

Service Specification No.	005
Service	Impetigo (PGD)
Commissioner Lead	Tracy Savage Locality Director and Head of Primary Care and Medicines Optimisation
Provider Lead	
Period	1 April 2020 – 31 March 2022
Date of Review	Annually (or as determined by the Commissioner)

1. Population Needs															
<p>1.1 National/local context and evidence base</p> <p>The purpose of the Community Pharmacy Minor Ailments Service via Patient Group Direction (PGD) is to ensure that patients can access self-care advice for the treatment of specific ailments and, where appropriate, can be supplied with a prescription only medicine under a PGD without the need to visit the GP practice, at NHS expense, to treat their ailment. This provides an alternative location from which patients can seek advice and treatment, rather than seeking treatment via a prescription from their GP or 111, or via an Urgent Treatment Centre (UTC) or Accident and Emergency (A&E).</p>															
2. Outcomes															
<p>2.1 <u>NHS Outcomes Framework Domains & Indicators</u></p> <table border="1"> <tr> <td>Domain 1</td> <td>Preventing people from dying prematurely</td> <td></td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td></td> </tr> <tr> <td>Domain 3</td> <td>Helping people to recover from episodes of ill-health or following injury</td> <td>✓</td> </tr> <tr> <td>Domain 4</td> <td>Ensuring people have a positive experience of care</td> <td></td> </tr> <tr> <td>Domain 5</td> <td>Treating and caring for people in safe environment and protecting them from avoidable harm</td> <td></td> </tr> </table>	Domain 1	Preventing people from dying prematurely		Domain 2	Enhancing quality of life for people with long-term conditions		Domain 3	Helping people to recover from episodes of ill-health or following injury	✓	Domain 4	Ensuring people have a positive experience of care		Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	
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<p>2.2 Local defined outcomes</p> <p>To ensure access to self-care advice for the treatment of specific ailments and, where appropriate, can be supplied with a prescription only medicine under a PGD without the need to visit the General Practice (GP), 111, Accident and Emergency (A&E).</p>															
3. Scope															
<p>3.1 Aims and objectives of service</p> <p>Improve access and choice for people with minor ailments who are seeking advice and treatment by:</p> <ul style="list-style-type: none"> • Promoting self-care through community pharmacy, including the provision advice and where appropriate supply of medicines under PGD without the need to visit the GP practice • Operating a referral system from local medical practices or other healthcare providers to community pharmacy 															

- Supplying appropriate specific POM medicines
- To improve primary, urgent and emergency care capacity by reducing the workload of those providers related to systems resilience

3.2 Service description/care pathway

The pharmacist will be accredited to supply Fusidic Acid Cream 30g, when indicated to patients in line with the requirements of the locally agreed PGD.

Treatment available under this service will be in line with normal NHS prescription levy and exemption rules.

3.3 Population covered

This service is available to people aged 3 months and over, or 18 years or under, present in the pharmacy, with symptoms associated with impetigo.

Patients must consent to sharing their details and the consultation with their registered GP. The consent can be verbal and will be recorded on PharmOutcomes® as part of the consultation process.

It is preferred that the patient is present in the pharmacy to facilitate a comprehensive consultation and assessment of the skin condition.

3.4 Any acceptance and exclusion criteria and thresholds

3.4.1 Inclusion Criteria

- Tried hydrogen peroxide topically BD-TDS for 5-7days (available under PharmacyFirst)
- Registered with a UK GP
- Aged 3 months or over / Aged 18 years or under
- Single lesion/affected area
- Patient presenting with minor impetigo limited to a few lesions in one area of the body usually the face
- Impetigo contagiosa or crusted impetigo: Rash consists of vesicles that rapidly burst and then dry to form gold-crusted plaques
- Not systemically unwell
- No impetigo infection in last 3 months
- Parental consent must be considered for treating a child aged 16 or under

3.4.2 Exclusion Criteria

Exclusions are covered within the Patient Group Direction which should be referred to for further details.

- Not tried hydrogen peroxide topically BD-TDS for 5-7days (available under PharmacyFirst)
- Not registered with a UK GP
- Aged outside of the specified age range
- Any complications:
 - Multiple site skin infections – extensive/severe requires systemic antibiotics
 - Infected eczema
 - Bulbous impetigo (blisters) usually affecting arm-pits and neck folds. Painful, multiple and spreads rapidly – requires systemic antibiotics
 - Systemically unwell
 - Previous impetigo infection in last 3 months – refer for further investigation
 - Allergy to any component of the cream
 - Pregnancy and/or breastfeeding
 - Patient presents with any other skin condition on the same area of the body as the impetigo
 - Concerns regarding patient compliance with topical medication.

- Suspected as being a community outbreak i.e. lives in a residential care home or suspected as being caused by MRSA.

Referral process

If a patient presents that is acutely unwell and does not meet the inclusion criteria then they should be triaged as normal and referred to the most appropriate service, e.g. self-care, 111, GP practice etc.

3.5 Claiming Payment

Consultations need to be recorded on PharmOutcomes® in a timely manner for the details to be sent to the GP and for the pharmacy to claim payment. This may be completed by the pharmacist or a pharmacy technician/dispenser. The record on PharmOutcomes® will be the enduring record of the consultation.

If the pharmacist supplies a medicine which is commissioned by the IOW CCG under a PGD then the £14.00 consultation fee can only be claimed for patients who have self-referred.

Pharmacists can claim £10.00 for referrals via Community Pharmacy Consultation Service (CPCS) as the £14.00 CPCS fee already applies.

The service is for children aged 18 years and under and so most will be exempt from prescription fees. If the patient is aged over 16 years old and pays for their prescriptions, a NHS prescription fee will be charged to the patient. If the patient has an exemption or prepayment certificate, this should be verified via NHSBSA <https://services.nhsbsa.nhs.uk/check-my-nhs-exemption/start>.

Payments will be made to pharmacies quarterly.

3.6 Interdependence with other services/providers

A record of the consultation should be made on PharmOutcomes®, which will automatically email the patient's GP practice to notify them of the consultation.

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

NICE Guidance:

- NICE Clinical Knowledge Summaries <https://cks.nice.org.uk/impetigo#!scenario>

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

Mandatory Centre for Pharmacy Postgraduate Education (CPPE) distance learning:

- CPPE learning assessment 'Minor Ailments; a clinical approach (2020)
<https://www.cppe.ac.uk/programmes/l/minor2-a-10>
- CPPE distance learning module 'Dermatology pocket guide: common skin conditions explained' (2 hrs)
<https://www.cppe.ac.uk/programmes/l/dermatology-p-01/>

CPPE Declaration of competence:

- <https://www.cppe.ac.uk/services/declaration-of-competence#navTop>
Minor ailments – this includes Consultation skills, Common Clinical Conditions and Minor Ailments

4.3 Applicable local standards

Pharmacists are required to make sure that they have read, understood and comply with the service

Premises Requirements Consultation Rooms: <ul style="list-style-type: none">• If a consultation room is available, consultations should take place in that room.• If a consultation room is not available, or the patient does not wish to use the consultation room, then the pharmacist must give consideration to the part of the pharmacy used for provision of the service, which should provide a sufficient level of privacy and safety.		
7. Individual Service User Placement		
Not Applicable		

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