

Service Specification No.	
Service	<b>Palliative Care – Stock Holding and Provision of Specialist Drugs</b>
Commissioner Lead	<b>Jayne Mellor, Head of Transformation &amp; Delivery</b>
Provider Lead	
Period	<b>1<sup>st</sup> July 2020 to 31st Dec 2020</b>
Date of Review	<b>Quarterly</b>

## 1. Population Needs

### 1.1 National/local context and evidence base

The demand for palliative care drugs can be urgent and / or unpredictable. A number of drugs used in palliative care are rarely used in other circumstances and are therefore often not widely available in community pharmacies

## 2. Outcomes

### 2.1 NHS Outcomes Framework Domains & Indicators

<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	✓
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>	✓
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health following injury</b>	
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	✓
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	

### 2.2 Local defined outcomes

## 3. Scope

### 3.1 Aims and objectives of service

To increase the availability of palliative care drugs in Chorley & South Ribble and Greater Preston and to improve access for patients, carers and healthcare professionals to these specialist medicines when they are required, by ensuring prompt access and continuity of supply.

To support people, carers and clinicians by providing them with up to date information, advice where appropriate and referral where appropriate.

### 3.2 Service description/care pathway

The pharmacy contractor will hold a specified stock drug list (Appendix 1) required to deliver this service and will be able to supply clinicians, patients and carers with the specialist medicines on the presentation of an NHS prescription.

Appendix 1 also identifies minimum stock levels that the pharmacy must stock and maintain. There will be allowances made where stock is unavailable due to manufacturing problems.

The identified stock drug list and levels are in addition to any demand requirement arising from the pharmacy's normal within hours dispensing service.

Medicines will be checked regularly to ensure sufficient stock is available and in date.

The pharmacy must operate this service for their full opening hours.

The pharmacist will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care.

The pharmacist must be able to demonstrate compliance with the recent NHSE Safer Practice Notice – Ensuring safe practice with high dose ampoules of morphine. Future NHSE and MHRA alerts must also be complied with.

Pharmacies must keep a list of all pharmacies participating in the Palliative Care – Provision of Specialist Drugs service, this will be sent through to pharmacies at the beginning of each year and as and when any changes occur.

If for any reason the pharmacy is unable to supply any item on the agreed list, the pharmacist has a responsibility to identify an alternative source of supply, i.e. contact an alternative pharmacy, check availability and ensure the patient can obtain a supply.

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service and operate within local protocols. CPPE training which may support this service – Palliative Care Open Learning Pack Ref. 37029 at [www.cppe.ac.uk](http://www.cppe.ac.uk)

**The pharmacy contractor will provide a weekly stock update to the commissioner via pharmoutcomes.**

The commissioner will agree with local stakeholders the medicines formulary and stock levels required to delivery this service. The Clinical Commissioning Group / Commissioning Support Unit will regularly review the formulary to ensure that the formulary reflects the availability of new medicines and changes in practice or guidelines.

The commissioner will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

The commissioner will need to provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

The commissioner will disseminate information on the service to other pharmacy contractors and healthcare professionals in order that they can signpost patients to the service.

If, for whatever reason, the pharmacy ceases to provide the essential services under the pharmacy contractual framework then the pharmacy will become ineligible to provide this local service.

The provider will have plans and procedures in place to provide the service if there are any unforeseen closures or breaks in service such as power cuts, floods etc. The practice must notify the Clinical Commissioning Group of any such unforeseen closures incidents.

### **3.3 Equipment / Premises**

No specific equipment required for this service.

### **3.4 Minimum Required Activity**

No minimum activity required

### **3.5 Activity Reporting**

The provider must supply the Clinical Commissioning Group / Commissioning Support Unit with such information as it may reasonably request for the purposes of monitoring the provider's performance of its obligations under this service level agreement.

### **3.6 Audit**

The service delivered under this specification will be subject to the following monitoring:

The commissioner may conduct an annual, unannounced visit to check required stock levels and documentation.

Also, at the commissioner contract monitoring visit, a check of the availability of the agreed stock may be made and evidence of a standard operating procedure may be requested.

### **3.7 Finance**

The contractor will receive a one-off payment per year of £250.00 in recognition of the set-up costs and to cover any stock which becomes out of date.

The contractor will be paid an additional payment of £50 for the life of this contract (1<sup>st</sup> July to 31<sup>st</sup> December 2020) which will be made on receipt of the signed contract variation.

Pharmacies are expected to ensure adequate stock rotation to help prevent the occurrence of out of date stock.

Payment of the £250 stockholding retention fee, will be made upon receipt of invoice (Appendix 2) sent to the Commissioning Support Unit either by email to [enhancedserviceslcsu@nhs.net](mailto:enhancedserviceslcsu@nhs.net). This should be returned by the 31<sup>st</sup> May each year.

