

NHS Frimley Minor Ailments Enhanced (Extended) Service, Subsidised Over The Counter (OTC) Medications

The NHS Frimley locally commissioned enhanced service for the provision of subsidised over the counter medication for minor ailments is being extended for existing participating East Berkshire community pharmacies until 30th September 2026. **IMPORTANT:** There are two key changes relating to formulary and drug reimbursement and a new claims form.

During this extension, Thames Valley Integrated Care Board (ICB), will be seeking to commission a service which aligns the full geography.

Overview of changes

This information is supplementary to the NHS Frimley Minor Ailments Enhanced Service, Subsidised Over The Counter (OTC) Medications Service Specification which was shared with pharmacies when the service first launched in December 2025.

Please note - This document should be used alongside the service specification referred to in the above paragraph.

1. **Ibuprofen and Paracetamol tablets have been removed from the formulary** (see appendix 1 below) and may not be supplied under the extended Minor Ailments Service.
2. **Drugs will now be reimbursed using a set pricing list.** This pricing list has been created using the highest price paid to date for medications (see appendix 3).
 - We have listened to feedback and as the ICB considers an alternative digital solution efficient digital record keeping and claiming, this set price list will allow for internal reconciliation of claims and payments made by the ICB.
 - Please ensure the formulary (appendix 1 below) and accompanying price list (appendix 3 below) are checked to select the most cost-effective option. Where a branded product is cheaper than the generic equivalent, the branded option may be dispensed.
3. **There is a new claims form.** To keep the data from the extended service separate from the previous service, a new claims form has been created. The old form (in use December 2025 – March 2026) closed 31st March 2026 and is no longer accessible. Using MS Forms remains a temporary measure as the ICB seeks a preferred alternative that allows for more efficient digital record keeping and claiming.

Reminder - key service information

Aims of service

To improve access and choice for people with minor ailments by:

- Promoting self-care through the pharmacy, including provision of advice and where appropriate medicines without the need to visit the GP practice.

- Operating a referral system from local medical practices or other primary care providers.
- Supplying appropriate medicines at NHS expense for those who are eligible.
- Linking with the Pharmacy First service to enable access to treatment for patients/families on low income.

To support the capacity gap agenda in GP, Urgent Care and A+E by enabling access to subsidised over the counter medication and advice from community pharmacy.

To reduce the number of patients having to attend their local GP, A+E or local urgent care services for treatment and medication for minor ailments.

Population covered.

This service is available to any person or their dependents (e.g., children), who are:

- on low income. Please see the following dispensing factsheet from Community Pharmacy England (CPE):

[Exemptions from the prescription charge.](#)

E.g.

- HC2 Charges Certificate – Possession of a valid HC2 Charges Certificate
- Income Support (IS) – Possession of an IS award notice
- Income-related Employment and Support Allowance (ESA) – Possession of an ESA award notice
- Income-based Jobseeker's Allowance (JSA) – Possession of a JSA award notice
- Universal Credit (UC) – Possession of a Universal Credit statement
- NHS Tax Credit Exemption Certificate – Possession of a valid Tax Credit Exemption Certificate
- Pension Credit Guarantee Credit (PCGC) – Possession of a PCGC award notice

And

- registered with GP practice within the East Berkshire area
- who would otherwise have visited a GP, OOH, NHS 111 or an Urgent Care centre

Acceptance and exclusion criteria and thresholds:

- Patients will either self-refer into the service or will be referred by their GP

The patient must be in attendance; the service cannot be carried out if the patient is absent. In the case of a child under 16, the parent or guardian must be in attendance, but the child being treated need not be present. No more than two OTC medications can be offered per interaction.

It is not a service intention to divert patients presenting in the pharmacy with a minor ailment. People who usually manage their own minor ailments through self-care and the purchase of an OTC medication should continue to self-manage and treat their minor ailments.

For patients who do not meet the service criteria, the pharmacy may provide advice and sell OTC medicines to the person to help manage the minor ailment.

Interdependence with other services/providers - The provider shall ensure that effective and clear communication is maintained with patients and GP surgeries including any temporary disruption to the service provision.

Thames Valley ICB, the commissioner, will retain any rights to amend or cancel the service with 1 months' notice to the pharmacy before 30th September 2026.

Fees and claiming

The pharmacy contractor will be eligible for the following payment:

Item	Payment
For consultations where OTC medication(s) is supplied (Maximum of two OTC medicines per patient interaction).	£6.00 (including VAT)

Payment takes account of:

- Set up costs (SOP development, staff training etc.)
- Staff time to provide the service
- Completing [Claims and Reporting form](#).

Where a patient is eligible for the service, then medicines from the formulary (Appendix 1) may be provided free of charge to the patient. Pharmacies will be reimbursed for the drugs they supply using the set Drug price list, plus VAT (see appendix 3 below).

