

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 Contract Technical Guidance.

Commissioner Lead	Faye Prescott
Provider Lead	Designated Community Pharmacies
Period	01 April 2021 to March 2022
Service	Just in Case Drug Supply
Date of Review	January 2022

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. 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 centers, 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	X
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	

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 and 2) used in the treatment of palliative care patients at designated community pharmacies (Appendix 6). This is intended as a 'Just in Case Drugs Supply' by community pharmacies against FP10 prescriptions both paper and EPS (Electronic Prescription Service).
- 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 and 2.

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 Centre for Pharmacy and Postgraduate Education (CPPE) produce courses which may assist the delivery: "Fundamentals of palliative care" and "Safeguarding children and vulnerable adults: a guide for the pharmacy team". "The Standards for Pharmacy Professionals" produced by the General Pharmaceutical Council should be followed; this is available at:

https://www.pharmacyregulation.org/sites/default/files/standards_for_pharmacy_professionals_may_2017_0.pdf

- 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 3) and retain the form at 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 or liaise with the prescriber to offer an alternative.
- A feedback form (Appendix 4) is available for the pharmacy to report any operational issues with the service. Forms are to be emailed to the Medicines Optimisation Lead at MBCCG, see contact details Appendix 7.
- The pharmacy must report any incidents or concerns involving the prescribing of Controlled Drugs to NHSE, via <https://www.cdreporting.co.uk/> and Morecambe Bay CCG Quality and Safety team via email mbccg.qst@nhs.net
- The pharmacy should maintain appropriate records to ensure effective ongoing service delivery by using and completing appendix 3 as the CCG may request a service delivery audit at the end of the year.
- A baseline stock level will be submitted to the CCG at the beginning of the financial year.
- A monthly stock level of all stocked drugs will be submitted to the CCG via the Local Pharmaceutical Committee and Medicines Optimisation Team via the Pharm Outcomes system.
- 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 Appendix 5.
- Payment will be considered for expired stock. Please submit a request according to Appendix 8.

- The Commissioner will use its discretion in determining whether the payment for the expired stock is reimbursed. Therefore do not order stock until you have had confirmation to do so from the CCG Medicines Lead.

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

3.3 Population covered

Morecambe Bay CCG Area

3.4 Any acceptance and exclusion criteria and thresholds

Not applicable

3.5 Interdependence with other services/providers

- District Nursing Team
- Palliative Care Team
- GP practices

4. Applicable Service Standards

4.1 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 monthly Pharm Outcomes audit of the service.
- The pharmacy co-operates with any locally agreed CCG-led assessment of service user experience

4.2 Applicable Quality and Clinical Requirements

End of life care for adults: service delivery
NICE guideline [NG142] Published date: 16 October 2019 available at
<https://www.nice.org.uk/guidance/ng142>

COVID-19 rapid guideline: managing COVID-19
NICE guideline [NG191] Published date: 23 March 2021 Last updated: 08 April
2021 <https://www.nice.org.uk/guidance/ng191>

During COVID 19 Pandemic local guidelines will be cascade to local Pharmacies via
Pharm Outcomes

Appendices

Appendix 1 – Just in Case Drugs List

Appendix 2 – Additional COVID-19

Appendix 3 – Pharmacy Collection and Delivery Form for the 'Just in Case Drugs Supply'

Appendix 4 – Feedback Form for Just in Case Drug Supply

Appendix 5 – Just In Case Drug Supply Claim Form

Appendix 6 – Access to Just in Case Drug Supply Participating

Appendix 7 – Contact details og phamriaces offering the service

Appendix 8 – Expired Stock Claim Form

APPENDIX 1 Just in Case Drugs List

Drug	Strength	Stock level
Cyclizine injection	50 mg/1 ml	10 amps
Dexamethasone injection	3.3mg / 1ml (or 3.8mg/1ml if unavailable)	10 vials
Glycopyrronium	200mcg/1ml	10 amps
Haloperidol injection	5 mg/1 ml	10 amps
Hyoscine Hydrobromide injection	400 mcg/ml	10 amps
Hyoscine Butylbromide injection	20mg/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 sulfate injection	10 mg/ml	10 amps
Morphine sulfate injection	30 mg/ml	10 amps
Oxycodone injection	50mg/1ml	5 amps
Oxycodone oral solution (OxyNorm®)	5mg/5ml	250ml
Phytomenadione inj (Konaktion MM®)	10mg/ML	10 amps
Water for Injection	10ml	10 amps

Appendix 2 – Additional COVID-19 stock list (to be stocked during the 2021 COVID-19 pandemic)

Drug	Strength	Minimum Quantity
Morphine Sulfate Oral Solution	10mg/5ml	2 x 100ml
Morphine Sulfate MR tabs	5mg	1 x 60
Morphine Sulfate MR tabs/caps	10mg	1 x 60
Lorazepam tabs	1mg	1 x 28
Metoclopramide tabs	10mg	1 x 28

APPENDIX 3

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.....

Pharmacist Signature.....

Drug	Quantity Dispensed	Batch Number	Expiry Date

APPENDIX 4

FEEDBACK FORM FOR JUST IN CASE 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:.....

