

PharmOutcomes - Live System

Exit Logged in as: Primary Care Commissioning from Southampton City CCG



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Service Support

PNA contractor questionnaire
Please complete this questionnaire **ONCE** only to report the facilities and services offered by your pharmacy.

Some questions relate directly to the information we will be putting into the PNA, others are designed to understand the **potential** for future commissioning of services from community pharmacy.

Please complete the questionnaire as fully as possible so we have a true and up to date picture of the commissioning opportunities afforded.

In the event of any query arising regarding this questionnaire please contact [Paul Burns](#) on Paul.burns@pcc.nhs.uk for advice on local arrangements regarding the PNA process

For technical support on the use of this data capture set please contact Pinnacle Support via the "Help" tab

Southampton Pharmaceutical Needs Assessment Contractor questionnaire (Preview)

Date of completion

- 1 Contact information

Trading Name

Post Code

Is this a Distance Selling Pharmacy? Yes No
(i.e. it cannot provide Essential Services 'face-to-face' to persons present at the pharmacy)

Pharmacy email address
If there is no email we can use, please write 'None'

Pharmacy telephone

Pharmacy fax

Pharmacy website address
If the pharmacy doesn't have a website, please write 'None'

Please tell us who has completed this form in case we need to contact you.

Local contact

Telephone and/or email
Please give the best number and/or email address for the person completing the form, particularly if different to the pharmacy number given above

If there is a head office contact for the PNA then please provide their details here:

Head office contact

Telephone and/or email

Can we store the above information and use this to contact you?

Consent to store Yes No

- 2 Core hours of opening

Please complete your core hours of opening.

Enter closed if closed

Monday Open

Monday Close

Monday Lunchtime (from - to)

Tuesday Open

Tuesday Close

Tuesday Lunchtime (from - to)

Wednesday Open

Wednesday Close

| | |
|------------------------------------|---|
| | Wednesday Lunchtime <input type="text"/> |
| | (from - to) |
| Thursday Open <input type="text"/> | Thursday Close <input type="text"/> |
| | Thursday Lunchtime <input type="text"/> |
| | (from - to) |
| Friday Open <input type="text"/> | Friday Close <input type="text"/> |
| | Friday Lunchtime (from - <input type="text"/> |
| | to) <input type="text"/> |
| Saturday Open <input type="text"/> | Saturday Close <input type="text"/> |
| | Saturday Lunchtime <input type="text"/> |
| | (from - to) |
| Sunday Open <input type="text"/> | Sunday Close <input type="text"/> |
| | Sunday Lunchtime (from <input type="text"/> |
| | - to) <input type="text"/> |

- 3 Total hours of opening (Core + Supplementary)

Please complete your total hours of opening

| | |
|-------------------------------------|---|
| Monday Open <input type="text"/> | Monday Close <input type="text"/> |
| | Monday Lunchtime (from <input type="text"/> |
| | - to) <input type="text"/> |
| Tuesday Open <input type="text"/> | Tuesday Close <input type="text"/> |
| | Tuesday Lunchtime <input type="text"/> |
| | (from - to) |
| Wednesday Open <input type="text"/> | Wednesday Close <input type="text"/> |
| | Wednesday Lunchtime <input type="text"/> |
| | (from - to) |
| Thursday Open <input type="text"/> | Thursday Close <input type="text"/> |
| | Thursday Lunchtime <input type="text"/> |
| | (from - to) |
| Friday Open <input type="text"/> | Friday Close <input type="text"/> |
| | Friday Lunchtime (from - <input type="text"/> |
| | to) <input type="text"/> |
| Saturday Open <input type="text"/> | Saturday Close <input type="text"/> |
| | Saturday Lunchtime <input type="text"/> |
| | (from - to) |
| Sunday Open <input type="text"/> | Sunday Close <input type="text"/> |
| | Sunday Lunchtime (from <input type="text"/> |
| | - to) <input type="text"/> |

- 4 Consultation Facilities

Consultation areas should meet the standards set out in the contractual framework to offer advanced services like Medicines Use Review

Is there a consultation area?

