

Costing of Enhanced Services

This toolkit is provided for LPCs and PCTs to use as a guide to what individual cost elements should be considered when a locally commissioned Enhanced service is being negotiated.

Specific points which should be considered during the costing of services include:

1. The cost of core pharmacy IT functionality is picked up by the Essential services funding. Any specific local IT requirements over and above this will need to be considered within the costing of the service.
2. The cost of consultation areas and rooms not used solely for the provision of a specific Enhanced service may have been included as part of the payment for another service.
3. VAT – the national service specifications were forwarded to HM Revenue and Customs (HMRC) to allow them to give a view on the appropriate VAT liability of each service, however they concluded that it was not appropriate to provide an assessment of VAT liability for each service, as it was possible for the national service specifications to be modified at a local level, which would require a new assessment of VAT liability to be made by the local HMRC office. Consequently the local office of HMRC should always be consulted in order to determine the VAT liability of a proposed service.

Costing of Enhanced Services

EN1 Enhanced Service – Supervised Administration (Consumption of Prescribed Oral Medicines)

Specific points to be aware of in pricing this service:

- If the SLA requires use of a screened area or consultation area for provision of the service this will need to be considered in the costing exercise.
- The need for additional secure Controlled Drug storage.
- The need for specialist measuring equipment to facilitate dispensing, e.g. methadone pump.
- Provision should be made in the costings for disposable receptacles which will be required for the medicine to be supervised and water.
- The time required to administer 3 or 4 way agreements should be considered.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	S
Insurance	S
Security	A
Facilities (e.g. consultation area)	S
IT costs (for records etc)	R
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	R
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN2 NHS Community Pharmacy Contractual Framework Enhanced Service – Needle & Syringe Exchange

Specific points to be aware of in pricing this service:

- Hepatitis B immunisation is recommended for people involved in the provision of this service. The cost of this should be included in the costing exercise.
- The cost of the storage space occupied by the exchange packs and returned equipment should be considered.
- The cost of protective equipment should be considered.
- If the SLA requires use of a screened area or consultation area for provision of the service this will need to be considered in the costing exercise.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	R
Insurance	S
Security	A
Facilities (e.g. consultation area)	S
IT costs (for records etc)	R
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	R
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN3 NHS Community Pharmacy Contractual Framework Enhanced Service – On Demand Availability of Specialist Drugs (Availability of Palliative Care or other Specialist Medicines)

Specific points to be aware of in pricing this service:

- The need for additional secure Controlled Drug storage.
- The need for additional security measures, particularly in the case of call outs, e.g. lone-worker protection systems.
- The compensation system which will be used for out of date stock, held as part of the service.
- The need for pharmacist training on the clinical aspects of the specialist medicines.
- The cost of any specialist equipment held, unless this is provided by the PCO.
- The cost of mobile communications equipment for use outside normal opening hours.
- Appropriate payment for 'on-call' periods.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	S
Insurance	S
Security	A
Facilities (e.g. consultation area)	S
IT costs (for records etc)	R
Property overheads (e.g. for additional opening hours)	A
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	A
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	R
Stock holding costs	A
Travel costs	A
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN4 NHS Community Pharmacy Contractual Framework Enhanced Service – Stop Smoking

Specific points to be aware of in pricing this service:

- If the SLA requires use of a screened area or consultation area for provision of the service this will need to be considered in the costing exercise.
- The cost of medicines supply will need to be considered, in addition to the reimbursement basis for any stock supplied.
- The costs of consumables and quality control of any monitoring equipment and the overall service need to be considered in the costing exercise.
- The cost of pharmacist and assistant training prior to commencement of the service.
- The cost of administration, e.g. making appointments, and the time taken for following up service users.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	S
Insurance	R
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records etc)	R
Property overheads (e.g. for additional opening hours)	S
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	R
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	A
Stock holding costs	A
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN5 NHS Community Pharmacy Contractual Framework Enhanced Service – Care Home (support and advice on storage, supply and administration of drugs and appliances)

