

Community Pharmacy Minor Ailments Service

June 2025

Contract to Supply Services

The terms and conditions of the supply of Community Pharmacy Minor Ailments Service will be set out in a Specific Services Agreement to be entered into between Health Hawke's Bay and the participating pharmacy.

Introduction

The Community Pharmacy Minor Ailments Service (MAS) allows eligible people to use a community pharmacy for the first line of assessment and treatment of specified conditions. Specific advice around assessment, treatment, funded medications under the MAS pathway and advice to patients is available under each condition's operational guide. In general, the services are:

- Skin
- Eyes
- Acute Diarrhoea
- Dehydration
- Uncomplicated Lower Urinary Tract Infection
- Paediatric Analgesia

The presenting person will be initially assessed for eligibility and the nature of the condition. If they meet the service requirements a full assessment in a private consultation space will be performed.

The assessment will establish if:

- No medication is required.
- A medication is indicated for the presentation.
- The patient should be referred to general practice or urgent care.

The assessment will always include consultation with the patient (and/or whānau) and advice. The service aims to improve access to consultations, advice and treatments for minor ailments and reduce inequity of health outcomes. However, the service is not appropriate for long term management of minor ailments. Patients will always be considered holistically, and no condition will be considered in isolation. Any presentation that is beyond the scope of the pharmacist must be referred to the person's GP or urgent care provider.

Eligibility criteria

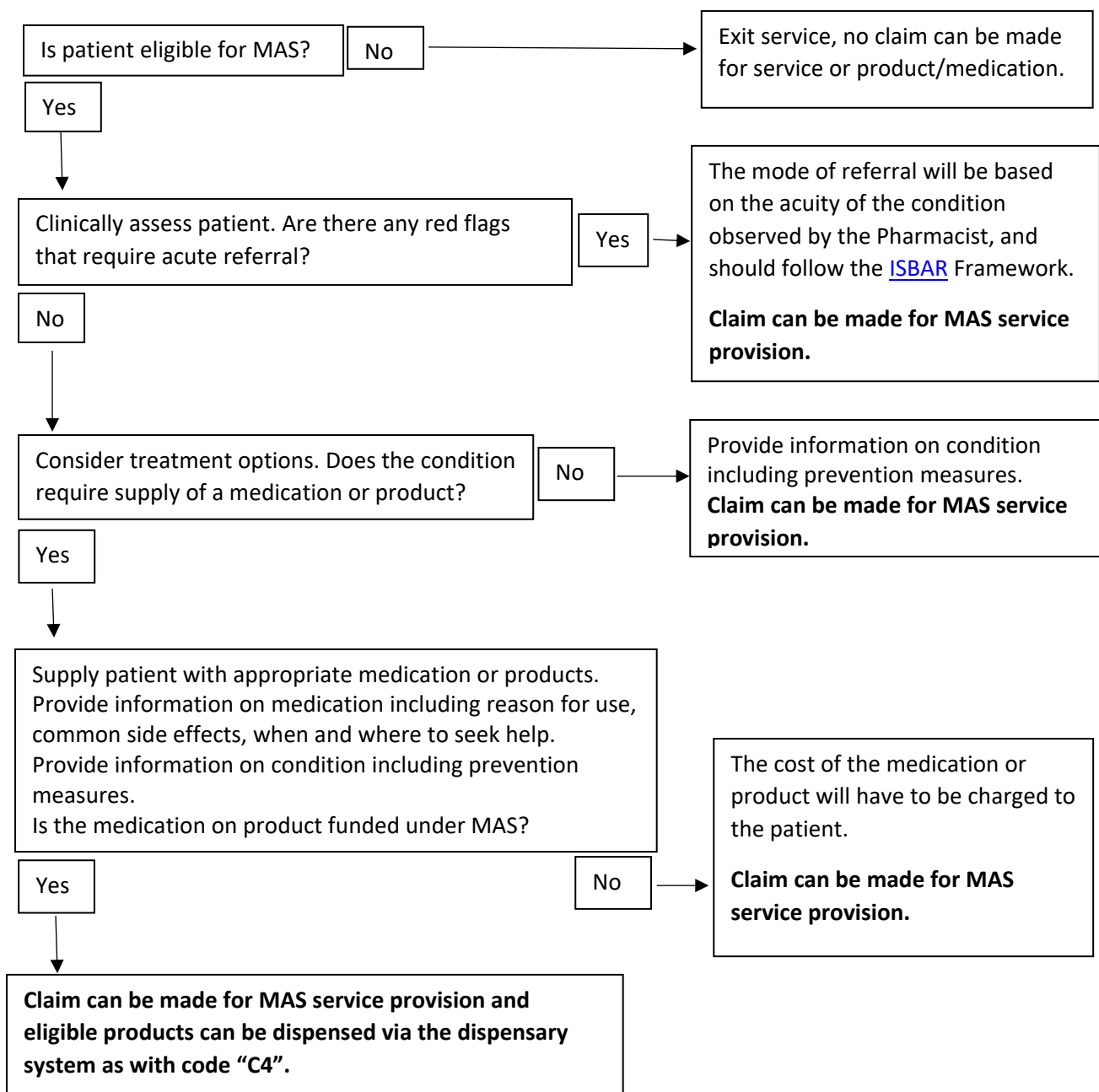
The inclusion criteria for each of the condition are outlined within each individual operational guide. In general, this service is available to patients who are eligible for publicly funded services in New Zealand and are:

