

To: All Community Pharmacy  
Contractors

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Fax: **028 9536 1166**  
Web Site :  
[www.hscboard.hscni.net](http://www.hscboard.hscni.net)

26<sup>th</sup> October 2020

Dear Colleague

## **PHARMACY FIRST SERVICE FOR SORE THROATS & COMMON COLDS WINTER 2020/2021**

I am pleased to confirm that, funding has been secured to enable the Pharmacy First Winter Ailments service to operate again in community pharmacies from **2<sup>nd</sup> November 2020 until 31<sup>st</sup> March 2021**. The service has been developed in partnership with CPNI and commissioned by the Health and Social Care Board (HSCB).

It is important to note that this is still a transitional service developed specifically to address winter pressures this year. The Pharmacy First service will continue to be developed incrementally with a Urinary Tract Infection pilot due to commence later this year. In the future the e-pharmacy workstream will provide the infrastructure required to support a full Pharmacy First Service based on a patient registration model.

### **Service specification**

The service specification has been amended to take into consideration changes to the service which reflects the current situation. It should be used alongside the service guidance to train all members of the pharmacy team involved in service delivery. A copy can be found in Appendix 1.

### **Training**

There are important changes to this year's service, both in terms of scope of the service, how it will be delivered and the documentation to be completed. I would, therefore, encourage you to attend the ECHO training event which has been arranged for **Tuesday 27th October 2020 at 7.30pm**.

If you are not already registered please follow this link for registration:  
<https://tinyurl.com/t8644oj>

The meeting ID & passcode are as follows:

- Meeting ID: 663 219 8075
- Passcode: 678281

### **Other resources to support service delivery**

The pharmacy contractor is responsible for ensuring that the service is delivered in line with the specification and service guide by suitably trained pharmacists. The following resources have been updated and will be available on the BSO website at:  
<http://www.hscbusiness.hscni.net/services/2800.htm>

- Service specification 20/21
- Service guide for community pharmacists 20/21
- Contract 20/21
- Privacy notice template
- Advice sheet for sore throat & common cold
- Advice sheet for patients with symptoms of Coronavirus

### **Promotion of the service**

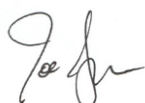
A3 and A4 printed copies of the service poster will be distributed to pharmacies later this week. Pharmacies may also wish to promote the service on their social media accounts using the patient information leaflet available on the BSO website.

### **Contract**

All community pharmacy contractors meeting the service specification are eligible to offer the service provided they hold a contract with the HSCB. A copy of the contract for 2020/21 can be found in Appendix 2. A signed copy should be returned to your local HSCB office by email prior to service delivery commencing on 2<sup>nd</sup> November 2020.

I would like to thank you for supporting this service last year and I look forward to your participation in delivering this service over the coming months.

Yours sincerely,



**Joe Brogan**  
**Assistant Director of Integrated Care**  
**Head of Pharmacy and Medicines Management**

<b>Contact Details for Local Integrated Care Offices:</b>				
<b>Belfast</b>	<b>South Eastern</b>	<b>Southern</b>	<b>Northern</b>	<b>Western</b>
12-22 Linenhall Street Belfast BT2 8BS	12-22 Linenhall Street Belfast BT2 8BS	Tower Hill Armagh. BT61 9DR	County Hall 182 Galgorm Road Ballymena BT42 1QB	Gransha Park House 15 Gransha Park Clooney Road Londonderry BT47 6FN
Tel: 028 9536 3926	Tel: 028 9536 3926	Tel: 028 9536 2104	Tel: 028 9536 2812	Tel: 028 9536 1082
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Appendix 1 – Service specification  
 Appendix 2 – Contract 2020/21

