

July 2017

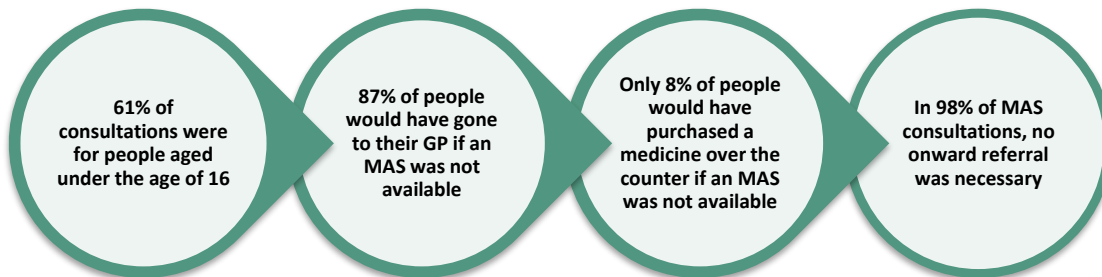
## PSNC Briefing 044/17: Analysis of Minor Ailment Services Data

This PSNC Briefing provides details of an analysis carried out by Pinnacle Health Partnership (PHP) of data from Minor Ailment Services (MAS) commissioned from community pharmacies and collected via the [PharmOutcomes system](#).

This Briefing supersedes a previous version of the Briefing, [PSNC Briefing 045/15: analysis of Minor Ailment Services Data](#) produced in August 2015.

Data from 74 services has been analysed and includes 1,722,230 patient consultations.

