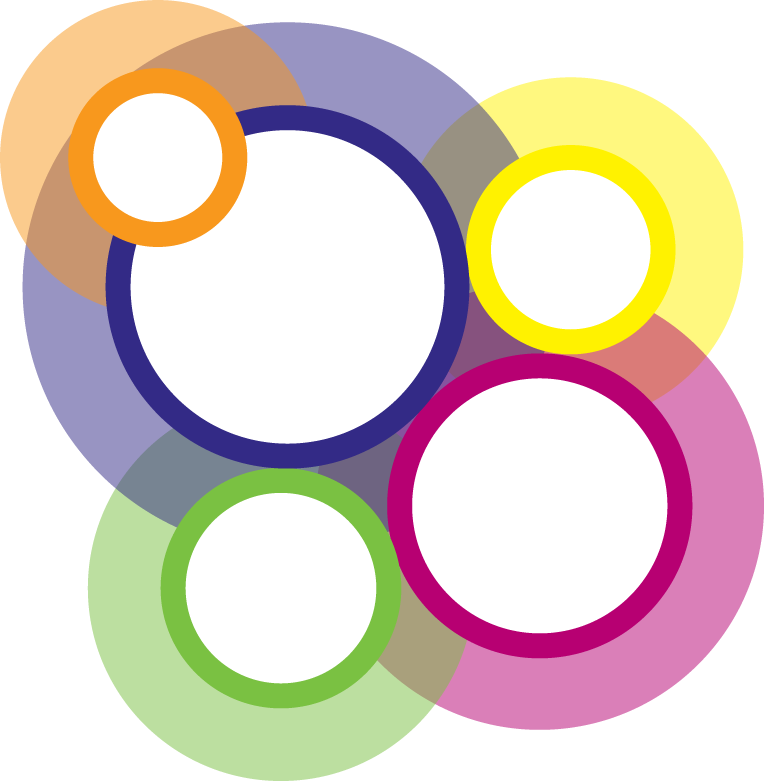


Medicines Optimisation

*North East Lincolnshire CCG*

*Minor Ailments Scheme CCG recommendation report*

**

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| --- | --- |
| Document Summary | |
| Directorate: | Medicines Optimisation |
| Document Purpose: | To review the current MAS Scheme |
| Document Name: | *North East Lincolnshire CCG*  *Minor Ailments Scheme CCG recommendation report* |
| Document Ref No. |  |
| Author: | Karen Hiley |
| Report Owner or Sponsor: | Ian Morris |
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| Description |  |
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| Action Required: | Decision on which recommendation to implement for Minor ailments scheme |
| Contact Details  (for further information and feedback) | **Name & Title**: Karen Hiley  **Tel**: 07718192259  **E-mail**: Karen.hiley@nhs.net |
| Document Status | |
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# **Title of Report: Minor Ailments Scheme CCG recommendation report**

# Purpose of the report

## Background

Comparing the pharmacy Minor Ailment Scheme to the Over the counter (OTC) consultation and the subsequent guidance sent to CCGs by NHS England (NHSE), it is evident that the future of our Minor Ailments Services could be at risk.

It is up to each individual CCG to decide how much of the NHSE guidance they adopt, however they will need to justify why they have chosen to disregard the guidance from NHSE if electing to do so. There are a few possibilities, which could be considered; the purpose of this document is to highlight these options and approve a recommendation regarding the Minor Ailment Scheme

## Objectives and scope of the report

The scope of this document is to detail of the recommendations identified.

## Key points

* Review Minor Ailment Scheme policy
* Review Minor Ailments Service expansion options
* Gain approval for recommended Minor Ailments Scheme

## Target Audience

The target audience for this document is North East Lincolnshire CCG.

