

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

*This is a non-mandatory model template for local population. Commissioners may retain the structure below, or may determine their own in accordance with the NHS Standard Contract Technical Guidance.*

<b>Service Specification No.</b>	
<b>Service</b>	Stock Holding and provision of specialist drugs – Palliative care community pharmacy enhanced service
<b>Commissioner Lead</b>	
<b>Provider Lead</b>	
<b>Period</b>	
<b>Date of Review</b>	

<b>1. Population Needs</b>							
<b>1.1 National/local context and evidence base</b>							
<p>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.</p>							
<b>2. Outcomes</b>							
<b>2.1 <u>NHS Outcomes Framework Domains &amp; Indicators</u></b>							
<table border="1"> <tr> <td style="text-align: center;">Domain 4</td> <td style="text-align: center;">Ensuring people have a positive experience of care</td> <td style="width: 50px;"></td> </tr> <tr> <td style="text-align: center;">Domain 5</td> <td style="text-align: center;">Treating and caring for people in safe environment and protecting them from avoidable harm</td> <td style="width: 50px;"></td> </tr> </table>	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		
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<b>2.2 Local defined outcomes</b>							
<b>3. Scope</b>							
<b>3.1 Aims and objectives of service</b>							
<p>To increase the availability of palliative care drugs in West Lancashire 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.</p> <p>To support people, carers and clinicians by providing them with up to date information, advice where appropriate and referral where appropriate</p>							

### **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.

#### **3.2 Community pharmacy responsibilities for the service:**

Maintain as a minimum stock level, the drugs specified in as specified in Schedule 3 – There will be allowances made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems.

The pharmacy will produce a Standard Operating Procedure (SOP) for all staff and locums. This will include:

- Details of wholesalers- delivery / order times and contacts details
- Contact details of other pharmacies in the scheme
- Contact details for the Specialist Palliative Care Team at the Hospice
- List of agreed medicines
- Record of stock check
- Significant event reporting form

The pharmacy contractor has a duty to ensure that all employed pharmacists and pharmacy staff participate in the provision of the service. Staff must have relevant knowledge and must be appropriately trained in the operation of the service. A CPPE Palliative Care course is available to support CPD.

The pharmacy contractor will dispense the medication in a bag, sealed with a tamper-evident seal in response to NHS prescription presented.

The pharmacist will ensure batch numbers and expiry dates are visible on each medicine container and ensure that patient information leaflets are included for each medicine. All medicines supplied must have a minimum of three months expiry date.

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

Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply for the patient or their representative.

A feedback form (appendix 2) is available for the pharmacy to report any

operational issues with the service. Forms are to be sent to the Head of Medicines Optimisation Nicola Baxter at the CCG. Any clinical issues are to be reported to the Head of Medicines Optimisation at the CCG.

The Pharmacy must report any incidents involving Controlled Drugs to the Accountable Officer at NHS England Lancashire Area Team via their usual defined procedures.

The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

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

The pharmacist must be able to demonstrate compliance with the NPSA Safer Practice Notice – Ensuring Safer Practice with high dose ampoules of morphine and diamorphine and Rapid Response Report Reducing Dosing Errors With Opioid Medicines. Future NHS England Patient Safety Alerts and MHRA alerts must also be complied with.

### **3.3 Population covered**

Patients who are registered with a West Lancashire GP

### **3.4 Any acceptance and exclusion criteria and thresholds**

### **3.5 Interdependence with other services/providers**

Specialist Palliative care Nurse  
Queens Court Hospice  
Local hospitals  
GP practices  
Community service

### **3.6 Activity/ Monitoring**

The service provision will be reviewed annually.

The CCG may carry out spot checks of stock and documentation when necessary and where it is convenient to the pharmacy.

The CCG will regularly review the drug list with the Specialist Palliative Care Team at the Hospice to ensure the list reflects the availability of new medicines and changes in guidelines and practice.

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

The CCG will provide a framework for the recording of relevant service information for the purpose of audit and claiming payment.

