Jurisdiction

Definitions and Interpretation

CONTRACT

Contract title: NHS West Yorkshire ICB (Leeds) Community Pharmacy ENT Assessment Service

Contract ref: LEEDSCPENT01

This Contract records the agreement between the Commissioners and the Provider and comprises

- 1. these **Particulars**, as completed and agreed by the Parties and as varied from time to time in accordance with GC13 (*Variations*);
- 2. the **Service Conditions (Shorter Form)**, as published by NHS England from time to time at: <https://www.england.nhs.uk/nhs-standard-contract/>;
- 3. the **General Conditions (Shorter Form)**, as published by NHS England from time to time at: <https://www.england.nhs.uk/nhs-standard-contract/>.

Each Party acknowledges and agrees

- (i) that it accepts and will be bound by the Service Conditions and General Conditions as published by NHS England at the date of this Contract, and
- (ii) that it will accept and will be bound by the Service Conditions and General Conditions as from time to time updated, amended or replaced and published by, NHS England pursuant to its powers under regulation 17 of the National Health Service Commissioning Board and Clinical Commissioning Groups (Responsibilities and Standing Rules) Regulations 2012, with effect from the date of such publication.

IN WITNESS OF WHICH the Parties have signed this Contract on the date(s) shown below

SIGNED by

Signature

Visseh Pejhan-Sykes for

and on behalf of **Title**

NHS West Yorkshire ICB (Leeds)

.....

Date

SIGNED by

Signature

[INSERT AUTHORISED

SIGNATORY'S **Title**

NAME] for

and on behalf of

[INSERT PROVIDER NAME] **Date**

SERVICE COMMENCEMENT AND CONTRACT TERM	
Effective Date	1 st July 2022
Expected Service Commencement Date	1 st July 2022
Longstop Date	N/A
Contract Term	1 July 2022 – 30 June 2023 (or as extended in accordance with Schedule 1C)
Commissioner option to extend Contract Term	YES
Notice Period (for termination under GC17.2)	3 months
SERVICES	
Service Categories	Indicate <u>all</u> categories of service which the Provider is commissioned to provide under this Contract. <i>Note that certain provisions of the Service Conditions and Annex A to the Service Conditions apply in respect of some service categories but not others.</i>
Continuing Healthcare Services (including continuing care for children) (CHC)	
Community Services (CS)	√
Diagnostic, Screening and/or Pathology Services (D)	
End of Life Care Services (ELC)	
Mental Health and Learning Disability Services (MH)	
Patient Transport Services (PT)	

GOVERNANCE AND REGULATORY	
Provider's Nominated Individual	Name: Email: Tel:
Provider's Information Governance Lead	Name: Email: Tel:
Provider's Data Protection Officer (if required by Data Protection Legislation)	Name: Email: Tel:
Provider's Caldicott Guardian	Name: Email: Tel:
Provider's Senior Information Risk Owner	Name: Email: Tel:
Provider's Accountable Emergency Officer	Name: Email: Tel:
Provider's Safeguarding Lead (children) / named professional for safeguarding children	Name: Email: Tel:
Provider's Safeguarding Lead (adults) / named professional for safeguarding adults	Name: Email: Tel:
Provider's Child Sexual Abuse and Exploitation Lead	Name: Email: Tel:
Provider's Mental Capacity and Liberty Protection Safeguards Lead	Name: Email: Tel:
Provider's Freedom To Speak Up Guardian(s)	Name: Email: Tel:

CONTRACT MANAGEMENT	
Addresses for service of Notices	<p>Co-ordinating Commissioner: As per commissioner details below.</p> <p>Commissioner: NHS West Yorkshire ICB Address: White Rose House, West Parade, Wakefield WF1 1LT</p> <p>Email: sobia.queshi@nhs.net or wycb-leeds.prescribingteam@nhs.net</p> <p>Provider:</p> <p>Address:</p> <p>Email:</p>
Commissioner Representative(s)	<p>Sobia Qureshi, Pharmacist for Primary Care Support.</p> <p>Address: Suites 2-4 Wira House, West Park Ring Road, Leeds. LS16 6EB</p> <p>Email: sobia.queshi@nhs.net or wycb-leeds.prescribingteam@nhs.net</p> <p>Tel: 07852319761</p>
Provider Representative	<p>Name:</p> <p>Address:</p> <p>Email:</p> <p>Tel:</p>

SCHEDULE 1 – SERVICE COMMENCEMENT AND CONTRACT TERM

A. Conditions Precedent

The Provider must provide the Co-ordinating Commissioner with the following documents and complete the following actions:

1. Evidence of appropriate Indemnity Arrangements
2. Evidence of competency to provide the service for each pharmacist providing the Community Pharmacy ENT Assessment service (refer to the service specification at schedule 2A for training requirements). This must be made available to the commissioner on request.

