

SCHEDULE 2 – THE SERVICES

A. Service Specification (B1)

Mandatory headings 1-4. Mandatory but detail for local determination and agreement

Optional heading 5-7. Optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

Service Specification No.	April 2023 V7
Service Commissioner Lead	Urgent Palliative Care Medicine Service Cheshire & Merseyside ICB Cheshire East and Cheshire West
Provider Lead	Superintendent Pharmacist
Period	1 April 2023 to 31 March 2024
Date of Review	April 2024

1. Population Needs

1.1 National/local context and evidence base

The demand for palliative care drugs can be urgent and/or unpredictable. Although all pharmacies can be expected to meet the needs of their population with regard to routine supply of palliative care drugs, in some cases treatment needs to be accessed quickly and from a wider range of drugs than may be routinely stocked. A number of the drugs used in palliative care are rarely used in other circumstances and are therefore often not widely available in community pharmacies. The stock held for the Urgent Palliative Care Medicine Service should be over and above the core stock holding and the ICB agrees to reimburse contractors should this medicine be held beyond the expiry date.

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

To improve the accessibility of drugs used in palliative care for patients in the community. To **guarantee** continuous availability of formulary stock from named pharmacies for patients and Health Care Professionals who require urgent access to palliative care medicines.

3. Scope

3.1 Aims and Objectives of service

To ensure that there is appropriate access to the agreed formulary range of palliative care drugs (Appendix 1) in accessible locations across Cheshire East and Cheshire West particularly in the out of hours period, and when treatment is needed urgently.

3.2 Service description/care pathway

Selected pharmacies will hold the stock of an agreed range of drugs (Appendix 1) used in palliative care. The list will be agreed between the Cheshire East and Cheshire West and the local palliative care specialists and updated as necessary.

The Service provider **must** order and continuously hold the range and quantity of stock specified for the total number of hours the pharmacy is open, including bank holiday and rotas and during any periods of locum cover.

The pharmacy must include the Urgent Palliative Care Medicine Service in their entry on NHS Choices and accept referrals from NHS 111.

The Service provider will also participate in gathering of intelligence on stock availability via the Quarterly Audit on the Data Management Software (Pharmoutcomes) (see Appendix 2).

A list of pharmacies that have agreed to provide this service, together with their contact numbers, will be available on the www.cpcw.org.uk web site for community pharmacies, all GP practices, Out of Hours Services, NHS 111 and the palliative care teams in Cheshire East and Cheshire West.

The pharmacy is expected to carry out good stock management and on the rare occasion when medicines on the approved list expire the ICB will reimburse the Drug Tariff or cost price of stock that reaches its expiry date. The out-of-date stock form (Appendix 3) should be used to claim for date expired stock.

3.3 Service Model

The pharmacist 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.

3.4 Any acceptance and exclusion criteria and thresholds

The service must be available in respect of all Palliative Care Patients resident in Cheshire East and Cheshire West.

3.5 Interdependence with other services/providers

This service will work closely with other community pharmacies, GP practices and NHS Cheshire East and Cheshire West Urgent Care Service and Palliative Care teams.

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

The commissioner and the commissioned service provider recognise that this service specification and/or associated recorded information may be subject to Freedom of Information Requests (FOI). Each party shall comply with any such Freedom of Information requests received, in accordance with the Freedom of Information Act 2000 legal obligations.

The service provider shall comply with the requirements of the Health and Safety at Work Act 1974, the management of Health and Safety at Work Regulations 1999 and any other acts, regulation, orders, or rules of law pertaining to health and safety.

The Urgent Palliative Care Medicines Service may only be provided by Pharmacists with a current registration with the General Pharmaceutical Council from premises that hold a current contract to supply NHS Pharmaceutical Services. It is recognised that several medicines in the palliative care formulary are Controlled Drugs subject to the relevant provisions in The Controlled Drugs (Supervision of Management and Use) Regulations 2013.

4.2 Applicable local standards

The pharmacy is expected to carry out good stock management and on the rare occasions when medicines on the approved list expire, Cheshire East and Cheshire West will reimburse the Drug Tariff or cost price of stock that reaches its expiry date. The out-of-date stock form (Appendix 3) should be used to claim for date expired stock.

To ensure the full range (and quantities) of agreed drugs are in stock in the pharmacy **at all times**, Items used must be re-ordered promptly when dispensed.

To report to the ICB **immediately** if there is difficulty in obtaining any of the drugs.

To report to the ICB on an incident report form any items that are unable to be dispensed on-demand and inform the ICB how the incident has been resolved.

To ensure that whenever possible the stock is dispensed and replaced (when a suitable prescription is presented) to ensure the stock is rotated as much as possible. This will minimise occurrences of stock going out of date.

To complete the Cheshire East and Cheshire West quarterly audit of service provision via PharmOutcomes (copy: Appendix 2) and returning by the 14th of the next quarter for the following payment:

- £200 annual fee for providing **full** and **continuous** service as outlined in the service specification and irrespective of the number of prescriptions dispensed.
- The fee will be paid in four instalments of £50 on the completion of the quarterly audit via the PharmOutcomes data management system (Appendix 2).
- The commissioner has the discretion to withhold quarterly payments where the commissioned service provider fails to/is unable to, respond to the commissioner's assistance, including early termination of a contract for repeated transgressions.