- Children aged under 14 years (Minimum ages apply see individual operational guides).
- Any patients who meet at least one of the following:
 - Identify as Māori or Pasifika ethnicity.
 - Have a Community Services card (CSC).
 - Have been physically displaced or isolated due to Cyclone Gabrielle.
 - Live in a R2 or R3 rural community. See classifications [here](#).
- For scabies and headlice ;whānau (family/household members) of the children with the same condition are expected to receive treatment.

- For headlice treat any household members/close contacts who have head lice or are likely to have head lice.
- For scabies treat all household members/close contacts.
- A service fee may be claimed for **one member per household/whānau**, for up to **five members**. If more than five members require treatment, an **additional service fee** may be claimed. A **maximum of two service fees** can be claimed per household.

Service provision

Funded consultations must be carried out by a registered pharmacist, registered nurse or intern pharmacist under the supervision of a registered pharmacist. Pharmacist only medicines may only be supplied by a registered pharmacist.



Dispensing medicines funded under the service

Each of the eligible conditions has a list of approved medicines funded under the service. See each individual operational guide and appendix 1. If one (or more) of the approved medicines is indicated and clinically appropriate it shall be dispensed to the patient with no charge to the individual.

Process the medication through the dispensary system:

- Choose the funded brand of the medication.
- Dispense 1 OP or the indicated amount.
- Code as C4 ('C1' for Community Services Card holder)
- The 'prescriber' must be entered as the Registered Health Professional who completed the MAS consultation.

Patients may also require or request medications which are not funded under the service. These may be supplied to the patient as part of the consultation and treatment, but Health Hawke's Bay shall not be liable to meet the costs of providing medications which are not funded under the service and it shall be the responsibility of the provider to obtain payment for such medications (if any).

Pharmacies can also supply approved treatment aids (see appendix 2), to be used in conjunction with the protocols. The cost of these will be reimbursed to the pharmacy via the Health Hawke's Bay electronic reporting and claiming portal. See claiming and reporting below.

Excluded Services

The Provider shall not provide any services pursuant to this Agreement:

1. That are not the Services,
2. Where the Services are beyond the expertise of the Provider,
3. Where the Contractor may not lawfully and/or safely provide the Services, and/or
4. Where the Contractor does not have adequate facilities or stock to perform the Services in a timely manner.

Legal and ethical requirements

Privacy

The pharmacy must have a suitable consultation area, where consultation can be conducted, ensuring privacy and confidentiality is maintained.

The Provider shall at all times comply with the provisions of the Privacy Act 2020 and the Health Information Privacy Code in providing the Services, and shall do all things necessary to enable the lawful disclosure of health information to Health Hawke's Bay required by this Agreement, and to any GP or urgent care provider, necessary to facilitate any referral that may be required.

Pharmacist Only Medicines

Some of the approved medicines are classified as Pharmacist Only Medicines (POM) and some require specific accreditation. Where this is the case the usual legal, ethical and standard operating procedures relating to the supply of POM must be followed.

Resources

- [Pharmacy Council Competence Standards for the Pharmacy Profession](#)
- [Health and Disability Commissioner Code of Rights](#)
- [New Zealand Legislation Online](#)
- [Medsafe Medicines Classification Database](#)

Claiming and reporting

Electronic claiming and reporting is done via the Halcyon claiming platform: <https://hhbportal.karo.nz/>.

Where services are claimed for via Community Pharmacy Minor Ailments Service, there can be no simultaneous claiming against any other funding stream.

