



North East London

# Community Pharmacy Selfcare Advice Service (CPSAS) Update 2025/26

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Community Pharmacy Provider Webinar

29<sup>th</sup> July 2025

# Background of CPSAS

- The NEL Community Pharmacy Selfcare Advice Service (**CPSAS**) is currently a 2 year locally (NEL) commissioned community pharmacy service, launched 22<sup>nd</sup> July 2024.
- The **main objectives** of the CPSAS are:
  - To **provide access to appropriate medication** for the most socially vulnerable residents across North East London to self-manage their minor ailments, where the current cost of living pressures may impact on their ability to purchase medicines.
  - To **help reduce health inequalities** by:
    - removing the barrier of cost of medicines
    - providing targeted advice and support on health and wellbeing interventions
  - To complement and aid implementation of the nationally commissioned Pharmacy First service, **provide free-of-charge OTC medicines for eligible patients**
  - To **reduce the number of GP appointments and / or A&E attendances** for conditions related to specific common minor illnesses

# 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

# Referral back to GP Practices

- Community Pharmacists may refer patients back to their GP practices in the following situations:
  - Patients with a ***co-morbidity or drug interaction***, which may require alternative treatment or closer monitoring
  - Patients presenting for ***frequent repeat supplies*** for a specific minor illness (as may be indicative of a long-term condition requiring management by GP)
  - Patients presenting with any relevant '***red flags***' such as symptoms associated with cancer, sepsis or meningitis will also be referred to their GP or A&E for urgent investigation and management
- Walk-in patients not registered with a GP practice will also be encouraged to register with a GP practice
- *\*CPSAS is only eligible to patients registered with a NEL practice, **except homeless, refugee and asylum seekers.***

# Medicines Formulary

- Community pharmacists will be able to provide **free-of-charge OTC medicines** to eligible patients for specific minor illnesses, as outlined in the **medicines formulary** under the Appendix 4 of the service specification (available on PharmOutcomes).
- Patients **may receive more than one medicine** for a specific condition, if this is considered appropriate by the pharmacist, e.g. loperamide + oral rehydration salts for diarrhoea
- Medicines should 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

## Service Support

- CPSAS Service Level Agreement
- Patient Information Leaflets
- NICE Clinical Knowledge Summaries
- CPSAS FAQs

# CPSAS during 2024/25

- Service launched on 22<sup>nd</sup> July 2024
- Expected vs. Actual level of service uptake:

Route to CPSAS	Monthly NEL Activity predicted based on past-Pharmacy First activity in NEL	Average monthly NEL Activity (based on actual data 22/07/2024 - 31/03/2025)
Pharmacy First referrals	5290	312
Walk-In (3 patient cohorts – homeless, refugee and asylum seekers)	175	31

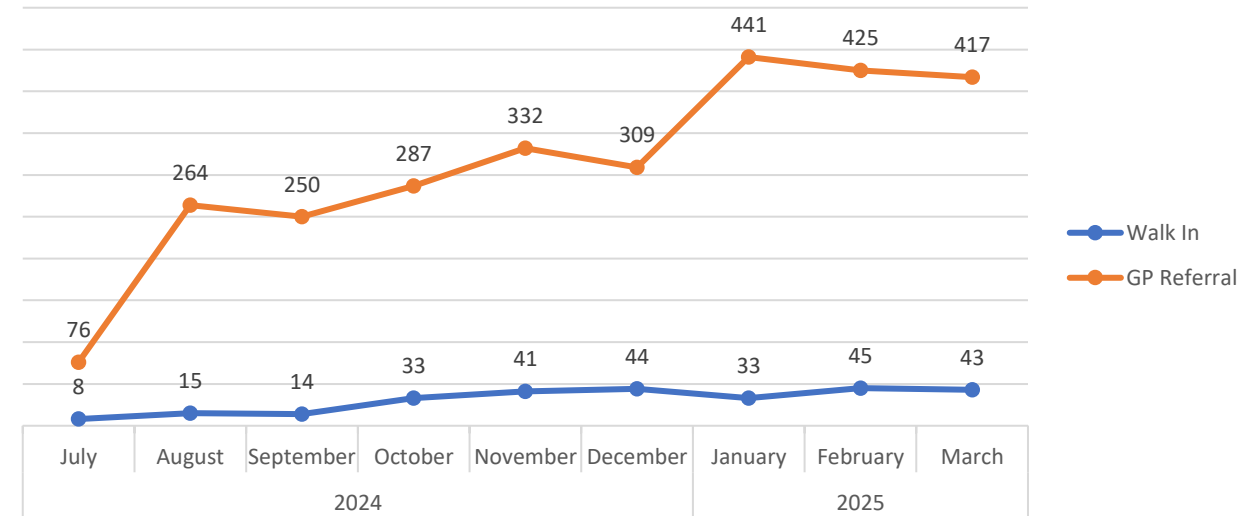
- Average no. of monthly Pharmacy First referrals in NEL (July 2024 – March 2025) is 9689 with 77% completion rate
- Only 4% of completed Pharmacy First referrals (during Jul 2024 – Mar 2025) resulted in CPSAS provision
- NB: Pharmacy First referrals can be for minor illnesses and clinical pathways conditions, where both can link to CPSAS depending on patient's presentation.