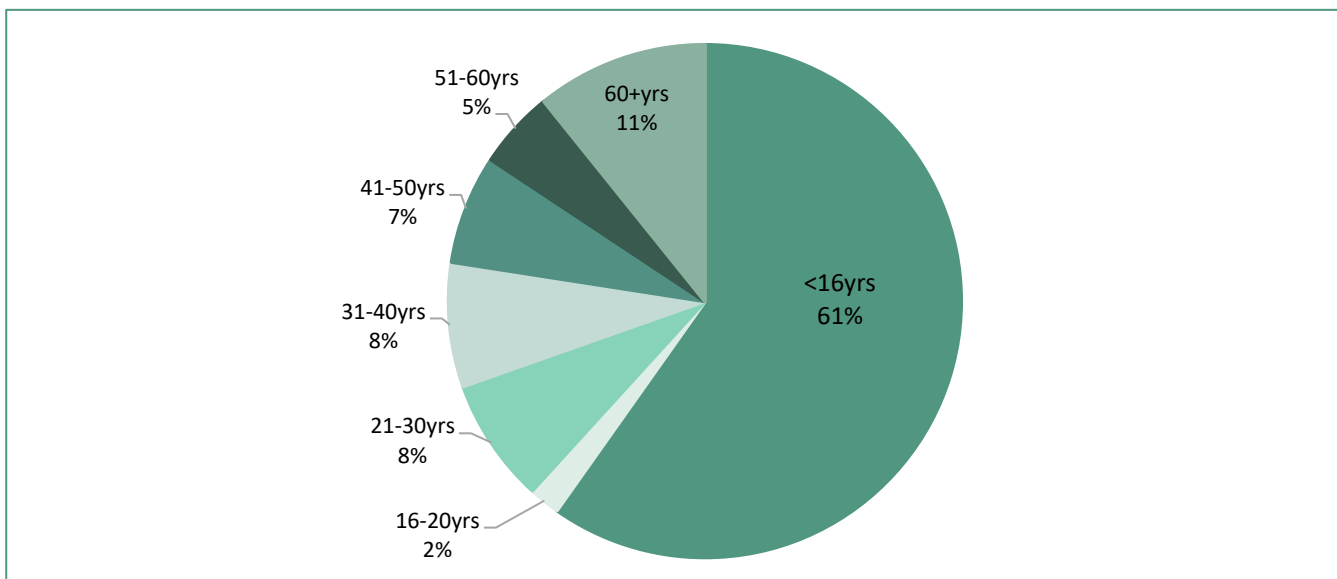
### Key findings



### Results

#### Demographics – Age

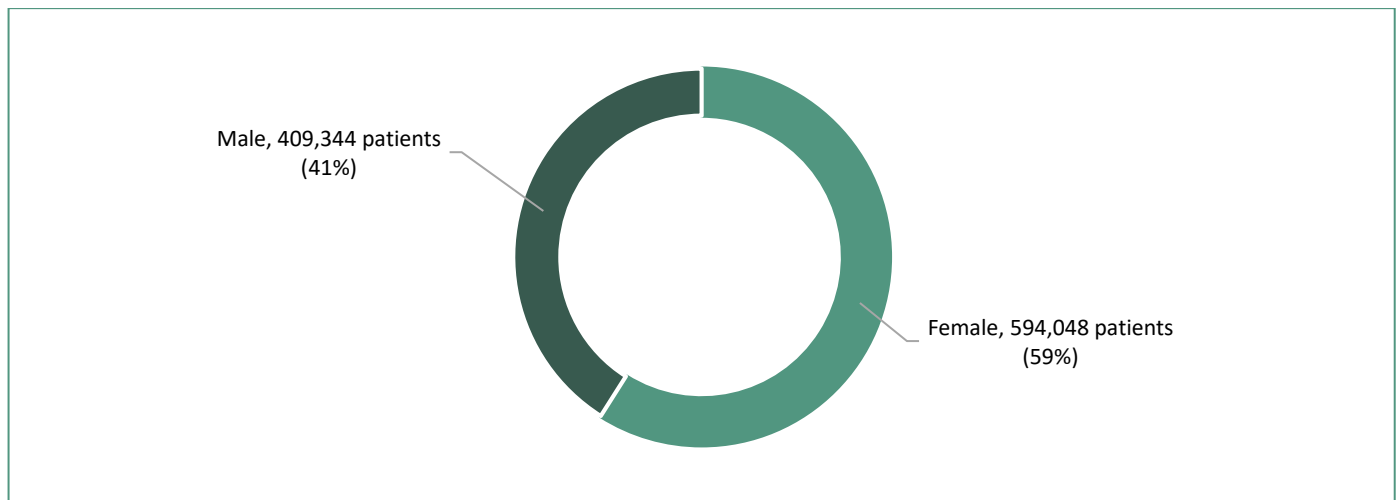
As the chart below shows, over half of consultations (61%) were for individuals under the age of 16 and the remaining demographics have a similar, indicating good accessibility for those of working age.



Please note, data for this demographic was available from 69 out of 74 (93%) of the services on PharmOutcomes.

### Demographics – Gender

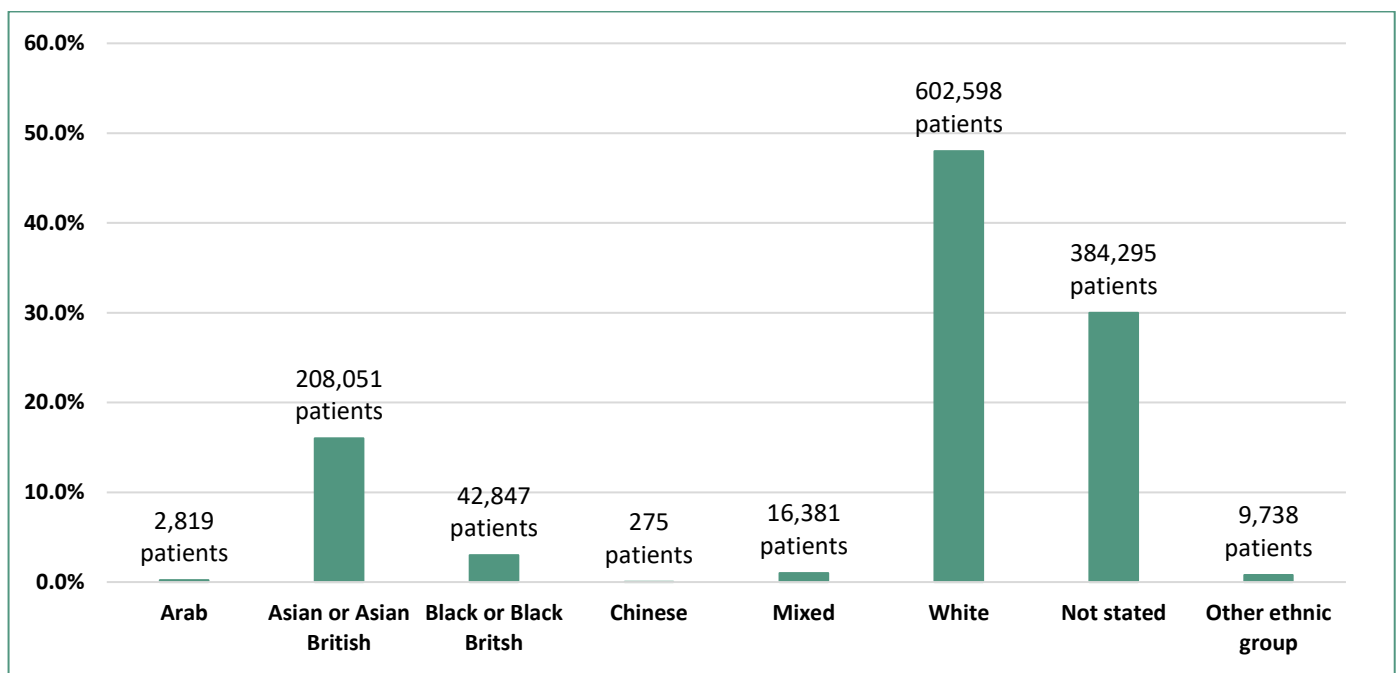
A small majority of service users are female (59%), which is in line with expected results.