C. Extension of Contract Term

1. The Commissioners may opt to extend the Contract Term by 12 months.
2. If the Commissioners wish to exercise the option to extend the Contract Term, the Co-ordinating Commissioner must give written notice to that effect to the Provider no later than 3 months before the original Expiry Date.
3. The option to extend the Contract Term may be exercised:
 - 3.1 only once, and only on or before the date referred to in paragraph 2 above;
 - 3.2 only by all Commissioners; and
 - 3.3 only in respect of all Services
4. If the Co-ordinating Commissioner gives notice to extend the Contract Term in accordance with paragraph 2 above, the Contract Term will be extended by the period specified in that notice and the Expiry Date will be deemed to be the date of expiry of that period.

SCHEDULE 2 – THE SERVICES

A. Service Specifications

NHS West Yorkshire ICB (Leeds) - Community Pharmacy ENT Assessment Service

Service Description

The NHS West Yorkshire ICB (Leeds) Community Pharmacy ENT Assessment Service aims to provide eligible patients with access to self-care advice for the treatment of minor ear, nose and throat (ENT) conditions. Patients will be examined by a suitably trained community pharmacist, (additional training is required to provide this service - refer to pharmacist training requirements), who will undertake a clinical history and perform a physical examination on the patient using appropriate equipment provided for the service, e.g. use of an otoscope to see inside the ear.

Patients can be referred into the ENT Assessment Service through the Community Pharmacist Consultation Service (CPCS) or can attend a participating pharmacy to request the service.

Patients will be provided with self-care advice to manage the condition, (including what to do if symptoms persist or get worse), and/or recommended to purchase an OTC treatment.

Where the condition is assessed as requiring antibiotics, the pharmacist will escalate the patient accordingly¹ Patients will receive a follow-up call from the pharmacist 3-5 days after the initial consultation to check how the patient is getting on and answer any questions the patient may have.

The service is initially only open to pharmacies located in specific areas of Leeds (as determined by NHS West Yorkshire ICB). Therefore, for this first phase of the service, only those pharmacies invited to apply are eligible to provide the service.