Specific points to be aware of in pricing this service:

- Preparation time will be required prior to visits to the care home, plus time to liaise with local care home inspection body representatives.
- Insurance cover related to travel to the care home will need to be considered.
- The cost of training materials to be used with home staff.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	R
Insurance	A
Security	R
Facilities (e.g. consultation area)	R
IT costs (for records, specific software for service etc)	S
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	A
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	A
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN6 NHS Community Pharmacy Contractual Framework Enhanced Service – Medicines Assessment & Compliance Support

Specific points to be aware of in pricing this service:

- The cost of the patient assessment and the support that may be provided could be considered separately in order to provide a variable fee structure.
- The cost of patient follow up should be considered.
- The cost of any agreed range of compliance aids should be considered.
- The cost of pharmacy equipment, such as reusable multi-compartment compliance aids, damaged or lost by patients should be considered.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	R
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	S
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	A
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN7 NHS Community Pharmacy Contractual Framework Enhanced Service – Medication Review (Full Clinical Review)

Specific points to be aware of in pricing this service:

- If the SLA requires use of a consultation area or room for provision of the service this will need to be considered in the costing exercise.
- Equipment such as a BP meter may be required.
- The costs of quality control of any monitoring equipment need to be considered in the costing exercise.
- If monitoring of patients is to be carried out, including taking blood samples, Hepatitis B immunisation is recommended. The cost of this should be included in the costing exercise.
- Significant training may need to be undertaken by pharmacists prior to provision of the service. This should be reflected in costing.
- Administration time, including the booking of appointments, and preparation time need to be considered.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	S
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	A
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN8 NHS Community Pharmacy Contractual Framework Enhanced Service – Minor Ailments Service

Specific points to be aware of in pricing this service:

- This service would not normally include substantial costs for staff training, other than training in the application of the SOP, premises or facilities as advice on minor ailments is a routine part of the community pharmacy service.
- Requirements for recording details of the service provided, explanation of eligibility requirements and the scope of the scheme, procedures for reporting and claiming payment will need to be costed in addition to the cost of providing the patient service.
- Pharmacies will incur set-up costs, including development of the SOP and ensuring all staff involved in provision of the service are familiar with the service and the administrative requirements.
- The cost of medicines supply will need to be considered and the reimbursement basis used for this stock supplied.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	R
Insurance	R
Security	R
Facilities (e.g. consultation area)	R
IT costs (for records, specific software for service etc)	R
Property overheads (e.g. for additional opening hours)	S
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	R
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	A
Stock holding costs	R
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN9 NHS Community Pharmacy Contractual Framework Enhanced Service – Out of Hours (Access to Medicines)

Specific points to be aware of in pricing this service:

- The basis for the delivery of the service, e.g. on call rota, will determine the pricing approach to be taken to this service.
- The need for additional security measures, particularly in the case of call outs, e.g. lone-worker protection systems.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	R
Insurance	A
Security	A
Facilities (e.g. consultation area)	R
IT costs (for records, specific software for service etc)	R
Property overheads (e.g. for additional opening hours)	A
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	A
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	A
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN10 NHS Community Pharmacy Contractual Framework Enhanced Service – Supplementary Prescribing by Pharmacists

Specific points to be aware of in pricing this service:

- The cost of pharmacist training to become a supplementary prescriber will need to be considered.
- If the SLA requires use of a consultation room for provision of the service this will need to be considered in the costing exercise.
- Hepatitis B immunisation is recommended for people involved in the provision of this service. The cost of this should be included in the costing exercise.
- The time taken to write Clinical Management Plans for patients will need to be considered.
- The costs of consumables and quality control of any monitoring equipment and the overall service need to be considered in the costing exercise.
- The need for additional security measures, e.g. lone-worker protection systems.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	A
Security	A
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	A
Property overheads (e.g. for additional opening hours)	S
Travel costs	A
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

