

Dear Colleague

ADDITIONAL PHARMACEUTICAL SERVICES NHS PHARMACY FIRST SCOTLAND – DIRECTIONS AND SERVICE SPECIFICATION

Purpose

1. This Circular encloses Directions and a service specification for the NHS Pharmacy First Scotland service.

Background

2. The Scottish Government's *Programme for Government 2018/19* included the commitment:-

- We will build on the learning from the extended Minor Ailment Service pilot in Inverclyde and the rollout of the Pharmacy First initiative by developing and implementing a redesigned minor ailment and common conditions service available to all in the coming year.

3. NHS Circular [PCA \(P\)\(2020\) 6](#), issued on 31 March 2020 enclosed Directions amending the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Scotland) Directions 2016 ("[2016 Directions](#)"). The [2016 Directions](#) as amended and the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Inverclyde Pilot Extension) (Scotland) [Directions 2017](#) will be revoked and replaced by the new Directions for NHS Pharmacy First Scotland attached at **Annex D**, which come into force as of **29 July 2020**.

Detail

4. The Directions and Service Specification provide the legal framework for the provision and operation of NHS Pharmacy First Scotland. They should be read in conjunction with this circular and the NES training resources

1 July 2020

Addresses

For action

Chief Executives, NHS Boards
Directors of Pharmacy
Director of Practitioner Service,
NHS NSS

For information

Chief Executive, NHS NSS

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detailed below in paragraphs 11 and 12.

5. **Annex A** of this circular sets out Key Principles for the operation of the service while **Annex B** lists who is eligible to use it. **Annex C** provides a privacy notice template for the service which all contractors should adapt as necessary and display.

Publicity information

6. A leaflet on the new NHS Pharmacy First Scotland service has been developed for members of the public. Hard copies have already been distributed to every community pharmacy and GP practice.

7. Additional copies of the leaflet can be ordered by sending an email to: stockorders.DPPAS@apsgroup.co.uk Translated versions of the leaflet in Arabic, Bengali, Cantonese, Gaelic, Mandarin, Polish, Punjabi, Romanian, Slovak and Urdu will be available online from 29 July at www.gov.scot/publications.

8. A poster is also being distributed to every community pharmacy along with the leaflets. This poster will be used in the Public Health Service (PHS) campaign starting on 29 July 2020. Once this campaign has ended, the poster should be retained for future use.

9. As the current pharmacy Minor Ailment Service will be discontinued, any remaining stocks of Minor Ailment Service leaflets or posters should be recycled once it is replaced by NHS Pharmacy First Scotland on 29 July.

Privacy Notice

10. As no formal patient registration is required for NHS Pharmacy First Scotland all pharmacies are asked to use the privacy notice template which is at **Annex C** in order to advise patients how their data will be used. This template should be adapted as necessary for each pharmacy and must be displayed at all times in a prominent area of the pharmacy.

Training

11. Circular PCA(P(2020)3, issued on 9 March advised that community pharmacy contractors would receive a one-off payment in May 2020 to cover the completion of e-learning modules for the roll-out of the new NHS Pharmacy First Scotland service. The e-learning modules are now available on the NES TURAS Learn website at <https://learn.nes.nhs.scot/>. Pharmacy team members should register for a TURAS account to access the modules. A Quick Reference Guide is also available at the same web link.

12. NES held a national webinar on Thursday 25 June 2020 which has been recorded. Local virtual events will also be run by NES tutors in early July - further details will be shared shortly by NES.

Funding arrangements and payments

13. Circular PCA(P)(2020)2, issued on 26 February 2020, set out the funding arrangements for NHS Pharmacy First Scotland. The new payment model will be based on activity undertaken by community pharmacy contractors. The following outlines the arrangements for the current Pharmacy First and Minor Ailment Service (MAS) remuneration up to and beyond the start of the new NHS Pharmacy First Scotland service in July 2020.

Current arrangements up to 28 July 2020

14. The current remuneration and item reimbursement arrangements for MAS and current Pharmacy First will apply. Service remuneration based on MAS registrations banded capitation payments and local payment of Pharmacy First PGDs ceased in April 2020. These were replaced by a £2000 remuneration payment per contractor per month as an interim arrangement in light of COVID-19 disruption to NHS Pharmacy First Scotland's planned launch.

Transitional arrangements from start date 29 July to 30 September 2020

15. Pharmacy contractors will each continue to receive the transitional payment put in place from the 1 April 2020 until the 30th of September 2020 to support them in embedding the new ways of working required to deliver NHS Pharmacy First Scotland. During this transitional period, the activity recorded will be used to gauge the precise parameters of the remuneration arrangements from 1 October 2020.

Arrangements from 1 October 2020

16. A base payment of £1250 will be paid monthly to each contractor in addition to a share of the NHS Pharmacy First Scotland activity pool which will be distributed based on NHS Pharmacy First Scotland activity across the pharmacy network.

17. A report will be run on the data warehouse on the 16th of the month for the previous month to determine advice, referral and supply interventions for NHS Pharmacy First Scotland services. This ensures that claims submitted at the end of the previous month have been loaded and therefore included in the payment calculation. Claims received after the dispensing month will not be included in the remuneration payment calculation for service delivery for the month. Items supplied on the service regardless of claim date will continue to be processed and reimbursed if appropriate and applicable for the service in that month.

18. Weightings for the NHS Pharmacy First Scotland service elements will be applied. There will be equal weighting for advice/ supply / referral with a higher weighting of x3 for all activities relating to UTI and Impetigo. These weightings will be reviewed after six months.

Approved Products List

19. An Approved List of products available under the NHS Pharmacy First Scotland service has been prepared and will be published in due course as Part 17 of the Scottish Drug Tariff. This will replace the current local MAS formularies. Health Boards must inform NHS Pharmacy First Scotland providers of the Approved List of products which applies to the provision of the NHS Pharmacy First Scotland service in their

area. Subject to paragraph 20, only items included on this list will be reimbursed if supplied following a consultation.

20. To allow for transition from MAS to NHS Pharmacy First Scotland, it has been agreed that pharmacy contractors will receive reimbursement for any products supplied from their local MAS formulary but not included in the Approved List up until 1 October 2020. A version of the Approved List can be found at **Annex E**.

Patient Group Directions (PGDs)

21. Three PGDs have been developed nationally for NHS Pharmacy First Scotland to replace existing PGDs for Fusidic acid (for treatment of impetigo), Trimethoprim and Nitrofurantoin (for the treatment of uncomplicated UTIs).

22. Health Boards will publish these PGDs in due course, which should be signed off by Pharmacists delivering NHS Pharmacy First Scotland for each Health Board area that they work in. Please note that the first line choice for the treatment of uncomplicated UTIs may differ between Health Board areas.

23. Where an Independent Prescriber Pharmacist is delivering an NHS service which would include consultations for UTIs and/or impetigo, they should not utilise the PGDs, instead using their qualification to prescribe as they ordinarily would under the agreed service specification.

IT roll-out

24. All Patient Medication Record (PMR) suppliers have confirmed that pharmacy IT software will support pharmacy teams to deliver NHS Pharmacy First Scotland from the launch date of 29 July 2020, providing that the required updates have been accepted by pharmacy contractors.

25. PMR providers have implemented a basic specification for launch, with further developments planned by some providers to improve the ease of recording consultations and to bring some terminology in line with the now agreed service specification (e.g. some areas of the PMR which will be used in NHS Pharmacy First Scotland delivery may still be labelled “eMAS” at launch). The CPS website provides an overview of how claims should be made for each PMR system at launch

26. Community Pharmacy Scotland has been consulted on the contents of this Circular and the Scottish Drug Tariff is being amended.

Action

Health Boards are asked to note the contents of this Circular and to bring it to the attention of community pharmacy contractors on their Pharmaceutical Lists, GPs, Health and Social Care Partnerships and Area Pharmaceutical Committees.

Yours sincerely

A handwritten signature in cursive script that reads "Rose Marie Parr". The signature is written in black ink and is positioned below the "Yours sincerely" text.

Rose Marie Parr
Chief Pharmaceutical Officer and Deputy Director,
Pharmacy and Medicines Division

Key Principles for the Provision and Operation of the NHS Pharmacy First Scotland Service

1. In conjunction with the 2020 Directions which encompass the service specification, all NHS Pharmacy First Scotland (NHS PFS) providers (i.e. the community pharmacy contractor) and registered pharmacists providing the NHS Pharmacy First Scotland service are expected to adhere to these principles.

The 2020 Directions

2. The Health Board Additional Pharmaceutical Services (NHS Pharmacy First Scotland) Directions 2020 ("the 2020 Directions") provide the legal framework for the NHS PFS service and include four Schedules as follows:

Schedule 1: *Service to be provided as an NHS Pharmacy First Scotland Service*

Schedule 2: *Terms and Conditions of the provision of an NHS Pharmacy First Scotland Service*

Schedule 3: *Payment for the NHS Pharmacy First Scotland Service; and*

Schedule 4: *NHS Pharmacy First Scotland Service Specification*

The 6 Key Principles

3. The following 6 Key Principles are intended to support the application of the 2020 Directions. The principles are drawn from the content of the 2020 Directions and must be adhered to.

Principle 1:

Compliance at all times with the 2020 Directions and Service Specification for NHS Pharmacy First Scotland (NHS PFS) is essential.