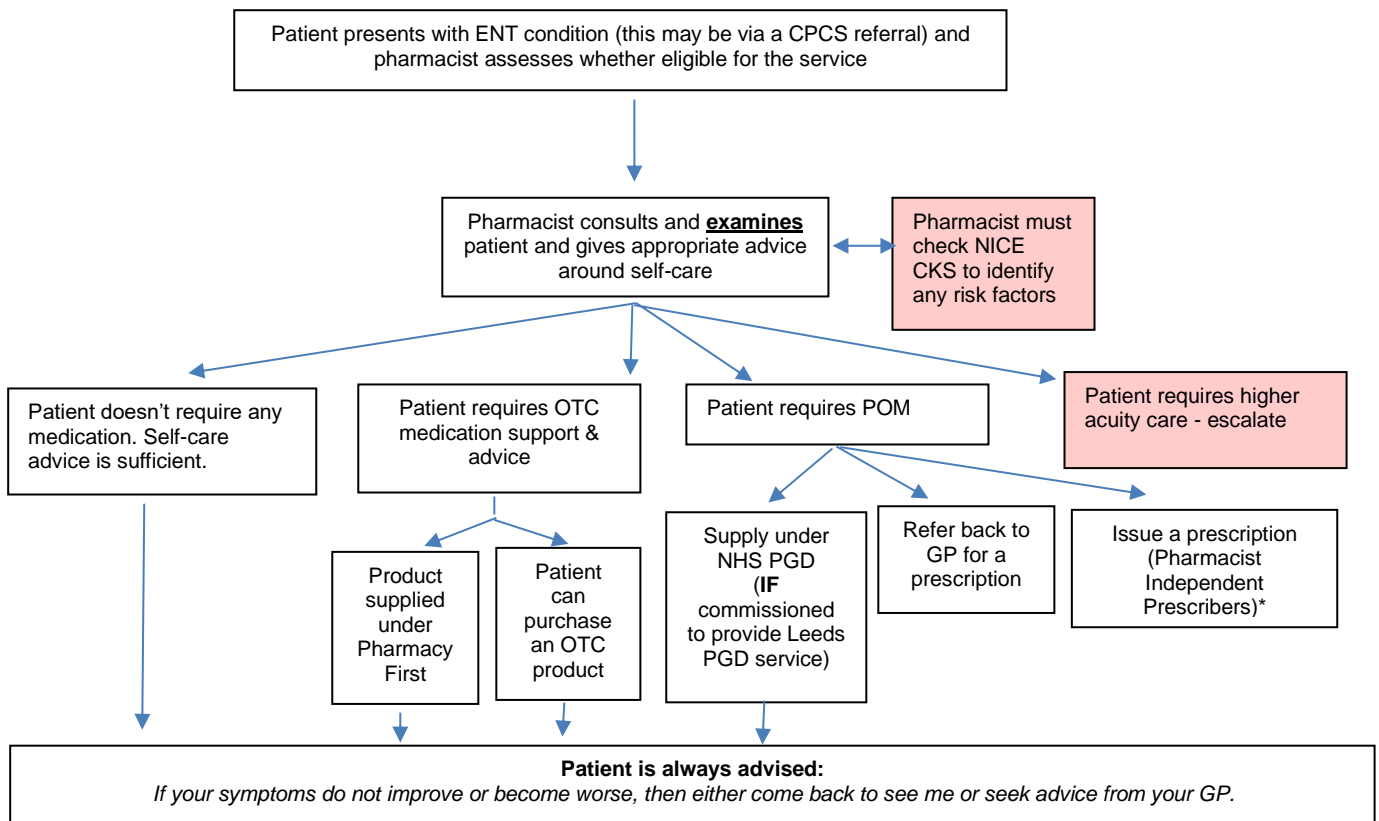
Aims of the Scheme

The overall aim of the service is to ensure that patients can access an ENT examination in community pharmacy to guide self-care advice for the treatment of ENT conditions which may include the purchase or supply of an OTC treatment.

Where the condition is assessed as requiring antibiotics or other POM treatment, these will be supplied either under an NHS PGD², (where these are available and the pharmacy is commissioned by NHS West Yorkshire ICB to provide the PGD service), by issuing a prescription (where the pharmacist is an Independent Prescriber and this route has been enabled by the NHS West Yorkshire ICB), or by referral back to the patient's GP practice:

¹ A PGD service is planned in Leeds, which **if** commissioned will provide an alternative mechanism for the supply of POM medicines and thus increase the scope of treatments that can be provided by community pharmacists providing this service.

² Only PGDs that have been developed and authorised for use by the commissioning organisation can be used.



This provides an alternative location from which patients can seek advice and treatment, rather than seeking treatment via a prescription from their GP or out of hours (OOH) provider, walk in centre or accident and emergency. Through the service we aim to:

- Educate patients to seek advice and treatment from the most appropriate healthcare setting.
- Improve patient's access to advice and appropriate treatment for these ailments via Community Pharmacy.
- Reduce GP workload for these ailments allowing greater focus on more complex and urgent medical conditions.
- Educate patients with the aim of reducing requests for inappropriate supplies of antibiotics.
- Promote the role of the pharmacist and self-care.
- Support a more integrated approach to care between community pharmacies, general practice and urgent care services.

The Community Pharmacy ENT Assessment service is not intended to replace the NHS England commissioned Community Pharmacist Consultation Service (CPCS), but it is expected to enhance CPCS by providing an alternative or additional option where clinically appropriate.

Patient Eligibility

- 2.1 The service can be provided to patients either referred through CPCS or presenting at the pharmacy with a relevant ENT condition – see 2.5 for inclusion/exclusion criteria.
- 2.2 The patient must be in attendance for a consultation under this service; for children under 16 years, a parent or guardian must also be in attendance.
- 2.3 Children under 1 year are not eligible for this service.

* A prescription can only be issued under this service if the pharmacist is an Independent Prescriber AND has both a prescribing code and agreement to prescribe for this service for the commissioning organisation.

2.4 The patient (or relevant parent or guardian) must give consent for details of the consultation to be shared with their GP (note; the service may still be provided for a patient who is not registered with a GP. It should be recommended to the patient that they register with a GP as soon as possible. When entering the patient's details on PharmOutcomes, use the "unknown" option for their GP).

2.5 The following inclusion criteria must apply for patients to be eligible for the service:

Patients Presenting to the Pharmacy (Walk-Ins)

Patients must meet any of the following criteria:

- Earache **for longer than 3 days** and pharmacist assesses that an ENT examination is required to aid diagnosis.
- Discharge from the ear and pharmacist assesses that an ENT examination is required to aid diagnosis.
- Blocked ear and pharmacist assesses that an ENT examination is required to aid diagnosis.
- Hearing loss, (where patient reports hearing loss is gradually getting worse OR has had treatment for an ear infection or wax and hearing has not returned), and pharmacist assesses that an ENT examination is required to aid diagnosis.
- Nasal blockage, (where patient has had symptoms for longer than 3 days OR reports symptoms to be affecting their quality of life), and the pharmacist assesses that an ENT examination is required to aid diagnosis.
- Sore throat **AND** one or more of the following:
 - Where symptoms have not improved after a week (most patients should be advised self-management for up to 7 days).
 - Patient gets frequent sore throats.
 - Patient is worried about their sore throat.
 - Patient has a very high temperature, or they feel hot and shivery
- Any ENT type condition where the pharmacist makes an assessment that an ENT examination is required to aid diagnosis and treatment.

