



North East London

Community Pharmacy Selfcare Advice Service (CPSAS) Overview

Pharmacy First

- Pharmacy First is an advanced service which allows community pharmacists to provide advice and treatment.
- The service started on 31st January 2024 as a national service delivered through pharmacies
- It builds on the previous NHS Community Pharmacist Consultation Service (CPCS)
- It is an optional service for pharmacies to provide but $\geq 95\%$ of pharmacies in England have signed up to provide the service
- In NEL, 364 out of 370 community pharmacies are providing Pharmacy First
- It is composed of 3 different elements:
 - **Minor illness**
 - Clinical Pathways for 7 clinical conditions
 - Urgent Medicines supply

NHS 111 and Urgent care centre
Referral pathway for urgent care center currently in development

GP Referral
Access to the service will be **LIMITED** if not referred through integrated pathway

Walk-in

Urgent Repeat Medication Supply Referral

Low Acuity Minor Illness Referral

Clinical Pathway Consultation Referral

All referrals from GPs must be sent electronically through 'Local Services' on EMIS or PharmRefer

Patient Consultation

Patient Consultation

Community pharmacy will be able to provide **FREE-of charge OTC medicines** to **eligible patients** for **specific minor illnesses**, as outlined in the medicine's formulary

NEL Community Pharmacy Selfcare Advice Service (CPSAS)

CPSAS eligibility criteria met

Gateway not met

Gateway met

Clinical Pathway	Age Range
Uncomplicated UTI	Women 16-64 years
Shingles	18 years and over
Impetigo	1 years and over
Infected Insect Bites	1 years and over
Sinusitis	12 years and over
Sore Throat	5 years and over
Acute Otitis Media	1 – 17 years



Pharmacy First – examples of conditions general practice can refer to community pharmacy for minor illness

Pharmacy First: minor illness consultations

This is not an exhaustive list, Community pharmacies can receive referrals for anything considered a minor illness.

Acne, spots, and pimples	Allergic reaction	Ankle or foot pain or swelling	Athlete's foot	Bites or stings, insect, or spider	Blisters
Constipation	Cough	Cold and flu	Diarrhoea	Ear discharge or ear wax	Earache
Eye, red or irritable	Eye, sticky or watery	Eyelid problems	Hair loss	Headache	Hearing problems or blocked ear
Hip, thigh, or buttock pain or swelling itch	Knee or lower leg pain	Lower back pain	Lower limb pain or swelling	Mouth ulcers	Nasal congestion
Pain and/or Frequency passing urine	Rectal pain	Scabies	Scratches and grazes	Shoulder pain	Skin, blisters or rash
Sleep difficulties	Sore throat	Teething	Tiredness	Toe pain or swelling	Vaginal discharge
Vaginal itch or soreness	Vomiting	Wound problems – management of dressings	Wrist, hand, or finger pain or swelling		

Pharmacy First - Clinical Pathway (7 common conditions)

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
Inclusion: <ul style="list-style-type: none"> Female Aged between 16 - 64 Suspected lower UTI 	Inclusion: <ul style="list-style-type: none"> 18 years and over Suspected case of shingles. Rash appeared within the last 72 hours - 7 days 	Inclusion: <ul style="list-style-type: none"> 1 year and over Signs and symptoms of impetigo Localised (4 or fewer lesions/clusters present) 	Inclusion: <ul style="list-style-type: none"> 1 year and over Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) 	Inclusion: <ul style="list-style-type: none"> 5 years and over Suspected sore throat 	Inclusion: <ul style="list-style-type: none"> 12 years and over Suspected signs and symptoms of sinusitis Symptom duration of 10 days or more 	Inclusion: <ul style="list-style-type: none"> Aged between 1 – 17 Suspected signs and symptoms of acute otitis media
Exclusion: <ul style="list-style-type: none"> Male <16 or >64 Pregnant Breastfeeding Recurrent UTI (2 in last 6 months or 3 in last 12 months) Catheter 	Exclusion: <ul style="list-style-type: none"> < under age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Breastfeeding with impetigo lesion(s) present on the breast Recurrent impetigo (2 or more episodes in the same year) Widespread lesions/clusters present Systemically unwell 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Systemically unwell Bite or sting occurred while travelling outside the UK 	Exclusion: <ul style="list-style-type: none"> Individuals under 5 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age age Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years) Previous tonsillectomy 	Exclusion: <ul style="list-style-type: none"> Individuals under 12 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age Symptom duration of less than 10 days Recurrent sinusitis ((4 or more annual episodes of sinusitis) 	Exclusion: <ul style="list-style-type: none"> Individuals under 1 year of age or over 18 years of age Pregnancy or suspected pregnancy in individuals under 16 Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)

