

Local Negotiated Service Programme in Scotland
Healthy Start Vitamin Distribution Service Specification
Supporting community pharmacy's contribution in NHS Forth Valley

1. Aims

- 1.1 To increase access for users eligible for Healthy Start women's and children's vitamins through the community pharmacy network.
- 1.2 To provide consistent advice and support in line with the *NHS Forth Valley Nutrition and Dietetic Department*

2. Service outline and standard

Access and Advice

- 2.1 Advice is available to any person requesting information on Healthy Start from a participating community pharmacy.
- 2.2 Trained staff within the Pharmacy should offer Healthy Start Vitamins as a suitable choice for all pregnant and postnatal (up to one year) women and children from 6 months to 4 years of age.

Service provision

- 2.3 This service must be available to users when the pharmacy is open (*including out with normal GP hours*).
- 2.4 The pharmacist or a member of the pharmacy team will ask pregnant and postnatal (up to one year) women and parent/carers of children under the age of four if they know about Healthy Start and suggest they check to see if they are eligible.
- 2.5 The pharmacist or a member of the pharmacy team will signpost families to support and information on appropriate health and lifestyle choices, including their diet in pregnancy, breastfeeding, stopping smoking, and the roles of milk, fresh fruit, vegetables and vitamins in their diet.

Eligibility & Reimbursement

- 2.6 The pharmacist will be reimbursed by NHS Forth Valley (following submission of a signed CPUS) for the cost of Healthy Start vitamins provided to beneficiaries, together with their agreed participation fee for the distribution of Healthy Start vitamins.
- 2.7 The pharmacist or a member of the pharmacy team should request suitable documentary evidence from the user of their entitlement to receive Healthy Start vitamins to set-up their registration. This may be a letter of entitlement to receive Healthy Start or a food/vitamin voucher. The pharmacist or member of the pharmacy team should request proof of identity from

the registered beneficiary to provide their future vitamin distribution. There is no need to collect and/or submit the vitamin voucher which was a requirement of the previous system.

- 2.8 The pharmacy contractor will share relevant information with other healthcare professionals and agencies, in line with NHS Forth Valley Data Protection and Confidentiality Policy for Personal information.

3. Premises and Equipment

- 3.1 The pharmacy contractor will agree to display Healthy Start materials and literature within the pharmacy as approved and provided by NHS Forth Valley, Healthy Start Lead.
- 3.2 The pharmacy contractor will agree to sign up to deliver the service within NHS Forth Valley, and maintain a stock of Healthy Start leaflets and posters to raise awareness of the service.
- 3.3 The pharmacy contractor should hold sufficient stocks of Healthy Start children's vitamin drops and Healthy Start women's vitamin tablets.

4. Training / organisation

- 4.1 At least one member of staff from the participating pharmacy will participate in a training event by the NHS Forth Valley Healthy Start Lead on an annual basis and champion the service within the pharmacy.
- 4.2 The pharmacy contractor will ensure all members of the pharmacy team are aware of the service and are able to provide the service to users eligible for Healthy Start women's and children's vitamins.
- 4.3 Up to date information regarding the service, including local guidelines, will be available on the NHS Forth Valley SHOW community pharmacy page. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local guidelines.

5. Monitoring and Evaluation

- 5.1 There will be an annual audit of service provision which will include:
 - Review of service materials, which will include availability of Healthy Start leaflets and posters.
 - Assessment of user satisfaction
 - Participation in self-audit of service provision
- 5.2 A standard operating procedure should be available in the pharmacy.

6. Benchmark Tariff

- 6.1 An annual fee of £200 will be made to pharmacy contractors by NHS Forth Valley.