Note – patients with a weakened immune system, e.g. because of diabetes or chemotherapy, should be escalated to the GP for an urgent appointment. The pharmacist is expected to secure the appointment as per the process described under escalation process. See 2.48

For Patients Referred via CPCS

- Any ENT type condition where the pharmacist assesses that an ENT examination is required to aid diagnosis and treatment.

Requirements for Service Provision - Premises, Training and Other Requirements

2.6 The service can only be provided from community pharmacies that have been commissioned to deliver the Community Pharmacy ENT Assessment Service.

2.7 To provide the service, pharmacy contractors must also be providing the CPCS.

2.8 To provide the service, pharmacy contractors must be able to provide face-to-face walk-in essential services.

2.9 Pharmacy Contractors commissioned to provide this service should ensure that all pharmacists employed to work within the pharmacy, have the appropriate training to provide the service during all hours that the pharmacy is open. This includes all locums.

Pharmacist Training Requirements

2.10 Pharmacists can only provide this service once they have completed all the mandatory training requirements.

2.11 The service can only be provided by a pharmacist who has undertaken the CPPE ENT Advanced Clinical Assessment Skills workshop. This is a half day, (3.5 hours), face-to-face workshop that includes a medic, clinical demonstrator, and simulated patients. This is a bespoke workshop and will only be available on fixed dates (there is no equivalent training available via the CPPE website).³

2.12 In addition to the CPPE training (see above), the pharmacist must attend, (or watch), the local online training event for this service which will provide a practical overview of the service e.g. how the service works, managing patient expectation, referrals back, Antimicrobial Stewardship. This event will be recorded and available online via the Community Pharmacy West Yorkshire website - <http://www.cpwvy.org/>

2.13 Pharmacists who deliver this service must demonstrate they are competent to provide a minor ailment service by completion of the CPPE Declaration of Competence (DoC) for Minor Ailments. This should include evidence that the pharmacist has undertaken the CPPE e-learning on Sepsis <https://www.cppe.ac.uk/gateway/sepsis>.

2.14 The pharmacist must have satisfactorily completed the Health Education England Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment at <https://www.e-lfh.org.uk/programmes/antimicrobial-resistance-and-infections/>

2.15 Pharmacists are expected to reflect on their knowledge, skills and competences before making the declarations, and to address any learning and development before starting to deliver the service. It is expected that pharmacists providing the service are familiar with and have worked through the NICE Clinical Knowledge Summaries (CKS) on ENT conditions.

2.16 Pharmacists providing the service must read and ensure that they fully understand the service specification for the service.

2.17 The responsible pharmacist on each given day has overall responsibility for ensuring the service is delivered in accordance with this service specification.

Duty of Pharmacy Contractors

2.18 Contractors are responsible for ensuring that only appropriately trained pharmacists, as specified above provide this service.

2.19 Contractors must hold evidence of competency to provide the service for each pharmacist providing the Community Pharmacy ENT Assessment service. These should be made available to the commissioner on request.

2.20 The pharmacy will have a Standard Operating Procedure (SOP) that specifically details the operational delivery of this service in accordance with this specification.

2.21 The pharmacy contractor must ensure that all staff working in the pharmacy have relevant knowledge, are appropriately trained and operate within SOPs; this includes understanding when to recommend the service to patients.

2.22 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit – see Records and Documentation.

³ The contractor can claim backfill allowance for each pharmacist attending this training. See 2.58

Active Referral When the Service is Not Available

2.23 If the service must be temporarily withdrawn by the pharmacy contractor for whatever reason (e.g. staff sickness), the pharmacy has a duty to actively refer patients to another provider of the service, convenient to the patient, who are able to provide the service to the patient. This should be another pharmacy wherever possible.

2.24 The pharmacy who is unable to provide the service must ensure that the pharmacy to which the patient is referred to is able to provide the service. This should include phoning the pharmacy to check the opening times and that there is a pharmacist available who can provide the ENT assessment service.

2.25 These checks must be made before the patient leaves the referring pharmacy. Patients should not just be told to try another pharmacy.