4. All NHS Pharmacy First Scotland providers and pharmacists providing the NHS PFS service **must** familiarise themselves with all of the requirements of the 2020 Directions. This is fundamental to the arrangements between the Health Board and the NHS PFS provider for the provision of the NHS PFS service. The 2020 Directions and the four Schedules are intrinsically linked. This further emphasises the need for NHS PFS providers and pharmacists

providing the NHS PFS service to familiarise themselves with all aspects of these Directions.

(Directions: Schedule 4, paragraph 1.1)

5. The NHS PFS provider has ultimate responsibility for the appropriate provision of the NHS PFS service in accordance with all the requirements of the 2020 Directions. These must be complied with at all times.

(Schedule 4, paragraph 1)

6. An NHS PFS provider **must not** offer any incentives or inducements to the public to use the NHS PFS service; offer any incentives or inducements or set targets for pharmacists or staff to recruit people for the NHS PFS service or for any other aspects of the NHS PFS service.

(Schedule 2, paragraph 1)

Principle 2:

NHS PFS providers and pharmacist(s) must only use approved NHS PFS service publicity materials

7. NHS PFS providers **may only issue or display the publicity material and the patient information leaflet made available by Scottish Ministers** in respect of the NHS PFS service and the provision of the NHS PFS service to promote and raise public awareness of the service. Also, if listing the NHS PFS service on a services offered panel, pharmacy leaflet or website then the NHS PFS provider must not suggest that the service is exclusive to that pharmacy.

(Schedule 2, paragraph 2)

Principle 3:

NHS PFS providers and pharmacist(s) must always obtain the patient's or representative's consent to receive the NHS PFS service.

8. Obtaining a patient (or their representative's) agreement to receive the NHS PFS service is fundamental to the operation of the NHS PFS service. It is an optional service for patients, not mandatory. A patient signature is not required in undertaking the eligibility check prior to an NHS PFS consultation but the NHS PFS provider must ensure the patient consents to and wishes to receive the service.

(Schedule 2, paragraph 3))

9. Only under certain circumstances can someone else give consent to an NHS PFS consultation or treatment on the patient's behalf. These circumstances are where:

- The patient is under the age of 16 in which case, the parent or guardian would usually be the patient's representative
- Where the patient is the subject of a Power of Attorney or Guardianship Order which allows a named person to give consent.
- The patient is housebound and a representative is attending on their behalf.
- The patient is self-isolating or 'shielding' during the Covid-19 pandemic and a representative is attending on their behalf.
- The patient lives in a care home and a representative has contacted the pharmacy on their behalf.

(Schedule 4, paragraph 4.2.3)

Housebound Patients

10. Good practice requires that particular care is taken when providing an NHS PFS consultation to a patient who is housebound and has arranged a telephone consultation or NHS Near Me or for a representative to attend the pharmacy. The NHS PFS provider should ensure that any staff involved are suitably trained and competent to undertake this process.
11. An NHS PFS consultation by either telephone, NHS Near Me or with a representative on behalf of a housebound patient must be carried out in compliance with the directions (as described in paragraph 10 above). The detailed internal process for delivery of the NHS PFS service to a housebound patient should be included in a **Standard Operating Procedure** within the pharmacy (see also paragraph 23 of this Annex).
12. These good practice principles of providing the NHS PFS service to a housebound patient also apply where a person is self-isolating or shielding during the Covid-19 pandemic and a representative attends the pharmacy on their behalf.

(Schedule 4, paragraph 4.2.3)

Consultations

13. Other than NHS Near Me consultations, NHS PFS consultations conducted as part of an online service are not permitted. NHS PFS is designed primarily as a face to face service with consultations taking place in person in pharmacy premises. Telephone consultations or NHS Near Me consultations can be conducted on pharmacy premises but only where face to face consultations in person in pharmacy premises are not practicable such as in the following examples:
 - The patient is housebound
 - The patient is too ill to go to the pharmacy, or may have a contagious illness
 - The patient is resident in a care home
 - The patient is self-isolating or 'shielding' during the Covid-19 pandemic.

- The patient is unable to attend the pharmacy due to work, caring responsibilities or issues with transport. This list is not exhaustive and the pharmacist should make a reasoned assessment to the appropriateness of remote consultations.

*(Schedule 2, paragraph 5)
(Schedule 4, paragraph 4.3.1)*

**Principle 4:
NHS PFS providers and pharmacist(s) must always ascertain the patient's eligibility for the NHS PFS service.**

Patient Eligibility

14. An NHS PFS provider, pharmacist or member of pharmacy staff should ensure that the required check on a patient's eligibility is made prior to providing advice, supply or referral under the NHS PFS service.

(Schedule 2, paragraph 3)

(Schedule 4, paragraph 4.2.1)

15. If there is any doubt about a patient's eligibility then the pharmacist should use their professional judgement to determine whether it is appropriate to provide the NHS PFS service.

**Principle 5:
NHS PFS providers and pharmacist(s) should always record complete and accurate patient information**

The Electronic Recording of NHS PFS activity

16. Only once a patient or patient representative has given their agreement to receive the NHS PFS service, and appropriate eligibility checks have been carried out, can an NHS PFS provider, pharmacist or member of pharmacy staff provide the NHS PFS service
17. The following information is required to support the creation of an electronic patient record for NHS PFS service (PMR systems all support this through their eMAS and individual PGD modules):

- Full Name
- Address including postcode
- Date of birth
- Sex

18. The above fields are used to support identification of a patient's CHI Number. Every attempt must be made to search for, identify and accurately record a person's CHI Number. It is important that recorded information is complete and accurate.

(Schedule 2, paragraph 4)

19. Some people may not have a CHI number, in particular, persons not registered with a Scottish GP practice. In this case, the relevant Universal Claim Framework (UCF) service relating to 'Scottish Resident no registered GP' should be selected as this will not mandate the entry of a CHI or GP practice code.

20. A patient record must be established which includes as a minimum:

- person's name and address,
- a person's date of birth,
- where available, a person's CHI number,
- a person's sex
- where relevant, the GP practice at which the person is registered,

21. In addition, the following details are automatically generated in the patient record during the process of recording a consultation:

- the date of each NHS PFS consultation,
- the NHS PFS services provided to the person, to include—
 - information on whether advice, supply or onward referral was provided,
 - details of any treatment supplied, and
 - the name, quantity, form and strength of any product supplied.

(Schedule 2, paragraph 4)

22. In the case of a patient representative, it is good practice in each instance to note the name and address of the person who gave consent for the person to receive the service, and that representative's relationship to the person who is to receive the service, as part of the NHS PFS consultation record.

Principle 6:

NHS PFS providers and pharmacist(s) must at all times operate the NHS PFS service professionally and ethically and in the best interest of the patient

23. NHS PFS providers should ensure that there is a comprehensive Standard Operating Procedure (SOP) for the NHS PFS service which covers all aspects of service provision.

24. All providers of NHS services have a duty to use NHS resources responsibly and these should only be used in the best interest of the patient. In the case of the NHS PFS service, this includes claims made for the advice, supply and referral elements, covering remuneration for the provision of the service as well as reimbursement of the items dispensed and provided through the service.
25. NHS PFS providers are obliged to provide the right environment to allow pharmacists to provide professional clinical care as they consider appropriate to the patient.
26. The supply of a medicine should be in response to a patient consultation and only when it is the most clinically appropriate intervention.

The NHS PFS Approved List

27. NHS PFS providers should endeavour to adhere to the NHS PFS Approved List applied for that purpose by the relevant Health Board at all times. Only in very exceptional circumstances should a product not on the Approved List be supplied, for example:-
- PMR systems are yet to be updated to include any products that have recently been added to the NHS PFS Approved List.
 - A Serious Shortage Protocol or Scottish Serious Shortage Protocol is in place to enable the substitution of a product in short supply for an alternative product.
 - A MSAN circular has been issued about a known supply issue.
 - A product is out of stock in the pharmacy and NHS Boards have specifically provided instruction that it would be in the patient's best interests to supply an alternative product.
28. PMR systems will display a 'warning' message to ensure the user is aware they are trying to select a product that is not listed in the NHS PFS Approved List.
29. Where a patient has a preference for a product that is not listed in the NHS PFS Approved List, or where they wish to purchase a product instead of receiving it free of charge, the NHS PFS consultation should be claimed for but the supply of the product should be treated as a private sale and therefore not claimed as part of the NHS PFS service.

(Schedule 2, paragraph 8)
(Schedule 4, paragraph 5)

Post Payment Verification

30. As with all pharmacy payments, NHS PFS service claims will be subject to scrutiny by Practitioner Services' Payment Verification (PV) team. Any

anomalies or outliers will be investigated by PV and, where appropriate, will be referred to the relevant Health Board, and to NHSScotland Counter Fraud Services (CFS).

31. NHS PFS providers who submit an unsatisfactory response or fail to respond to payment verification enquiries may be considered for onward referral and/or financial recovery.
32. Where after suitable investigation an Health Board is satisfied that an NHS PFS provider has not provided the services in accordance with the 2020 Directions it can suspend payments for the NHS PFS service and recover those made in respect of any appropriate period(s).

