

SCHEDULE 2 – THE SERVICES

A. Service Specifications (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.	
Service	Palliative Care Medicine Service
Commissioner Lead	Warrington Place
Provider Lead	Superintendent Pharmacist
Period	01/04/2023 – 31/03/2024
Date of Review	January 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 regards to the 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 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 Palliative Care Medicine Service should be over and above the core stock holding and the Commissioner agrees to reimburse the Provider should this medicine be held beyond the expiry date.

2. Outcomes

2.1 Clinical Commissioning Group Outcomes Indicator Set

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 **Warrington Place** particularly in the extended 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 **Warrington Place** and the local palliative care specialists and updated as necessary.

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

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

The Provider will also participate in a Quarterly Service Audit on Pharmoutcomes (see Appendix 2).

A list of pharmacies that have agreed to provide this service, together with their contact numbers, will be available to community pharmacies, all GP practices, Out of Hours Services, NHS 111 and the palliative care teams in **Warrington Place**.

The Provider is expected to carry out good stock management and on the rare occasions when medicines on the approved list expire the Commissioner will reimburse the drug tariff or cost price of stock that reaches its expiry date. The out of date stock PharmOutcomes module (Appendix 3) should be used to claim for date expired stock.

In order to support intelligence on stock shortages, the Provider will notify out of stock drugs through a PharmOutcomes module (Appendix 4). The Provider should keep this information up to date and weekly reports will be run on a Tuesday morning

3.3 Service Model

The Provider 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 registered with a GP practice in **Warrington Place**.

3.5 Interdependence with other services/providers

This service will work closely with other community pharmacies, all GP practices, **Warrington**

Place, Warrington Out of Hours Services and the Palliative Care teams.

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

Supply of ALL medicines must be in accordance with the Human Medicines Regulations 2012

The Commissioner and the 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 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 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 recognized 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 Provider is expected to carry out good stock management and on the rare occasions when medicines on the approved list expire, the Commissioner will reimburse the drug tariff or cost price of stock that reaches its expiry date. The out of date stock PharmOutcomes module (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 (within 48 hours).

To report to the Commissioner immediately if there is difficulty in obtaining any of the drugs via PharmOutcomes (see Appendix 4):

To report to the Commissioner any incidents, including any items that are unable to be dispensed on-demand, in line with schedule 6c (Incidents Requiring reporting Procedure).

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

- **£713** 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 a single instalment of **£713** on the completion of the first quarterly audit via the PharmOutcomes data management system (Appendix 2).

Quarterly audit submission dates:
Q1 – by 14th July 2023

Q2 – by 14th October 2023

Q3 – by 14th January 2024

Q4 – by 14th April 2024

Complaints

The Provider must have a complaints procedure that complies with Service Condition 16.

Complaints directly linked to the quality of this service must be reported to the Commissioner via the quarterly Pharmoutcomes audit.

As part of this process the Provider 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

Applicable quality requirements

Any registered Pharmacist may dispense palliative care medicines on receipt of a valid prescription. Suggested training that may support this service (but is not mandatory): CPPE Palliative care - theLearningpharmacy.com

The Provider will have a Standard Operating Procedure (SOP)/protocol in place for the delivery of this Service

The 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-centered 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 Provider can demonstrate that clear and accurate records relating to the service are kept and retained for 6 years.

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

The Provider will ensure service provision notification to their NHS Choices webpage and NHS Direct 111 Directory of Services is up to date at all times.

See also Schedules 4A-C

Applicable CQUIN goals

None applicable

6. Location of Provider Premises
<p>The Provider's Premises are located at:</p> <p>Please refer to contracted providers address.</p>
7. Individual Service User Placement
<p>Not applicable</p>

Warrington Place Medicines Management Team
February 2023

Adapted, with permission, from a specification developed by NHS Eastern Cheshire, NHS South Cheshire and NHS Vale Royal Clinical Commissioning Groups