- Available (including wheelchair access) on the premises
- Available (without wheelchair access) on premises
- Planned within next 12 months
- No consultation area available
- Other

If Other please explain and/or use this box to tell us if you have more than one consultation area

In respect of the main consultation room (if you have one)

Click N/A if there is no consultation room

Is this an enclosed room? Yes No N/A

Is there an examination couch in the room? Yes No N/A

Is there access to a telephone from which you can make a confidential call? Yes No N/A

Is it possible to access the internet? Yes No N/A

Is it possible to access the pharmacy PMR computer system? Yes No N/A

Off-site arrangements

- Off-site consultation room approved by NHS
- Willing to undertake consultations in patients home/ other suitable site
- Neither of the above apply
- Other

If Other please specify

Facilities available

- There are hand-washing facilities in consultation area
- There are hand-washing facilities close to consultation area
- Patients attending for consultations have access to toilet facilities
- None

Tick all that apply

Does your pharmacy have a seating area for use by patients when waiting for service delivery

Seating available? Yes No

- 5 Information Technology

Is the pharmacy EPS enabled?

- Release 1 enabled
- Release 2 enabled
- Intending to become release 1 enabled within the next 12 months
- Intending to become release 2 enabled within the next 12 months
- No plans for EPS at present

EPS: Electronic Prescription Service

Which PMR system supplier do you use?

- ProScript (Rx Systems)
- Link (AAH)
- ProScript LINK (AAH & Rx Systems)
- Pharmacy Manager (Cegedim)
- Nexphase (Cegedim)
- Pharmasys
- Lloyds Pharmacy PMR / Compass
- QicScript
- Other

Internet access

- We don't have access to the internet
- We have access to the internet but the sites we can visit are limited (eg by head office)
- We have open access to anything on the internet
- We have a computer that the public can use to access the internet

Electronic documents

We want to understand how easily you would be able to handle electronic documents we may send you

Microsoft Word

- We cannot access documents in this format
- We can open documents in this format
- We can amend documents in this format
- We can create documents in this format

Please tick all that apply

Microsoft Excel

- We cannot access documents in this format
- We can open documents in this format
- We can amend documents in this format
- We can create documents in this format

Microsoft PowerPoint

- We cannot access documents in this format
- We can open documents in this format
- We can amend documents in this format
- We can create documents in this format

Adobe or other PDF viewer

- We cannot access documents in this format
- We can open documents in this format
- We can amend documents in this format
- We can create documents in this format

Please tick all that apply

- 6 Essential Services (appliances)

In this section, please give details of the essential services your pharmacy provides.

Does the pharmacy dispense appliances?

- Yes - All types, or
- Yes, excluding stoma appliances, or
- Yes, excluding incontinence appliances, or
- Yes, excluding stoma and incontinence appliances, or
- Yes, just dressings, or
- None

Other
If Other please specify

7 Advanced Services

Please give details of the Advanced Services provided by your pharmacy.

Please tick the box that applies for each service.

Yes - Currently providing

Soon - Intending to begin within the next 12 months

No - Not intending to provide

Medicines Use Review service Yes Soon No

New Medicine Service Yes Soon No

Appliance Use Review service Yes Soon No

Stoma Appliance Customisation service Yes Soon No

8 Locally Commissioned Services

Use this section to record which locally commissioned services you currently deliver or would like to deliver at your pharmacy. These can be Enhanced Services (as described in The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, commissioned by the NHS England Area Team, or other services commissioned by a local authority or CCG.

Please tick the box that applies for each service.