(Schedule 4, paragraph 7.2)

**Pharmacy and Medicines Division
Chief Medical Officer Directorate
Scottish Government
June 2020**

Eligibility for NHS Pharmacy First Scotland (NHS PFS service)

The following persons are eligible for the service:

- a person registered with the Defence Medical services (even if they are a visitor to Scotland),
- a person registered on a permanent basis with a GP Practice in Scotland,
- a person registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland),
- a person who lives in Scotland,
- a person who is a gypsy or traveller in Scotland, or
- a person who is an asylum seeker in Scotland or a dependent of an asylum seeker in Scotland.

The following persons are not eligible:

- a visitor to Scotland (which has the meaning given in paragraph 2.2. of the 2020 Directions).

For the purposes of the operation of NHS PFS:

A **gypsy or traveller** is someone who is part of distinct groups – such as Roma, Romany Gypsies, Scottish and Irish Travellers – who consider the travelling lifestyle part of their ethnic identity.¹

An **asylum seeker** is someone who has lodged an application for international protection under the United Nations 1951 Refugee Convention or Article 3 of the European Convention on Human Rights, and is awaiting a decision from the (UK) Government.²

A **visitor** is someone who is away from their normal place of residence and who intends to stay in Scotland for less than 3 months. A person who is registered with a GP Practice in Scotland on a temporary basis and who is a visitor to Scotland under the 2020 Directions is not eligible to receive the service. A person in Scotland who is an asylum seeker, a dependent of an asylum seeker, a gypsy or traveller is not a visitor to Scotland for the purposes of the 2020 Directions

¹ <https://www.gov.scot/policies/gypsy-travellers/>

² <https://www.gov.scot/publications/new-scots-refugee-integration-strategy-2018-2022/pages/16/>

NHS Pharmacy First Scotland



Use of data

In order to provide the NHS Pharmacy First Scotland service and other relevant NHS services provided directly from a Community Pharmacy, this pharmacy will collect and retain data securely on individuals accessing the service.

Sharing data

The pharmacy is required to advise NHS National Services Scotland (NSS) when a consultation has been undertaken, if referral has been made to another healthcare provider and to provide details of any items supplied for a NHS Community Pharmacy supported service. This data is sent electronically, stored securely on a digital platform and enables NSS to calculate payment to the pharmacy for the service they have provided. NSS may also use this information to assure accurate payments and for the prevention and detection of fraud and share it with other bodies responsible for auditing or administering public funds.

Through the secure digital platform, NSS shares data with Public Health Scotland (PHS) to produce statistics which are used to assist in the provision and improvement of NHS services and improve the health of the people of Scotland. More details about these organisations is given below.

NHS National Services Scotland (NSS)

NSS is a public organisation created in Scotland under Section 10 of the National Health Service (Scotland) Act 1978. Practitioner Services is the business unit within NSS that provides services on behalf of Health Boards to support General Practitioners, Community Pharmacies and Dispensing Contractors, Dentists and Opticians delivering primary care across Scotland.

Public Health Scotland (PHS)

Public Health Scotland (PHS) is a national public health body established by Scottish Government and the Convention of Scottish Local Authorities (COSLA). As a partnership between national and local government, PHS enable and support local and national bodies to work together to improve health and wellbeing in communities.

Under EU and UK data protection law, PHS and NSS are joint Controllers and both organisations have equal access and responsibility to where the information is held securely to allow the delivery of their respective statutory obligations.

Where to get more information

If you want more information about this and other uses of data, you can:

- Read the NSS Practitioner Services Data Protection Notice available at <https://nhsnss.org/services/practitioner/data-protection>
- Read Public Health Scotland's Data Protection Notice available at <https://www.publichealthscotland.scot/our-privacy-notice/>
- Visit the NHS Inform website – How the NHS handles your personal health information at <https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/how-the-nhs-handles-your-personal-health-information>
- Contact your local health board – every health board has an NHS Data Protection Officer. Contact details are at - <https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/how-the-nhs-handles-your-personal-health-information#data>

NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978

HEALTH BOARD ADDITIONAL PHARMACEUTICAL SERVICES (NHS PHARMACY FIRST SCOTLAND) DIRECTIONS 2020

The Scottish Ministers in exercise of the powers conferred by sections 2(5), 27A, 27B, and 105(6) and (7) of the National Health Service (Scotland) Act 1978³, and all other powers enabling them to do so, give the following Directions.

1. Citation and commencement

1.1. These Directions may be cited as the Health Board Additional Pharmaceutical Services (NHS Pharmacy First Scotland) Directions 2020 and come into force on 29 July 2020.

2. Interpretation

2.1. In these Directions, unless the context otherwise requires—

“the Act” means the National Health Service (Scotland) Act 1978⁴,

“the 2009 Regulations” means the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009⁵,

“the 2012 Regulations” means the Human Medicines Regulations 2012⁶,

“the 2016 Directions” means the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Scotland) Directions 2016⁷,

“the 2017 Directions” means the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Inverclyde Pilot Extension) (Scotland) Directions 2017⁸,

“the 2018 Directions” means the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Scotland) Amendment Directions 2018⁹,

“the 2020 Directions” means the Health Board Additional Pharmaceutical Services (Minor Ailment Service) (Scotland) Amendment Directions 2020¹⁰,

“approved appliance” means an appliance which has been approved by the Practitioner and Counter Fraud Services Division of the Common Services Agency for provision under NHS PFS,

³ 1978 c.29; section 2(5) was amended by the National Health Service and Community Care Act 1990 (c.19), section 66(1) and schedule 9, paragraph 19(1); section 27A was inserted by the National Health Service (Primary Care) Act 1997 (c.46) (“the 1997 Act”), section 27(2); section 27B was inserted by the 1997 Act, section 28(2); section 105(7) was amended by the Health Services Act 1980 (c.53), section 25(3) and schedule 6, paragraph 5(1) and schedule 7, the Health and Social Services and Social Security Adjudications Act 1983 (c.41), section 29(1) and schedule 9, Part I, paragraph 24 and the Health Act 1999 (c.8), section 65 and schedule 4, paragraph 60. The functions of the Secretary of State were transferred to the Scottish Ministers by virtue of section 53 of the Scotland Act 1998 (c.46).

⁴ 1978 c.29.

⁵ S.S.I. 2009/183 amended by S.I. 2010/231, S.I. 2012/1479, S.I. 2012/1916 and S.I. 2013/235 and S.S.I. 2009/209, S.S.I. 2010/128, S.S.I. 2011/32, S.S.I. 2011/55, S.S.I. 2012/36, S.S.I. 2013/235, S.S.I. 2014/73, S.S.I. 2014/248, S.S.I. 2015/968, S.S.I. 2016/393, S.S.I. 2018/67, S.S.I. 2018/67, S.S.I. 2018/68 and S.S.I. 2019/284.

⁶ S.I. 2012/1916.

⁷ PCA (P)(2016) 12.

⁸ PCA (P)(2017) 2.

⁹ PCA (P)(2018) 5.

¹⁰ PCA (P)(2020) 6.

“common clinical condition” means a condition specified in a patient group direction which relates to the NHS PFS service,

“consultation” means—

- (a) a consultation in person,
- (b) a telephone consultation, or
- (c) an NHS Near Me consultation,

conducted in pharmacy premises by a pharmacist or a trained member of staff under the direct supervision of a pharmacist under the NHS PFS service,

“Defence Medical Services” means the medical services of the air force, army and navy of the United Kingdom, whose function is to provide primary and secondary healthcare to service personnel and entitled civilians,

“Drug Tariff” has the meaning provided in regulation 12 of the 2009 Regulations,

“eligible person” means a person who at the time of consultation falls within the following categories of person—

- (a) a person registered with the Defence Medical Services,
- (b) a person registered on a permanent basis with a GP practice in Scotland,
- (c) a person registered on a temporary basis with a GP practice in Scotland, or
- (d) a person living in Scotland,

except that a person who would be eligible by virtue of (c) or (d) is not an eligible person if that person is a visitor to Scotland and “eligible persons” shall be construed accordingly,

“Extended Minor Ailment Service” has the meaning provided in paragraph 3 of the 2017 Directions,

“general sale list medicine” or “GSL medicine” has the meaning given to “medicinal product subject to general sale” by regulation 5(1) of the 2012 Regulations,

“Minor Ailment Service” has the meaning provided in paragraph 3 of the 2016 Directions,

“NHS Near Me” means the NHS Near Me secure video consulting service¹¹,

“NHS Pharmacy First Scotland” or “NHS PFS” has the meaning provided in paragraph 3,

“NHS PFS provider” means a person with whom a Health Board has made arrangements for the provision of the NHS PFS service as described in paragraph 5.1,

“patient record” means an electronic record maintained for each recipient of an NHS PFS service in accordance with paragraph 4 of schedule 2,

“patient group direction” or “PGD” has the meaning given in regulation 213(1) of the 2012 Regulations,

¹¹ <https://www.nearme.scot/>

“pharmacist” means a person who is registered as a pharmacist in Part 1 or 4 of the register maintained under article 19 of the Pharmacy Order 2010¹² or the register maintained in pursuance of articles 6 and 9 of the Pharmacy (Northern Ireland) Order 1976¹³,

“pharmacy medicine” or “(P) medicine” has the meaning given to “pharmacy medicine” in regulation 5(5) of the 2012 Regulations,

“prescription only medicine” or “POM” has the meaning given to “prescription only medicine” in regulation 5(3) of the 2012 Regulations, and

“Yellow card reporting mechanism” means an arrangement set up for reporting adverse reactions to medicines to the Medicines and Healthcare products Regulatory Agency on pre-printed and postage paid yellow cards, to yellowcard@mhra.gov.uk, or to the online reporting site <https://yellowcard.mhra.gov.uk/>.