Pharmacies should contact the ICB where there is a significant discrepancy in reimbursement price due to variation in wholesale price. In such cases, reimbursement of an alternative cost may be considered if there is a substantial difference in formulary pricing and a clear, justifiable reason for supply under this service.

Payments will be made based on the information recorded on [Claims and Reporting form](#). Payment will be made to pharmacies on a monthly basis via NHSBSA and will show on your FP34c. Records should be maintained and for 12 months from the decommissioning of the service for post-payment verification checks.

Reimbursement will be paid on the condition that the service is provided in accordance with the service specification.

Claims for payment should be submitted by the last day of the month.

The commissioner reserves the right to check pharmacy contractors' held information at any time to support post-payment verification.

Appendix 1: NHS Frimley Minor Ailments Enhanced (Extended) Service, Subsidised Over The Counter (OTC) Medications Formulary

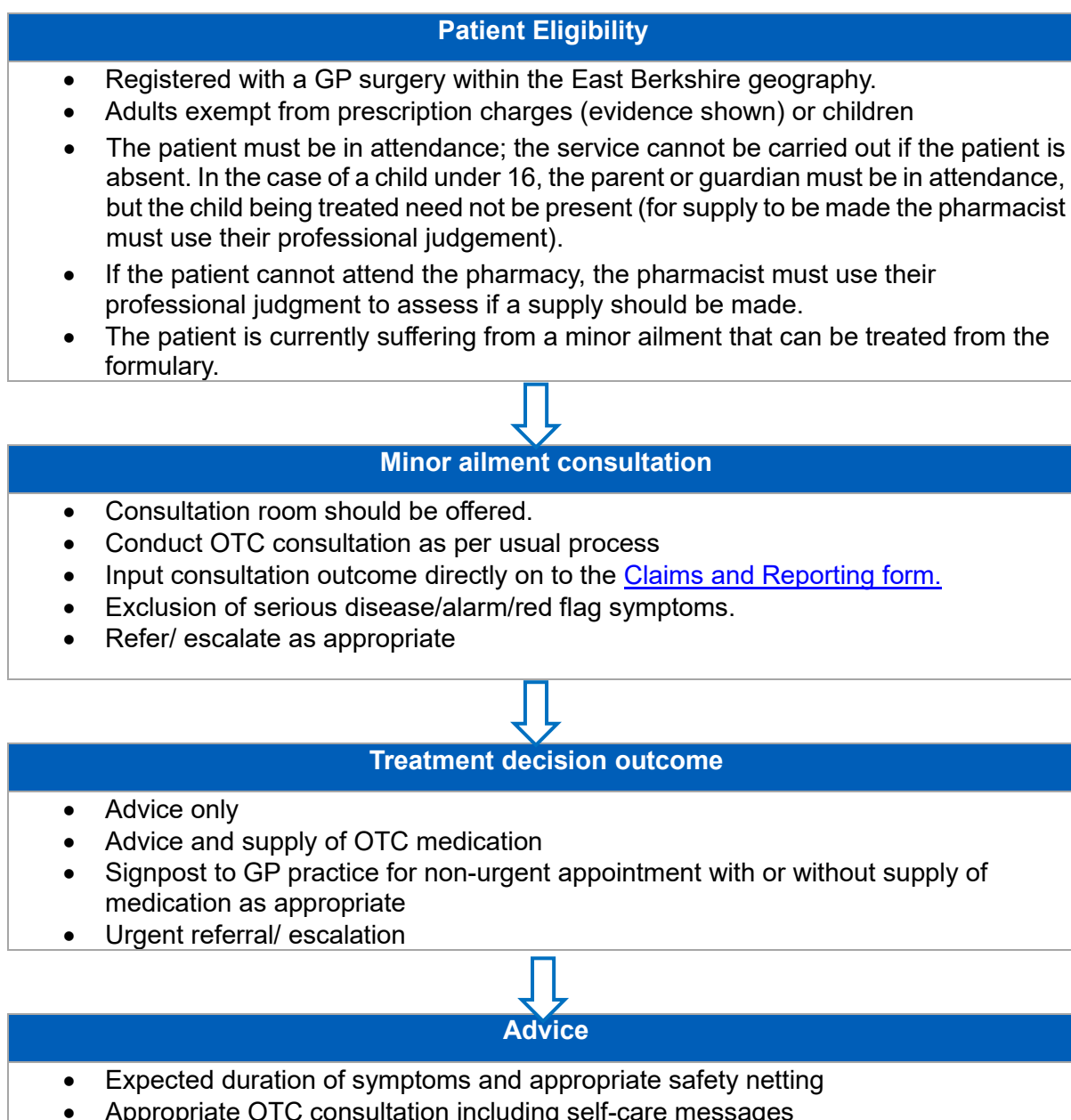
Only medicines from the formulary can be used for treatment under the Minor Ailments Service. These products can be used for any of their licensed indications at licensed doses. Pharmacists can supply any brand of product if the active ingredients are the same and pack size is the size specified in the formulary. The products supplied must not be a POM pack and each product must be supplied with the corresponding Patient Information Leaflet.