Data for this demographic has been taken from 42 services out of 74 services available on PharmOutcomes.

### Demographics - Ethnicity

This data has been compressed to the major groupings from the 2011 Census.

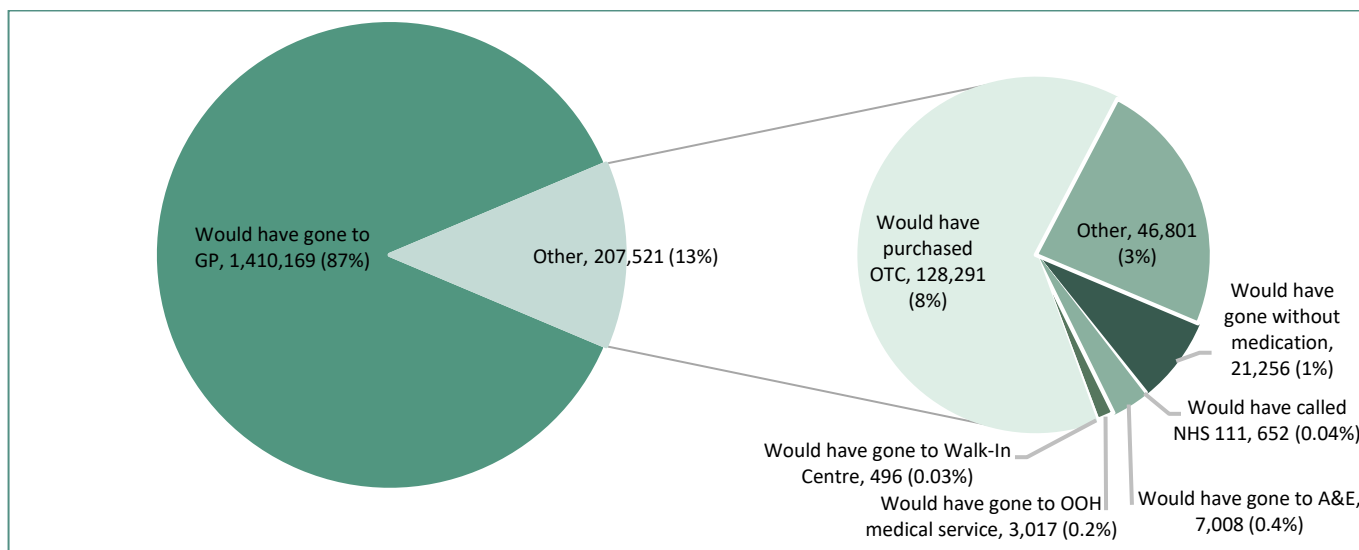


Data for this demographic has been taken from 52 services out of 74 services available on PharmOutcomes.

## Alternative Dispositions

This is the counter-factual outcome, typically in response to a question “If you hadn’t attended this pharmacy today for your advice or medication, where would you have gone?”