If the service is not provided in accordance with the enhanced service specification then the commissioner reserves the right to recover the appropriate payment and the pharmacy will become ineligible to provide this enhanced service

<p><b>3.7 Finance</b>  An annual retention fee of £500.00 will be paid on submission of an invoice to the CCG, as per schedule 3a of the contract</p>
<p><b>4. Applicable Service Standards</b></p>
<p><b>4.1 Applicable national standards (eg NICE)</b></p> <p>NICE quality standard for end of life care <a href="https://www.nice.org.uk/guidance/ng31">https://www.nice.org.uk/guidance/ng31</a> and NICE clinical guidance 46 on controlled drugs.  <a href="https://www.nice.org.uk/guidance/ng46">https://www.nice.org.uk/guidance/ng46</a></p> <p><b>4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)</b></p> <p><b>4.3 Applicable local standards</b>  Applicable local domains  The pharmacy reviews its SOP 'Stock Holding of Palliative Care Medicines' on an annual basis or as required if any significant changes occur.</p> <p>The pharmacy demonstrates that pharmacists and staff involved in the provision of this service have relevant knowledge and are appropriately trained in the operation of the service.</p> <p>The pharmacy participates in any CCG organised audit of the service.</p> <p>The pharmacy co-operates with any locally agreed CCG - led assessment of service user experience.</p>
<p><b>5. Applicable quality requirements and CQUIN goals</b></p>
<p><b>5.1 Applicable Quality Requirements (See Schedule 4A-C)</b></p> <p><b>5.2 Applicable CQUIN goals (See Schedule 4D)</b></p>
<p><b>6. Location of Provider Premises</b></p>
<p>The Provider's Premises are located at:</p>
<p><b>7. Individual Service User Placement</b></p>

## Appendix 1

### Drug List

Alfentanil 5mg/ml injection 1 ml ampoules	1 x10
Alfentanil 500microgram/ml injection 2ml ampoules	1x10
Cyclizine 50mg/ml injection 1ml ampoules	1x5
Dexamethasone injection 4mg/ml (1ml ampoules)	1x10
Diamorphine 5mg injection	2x5
Diamorphine 10mg injection	2x5
Diamorphine 30mg injection	2x5
Diamorphine 100mg injection	1x5
Glycopyrronium Bromide 200mcg/ml ampoules	1x10
Haloperidol 5mg/ml injection 1ml ampoules	1x5
Hyoscine butylbromide 20mg/ml injection 1ml ampoules	1x10
Levomepromazine 25mg/ml injection 1ml ampoules	1x10
Levomepromazine 25mg tablets	1x84
Metoclopramide 5mg/ml injection 2ml ampoules	1x10
Midazolam 5mg/ml injection 2ml ampoule (Hypnovel)	2x10
Oramorph 10mg/5ml Solution	2x100ml
OxyNorm (Oxycodone) immediate release 5mg capsules	1x56
OxyNorm (Oxycodone) immediate release 5mg/5ml liquid	1x250ml
OxyNorm (Oxycodone) 10mg/ml Injection 2ml ampoules	2x5
OxyNorm(Oxycodone) 50mg/ml injection 1ml ampoules	1x5
Sevredol 10mg tablets	1x56
Sevredol 20mg tablets	1x56
Sevredol 50mg tablets	1x56
Sodium Chloride 0.9% IV infusion 1000ml	4x1L
Water for injection 2ml ampoules	2x10
Water for Injection 10ml ampoules	2x10

A number of these medicines would be normally stocked by the pharmacy and a stock check of these would not be expected. However, for those items not normally stocked by the pharmacy we would expect these to be stock and date checked on a regular basis.

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 Teams of NHS West Lancashire CCG.

**Appendix 2**

**Feedback Form for Enhanced Service**

Stock Holding of Palliative Care Medicines

Pharmacy Name and Address

Description of the issue (Contained on a separate page if necessary)

Actions taken already to address/rectify the issue

Involvement of other Healthcare Professionals

Recommendations you would like to make regarding the service

Name of person completing this form.....

Date .....

## List of Participating Pharmacies and Useful Contacts

Asda Pharmacy  
Ingram Road  
Skelmersdale  
WN8 6LU  
01695 558980

Aspire Pharmacy  
9 Railway Road  
Ormskirk  
L39 2DN

Fishlocks Pharmacy  
60 Liverpool Road  
Burscough  
Ormskirks  
L40 4BY

Palliative Care Nurse Specialist – 01704 517422 9am-5pm 7/7  
Specialist Palliative Care Doctor – 01704 517922 24/7 7/7

Nicola Baxter  
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West Lancashire CCG  
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01695 588130