The pharmacist making the supply is professionally accountable for the treatment decisions made.

Ailment	Product
Respiratory System	
Allergies	Chlorphenamine 2mg/5ml Liquid (1 x 150ml)
	Chlorphenamine 4mg tablets (1x30)
	Cetirizine 5mg/5ml oral solution (1x70ml or 1x120ml)
	Cetirizine tablets (1 x 30)
	Mometasone furoate 50micrograms/metered spray (1x60dose)
	Fluticasone propionate 50microgram/metered spray (1x60dose)
	Sodium cromoglycate 2% eye drops (1 x 10ml)
Pain	
	Paracetamol 120mg/5ml SF paed suspension (1x100ml)
	Paracetamol 250mg/5ml SF suspension (1 x 100ml)
	Ibuprofen 100mg/5ml SF suspension (1 x 100ml)
Skin	
Athlete's Foot & Ringworm	Clotrimazole 1% cream (1 x 20g)
Contact Dermatitis	Hydrocortisone 1 % cream (1 x 15g)
Head Lice	Detection comb (1 if not included in box below)
	Malathion 0.5% aqueous liquid (enough for 2 treatments)
Oral thrush	Miconazole oral gel 20mg/g (Daktarin) (1 x 15g)
Vaginal Thrush	Clotrimazole 2% cream (1 x 20g)
	Clotrimazole 500mg pessary (x1)

	Fluconazole 150mg capsule (x1)
Eye	
Conjunctivitis	Chloramphenicol 0.5% eye drops (1 x 10ml)
Other	
Threadworm	Mebendazole 100mg (Ovex single dose) tablet (x1)
	Mebendazole 100mg/5ml (Ovex) oral suspension (1 x 30ml)

Appendix 2: NHS Frimley Minor Ailments Enhanced (Extended) Service, Subsidised Over The Counter (OTC) Medications - Service Guide



- Provide service information
- Antibiotic use messages (e.g. Target toolkit)
- Printed materials where appropriate



Medication supply and record

- Supply medication only where necessary
- Select medication from formulary and cross out the bar code and replace with 'NHS supply'
- Advice on how medication works, side effects, cautions etc
- Record on [Claims and Reporting form](#).

Appropriate use of antibiotic message

Discuss with the patient the key messages about antibiotics not required for minor infections, such as coughs, colds, flu, sore throat and diarrhoea, because these are usually caused by viruses. Discuss possible side effects of antibiotics, and problems caused by resistance.

Note: Pharmacies are only paid a consultation fee under the service when medication is supplied. Pharmacists are contractually obliged to provide advice or signpost patients onwards as part of their standard NHS Contract under essential service 6. Pharmacies should only provide medication where there is a clinical need. Providing unnecessary medication would be against the agreement of this scheme and professional standards.

The patient can have a maximum of 2 products per consultation. The product barcode should be crossed though, and the product clearly marked "NHS Supply"

The pharmacist must maintain a record of the supply and consultations by promptly recording on the [Claims and Reporting form](#). This ensures live audit for commissioners and prompt payment for pharmacies. At this time invoicing is not possible and pharmacies should keep records of supply for internal audit and accounting purposes.

Appendix 3: NHS Frimley Minor Ailments Enhanced (Extended) Service, Subsidised Over The Counter (OTC) Medications Drug Reimbursement Price List

Product	Price £
Cetirizine 5mg/5ml oral solution (1x70ml or 1x120ml)	12.11
Cetirizine tablets (1 x 30)	0.68
Chloramphenicol 0.5% eye drops (1 x 10ml)	1.78
Chlorphenamine 2mg/5ml Liquid (1 x 150ml)	3.56
Chlorphenamine 4mg tablets (1x30)	0.78
Clotrimazole 1% cream (1 x 20g)	1.31

Clotrimazole 2% cream (1 x 20g)	6.41
Clotrimazole 500mg pessary (x1)	3.97
Detection comb (1 if not included in box below)	
Fluconazole 150mg capsule (x1)	0.66
Fluticasone propionate 50microgram/metered spray (1x60dose)	11.01
Hydrocortisone 1 % cream (1 x 15g)	2.50
Ibuprofen 100mg/5ml SF suspension (1 x 100ml)	1.52
Malathion 0.5% aqueous liquid (enough for 2 treatments)	15.96
Mebendazole 100mg (Ovex single dose) tablet (x1)	1.34
Mebendazole 100mg/5ml (Ovex) oral suspension (1 x 30ml)	1.55
Miconazole oral gel 20mg/g (Daktarin) (1 x 15g)	5.25
Mometasone furoate 50micrograms/metered spray (1x60dose)	4.86
Paracetamol 120mg/5ml SF paed suspension (1x100ml)	2.47
Paracetamol 250mg/5ml SF suspension (1 x 100ml)	3.77
Sodium cromoglycate 2% eye drops (1 x 10ml)	2.08