NEL Community Pharmacy Selfcare Advice Service – Objectives

- The NEL Community Pharmacy Selfcare Advice Service (**CPSAS**) is currently a 2 year locally (NEL) commissioned community pharmacy service, launched 22nd July 2024.
- The **main objectives** of the CPSAS are:
 - a) To complement and aid implementation of the nationally commissioned Pharmacy First service, ***provide free-of-charge OTC medicines for eligible patients***
 - b) To help ***reduce health inequalities*** by:-
 - removing the barrier of cost of medicines
 - provide targeted ***advice and support on health and wellbeing*** interventions
 - c) For eligible residents to have access to ***timely advice and support on health and wellbeing***
 - d) To ***reduce the number of GP appointments and / or A&E attendances*** for conditions related to specific common minor illnesses

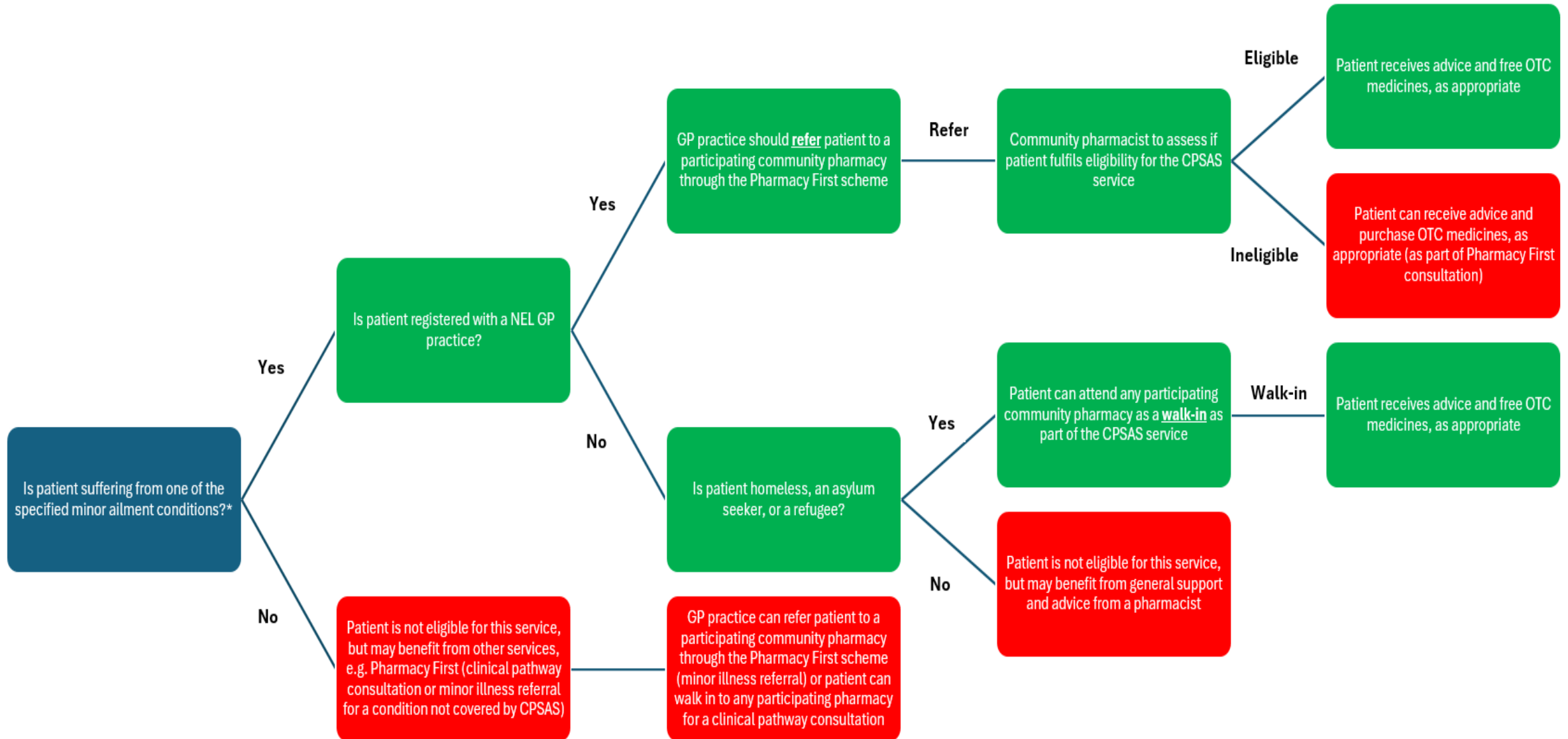
Background: Health Inequalities and Deprivation in NEL