# Community Pharmacy Selfcare Advice Service (CPSAS)

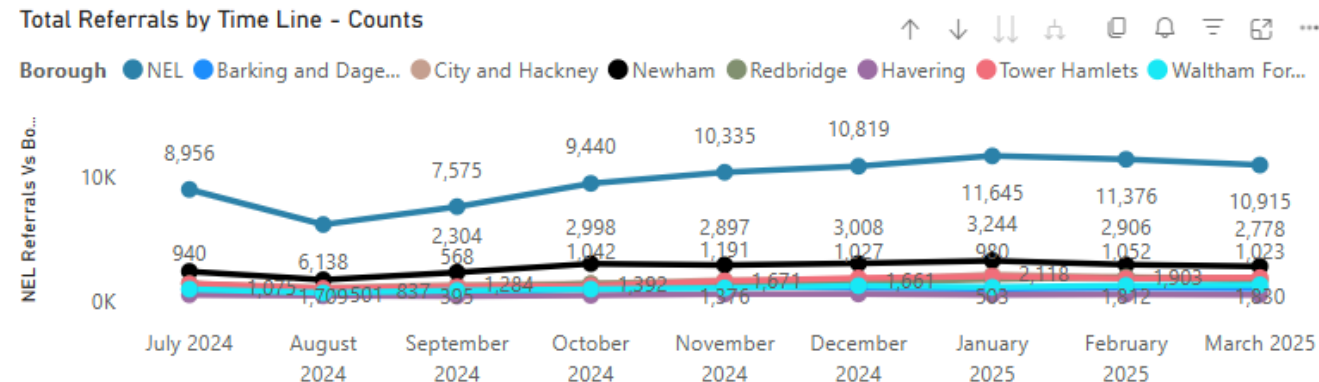
## CPSAS activity vs Pharmacy First (NEL level)

- Increase in CPSAS provision correlated with the increase in Pharmacy First referrals from Dec2024
- CPSAS activity in Q4 24/25 is higher than in Q3 24/25 possibly due to:
  - Winter months- overall higher activity
  - Visits conducted at pharmacies and practices on awareness of PF and CPSAS
- Only 4% of the completed PF referrals (Jul24 - Mar25) resulted with CPSAS, which is still significantly lower than expectation based on the no. of PF referrals had in place

