

Introduction to the NHS Community Pharmacy Contractual Framework Enhanced Services

As part of the new community pharmacy contractual framework, the PSNC, the Department of Health and the NHS Confederation jointly developed a number of template service specifications which were published at the start of September 2005 (see table 1).

The Enhanced Services form the third tier of the new contract and can be commissioned by PCTs in response to the needs of their local population. The service specifications follow the structure of the specifications in the national contract, reflecting the joint policy of setting a framework that allows for individual variations in precise delivery.

Table 1

EN1	Supervised Administration (Consumption of Prescribed Medicines)
EN2	Needle & Syringe Exchange
EN3	On Demand Availability of Specialist Drugs (Availability of Palliative Care or other Specialist Medicines)
EN4	Stop Smoking
EN5	Care Home (support and advice on storage, supply and administration of drugs and appliances)
EN6	Medicines Assessment & Compliance Support
EN7	Medication Review (Full Clinical Review)
EN8	Minor Ailment Service
EN9	Out of Hours (Access to Medicines)
EN10	Supplementary Prescribing by Pharmacists

They are intended to support PCTs in the commissioning of services; they will also assist Local Pharmaceutical Committees and community pharmacy contractors in the development of new service proposals for discussion with PCTs.

The service specifications have been written using experience gained from the commissioning of such services across the country. They can be used, without amendment, for the development of a local service, or they may be used as a template and be amended to reflect the individual needs of a local health economy.

The following points should be considered when developing and agreeing a service at a local level:

1. Training

Not all the services will require specific training for pharmacists and their staff prior to provision, however the service specifications highlight CPPE training resources which may be appropriate for use in a local scheme when training is deemed to be desirable.

For some of the services specific additional training may be required, for example the supplementary prescribing service.

Some services may simply require 'induction' training which covers the operation of the service.

2. Annual meetings

Many commissioners have found that it is valuable to have annual 'refresher' meetings in order to update pharmacists and their staff on developments in the service, or associated matters.

3. Consultation facilities

Many services will not require specific consultation facilities within the pharmacy. Where consultation facilities are required, the actual requirements will need to be determined at a

local level, however commissioners and LPCs may wish to consider the consultation area requirements for the Advanced services as a starting point.

4. Hours of service provision

Commissioners will need to consider when they require the service to be available, which may be outside pharmacy core hours.

5. Stakeholder engagement

It is important to ensure that local stakeholders, such as General Practitioners and their teams and NHS Direct, are informed of service developments in order to get 'buy in' to the service and so they can make appropriate referrals to the service.

6. Publicity

Local publicity is required to ensure potential service users are aware of the availability of the service.

7. Quality indicators

The service specifications contain a number of suggested quality indicators. It should be noted that not all of these will always be appropriate, depending on the final agreed local service specification.

8. Enhanced Service Directions

PCTs should refer to the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2005 for further information on Enhanced Services. They are available at http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsLegislation/PublicationsLegislationArticle/fs/en?CONTENT_ID=4108209&chk=v596NA.

When commissioning Enhanced services, PCOs should ensure that the services are in accordance with national guidelines or standards, from premises that are suitable for that purpose and using the necessary or appropriate equipment.

9. Pricing guidance

The PSNC, Department of Health and the NHS Confederation will publish a toolkit for pricing, which will identify the elements to be considered in pricing the services at a local level.

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