

Service Specification No.	
Service	NHS East Lancashire CCG Stock-holding and Provision of Specialist Drugs in Palliative Care
Commissioner Lead	East Lancashire Clinical Commissioning Group
Provider Lead	
Period	01st April 2019 to 31st March 2020
Date of Review	February 2019

1. Population Needs

1.1 National/local context and evidence base

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

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

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

2.2 Local defined outcomes

To improve the accessibility of drugs used in palliative care for patients in the community.

3. Scope

3.1 Aims and objectives of service

Aims

To increase the availability of palliative care drugs to patients in East Lancashire

Objectives

- To improve access and continuity of supply for patients, carers and healthcare professionals.
- To support people, carers and clinicians by providing them with up to date information, advice and referral where appropriate

3.2 Service description/care pathway

- a) The pharmacy contractor will hold a specified stock drug list (**Appendix 1**) required to deliver the service. Clinicians, patients and carers will be supplied with the specialist medicines on the presentation of an NHS prescription.
- b) Appendix 1 identifies minimum stock levels that the pharmacy must stock and maintain. Allowances made where stock is unavailable due to manufacturing problems.
- c) The identified stock drug list and levels are in addition to any demand requirement arising from the pharmacy's normal within hours dispensing service.
- d) Medicines will be checked regularly to ensure sufficient stock is available and in date.
- e) The pharmacy must operate this service for their full opening hours.
- f) The pharmacist will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care.
- g) The pharmacist must be able to demonstrate compliance with the recent NPSA Safer Practice Notice- Ensuring safer practice with high dose ampoules of morphine and diamorphine. Future NPSA and MHRA alerts must also be complied with.
- h) Pharmacies must keep a list of all pharmacies participating in the Local Enhanced Service for the Provision of Specialist Drugs in Palliative Care.
- i) 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). List of pharmacies holding stocks across East Lancashire and Blackburn with Darwen CCGs under this service is available on the health economy medicines management board website (www.elmmb.nhs.uk).
- j) The pharmacy contractor has a duty to ensure that pharmacists including locums 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. [NB. CPPE training which supports this service: Palliative Care Open Learning Pack Ref. 42008/42007 at www.cppe.ac.uk.]
- k) The pharmacy will have and maintain Standard Operating Procedures (SOP's) to meet all of these service requirements. These will reflect changes in practice or guidelines and ensure that pharmacists and staff involved in the provision of the service, are appropriately trained and can deliver the service for the full contracted or voluntarily extended opening hour's period.
- l) The SOP will include:
 - i. Details of wholesalers – delivery/order times and contact details.
 - ii. List of agreed medicines.
 - iii. Contact details of other pharmacies in the scheme.
 - iv. Contact details for Specialist Palliative Care Pharmacist.
 - v. Record of stock check.
 - vi. Contact details for the CCG/Medicines Management representative.
- m) The commissioner will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The CCG will regularly review the formulary to ensure that the formulary reflects the availability of new medicines and changes in practice or guidelines.
- n) The commissioner will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- o) The commissioner will provide details of relevant referral points which pharmacy staff can use to

signpost service users who require further assistance.

p) The commissioner will disseminate information on the service to other pharmacy contractors and healthcare professionals, so they can signpost patients to the service.

q) If the pharmacy ceases to provide the essential services under the pharmacy contractual framework then the pharmacy will become ineligible to provide this locally commissioned service.

3.3 Population covered

Residents within NHS East Lancashire CCG

3.4 Any acceptance and exclusion criteria

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

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

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

d) The pharmacy co-operates with any locally agreed PCO – led assessment of service user experience.

3.5 Interdependencies with other services

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

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

CPPE training which supports this service: Palliative Care – The Learning Pharmacy [on the CPPE website](#)

4.3 Applicable local standards

- The initial stock of agreed drugs will be purchased by the participating pharmacies from their usual wholesalers and will be the property of that pharmacy. A payment of £200 will be paid annually. (Appendix 4) - please submit this to the CSU enhancedserviceslcsu@nhs.net
- The CCG will pay the drug tariff or cost price of any items that are **newly added** to the agreed list.
- The pharmacy is expected to carry out good stock management and ensure the full range (and quantities) **of agreed drugs are in stock in the pharmacy at all times**. Items used must be re-ordered promptly.
- To report to Medicines Management at East Lancashire CCG immediately if there is difficulty in obtaining any of the drugs.
- To report any operational issues with the service to East Lancashire CCG using Feedback form (**Appendix 3**) including any items that are unable to be dispensed on-demand and inform East Lancashire CCG how the incident has been resolved. To undertake significant event analysis of incidents relating to the service and demonstrate learning. To ensure that whenever possible the stock is dispensed and replaced (when a suitable prescription is

presented) to ensure the stock is rotated as much as possible to minimise occurrences of stock going out of date.

