Community Pharmacy Wales
Fferylliaeth Gymunedol Cymru

CONTRACTOR SUPPORT SERVICES

Collaborative Working meeting – Common Ailments Service

Following agreement with Welsh Government around collaborative working arrangements, you may wish to meet with your local Surgery to discuss the Common ailment service that you provide at the pharmacy

- Speak to the local surgery and their triage teams (if they have them) about the conditions you can treat and the scope of the service. You may wish to take a copy of the Quick reference Guide (https://cpwales.org.uk/clinical-services-2/ccps/common-ailments-service/communication-material-about-cas/) This is to ensure that suitable patients are referred and minimise the number of patients you would have to send back as inappropriate. The feedback is that the service works particularly well where the local surgery has a robust triage process or the reception teams are well briefed and aware of the appropriate referral process. It may also be good practice to establish a clear referral name whereby patients referred are asked to present for example for the 'Common ailments service' and patients are not saying at the end of a transaction 'but the surgery said it would be free'
- Be aware of the 'Advice only' conditions. These are the conditions for which there is no NICE recommended NHS treatment – therefore patients will need to purchase any medication to control symptoms (Colic, Cold sores, Ingrowing Toenail, Diarrhoea) . This is to ensure that the patients are aware prior to the consultation that it is advice only and if they wish to receive a treatment they would have to pay for it. The surgery teams may need to be aware of these conditions as they may wish to avoid saying 'the pharmacy will give you something for that', also make the surgery aware that the service does involve a consultation with the pharmacist that can take up to 10 minutes to manage the patients expectations
- You may wish to agree a process (eg service availability tool) whereby you can inform the surgery if for any reason you are unable to provide the common ailment service on a particular day.
- Agree a point of contact (service leads) for both pharmacy and surgery staff. They should act as first line but in their absence there should be an understanding among whole team of their responsibilities
- Stress the benefits of the service on workload and promotion of self care. The service has been designed so that excessive use is deterred or triggers a referral for greater examination of symptoms where required
- It is also good practice to reach an agreement for those patients who have been referred from the surgery but the pharmacist feels would benefit from a GP consultation to be expedited.
- Further information and top tips are available at: https://cpwales.org.uk/clinical-services-2/ccps/common-ailments-service/