

30 March 2022

Dear Colleague,

Community Pharmacy Extended Care Services (Tier 1 & Tier 2)

NHSEI Midlands is writing to extend the local enhanced service (LES) agreements for the above services for the financial year 2022/2023.

Accompanying this letter is a copy of the revised LES Agreements.

The PGD's for these services are the existing PGD's, updated in June 2021 and circulated previously, which expire at the end of May 2022 so should continue to be used in accordance with these LES agreements.

NHSEI Midlands is currently working with system colleagues with a view to extending the PGD's from June 2022 until 31st March 2023.

Until such time that there is agreement to extend the PGD's for the Extended Care Services, these revised LES agreements are **for existing providers only**. Should the PGD's be extended past June 2022, then new providers will be invited to sign up to the services at that time.

The LES agreements have some fundamental changes which pharmacists and their staff should note prior to signing and commencing the service.

1. In line with national AMR advice, it is now a requirement for a 7-day follow up discussion to take place. This is for **all** patients that are seen under the service, regardless as to whether any medication was supplied. Activity payments will be made when patients have been seen and the consultation plus the 7-day follow-up entered onto the PharmOutcomes system.
2. To remunerate additional work relating to the 7 -day follow up, the pharmacy will be paid according to the following schedule:
 - a. Fee per consultation £20.00 where medication is supplied (increased from £15.00)
 - b. Fee for full consultation where either no antibiotic is supplied, or rapid referral occurs £17.00 (increased from £12.00).
3. Clinical waste (Tier 1 UTI services only) is now the responsibility of the provider to arrange. To support this, a fee of £40 per pharmacy per annum can be claimed via PharmOutcomes.



A signed agreement form can be found on page 7 of the LES agreement, and this will need to be completed and returned to NHSEI Midlands as specified. You will need to indicate on this agreement which service(s) you wish to deliver and there is a signature section for both services. Please sign all sections if you wish to provide all services.

For branches of the multiple pharmacy groups, please check the sign-up process with your head office as this is usually undertaken centrally.

New PharmOutcomes modules have been prepared for the 2022-2023 service; these cover the whole NHSE&I Region and include a new patient registration module. The changes reflect changes to the LES agreement, including the addition of a 7-day follow-up module. A new set of pharmacist enrolments will need to be completed, allowing pharmacists to confirm they are familiar with the new LES agreement.

Pharmacies currently providing any Tier 1 or Tier 2 services will be given access to the new service modules. This access will be reviewed after a month and only those pharmacies which have sent back a 2022-23 signed agreement will retain access.

All service provisions from April 1st 2022 must be recorded on the new modules and will be provided under the terms of the new LES agreement.

Access to the previous modules within PharmOutcomes will be available for recording any provisions made up to and including March 31st 2022. These modules will be locked so that they cannot be used for supplies made from 1st April 2022.

Please ensure that all staff working within the pharmacy are aware of the requirements of the service specifications. Please ensure that all locums and relief staff employed within the pharmacy understand the service, the accompanying PGD's and are trained to provide the service. Training requirements for all elements of the services are specified separately in the LES agreements.

If for any reason a pharmacist is unable to deliver these services during normal opening hours, then the pharmacy must engage with their local GP Practices to make them aware and advise as to when they will be operating again. It is a requirement that should the pharmacist not be able to provide these services on any given day, that any patients presenting are supported with accessing these services at another pharmacy in the area.

If the pharmacist is unable to provide any element of these service for a period longer than 48 hours, then they must inform their local NHSEI Pharmacy team.

Signing of this agreement creates a contractual requirement to provide the services and therefore normal contractual responsibilities to inform the commissioner, should you not be able to deliver the services, applies.

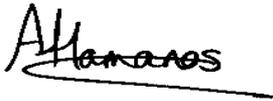
Midlands Pharmacy Integration Futures NHS Platform

Details of all pharmacies signed up to provide the Extended Care Services and relevant documentation for the service can be found on the Midlands Pharmacy Integration [Futures NHS platform](#). All Community Pharmacies in the Midlands are encouraged to sign up to the platform to access a wide range of information pertinent to the Midlands area.

An invite to sign up to the platform has been circulated to all Community Pharmacies previously. If you require a further invite to be sent, then please contact your local pharmacy team on the email address below.

For queries or further information, please contact your local NHSEI Pharmacy Team on england.pharmacy-westmidlands@nhs.net or your LPC representatives.

Yours faithfully,



Amanda Alamanos
Senior Primary Care Transformation Lead
NHSEI Midlands Region

NHS England and NHS Improvement

