



Community  
Pharmacy Wales  
Fferylliaeth  
Gymunedol Cymru

## Collaborative Working Visits – Enhanced Services

Following agreement with Welsh Government around Collaborative Working arrangements, you may wish to meet with your local GP practice to discuss any Enhanced Service that you provide at the pharmacy. Below is a list of some national and local Enhanced Services that you may provide and want to discuss.

Common Ailments Service	Diabetic Sharps Boxes
Care Homes Service	Seasonal Flu Vaccination
Emergency Hormonal Contraception	Smoking Cessation Level 2
Emergency Medicines Service	Smoking Cessation Level 3
Just in Case Packs	Supervised Administration of Medicines
MAR Chart Service	Syringe and Needle Exchange
Palliative Care Service	

Information on local enhanced services can be found under the health board specific sections of the contractor's area of the CPW website: <http://www.cpwales.org.uk/>

It may be advisable to cover the following points when discussing each service:

- Give an overview of the service, summarising how the service works and what the patient journey may look like.
- Highlight the benefits of the service to patients and the GP practice (or dental/optometry practice).
- Detail which patients may and may not be eligible for the service.
- Agree how best to refer patients to the service.
- Agree a point of contact at the pharmacy for the service if there are any queries or issues with referrals.
- If any paperwork will be sent to the surgery after the patient receives the service (e.g. as with flu/CAS), show an example of what this will look like.
- Take along any material that you feel may help promote the service or assist with referrals (e.g. Choose Pharmacy cards/posters, Help Me Quit leaflets).

CPW have produced resources to aid in Collaborative Working visits for a number of the services listed above. These can be found on the following link:

<http://www.cpwales.org.uk/Services-and-commissioning/Collaborative-Working.aspx>

CONTRACTOR SUPPORT SERVICES