

Pharmaceutical Needs Assessment
Non-NHS Services
& Willingness to
Provide New
Services

Appendix C

Community pharmacy contractors, in Herefordshire may provide a range of services directly to their patients, which are not commissioned by NHSE, the LA, the CCG or other NHS Services. These are referred to as 'Non-NHS' services within the PNA and are described in **Table 1**. As well as this information the PNA also asked pharmacists for views on their willingness to provide new services and what areas they thought would be important which are described in **Table 2**.

The table below provides a flavour of these non-NHS services, although the scope of the service offered varies from pharmacy to pharmacy.

Customers may be required to pay for some of these services; however, others may be provided 'free of charge' as a value added service.

Table 1

Service	Description of service
Repeat Prescription Services	Ordering repeat medication from the GP on behalf of the patient (includes a check as to what is required rather than ordering all repeat medicines) Collecting the repeat prescription from the GP Home delivery service of medicines – some are bound by e.g. 5-10 miles radius of the pharmacy, south/ north of the river, only to care homes
Health Assessments and Diagnostic Testing	Blood pressure checks Cholesterol tests Blood glucose tests Body mass index calculation
Travel Services	Advice on keeping healthy on holiday Sale of 'Over the counter' anti-malarial medication Supply of 'prescription only' anti-malarial medication under a PGD Travel vaccines
Vaccination	Seasonal influenza vaccine (e.g. for people who do not meet NHS criteria)
Support for Long Term Conditions	Asthma
Weight management services	Advice on healthy eating, exercise and weight management
Independent Living Aids	Supply of aids to support independent living at home
Incontinence Support	Supply of non-prescribed incontinence products
Podiatry services	Foot care and other podiatry services from within the pharmacy
MCA support	o Supplies of additional support to enable day to day management of medicines

Table 2 Willingness to Provide New Services which would need defining and commissioning from the appropriate commissioner

Service	Description of service (Number of pharmacies in brackets indicating they would be willing to provide such a service if commissioned)
Prescription Services	Collecting the repeat prescription from the GP – most pharmacies Home delivery service of medicines – free (24) Independent Prescribing – service involving (14) Emergency Medicines Supply of Time critical medicines (20) PGD based services – including emergency supplies (20)
Health Assessments and Diagnostic Testing	Blood pressure checks (22) Cholesterol tests (19) Blood glucose tests + diabetes screening (19) Body mass index calculation (27) NHS Health Checks (22) H.Pylori Testing (19) Chlamydia screening and treatment service (20)
Self Care & Travel Services	Advice on keeping healthy on holiday (all pharmacies) Advice on ‘Over the counter’ anti-malarial medication (all pharmacies) Supply of ‘prescription only’ anti-malarial medication under a PGD (18) Travel vaccines within a travel service (15)
Vaccination	Seasonal influenza vaccine (e.g. for people who do not meet NHS criteria) – (20) Childhood vaccinations *(15) Travel vaccinations via travel clinics (15)
Support for Long Term Conditions	Anticoagulant based services (18) Asthma - advanced support for (22) Alzheimers (20) Care home patients – advanced services (15) Coronary Heart Disease Service (19) COPD (22) Diabetes Type 1 and 2 (23) Epilepsy (18) Heart Failure (20) Hypertension (Blood Pressure) Service (22) Parkinsons Disease (20) Urgent Emergency Medicines Service (25) Independent Prescribing Service (14) Advanced Medication Review Service or MUR+ Service (20) Needle Exchange (15) Weight Management Service (21) Phlebotomy Service (10)
Additional Services	Advice to Schools Service since schools can now stock certain emergency medicines. (18) Emergency Pandemic Flu Plans involving advice and supply of antivirals (20)