



Community Pharmacy
Cheshire and Wirral



Service Specification Checklist

Rationale of Checklist	
<p>This checklist will be completed by the CPCW sub-committee for every new or recommissioned service specification sent to CPCW for comment/consultation. The response summary is completed after consultation and agreement by the sub-committee.</p> <p>The Checklist contains the CPCW sub-committee's comments/recommendations for any requested changes to the proposed/draft service specification in order to achieve/improve further the green rating. It will be sent to the service commissioner for consideration of amendments ideally prior to go-live of the service.</p> <p>CPCW's purpose is to work positively with commissioners to ensure high quality outcomes from the service, which are both professionally and commercially viable for contractor participation.</p>	
Service and Commissioner	
<p>Think Pharmacy Minor Ailments Service NHS Cheshire & Mersey - Wirral Place</p>	
Response summary feedback from CPCW	
<p>CPCW has rated this service specification as GREEN based on the comments made below. Our recommended actions to further improve the service are:</p> <ol style="list-style-type: none">1. N/A	
Timeline and Next Steps for CPCW	
<p>CPCW will publish this service participation rating to contractors in 10 days' time. Publication of this recommendation will be via individual email and posting on our website.</p> <p>Commissioners are asked to please respond promptly with feedback/proposed changes so that they can be included within CPCW's recommendation to its contractors.</p>	
Commissioners response to CPCW feedback	
<p>Please enter response here, returning promptly to gary@cpcw.org.uk</p>	



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Point Covered	Action or Notes	
CPCW Consultation		
CPCW Consulted?	Yes	
CPCW Consulted with sufficient time to comment?	Spec received 23/06 for start date of 01/04. Uplift offered 05/07.	
Remuneration		
Does remuneration include/cover set up costs, backfill, consumables etc..?	Drug cost (dm+d) plus VAT Minus any Rx charges collected Service fee £9.65 (+ proposed 1.8% uplift = £9.82)	
Is VAT treatment considered?	Pharmacist Only Service - VAT Exempt	
Does the payment structure use a system that is suitable for all contractors and are the payment terms acceptable?	Service uses PharmOutcomes to record data and produces invoices for the commissioner. Payment is quarterly, Activity for each quarter should be entered for submission by the 5th day of the beginning of the following quarter. Payments will be processed within 28 days of receiving invoices.	
Where equipment is required, who provides/calibrates/services this? If contractor, does remuneration sufficiently cover the cost of this?	N/A	
Is remuneration fair?	Yes	
Is/does the Service ...		
Sustainable? Consider costs – hourly rate, training, interventions	Yes	
Start/End date	1 April 2023 – 31 March 2024	
What is the type of contract? (NHS Standard, Public Health, Bespoke, 3 rd Party Provider)	NHS Standard	
Clinically sound and in line with appropriate National or local guidance?	Yes	
Enhance patient care?	Yes	



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Have suitable monitoring arrangements and termination clauses?	Invoices & evidence of exemption status should be verified as correct and filed in the pharmacy for reference/post payment verification check by the commissioner. One month's notice by either party.	
Enhance relationships with other HCPs?	Yes	
Deliverable?	Yes	
Attractive enough for contractors to consider it worthwhile?	Yes	
Have performance criteria that supports a quality service?	Yes - Supply of ALL medicines must be in accordance with the Human Medicines Regulations 2012 and within the medication's product license/PGD, with a PiL and in an original pack, and in line with the NHS Code of Practice.	
Service Delivery		
Are the performance measures reasonable and achievable?	<p>It is the responsibility of the service provider to have a process in place that ensures that all new staff and locums are aware of the Minor Ailments Scheme and must maintain continuity of service during and after staff changes.</p> <p>The service provider has a responsibility to ensure that all staff members provide the service strictly in accordance with the service specification and Standard Operating Procedures.</p> <p>The service provider will ensure that all pharmacists including locums self-accredit to ensure the required 100% service availability (within reason) It is the service provider's responsibility to ensure that all pharmacists (including locums) not registered on the Commissioner's provider list held on the Data Management Software and who have not made a Declaration of Competence are informed of their responsibility to gain accreditation before attempting to provide the service.</p> <p>If this commissioned service cannot be provided under the terms of this agreement, for whatever reason the service provider must contact the commissioner via the Minor Ailments Scheme Lead. Where notification is absent the commissioner reserves the right to instigate discussions with the contractor in relation to performance management concerns which could lead to termination of the contract.</p> <p>If concerns are raised regarding the continuity of service provision the commissioner reserves the right to instigate discussions with the contractor, which could lead to termination of the contract.</p>	
Is the administration proportional to size or service and remuneration?	Yes	



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Is there a SOP required to be provided by the contractor? Is an example provided?	SOP provided by Contractor. No example or outline provided by Commissioner.	
Are any reporting systems suitable to all contractors?	Yes, service uses PharmOutcomes	
What are the incident reporting procedures?	The service provider must have a complaints procedure that complies with Local Authority Social Services and National Health Service complaints (England) Regulations 2009. Complaints directly linked to the quality of this service must be reported to the commissioner via cmicb-wi.complaints@nhs.net	
Is the training required for the service reasonable? Consider accessibility to CPPE for non-pharmacist/technician staff.	Yes - The Pharmacist must provide a Declaration of Competence via the CPPE viewer to provide the Think Pharmacy service.	
What support and backfill arrangements are necessary and are they in place?	N/A	
Is there a clear definition of roles with regard to Data Controller within IG? Describe it.	The service provider will be responsible for contacting the commissioned software provider to obtain a password and user manual. All documentation relating to the delivery of the service is available for reference or download from the data management module.	

Miscellaneous Information	
Any other information specific to this service.	
Suggested RAG Rating	