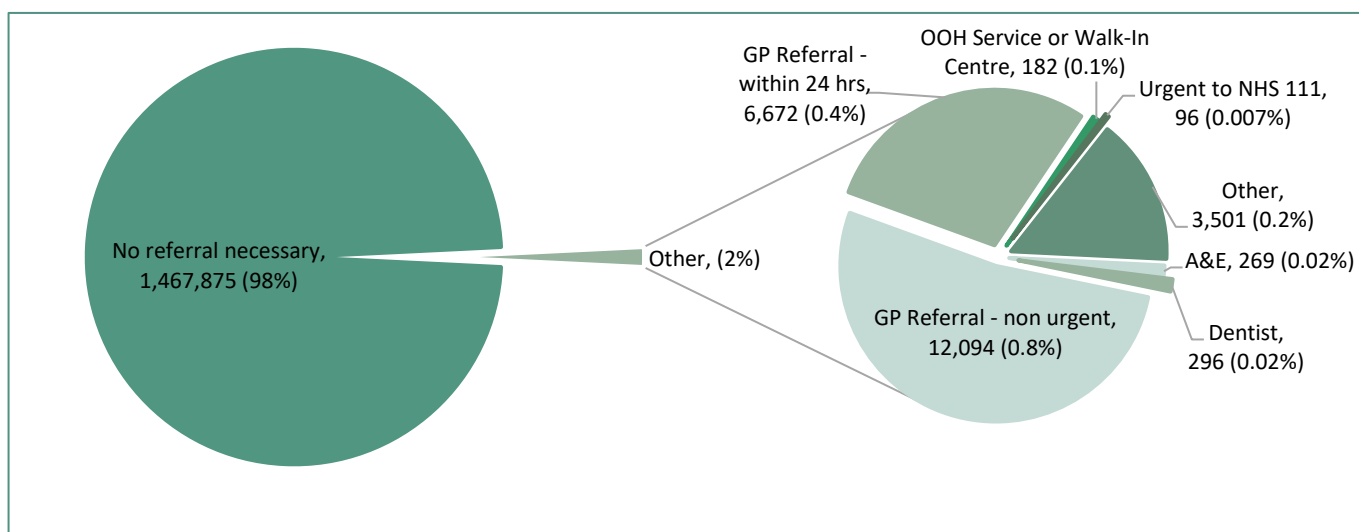
As can be seen in the chart below, over one million people (87%) would have attended their GP surgery and a low percentage of people (8%) would have purchased an over-the-counter (OTC) medicine. This data helps tackle the concern of some service commissioners that provision of a MAS may encourage use of the service by people who would otherwise have purchased an OTC medicine. The very low percentage of individuals who would have gone without medication rather than seeking other care indicates that provision of an MAS does not fulfil an unmet patient need or generate demand from patients that otherwise would not have been met by the NHS.



Please note, data for this section has been aggregated from 73 questions from 74 services available on PharmOutcomes.

## Appropriate Triage and Onward Referral

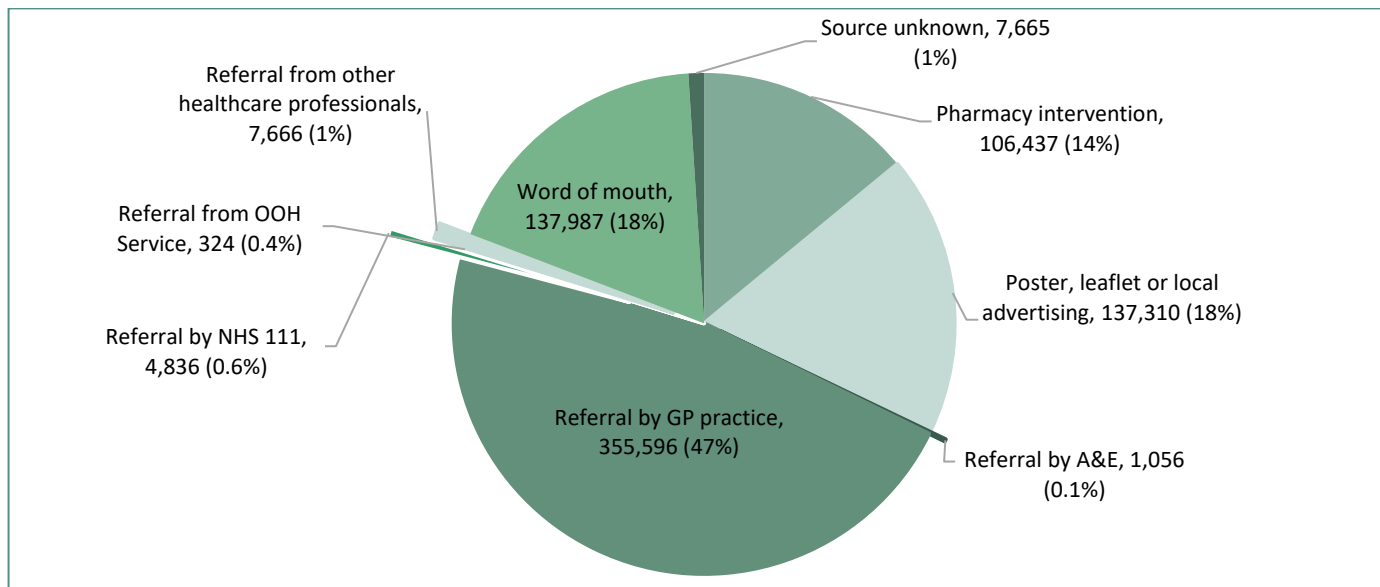
98% of those who attended a pharmacy to access the MAS services required no onward referral and the patient was provided with appropriate advice and medicines without further NHS resource. Of the referrals, the majority were for a non-urgent appointment with the individual’s GP through the usual appointment system, therefore not adding pressure to ‘sit and wait’ style surgery visits.