No. of CPSAS consultations delivered

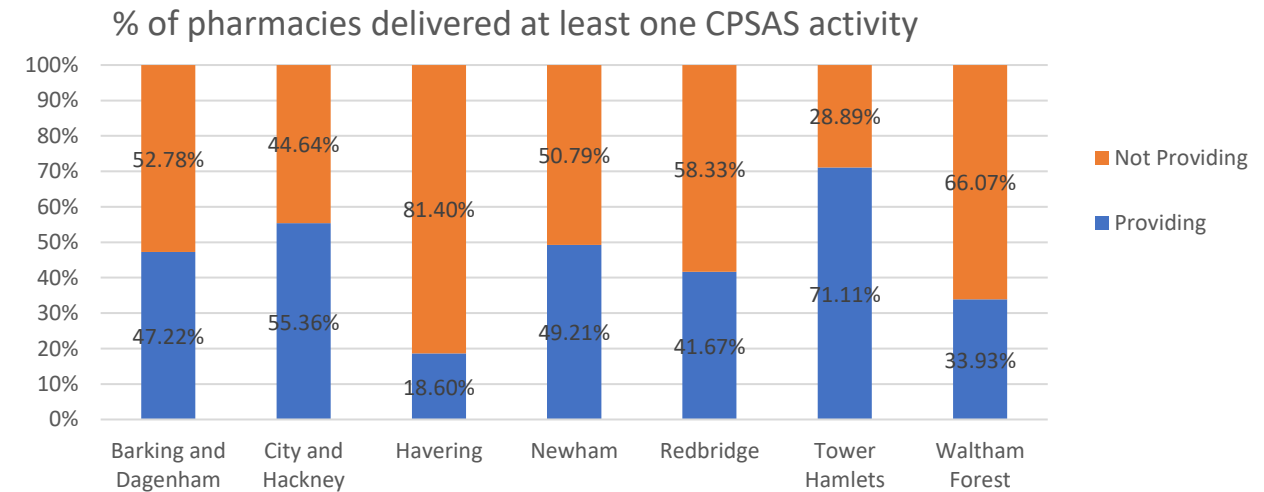


No. of PF referrals in NEL

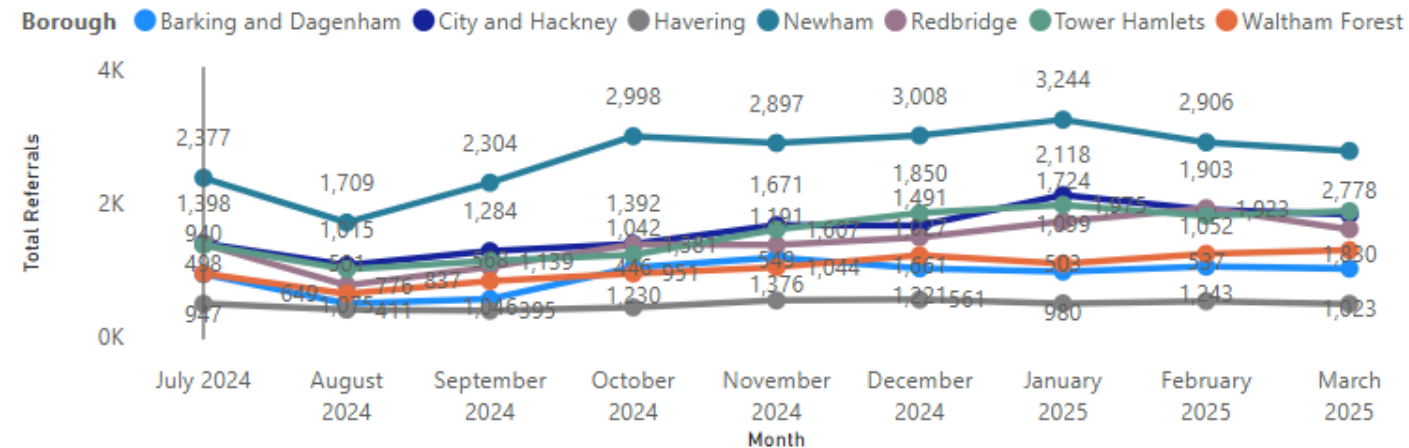


# Community Pharmacy Selfcare Advice Service (CPSAS) - CPSAS vs. Pharmacy First activity (borough level)

- Based on data for 2024/25, of the 347 pharmacies signed up to provide CPSAS, the no. of pharmacies which have conducted at least  $\geq 1$  CPSAS consultation increased from 92 (30%) to 148 (43%) between **Q3 24/25** and **Q4 24/25**
- All boroughs except C&H and Havering have increased provision of CPSAS
- Havering has the lowest no. of CPSAS delivered and this correlates with the lowest no. of PF referrals in NEL
- Newham has the highest no. of PF referrals in NEL overall but only ~50% of pharmacies have delivered at least 1 CPSAS consultations;
- WF and Redbridge also have lower no. of CPSAS delivered based on the no. of PF referrals received
- ICB Pharmacy & Medicines Optimisation team and LPC has started targeting places and practices with low PF referrals to encourage referrals for PF (then CPSAS uptake)
- Based on latest data June 2025, there are still 156 out of 344 (45%) pharmacies who have signed up to CPSAS but yet to deliver a CPSAS consultation.