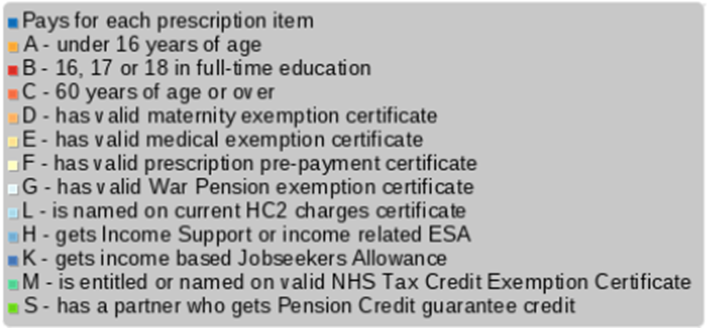
# Introduction

The Minor Ailments Scheme (MAS) is a Pharmacy enhanced service, provided by Community Pharmacies which is commissioned by NHSE on behalf of local Clinical Commissioning Groups (CCGs). There are variances in the MAS across the four Humber CCGs and since the implementation of the OTC campaign and commissioning statement in April 2020, the MAS service is due for a review to bring the service in-line with the Humber Coast and Vale ICS over-the-counter guidance: <https://prescriptionchanges.co.uk/>

North East Lincolnshire CCG currently has 31 Community Pharmacies of which 30 are currently commissioned to deliver the Minor Ailments Service (MAS).

The current Minor ailments scheme service in North East Lincolnshire CCG is as follows:

* Patients accessing this service must be registered with a GP practice located within the relevant CCG.
* This service is available to all patients who are exempt from paying prescription charges which includes the following:



**Contract Performance**

The pharmacy inputs the number and details of consultations undertaken into PharmOutcomes. This is used to generate monthly reports showing activity and cost data. The data below is for the financial year April 2019 to March 2020

**Ages of those accessing the service**

|  |  |
| --- | --- |
| **Age** | **Use by age group** |
| < 13 | 4280 |
| 13 | 121 |
| 14 | 95 |
| 15 | 73 |
| 16-19 | 195 |
| 20-24 | 137 |
| 25-29 | 229 |
| 30-34 | 313 |
| 35-39 | 250 |
| 40-44 | 195 |
| 45-49 | 131 |
| 50-54 | 142 |
| 55-59 | 115 |
| 60-64 | 153 |
| 65-69 | 174 |
| 70-74 | 183 |
| 75+ | 327 |

**Patients GP Practice**

|  |  |  |
| --- | --- | --- |
| Practice Name | Activity | |
|  | **No.** | **%** |
| Clee Medical B81015 | 371 | 8.6 |
| Fieldhouse Medical Group B81031 | 326 | 7.6 |
| Roxton at Weelsby View B81603 | 311 | 7.2 |
| Beacon Medical B81003 | 293 | 6.8 |
| The Roxton Practice B81039 | 252 | 5.8 |
| Pelham Medical Group B81016 | 248 | 5.7 |
| Raj Medical Centre B81656 | 210 | 4.9 |
| Scartho Medical Centre B81030 | 210 | 4.9 |
| Woodford Medical Practice B81077 | 210 | 4.9 |
| Birkwood Medical Centre B81087 | 151 | 3.5 |
| Core Care Family Practice B81663 | 139 | 3.2 |
| Open Door Surgery Y01948 | 112 | 2.6 |
| Littlefield Surgery B81091 | 108 | 2.5 |
| The Chantry Health Group B81023 | 108 | 2.5 |
| Dr OZ Qureshi B81642 | 82 | 1.9 |
| Dr Mathews B81606 | 80 | 1.9 |
| Dr A P Kumar B81012 | 74 | 1.7 |
| Dr Sinha B81108 | 74 | 1.7 |
| Dr Biswas B81620 | 73 | 1.7 |
| Dr P Suresh Babu B81697 | 73 | 1.7 |
| The Lynton Practice B81055 | 66 | 1.5 |
| Humberview Surgery B81664 | 59 | 1.4 |
| Greenlands Surgery B81655 | 43 | 1 |
| Quayside Practice Y02684 | 41 | 1 |
| Healing Partnership B81665 | 37 | 0.9 |
| Drs Chalmers and Meier B81677 | 34 | 0.8 |
| Greenlands Surgery (branch) B81655001 | 14 | 0.3 |
| The Beacon Intermediate Care Y03476 | 5 | 0.1 |
| Comm Adult Mental Health (Y-C) Y03071 | 3 | 0.1 |
| Comm Adult Mental Health (Hope) Y03072 | 2 | 0 |
| Nelc Children’s Health Provision Y03817 | 2 | 0 |
| Yarborough Clee Care Limited Y03815 | 1 | 0 |