2.2. For the purposes of these Directions—

- (a) a person is registered on a permanent basis with a GP practice in Scotland if that person is—
 - (i) a registered patient in terms of the National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018¹⁴,
 - (ii) a registered patient in terms of the National Health Service (Primary Medical Services Section 17C Agreements) (Scotland) Regulations 2018¹⁵, or
 - (iii) otherwise registered (other than as a temporary resident) to receive primary medical services in terms of the Act,
- (b) a person is registered on a temporary basis with a GP practice in Scotland if that person is—
 - (i) a temporary resident in terms of the National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018,
 - (ii) a temporary resident in terms of the National Health Service (Primary Medical Services Section 17C Agreements) (Scotland) Regulations 2018, or
 - (iii) otherwise accepted or registered as a temporary resident to receive primary medical services in terms of the Act,
- (c) subject to sub-paragraph (d) a person is a visitor to Scotland if—
 - (i) the person is away from their normal place of residence or they are moving from place to place and are not for the time being resident in any place, and
 - (ii) they intend to stay in Scotland for less than 3 months,
- (d) a person is not a visitor to Scotland under sub-paragraph (c) if the person is in Scotland and is—

¹² S.I. 2010/231.

¹³ S.I. 1976/1213 (N.I. 22).

¹⁴ S.S.I. 2018/66.

¹⁵ S.S.I. 2018/67.

- (i) a gypsy or traveller,
 - (ii) an asylum seeker, or
 - (iii) a dependant of an asylum seeker, and
 - (e) a person living in Scotland includes a person in Scotland who is—
 - (i) a gypsy or traveller,
 - (ii) an asylum seeker, or
 - (iii) a dependant of an asylum seeker.
- 2.3. Other words and phrases used in these Directions have the same meaning as they have in the Act and in the 2009 Regulations.
- 2.4. Any reference in these Directions to—
- (a) a numbered paragraph, is a reference to a paragraph bearing that number in these Directions,
 - (b) to a numbered schedule is a reference to a schedule of these Directions, and
 - (c) to a numbered paragraph of a numbered schedule, is a reference to a paragraph bearing that number in the schedule bearing that number.

3. **Description of NHS Pharmacy First Scotland**

3.1. NHS Pharmacy First Scotland is a service for the provision of pharmaceutical care to persons who are eligible to receive the NHS PFS service by a person who is authorised to provide the NHS PFS service in terms of paragraph 5 and, where appropriate, advice, treatment or onward referral by that person to another healthcare practitioner.

3.2. The services which comprise NHS PFS are specified in schedule 1 and schedule 4.

4. **Health Board duty to arrange for the NHS Pharmacy First Scotland service**

4.1. Until otherwise directed, Health Boards are required to arrange for the provision of the NHS PFS service for persons in their area as additional pharmaceutical services.

4.2. Health Boards must inform NHS PFS providers of the approved list of products or prescribing guidelines that apply to the provision of the NHS PFS service in their area as additional pharmaceutical services. The products that a Health Board may include on the NHS PFS approved list are—

- (a) (P) medicines and GSL medicines that are not listed in directions given by the Scottish Ministers under section 17N(6) of the Act¹⁶ as to drugs, medicines or other substances which may or may not be ordered for a patient in the provision of primary medical services,
- (b) dressings and appliances from Part 2 of the Drug Tariff,
- (c) approved appliances from Part 3 of the Drug Tariff, and

¹⁶ 1978 c.29. Section 17N was inserted by the Primary Medical Services (Scotland) Act 2004 (asp 1), section 4.

- (d) any POMs that are detailed in a PGD in relation to NHS PFS.

5. Persons authorised to provide the NHS Pharmacy First Scotland service

5.1. Health Boards may only enter into arrangements for the provision of the NHS PFS service with:

- (a) a pharmacist, or
- (b) a person other than a pharmacist who, by virtue of section 69 of the Medicines Act 1968¹⁷, is taken to be a person lawfully conducting a retail pharmacy business in accordance with that section,

and, in the case of (a) and (b) who—

- (i) is on the pharmaceutical list maintained by the Health Board in terms of regulation 5 of the 2009 Regulations¹⁸, and
- (ii) undertakes that all services provided under the NHS PFS service will be provided either by or under the direct supervision of a pharmacist.

6. Compliance and Conditions

6.1. The arrangements made by a Health Board in accordance with paragraphs 4 and 5 must include the imposition of the terms and conditions specified in schedule 2, with which the NHS PFS provider must comply.

6.2. Where an NHS PFS provider requires a pharmacist to provide an NHS PFS service, the NHS PFS provider has ultimate responsibility for ensuring that the NHS PFS service is provided in accordance with these Directions.

7. Payment for the provision of the NHS PFS service

7.1. Remuneration for the provision of the NHS PFS service will be paid at nationally negotiated rates as set out in the Drug Tariff and in accordance with schedule 3 of these Directions.

7.2. The prices and methodology for calculating reimbursements to an NHS PFS provider for any products that the NHS PFS provider supplies to eligible persons in connection with providing the NHS PFS service will be in accordance with the provisions set out in Part 1 of the Drug Tariff.

8. Revocations, savings and transitional provisions

8.1. Subject to paragraphs 8.2 and 8.3, these Directions revoke and supersede—

- (a) the 2016 Directions,
- (b) the 2017 Directions,
- (c) the 2018 Directions, and
- (d) the 2020 Directions.

¹⁷ 1968 c.67. Section 69 was amended by the Statute Law (Repeals) Act 1993 (c.50), schedule 1, Part XII, paragraph 1 and S.I. 2007/289, S.I. 2007/3101 and S.I. 2010/231.

¹⁸ S.S.I. 2009/183. Relevantly amended by S.S.I. 2011/32 and S.S.I. 2014/148.

- 8.2. The 2017 Directions and the 2016 Directions as amended by the 2018 Directions and the 2020 Directions shall continue to apply in respect of any Minor Ailment Service or Extended Minor Ailment Service provided on or before 28 July 2020.
- 8.3. Where an NHS PFS provider supplies a product on or before 1 October 2020 under the NHS PFS service which is not on the NHS PFS approved list of products for their area but which is on the Health Board Minor Ailment Service formulary or Extended Minor Ailment Service formulary for their area—
- (a) the NHS PFS provider will be reimbursed in accordance with the provisions set out in Part 17 of the Drug Tariff, and
 - (b) any provisions in the 2017 Directions or the 2016 Directions as amended by the 2018 Directions and the 2020 Directions which relate to the products which can be included on the relevant Health Board Minor Ailment Service formulary or Extended Minor Ailment Service formulary will continue to apply for this purpose.

[Insert signing block]

NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978

HEALTH BOARD ADDITIONAL PHARMACEUTICAL SERVICES (NHS PHARMACY FIRST SCOTLAND) DIRECTIONS 2020

SCHEDULE 1

SERVICE TO BE PROVIDED AS AN NHS PHARMACY FIRST SCOTLAND SERVICE

The service comprises a consultation with a pharmacist or with a trained member of staff under the direct supervision of a pharmacist and advice on the condition(s) that the eligible person or eligible person's representative presents, information and advice about appropriate self-care measures in respect of the condition(s) and, where the pharmacist or trained member of staff under the direct supervision of a pharmacist considers it appropriate, the supply of medicines, dressings or appliances for its treatment. Where the pharmacist or trained member of staff under the direct supervision of a pharmacist considers the condition is one that requires to be considered by another healthcare practitioner or service (e.g. a GP or an accident and emergency service), the pharmacist or trained member of staff under the direct supervision of a pharmacist will refer the eligible person to that person or service.

NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978

HEALTH BOARD ADDITIONAL PHARMACEUTICAL SERVICES (NHS PHARMACY FIRST SCOTLAND) DIRECTIONS 2020

SCHEDULE 2

TERMS AND CONDITIONS OF THE PROVISION OF AN NHS PHARMACY FIRST SCOTLAND SERVICE

1. An NHS PFS provider must not offer any incentives or inducements or set targets for employee pharmacists or staff to recruit people for the NHS PFS service or for any other aspects of the service.
2. An NHS PFS provider may only issue or display the publicity material and patient information leaflet made available by Scottish Ministers in respect of NHS PFS and the provision of the NHS PFS service to promote and raise public awareness of the service.
3. Where a person wishes to receive the service, an NHS PFS provider must—
 - (a) confirm that the person is an eligible person,
 - (b) ensure that the person's, or their representative's agreement to receive the service has been obtained, and
 - (c) ensure that a patient record is established.
4. For the purposes of the NHS PFS service the "patient record" is a pharmacy retained electronic record that as a minimum must include—
 - (a) a person's name and address,
 - (b) a person's date of birth,
 - (c) where available, a person's CHI number,
 - (d) a person's sex,
 - (e) where relevant, the GP practice at which the person is registered,
 - (f) the date of each NHS PFS consultation,
 - (g) the NHS PFS services provided to the person, to include—
 - (i) information on whether advice, treatment or onward referral was provided,
 - (ii) details of any treatment provided, and
 - (iii) the name, quantity, form and strength of any product supplied.
5. Other than NHS Near Me consultations, the NHS PFS service must not be provided as an online service or as part of any online service.
6. Subject to the provisions of any regulations made under section 69 of the Act, all drugs, containers and appliances supplied for the NHS PFS service must be supplied free of charge.
7. An NHS PFS provider is to use an electronic system approved by the Scottish Ministers to record details of a consultation where a person—