## No. of PF referrals per boroughs in NEL





# CPSAS - Challenges to date

## Challenges:

- **Sign-Up Delays:** Significant delays in initial service sign-up by certain pharmacies.
- **Reliance on Referrals:** CPSAS has relied heavily on Pharmacy First referrals. Walk-in has only been available for homeless, refugees and asylum seekers.
- **Limited Access:** Access has been limited mainly to patients who visit GP practices and then impacted on by the levels of Pharmacy First referrals made by individual GP practices. This model thus unintentionally excludes 'hard-to-reach' patients who do not routinely visit their GPs.
- **Additional Workload:** Does not fully support the aim of reducing general practice work – practices need to make Pharmacy First referrals for patients to access.
- **Disproportionately Low Uptake :** Only 4% of Pharmacy First referrals resulted in CPSAS provision.
- **Variable Understanding:** Some pharmacies and practices have inconsistent understanding of access into the service

# CPSAS- Key Changes for 2025/26

The remodelling of CPSAS 2025/26 is based on the City & Hackney Minor Aliment Service (2021-2024)

	C&H MAS	CPSAS 2024/25	CPSAS 2025/26
Eligibility	Patients with social vulnerability e.g. universal credit, income-based allowance and those aged < 20years who are dependent on someone receiving social vulnerability.	Same as C&H MAS plus homeless, refugee, asylum seekers and young carers	Same as CPSAS 2024/25
Conditions covered	21	24	24
Access	Walk-in or by referral for ALL eligible patients	Via Pharmacy First referrals. Walk-in only for homeless, refugee and asylum seekers	Walk-in or via Pharmacy First referrals for <b>ALL</b> eligible patients
Cap	Maximum SIX consultations per patient in 6 months period allowed	No cap	Maximum SIX <b>walk-in</b> consultations per patient in 6 months period allowed Reasoning is required for the 5 <sup>th</sup> and 6 <sup>th</sup> provision. No cap set for post-Pharmacy First CPSAS provision

# CPSAS - Patient Eligibility Criteria

## Patient eligibility:

- All patients must be registered with a NEL GP practice (with the exception of homeless, refugee and asylum seekers)

## AND meet ONE of the following criteria

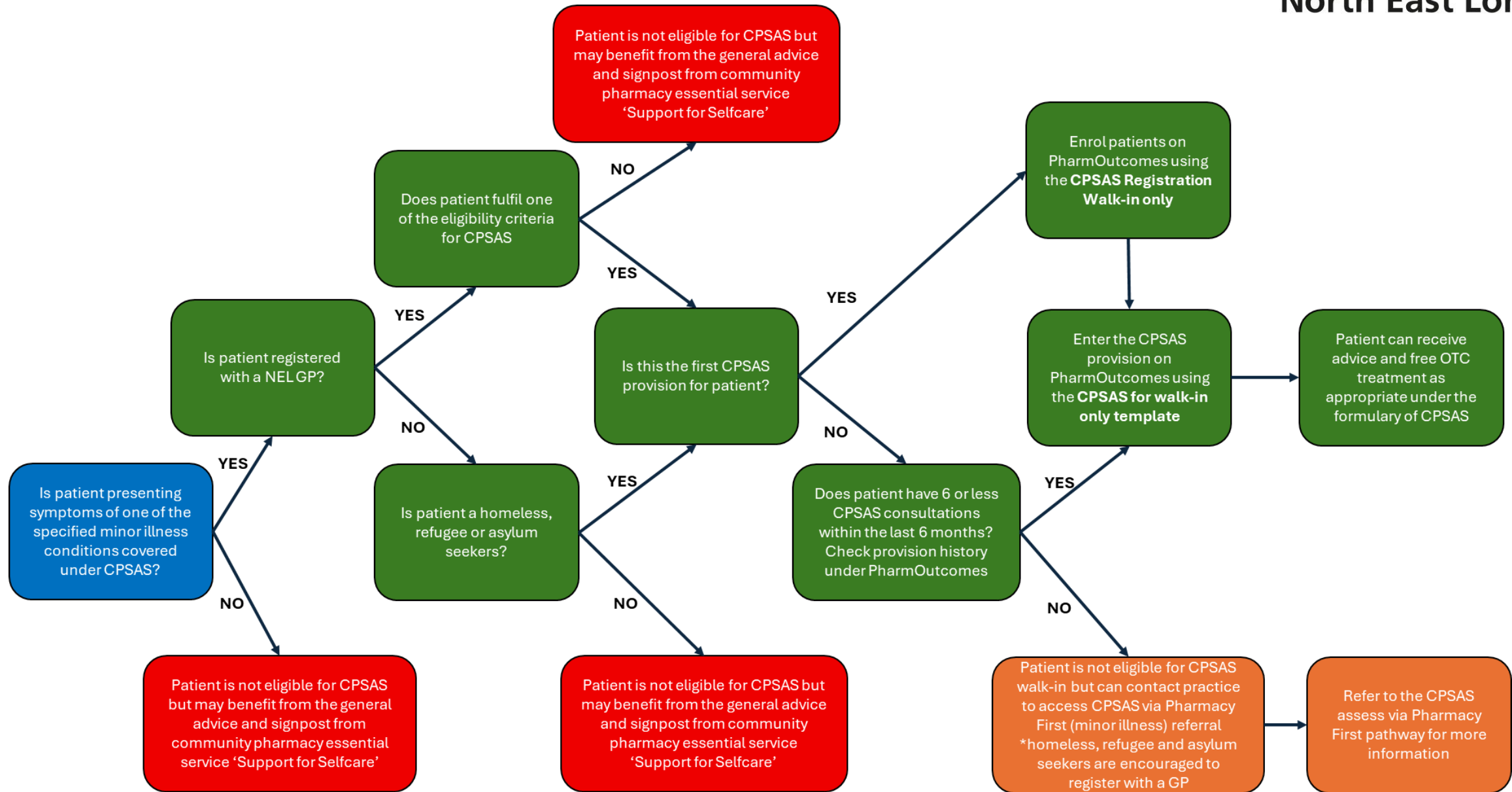
- Patients aged under 16 years, who have at least one parent who would be eligible for this service
- Patients who are 16, 17 or 18 years old, in full-time education, AND have at least one parent who would be eligible for this service
- All young people who are under the care of the Local Authority
- 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 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.

