

Service descriptions for pharmacy teams

The following service descriptions have been created to ensure that pharmacy teams use standard paragraphs to populate the service pages on their profile. This will help people when navigating services on NHS Choices.

Locally commissioned NHS services

Alcohol screening and intervention service

A service that proactively identifies people who have potentially hazardous drinking behaviours or people who drink more than the recommended daily amounts but may not realise it. The service aims to encourage changes in drinking behaviour. The service offers either brief advice which may be followed by a short intervention session depending on the individual's willingness to engage in the service. After the initial assessment and consultation, follow-up consultations may be provided as part of an alcohol intervention programme. Referral to a more specialist service will be made when appropriate.

Anticoagulant monitoring service

A person taking the [anticoagulant medicine](#) warfarin requires regular [blood tests](#) to check how quickly their blood clots and this is measured using the international normalised ratio (INR). The pharmacist can test a person's INR to check the rate at which the blood is clotting and can adjust the person's warfarin dose to ensure the INR is in the correct range.

Asthma support service

A support service for people with [asthma](#), which may include assessing a person's inhaler technique, reviewing the medicines they have been prescribed to manage their asthma and lifestyle advice such as stop smoking support, flu jab advice, weight management and alcohol intake.

Blood-borne virus testing

Blood-borne viruses (BBV) are those that can be spread through contact with blood and other bodily fluids. Examples include [hepatitis b](#), [hepatitis C](#) and [HIV](#). A person can be tested in the pharmacy for these viruses as well as being provided with their results. If a person tests positive, they can also be referred to appropriate services.

Care home service

The pharmacy team can provide advice and support to both residents and staff within a care home by entering into an agreement to do so. This service aims to ensure the proper and effective ordering of medicines and appliances (medical devices) and their clinical and cost effective use. The pharmacy team can also provide guidance on the safe storage, supply and administration (along with accurate record keeping) of the medicines and appliances used in the care home.

Carer support

A carer is a person who provides unpaid care for a family member, partner or friend who cannot cope without their support due to an illness, frailty, disability, a mental health problem or an addiction.

Pharmacy teams can offer support by helping to identify and support unpaid carers so they receive support before they reach crisis point. Pharmacy teams can offer referral to the local carers service and or their GP.

Chlamydia screening and treatment service

[Chlamydia](#) screening kits may be provided on request or proactively, for example, when a person purchases condoms or goes to get their prescription for oral contraceptive pills dispensed. This service is sometimes provided alongside the Condom Supply service, Emergency Hormonal Contraception (EHC) service and or the Pregnancy Testing service. The pharmacy team will be able to give advice on how to use the chlamydia testing kit, how to return it for testing and what will happen when the test results come back. Some pharmacies may also be able to provide treatment if the results of the test are positive. Only people in a certain age range may be able to access this service; this will be dependent on the service offered locally.

Condom supply service

Pharmacy teams can provide condoms to a young person who presents at the pharmacy once they have registered on the local scheme; this is sometimes referred to as a C-Card scheme. Advice may also be provided on the risks of [sexually transmitted infections](#) (STIs) as well as providing information about what to do in the long term, such as considering options for [ongoing contraception](#). In addition, advice on safe sex and other matters relating to sexual behaviour may also be provided. This service is sometimes provided alongside the Chlamydia Screening and Treatment Service, the Emergency Hormonal Contraception (EHC) service and the Pregnancy Testing service. Only people in a certain age range may be able to access this service; this will be dependent on the service offered locally.

COPD support service

A support service for people with [chronic obstructive pulmonary disease](#) (COPD), which may include assessing a person's inhaler technique, reviewing the medicines they have been prescribed to manage their COPD and lifestyle advice such as stop smoking support, flu jab advice, weight management and alcohol intake.

Continence awareness service

This service aims to improve a person's self-management of continence and encourages people to seek advice early to avoid long-term complications. Advice on treatments, products and help available for incontinence will also be provided.

Dementia identification service

This service helps identify if a person has memory or cognitive difficulties. The service may also include support and advice for a person with memory difficulties and reviewing their medicines to see if they are taking any that may cause symptoms or increase symptoms of [dementia](#).

Diabetes support service

This service is aimed at supporting people diagnosed with [diabetes](#). The service may be targeted at a certain age group, for example, young people or at a certain element of diabetes care, for example, foot care.