- (a) receives advice,
 - (b) is supplied with medicines, dressings or appliances for treatment purposes, or
 - (c) is referred to another healthcare practitioner.
8. Where an NHS PFS provider supplies medicines, dressings or appliances, the provider must have regard to any approved list of products that the Health Board applies.
9. The products that may be supplied under the NHS PFS service are—
 - (a) (P) medicines and GSL medicines that are not listed in directions given by the Scottish Ministers under section 17N(6) of the Act¹⁹ as to drugs, medicines or other substances which may or may not be ordered for a patient in the provision of primary medical services,
 - (b) dressings and appliances from Part 2 of the Drug Tariff,
 - (c) approved appliances from Part 3 of the Drug Tariff,
 - (d) any POMs that are detailed in a PGD in relation to NHS PFS.
10. The supply of medicines, dressings or appliances is to be performed by or under the direct supervision of a pharmacist.
11. The pharmacist referred to in paragraph 10 must not be one—
 - (a) who has been disqualified under section 29B(2) of the Act²⁰,
 - (b) who is suspended by direction of the Tribunal, or
 - (c) who is the subject of a corresponding decision in England, Wales or Northern Ireland.
12. In providing the NHS PFS service, an NHS PFS provider must do so—
 - (a) in compliance with all procedures and processes described in the service specification included at schedule 4 of these Directions,
 - (b) having regard to and, where required, in compliance with guidance that is from time to time produced by the Scottish Ministers, and
 - (c) in conformity with the standards generally accepted in the pharmaceutical profession.
13. The requirement for a complaints procedure under paragraphs 12 and 13 of schedule 1 of the 2009 Regulations applies to the provision of the NHS PFS service.
14. The requirement for record keeping under paragraph 14 of schedule 1 of the 2009 Regulations applies to the provision of the NHS PFS service.
15. An NHS PFS provider must ensure that—

¹⁹ 1978 c.29. Section 17N was inserted by the Primary Medical Services (Scotland) Act 2004 (asp 1), section 4.

²⁰ 1978 c.29. Section 29B was inserted by the Health Act 1999 (c.8), section 58(1) and amended by the Smoking, Health and Social Care (Scotland) Act 2005 (asp 13), section 26(4) and schedule 3, paragraph 1.

- (a) where that NHS PFS provider is an individual, that they provide the NHS PFS service in accordance with these Directions, or
- (b) where an NHS PFS provider requires a pharmacist to provide an NHS PFS service, that the pharmacist provides the NHS PFS service in accordance with these Directions.

NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978

HEALTH BOARD ADDITIONAL PHARMACEUTICAL SERVICES (NHS PHARMACY FIRST SCOTLAND) DIRECTIONS 2020

SCHEDULE 3

PAYMENT FOR THE NHS PHARMACY FIRST SCOTLAND SERVICE

1. Where an NHS PFS provider complies fully with these Directions, payment for the provision of an NHS PFS service will be paid monthly in arrears at the rates set out in the Drug Tariff.
2. Claims for payment for consultations, treatment and referrals are to be made electronically and submitted to Practitioner and Counter Fraud Services Division of the Common Services Agency (NHS National Services Scotland).
3. Health Boards will be entitled to take such reasonable steps as are necessary to ensure that NHS PFS providers are—
 - (a) providing the NHS PFS service as specified in schedule 1 and complying with the provisions of schedules 2 and 4, and
 - (b) only displaying the agreed patient information leaflets and publicity materials made available by the Scottish Ministers in respect of NHS PFS.
4. Payments made to NHS PFS providers for providing an NHS PFS service will be subject to post-payment verification checks and investigation by the Common Services Agency.
5. Where after suitable investigation a Health Board is satisfied that an NHS PFS provider is not providing the services listed in schedule 1 and/or complying with the provisions of schedules 2 and 4, but is receiving payment in terms of this schedule and the rates set out in the Drug Tariff, it may (without prejudice to any other action which may be open to it)—
 - (a) write to the NHS PFS provider advising of the conclusion reached by the investigation,
 - (b) inform the NHS PFS provider that payments will be stopped with immediate effect,
 - (c) recover any payments made to the provider under this schedule and the Drug Tariff in respect of any period(s) when the NHS PFS provider was not providing the services specified in schedule 1 and/or complying with the provisions of schedule 2 and 4, and
 - (d) in exceptional circumstances, such as deliberate or repeated non-compliance with the provisions of schedule 2 and 4, withdraw the service from the NHS PFS provider and notify the General Pharmaceutical Council.

NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978

HEALTH BOARD ADDITIONAL PHARMACEUTICAL SERVICES (NHS PHARMACY FIRST SCOTLAND) DIRECTIONS 2020

SCHEDULE 4

NHS PHARMACY FIRST SCOTLAND SERVICE SPECIFICATION

1. Introduction

- 1.1. The NHS PFS provider and any pharmacist(s) providing an NHS PFS service on behalf of an NHS PFS provider must—
- (a) familiarise themselves with the requirements of these Directions, and
 - (b) provide the NHS PFS service in compliance with the requirements of these Directions.
- 1.2. The terms and conditions of the provision of the NHS PFS service apply to each NHS PFS provider in accordance with paragraph 6.1 of the Directions. The pharmacist also has a professional responsibility to ensure the ethical provision of the service and that it is provided in the best interests of the eligible person at all times.

2. Service Aim and Objectives

- 2.1. The aim of NHS PFS is to support the provision of direct pharmaceutical care on behalf of the NHS by pharmacists to members of the public presenting with a minor illness or common clinical condition.
- 2.2. The core objectives for NHS PFS are to—
- (a) improve access to healthcare consultations, advice, medicines and appliances for minor illnesses and common clinical conditions,
 - (b) promote pharmaceutical care through the community pharmacy setting,
 - (c) assist in managing the demand on the time of other members of the primary healthcare team by shifting the balance of care from GPs and nurses to community pharmacists where appropriate, and
 - (d) identify patients who need onward referral to other NHS services.

3. Service Description

- 3.1. NHS PFS allows eligible persons to use their community pharmacy as the first port of call for the consultation and treatment of minor illnesses or common clinical conditions. The pharmacist advises, treats or refers the patient according to their needs.

4. Service components

4.1. Eligibility

- 4.1.1. A person is eligible for the NHS PFS service where they are a person who at the time of consultation comes within the categories of person defined as an “eligible person” in paragraph 2 of the Directions.

4.2. ***Provision of the NHS Pharmacy First Scotland service***

- 4.2.1. The pharmacist providing the NHS PFS service must check that the person is eligible for the service.
- 4.2.2. Provision of a service under the NHS PFS service is not permitted without direct contact by an eligible person or the eligible person's representative.
- 4.2.3. A representative seeking provision of a service under the NHS PFS service on behalf of an eligible person must have the appropriate authority to provide consent on behalf of the eligible person.

4.3. ***NHS Pharmacy First Scotland Consultation***

- 4.3.1. Care provided through NHS PFS includes the presentation, assessment and treatment of symptoms. The pharmacist confirms the eligibility of the person for the NHS PFS service, assesses the person and considers the most appropriate course(s) of action, the counselling and advice needs and any requirements for follow up or referral. The consultation must be provided by the pharmacist or by trained staff under the direct supervision of the pharmacist. Telephone consultations and NHS Near Me consultations must be conducted in pharmacy premises, within the NHS PFS provider's contracted opening hours and are only permitted where consultations in person in pharmacy premises are not practicable. Consultations conducted online or as part of any online service, other than NHS Near Me consultations, are not permitted.
- 4.3.2. An eligible person should normally present with a symptom(s) in person or, occasionally, a representative may present on their behalf. For example, a parent or guardian could attend an NHS PFS consultation on behalf of a child. If an adult is housebound due to an illness, frailty or disability, a relative or friend may attend a consultation on their behalf.
- 4.3.3. Where the eligible person is not present or where an eligible person requests a telephone or NHS Near Me consultation, the pharmacist must use their professional judgement to determine what, if any, advice or treatment can be provided without seeing the eligible person in person.
- 4.3.4. The pharmacist assesses the symptoms in order to ascertain and consider information which helps them to determine the cause and severity of the presenting condition and determine the most appropriate course of action. This includes the differentiation between common illness and major disease. This helps the pharmacist to decide on the most appropriate form of action.
- 4.3.5. In some instances the only course of action required is to provide advice to the eligible person. This may also include aspects of healthy lifestyle advice.
- 4.3.6. When the pharmacist decides that the most appropriate action is to treat the presenting condition(s) they will then decide on the course of treatment they wish to recommend for the eligible person. The supply of a medicine, dressing or appliance should be in response to a consultation and only provided when it is the most clinically appropriate intervention.
- 4.3.7. The pharmacist will also establish the counselling and advice needs of the eligible person. This includes explaining what to expect from their condition, what treatment is being prescribed for them, how to use that treatment, any follow up and how to avoid future episodes. This process is underpinned by the *CRAG Counselling and Advice Guidelines*²¹.
- 4.3.8. The requirement to refer an eligible person to a GP is, in most instances, obvious when assessing the condition. Pharmacists and GPs should agree locally the circumstances when and procedure by which an eligible person requiring to be seen quickly can be referred and this should be supported using either a verbal or written referral request. Eligible persons may also self-refer to their GP.

