

A. Service Specifications

Service Specification No.	
Service	On demand availability of drugs for palliative care Primary Care Service
Commissioner Lead	Jennifer Fynn, Head of Medicines Management, North East Hampshire & Farnham CCG
Provider Lead	
Period	01 April 2018 – 31 March 2020
Date of Review	October – December 2019

1. Population Needs

1.1 National/local context and evidence base

The End of Life Care Programme emphasizes that 'the care of all dying patients must improve to the best level in all healthcare settings'. In relation to medicines, there are a number of issues that require consideration to facilitate symptom control in those patients who choose to live and die in the place of their choice and to reduce inappropriate admissions in the last weeks of their life. These include:

- Out of Hours (OOH) access to medical help and drugs
- Anticipatory prescribing - ability to access commonly used drugs in palliative care via Community Pharmacy

Delivering the Out-of-Hours Review - Securing Proper Access to Medicines in the Out-of-Hours Period also highlighted special problems relating to palliative care.

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	YES
Domain 4	Ensuring people have a positive experience of care	YES
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	YES

2.2 Local defined outcomes

- To improve access for people to these specialist medicines when they are required by ensuring prompt access and continuity of supply.
- To support people, carers and clinicians by providing them with up to date information and advice, and referral where appropriate

3. Scope

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3.1 Aims and objectives of service

The aim of the service is to ensure the prompt and timely supply of specialist medicines for palliative care.

The pharmacy contractor will stock a locally agreed range of specialist medicines for palliative care as agreed with North East Hampshire and Farnham CCG and will make a commitment to ensure that users of this service have prompt access to these medicines during 'out of hours'.

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

This will aim to provide an equitable service to all patients in all settings with the ultimate aim of providing the best level of End of Life care.

The service will provide comprehensive availability of palliative care drugs across North East Hampshire and Farnham via

- **Six pharmacies across North East Hampshire and Farnham with extended opening hours and good accessibility / parking**

Supply of emergency specialist drugs

In rare circumstances more specialist palliative care drugs might be required urgently to control complex symptoms in palliative care patients (e.g. with severe renal impairment, intractable neuropathic pain, gastric outflow obstruction). Rapid access to these drugs in the community is essential to ensure patients' comfort and avoid hospice or acute hospital admission for terminal care.

To improve access to these drugs, **TWO designated pharmacies in North East Hampshire and Farnham will hold a list of specialist drugs (see appendix 2)**. The majority of pharmacies can provide specialist drugs and controlled drugs to fulfill a FP10 request within the day (normal opening hours) however where urgent access is required to specialist supplies, pharmacies will be able to signpost prescribers and specialist teams to those designated pharmacies keeping the stock.

Planning and Communication

Pharmacies providing this service must be aware of any changes in prescribing patterns and stock availability from manufactures and wholesalers in order for them to monitor stock levels and feed this back to the palliative care teams and CCG Medicines Management team.

Drugs stocked

The Community Pharmacies will guarantee to stock an agreed formulary of the commonly prescribed drugs (Appendix 2). These drugs have been agreed by the service providers and are considered to cover the majority of "urgent" requests. These drugs do not cover all eventualities but it is important to note that most Community Pharmacies can usually order supplies of a prescribed drug for the same day delivery if ordered before 11.30 am and for the following morning if ordered before 5.00pm. (Monday to Friday).

The palliative care drugs list will be circulated to all primary care prescribers, including the out of hours services, Community Nurses, Palliative Care Nurses, local Community Pharmacies, the pharmacy at Frimley Health Hospital and Palliative Care Consultants so that all the appropriate health care professionals are aware of what is reasonable to expect to be available both in and out of hours. The drug stock list will be reviewed annually to ensure it reflects local needs and the availability of the drugs nationally.

Access to the Service

During working hours, it is anticipated that in the first instance, prescriptions should be presented at any local community pharmacy, and the "palliative care" pharmacies used mainly in an emergency situation, where the drugs cannot be obtained by the local community pharmacy within an appropriate timescale.

It is imperative that when it is not possible to access palliative care drugs from a community pharmacy within their extended hours, nurses and doctors must contact North Hampshire Urgent Care (NHUC) on 01189365649 from 18.30hrs to 08.00hrs.

3.2 Service description/care pathway

Service outline

- a. The pharmacy holds the specified list of medicines required to deliver this service and will dispense these in response to NHS prescriptions presented. The pharmacist should be prepared to telephone suppliers to confirm delivery of stock if necessary (or delegate this task appropriately). The pharmacist must keep patients or their representatives fully informed regarding supplies of medicines (or delegate this task appropriately).
- b. If a participating Community Pharmacist is not able to fill the prescription in the time available then he/she needs to find another Community Pharmacy who is able to fill the prescription. This should be done by telephoning another Community Pharmacy, it should not be assumed that just because a Community Pharmacy is on the palliative care list they can supply on every occasion.
- c. The pharmacist should co-ordinate with the prescriber to plan in advance for increased medication demand, particularly weekends and public holidays, when this is appropriate
- d. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- e. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- f. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols. This includes all locum pharmacists.
- g. The pharmacy provides details of on-call contacts who will meet the commitment to have prompt access to the agreed list of medicines at all times agreed with the CCG.
- h. In the event of long-term availability problems, the pharmacy should liaise with their local palliative care team to arrange for suitable alternatives to be kept in stock.
- i. The CCG will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The CCG will regularly review the formulary to ensure that the formulary reflects the availability of new medicines and changes in practice or guidelines.
- j. If it is brought to the CCG's 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.
- k. The CCG will reimburse participating pharmacies to compensate for date expired medicines in the formulary. Pharmacists are requested to submit a list of expired stock annually (Appendix 3).
- l. The CCG will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

3.3 Interdependence with other services/providers

The community pharmacy shall ensure that effective and clear communication is maintained with

patients, prescribers, community nurses and the Palliative Care team.