**Maximum SIX walk-in CPSAS provision per patients within 6-month period; No cap for access via Pharmacy First referrals**

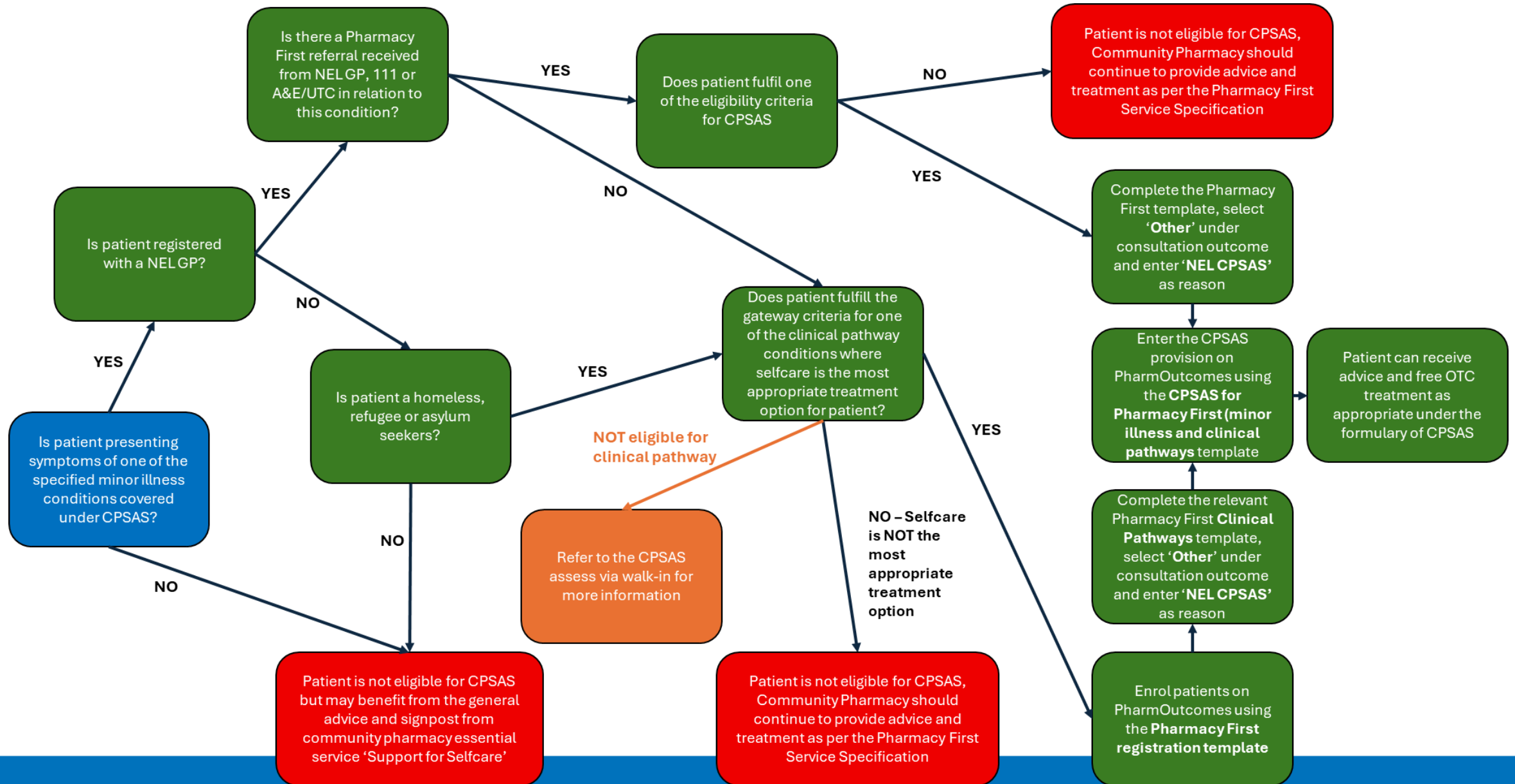
**Patients with long-term minor illness conditions with regular medicines needs should not be managed by this service but to be referred to the GP**