²¹ <https://www.gov.scot/publications/counselling-advice-medicines-appliances-community-pharmacy-practice/>

- 4.3.9. The NHS PFS consultation enables the pharmacist to identify and agree a shared outcome or a set of outcomes with the eligible person. This happens as a result of the systematic approach applied to the NHS PFS service.
- 4.3.10. The pharmacist also considers the requirement or need for any further follow up. Follow up involves looking for signs that the condition is improving and that there is no deterioration. This is carried out by the eligible person with any necessary information or support provided by the pharmacist or a member of their support staff.

5. NHS PFS approved list of products

- 5.1. The products that may be supplied under the NHS PFS service by the pharmacist are listed in the approved list applied for that purpose by the Health Board.
- 5.2. The applicable Health Board approved list may include any of the products which are available for provision under the NHS PFS service, as specified in paragraph 9 of schedule 2 of the Directions.
- 5.3. Where a pharmacist providing an NHS PFS service considers it appropriate to provide a product which is not listed on the applicable Health Board approved list, but is a product which may be provided under the NHS PFS service, the pharmacist may do so. This includes, wherever possible, prescribing on a generic basis. The supply of a medicine should be in response to a patient consultation and only when it is the most clinically appropriate intervention.
- 5.4. NHS PFS is subject to the same prescribing support from the Health Board as other clinical services.

6. Administration and record keeping

- 6.1. The patient record must be used for each contact with an eligible person, recording whether they received a consultation, advice, a treatment or were referred to another health care professional.
- 6.2. Where appropriate, this information is to be annotated into the eligible person's medication record on the pharmacy patient medication record (PMR) system.
- 6.3. In the case of adverse reactions the pharmacist must consider whether there is a need to report any adverse drug reactions to the Committee on Safety of Medicines Scotland (CSM) through the Yellow Card reporting mechanism.
- 6.4. Claims for all consultations, treatment, and referrals must be submitted to Practitioner and Counter Fraud Services Division in accordance with the requirements set out in paragraph 2 of schedule 3 of the Directions.

7. Remuneration

7.1. *General*

- 7.1.1. The NHS PFS provider is remunerated for consultation, treatment and referral in accordance with the Drug Tariff.
- 7.1.2. The NHS PFS provider is reimbursed for any product supplied in line with the applicable approved list or prescribing guidelines. Part 7B of the Drug Tariff clarifies the pricing of certain items when prescribed generically.

7.2. *Post Payment Verification*

- 7.2.1. As with all pharmacy payments, NHS PFS claims will be subject to scrutiny by Practitioner and Counter Fraud Services' Payment Verification ("PV") team. Any anomalies or outliers will be

investigated by PV and, where appropriate, will be referred to the relevant Health Board and to NHS Scotland Counter Fraud Services (“CFS”).

- 7.2.2. NHS PFS providers who submit an unsatisfactory response to payment verification enquiries may be considered for onward referral.
- 7.2.3. Where after suitable investigation a Health Board is satisfied that an NHS PFS provider has not provided NHS PFS services in accordance with these Directions it can suspend payments for the NHS PFS service and recover those made in respect of any appropriate period(s).

8. Training

- 8.1. A pharmacist providing an NHS PFS service must practise within their own competency.
- 8.2. It is the responsibility of the NHS PFS provider to ensure that the pharmacy is able to offer the NHS PFS service as contracted at all times of opening. The NHS PFS provider must ensure that all staff providing the NHS PFS service on their behalf, e.g. locums, have the competencies to deliver the service.
- 8.3. The pharmacist and the NHS PFS provider providing the service must be aware of and operate within the national service specifications, local guidelines, including guidelines on an NHS PFS approved list of products, and PGDs in relation to NHS PFS.
- 8.4. The NHS PFS provider must ensure that any pharmacist (including the provider, if applicable) and other staff involved in providing the NHS PFS service for or on behalf of the provider undertake such training as the Health Board may require. The NHS PFS provider must ensure that records are kept of all training completed for this purpose.

9. Information leaflets

- 9.1. National and local publicity initiatives and information leaflets prepared and/or approved by the Scottish Ministers are used to raise public awareness of the service.



**NHS Pharmacy First Scotland
Approved List of products**

1st Edition: 25th June 2020

Review Date: 25th June 2021

NHS Pharmacy First Scotland: Approved list of products

Introduction

The Scottish Government NHS Circular [PCA2020\(P\)13](#), first published in June 2020, details the launch of NHS Pharmacy First Scotland. The circular encloses the legal Directions, service specification and operational support documents which together outline how the service should operate.

This approved list of products has been developed by representatives of all 14 NHS Health Boards with input from Community Pharmacy Scotland and other key stakeholders. It details the limited list of items which may be supplied to eligible patients following a consultation in response to presenting symptoms. **Wherever possible, providing lifestyle advice and support to manage minor conditions should be the preferred course of action**, with treatment supplied and referrals made only where necessary. With the exception of sections 10.1 (Skin: Eczema and allergy) and 6 (Urinary Tract PGDs), the items detailed in the Approved List can be supplied across all NHS Boards. In sections 10.1 and 6.1, each NHS Board has indicated the approved items which may be supplied by community pharmacy teams in their area.

The medicines listed should be used within their GSL or P licensed indication, and the POM products listed should only be used under the terms of the relevant Patient Group Directions (PGDs). The approved list serves only to detail the treatments available under the service – the Pharmacist must use their own professional judgement at all times to determine the best course of action for each patient. Only those specific items and pack sizes which appear on this list will be reimbursed if supplied under the NHS Pharmacy First Scotland service. Where a patient wishes to use a particular product which does not appear on the Approved List and the Pharmacist agrees that this is safe and appropriate, the patient may purchase that product.

The Approved List is arranged according to BNF category, with products within each category listed alphabetically. Selection of products should be based on the Pharmacist's assessment of clinical appropriateness for each individual patient. However, where there is a clear first-line choice of treatment this is indicated.

A new section of the [Scottish Drug Tariff](#), Part 17, is under development and will host the approved list of products.

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1 1. Gastrointestinal System			
1.1 Dyspepsia and Gastro-oesophageal reflux			
1st Line	Co-magaldrox 195mg/220mg/5ml oral suspension sugar free	Pack Size	500ml
1st Line	Peptac Liquid Aniseed	Pack Size	500ml
1st Line	Peptac Liquid Peppermint	Pack Size	500ml
2nd Line	Ranitidine 75mg tablets	Pack Sizes	6, 12
1.2 Gripes/Colic/Wind Pain			
	Simeticone 40mg/ml oral suspension	Pack Size	50ml
1.3 Irritable Bowel Syndrome			
	Mebeverine 135mg Tablets	Pack Size	15
1.4 Acute Diarrhoea			
1st Line	Dioralyte oral powder sachets	Pack Size	6
1st Line	Rehydration Treatment granules 4.87g	Pack Size	6
2nd Line	Loperamide 2mg capsules	Pack Sizes	8, 12
1.5 Constipation			
	Ispaghula husk 3.5g effervescent granules sachets gf sf	Pack Sizes	10, 30
	Ispaghula husk 3.5g oral powder sachets	Pack Sizes	10, 30
	Macrogol compound oral powder sachets NPF sugar free	Pack Sizes	20, 30
	Bisacodyl 5mg gastro-resistant tablets	Pack Sizes	10, 20
	Docusate 100mg caps	Pack Size	30
	Glycerol 1g suppositories	Pack Size	12
	Glycerol 2g suppositories	Pack Size	12
	Glycerol 4g suppositories	Pack Size	12
	Senna 7.5mg tablets	Pack Size	20
	Senna 7.5mg/5ml oral solution	Pack Size	150ml
	Lactulose 3.1-3.7g/5ml oral solution	Pack Sizes	300ml, 500ml
1.6 Haemorrhoids			

	Anusol Cream	Pack Size	23g
	Anusol HC Ointment	Pack Size	15g
	Anusol HC suppositories	Pack Size	12
	Anusol Ointment	Pack Size	25g
	Anusol suppositories	Pack Size	12

2 2. Respiratory

2.1 Allergy (for topical preparations see sections 2.4 (nasal allergy) and 7.2 (eye))

	Cetirizine 10mg tablets	Pack Size	30
	Cetirizine 1mg/ml oral solution	Pack Size	200ml
	Chlorphenamine 4mg tablets	Pack Size	30
	Chlorphenamine oral solution 2mg/5mL	Pack Size	150ml
	Loratadine 10mg tablets	Pack Size	30
	Loratadine 5mg/5mL oral solution	Pack Size	100ml

2.2 Cough

	Simple linctus Paediatric sugar free	Pack Size	200ml
	Simple Linctus sugar free	Pack Size	200ml

2.3 Nasal Congestion

	Pseudoephedrine 30mg/5mL Oral Solution	Pack Size	100ml
	Pseudoephedrine hydrochloride 60mg tablets	Pack Size	12
	Sodium chloride 0.9% nasal drops	Pack Size	10ml