EN11 NHS Community Pharmacy Contractual Framework Enhanced Service – Emergency Hormonal Contraception Service (EHC)

Specific points to be aware of in pricing this service:

- If the SLA requires use of a screened area or consultation area for provision of the service this will need to be considered in the costing exercise.
- The cost of training of pharmacists in the use of the EHC PGD.
- The cost of medicines supply will need to be considered, in addition to the reimbursement basis for any stock supplied.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	R
Insurance	R
Security	R
Facilities (e.g. consultation area)	S
IT costs (for records, specific software for service etc)	R
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	R
Travel time	R
Other costs	
Consumables (excluding medicines)	R
Medicines (not supplied via FP10)	A
Stock holding costs	S
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

NHS Community Pharmacy Contractual Framework Enhanced Service – Monitoring

Specific points to be aware of in pricing this service:

- Hepatitis B immunisation is recommended for people involved in the provision of this service. The cost of this should be included in the costing exercise.
- The costs of consumables and quality control of any monitoring equipment and the overall service need to be considered in the costing exercise.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	A
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	A
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

NHS Community Pharmacy Contractual Framework Enhanced Service – Anticoagulation monitoring (Warfarin)

Specific points to be aware of in pricing this service:

- If the SLA requires use of a consultation area or room for provision of the service this will need to be considered in the costing exercise.
- Hepatitis B immunisation is recommended for people involved in the provision of this service. The cost of this should be included in the costing exercise.
- The costs of consumables and quality control of any monitoring equipment and the overall service need to be considered in the costing exercise.
- The time for patient follow up, communication with secondary care and GP, and the administration of appointments should be considered.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	A
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	A
Property overheads (e.g. for additional opening hours)	S
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

NHS Community Pharmacy Contractual Framework Enhanced Service – Screening of at-risk people

Specific points to be aware of in pricing this service:

- Hepatitis B immunisation is recommended for people involved in the provision of this service. The cost of this should be included in the costing exercise.
- The costs of consumables and quality control of any monitoring equipment and the overall service need to be considered in the costing exercise.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	A
Insurance	A
Security	R
Facilities (e.g. consultation area)	A
IT costs (for records, specific software for service etc)	A
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	A
Travel time	S
Other costs	
Consumables (excluding medicines)	A
Medicines (not supplied via FP10)	R
Stock holding costs	R
Travel costs	S
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A

Costing of Enhanced Services

NHS Community Pharmacy Contractual Framework Enhanced Service – Patient Group Directions (PGD) (Supply and/or Administration of Medicines under a PGD)

Specific points to be aware of in pricing this service:

- If the SLA requires use of a screened area or consultation area for provision of the service this will need to be considered in the costing exercise.
- The cost of training of pharmacists in the use of the PGD.
- The cost of medicines supply will need to be considered, in addition to the reimbursement basis for any stock supplied.

Key: A – always a cost S – sometimes a cost R – rarely a cost

Set up/Annual	
Staff / labour costs	
SOP development and training in use of SOP	A
Any training requirement for service delivery (internal & external training, courses etc.)	A
Set up time including: Risk management assessments, incl. obtaining insurance Time to establish SLA Time to develop action plan Time to implement action plan Time to ensure delivery of all SLA requirements	A
Other set up time	S
Travel time	S
Other costs	
Equipment	S
Insurance	S
Security	R
Facilities (e.g. consultation area)	R
IT costs (for records, specific software for service etc)	R
Property overheads (e.g. for additional opening hours)	R
Travel costs	S
Service Delivery	
Staff /labour costs	
Pharmacist time	A
Dispenser / Assistant time	S
Travel time	R
Other costs	
Consumables (excluding medicines)	S
Medicines (not supplied via FP10)	A
Stock holding costs	S
Travel costs	R
Administration/Review	
Staff / labour costs	
Recording	A
Reporting	A
Claiming	A
Audit/Management	A
Review meetings	A
Travel time	A
Other costs	
Travel costs	A