- CPSAS providers must be signed up to provide the NHSE commissioned Pharmacy First, Blood Pressure Check and Oral Contraceptives services.
- All CPSAS providers must have completed all training requirements for the above services.
- All CPSAS providers must be compliant with the NHSE Community Pharmacy Contractual requirements.
- All CPSAS consultations must be:-
  - conducted Face to Face and
  - recorded and submitted via PharmOutcomes CPSAS templates.
- Premises of CPSAS providers must have facilities or adjustment in place to allow walk-in access, this includes sufficient space (i.e. consultation room) for confidential consultation and ramp to enable disabled access.

# CPSAS 2025/26 Access Pathways – via Walk-in



## CPSAS 2025/26 Access Pathways – via Pharmacy First



# CPSAS – using the correct PharmOutcomes templates – Walk-in

## NEL CPSAS - Registration (Preview)

- **First:** Register patient with the NEL CPSAS - Registration template (under home page and left hand panel)
- **Second:** Complete the CPSAS provision using the NEL CPSAS Walk-in Only template
- Live from midday 4<sup>th</sup> August
- No payment if CPSAS provision and claims were NOT submitted via PharmOutcomes

### Consent for data sharing and service

If you give consent for data sharing, the information you provide will be passed to: **Any Pharmacy accessed and your GP.**

Consent is for sharing the outcome of this consultation with your GP and for data sharing with other pharmacies you choose to access for minor ailments support

Consent to share: ☐ Yes    Consent to share given  
☐ No    Consent to share **not** given

Registration date

Name

Date of Birth   
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Gender ☐ Male ☐ Female ☐ Trans

Postcode

Address

Ethnicity

GP Practice

*If the patient is not registered with a GP practice type 'not registered'.*

☒ try to filter results by "nearest first" ...

... nearest to either patient postcode (if found)  
otherwise your provider postcode

# CPSAS – using the correct PharmOutcomes templates – Walk-in (continue)

24/07/2025, 13:05 Services – Outcomes4health

But Logged in as: 1633794: Pharm Support from North East London ICB (Software Service): 469040  
Originally SysAdmin-Logged in as: 718773: Emma Clarke from Pharm Support: 157

outcomes4health® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

## Service Design NEL CPSAS - Walk-In Only (Preview) [Deprecated]

- Browse Service Library
- Previous Service with all conditional questions etc
- View service assessments
- Edit Service Design
- View/Edit Claim Amounts

Condition Profiling  
Questions evaluated: 50  
Conditions evaluated: 75  
**Reset condition count**

### Provision Reports Preview

Blank Provision Record (Sample)

Community Pharmacy Software Advice Service - GP Notification (Sample)

**THIS SERVICE IS DEPRECATED**  
New Patients Cannot be Added

### Service Support

- CPSAS Service Level Agreement
- Patient Information Leaflets
- MICE Clinical Knowledge Summaries
- CPSAS FAQs

Consultation Date:

Patient Name:

#### Service Access

**Please Note**  
Each patient is entitled to a maximum of six consultations within a six-month period. Please refer to the 'Provision History' on the left-hand side of the page to verify previous consultations, and enter the current consultation number for this period below.