2.4 Nasal Allergy

	Beclometasone nasal spray 50micrograms/dose	Pack Sizes	100 doses, 180 doses
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3 3. Central Nervous System

3.1 Travel sickness

	Cinnarizine 15mg tablets	Pack Size	15
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	Hyoscine hydrobromide 150micrograms tablets	Pack Size	up to 12
	Hyoscine hydrobromide 300micrograms tablets	Pack Size	up to 12
3.2 Analgesics and Antipyretics			
	Paracetamol 120mg/5ml oral suspension paediatric sugar free	Pack Sizes	100ml, 200ml
	Paracetamol 250mg/5mL oral suspension sugar free	Pack Size	100ml, 200ml
	Paracetamol 500mg tablets	Pack Size	32
3.3 Migraine and associated Symptoms			
	Aspirin dispersible 300mg tablets	Pack Size	32
	Aspirin tablets 300mg	Pack Size	32
	Prochlorperazine 3mg buccal tablets	Pack Size	8
	Sumatriptan 50mg tablets	Pack Size	2

4 4. Musculoskeletal & Joint

4.1 Musculoskeletal & Joint			
	Ibuprofen 100mg/5mL oral suspension sugar free	Pack Sizes	100ml, 200ml
	Ibuprofen 200mg tablets	Pack Size	24
	Ibuprofen 400mg tablets	Pack Size	24
	Ibuprofen 5% gel	Pack Sizes	30g, 50g
	Paracetamol 120mg/5ml oral suspension paediatric sugar free	Pack Sizes	100ml, 200ml
	Paracetamol 250mg/5mL oral suspension sugar free	Pack Sizes	100ml, 200ml
	Paracetamol 500mg tablets	Pack Size	32

5 5. Infections

5.1 Vaginal Candidiasis			
	Clotrimazole 1% cream	Pack Size	20g
	Clotrimazole 500mg pessaries	Pack Size	1
	Fluconazole 150mg capsule	Pack Size	1
5.2 Fungal Skin Infections (not nail)			
	Clotrimazole 1% and hydrocortisone 1% cream	Pack Size	15g
	Miconazole 2% and hydrocortisone 1% ointment	Pack Size	15g

	Miconazole 2% cream	Pack Size	15g
	Terbinafine 1% cream	Pack Size	7.5g
5.3 Preparations for warts and verrucae			
	Occlusal 26% Solution	Pack Size	10ml
	Salactol Paint	Pack Size	10ml
5.4 Cold sores			
	Aciclovir cream 5%	Pack Size	2g
5.5 Threadworm			
	Mebendazole 100mg chewable tablets sugar free	Pack Sizes	1, 2
	Mebendazole 100mg/5ml oral suspension	Pack Size	30ml
5.6 Headlice			
	Dimeticone 4% lotion	Pack Sizes	50ml, 150ml
	Dimeticone 4% cutaneous spray	Pack Size	120ml
	Nitcomb - M2	Pack Size	1
	Nitcomb - S1	Pack Size	1
	Nitty Gritty Nit Free	Pack Size	1
5.7 Scabies			
	Malathion 0.5% aqueous liquid	Pack Size	50ml, 200ml
	Permethrin 5% cream	Pack Size	30g
5.9 Impetigo			
1st Line:	Fusidic acid 2% cream (PGD)	Pack Size	15g
2nd Line:	Hydrogen peroxide 1% (Crystacide)	Pack Size	40g

6 6. Urinary Tract

Uncomplicated Female UTI

Local Formulary choices – UTI PGDs

Please refer to your NHS Board for further details on e.g. how to access test results required for Nitrofurantoin PGDs.

NHS Board	1st Line	2nd Line
Ayrshire and Arran	Trimethoprim	N/A
Borders	Trimethoprim	Nitrofurantoin
Dumfries and Galloway	Trimethoprim	N/A
Fife	Trimethoprim	Nitrofurantoin
Forth Valley	Trimethoprim	Nitrofurantoin
Greater Glasgow and Clyde	Trimethoprim	Nitrofurantoin
Grampian	Trimethoprim	N/A
Highland	Trimethoprim	Nitrofurantoin
Lanarkshire	Trimethoprim	N/A
Lothian	Trimethoprim	Nitrofurantoin

Orkney	Trimethoprim	Nitrofurantoin
Shetland	Trimethoprim	N/A
Tayside (access to test results in pharmacy)	Nitrofurantoin	Trimethoprim
Tayside (no access to test results except via GP or OOH)	Trimethoprim	Nitrofurantoin
Western Isles	Trimethoprim	N/A

Nitrofurantoin 50mg tablets	Pack Size	28
Nitrofurantoin 100mg modified-release capsules	Pack Size	14
Trimethoprim 100 mg tablets	Pack Size	28
Trimethoprim 200 mg tablets	Pack Size	6
Trimethoprim 200 mg tablets	Pack Size	14
Sodium citrate 4g oral granules sachets	Pack Size	6
Sodium citrate 4g oral powder sachets	Pack Size	6
Potassium citrate 3g granules sachets sugar free	Pack Size	6

7 7. Eye

7.1 Infected Eye

Chloramphenicol 0.5% eye drops	Pack Size	10ml
Chloramphenicol 1% eye ointment	Pack Size	4g

7.2 Inflammation of Eye

Carbomer 980 0.2% eye gel	Pack Size	10g
Hilo Night eye ointment preservative free	Pack Size	5g
Hypromellose 0.3% eye drops	Pack Size	10ml
Xailin Night eye ointment preservative free	Pack Size	5g
Sodium cromoglicate 2% eye drops	Pack Sizes	5ml, 10ml

8 8. Ear

8.1 Removal of Ear Wax

1st Line: Olive oil ear drops	Pack Size	10ml, 15ml
2nd Line: Sodium Bicarbonate 5% Ear Drops	Pack Size	10ml

9 9. Mouth

9.1 Oral Ulceration and Inflammation

Benzydamine 0.15% oromucosal spray sugar free	Pack Size	30ml
Benzydaminie 0.15% mouthwash sugar free	Pack Size	300ml
Chlorhexidine gluconate 0.2% mouthwash	Pack Size	300ml

	Anbesol liquid	Pack Size	6.5ml
	Hydrocortisone mucoadhesive buccal tablets 2.5mg	Pack Size	20
	Orabase Paste	Pack Size	30g
9.2 Oral Thrush			
	Miconazole 2% w/w oral gel	Pack Size	15g

10 10. Skin

10.1 Eczema and Allergy

NHS Ayrshire & Arran

Emollients:

	Aveeno Cream	Pack Sizes	100ml, 300ml
	Doublebase gel	Pack Sizes	100g, 500g
	Epaderm Ointment	Pack Sizes	125g, 500g, 1kg
	Hydromol Ointment	Pack Sizes	125g, 500g, 1kg
	Liquid paraffin 50% / White soft paraffin 50%	Pack Size	500g
	QV Cream	Pack Sizes	100g, 500g
	Zerobase Cream	Pack Sizes	50g, 500g

Emollient bath and shower additives:

	Hydromol bath and shower emollient	Pack Sizes	350ml, 500ml
	QV bath oil	Pack Sizes	200ml, 500ml
	QV Gentle wash	Pack Sizes	250ml, 500ml

Bath/shower preparations with antimicrobials:

	Dermol 500 lotion	Pack Size	500ml
	Dermol 600 Bath Emollient	Pack Size	600ml
	Oilatum plus bath additive	Pack Size	500ml

NHS Borders

Emollients:

	Aquamax cream	Pack Size	500g
	Cetraben cream	Pack Sizes	50g, 150g, 500g, 1050g
	Doublebase Dayleve gel	Pack Sizes	100g, 500g
	Emollin spray	Pack Size	240ml

	Hydromol intensive	Pack Sizes	30g, 100g
	Hydromol ointment	Pack Sizes	125g, 500g, 1kg
	Liquid paraffin 50% / White soft paraffin 50%	Pack Size	500g
	QV Cream	Pack Sizes	100g, 500g
	QV Lotion	Pack Size	500ml
<i>Emollient bath and shower additives:</i>			
	Doublebase emollient shower gel	Pack Size	200g
	Hydromol bath and shower emollient	Pack Size	500ml
	QV Gentle Wash	Pack Sizes	250ml, 500ml
<i>Bath/shower preparations with antimicrobials:</i>			
	Balneum Plus	Pack Size	500ml
	Dermol 200 shower emollient	Pack Size	200ml
	Dermol 500 lotion	Pack Size	500ml
	Dermol 600 Bath Emollient	Pack Size	600ml

NHS Dumfries & Galloway			
<i>Emollients:</i>			
1st Line	Epimax Original Cream	Pack Size	500g
1st Line	ExoCream	Pack Size	500g
1st Line	Isomol Gel	Pack Size	500g
2nd Line	QV Cream	Pack Sizes	100g, 500g
2nd Line	WSP 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
2nd Line	Hydromol ointment	Pack Sizes	125g, 500g, 1kg
<i>Emollient bath and shower additives:</i>			
1st Line	Emulsifying ointment	Pack Sizes	100g, 500g
2nd Line	Hydromol bath and shower	Pack Size	500ml
2nd Line	QV Gentle wash	Pack Sizes	250ml, 500ml
<i>Bath/shower preparations with antimicrobials:</i>			
	Dermol 200 shower emollient	Pack Size	200ml
	Dermol 600 bath emollient	Pack Size	600ml

