

**PHARMACEUTICAL SERVICES
ADDITIONAL SERVICES
SUPPLY OF HYDROCORTISONE 1% CREAM
FOR THE MANAGMENT OF MILD SKIN CONDITONS**

1. Introduction

- 1.1 The objective of the management of mild skin conditions in patients, by means of a patient group direction (PGD) for supply of hydrocortisone 1% cream, is to provide a timely and appropriate service for patients in the treatment of their condition and to identify patients who need onward referral to other NHS services.
- 1.2 Treatment on the NHS will be provided to patients who meet the criteria set out in the PGD and who wish to receive care following assessment by a community pharmacist.

2. Background to the Service

- 2.1 Unscheduled care services are coming under increasing pressure to deliver timely and appropriate care to patients. The “Know who to turn to”(KWTT) campaign has focused on directing patients to the most appropriate route of care to manage their condition

3. Service aims

- 3.1 To provide timely and appropriate access to management mild skin conditions for patients over 2 years of age.
- 3.2 To provide triage and onward professional to professional referral of patients with symptoms outside of the criteria for management of mild skin conditions as defined in the PGD.

4. Service outline and standard

- 4.1** The management of supply of hydrocortisone 1% cream for mild skin conditions service is available on the basis of assessment and locally agreed criteria.
- 4.2** The client's eligibility for supply of hydrocortisone 1% cream treatment will be assessed in accordance with national and local guidance.
- 4.3** The community pharmacy contractor will be responsible for the provision of advice (both written and verbal) to the patient as appropriate.
- 4.4** The community pharmacy contractor will be responsible for ensuring that a suitable consultation area is available to provide the service.
- 4.5** Hydrocortisone 1% cream applied sparingly twice daily for a maximum of 7 days will be available, as required, to any patient who meet the inclusion criteria contained within the Patient Group Direction (PGD).
- 4.6** The community pharmacy contractor will be responsible for referring patients who are excluded from treatment under the PGD to other service providers where appropriate, e.g. GP or OOHs.
- 4.7** The community pharmacy contractor will maintain patient medication records of the episodes of care.
- 4.8** The community pharmacy contractor will be responsible for the provision of a user-friendly, person-centred, non-judgemental and confidential service.
- 4.9** The part of the pharmacy used for provision of the service will provide a sufficient level of privacy and safety, ideally a private room or quiet area.
- 4.10** The Pharmacy Contractor will notify the patient's General Practitioner where they have supplied their patient with hydrocortisone 1% cream by means of a copy of the supply record form.
- 4.11** The community pharmacy contractor will display material within the pharmacy advertising the service.
- 4.12** The community pharmacy contractor will be responsible, where appropriate, for counselling the client on other related messages. Written information should also be available on these topics.

5. Training requirement

- 5.1** The community pharmacy contractor will ensure that staff involved in delivering the scheme, participate in a local training programme as identified by NHS Forth Valley in accordance with agreed local standards.
- 5.2** The community 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.

6. Claims and Payment

- 6.1** Fees will be paid for the supply of hydrocortisone 1% cream in the management of mild skin conditions treatment service as defined by NHS Forth Valley.
- 6.2** Payment for service provision shall be made on the submission of a fully completed NHS Forth Valley claim form. Information for audit and evaluation purposes may also be gathered and must be completed before any payment is made by NHS Forth Valley.
- 6.3** The Pharmacy Contractor will sign and complete and submit a claim form each month to the Primary Care Contracts Office.
- 6.4** Reimbursement of medication supplied (hydrocortisone 1% cream) is by the use of CPUS. Contractors should use the Pharmacy First code 25949 for all medication claims made on CPUS for the Pharmacy First and Pharmacy First Extension Service

7. Monitoring and evaluation

- 7.1** It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and training requirements and provide information to NHS Forth Valley for internal and external audit and evaluation purposes.
- 7.2** A standard operating procedure should be in place in the pharmacy and cover all aspects of service provision.

8. Pharmacy premises criteria

Community pharmacies providing supply of hydrocortisone 1% cream for the management of mild skin conditions service must have a private, enclosed consultation area suitable within the community pharmacy.

Key requirements are:

- Chair(s)
- Wheelchair/disabled access
- Safe storage of documentation

Background information

- a) RPS Medicines, Ethics and Practice (current edition)
- b) NHS Forth Valley Data Protection and Confidentiality Policy for personal information
- c) NES Child Protection Distance Learning Resource Pack
- d) NHS Forth Valley Patient Group Direction for management of recurrent vaginal candidiasis

Reference

1. Electronic Medicines Compendium (www.medicines.org.uk)
2. Current edition of the British National Formulary Online (BNF) (<https://www.bnf.org/products/bnf-online/>)