
CWS Locally Commissioned Service

Service Title

Community Pharmacy: Emergency Palliative Care Drugs

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.

Background

This service is aimed at the supply of Emergency Palliative Care medicines, the demand for which may be urgent and/or unpredictable.

The pharmacy contractor will stock a locally agreed range of Emergency Palliative Care medicines and will make a commitment to ensure that users of this service have prompt access to these medicines during the pharmacy's regular core and supplementary hours.

The pharmacy 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.

Service Outline

Aims and intended service outcomes

To improve access for people to Emergency Palliative Care medicines when they are required by ensuring prompt access and continuity of supply during the hours the Pharmacy is open.

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

All community pharmacists hold a range of palliative care drugs. It is anticipated that in the first instance, prescriptions should be presented at the patient's local community pharmacy. It is expected that pharmacies contracted to work under the 'Service Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care' will be used in an emergency situation.

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

Patient's own General Practitioner, family, Nurse, other providers working within healthcare or out of hours provider. Identification of person presenting with a prescription should be requested prior to dispensing.

Premises and facilities

The CCG's main requirement is that the provision of the services is evenly distributed across the geographical area with a good access for service user and extended opening 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 holds the specified list of medicines in the respective quantities (Appendix 1) to deliver this service and will dispense these in response to NHS prescriptions presented from an authorised prescriber with supply of an NHS prescription within an appropriate timescale (except Schedule 2 Controlled Drugs where the original prescription must be presented).

The specified list of drugs is considered to cover the majority of “urgent” requests. These drugs do not cover all eventualities but it is important to note that any community pharmacy can order supplies of a prescribed drug for the same day delivery if ordered before 11.30 and for the following morning if ordered before 5.00pm (Monday to Friday).

If a participating community pharmacist is unable to fill the full prescription then he/she should find another Community Pharmacy who is able to fill the prescription in full. This should be done by telephoning another Community Pharmacy to ascertain whether they can undertake this prior to receiving the prescription.

The community pharmacist should notify the prescriber in the first instance, then the local area CCG Quality Team, CWS, of short term supply problems of any of the drugs on the list.

The CCG will agree with local stakeholders the medicines list and stock levels required to deliver this service and circulate to all the appropriate health care professionals. The CCG will regularly review this list to ensure that it reflects the availability of new medicines and changes in practice or guidelines.

The community pharmacist will be expected to check stock levels at least once a month to ensure effective ongoing service delivery. The ‘Monthly Stock Check Form’ (Appendix 3) should be used for this purpose and kept for service review and audit purposes.

The CCG will reimburse participating pharmacies to compensate for date expiry of the medicines requested to be kept in stock. The CCG requires the pharmacy to forward the end of the expired medicines packaging (the end that includes the expiry date) along with a copy of the invoice for the replacement stock to your local Quality Team, CWS.

If it is brought to the CCGs attention that a Community Pharmacy is failing to hold a complete list of formulary items without a valid reason, then the Community Pharmacy may be asked to withdraw from the scheme.

Signposting

The pharmacy will hold details of other pharmacies participating in this scheme locally.

The CCG will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

The CCG will disseminate information on the service to other pharmacy contractors and health care professionals (hospices, Virtual Wards, MacMillan nurses, GPs, Urgent Treatment centres and Out Of Hours Medical Service) in order that they can signpost patients to the service.

Clinical Governance

In the event of an untoward incident the CCG recommends the ‘Incident Monitoring Form’ (Appendix 4) should be completed and sent within 72 hours to your local area Quality Team, CWS 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 (or on behalf of the Pharmacy Contractor) must inform the CCG using the ‘Change of Pharmacist-In-Charge Notification form (appendix 5) of any change in the status of the named Pharmacist-in-Charge (i.e. change of named Pharmacist-in-Charge, absence for a significant period of time, or where the named Pharmacist-in-charge permanently leaves without replacement). In the latter two scenarios, provision of the service may be suspended.

The ‘Monthly Stock Check Form’ should ideally be placed on the front of the Controlled Drugs cupboard to remind all staff (including locums) of the inclusion in this Service and of the monthly stock check requirement.

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.

The Liverpool Care Pathway (an integrated care pathway/tool for end of life care forming part of Gold standards framework) is also useful to refer to.

Accreditation and Qualifications

The Pharmacy Contractor (or on behalf of the Pharmacy Contractor if they are to be responsible for ensuring the delivery of the service) must read and sign the 'Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care Drugs'. Keep a copy of the signed agreement once authorised by the CCG and have this available as evidence of inclusion on the scheme.

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 the Service Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care and have relevant knowledge and are appropriately trained in the operation of the service. We would recommend all pharmacists (including locums) working within a pharmacy who are signed up to this Locally Commissioned Service to undertake the CPPE Distance Learning pack on Palliative Care

Pricing

Annual payment is £200

Coastal West Sussex CCG Primary Care Team will contact pharmacies signed up to this Locally Commissioned Service to offer inclusion in this service on an annual basis prior to payment being made.

Performance Monitoring and Key Performance Indicators (KPIs)

The pharmacy may be asked to participate in a multidisciplinary audit of the service for review, quality and training purposes.

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

The CCG reserves the right to ask a member of the CCG Quality Team, CWS or partner team to assess quality of service provision

Coastal West Sussex CCG and other interested parties may wish to visit the pharmacy to view the scheme in operation; this may be undertaken during the Contact Monitoring visit. Arrangements to do so will be made in advance and in accordance with the usual monitoring arrangements.

Breach and Termination

As per headings under General Conditions section of contract

Review

Annually

	Date	Reviewer/s
Date Published		
Date Reviewed		
1st Review due		
1st Review completed		

Appendix 1 - Palliative Care Drug Stock list

Appendix 2 – Annual expression of interest Form

Appendix 3 - Monthly Stock Check Form

Appendix 4 - Incident Monitoring Form

Appendix 5 – Change of Pharmacist-In-Charge Notification