
CWS Locally Commissioned Service

Service Title

Urgent On-Demand Access to Medicines: Low molecular weight heparin and vitamin K

Introduction

All contractors are expected to provide essential and those additional services they are contracted to provide to all their patients. The specification of this service is designed to cover the enhanced aspects of pharmaceutical care of the patient, which may be in addition to and beyond the scope of essential services. No part of the specification by commission, omission or implication defines or redefines essential or additional services. Locally commissioned services previously described as Enhanced services, commissioned locally by Local Authorities, Clinical Commissioning Groups and NHS England in response to the needs of the local population

Background

This service is aimed at the supply of certain medicines, the demand for which may be urgent and/or unpredictable, for example vitamin K and Low Molecular Weight Heparin.

The pharmacy contractor will stock a locally agreed range of medicines (Appendix 2) and will make a commitment to ensure that users of this service have prompt access to these medicines during the pharmacy's regular contracted core and supplementary opening hours.

The pharmacy contractor will 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.

National Patient Safety Agency (NPSA) - Alert in 2007, highlighting that anticoagulants are one of the classes of medicines most frequently identified as causing preventable harm and admission to hospital. This alert provided recommendations on how to manage the risks associated with anticoagulants in order to reduce the chances of patients being harmed in the future. These recommendations were aimed at NHS and independent organisations in England and Wales, community pharmacists, GPs, dental practices, social care providers, patients and carers.

The British Committee for Standards in Haematology (BCSH) - Guidelines on oral anticoagulation with warfarin were last updated in 2011. The objective of this guideline is 'to provide healthcare professionals with clear guidance on the indications for and management of patients on warfarin'.

Service Outline

Aims and intended service outcomes

To improve access for service users to these medicines when they are required by ensuring prompt access and continuity of supply during the hours the pharmacy is open.

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

It is anticipated that in the first instance, prescriptions should be presented at the patient's local community pharmacy. If the item is not in stock then the patient should be signposted by the pharmacy to another appropriate provider (pharmacy contractor, WSHFT or One Call) where necessary. Check with provider if they have stock by telephone.

The service is to be provided by registered pharmacists and supporting staff from registered pharmacy premises with an NHS dispensing contract.

Eligibility

The service is to be provided to the general population and healthcare professionals.

Entry Point

The patient or the patient's own General Practitioner, family, Nurse, other providers working within healthcare or out of hours provider.

Premises and facilities

Provision of the service should be evenly distributed across Coastal West Sussex with a good access for service users, extended opening hours and delivery to housebound patients where possible.

Times the Service to be provided

The service providers will be expected to provide this service during all contracted and supplementary opening hours and on Bank/Public Holidays when the pharmacy is open.

Drugs List

The pharmacy contractor holds the specified list of medicines in the respective quantities (Appendix 2) required to deliver this service and will dispense these in response to NHS prescriptions presented.

The specified list of medicines is considered to cover the majority of “urgent on-demand” requests. These drugs do not cover all eventualities. The service users should be signposted to another appropriate provider (pharmacy contractor, WSHFT or One Call) where necessary.

If a participating pharmacy contractor is unable to supply enough of the urgent medication to enable the patient to have enough until further supply can be obtained (an owing) or if a part supply is not suitable for the patient then the pharmacy contractor should find another community pharmacy that is able to do so. This should be done by telephoning another service provider to ascertain whether they can undertake this prior to receiving the prescription.

The community pharmacist will inform Coastal West Sussex Clinical Commissioning Group Medicines Management Team if there any supply problems with any of the medication listed in Appendix 2.

Coastal West Sussex Clinical Commissioning Group will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The Clinical Commissioning Group will regularly review this to ensure that it reflects the availability of new medicines and changes in practice or guidelines.

The pharmacy contractor should maintain appropriate records to ensure effective on-going service delivery, conduct quarterly stock checks, date checks and an annual audit (Appendix 3 – 7).

If it is brought to the attention of Coastal West Sussex Clinical Commissioning Group that a pharmacy contractor is failing to hold a complete list of formulary items without a valid reason, then the pharmacy may be asked to withdraw from the scheme.

Signposting

The pharmacy contractor will hold details of other participating pharmacies for signposting purposes.

Coastal West Sussex Clinical Commissioning Group will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

Coastal West Sussex Clinical Commissioning Group will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients to the service.

Clinical Governance

In the event of an untoward incident the Incident Monitoring Form (Appendix 4) should be completed and sent within 72 hours to Coastal West Sussex Clinical Commissioning Group for further discussion, learning points and shared problem solving. Common queries can be acted upon and learnt lessons anonymously shared. The contents of the Incident Monitoring Forms are strictly private and confidential and the individuals completing the form may remain anonymous.