Direct referral for chest x-ray

This service allows pharmacists to refer a person direct to chest x-ray if after a consultation with the person they feel the person has symptoms that need to be investigated further.

Domiciliary support service

This service is available to people who are housebound and are unable to get to the pharmacy to have a [Medicines Use Review](#). The pharmacist will visit the person in their own home and review how the person is using their medicines, ensuring they understand how their medicines should be

used and why they have been prescribed them. The pharmacist will also identify any problems the person is having with their medicines and where necessary provide feedback to their GP.

Emergency hormonal contraception (EHC) service

This service allows emergency hormonal contraception (EHC) to be supplied free of charge, if after discussion with the pharmacist they feel this is the correct course of action to take. In the discussion, the pharmacist will assess the suitability of emergency contraception and can advise on the risks of sexually transmitted infections (STIs) as well as providing information about what to do in the long term, such as considering options for ongoing contraception. The pharmacist may also provide additional advice on safe sex and other matters relating to sexual behaviour. This service is sometimes provided alongside the Chlamydia Screening and Treatment Service, the Condom Supply service and the Pregnancy Testing service. Only people in a certain age range may be able to access this service; this will be dependent on the service offered locally.

Eye care

This service allows the supply of medicines for minor eye conditions to be made. This may be on the recommendation of an optometrist involved in the service but this will be dependent on how the service is being run in the local area.

Falls prevention service

This service tends to be aimed at people aged 65 years or over who are taking a number of medicines or are taking medicines which may increase a person's risk of falling but this may differ depending on the service running in the local area. The service aims to identify a person's risk of falling and by carrying out a consultation with the person, aims to prevent falls from occurring. Pharmacists will be likely to enquire about the person's history of falls, medicines that the person is taking, side effects they are suffering from, assess their gait/balance as well as providing reading material on falls prevention.

Gluten-free food service

This service allows pharmacy teams to make supplies of gluten-free foods to people who have been referred into the service; usually by their GP or dietician (the referral process will be dependent on the local service).

H. pylori detection test

Helicobacter pylori (H. pylori) is a germ that can live in the sticky mucus that lines the stomach that can cause duodenal or stomach ulcers. A member of the pharmacy team can carry out a breath test on a person which can identify if a person has H. pylori. The person may be referred from their GP practice for this service.

Head lice management service

The pharmacy team will provide advice and support to people on the management of head lice. Depending on the service offered locally, a person may also be supplied with a comb to detect head lice and medicines for the treatment of head lice.

Healthy Start vitamins

This service allows pharmacy teams to supply Healthy Start vitamins to eligible people. Presentation of a voucher or card may be required for a supply to be made.

Independent prescribing by pharmacists

This service allows a pharmacist who has qualified as an independent prescriber to prescribe medicines on prescription within their area of expertise.

Inhaler technique service

This service aims to improve a person's management of respiratory diseases such as asthma by providing inhaler technique training. Depending on the local service, the service may include explaining the difference between regular use and 'when required' inhalers, checking inhaler technique and identifying when a person may benefit from using a different type of inhaler.

Medication review service

This is an in-depth examination of the medicines a person is taking for a medical condition. This review should help a person get the most out of their medicine that has been prescribed for them. It should also reduce the number of medicines-related problems they might encounter. The pharmacist can provide advice and support to help the person take their medicines as intended and may decide to make recommendations to their GP of suitable alternatives, if they are experiencing any problems.

Medicines assessment and compliance support service

The pharmacy team will help support independent living for vulnerable people, or those with special needs who may experience problems with medicine taking. An assessment of the person's knowledge and use of their medicines will be carried out and, based on the information gathered; the person or their carer will be invited to discuss the different types of support available to help the person take their medicines as intended. They will then jointly come to an agreement about the best support for that person. The kind of support could include medicines reminder charts, medication administration record (MAR) charts, labelling medicines in larger fonts and multi-compartment compliance aids (these have the days of the week written on them to help ensure the medicine is taken on the correct day and at the correct time).

Minor ailment service

The pharmacy team can provide advice and support for the treatment of a minor ailment that a person may have. This includes being able to supply medicines or appliances (medical devices) at NHS expense, without the need for the person to go and get a prescription from their GP first. The pharmacy may just provide advice about what they can do to help with the symptoms, or they may supply an over-the-counter medicine to treat the minor ailment, or, where appropriate, refer the person to another healthcare professional.