Please note, data for this section has been aggregated from 64 questions from 74 services available on PharmOutcomes.

## Service Awareness

The high percentage of referrals (47%) from GP practices to pharmacy indicates the maturity of some of the services examined, with GPs being comfortable for patients to be referred to the service. Over a quarter of patients were aware of the service due to posters or leaflets and word of mouth, which highlights the importance of good marketing of the service to get appropriate uptake.



Please note, data for this section has been aggregated from 41 questions from 74 services available on PharmOutcomes.

## Symptomatic Presentations

The following data describes the symptomatic descriptors that were selected to reflect the symptoms presented by patients. The longevity of services will skew this information to some extent but not significantly.

| Condition                                 | Count   | Percentage |
|---|---------|------------|
| Acute pain/earache/headache/temp          | 618,326 | 30.9%      |
| Cough/cold/flu                            | 284,890 | 14.2%      |
| Headlice or crab lice                     | 227,866 | 11.4%      |
| Hayfever                                  | 160,705 | 8%         |
| Thrush (vaginal)                          | 77,361  | 3.9%       |
| Threadworms                               | 74,304  | 3.7%       |
| Indigestion/heartburn/reflux              | 59,147  | 3%         |
| Conjunctivitis – Bacterial                | 54,321  | 2.7%       |
| Sore throat                               | 51,397  | 2.6%       |
| Musculoskeletal pain & soft tissue injury | 48,886  | 2.4%       |
| Allergy/rash/bites and stings             | 42,595  | 2.1%       |
| Infant teething                           | 42,114  | 2.1%       |
| Constipation                              | 30,900  | 1.5%       |
| Diarrhoea (acute)                         | 30,517  | 1.5%       |
| Nappy rash                                | 15,075  | 1.3%       |
| Eczema or psoriasis                       | 23,888  | 1.2%       |
| Mouth ulcers                              | 20,584  | 1%         |
| Skin infection or infestation             | 20,367  | 1%         |
| Cold sores                                | 20,331  | 1%         |
| Earache or wax                            | 19,030  | 1%         |
| Warts and verrucae                        | 16,526  | 0.8%       |
| Haemorrhoids                              | 9,188   | 0.5%       |

|  |                  |      |
|--|------------------|------|
| Other  | 8,180            | 0.4% |
| Post immunisation pyrexia                      | 8,098            | 0.4% |
| Chickenpox                                     | 7,677            | 0.4% |
| Thrush (oral)                                  | 5,753            | 0.3% |
| Cystitis                                       | 3,172            | 0.2% |
| Dental pain                                    | 2,719            | 0.1% |
| Migraine                                       | 2,105            | 0.1% |
| Headache/earache/temperature/post immunisation | 1,809            | 0.1% |
| Conjunctivitis – allergic                      | 1,158            | 0.1% |
| Sunburn  | 1,020            | 0.1% |
| Dry eyes                                       | 596              | 0%   |
| Acne   | 508              | 0%   |
| Minor burns and scalds                         | 391              | 0%   |
| Vomiting                                       | 300              | 0%   |
| Impetigo                                       | 10               | 0%   |
| <b>Grand total</b>                             | <b>2,001,814</b> |      |

If you have queries on this PSNC Briefing or you require more information please contact [Zainab Al-Kharsan, Service Development Pharmacist](#).