NHS Devon

NHS Cornwall and Isles of Scilly

Winter Inhaler Use Review Service
Frequently Asked Questions

1. Can a pharmacy begin delivering the service before a contract is in place?
No. Pharmacies will only be approved to deliver the Winter Inhaler Use Review Service once an NHS Standard Contract has been signed with NHS Devon. Service delivery must not commence until the contract is fully executed and confirmation has been received that the pharmacy is approved and live on the service**.**

2. How can pharmacies obtain placebo inhalers?
Pharmacies are responsible for sourcing placebo inhaler devices used to demonstrate inhaler technique during consultations. These can often be obtained directly from inhaler manufacturers or through pharmaceutical company representatives. Contact details listed here.

3. When will the £600 set-up payment be made?
The £600 set-up fee will be paid within one month of the pharmacy going live with the service, subject to completion of the mobilisation requirements.

4. How much will pharmacies be paid for delivering consultations?
A payment of £20 will be made for each completed and Inhaler Use Review consultation recorded on PharmOutcomes.

5. When will consultation payments be made?
Consultation payments will be processed and paid in the month following submission of the claim through PharmOutcomes.

6. How do I claim reimbursement for a spacer supplied during a consultation?
When completing the consultation record in PharmOutcomes, select "Spacer Provided". This will automatically trigger the £10 spacer reimbursement payment, and no separate claim is required. Please note that no Drug Tariff reimbursement, dispensing fee, or other additional payment will be payable for the spacer. The £10 spacer reimbursement constitutes the full payment for supplying the spacer under this service.

7. Do I need to submit a separate claim for spacer reimbursement?
No. Provided the *"Spacer Provided"* field is completed correctly within PharmOutcomes, the £10 reimbursement payment will be automatically generated.

8. Will the service be advertised directly to patients?
As this is a winter service, we are relying primarily on local relationships and established referral pathways between primary care providers to identify suitable patients, rather than undertaking widespread public promotion. However, this is **not** a referral-only service. Participating pharmacies are encouraged to proactively

identify and engage patients who may benefit from the service, provided they meet the eligibility criteria.

9. How will local GP practices and PCNs know which pharmacies are participating?
Details of all pharmacies signed up to deliver the service will be shared with PCN Leads to support local promotion of the service and the development of referral pathways.

10. Who should we work with to promote the service locally?
Pharmacies are encouraged to work closely with GP practices, Primary Care Networks, respiratory teams and other healthcare professionals to identify patients.

11. Which platform should be used to record consultations and claim payments?
All consultations should be recorded and claimed through PharmOutcomes, which will be used to support activity reporting and payment processing.

12. Where can I find the ACQ and CAT within the PharmOutcomes template?
The ACQ (Asthma Control Questionnaire) and CAT (COPD Assessment Test) are embedded within the consultation template in PharmOutcomes. These sections can be completed as part of the patient assessment and should be used where clinically appropriate to support the consultation and identify opportunities for intervention.

13. Can pharmacy technicians complete this service?
Yes. Appropriately trained pharmacy technicians can support delivery of the service within the scope of their competence and in line with the service specification. Contractors should ensure that all staff involved are suitably trained and confident to undertake their role within the pathway, with appropriate professional oversight where required.

14. What training is required?
There is no mandated training package for this service; however, pharmacy teams should ensure they have the knowledge and skills necessary to deliver the pathway safely and effectively.
The respiratory elements of the Pharmacy Quality Scheme (PQS) provide useful foundational learning and should be reviewed by all staff involved in service delivery. In addition, relevant CPPE respiratory learning resources and training programmes are available to support the development of knowledge and consultation skills. Contractors are responsible for assuring themselves that staff are competent to provide the service.

15. What resources are available to support service delivery?
A range of supporting resources will be made available, including:

- Patient feedback materials, including a **patient feedback questionnaire** to collect patient experience data.



- Service guidance and supporting documentation.
- Additional promotional and educational resources being developed by Community Pharmacy Devon (CPD) to support local implementation and uptake.

Further resources will be shared with participating pharmacies as they become available.

16. Who can I contact if I have questions about the service?
Any questions regarding mobilisation, service delivery, reporting requirements or payments should be directed to the commissioning team via:
d-icb.swpeninsulaprimarycare@nhs.net