

Service Specification No.	1.
Service	Just in Case Drug Supply
Commissioner Lead	Faye Prescott
Provider Lead	Community Pharmacy
Period	01 st April 2020 to 31 st March 2021
Date of Review	31/12/2021

1. Population Needs

1.1 National/local context and evidence base

This service is aimed at the supply of palliative care medicines, the demand for which may be urgent and/or unpredictable. The pharmacy contractor will stock a locally agreed range of specialist medicines for. The contractor will make a commitment to ensure that users of this service have prompt access to these medicines during opening hours.

The pharmacy will also provide information and advice to the user, carer and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.

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 or 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

3. Scope

3.1 Aims and objectives of service

The aim of the service will be:

- To maintain a locally agreed stock of medicines (Appendix 1) used in the treatment of palliative care patients at designated community pharmacies (Appendix 5). This is intended as a 'Just in Case Drugs Supply' by community pharmacies against FP10 prescriptions.
- Provide support to patients, carers and clinicians by providing them with up to date information, advice and referral where appropriate
- To ensure the public has easy access to palliative care medicines during normal working hours

- To reduce the incidence of delayed access to immediately required palliative care medication

3.2 Service description/care pathway

- Maintain a minimum stock level, as specified on appendix 1. 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:

- o Details of wholesalers – delivery / order times and contact details
- o Contact details of other pharmacies in the scheme
- o Contact details for the Palliative Care team at the hospice
- o List of agreed medicines
- o Record of stock check
- o Contact details for Morecambe Bay CCG representative
- o 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 which may be of assistance.

- The pharmacy contractor will dispense the medication in a bag sealed with a label 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.

- The pharmacy contractor will complete the Pharmacy Collection and Delivery Form for the Just in Case Drugs Supply (appendix 2) and retain the form in the pharmacy.

- Medicines will be checked regularly 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 3) is available for the pharmacy to report any operational issues with the service. Forms are to be sent to the Primary Care Team at MBCCG. Any clinical issues are to be reported to the Medicines Management Team at the CCG.

- The pharmacy must report any incidents involving Controlled Drugs to the Accountable Officer at the CCG.

- 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 NPSA MHRA alerts must also be complied with

- Payment for the service will be made according to 3.6 Finance. 3.8 The cost of any expired medicines listed in the formulary is to be met from the annual retainer. Should this cost exceed the retainer, application must be made to the Commissioner. The Commissioner will use its discretion in determining whether any shortfall is reimbursed.

- The CCG may carry out audits of stock and documentation when necessary and where it is convenient to the pharmacy

- The CCG will regularly review the drug list to ensure the list reflects the availability of new medicines and changes in guidelines and practice

- Participating pharmacies will be provided with a sim-only mobile phone to facilitate contact from clinicians calling to ensure availability of access and stock
- 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

3.3 Population covered

Morecambe Bay CCG Area

3.4 Any acceptance and exclusion criteria and thresholds

3.5 Interdependence with other services/providers

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 (eg Royal Colleges)

4.3 Applicable local standards

- The pharmacy reviews its SOP 'Stock Holding of Palliative Care Medicines' on an annual basis or as required if any significant changes occur
- 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
- The pharmacy participates in any CCG organised audit of the service
- The pharmacy co-operates with any locally agreed CCG-led assessment of service user experience

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-D)

5.2 Applicable CQUIN goals (See Schedule 4E)

6. Location of Provider Premises

The Provider's Premises are located at:

7. Individual Service User Placement

NHS England Standard Contract 2016/17

Appendix 1 – Just in Case Drugs List

Appendix 2 – Pharmacy Collection and Delivery Form for the 'Just in Case Drugs Supply'