- To complete East Lancashire CCG annual audit of service provision at 6 months As requested by Medicines Management at the CCG The Pharmacy must report any incidents involving Controlled Drugs to the Accountable Officer at NHS England Area Team via www.cdreporting.co.uk

5. Applicable quality requirements and CQUIN goals

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

- The pharmacist will be familiar with the section on palliative care in the current edition of the BNF.
- Ideally all pharmacists working in the pharmacy will have completed the CPPE Open learning Palliative Care 2012. Regular pharmacists for the pharmacy are expected to have done this, particularly those covering the out of hours period. A copy of the CPPE distance learning pack on Palliative Care should be kept in the pharmacy for reference.
- The pharmacy reviews its standard operating procedures for delivering this service on an annual basis.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- The pharmacy can demonstrate incident reporting, resolution and learning.
- The pharmacy co-operates with any locally agreed East Lancashire CCG-led assessment of service user experience.
- The pharmacy can demonstrate that clear and accurate records are kept and retained for 7 years.
- Any adverse incidents that occur must be reported to Medicines Management at the CCG using Appendix 3
- The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider's Premises are located at: pharmacies within East Lancashire
<http://www.elmmb.nhs.uk/community-pharmacy-main/east-lancashire-community-pharmacy-information/>



Appendix 2
Palliative Care List of

7. Individual Service User Placement

Appendix 1
LOCAL ENHANCED SERVICE FOR THE
Provision of Specialist Drugs in Palliative Care

PALLIATIVE CARE DRUG STOCK LIST

Drug	Strength	Agreed Stock level
Cyclizine injection	50mg/ml	5 x 1ml ampoules
Glycopyrronium Bromide	200mcg/1ml	20 x 1ml ampoules
Hyoscine Hydrobromide	400micrograms/ml	10 x 1ml ampoules
Morphine	10mg/ml	10 (1ml amps)
Morphine	30mg/ml	10 (1ml amps)
Oxycodone	10mg/ml	10 (1ml amps)
Levomepromazine	25mg/ml	10 x 1ml ampoules
Metoclopramide	5mg/ml	10 x 2ml ampoules
Midazolam	5mg/ml	10 x 2ml ampoules
Oramorph (Morphine Sulphate)	10mg/5ml	2x 300 mls
Water for injection	10ml	2 x10 ampoules

Please note that Morphine has replaced Diamorphine as Morphine is the first-line strong opioid in palliative care, by oral or parenteral route. Oxycodone and topical agents (Fentanyl/Buprenorphine patches) should be considered as second-line agents for patients intolerant or contra-indicated of morphine. Please see www.elmmb.nhs.uk formulary for further information.

Appendix 3
Feedback Form for Enhanced Service
Stock-holding and Provision of Specialist Drugs in Palliative Care

Pharmacy Name and Address.

Description of the incident/issue,
(Do not include any patient identifiable information)

Actions taken to rectify/address the issue

Where any other Health Care Professionals involved?

Recommendations you would like to make regarding the service

Name of person completing this form:

Date:

Email to medicines.management@eastlancscg.nhs.uk elccg.admin.mmt@nhs.net

Appendix 4

Stock Holding of Palliative Care Medicines Claims for Payment

Pharmacy Name Pharmacy Code	Please return to: NHS Midlands and Lancashire CSU Jubilee House Lancashire Business Park Leyland PR26 6TR enhancedserviceslcsu@nhs.net
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This form should be completed by 31st May 2020 and returned to the address above to claim for the annual retention fee of £200 for the provision of the Palliative Care Scheme.

Annual Retention Fee

The above pharmacy has opened in accordance with the Palliative Care Scheme commissioned by East Lancashire Clinical Commissioning Group and maintained the required stock of medicines as listed in the service specification for supply against FP10 prescriptions.

Fee claimed (£200) = £ 200

Total claimed (£200) = £ 200

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.....