**Evidence of Scheme Eligibility**

|  |  |  |
| --- | --- | --- |
| **Eligibility** | **No.** | **%** |
| Medical Card | 162 | 3.8 |
| Prescription Request Sheet | 133 | 3.1 |
| PMR Records or other Pharmacy Records | 3561 | 82.5 |
| Confirmation of Registration Document | 88 | 2 |
| Surgery Confirmed Registration | 371 | 8.6 |

**Days of the Week Attendance**

|  |  |  |
| --- | --- | --- |
| **Day of the week** | **Number of Interactions** | **%** |
| Monday | 1408 | 19.8 |
| Tuesday | 1271 | 17.9 |
| Wednesday | 1017 | 14.3 |
| Thursday | 1505 | 21.2 |
| Friday | 1151 | 16.2 |
| Saturday | 567 | 8 |
| Sunday | 194 | 2.7 |

**Conditions Consultation**

|  |  |  |  |
| --- | --- | --- | --- |
| Minor Ailment condition | Number of consultations per condition 2019-20 | | Outcomes of consultation  Advice & / or treatment |
|  | **Number** | **%** | **Advice only = 273 (3.8%)**  **Advice and treatment = 6840 (96.2%)** |
| Acne | 53 | 0.7 |
| Conjunctivitis | 579 | 8.1 |
| Athlete’s Foot | 76 | 1.1 |
| Cold Sores | 106 | 1.5 |
| Constipation | 128 | 1.8 |
| Cough / Cold / Flu / High temperature / post vaccination fever prophylaxis | 395 | 5.6 |
| Cystitis in adult females | 28 | 0.4 |
| Dandruff | 19 | 0.3 |
| Diarrhoea | 74 | 1 |
| Dry eyes | 72 | 1 |
| Ear Wax | 59 | 0.8 |
| Eczema, Dry or Itchy Skin | 513 | 7.2 |
| Haemorrhoids | 57 | 0.8 |
| Hay Fever / Allergic Rhinitis | 311 | 4.4 |
| Head Lice | 1270 | 17.9 |
| Indigestion / Heart Burn / Tummy upset / Vomiting | 173 | 2.4 |
| Insect bites and stings | 159 | 2.2 |
| Mouth or gum swelling | 20 | 0.3 |
| Mouth Ulcers | 55 | 0.8 |
| Nappy Rash | 78 | 1.1 |
| Nasal Congestion | 59 | 0.8 |
| Oral Thrush | 111 | 1.6 |
| Sore Throat | 176 | 2.5 |
| Teething | 145 | 2 |
| Temperature aches and pains, prevention of fever after vaccination | 1276 | 17.9 |
| Threadworms | 552 | 7.8 |
| Vaginal Thrush | 379 | 5.3 |
| Warts & Verrucae | 192 | 2.7 |

|  |  |  |
| --- | --- | --- |
| **Referred to** | **No.** | **%** |
| GP within 24 hrs | 34 | 20.4 |
| GP referral non-urgent | 115 | 68.9 |
| A and E | 2 | 1.2 |
| Dentist | 4 | 2.4 |
| Other | 12 | 7.2 |

**Onward Referral Necessary and service referred too**

|  |  |  |
| --- | --- | --- |
| **Referral** | **No.** | **%** |
| Yes | 167 | 2.3 |
| No | 6946 | 97.7 |

**If MAS was not available potential service patient would of accessed**

|  |  |  |
| --- | --- | --- |
| **Alt Disposition** | **No.** | **%** |
| A&E | 39 | 0.5 |
| GP | 5116 | 71.9 |
| Out of hours | 195 | 2.7 |
| Practice Nurse | 1071 | 15.1 |
| Walk-in Centre | 34 | 0.5 |
| Other | 658 | 9.3 |

**Financial Summary**

Pharmacies are remunerated monthly at a rate of £4.10 per consultation with drug costs being reimbursed at drug tariff/agreed cost prices plus VAT.

The cost of the service between April 2019 and March 2020 was £55,079.38

## 3. Options

## 3.1 Review options

There are four options to be considered as part of the recommendation

**Option 1**

Extend in current format i.e. to continue with the scheme as it is until March 2022 as the contract expires on the 31st March 2021. As the GP referrals to Community Pharmacy Consultation Service is being rolled out across the area and to change the MAS in tandem with implementation of this scheme may cause added pressure to primary care.