NHS Fife			
<i>Emollients:</i>			
1st Line	Oilatum cream	Pack Sizes	150g, 500ml

1st Line	QV Cream	Pack Sizes	100g, 500g
1st Line	QV Lotion	Pack Size	500ml
1st Line	Hydromol ointment	Pack Sizes	125g, 500g, 1kg
1st Line	Hydrous ointment	Pack Size	500g
2nd Line	Aveeno cream (ACBS)	Pack Sizes	100ml, 300ml
2nd Line	Cetraben cream	Pack Sizes	50g, 150g, 500g, 1050g
2nd Line	Doublebase gel	Pack Sizes	100g, 500g
2nd Line	WSP 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
2nd Line	QV Intensive ointment	Pack Size	450g
<u>Emollient bath and shower additives:</u>			
1st Line	Hydromol bath and shower emollient	Pack Size	500ml
1st Line	QV Gentle Wash	Pack Sizes	250ml, 500ml
2nd Line	QV bath oil	Pack Sizes	200ml, 500ml
<u>Bath/shower preparations with antimicrobials:</u>			
	Dermol 200 Shower Emollient	Pack Size	200ml
	Dermol 500 Lotion	Pack Size	500ml
	Dermol 600 bath Emollient	Pack Size	600ml

NHS Forth Valley			
<u>Emollients:</u>			
	Doublebase Gel	Pack Sizes	100g, 500g
	Ultrabase Cream	Pack Size	500g
	Zerobase Cream	Pack Sizes	50g, 500g
	Zerocream Cream	Pack Sizes	50g, 500g
	Zeroderm Ointment	Pack Sizes	125g, 500g
<u>Emollient bath and shower additives:</u>			
	Doublebase Shower Gel	Pack Size	200g
	Oilatum Emollient	Pack Sizes	250ml, 500ml
<u>Bath/shower preparations with antimicrobials:</u>			
2nd Line	Balneum Plus	Pack Size	500ml

NHS Greater Glasgow and Clyde			
<u>Emollients:</u>			
	Liquid paraffin 50% / White soft paraffin 50%	Pack Size	500g
	Hydromol ointment	Pack Size	125g
	Zerobase cream	Pack Size	50g
<u>Emollient bath and shower additives:</u>			
	Hydromol bath and shower emollient	Pack Size	350ml

NHS Grampian			
<u>Emollients:</u>			
1st Line	Epimax Original cream	Pack Sizes	100g, 500g
1st Line	Epimax Oatmeal cream	Pack Sizes	100g 500g
1st Line	Epimax ointment	Pack Sizes	125g, 500g
	AproDerm Emollient cream	Pack Sizes	50g,500g
	AproDerm Colloidal oatmeal cream	Pack Sizes	100g, 500g
	AproDerm ointment	Pack Sizes	50g, 500g
	Cetraben cream	Pack Sizes	50g, 150g, 500g, 1050g
	Cetraben Lotion	Pack Sizes	200ml, 500ml
	Cetraben Ointment	Pack Size	450g
	Epimax Isomol gel	Pack Sizes	100g, 500g
	Epimax Paraffin –free ointment	Pack Size	500g
	Hydromol ointment	Pack Sizes	125g, 500g
	Imuderm emollient (urea 5%)	Pack Size	500g
	QV cream	Pack Sizes	100g, 500g
	QV Lotion	Pack Sizes	250mL, 500mL
	Zerobase cream	Pack Sizes	50g, 500g
	Zeroderm ointment	Pack Sizes	125g, 500g
	Zeroveen cream	Pack Sizes	100g, 500g
<u>Emollient bath and shower additives:</u>			
	QV Gentle Wash	Pack Sizes	250ml, 500ml
	Hydromol bath and shower emollient	Pack Size	500ml

NHS Highland and NHS Western Isles			
<u>Emollients:</u>			
	Diprobace cream	Pack Sizes	50g, 500g
	Zerobase cream	Pack Sizes	50g, 500g
	Diprobace ointment	Pack Sizes	50g, 500g
	Epaderm ointment	Pack Sizes	125g, 500g
	Hydromol ointment	Pack Sizes	125g, 500g
	White soft paraffin 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
	Yellow soft paraffin	Pack Size	500g
	Zeroderm ointment	Pack Sizes	125g, 500g
	Zerodouble emollient gel	Pack Sizes	100g, 500g
<u>Emollient bath and shower additives:</u>			
	Balneum bath oil	Pack Sizes	200ml, 500ml
	Emulsiderm liquid emulsion	Pack Size	300ml
	Oilatum emollient bath additive	Pack Sizes	250ml, 500ml
	Oilatum Junior bath additive	Pack Size	250ml
<u>Bath/shower preparations with antimicrobials</u>			
	Dermol 200 shower emollient	Pack Size	200ml

NHS Lanarkshire			
<u>Emollients:</u>			
	Exocream	Pack Size	500g
	Isomol gel	Pack Size	500g
	White soft paraffin 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
	Emulsifying Ointment	Pack Sizes	100g, 500g

NHS Lothian			
<u>Emollients:</u>			
1st Line	Zerobase cream	Pack Sizes	50g, 500g
1st Line	WSP 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
1st Line	ZeroAQS emollient cream	Pack Size	500g
2nd Line	Oilatum cream	Pack Sizes	150g, 500ml
2nd Line	Zerodouble emollient gel	Pack Sizes	100g, 500g
2nd Line	Zeroveen cream	Pack Sizes	100g, 500g
2nd Line	Emulsifying Ointment	Pack Size	100g
2nd Line	Hydromol ointment	Pack Sizes	125g, 500g
<u>Emollient bath and shower additives:</u>			
	Oilatum emollient bath additive	Pack Size	250ml
	Oilatum shower fragrance free	Pack Size	150g
<u>Bath/shower preparations with antimicrobials</u>			
	Oilatum Plus bath additive	Pack Size	500ml

NHS Shetland and NHS Orkney			
<u>Emollients:</u>			
	Zerobase cream	Pack Sizes	50g, 500g
	Zeroderm ointment	Pack Sizes	125g, 500g
	Zerodouble gel	Pack Sizes	100g, 500g

NHS Tayside			
<u>Emollients:</u>			
1st Line	Epimax ointment	Pack Size	500g
2nd Line	Aproderm ointment	Pack Size	500g
2nd Line	WSP 50% / Liquid Paraffin 50% Ointment	Pack Size	250g
1st Line	Epimax Isomol gel	Pack Size	500g
1st Line	Epimax original cream	Pack Size	500g
2nd Line	Zerobase cream	Pack Size	500g
3rd Line	Epimax Oatmeal cream	Pack Size	500g
3rd Line	QV cream	Pack Sizes	100g, 500g
	QV Lotion (Hairy areas of skin)	Pack Size	500ml

<i>Emollient bath and shower additives:</i>			
1st Line	QV Gentle Wash	Pack Sizes	250ml, 500ml
	Hydromol bath and shower emollient	Pack Size	500ml

10.2 Nappy Rash			
	Conotrane cream	Pack Sizes	100g, 500g
	Metanium ointment	Pack Sizes	30g
	Sudocrem antiseptic healing cream	Pack Sizes	125g, 250g, 400g

10.3 Allergy/Itch			
	Calamine Aqueous cream	Pack Size	100g
	Clobetasone 0.05% cream	Pack Size	15g
	Crotamiton 10% lotion	Pack Size	100ml
	Crotamiton 10% cream	Pack Sizes	30g, 100g
	Hydrocortisone 1% cream	Pack Size	15g
	Menthol 1% in Aqueous cream	Pack Size	100g
	Cetirizine 10mg tablets	Pack Size	30
	Cetirizine 1mg/mL oral solution	Pack Size	200ml
	Chlorphenamine 4mg tablets	Pack Size	30
	Chlorphenamine oral solution 2mg/5mL	Pack Size	150ml
	Loratadine 10mg tablets	Pack Size	30
	Loratadine 5mg/5ml oral solution	Pack Size	100ml

10.4 Acne			
	Acnecide 5% gel	Pack Size	30g

10.5 Scalp Disorders			
	Capasal therapeutic shampoo	Pack Size	250ml
	Coal tar extract 2% shampoo	Pack Sizes	125ml, 250ml
	Ketoconazole shampoo 2%	Pack Sizes	60ml, 100ml
	Olive Oil	Pack Size	92ml
	Sebco scalp ointment	Pack Sizes	40g, 100g
	Selenium Sulfide 2.5% shampoo	Pack Sizes	50ml, 100ml, 150ml

10.6 Boils			
	Magnesium Sulfate paste BP	Pack Sizes	25g, 50g

11 11. Dressings and Appliances

11.1 Dressings			
	Clinipore tape 2.5cm x5m	Pack Size	1
	Melolin 10cm x 10cm	Pack Size	1

	Melolin 5cm x 5cm	Pack Size	1
	Mepore Dressing 10cm x 11cm	Pack Size	1
	Mepore Dressing 7cm x 8cm	Pack Size	1
	Micropore Tape 2.5cm x 5m	Pack Size	1
	PremierPore VP Dressing 10cm x 10cm	Pack Size	1
	PremierPore VP Dressing 5cm x 7cm	Pack Size	1