NHSE - Currently providing under contract with the area team

CCG - Currently providing under contract with the CCG

LA - Currently providing under contract with the local authority

Private - Currently providing as a private service

Willing - Willing and able to provide if commissioned

Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment

No thanks - Not able or willing to provide this service

Supervised Administration NSHE CCG LA Private Willing Maybe No thanks

To supervise the consumption of prescribed medicines (eg methadone) at the point of dispensing in the pharmacy, ensuring that (whenever possible) the dose has been correctly administered to the patient for whom it was intended and not diverted

Needle and Syringe Exchange Service NHSE CCG LA Private Willing Maybe No thanks

To provide access to sterile needles and syringes and sharps containers for return of used equipment for safe disposal plus supporting advice and materials

On Demand Availability of Specialist Drugs Service NHSE CCG LA Private Willing Maybe No thanks

To stock an agreed range of specialist medicine where demand may be urgent or unpredictable (eg palliative care, tuberculosis and bacterial meningitis treatments) with a commitment that users of this service have prompt access at all times agreed

Stop Smoking Service:

Smoking Cessation Counselling Service NHSE CCG LA Private Willing Maybe No thanks

NRT Voucher Service NHSE CCG LA Private Willing Maybe No thanks

To improve access to and choice of stop smoking services, including access to pharmacological and

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Private - Currently providing as a private service
Willing - Willing and able to provide if commissioned
Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment

non-pharmacological stop smoking aids, one to one support and advice to people who want to give up smoking

No thanks - Not able or willing to provide this service

Care Home Service NHSE CCG LA Private
 Willing Maybe No thanks

Advice & support to care home residents & staff over and above the essential services, to ensure proper & effective ordering of drugs & appliances, their clinical and cost effective use, safe storage, supply, administration and proper record keeping

Medicines Assessment and Compliance Support Service NHSE CCG LA Private
 Willing Maybe No thanks

To support independent living in groups who do not fall within the Disability Discrimination Act 1995 - compliance charts, screw top closures, medication administration record (MAR) charts, labelling in large fonts & multi-compartment compliance aids

Medication Review Service NHSE CCG LA Private
 Willing Maybe No thanks

Structured/critical examination of patient medicines aimed at agreement with patient about continued appropriateness/effectiveness of treatment, optimising impact, minimising medication related problems and reducing waste (requires medical notes)

Note: This is not the NMS or MUR service

Minor Ailments Scheme NHSE CCG LA Private
 Willing Maybe No thanks

To provide advice and support to people on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who would have otherwise gone to their GP for a prescription

Out of hours services NHSE CCG LA Private
 Willing Maybe No thanks

To provide access to services during extended period to ensure people have prompt access to medicines during the out of hours period. This service is over and above the dispensing service provided within Essential services.

Supplementary prescribing NHSE CCG LA Private
 Willing Maybe No thanks

Partnership between an independent prescriber (doctor or dentist) and a supplementary prescriber, to implement an agreed patient specific clinical management plan (CMP) with the patient agreement - will require access patients medical records

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Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment
No thanks - Not able or willing to provide this service

Which therapy area

Emergency Hormonal Contraception Service NHSE CCG LA Private
 Willing Maybe No thanks

To supply Emergency Hormonal Contraception (EHC) under a Patient Group Direction (PGD) which may include under 16s in appropriate circumstances. Support and advice on contraception & safer sex, signposting and speedy referral of excluded clients

Seasonal Influenza Vaccination Service NHSE CCG LA Private
 Willing Maybe No thanks

During seasonal influenza vaccination campaign period staff will identify people who fall within nationally agreed target groups. Eligible patients will be offered vaccination by a pharmacist under a PGD

Chlamydia test and treatment:

Chlamydia testing NHSE CCG LA Private
 Willing Maybe No thanks

To provide chlamydia testing kits to young people when, for example, they purchase condoms, when oral contraceptive pills are dispensed and supplied and when supplying EHC. Advice on how to utilise the kit, its return, testing and follow up

Chlamydia Treatment Service NHSE CCG LA Private
 Willing Maybe No thanks

To assess the suitability of the person to receive the locally agreed antibiotic treatment, in line with the

inclusion and exclusion criteria detailed in the PGD.
Either a supply will be made or a referral to the local sexual health services

NHS HealthChecks NHSE CCG LA Private
Willing Maybe No thanks

Assessment for target groups to improve awareness of vascular risk and how to minimise/manage it. Measurement and/or recording age, gender, smoking status, physical activity, family history, ethnicity, BMI, blood cholesterol & blood pressure