**Option 2**

**Deliver a ‘reduced’ MAS service to ‘vulnerable’ individuals only:**

**Eligible clients:**

Key group of individuals we could continue to treat through a reduced pharmacy Minor ailment scheme defined as:

An individual patient where the clinician considers that their ability to self- manage is compromised as a consequence of:

* Medical
* Mental health
* Significant social vulnerability (to the extent that their health and/or wellbeing could be adversely affected, if reliant on self-care.)

**Possible Barriers:**

* Individuals would need to be identified / defined clearly/ evidenced
* May need to have a registration process whereby individuals provide evidence from their GP which indicates they fit into one of the special vulnerability criteria

**Note:** being exempt from paying a prescription charge does not automatically warrant an exception to the guidance.

Consideration needs to be given to safeguarding issues and concerns.

* The revised scheme will exclude the following conditions as they are self-limiting and therefore will not be funded:

1. Cold sores
2. Conjunctivitis
3. Cough/Cold (nasal congestion)
4. Mild Cystitis in adult females
5. Haemorrhoids (Piles)

* The following conditions could be included in a MAS scheme for vulnerable individuals:

1. Acne (mild)
2. Athlete’s Foot (and Ringworm)
3. Constipation
4. Dandruff
5. Diarrhoea
6. Dry Eyes
7. Dry or Itchy Skin
8. Eczema, (Contact Dermatitis)
9. Ear Wax
10. Hay Fever
11. Head lice
12. Indigestion/Heart Burn /Tummy upset/
13. Vomiting
14. Insect bites and stings
15. Mouth Ulcers
16. Nappy Rash
17. Pain /Flu/ High temperature
18. Sore Throat
19. Teething
20. Threadworms
21. Thrush (oral)
22. Warts & Verrucae

* The following Conditions could potentially remain in the current Minor Ailments Scheme, as their prescribing is not restricted:

1. Prevention of fever after vaccination
2. Thrush (Vaginal)
3. Mouth or Gum Swelling (Gingivostomatitis)
4. Diarrhoea in children (over 1 year)
5. Dandruff if Itchy: adults and children over 12 years

**Note:** Potential to develop service, which includes a referral into options Minor Eye Conditions scheme for clients presenting with minor eye conditions.

**Option 3:**

Deliver a vastly reduced MAS scheme to current MAS eligible population: based on NHS prescription exemption status for the following conditions, which have not been highlighted in the NHS England guidance:

The following Conditions could remain in the current MAS, as their prescribing is not restricted are as follows:

1. Prevention of fever after vaccination
2. Thrush (Vaginal)
3. Mouth or Gum Swelling (Gingivostomatitis)
4. Diarrhoea in children (over 1 year)
5. Dandruff if Itchy: adults and children over 12 years

**Note**: Also include MECS referral service and include option 4 (below)

**Option 4**

Deliver an enhanced Minor Ailments Scheme service to include products via Patient Group Directive:

Explore opportunity, this avenue would require pharmacist involvement as, a pharmacist must deliver PGD. An additional fee may be warranted, due to pharmacist time involvement:

* Conditions which could be considered for treatment via PGDs:

1. Cystitis in adult females:
2. Infected nappy rash
3. Contact dermatitis for products to be used outside of their PL: e.g. on face; for children
4. OTHERs

**Possible Barriers:**

1. PGD would need a team involving Medicine Optimisation, CCG and Local Pharmaceutical Committee to support
2. PGDs would require sign off by nominated GP

**Exceptions:**

There are some exceptions to the NHSE Guidance whereby a GP can continue to prescribe to individuals for the restricted conditions/ restricted products as follows:

1. Patients prescribed an Over The Counter treatment for a long term condition (e.g. regular pain relief for chronic arthritis or treatments for inflammatory bowel disease).
2. For the treatment of more complex forms of minor illnesses (e.g. severe migraines that are unresponsive to over the counter medicines).
3. For those patients that have symptoms that suggest the condition is not minor (i.e. those with red Flag symptoms for example indigestion with very bad pain.)
4. Treatment for complex patients (e.g. immunosuppressed patients).
5. Patients on prescription only treatments.
6. Patients prescribed OTC products to treat an adverse effect or symptom of a more complex illness and/or prescription only medications should continue to have these products prescribed on the NHS.
7. Circumstances where the product licence doesn’t allow the product to be sold over the counter to certain groups of patients. This may vary by medicine, but could include babies, children and/or women who are pregnant or breast- feeding. Possibility to explore pharmacy involvement via PGD with regard to this aspect.
8. Patients with a minor condition suitable for self-care that has not responded sufficiently to treatment with an OTC product
9. Patients where the clinician considers that the presenting symptom is due to a condition that would not be considered a minor condition.
10. Circumstances where the prescriber believes that in their clinical judgement, exceptional circumstances exist that warrant deviation from the recommendation to self-care.

## Recommendation

## The Medicines Optimisation Team recommends option one until March 2022 and during this period scope out option four. The rationale for this is to allow time to embed GP referrals to the Community Pharmacy Consultation Service and see the effect of this on MAS.

**TABLE comparing Minor Ailment schemes to OTC prescribing guidance issued to CCGs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Condition In MAS scheme** | **Condition on restricted list for GP prescribing?** | **Any applicable routine exceptions which allow GP to treat the individual?** | **General exceptions applicable? Retain a MAS service for clients who fit the exception category.** | **Possibilities?** |
| Acne (mild) | Mild acne: Yes | No | Yes | Self-Care:  Treat general exception group of individuals  Self-treat long term with OTC purchased products |
| Athlete’s Foot (and Ringworm) | Yes | Lymphoedema or history of lower limb cellulitis | Yes | Self-Care  Advice only for masses: contagious and therefore recommend self-treat with OTC products (purchase) |
| Cold sores | Infrequent cold sores of the lip | Immunocompromised patients  Red flag symptoms | No | Self-limiting condition Immunocompromised clients excluded from MAS scheme |
| Conjunctivitis | Yes | Red Flag symptoms | No | Self-limiting condition  Can treat with OTC meds if desired. |
| Cough/Cold (nasal congestion) | Yes | Red Flag symptoms | No | Self-limiting condition |
| Prevention of fever after vaccination | No |  |  | Retain in MAS scheme |
| Constipation | Infrequent constipation caused by lifestyle or dietary changes such as lack of water or movement. (adults only) | No | Yes | Self-care: diet and lifestyle. OTC products through pharmacy Children : GP only to treat  Current MAS criteria: constipation which has not improved following adjustments to diet and other lifestyle changes |
| Cystitis in adult females | Mild cystitis | Red Flag symptoms | No | SELF LIMITING CONDITION:  Self-care for 3 days. OTC products to reduce symptoms.  If no improvement, see GP Opportunity: introduce PGD service within pharmacy |
| Dandruff | Yes: Mild dandruff: defined as scaling of the scalp without itching | No | Yes | Self-care: long term OTC products Opportunity to treat if itchy condition as per current MAS scheme: retain in MAS? (Adults and children over 12 yrs. |
| Diarrhoea | Yes: adults | Diarrhoea that has lasted more than a week can potentially indicate a bacterial infection that requires antibiotics and patient needs to be referred to GP. | Yes | Adults Self-care with OTC products Opportunity: continue to treat children through the MAS scheme: current criteria = over 1 year of age. Self-limiting condition, normally viral infection involved that resolves in 3-5 days. Lifestyle advice: A lot of fluids and plain food that bulks up the stools (bread, rice, pasta). Avoid stomach irritants to speed up the recovery. Self-care treat OTC with dioralyte and loperamide for symptomatic relief |
| Dry Eyes | Yes | No | Yes | Self-care measures: good eyelid hygiene, avoidance of environmental factors.  Self-treat with OTC lubricants Consider reintroducing MECC scheme referral system |
| Dry or Itchy Skin | Yes | No | Yes | Self-care with OTC products |
| Eczema, (Contact Dermatitis) | Yes (Mild irritant dermatitis) | No | Yes | Self-Care: Emollients and topical corticosteroids.  Opportunity: PGD for hydrocortisone to use off licence due to age or area of application. |
| Ear Wax | Yes | No | Yes | Self-care: OTC eardrops |
| Mouth or Gum Swelling (Gingivostomatitis) | No |  |  | Not mentioned in OTC guidance: retain in scheme to treat adults and children over 12years where Herpes simplex virus is causing the symptoms): condition is self-limiting therefore may not be accepted |
| Haemorrhoids (Piles) | Yes | Red Flag symptoms | No | SELF LIMITING CONDITION:  Can treat with OTC products |
| Hay Fever | Yes (Mild to moderate Hay fever/ seasonal Rhinitis | No | Yes | Self-care with OTC products from pharmacist |
| Head lice | Yes | No | Yes | Self-care: wet combing recommended.  Chemical treatment OTC if wet combing fails: OTC purchase |
| Indigestion/Heart Burn /Tummy upset/  Vomiting | Yes | No  Red Flag symptoms | Yes | Self-care advice: diet and lifestyle/ antacids OTC purchase |
| Insect bites and stings | Yes | No | Yes | Self-care: OTC products |
| Mouth Ulcers | Yes | Immunocompromised patients. Careful with immunocompromised patients and patients with persistent mouth ulcers that are recurrent and/or do not resolve within a week. | Yes | Self-care with OTC products to reduce swelling and discomfort |
| Nappy Rash | Yes | No | Yes | Self-care with hygiene advice and barrier creams OTC  Opportunity: introduce PGD for infected nappy rash? |
| Pain /Flu/ High temperature | Yes: pain , discomfort and /fever (aches and sprains, headache, period pain, back pain | No | Yes | Self-care: OTC purchase: keep supply of analgesia at home |
| Sore Throat | Yes (acute sore throat) | Red Flag symptoms | Yes | SELF LIMITING CONDITION:  Self-care: gargle with warm salty water , take simple painkillers (OTC) |
| Teething | Yes: teething and mild toothache | No | Yes | Self-care: OTC products, Pain relief (analgesics) |
| Threadworms | Yes | No | Yes |  |
| Thrush (oral) | Oral Thrush | No | Yes |  |
| Thrush (Vaginal) | No |  |  | Not mentioned in OTC guidance: Retain in Minor ailment scheme (clients aged 16-60) Self-care with OTC products |
| Warts & Verrucae | Yes | No | Yes | Self-care with OTC products |