PROVISION HISTORY	
Where 'Normal' is Mickey Mouse	
2025-02-04	NEL CPSAS - Register only
2025-02-04	NEL CPSAS - Walk-In Only
2025-04-01	NEL CPSAS - Walk-In Only
2025-06-18	NEL CPSAS - Walk-In Only

Consultation number:

**Please Note**  
Advise patient they can only have a maximum of 6 consultations within a 6 month period. Any long-term or minor illness conditions with regular medication needs should be referred and managed by their GP.

Is this provision for the same indication as previous CPSAS walk-in consultations?  
☐ Yes ☐ No

#### Service Entry

Is this provision part of Pharmacy First (Minor Illness or Clinical Pathway)?  
☐ Yes ☐ No

**Do Not Continue**  
Use the 'NEL CPSAS - for post Pharmacy First use only' form to record



# CPSAS – using the correct PharmOutcomes templates – via Pharmacy First

- First – complete the relevant Pharmacy First templates, including the clinical pathways if appropriate
- Second – complete the NEL CPSAS for post Pharmacy First use only template
- Live from Midday 4<sup>th</sup> August
- No payment if CPSAS provision and claims were NOT submitted via PharmOutcomes

# CPSAS – using the correct PharmOutcomes templates – via Pharmacy First

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Provide Services My Provisions Search for Identifier: [ ]

Show all accredited services including ones that are normally hidden

Advanced NHS Service - Pharmacy First

Pharmacy First (walk-in) Patient Registration

Pharmacy First NHS 111 Urgent Medicines Supply - nhs.net referrals

Service Centre

Contact your local commissioners if you cannot see services you expect to see.

Provision List Options

- ☐ Show patient identifiable details
- ☐ Focus Services pages for Covid-19 services
- ☒ Show recent records

Service Tools

View Batch Management Dashboard

View all provisions for: [All services] Show

Outstanding records Status explained

Received	Service (stage)	Identifiers	Status
2023-12-20	Pharmacy First - Minor illness/Clinical pathway referral	PA	Pending Referral Referred to you awaiting follow-up action
2023-12-20	Pharmacy First NHS 111 - Urgent Medicines Supply NHS 111 Referral	PA	Pending Referral Referred to you awaiting follow-up action

All Received Referrals less than 40 days old are shown here. Click here to view all »

## Consultation outcome

### Consultation Outcome

- ☐ Advice given only (no medicine supply)
- ☐ Sale of an Over the Counter (OTC) medicine
- ☐ Referral into a pharmacy local minor ailments service (MAS)
- ☐ Referral into an appropriate locally commissioned NHS service, such as a patient group direction
- ☐ Onward referral to another pharmacy
- ☐ Non-urgent signposting to another service
- ☐ Urgent escalation to another service
- ☐ Clinical Pathways Consultation
- ☐ Other

Select 'Other' and enter  
**NEL CPSAS**



## Next steps

Links to complete the next step(s) of the patient's episode:

- Pharmacy First - Impetigo
- Pharmacy First - Infected Insect Bites
- Pharmacy First - Shingles
- Pharmacy First - Uncomplicated UTI
- Pharmacy First - Acute Sinusitis
- **NEL CPSAS - Post Pharmacy First use only**
- Pharmacy First - Acute Otitis Media
- Pharmacy First - Acute Sore Throat

## North East London

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# CPSAS 2025/26\* activity remuneration