If the formulary is revised pharmacies will be reimbursed for stock which is no longer on the list and subsequently goes out of date. A claim form will be sent to all pharmacies signed up to this service if this occurs

### **3.8 Eligibility / Criteria and Accreditation**

The pharmacy will have and maintain Standard Operating Procedures (SOP's) to meet all of these service requirements and reflect changes in practice or guidelines and ensure that pharmacist and staff involved in the provision of the service are appropriately training and can deliver the service for the full contracted or voluntarily extended opening hours period.

The SOP will include:

- Details of wholesalers – delivery / order times and contact details
- List of agreed medicines
- Contact details of other pharmacies in the scheme
- Contact details for Specialist Palliative Care Pharmacist
- Record of stock check
- Contact details for the Clinical Commissioning Group / Commissioning Support Unit representative

### **3.9 Any acceptance and exclusion criteria**

Patients registered with a GP practice within Chorley & South Ribble and Greater Preston area.

### **3.10 Interdependencies with other services**

GP Practices

Pharmacies, including those also providing the Palliative Care Service

District Nursing Teams

#### **4. Applicable Service Standards**

##### **4.1 Applicable national standards (e.g. NICE)**

###### **4.1.1 Infection Prevention**

The service provider is required to adhere to all current infection prevention guidance including the Health and Social Care Act 2012 and NICE Guidance CG139 or relevant guidance which supersedes these detailed.

##### **4.2 Applicable standards set out in Guidance and/or issued by a competent body**

NPSA Safer Practice Notice – Ensuring safe practice with high dose ampoules of morphine and diamorphine

##### **4.3 Applicable local standards**

#### **5. Applicable quality requirements and CQUIN goals**

##### **5.1 Applicable quality requirements (See Schedule 4 Parts A-D)**

The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken any necessary CPD relevant to this service.

The pharmacy participates in any commissioner organised audit of service provision.

The pharmacy co-operates with any local agreed Clinical Commissioning Group / Commissioning Support Unit led assessment of service user experience.

##### **5.2 Applicable CQUIN goals (See Schedule 4 Part E)**

#### **6. Location of Provider Premises**

The Provider's Premises are located at the address supplied previously.

#### **7. Individual Service User Placement**

## Appendix 1

	Pack size	Proposed stock
Dexamethasone injection 3.3mg/ml (1ml ampoules)	5	
Codeine linctus 15mg/5mls	100ml	
Glycopyrronium bromide 200mcg/ml injection 1ml ampoules	10	
Haloperidol 5mg/ml injection 1ml ampoules	10	
Haloperidol 1mg/1ml solution	100mls	
Hyoscine butylbromide 20mg/ml 1ml ampoules	10	
Hyoscine hydrobromide sublingual tablets 300mcg	12 tabs	
Hyoscine 1.5mg patches	2 patches	
Levomepromazine 25mg/ml injection 1ml ampoules	10	
Lorazepam 1mg tablets (Genus/Lexon/Mylan/Teva brand)	28	
Midazolam 5mg/ml injection 2ml ampoule	30	
Midazolam 10mg/2ml buccal solution 2ml pre-filled oral syringe	4	
Morphine Sulphate Injection 10mg/ml * 1ml ampoules	10	
Morphine Sulphate Injection 30mg/ml* 1ml ampoules	10	
Morphine Sulphate Continuous Tablets 10mg	60 tabs	
Oramorph 10mg/5ml Solution	100ml	
Oxycodone 10mg/1ml (1ml ampoules)	10 amps	
Oxycodone 5mg/5ml liquid	250ml	
Water for Injection 10ml ampoules	40	

The drug list may be altered based on the needs of the local population and changes in prescribing trends within palliative care. This will be subject to notice from the Medicines Management Team at Midlands & Lancashire Commissioning Support Unit.

Appendix 2

**Stock Holding of Palliative Care Medicines Claims for Payment**

Pharmacy Code:-	
Pharmacy Name and Address	Please return to: NHS Midlands and Lancashire CSU Jubilee House Lancashire Business Park Leyland PR26 6TR <a href="mailto:enhancedserviceslcsu@nhs.net">enhancedserviceslcsu@nhs.net</a>

This form should be completed before 31<sup>st</sup> May each year and returned to the address above to claim for the annual retention fee of £250 for the provision of the Palliative Care service.

**Annual Retention Fee**

The above pharmacy has opened in accordance with the Palliative Care service commissioned by Chorley & South Ribble and Greater Preston Clinical Commissioning Groups and maintained the required stock of medicines as listed in Appendix 1 of the service specification for supply against FP10 prescriptions.

<b>Fee claimed (£250.00) = £250.00</b>
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**Counter Fraud Declaration**

**I declare the information provided above is a true and accurate reflection of the service provided. I understand that I will be liable for prosecution and monies to be reclaimed if I deliberately provide false information.**

Signed..... Date.....

Full Name.....