

Service Specification

Support for Self-Care

1.0 Service Description

- 1.1 The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families.

2.0 Aims and intended service outcomes

- 2.1 To enhance access and choice for people who wish to care for themselves or their families.
- 2.2 People, including carers, are provided with appropriate advice to help them self-manage a self-limiting or long-term condition, including advice on the selection and use of any appropriate medicines.
- 2.3 People, including carers, are opportunistically provided with health promotion advice when appropriate.
- 2.4 People, including carers, are better able to care for themselves or manage a condition both immediately and in the future, by being more knowledgeable about the treatment options they have, including non-pharmacological ones.
- 2.5 To minimise inappropriate use of health and social care services.

3.0 Service outline

- 3.1 Pharmacy staff will provide advice to people, including carers, requesting help with the treatment of minor illness and long-term conditions, including general information, advice on how to manage illness and relevant support groups for long term conditions.
- 3.2 Pharmacy staff will advise on the appropriate use of the wide range of non-prescription medicines which can be used in the self-care of minor illness and long-term conditions.
- 3.3 Pharmacy staff will make healthy lifestyle interventions opportunistically when appropriate.
- 3.4 Pharmacy staff will receive self-care referrals from other health care professionals.

- 3.5 Pharmacy staff will signpost patients to other health and social care providers, when appropriate.
- 3.6 For patients known to the pharmacy staff, records of advice given, products purchased or referrals made may be made on a patient's pharmacy record when the pharmacist deems it to be of clinical significance.
- 3.7 Performance of this service will be assessed through an agreed assurance template.

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