2.26 Only when an alternative pharmacy cannot be found the patient should be referred to their GP practice.

Consent

2.27 The pharmacist will gain consent for details of the consultation to be shared with the patient's GP.

2.28 Patient consent should be captured electronically on PharmOutcomes at the time of the consultation. A paper patient consent form is also available which may be used in exceptional circumstances.

2.29 The consent process also clarifies that the patient is consenting not only to the service but also that the pharmacist will contact them in 3-5 days for a short follow-up conversation. The patient's preferred contact details should be recorded on PharmOutcomes (or the paper patient consent form).

2.30 Children under the age of 16 must be accompanied by a parent or guardian for this service. The parent/guardian can consent on behalf of the child to receive the service.

Consultation & Follow-Up

The Consultation

2.31 Patients can be referred into the service through CPCS or can attend directly to request the service.

2.32 The consultation can only be carried out by an appropriately trained pharmacist – see pharmacist training requirements (2.10 - 2.16)

2.33 The consultation must be undertaken face to face in a consultation room which meets the requirements for a consultation room included in the service specifications of most NHS Advanced services.

2.34 The pharmacist must carry out a professional consultation which will cover:

- Patient assessment and physical examination using a structured approach to respond to symptoms.
- Review of the patients Summary Care Record if appropriate to check medication and possible interactions (unless consent is refused).
- The pharmacist will ensure that any relevant 'Red Flags' are recognised and responded to as part of the consultation service ('Red flags are detailed at <http://cks.nice.org.uk/>)
- If it is identified that the patient needs to be referred to higher acuity services, the procedure as set out in 2.48, (urgent referrals to GP or other healthcare professionals), must be followed.
- Provision of advice. As part of this advice, the pharmacist must explain that many conditions resolve without antibiotic treatment, this will help reinforce the message on the need to reduce antibiotic usage. (Refer to antimicrobial stewardship below).

- If appropriate, the patient may be supplied with an OTC product. Either a supply can be made under Pharmacy First or other Minor Ailment Service, where the **patient is eligible** for that service, or the sale of an OTC product can be made.
- As well as the provision of verbal advice, patients should, if required, be provided with printed information relevant to their condition. These should support the message that antibiotics are not always needed and should include self-care advice, expected symptoms, the probable duration of symptoms, and when and where to go for further advice or treatment if needed. The TARGET [Treating Your Infection - Respiratory Tract Infection](#) and [Managing Your Common Infection \(Self-Care\)](#) leaflets are recommended as they provide self-care advice, information on symptom duration and safety-netting advice. Printed or online information can also be sourced from www.nhs.uk.
- Access to antibiotic medication if clinically appropriate. Where the condition is assessed as requiring antibiotics, (or other POM treatment), these may be supplied by one of 3 routes:
 1. Under a PGD (where a PGD service is available).
 2. Referral back to the patient's GP practice (pharmacists should not give patients an expectation of a specific treatment).⁴
 3. Issuing a prescription (if the pharmacist is an Independent Prescriber AND has both a prescribing code and agreement to prescribe for this service for the relevant CCG/ICB).
- At the end of every consultation, the pharmacist should give a closing statement to the patient: *"If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP. You can call NHS 111 or 999 if the matter is urgent and a pharmacist or GP is not available."*

2.35 The service aims to manage ENT type conditions that often lead to GP practice attendance, but which could be dealt with at a community pharmacy. The focus of the consultation is the examination and to appropriately provide reassurance that an antibiotic may not be needed.

2.36 Pharmacists should highlight patients repeatedly accessing the service to their GP for review.

Antimicrobial Stewardship

It is important that pharmacists delivering this service are aware of the principles of antimicrobial stewardship. When providing this service pharmacists should:

- Counsel patients about when minor conditions do not require an antibiotic and will resolve without treatment. Patients should be provided with a leaflet to support such discussions such as the TARGET [Treating Your Infection - Respiratory Tract Infection](#) and [Managing Your Common Infection \(Self-Care\)](#) leaflets which provide self-care advice, information on symptom duration and safety-netting advice about when to reconsult.
- Be able to discuss the issue of antimicrobial resistance and raise awareness that using antibiotics when they are not needed can increase the risk of antibiotics not working in the future for both the individual and population at large.
- Discuss supportive measures that will relieve symptoms without antibiotics (e.g. painkillers) and make over the counter sales of these as required
- Counsel patients to take any antibiotics supplied according to the directions
- Counsel patients to complete the course of antibiotics supplied
- Inform patients that if a course of antibiotics is not completed (e.g. because of a side effect or because cultures suggest a change to a different medicine) then the remainder should be returned to the pharmacy for safe disposal
- Advise patients that they should never use antibiotics prescribed for anyone else.
- Follow local treatment/antimicrobial guidelines. The following [NICE antimicrobial guidelines](#) have been adopted for use across Leeds: [Otitis media \(acute\): antimicrobial prescribing for children under 18 years](#), [Sore throat \(acute\): antimicrobial prescribing](#), [Sinusitis \(acute\): antimicrobial prescribing](#). [Leeds has also produced guidance for the treatment of Acute Otitis Media in Adults](#)

⁴ Where the patient is not registered with a GP Practice the patient should register with a practice as a temporary patient for immediate and necessary treatment in order to obtain a prescription.