Anticoagulant Monitoring Service NHSE CCG LA Private
Willing Maybe No thanks

To test the patient blood clotting time, review the results and adjust (or recommend adjustment to) the anticoagulant dose accordingly

Disease Specific Medicines Management Service:

To advise on, support and monitor the treatment of patients with specified conditions, and where appropriate to refer the patient to another health care professional

Allergies NHSE CCG LA Private
Willing Maybe No thanks

Alzheimer's/dementia NHSE CCG LA Private
Willing Maybe No thanks

Asthma NHSE CCG LA Private
Willing Maybe No thanks

CHD NHSE CCG LA Private
Willing Maybe No thanks

COPD NHSE CCG LA Private
Willing Maybe No thanks

Depression NSHE CCG LA Private
Willing Maybe No thanks

Diabetes type I NHSE CCG LA Private
Willing Maybe No thanks

Diabetes type II NHSE CCG LA Private
Willing Maybe No thanks

Epilepsy NHSE CCG LA Private
Willing Maybe No thanks

Heart Failure NHSE CCG LA Private
Willing Maybe No thanks

Hypertension NHSE CCG LA Private
Willing Maybe No thanks

Parkinson's disease NHSE CCG LA Private
Willing Maybe No thanks

Other (please state - including funding source)

Gluten Free Food Supply Service NHSE CCG LA Private
Willing Maybe No thanks
Supply of gluten free foods but not via prescription

Anti-viral Distribution Service NHSE CCG LA Private
Willing Maybe No thanks

To provide timely access for people to antiviral medicines when they are required throughout a flu pandemic

Contraceptive Service NHSE CCG LA Private
Willing Maybe No thanks

Additional to EHC, Chlamydia screening and/or treatment (eg condom distribution to young people, free early pregnancy testing, Initiation of long acting reversible contraception (LARC))

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Willing - Willing and able to provide if commissioned
Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment
No thanks - Not able or willing to provide this service

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CCG - Currently providing under contract with the CCG
LA - Currently providing under contract with the local authority
Private - Currently providing as a private service
Willing - Willing and able to provide if commissioned
Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment
No thanks - Not able or willing to provide this service

MUR Plus/Medicines NHSE CCG LA Private

Optimisation Service Willing Maybe No thanks

A service based on the Medicines Use Review (advanced) service, typically targeted at specific patient groups or therapeutic areas, possibly delivered in different environments with outcomes specified by the commissioner

Therapeutic areas covered (if providing)

Obesity management (adults and children) NHSE CCG LA Private
 Willing Maybe No thanks

Initiate discussions with adults or children & their parents who appear overweight about health risks of overweight and obesity. Determine BMI and measure waist. Assess risk, appropriate advice & support re lifestyle & risk. Referral as appropriate

Sharps Disposal Service NHSE CCG LA Private
 Willing Maybe No thanks

To distribute sharps bins to patients prescribed medicines which require parenteral administration or appliances for point of care testing, result in sharps. To subsequently provide a safe disposal service via a licensed waste management contractor

Home Delivery Service NHSE CCG LA Private
 Willing Maybe No thanks

To deliver drugs and appliances (other than specified appliances) to the patient home

Language Access Service NHSE CCG LA Private
 Willing Maybe No thanks

To provide, either orally or in writing, advice and support to patients in a language understood by them

Prescriber Support Service NHSE CCG LA Private
 Willing Maybe No thanks

To support health care professionals who prescribe drugs, and in particular to offer advice on the clinical and cost effective use of drugs, prescribing policies and guidelines, and repeat prescribing

Schools Service NHSE CCG LA Private
 Willing Maybe No thanks

Advice & support to children & staff in schools re. clinical & cost effective use of drugs & appliances - proper & effective administration, safe & appropriate storage & handling, recording of orders, handling, administration, storage or disposal

Phlebotomy Service NHSE CCG LA Private
 Willing Maybe No thanks

To offer an on demand screening service to test for things like HBV, HCV, HIV and Syphilis, using dried blood spot testing.