MRSA eradication

People who have tested positive for [Meticillin Resistant Staphylococcus Aureus](#) (MRSA) can be provided with medicines from the community pharmacy by providing the letter they have received from the Infection Prevention and Control Team at the hospital. Advice will also be provided to ensure the person knows how to use their medicines.

Needle and syringe exchange service

Pharmacy teams will provide drug users with access to sterile needles, syringes and other associated items. Sharps containers for the safe disposal of used equipment may also be available at the pharmacy. This can help reduce the risk of the transmission of blood-borne infections that can be caught by sharing needles and syringes. The pharmacy team can provide support and advice on issues relating to drug use, including referral to other health and social care professionals or specialist drug and alcohol treatment services where appropriate.

NHS Health Check

An [NHS Health Check](#) is an MOT for people aged 40-74 years of age without a pre-existing medical condition. A person's circulatory and vascular health will be checked and they will be advised of their risk of getting a disabling vascular disease. People accessing the service will be given support to help

people stop smoking, reduce their weight, increase physical activity or reduce their alcohol intake, if appropriate.

Not dispensed scheme

This service requires the pharmacy team to review prescriptions and check with the person or their representative whether all items on the prescription are required or whether some may have been ordered in error, are no longer required or have been prescribed by mistake.

On demand availability of specialist medicines

This service supports the supply of specialist medicines, for example, medicines used in end-of-life care, the demand for which may be urgent and or unpredictable. The pharmacy stocks a locally agreed range of specialist medicines and is committed to providing prompt access to these medicines, when a prescription is presented for them. The pharmacy team can provide information and advice as necessary and are able to highlight support groups or other health and social care professionals where appropriate.

Out-of-hours access to medicines

A service to help people who need medicines outside of usual working hours, when other nearby pharmacies are closed.

Post-discharge support

This service offers support to people who have recently been discharged from hospital. The type of support will be dependent on the local service but may include the pharmacist visiting the person in their own home and conducting a [Medicines Use Review](#) – the pharmacist will go through each of the medicines that the person is taking to ensure they understand how to take their medicines correctly. They may also complete a check on the person's medicines to make sure they have enough medicines and also remove any medicines that the person no longer requires.

Pregnancy testing

Pharmacy teams are able to offer a pregnancy test within the pharmacy. Advice may also be provided on the risks of sexually transmitted infections (STIs) as well as providing information about what to do in the long term, such as considering options for ongoing contraception, as well as additional advice on safe sex and other matters relating to sexual behaviour. This service is sometimes provided alongside the Emergency Hormonal Contraception (EHC) service. Only people in a certain age range may be able to access this service; this will be dependent on the service offered locally.

Sharps disposal service

A sharps service allows people to return sharps containers containing used needles and syringes to the pharmacy for safe disposal.

Stop smoking service

This one-to-one service is designed to provide support and advice to people who want to give up smoking. The person will have access to a stop smoking adviser who can assist in creating their own personalised stop smoking plan. The pharmacy team may supply appropriate stop smoking medicines and aids as required and may also refer a person to other specialist services if the adviser thinks it is necessary. If the pharmacy does not offer a one-to-one NHS stop smoking service, the pharmacy team should be able to refer a person to one.

Stop smoking voucher service

This service allows pharmacy teams to supply nicotine replacement therapy (NRT) or other medicines usually prescribed to a person to assist them with quitting smoking upon presentation of a voucher from their GP or local stop smoking service. The medicines will be supplied free of charge to people exempt from prescription charges, for those who are not exempt prescription charges may apply.

Supervised consumption of prescribed medicines

The pharmacist or an appropriately trained member of the pharmacy team will supervise the consumption of prescribed medicines at the point the medicine is handed to the person to ensure that the correct dose is taken. The service is frequently used to support people taking medicines daily to manage substance misuse problems, but could be used for other medicines such as medicines to treat tuberculosis (TB).

Tuberculosis (TB) support service

The support offered will be dependent on the local service but may include the pharmacy agreeing to stock a range of specialist anti-tuberculosis (TB) medicines to ensure people have prompt access to these medicines when they present at the pharmacy with a prescription; provision of advice and information on the anti-TB medicines supplied; and supervision of the consumption of the medicines.