Follow-Up

2.37 The patient/carer must be made aware that in order to access the service they must agree to having a follow up conversation with a pharmacist 3- 5 days after the initial consultation.

2.38 The follow up will consist of a small number of questions and will usually take place remotely (e.g. telephone/video call), although if the patient prefers it could be face to face in the pharmacy.

2.39 The follow up should be recorded onto PharmOutcomes as soon as possible after the conversation has taken place and in all cases before the end of the next working day.

2.40 It is completion of the 3- 5 day follow up which generates the service claim for that patient. It is understood that some patients may not be contactable, but because the pharmacist should have explained to the patient that this is a requirement of the service and also confirmed the appropriate contact number and best time to call, this should be the exception rather than the rule.

2.41 The pharmacy should attempt to try to contact the patient on 2 separate occasions. If after 2 attempts they have been unable to contact the patient, they are able to record this as "Lost to follow up" within the PharmOutcomes follow-up module and this will then generate payment of the consultation fee.

Escalation Process

Non-Urgent Referrals Back to the GP Practice

2.42 If the pharmacist deems that the signs and symptoms of the patient's presenting illness suggest that an antibiotic or other POM may be required, and they are not able to supply the medication themselves, the pharmacist must make a referral to the patient's GP.

2.43 When referring patients, pharmacists should not give patients the expectation of any specific treatment.

2.44 The pharmacist must complete the 'Referral from Community Pharmacy' form, (appendix 2), with the patient's details, summary of their findings from the examination, recommendation, (whether signs and symptoms suggest bacterial infection or warrants further investigation), and an assessment of urgency. This should ideally be sent electronically, either by NHSmail or using PharmOutcomes. (If necessary, the pharmacist should contact the GP practice for details of their NHSmail address). The pharmacist may also wish to print a copy of the referral form for the patient to take with them to the practice.

2.45 The pharmacist or other relevant member of the pharmacy team should contact the patient's practice and arrange an appointment for the patient which should be within an appropriate timeframe for their condition.

2.46 If the GP practice is closed the pharmacist must print off the referral note for the patient and advise the patient to contact the surgery (as part of the follow up requirement for this service, the pharmacist can check that the patient saw a GP and take appropriate action if required). If the pharmacist deems that the patient needs to see a GP more urgently and the practice is closed, then the pharmacist may need to contact the GP Out-of-Hours Service or Urgent Treatment Centre on behalf of the patient (refer to urgent referrals below).

2.47 The pharmacist should use their clinical judgement to decide the urgency of the referral as ultimately the pharmacist is professionally accountable for their actions.

Urgent Referrals to GP or other Healthcare Professional (this process should be used when the referral is deemed urgent, e.g. a red flag symptom)

2.48 If the patient presents with symptoms indicating the need for an urgent referral, there are 4 options in this circumstance. The pharmacist should use their clinical judgement to decide the urgency, route and need for referral (note; when referring patients to a GP or other health provider, pharmacists should not set any patient expectations of any specific treatment or outcomes).

- **Option 1** – refer the patient for an urgent in-hours appointment. After agreeing this course of action with the patient, the pharmacist (or relevant pharmacy team member) must telephone the patient's practice to secure them an urgent appointment.

- **Option 2** – Call the GP Out-of-Hours Service if the patient's own practice is not available.
- **Option 3** – advise patient to attend the Urgent Treatment Centre (UTC) at St Georges Centre, Middleton. Use [NHS Service Finder](#) to check opening hours and contact details. Note; there is also a Walk-in-Centre in Leeds (Shakespeare Medical Practice, located at Burmantofts Health Centre) but this has more limited opening hours than the UTC.
- **Option 4** - refer patient to A&E or call 999. If the patient presents with severe symptoms indicating the need for an immediate medical consultation, the pharmacist should tell the patient to attend A&E immediately or call an ambulance.

2.49 The 'Referral from Community Pharmacy' form should still be completed in these cases, unless symptoms appear life-threatening, in which case the pharmacist must dial 999 and provide the attending Paramedics with any relevant information.

Records & Documentation

2.50 Pharmacists must record the consultation onto PharmOutcomes ideally at the time of the consultation or as soon as possible afterwards, and by the following working day at the latest.