Patient Group Direction Service NHSE CCG LA Private
 Willing Maybe No thanks

Supply and/or administer Prescription Only Medicines to groups of patients not individually identifiable prior to presentation, where the commissioner believes it will improve access to medicines (eg EHC, influenza vaccine, oral antivirals, orlistat)

Medicines available and source of funding

Independent Prescribing Service NHSE CCG LA Private
 Willing Maybe No thanks

To provide a framework within which pharmacist independent prescribers may act as such under arrangements to provide additional pharmaceutical services

Therapeutic areas covered (if providing)

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CCG - Currently providing under contract with the CCG
LA - Currently providing under contract with the local authority
Private - Currently providing as a private service
Willing - Willing and able to provide if commissioned
Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment
No thanks - Not able or willing to provide this service

Screening Service:

To identify patients at risk of developing a specified disease or condition, advice regarding testing, testing with the patient consent and advice following a test and referral to another health care professional as appropriate

- Alcohol** NSHE CCG LA Private
Willing Maybe No thanks
- Cholesterol** NHSE CCG LA Private
Willing Maybe No thanks
- Diabetes** NHSE CCG LA Private
Willing Maybe No thanks
- Gonorrhoea** NHSE CCG LA Private
Willing Maybe No thanks
- H. pylori** NHSE CCG LA Private
Willing Maybe No thanks
- HbA1C** NHSE CCG LA Private
Willing Maybe No thanks
- Hepatitis** NHSE CCG LA Private
Willing Maybe No thanks
- HIV** NHSE CCG LA Private
Willing Maybe No thanks

Other Screening (please state - including funding source)

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Willing - Willing and able to provide if commissioned
Maybe? - Willing to provide if commissioned but would need training and/or facilities adjustment
No thanks - Not able or willing to provide this service

Other vaccinations

- Childhood vaccinations** NHSE CCG LA Private
Willing Maybe No thanks
- HPV** NHSE CCG LA Private
Willing Maybe No thanks
- Hepatitis B** NHSE CCG LA Private
Willing Maybe No thanks
(at risk workers or patients)
- Travel vaccines** NHSE CCG LA Private
Willing Maybe No thanks

Other (please state - including funding source)

- 9 Non-commissioned services

Does the pharmacy provide any of the following?

- Collection of prescriptions from surgeries** Yes No
- Delivery of dispensed medicines - Free of charge on request** Yes No
- Delivery of dispensed medicines - Selected patient groups**
List criteria
- Delivery of dispensed medicines - Selected areas**
List areas
- Delivery of dispensed medicines - chargeable** Yes No

- 10 Languages

One potential barrier to accessing services at a pharmacy can be language. To help the local authority better understand any access issues caused by language please answer the following two questions:

What languages other than English are spoken in the pharmacy

What languages other than English are spoken by the community your pharmacy serves

- 11 Other services

Do you provide any other services relevant to the PNA?

Are there any services not listed but which you feel your population needs?

- 12 Local arrangements

What are relationships like with your local general practices and GPs?

Do you meet with local GPs face to face at practice meetings? Yes No

If yes, approximately how many times per year?

What could GPs in your area do to help to enhance and develop relationships with pharmacists?

What could pharmacists in your area do to help to enhance and develop relationships with GPs?

- 13 Healthy Living Pharmacy

Is this a Healthy Living Pharmacy

- Yes
 Currently working towards HLP status
 No

If Yes, how many Healthy Living Champions do you currently have? Full Time Equivalents

- 14 Anything Else?

If you have anything else you would like to tell us that you think would be useful in the formulation of the PNA, please include it here:

Other

- 21 Thank you for taking the time to complete this questionnaire

Please click 'No' below if you haven't completed all the answers you can/want to and are planning to return later to add more detail

Only click 'Yes' if are happy with all the answers you have given and wish to submit them for inclusion in the PNA

Are you done?

Yes

No

Other

Test Values