**Table of Conditions included in the OTC guidance but not currently included in MAS services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Condition In MAS scheme** | **Condition on restricted GP prescribing list?** | **Any applicable routine exceptions which allow GP to treat the individual?** | **General exceptions applicable?** | **Condition In MAS scheme** |
| Cradle cap (seborrhoeic dermatitis) | Yes | If causing distress to infant and not improving | No | SELF LIMITING CONDITION:  Provision of products if causing distress to infant |
| Infant colic | Yes | Red flag symptoms | No | SELF LIMITING CONDITION: |
| Excessive sweating (hyperhidrosis  ) | Yes | No | Yes | Self-Care with antiperspirant containing aluminium chloride |
| Infrequent Migraine | Yes | No | Yes | Self-care with OTC products for mild migraine |
| Minor Burns and scalds | Yes | No | Yes | Self-care with OTC products |
| Prevention of dental caries | Yes | No | Yes | Self-care with OTC products |
| Sunburn | Yes | No | Yes | Self-care with OTC products |
| Sun protection | Yes | ACBS approved indication for photodermatoses (i.e. Where skin protection should be prescribed | Yes | Self-care with OTC products |
| Travel sickness | Yes | No | Yes | Self-care with OTC products |
| Vitamin and Mineral supplements | Yes | Medically diagnosed deficiency, including for those patients who may have a lifelong or chronic condition or have undergone surgery that results in malabsorption.  Continuing need should however be reviewed on a regular basis.  NB maintenance or preventative treatment is not an exception.  Calcium and vitamin D for osteoporosis.  Malnutrition including alcoholism (see NICE guidance)  Patients suitable to receive Healthy start vitamins for pregnancy or children between the ages 6 months to their fourth birthday. (NB this is not on prescription but commissioned separately) | No | LIMITED CLINICAL EFFECTIVENESS |
| Probiotics | Yes | ACBS approved indication or as per local policy | No | LIMITED CLINICAL EFFECTIVENESS |