Appendix 3 – Feedback Form for Just in Case Drug Supply

Appendix 4 – Just In Case Drug Supply Claim Form

Appendix 5 – Access to Just in Case Drug Supply Participating Pharmacies

APPENDIX 1

Drug	Strength	Stock level
Alfentanyl Injection	1mg/2ml	5 amps
Cyclizine injection	50 mg/1 ml	10 amps
Dexamethasone injection	3.3mg / 1ml (or 3.8mg/1ml if unavailable)	10 vials
Diamorphine injection	30mg	5 amps
Glycopyrronium	200mcg/1ml	10 amps
Haloperidol injection	5 mg/1 ml	10 amps
Hyoscine Hydrobromide injection	400 mcg/ml	10 amps
Levomepromazine injection (Nozinan®)	25 mg/1 ml	10 amps
Metoclopramide	10 mg/2 ml	10 amps
Midazolam injection (high strength)	10 mg/2 ml	10amps
Morphine sulphate injection	10 mg/ml	10 amps
Morphine sulphate injection	30 mg/ml	10 amps
Oxycodone injection	10mg/1ml	5 amps

NHS England Standard Contract 2016/17

Oxycodone injection	50mg/1ml	5 amps
Oxycodone oral solution (OxyNorm®)	5mg/5ml	250ml
Phytomenadione inj (Konakion MM®)* *Cumbria only	10mg/ML	10 amps
Water for Injection	10ml	10 amps

APPENDIX 2

PHARMACY COLLECTION AND DELIVERY FORM FOR THE JUST IN CASE DRUGS SUPPLY
 (To be retained in the Pharmacy)

Name of Patient	Address of Patient	Date of Collection	Name of Person Collecting Medicine	Signature or Person Collecting Medication

Date Dispensed.....

Pharmacy Name.....

Pharmacist Name.....

Pharmacy Signature.....

Drug	Quantity Dispensed	Batch Number	Expiry Date

APPENDIX 3

FEEDBACK FORM FOR JUST IN CASE FOUR CORE DRUGS SUPPLY

Pharmacy Name and Address

Description of the issues (continue 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.....

APPENDIX 4

**ANNUAL PAYMENT CLAIM FORM
JUST IN CASE DRUGS SUPPLY**

Pharmacy Code & Name.....

Address.....

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I claim £460.00 for the provision of the Access to Palliative Care Enhanced Service as commissioned by NHS Morecambe Bay CCG for year ending March 2021.

I have read the service specification for this service and agree to adhere to the terms and conditions therein

Signed.....

Name.....

Position.....

Date.....

Please submit this form to:
Midlands and Lancashire Commissioning Support Unit
Contract Management Team
Jubilee House
Lancashire Business Park
Leyland
PR26 6TR

Or send to
enhancedserviceslcsu@nhs.net

NHS England Standard Contract 2016/17

Appendix 5 – Participating Pharmacies

Pharmacy	Address 1	Address 2	Address 3	Postcode	Bypass Mobile Phone No.	Phone	Locality	Hours	JIC Pharmac
Boots the Chemists	48-52 Wellington Street		Millom	LA18 4DE		01229 772259	Furness		Y
Asda Pharmacy	Asda Superstore	Walney Road	Barrow In Furness	LA14 5UG		01229 842510	Furness	100 hour	Y
Boots the Chemists Ltd	15-17, Portland Walk,		Barrow in Furness,	LA14 1DB		01229 820449	Furness		Y
Collins and Butterworth Ltd,	The Pharmacy,	Main Street,	Hawkshead,	LA22 0NS		015394 36201	South Lakes		Y
Windermere Pharmacy	16, Crescent Road,		Windermere,	LA23 1DT		015394 43417	South Lakes		Y
Well	Health Centre		Grange over Sands,	LA11 6DY		015395 32024	South Lakes		Y
Asda Pharmacy,	Asda Superstore,	Burton Road,	Kendal,	LA9 7IA		01539 742410	South Lakes	84 hours	Y
Boots the Chemists,	Units 8-9, Market Cross,		Ambleside,	LA22 9BT		015394 33355	South Lakes		Y
Well	Helme Chase Surgery Pharmacy	Burton Road,	Kendal,	LA9 7HR		01539 737953	South Lakes	100 hour	Y
Lloydspharmacy (in Sainsburys)	Christie Park	Morecambe						100 hours	Y
Asda Pharmacy	Ovangle Road	Lancaster						78 hours	Y
Cohens Chemist	1 Heysham Rd	Heysham							Y
Well Pharmacy	9 Market Street	Carnforth							Y