- Minor illnesses amenable to selfcare are a significant proportion of primary care and A&E attendances. However, people living in the most deprived areas often have barriers to accessing selfcare advice and medicines
- Approximately **24% of the NEL population (489,000)** live in areas ranked in the **most deprived 20% in England**
- As of March 2023, there were **5,644 asylum seekers** in NEL. The boroughs with the highest numbers are Newham (27%) and Redbridge (21%)

Access to the CP Selfcare Advice Service (CPSAS)

- Provision of the CPSAS is now available from **347 community pharmacies** in North East London.
- List of community pharmacies not providing CPSAS is available on the [portal](#).
- **ALL Patients MUST be referred by their GP** to their local community pharmacy through the Pharmacy First referral via Local EMIS/PharmRefer
- Community pharmacies will assess referred patients' **eligibility criteria** and if the referral fall under the **specific 24 minor illness conditions**, then CPSAS can be provided to patients:
 - - providing self-care advice, free-of-charge OTC medicines, and/or referral or signposting to other locally available services.
- There are no additional requirements from general practice in relation to enabling access to the CPSAS; they should continue to refer patients presenting with minor illness condition to community pharmacy teams for the Pharmacy First service via Local EMIS.
- **Walk-ins for CPSAS is only allowed for patients who are Homeless, Asylum Seekers or Refugees**

CPSAS Service Pathway



*Refer to next slide for the list of conditions covered by the service

24 Conditions Covered

1. Athlete's foot
2. Back pain/musculoskeletal pain
3. Conjunctivitis
4. Constipation
5. Contact dermatitis
6. Diarrhoea
7. Fever (pyrexia)
8. Haemorrhoids
9. Hay fever
10. Headache
11. Head lice
12. Indigestion/heartburn
13. Insect bites and stings
14. Nappy rash
15. Paediatric fever/teething/pain
16. Primary dysmenorrhoea (period pain)
17. Ringworm
18. Scabies
19. Soft tissue injury
20. Oral thrush
21. Threadworm
22. Toothache
23. Vaginal thrush
24. Warts and verrucae

(NB. The conditions in red font were previously not covered by the C&H HFP MAS scheme.)