Item	NEL CPSAS - 24/25 Payment	NEL CPSAS 25/26 Payment* <i>*For activity delivered from 4<sup>th</sup> Aug 2025 onwards</i>
Consultation fee for walk-ins to CPSAS	£10.00 per consultation only where medicines supplied (for homeless, refugee and asylum seekers only)	£10.00 per consultation only where medicines supplied (for ALL eligible patients)
	£8.00 per consultation for advice & information only (for homeless, refugee and asylum seekers only)	£0.00 per consultation for advice & information only (for ALL eligible patients)
Consultation fee for CPSAS where referrals are via Pharmacy First (minor illnesses and 7 clinical conditions) OR Pharmacy First walk-in (7 clinical conditions only)	£0.00 (Pharmacy contractors claim through national Pharmacy First process)	Same as for 2024/25 scheme
Additional Administration fee for supply of free OTC medicines to eligible patients following Pharmacy First referrals (minor illnesses and 7 clinical conditions) or Pharmacy First walk-in (7 clinical conditions only)	£2.00 per consultation where the OTC medications is the most appropriate treatment for patients and the clinical indication is included in CPSAS.  (NB: the fee is per consultation irrespective of number of medicines supplied)	Same as for 2024/25 scheme
Cost of OTC medicines supplied	Reimbursement for products included in the CPSAS Formulary as per Drug Tariff (or Chemist & Druggist)  (plus VAT, as appropriate)  Price concession included	Same as for 2024/25 scheme

# Checking your payments for CPSAS

- All payments for CPSAS will be paid 2 months in arrears, in line with FP10 prescription activity; e.g. CPSAS May activity will be paid in July.
- The payment includes the CPSAS consultation fee, medicines supply admin fee, product reimbursement and any applicable price concession as per Drug Tariff.
- Payment will be made via NHSBSA and indicated on the **FP34C** under **Local Scheme 1**.
- Invoices are available on PharmOutcomes, this includes VAT (only applicable to product reimbursement).
- All claims must be submitted within 3 months of CPSAS provision on PharmOutcomes.
- All claims are subjected for post-payment verification checks for 6 months.

# Referral to Other Services & Resources

- Part of the Community Pharmacy Selfcare Advice Service includes providing healthy lifestyle and wellbeing advice.
- Pharmacies should also ***signpost*** patients to other local or national services and selfcare resources, as appropriate
- ***Local services*** include smoking cessation, sexual health services.
- ***National services*** may include Blood Pressure check service, Oral Contraceptive service, or other elements of Pharmacy First

# Post Consultation Communication from Community Pharmacies to GP Practices

- Completed consultation notes for CPSAS should be shared back with patient's registered GP via PharmOutcomes automatically through GP Connect (or NHSmail), this includes the provision of Pharmacy First service.
- In the absence of an automated digital solution, or if there is a temporary problem with the system, communication should be sent via NHSmail or hard copy back to practices.
- For patients' safety, pharmacies should proactively review if there are any outstanding post-event messages on PharmOutcomes, prioritise these messages and ensure the consultation notes have been successfully shared with patients' registered GP practices.

# Translation service available for NEL Pharmacies



North East London

- As clinical services expand in community pharmacies, access to translation support is vital for serving diverse populations. **North East London community pharmacies can now access interpretation services for NHS services delivered, via [Language Shop](#)**, the approved provider used by NEL general practices.
- Community pharmacies should use translation services when needed to ensure patients receive high-quality, safe, and equitable care that meets NHS standards.
- Pharmacies must be first registered with Language Shop to use this service and can submit reimbursement claims for translation services to the London Pharmacy Contract team. [Template](#) for invoice submission is available.
- Claims must be submitted within one month of the original Language Shop invoice and by the 5th of each month for timely processing. Reimbursements will be processed via NHSBSA and appear under **Local Scheme 13** on the **FP34C**.
- **NEL ICB has commissioned Language Shop and only translations provided by Language Shop will be reimbursed.**



# Contacts and Queries

- **Service queries/issues** – Should be directed to the NEL ICB Medicines Optimisation team. Please do **NOT** send patient identifiable information ([nelondonicb.medicinesoptimisationenquiries@nhs.net](mailto:nelondonicb.medicinesoptimisationenquiries@nhs.net))
- **Complaints** – Pharmacy providers should follow their own internal procedures for dealing with complaints, but any service specific issues should be reported to NEL ICB ([Advice, compliments and complaints - NHS North East London \(icb.nhs.uk\)](https://www.icb.nhs.uk/advice-compliments-and-complaints))
- **Incident reports** – Pharmacy providers and GP practices must report patient safety incidents to NEL ICB through the national LFPSE (Learn From Patient Safety Events) online reporting service ([NHS England » Learn from patient safety events \(LFPSE\) service](https://www.nhs.uk/learn-from-patient-safety-events))
- **Media/press enquiries** – Should be directed to the NEL ICB team for a formal response ([nelondonicb.enquiries@nhs.net](mailto:nelondonicb.enquiries@nhs.net))

**Thank you**

**Any Questions?**