The pharmacy contractor has a duty to ensure that pharmacists (including locums) and staff involved in the provision of the service are aware of and operate within local protocols and standard operating procedures.

The pharmacy contractor must inform Coastal West Sussex Clinical Commissioning Group if there is any change of pharmacist in charge of the service (Appendix 5).

Coastal West Sussex Clinical Commissioning Group will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

Contractors providing this service will also be expected to ensure that they have adequate insurance/indemnity in place for premises and personnel. Pharmacy staff should provide eligible patients other complementary pharmacy contract essential services such as signposting and health promotion as appropriate.

Accreditation and Qualifications

The pharmacy contractor must sign and keep a copy of the signed agreement once authorised by the Coastal West Sussex Clinical Commissioning Group and have this available as evidence of inclusion on the service.

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 competent in the operation of the service

CPPE training which may support this service:

- **Anticoagulant therapy - An introduction**
- **Anticoagulation - focal point**
- **Anticoagulation: managing patients, prescribing and problems**

Pricing

An annual payment of £183 (which includes VAT) will be paid by Coastal West Sussex Clinical Commissioning Group to ensure the correct medications are kept in stock and in date

Annual payment claim forms (Appendix 3) should be submitted at the end of each financial year to **Jaclyn Foster, Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, BN12 6BT** Jaclyn.foster@nhs.net

As part of the on-going service provision pharmacy contractors signed up to the Locally Commissioned Service can express interest in inclusion on an annual basis as part of the payment claim process (Appendix 3).

Coastal West Sussex Clinical Commissioning Group will also reimburse for expired stock upon receipt of the expired medicines original outer packaging showing the expiry date and batch number. This should be submitted to **Sarah Hunter, Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, BN12 6BT** sarah.hunter10@nhs.net

Performance Monitoring and Key Performance Indicators (KPIs)

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

The pharmacy contractor can demonstrate that pharmacists (including locums) and staff involved in the provision of the service have undertaken CPD relevant to this service.

The pharmacy contractor should maintain adequate records to ensure effective on-going service delivery, and participate in an annual audit of the service provision. The results of that audit should be submitted on the report form provided (Appendix 7).

The pharmacy contractor co-operates with any locally agreed assessment of service user experience.

Breach and Termination

This agreement may be terminated by Coastal West Sussex Clinical Commissioning Group by giving 3 months notice in writing to the pharmacy contractor at any time in the event of:

- The pharmacy contractor ceasing or intending to cease to carry out all or any part of its undertaking as constituted at the start date.
- The pharmacy contractor being in breach of any obligations on their part under this agreement, after prior notice from the Clinical Commissioning Group to the pharmacy of such breach, giving the pharmacy a reasonable opportunity to remedy it if capable of remedy.

This agreement may be terminated by the pharmacy contractor by giving 3 months' notice in writing to Coastal West Sussex Clinical Commissioning Group.

If the scheme is terminated mid-point throughout the year Coastal West Sussex Clinical Commissioning Group has the right to claim back pro-rate payment for the remainder of the year.

On termination of an agreement, either by Coastal West Sussex Clinical Commissioning Group or the pharmacy contractor, paperwork associated with the service must be submitted to the Clinical Commissioning Group within 28 days.

The Coastal West Sussex Clinical Commissioning Group reserves the right to withdraw the service giving a notice period of 3 months.

Review

Annually (or in light of any significant formulary decision, service change or review)

Date Published	Date	Reviewer/s
	1 st June 2014	Jen Whibley (Pharmaceutical Advisor), Sarah Clarke (Medicines Management Pharmacist) Nick Rutherford (Medicines Management Technician)
Date Reviewed		
1 st Review due		
1 st Review completed		

Appendix 1	Agreement form for service provision
Appendix 2	Medication stock list
Appendix 3	Annual payment claim form and application for future service provision
Appendix 4	Incident monitoring form
Appendix 5	Change of Pharmacist in charge form
Appendix 6	Quarterly stock & date check form
Appendix 7	Annual audit reporting form
Appendix 8	Signposting and flow chart for the Coastal West Sussex Locally Commissioned Service for Urgent On-Demand Access to Medicines
Appendix 9	Contact details and signposting

Acknowledgements:

- NHS England Surrey and Sussex Area Team - Service Specification for the Community Pharmacy Local Enhanced Service for Emergency Palliative Care Drugs.
- NHS Cumbria – Community Pharmacy Enhanced Service Specification ES 09 – Access to palliative Care Medications.
- Pharmaceutical Services Negotiating Committee – Template Service Specifications – NHS Community Pharmacy Contractual Framework Enhanced Service – On Demand Availability of Specialist Drugs (Availability of Palliative Care or other Specialist Medicines).