Vaccination service

This service allows pharmacists to administer vaccines to people in the pharmacy. The type of vaccine will be dependent on the local service but may, for example, include the administration of the pneumococcal vaccine used to protect against pneumococcal infections such as pneumonia, septicaemia and meningitis.

Weight management service

A service to help, motivate and encourage people to lose weight. People participating in the service will be invited to attend appointments over a set length of time (dependent on the local service). Depending on the local service offered elements may include weighing and measuring a person, provision of brief advice about healthy eating and referral to other services that meet the person's particular need.

Winter ailment service

This service is available during the winter months and allows people to access advice for the treatment of conditions which are more common during the winter months such as colds and flu. Where appropriate a supply of medicine can be made – free of charge to people who are exempt from NHS prescription charges.

Advanced NHS Services

Appliance use review service

An appliance (medical device) check-up service, which is useful for people who regularly use a medical device such as stoma bags. This medical device check-up will help a person to find out more about their device, identify any problems they are having with it and give the person guidance on the correct use of their device.

Medicines use review (MUR) service

A medicine check-up service, which is useful for a person who regularly takes several prescription medicines or are on medicines for a long-term illness. This medicines check-up will help a person to

find out more about their medicines, identify any problems they may be having with taking their medicines as intended and help the person to take their medicines to best effect.

New Medicine Service

When a person is prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support them to use the medicine safely and to best effect. The pharmacist will talk to the person approximately one-two weeks after they first receive the medicine to see how they are getting on with it and to discuss any problems they may have. A second follow-up will be a month after they first receive the medicine. The service is only available to people using certain medicines. In some cases where there is a problem apparent and a solution cannot be found between the person and the pharmacist, the person will be referred back to their doctor. Also read the [Q&A about the New Medicine Service](#).

Stoma appliance customisation service

This service involves the customisation of a quantity of more than one stoma appliance, based on the person's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to prolong the duration of its use.

Seasonal flu vaccination service

Between September and February the following year, people aged 65 years or over and people aged 18 years or over who fall within [nationally agreed target groups](#) can have their annual free NHS [flu jab](#) administered by a trained pharmacist. People aged less than 18 years who are in one of the target groups will also be encouraged by the pharmacy team to have their flu jab but this will need to be booked at the person's GP surgery.

Non-NHS services

Delivery service

The home delivery of prescription medicines to people who are not able to access the pharmacy or who find it more convenient to have their medicines delivered. Some pharmacies may offer this service across a limited geographical area and/or to a limited range of people. This may or may not be a free service.

Repeat prescription service

Depending on the type of repeat prescription service the pharmacy offers the pharmacy team may be able to order repeat prescriptions on a person's behalf, collect the prescriptions from the GP practice and prepare them in advance so they are ready for collection when the person visits the pharmacy. This is usually a free service.

Seasonal influenza vaccine for people not in at-risk groups covered by the NHS flu service

The NHS provides a free annual flu jab to people who are more likely to develop potentially serious consequences if they catch flu. However, for people who do not fall into one of these groups, they can still have a flu jab administered at a pharmacy under a private service – people will need to pay for their flu jab under this service.

Travel clinic

The service allows a person to have a consultation to see if they need any jabs to prevent the person catching certain conditions or medicines to prevent malaria when they are travelling abroad. Advice

is also offered on other steps to take to minimise the risk of becoming ill while abroad. People will need to pay for vaccines and medicines supplied under this service.

Could be non-NHS or a locally commissioned service

Blood pressure monitoring

This service allows person to have their blood pressure measured in the pharmacy. Referral may be made to the person's GP if the person's blood pressure is not in the normal range.

Type 2 diabetes screening service

The person accessing this service will be asked a number of questions to assess their risk of developing Type 2 diabetes and may have their blood pressure and blood glucose level measured. Advice will be given on how to reduce the risk of developing diabetes such as lifestyle advice or a referral may be made to the person's GP.

Emergency supply of medicines

This service allows people to access an emergency supply of their regular prescribed medicines when there is an urgent need and it is impracticable for the person to obtain a prescription before their next dose is due. Medicines may be supplied free of charge if a local scheme is in place otherwise the person may need to pay to receive a supply of their medicines.