Appendix 1

Palliative Care Medicine Service Stock Formulary

February 2023

Drug name and strength	Form	Pack size	Quantity which must be maintained at all times (availability permitting)
<i>Breathlessness, Pain</i>			
Morphine 10mg/ml	Amps (1ml)	10	2 packs
Morphine 30mg/ml	Amps (1ml)	10	2 packs
Oxycodone 10mg/ml	Amps (1ml)	5	2 packs
Oxycodone 50mg/ml	Amps (1ml)	5	2 packs
Morphine sulfate 10mg/5ml	Oral solution	100ml	3 packs
Diamorphine 10 mg	Amps	5	2 packs
Diamorphine 30mg	Amps	5	3 packs
<i>Anti-emetic, Delirium</i>			
Haloperidol 5mg/1ml	Amps (1ml)	10	2 packs
Haloperidol 0.5mg	Tablets	28	2 packs
Levomepromazine 25mg/ml	Amps (1ml)	10	2 packs
Cyclizine 50mg/ml	Amps (1ml)	5	2 packs
Metoclopramide 10mg/2ml	Amps (2ml)	10	2 packs
<i>Anxiety</i>			
Midazolam 10mg/2ml	Amps (2ml)	10	3 packs
Lorazepam 1mg	Tablets	28	2 packs
Levomepromazine 25mg/ml	Amps (1ml)	10	(as above)
<i>Noisy breathing, colic</i>			
Hyoscine Butylbromide 20mg/1ml	Amps (1ml)	10	2 packs
Glycopyrronium Bromide 200mcg/ml	Amp (1ml)	10	2 packs

Glycopyrronium Bromide 600mcg/3ml	Amp (3ml)	10	2 packs
<i>Others</i>			
Alfentanil 1mg/2ml	Amp (2ml)	10	1 pack
Dexamethasone 3.3mg/ml	Vials (1ml)	10	1 pack
Water for Injections	Amps (10ml)	10	3 packs

Appendix 2

Palliative Care Medicine Service Quarterly service audit – to be completed via PharmOutcomes

Date of Audit (Apr-Jun) 202

Service Monitoring, Self Assessment Declaration

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

Tick Boxes to Confirm

- A SOP (reviewed within the last 2 years)
or guidance which specifically details the overall delivery of the service
- All staff trained to follow the service delivery spec
- A process in place to ensure that all new staff and locums 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 2022-23

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

Declaration

- Yes
- No

Appendix 3

Palliative Care Claim for expired stock – to be completed via PharmOutcomes

Claim for Expired Stock (Preview)

Provision Date

Number of expired drugs
claimed 1-7, for more than 7 please use an additional form

Expired Stock 1

Drug

Quantity

Purchased from?

Value £

NOTE: If claiming for Morphine sulfate 10mg/5ml Oral solution please select Oramorph 10mg/5ml Oral solution

Total Amount Claimed

Value £

Appendix 4

Palliative care stock shortages template

Date of Reporting

Item(s) Out of Stock

- Alfentanil 1mg/2ml Amps (2ml)
- Cyclizine 50mg/ml Amps (1ml)
- Dexamethasone 3.3mg/ml Vials (1ml)
- Diamorphine 10mg Amps
- Diamorphine 30mg Amps
- Glycopyrronium Bromide 200mcg/ml Amps (1ml)
- Glycopyrronium Bromide 600mcg/3ml Amps (3ml)
- Haloperidol 0.5mg Tablets
- Haloperidol 5mg/1ml Amps (1ml)
- Hyoscine Butylbromide 20mg/1ml Amps (1ml)
- Levomepromazine 25mg/ml Amps (1ml)
- Lorazepam 1mg Tablets
- Metoclopramide 10mg/2ml
- Midazolam 10mg/2ml Amps (2ml)
- Morphine 10mg/ml Amps (1ml)
- Morphine 30mg/ml Amps (1ml)
- Morphine sulfate 10mg/5ml Oral solution 100ml
- Oxycodone 10mg/ml Amps (1ml)
- Oxycodone 50mg/ml Amps (1ml)
- Water for Injections Amps (10ml)

Supporting Information

Notes

Please add any further details if known. For Example:

- Alternative item that is available
- Which wholesalers have been checked
- Anticipated date that the item(s) will be back in stock