2.51 Details of the consultation will be sent to the patient's GP via the notification function within PharmOutcomes. In most cases the notification will be sent automatically but if a problem occurs with this notification platform, the pharmacy contractor can either send via NHSmail or they can print out the notification and send via post or hand deliver.

2.52 The record on PharmOutcomes will be the enduring record of the consultation.

Governance

2.53 All relevant records must be managed in line with Records Management Code of Practice for Health and Social Care.

2.54 The pharmacy is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.

2.55 The pharmacy will also report any incidents related to this service to the service commissioner.

Payments

Submission of Claims

2.56 Details of the consultation and outcome of the service provided must be recorded on PharmOutcomes. This information will be used to generate the month end payment claim.

Set-Up Payments

2.57 An initial set-up fee of £200 will be paid to each contractor once they are ready to deliver the service. The £200 payment covers initial start-up costs, including creating an SOP for the service and staff training. This payment will be triggered on completion of the practitioner enrolment for the service on PharmOutcomes which confirms that the pharmacy is ready to start the service.⁵

2.58 An additional £125 backfill allowance will be paid to the contractor for each pharmacist attending the CPPE ENT Advanced Clinical Assessment Skills half-day workshop (see 2.11). Details of how to claim the backfill allowance will be provided separately.

⁵ The £200 set-up fee is a one-off payment for each pharmacy contractor. If the pharmacy employs more than one pharmacist, the payment will be triggered once the first pharmacist completes the practitioner enrolment.

Service Payments

2.59 Remuneration will be made at the following rates for each **completed**, (consultation + follow up), ENT assessment service provided:

- £15 for walk-in ENT assessments
- £10 for each ENT assessment following a CPCS referral (the CPCS referral fee can also be claimed).

Equipment & Consumables

2.60 Pharmacies taking part in the service will be provided with the following equipment:

- Otoscope
- Disposable covers
- Electronic ear thermometer and covers
- Tongue depressors.

The Pharmacy will fund all subsequent purchases of any equipment required to support the provision of the service and associated with maintenance of the equipment as per MHRA guidance 'Managing Medical Devices' 2021.

Contractual Period

This agreement is for a period of 12 months, commencing 1st July 2022.

PATIENT CONSENT FORM

Pharmacy Stamp:

Consent to participate in the: NHS West Yorkshire ICB (Leeds) Community Pharmacy ENT Assessment Service

I agree to take part in a short follow up conversation which can be in person at the pharmacy or undertaken remotely – this will be approximately 3-5 days after this consultation.

I agree that the pharmacist may access my SCR to help in the delivery of this service.

Patient name and address	Bag label
Patient's telephone No for follow up	

I agree that the information obtained during the service can be shared with:

- my GP to help them provide care to me
- the commissioner of the service (NHS West Yorkshire ICB (Leeds)) to allow them to make sure that the service is being provided properly by the pharmacy.

Signature	
Date	

Referral from Community Pharmacy

Patient's name:.....

Patient's D.O.B:.....

Patient's address:.....

The patient named above has accessed the Community Pharmacy ENT Assessment Service and following assessment by the pharmacist a referral has been recommended based on the following information:

Situation (Provide a concise statement of the problem)	
Background (Provide pertinent & brief information)	
Assessment	
Recommendation	

Indication of urgency (please tick):

- **Contact GP practice immediately**
- **Contact GP practice within 24 hours**
- **Contact GP practice within days (if symptoms do not resolve)**

Pharmacist's name (PRINT).....

Pharmacy telephone number.....

Pharmacy name & address.....

Date and time.....

Pharmacist signature.....

Please ensure that this form is given to your GP

SCHEDULE 2 – THE SERVICES

Ai. Service Specifications – Enhanced Health in Care Homes

Not Applicable

SCHEDULE 2 – THE SERVICES

B. Indicative Activity Plan

Not Applicable

D. Essential Services (NHS Trusts only)

Not Applicable

G. Other Local Agreements, Policies and Procedures

The pharmacy must inform the NHS ICB in Leeds of any complaint relating to the Community Pharmacy ENT Assessment Service. Details of complaints should be sent to the generic mailbox for the prescribing team (below) and marked for the attention of Sobia Qureshi: wyicb-leeds.prescribingteam@nhs.net

The pharmacy consents to the sharing of anonymised service activity data with the commissioner and Community Pharmacy West Yorkshire for the purpose of auditing the quality of the service, evaluating the service and making service payments.

J. Transfer of and Discharge from Care Protocols

Not applicable

K. Safeguarding Policies and Mental Capacity Act Policies

The pharmacy will have available up to date Safeguarding and Mental Capacity Act Policies for Commissioner review on request.

