



Midlands & Lancashire CSU

Service Offer to Wolverhampton CCG

Pharmacy First Service Development

01st April 2018 – 31st March 2019

In commercial confidence

Midlands & Lancashire Commissioning Support Unit (MLCSU) has been providing Pharmacy First (minor ailments) service support since its commencement in April 2014. MLCSU developed the existing Pharmacy First Scheme currently used by community pharmacies in Wolverhampton and across the wider NHSE footprint (Birmingham, Black Country, Arden, Hereford and Worcester) on behalf of NHS England in 2017. NHSE are transferring the responsibility of community pharmacy commissioned services to CCGs. The current NHSE Pharmacy First scheme is due to expire at the end of March 2017, leaving a short timescale to confirm continued provision by local CCGs.

Pharmacy First is an important gateway service for patients presenting with minor ailment conditions that could be treated in primary care without the need for a patient to access their GP, Urgent Care Centre or A&E. MLCSU have had feedback confirmed by activity data that suggests our approach delivers an efficient and effective method to the supply of minor ailment medication. MLCSU is committed to supporting the continuity of this service and have developed this service offer for local CCGs to help implement the self-care agenda.

MLCSU has a proven track record of providing high quality locally commissioned services and a full range of Medicines Management and Optimisation services to a number of local organisations including: Clinical Commissioning Groups, Local Authorities and NHS England. Since 2013, MLCSU have successfully delivered and transitioned locally commissioned pharmacy services from paper-based schemes to fully auditable on-line services. Implementation of a bespoke IT software package PharmOutcomes® is essential for the implementation of robust and resilient community pharmacy commissioned services across any NHSE or CCG area nationally. MLCSU will procure and contract the PharmOutcomes® IT Software System for the forthcoming financial year to achieve the best value solution.

Schemes successfully set-up, managed and administered by MLCSU include the Wolverhampton CCG *Minor Eye Conditions scheme (MECS)*, the West Cheshire CCG commissioned *Pharmacy First (PF) scheme* and the *Specialist Palliative Care Drugs Supply (SPCD) service* jointly commissioned by six local CCGs. MLCSU is instrumental in working collaboratively to ensure this crucial SPCD service continued to be offered to patients. MLCSU brings a wealth of experience of developing and managing services on behalf of commissioners, other schemes managed by MLCSU include the NHSE *Dermatology* and the *Assisted Medication Scheme*.

Pharmacy First Service Development Overview

- Procure, contract and implement PharmOutcomes® IT Software System
- Service design, development and management
- Payments Management function
- Reporting Function
- Helpdesk Function

Procure, contract and implement PharmOutcomes® IT Software System

- MLCSU to procure IT software system licenses in line with NHSE SFIs and processes.
- Implementation of IT software system across existing pharmacies and for any new providers.

***Please note MLCSU is not responsible for individual license costs. This may be an additional charge.**

Service design, development and management

- Service Funding Form for CCGs set up to cover consultation costs and medication fees within the service.
- Develop updated Service Level Agreement (SLA) incorporating; service aims, outcomes, remuneration, service provider duties, commissioner duties, exclusions & exceptions, confidentiality & data protection and on-line enrolment phase thus allowing contractors to sign up to the service on-line as part of a binding agreement.
- Development and enhancement of on-line service platform corresponding to updated service specification.
- Communications Function to allow commissioners to communicate key messages to service providers (limited to one communication per quarter).
- Annual contractor evaluation survey to assess provider feedback.

Payments Management Function

- Monthly Individual contractor Invoices for service claims will be generated on PharmOutcomes and paid monthly
- Invoices paid via the NHSE local payments application directly to providers
- NHSE will re-charge CCG quarterly via the recently established re-charge process

***Please note MLCSU fees to provide commissioning support do not include provider drug costs and consultation costs. The CCG is responsible for these pharmacy service level payments.**

Reporting Function

- Delivery of monthly reports based on variables captured on the PharmOutcomes Platform including activity, conditions, and treatments.
- Reports delivered in a pdf and/or csv format containing service analysis and raw service data.
- Ad hoc reports available (limited to one per quarter)

***Does not include third party reporting at the request of the commissioner**

Helpdesk Service:

- Resolve service issues including: IT queries, payments, stock, contractual issues and provide information on a range of queries.
- Queries to be submitted via email as the preferred route of communication. Response times of 5 working days to be made known to enquirers and linked to availability of lead in the service.

Service Quotes

This offer is to deliver commissioning support, administration, evaluation and development of the Pharmacy First service. The fee is based on:

- Proposed contract period: 1st April 2018 until 31st March 2018.
- Our quote does not include the procurement and administration of contracting with Pinnacle Health Ltd to cover individual license costs

***VAT is not charged to CCGs for our services.**

***Our fee includes all set up costs, travel and staffing oncosts.**

***As a service provider we will cover the service delivery even if staff sickness or absence occurs for leads as required in our contract.**

The annual total cost for our service is: £5,727

*Please note MLCSU fees for commissioning support do not include provider drug costs and consultation costs relating to the above mentioned service. Wolverhampton CCG is responsible for these pharmacy service level payments.

Why choose Midlands & Lancashire CSU?

Our experience

Our team has many years of experience in both the commissioning role, and in providing the clinical services. We have a high level of knowledge, experience and understanding about the commissioning of Community Pharmacy services. We have established relations with a range of local organisations that impact on the commissioning of community pharmacy services including CCGs and City Councils.

Service resilience

We have a range of staff medicines skills in this area of commissioning with access to a range of other expert advice in the CSU to support the service delivery including communications, contracting and procurement.

Service Lead Contacts

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