Record keeping

The Halcyon form is used for claiming and reporting of services and contains details of the date, and service provided. This information is not stored in the Pharmacy dispensing software. For complete record keeping it is recommended that a detailed note is placed within the Pharmacy dispensing software whenever a service is delivered. Pharmacies are not required to keep hard-copy documentation for any dispensing and claiming of general-sales, pharmacy-only or pharmacist only medicines, provided that electronic records are kept.

Referrals

Any presentation that is beyond the scope of the pharmacist will be referred to the person's GP or urgent care provider. If a referral is required, the pharmacist will establish the urgency and facilitate the referral. It is recommended that [the ISBAR communication framework](#) is followed, verbally or in written format and that a written record of the referral is kept by the pharmacy.

Training

Some of the conditions require mandatory training/accreditation to be able to deliver the service. Details on this is described in each individual operational guide.

Other recommended training or reading includes:

Consultation skills:

- [PSNZ: Consultation in Pharmacy.](#)
- The UK Centre for Pharmacy Postgraduate Education: [NHS: Community Pharmacist Consultation Service \(cppe.ac.uk\)](#)
- Relationship centred practice workshops.

Working towards cultural safety:

- [Understanding bias in healthcare - LearnOnline:](#)
- [Ideas on culturally safe consultations: A discussion on communicating to improve medicine access equity - He Ako Hiringa](#)
- [Access, adherence and ailments: Māori experiences and solutions - He Ako Hiringa](#)

Appendix 1: Approved medicines; General sale, Pharmacy and Pharmacist Only Medicines to be used in conjunction with Protocols.

Condition	Medication	Maximum dispensing quantities (if applicable)
Acute Diarrhoea		
	Oral rehydration powder sachets (<i>Electral</i>)	
	Oral rehydration liquid (<i>Hydralyte – Lemonade</i>)	
	Loperamide 2mg tablets	20 tabs
	Loperamide 2mg capsules	20 caps
Eye Conditions		
Infected Eye	Chloramphenicol 0.5% eye drops	
	Chloramphenicol 1% eye ointment	
Inflammation of Eye (Dry Eyes)	Hypromellose 0.3% (<i>Poly-Tears</i>)	
	Paraffin liq with woolfat (<i>Polyvisc</i>)	
Allergy eye drops	Sodium cromoglicate 2% eye drops	
	Lodoxamide (<i>Lomide</i>)	
Skin		
Scabies	Permethrin 5% Lotion	
Head lice	Dimethicone 4% Lotion	
Emollients for eczema	Emulsifying ointment	A maximum of 6 x 500mL/500g of mixed tubs to be provided to one whānau
	Cetomacrogol + glycerol 10%	
	Aqueous Cream SLS free	
	Paraffin liquid and paraffin soft white	
	Cetomacrogol cream	
	Fatty Cream AFT	
Eczema	Hydrocortisone 1%	
	Zinc and castor oil ointment	
Topical antimicrobials	Clotrimazole cream	
	Miconazole with hydrocortisone 1%	
	Hydrogen peroxide (<i>Crystaderm</i>) cream	
	Povidone-iodine 10% ointment (<i>Betadine</i>)	
	Povidone-iodine 10% liquid (<i>Riodine</i>)	
	Povidone-iodine 10% liquid (<i>Riodine</i>)	
Lower UTI in Women		
	Nitrofurantoin 100mg MR Caps	10 caps
	Trimethoprim 300mg tabs	3 tabs
Paediatric Analgesia		
	Paracetamol 250mg/5mL	200 mL
	Paracetamol 120mg/5mL	200 mL
	Ibuprofen oral liq 20mg/mL	200 mL

Appendix 2: Approved Treatment Aids to be used in conjunction with Protocols.

- Metal Lice Combs
- Oral syringes

Appendix 3: Contact details

Health Hawke's Bay (M-F): support@healthhb.co.nz

Welfare support: 0800 512 337

Quitline: 0800 778 778

Version control

Version	Date	Summary of changes
1	31 May 2023	
2	6 June 2023	Addition of uncomplicated lower UTI in women and 'Contract to supply services' information.
3	18 June 2023	Addition of Paracetamol 120mg/5mL and Ibuprofen oral liquid. Addition of Māori or Pasifika criteria.
4	8 July 2023	Addition of loperamide. Removal of permethrin 5% cream
5	1 September 2023	Amendment to Unfunded Services Addition of Compliance with Provisions of the Privacy Act 2020 Addition of Excluded Services
6	9 May 2024	Change of funded rehydration liquid brand.
7	27 June 2024	Changes to how approved treatment aids are reimbursed.
8	24 June 2025	Changes to whānau claiming.