Submit via Faye.prescott2@nhs.net

APPENDIX 5

ANNUAL PAYMENT CLAIM FORM JUST IN CASE DRUGS SUPPLY

Pharmacy Code & Name..... Address.....
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I claim £330.00 for the provision of the Access to Palliative Care Enhanced Service, as commissioned by NHS Morecambe Bay CCG for financial year 21/2022

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 by the end of July 2021. Payments will be made by October 2021.

Submit via Faye.prescott2@nhs.net and Laura.Fisher@morecambebayccg.nhs.uk Cc in your LPC representative (details below) if you do not have access to email or there are issues with payment please liaise with your local LPC representative on the following telephone numbers.

North Lancashire

Tel: 01772 861818

Email: office@pharmacylancashire.org

South Cumbria

Tel: 01900 821 703

Email: info@communitypharmacycumbria.org

Appendix 6 – Participating Pharmacies

ODS Code	Pharmacy	Address 1	Address 2	Address 3	Address 4	Postcode	Phone	Mobile No for EOL Queries ONLY, not for use by the general public	Hours - may be subject to change during pandemic	Email Address	Contact
FAH16	Asda Pharmacy	Asda Superstore	Walney Road	Barrow in Furness	Cumbria	LA14 5UG	01229 842510	07874 083404	100 hour	pharmacy.fah16@nhs.net	Mohammed Iltaf
FMF38	Asda Pharmacy,	Asda Superstore,	Burton Road,	Kendal,	Cumbria	LA9 7JA	01539 742410	No mobile available	84 hours	pharmacy.fl721@nhs.net	Jonathan Stevens
FL721	Boots the Chemists	48-52 Wellington Street		Millom	Cumbria	LA18 4DE	01229 772259	No mobile available	40 hour	pharmacy.fvk00@nhs.net	Dave Newton
FVK00	Boots the Chemists Ltd	15-17, Portland Walk,		Barrow in Furness,	Cumbria	LA14 1DB	01229 820449	07597 717512	40 hour	pharmacy.fmf38@nhs.net	Nicole Wong
FKG25	Boots the Chemists,	Units 8-9, Market Cross,		Ambleside,	Cumbria	LA22 9BT	01539 433355	07943 743183	40 hour	pharmacy.fkg25@nhs.net	Sharon Raven
FG375	Collins and Butterworth Ltd,	The Pharmacy,	Main Street,	Hawkshead,	Cumbria	LA22 0NS	01539 436201	07564 044782	40 hour	pharmacy.fg375@nhs.net	Simon Butterworth
FM684	Well	Health Centre		Grange over Sands,	Cumbria	LA11 6DY	01539 532024	07564 040745	40 hour	pharmacy.fm684@nhs.net	Jamie Asher
FWA95	Well	Helme Chase Surgery Pharmacy	Burton Road,	Kendal,	Cumbria	LA 9 7HR	01539 737953	07874 083290	100 hour	pharmacy.fwa95@nhs.net	Nadia Wilson
FLJ91	Windermere Pharmacy	16, Crescent Road,		Windermere,	Cumbria	LA23 1DT	01539 443417	07851 222498	40 hour	pharmacy.flj91@nhs.net	Glyn Owens
FAM03	Asda Pharmacy	Ovangle Road		Lancaster	Lancashire	LA1 5JR	01524 580790	07943 743042	78 hours	nhspharmacy.lancaster.asdastoresltdfam03@nhs.net	Yaseen Patel
FVM37	Ash Trees Pharmacy	Market Street		Carnforth	Lancashire	LA 5 9J	01524 727877	07598 517752	100 hours	nhspharmacy.carnforth.ashtreespharmacyfvm37@nhs.net	Graham Atkinson
FLR12	Lloydspharmacy (in Sainsburys)	Christie Park		Morecambe	Lancashire	LA4 5TJ	01524 412623	07943 743018	100 hours	nhspharmacy.morecambe.lloydspharmacyflr12@nhs.net	Mei Yau
FA044	Cohens Chemist	1 Heysham Rd Morecambe		Morecambe	Lancashire	LA 3 1DA	01524 412275	07943 743088	40 hours	nhspharmacy.morecambe.coastalpharmacyFA044@nhs.net	

Appendix 7

Contact details for

Morecambe Bay CCG

Faye Prescott

Primary Care Medicines
Optimisation Lead Email:
faye.prescott2@nhs.net

Appendix 8

Expired stock claim form.

Pharmacy Code & Name.....

Address.....

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I request a claim of £for expired Just In Case medicines stock for the provision of the Access to Palliative Care Enhanced Service as commissioned by NHS Morecambe Bay CCG for year ending March 2022.

Please attach evidence of the stock expiry and quantity expired.

Signed.....

Name.....

Position.....

Date.....

Contact number.....

Please submit and allow up to 14 working days for notification of approval Submit via Faye.prescott2@nhs.net and Laura.Fisher@morecambebayccg.nhs.uk

Cc in your LPC representative (details below) if you do not have access to email or there are issues with payment please liaise with your local LPC representative on the following telephone numbers.

North Lancashire

Tel: 01772 861818

Email: office@pharmacylancashire.org

South Cumbria

Tel: 01900 821 703

Email: info@communitypharmacycumbria.org