Complaints

The service provider must have a complaints procedure that complies with Local Authority Social Services and National Health Service complaints (England) Regulations 2009.

Complaints directly linked to the quality of this service must be reported to the commissioner via the Urgent Palliative Care Service Coordinator.

As part of this process providers should be able to investigate each complaint relating to lack of provision of the service and share lessons learnt and remedial actions taken with the commissioner.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

Any registered Pharmacist may dispense palliative care medicines on receipt of a valid prescription. There are a variety of training resources that may support this service (but is not mandatory) available through CPPE.

The service provider will have a Standard Operating Procedure (SOP)/protocol which specifically details the operational delivery of the Urgent Palliative Care Service in accordance with this specification.

The Service Provider must ensure that all staff working in the pharmacy have relevant knowledge, are appropriately trained, and operate within the protocols/SOPs, this includes understanding when to recommend the service to clients and using sensitive client-centred communication skills.

The SOP/protocol should be reviewed at least every two years or before if circumstances dictate. Each review should be documented and the SOP/protocol subject to version control. Staff must read, date, and sign the SOP/protocol after review.

The pharmacy can demonstrate that clear and accurate records are kept and retained for 7 years.

The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.

Pharmacy Contractors will **ensure** service provision notification to their www.nhs.uk webpage and NHS Direct 111 Directory of Services is up to date at **ALL** times.

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

Non applicable

6. Location of Provider Premises

6.1 The Provider's premises are located at:

Please refer to contracted provider's address.

7. Individual service user placement

Not applicable

Appendix 1

Urgent Palliative Care Medicine Service Stock Formulary

Drug name and strength	Form	Pack size	Quantity which must be maintained at all times
Morphine 10mg/ml	Amp	10	1 pack
Morphine 30mg/ml	Amp	10	1 pack
Oxycodone 10mg/ml	Amp	5	1 pack
Oxycodone 50mg/ml	Amp	5	1 pack
Diamorphine 30mg	Amp	5	1 pack
Cyclizine 50mg/ 1ml	Amp	5	2 packs
Haloperidol 5mg/1ml	Amp	10	1 pack
Levomepromazine 25mg/1ml	Amp	10	1 pack
Midazolam 10mg/2ml	Amp	10	1 pack
Glycopyrronium Bromide 200mcg/ml	Amp	10	1 pack
Water for Injections	Amp	10	1 pack
Dexamethasone 3.3mg/1ml (as sodium phosphate) 4mg /1ml	Amp	10	1 pack

Stock shortages may occur; where there is a stock shortage please liaise with the prescriber and the ICB regarding the second and third line choices included in local guidance and published via the Cheshire epaige website.

For example:

- If glycopyrronium is out of stock alternatives would include hyoscine hydrobromide injection or hyoscine butylbromide injection
- If levomepromazine is out of stock alternatives from within the formulary (e.g. midazolam, haloperidol or cyclizine) may be suitable, depending on the indication.

See <http://www.cheshire-epaige.nhs.uk/> for clinical guidance.

Appendix 2

**Urgent Palliative Care Medicine Service Quarterly service audit
(to be completed via PharmOutcomes)**

Urgent Palliative Care Medicines Service Audit (Preview)

Date of Audit

Service Monitoring, Self-Assessment Declaration

Pharmacies must have all of these procedures and processes in place to satisfy the audit

Tick Boxes to Confirm

- SOP or guidance which specifically details the overall delivery of the service
- Completed and documented annual review of the SOP/ Guidance
- All staff trained to follow the service delivery specification
- A training log that details training given to staff
- A process in place to ensure that all new staff are aware of this service
- A copy of the latest service specification in the pharmacy for reference

Any Issues?

Summarise any issues the pharmacy has encountered with the delivery of the service

Record your issues here

Palliative Care Medicines

Confirm that ALL off the palliative care medicines are in the pharmacy and in date.

All in stock and in date? Yes No

Pharmacy Declaration

I confirm that this pharmacy will continuously provide an Urgent Palliative Care Service in accordance with the Service Specification for the period 2023-24

I confirm that by agreeing to provide the Service this form acts as an invoice for payment.

Declaration Yes No



NHS Cheshire & Merseyside ICB
_Cheshire East and Cheshire West

Appendix 3

Urgent Palliative Care Medicine Service Claim for expired stock

Service Provider				
Address				
Expired stock				
Drug	Form	Quantity	Drug Tariff Price	Purchased From

Claims will be paid within 28 days of submission of this form accompanied by a *purchase invoice*.

Send completed claims form to:

Charging reference	Invoice details
Urgent Palliative Care	NHS CHESHIRE AND MERSEYSIDE ICB QYG PAYABLES M845 PHOENIX HOUSE TOPCLIFFE LANE WAKEFIELD WEST YORKSHIRE WF3 1WE XXSHILDITCH