Patient Eligibility Criteria

- **Walk-in eligibility for CPSAS:** Only for patients who are **Homeless, Asylum Seekers or Refugees** (who are either not registered with a GP practice, or are registered with a NEL GP practice, but are unable to make an appointment with their GP)
- **Patient's eligibility for CPSAS:**
 - All referred patients must be registered with a NEL GP practice
 - Patients under 16 years, who have at least one parent who would be eligible for this service
 - Patients who are 16, 17 or 18 years old, in full-time education, AND have at least one parent who would be eligible for this service
 - All young people who are under the care of the Local Authority
 - Young care leavers, aged 16-25 years old
 - Patients who are receiving Universal Credit and whose income is at a level where they are eligible for free prescriptions. Patients receiving any other low-income benefits, which give them eligibility for free prescriptions
 - Patients who are Homeless, Asylum seekers or Refugees
 - Patients eligible for full help (HC2 certificate) under the NHS Low Income Scheme (LIS). LIS eligibility also extends to the partner and any young dependants.

Medicines Formulary


- Community pharmacies will be able to provide ***free-of-charge OTC medicines*** from the approved ***medicines formulary*** to eligible patients for specific minor illnesses.
- The formulary is already prepopulated on PharmOutcomes template according to the condition to be treated.
- Patients ***may receive more than one medicine*** for a specific condition, if this is considered appropriate by the pharmacist
 - e.g. loperamide + oral rehydration for diarrhoea
- Medicines will only be supplied for ***infrequent minor illnesses***. Requests for repeat supplies could indicate a long-term condition that may require investigation and management by a patient's GP

CPSAS - reducing health inequalities

- Facilitating community pharmacies to **support self-care** (advice/ information/ signposting/ medication) **for all patients in NEL** irrespective of financial means
- Enabling residents in NEL with financial difficulties to obtain where appropriate, **free of charge, over the counter medicines**
- Supporting community pharmacists to **make every contact count**, signposting patients to :-
 - appropriate local or national services e.g. blood pressure check service, smoking cessation, vaccination, sexual health, contraception
 - health & wellbeing resources / services to help empower patients to take control of their health
- Community pharmacies have good knowledge of the local community & are able to **support 'harder-to-reach' patient groups** e.g. patients with language barriers
- **Accessible:**
 - pharmacies are closer to patients and residents' homes
 - **347** out of **369 community pharmacies** in North East London currently provide this service.

Patient Poster

- A patient poster has been developed to publicise the new NEL CPSAS service particularly to those in walk in categories
- This and translated versions will be disseminated to relevant organisations for display




 North East London

**Homeless? Refugee? Asylum seeker?
Get help and medicines from a pharmacy**

If you are homeless, a refugee or asylum seeker you may be able to get some medicines for minor illnesses from a pharmacy without needing to see a doctor.

You can walk into your local pharmacy and get help. You do not need to be registered with a doctor or provide any paperwork.

The pharmacist will check you and if you need it, they will give you free medication. They can also direct you to other free health or care services.

Illnesses you can get help and free medicine for:

1. Athlete's foot	13. Insect bites and stings
2. Back pain	14. Nappy rash
3. Conjunctivitis	15. Childhood fever/teething/pain
4. Constipation	16. Period pain
5. Contact dermatitis	17. Ringworm
6. Diarrhoea	18. Scabies
7. Fever	19. Soft tissue injury
8. Haemorrhoids	20. Oral thrush
9. Hay fever	21. Threadworm
10. Headache	22. Toothache
11. Head lice	23. Vaginal thrush
12. Indigestion/heartburn	24. Warts and verrucae

For more information, speak to your local pharmacy

Further Information, Contacts & Queries- NEL CPSAS

- Further information regarding the service available in the ICB Medicines Portal:
 - [Community Pharmacy Selfcare Advice Service – North East London \(icb.nhs.uk\)](https://icb.nhs.uk)
 - [Webinar](#), [FAQ](#) and [List of community pharmacies not providing CPSAS](#)
- Service queries/issues – NEL ICB Medicines Optimisation team (nelondonicb.medicinesoptimisationenquiries@nhs.net)
- Compliments & Complaints – via Pharmacy providers internal procedures for dealing with complaints. Any service specific issues should be reported to NEL ICB ([Advice, compliments and complaints - NHS North East London \(icb.nhs.uk\)](#))
- Media/press enquiries – Should be directed to the NEL ICB team for a formal response (nelondon.nelcommunications@nhs.net or nelcsu.media@nhs.net)