SCHEDULE 3 – PAYMENT

A. Local Prices

Set-Up Payments

- An initial set-up payment of £200 will be paid to each pharmacy contractor once they have declared they are ready to deliver the service. The £200 payment covers initial start-up costs, including creating an SOP for the service and staff training.
- An additional £125 backfill allowance will be paid to the contractor for each pharmacist attending the CPPE ENT Advanced Clinical Assessment Skills half-day workshop (see 2.11).

Service Delivery Payments

Remuneration will be made at the following rates for each **completed**, (consultation + follow up), ENT assessment service provided:

- £15 for walk-in ENT assessments
- £10 for each ENT assessment following a CPCS referral

Submission of Claims

Details of the consultation and outcome of the service provided must be recorded on PharmOutcomes. This information will be used to generate the month end payment claim.

B. Local Variations

Not Applicable

C. Local Modifications

Not Applicable

D. Expected Annual Contract Values

Not Applicable

SCHEDULE 4 – LOCAL QUALITY REQUIREMENTS

Quality Requirement	Threshold	Method of Measurement	Applicable Service Specification
The Pharmacy will review its standard operating procedures and the referral pathways for the service on an annual basis.		Availability of review documentation for commissioner.	
The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service are competent to deliver the service.		Completion of practitioner enrollment on PharmOutcomes/evidence of training completed on request.	
The Pharmacy will participate in an annual NHS West Yorkshire ICB organised, LPC (Community Pharmacy West Yorkshire) agreed, audit or post payment verification of service provision.		Review of PharmOutcomes reports.	
The Pharmacy will co-operate with any locally agreed NHS West Yorkshire ICB assessment, which has been agreed with the LPC, of service user experience.		As agreed.	
The Pharmacy will make full use of any promotional material for the service which have been made available by the commissioner.		Availability of materials.	
The Pharmacy will have appropriate health promotion and self-care material available for the user group and will promote its update.		Availability of materials.	
The pharmacy will effectively manage any complaints using the pharmacy own internal complaints procedures which must meet the NHS pharmaceutical contractual standards.		Availability of complaints documentation for the commissioner.	
The pharmacy will manage any incidents in line with the requirements of the NHS Contractual Framework for community pharmacy ensuring that		Incidents reported as per the incident reporting requirements.	

Quality Requirement	Threshold	Method of Measurement	Applicable Service Specification
any patient incidents that occur are reported to the NPSA via the NRLS on-line reporting system.			
The pharmacy will inform the commissioning ICB of any complaint / incident relating to the service.		Receipt of incidents/complaints information by commissioners	

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

A. Reporting Requirements

	Reporting Period	Format of Report	Timing and Method for delivery of Report
National Requirements Reported Centrally			
1. As specified in the DCB Schedule of Approved Collections published on the NHS Digital website at https://digital.nhs.uk/isce/publication/nhs-standard-contract-approved-collections where mandated for and as applicable to the Provider and the Services	Not applicable	Not applicable	Not applicable
National Requirements Reported Locally			
1. Activity and Finance Report (<i>note that, if appropriately designed, this report may also serve as the reconciliation account to be sent by the Provider under SC36.22</i>)	Monthly	PharmOutcomes	Monthly
2. Service Quality Performance Report, detailing performance against Operational Standards, National Quality Requirements, Local Quality Requirements, Never Events and the duty of candour	Quarterly	PharmOutcomes	For local agreement
3. Complaints monitoring report, setting out numbers of complaints received and including analysis of key themes in content of complaints	Annually	For local agreement	For local agreement
4. Summary report of all incidents requiring reporting	Annually	For local agreement	For local agreement
Local Requirements Reported Locally			
The provider will report on PharmOutcomes			The Provider must submit any patient-identifiable data required in relation to Local Requirements Reported Locally via the Data Landing Portal in accordance with the Data Landing Portal Acceptable Use Statement. [Otherwise, for local agreement]

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

C. Incidents Requiring Reporting Procedure

Procedure(s) for reporting, investigating, and implementing and acting on insights derived from: (1) Serious Incidents (where applicable) (2) Notifiable Safety Incidents (3) Other Patient Safety Incidents

The Pharmacy must directly report any incidents relating to the service to the NHS ICB in Leeds.

In response to incidents or near-misses the pharmacy will reflect on current practice and, if appropriate, implement changes to reduce the risk of a similar event and improving the quality of care provided. The Pharmacy will consider and respond to the recommendations arising from any audit, Serious Untoward Incident report or Patient Safety Incident report produced by the ICB in Leeds.

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

F. Provider Data Processing Agreement

Not Applicable

SCHEDULE 7 – PENSIONS

Not Applicable

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