3.4 Eligibility

100 hr pharmacy, sufficient storage facilities and parking facilities.

3.5 Population covered

Patients registered with a GP within the North East Hampshire & Farnham CCG area.

3.5 Exclusion

Patients not registered with a GP within the North East Hampshire and Farnham area.

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

5. Applicable quality requirements and CQUIN goals

Not Applicable

6. Location of Provider Premises

The Provider's Premises are located at:

7. Individual Service User Placement

Not Applicable

8. Prices and costs

Each Community Pharmacy contracted to provide this service will receive payment for provision of this service on a 6 monthly basis from the CCG following receipt of an invoice (£/ annum). The Pharmacy should send an invoice for payment on headed paper to the Commissioner Lead, the CCG Head of Medicines Management.

The CCG will reimburse participating pharmacies to compensate for date expired medicines on the list. Pharmacists are requested to submit a list of expired stock annually (Appendix 3).

Payment: via SBS to community pharmacy

Appendix 2

List of drugs stocked by ALL the 'palliative care' community pharmacies in North East Hampshire and Farnham CCG- 2018/19

Drug	Strength	Minimum Quantity to be kept
Cyclizine injection	50mg/ml	10 x 1ml ampoules
Dexamethasone injection	3.8mg/ml	10 x 1ml ampoules
Or Dexamethasone injection	3.3mg/ml	10 x 1ml ampoules
Glycopyrronium bromide injection	600 micrograms/3ml	9 x 3ml ampoules (3 boxes of 3) or 1 box of 10 x 3ml ampoules
Haloperidol injection	5mg/ml	10 x 1ml ampoules
Hyoscine butylbromide injection	20mg/ml	20 x 1ml ampoules
Levomepromazine injection	25mg/ml	20 x 1ml ampoules
Metoclopramide injection	10mg/2ml	10 x 2ml ampoules
Morphine sulphate solution	10mg/5ml	2 x 100ml
Water for injection	BP	20 X 10ml ampoules
Sodium chloride 0.9% solution for injection	0.9%	10 x 10ml ampoules
CONTROLLED DRUGS		
Diamorphine injection	10 mg	10 ampoules
Diamorphine injection	30mg	10 ampoules
Midazolam injection	10mg/2ml	20 x 2ml ampoules
Morphine sulphate injection	10mg /ml	20 x 1ml ampoules
Oxycodone	10mg/ml	20 x 1ml ampoules

List of specialist drugs to be stocked by designated 'palliative care' community pharmacies in North East Hampshire and Farnham CCG.

Drug	Strength	Minimum quantity to be kept
Octreotide injection	100 micrograms/ml	20 x 1ml ampoules
Ondansetron injection	2mg/ml	10 x 4ml ampoules
Levetiracetam injection	500mg/5ml	10x5ml ampoules

**In the event of long-term availability problems, the pharmacy should liaise with their local palliative care team to arrange for suitable alternatives to be kept in stock.*

Items in red/bold are changes to the previous list.

Access to Palliative Care Drugs

Designated 'Palliative Care' Pharmacies- 2018/19

Location	Pharmacy	Address	Telephone number
Aldershot	Wellington Pharmacy	5-7 High Street, Aldershot, GU11 1BH	01252 332551
Farnborough	Boots*	Blackwater Retail Park, Farnborough GU14 8BL	01252 543629
Farnborough	Morrison's Pharmacy	Links Way, Summit Avenue, Southwood Village Centre, Farnborough, GU14 0NA	01252 377270
Farnborough	Lloyds Pharmacy in Sainsbury's	6 Queensmead, Farnborough, GU14 7GL	01252 542877
Fleet	Morrison's Pharmacy*	The Key, Elvetham Heath Way, Elvetham Heath, Fleet, GU51 1HA	01252 625821
Farnham	Lloyds in Sainsbury's*	Waterlane, Farnham, GU9 9NJ	01252 721957

* Pharmacies who stock the 'specialist drugs'

Appendix 3

Claim Form for Expired Stock- Palliative Care Drugs

Please complete for expired stock at the end of December and return to: Jennifer Fynn Head of Medicines Management North East Hampshire and Farnham Clinical Commissioning Group Aldershot Centre for Health Hospital Hill Aldershot GU11 1AY	Pharmacy address or stamp
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Drug	Number of packs	Drug Tariff cost per pack	Total cost £
VAT			
TOTAL CLAIM			

Signature _____ Name _____ Date _____

CCG Authorisation

Signature of authorising officer _____ Name _____

Designation _____ Date _____