# SCHEDULE 2 – THE SERVICES

1. **Service Specifications**

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| **Service Specification No.** |  |
| **Service** | Community Pharmacy Intravenous Antibiotic Stockholding Service |
| **Commissioner Lead** | Cheshire and Merseyside Integrated Commissioning Board (ICB) |
| **Provider Lead** | Selected Community Pharmacies in Wirral |
| **Period** | 1 April 2023 – 31 March 2024 |
| **Date of Review** | March 2024 |

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| 1. **Population Needs** |
| * 1. **National/local context and evidence base**   This Service Specification defines the terms and standards required by the commissioners “Cheshire and Merseyside Integrated Commissioning Board (ICB)” for the provision of the intravenous (IV) outpatient antibiotic treatment service (OPAT) under which the commissioned Service Provider (the community pharmacy contractor) and the community pharmacist will provide a IV OPAT Service in line with the requirements of this service specification to patients in Wirral.  This service specification defines the terms under which the Community Pharmacy will hold a range and quantity of IV antibiotics and provide an IV OPAT service for patients, carers and health professionals in Wirral place who have an immediate / urgent need for IV antibiotic medicines.  The purpose of this service is to improve access to essential IV antibiotic medicines, to ensure continuity of supply, and to support patients, carers and healthcare professionals by providing them with information, advice and signposting, where appropriate. |
| 1. **Outcomes** |
| * 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** | **√** |  * 1. **Local defined outcomes**   To improve access in Wirral for patients and healthcare professionals to IV antibiotic medicines when they are required within normal pharmacy opening hours.  To guarantee continuous availability of IV antibiotics stock from named pharmacies for patients and health care professionals who require immediate / urgent access to IV antibiotic medicines.  To support patients, carers, and healthcare professionals with access to emergency IV antibiotic medicines. |
| 1. **Scope** |
| * 1. **Aims and objectives of service**   To provide immediate and consistent access in Wirral for patients and healthcare professionals to IV antibiotic medicines when they are required within contracted pharmacy opening hours.  To guarantee continuous availability of stock on the IV antibiotic medicines list from named pharmacies for patients, patient representatives and healthcare professionals who require immediate / urgent access to IV antibiotics.   * 1. **Service description/care pathway**   The community pharmacy (from now on known as the service provider) will operate and provide the service strictly in accordance with this service specification.  A list of participating service providers can be found at Appendix 1.  Any variation to the terms of this service specification will be made in writing seven days in advance of the date from which it is proposed the variation will become effective.  The NHS Contract will be signed by the service provider and will be subject to review as appropriate.  The service should be provided for the **total hours the pharmacy is open** and for the duration of the contract period between the service provider and the ICB.  Information packs will be provided to each service provider which will include a list of participating pharmacies and details of relevant reference points to signpost service users who require further assistance, the agreed stock list, and any necessary forms. This information will be reviewed annually, or as relevant new information is published.  The service provider must ensure that all staff provide the service in accordance with the service specification. The service provider should have a Standard Operating Procedure (SOP) which specifically details the operational delivery of the service. The SOP must be made available to the ICB if requested. The service provider must ensure that there are systems in place to make locum pharmacists aware of this service and are trained and competent to provide the service.  The ICB will provide the service provider with the agreed IV antibiotics medicines list and stock levels required to deliver the service, as agreed by the OPAT Team and local stakeholders. (Appendix 2)  The OPAT Team will regularly review the IV antibiotic medicines list and stock levels to ensure they reflect any changes in practice or guidelines, and agree any changes with the ICB, with support from the ICB commissioned Medicines Optimisation Team. Reviews will also be undertaken when there are any significant stock shortages.  The service provider **must order and continuously hold the range and quantity of medicines specified in the medicines list** and will dispense these in response to NHS prescriptions presented. See Appendix 2 for the IV antibiotics medicines list. Stock held for this service must be in addition to any stock usually held.  **Dispensed or date expired stock for this service must be replaced as soon as possible to avoid stock shortages.** Expiry dates for this stock must be monitored to prevent waste. Short-dated stock must be rotated with the service provider’s usual stock holding, where possible.  The ICB made an initial payment to service providers totalling £800 for the purchase of initial stock. The IBC will reimburse the cost of stock (at current drug tariff price) specifically purchased for this service that cannot be used and has reached its expiry date (once the cost of these expired drugs have reached in excess of the initial payment). This should be done annually (towards the end of the financial year by 1st February) by completing the Expired Stock Claims form. See Appendix 3. Additional upfront funding may be provided to support changes to the stock list. Update May 2023 – any additional stock paid for upfront by Wirral Place cannot be claimed for (until the cost of these expired drugs have reached in excess of the initial payment).  In the event of any significant stock availability issues concerning products required to be kept in stock for this service, the service provider must contact Medicines Management (Wirral) and the OPAT team as soon as they become aware.  **Contact Details;**  **OPAT team:**  OPAT specialists nurse: 0151 678 5111 (APH switchboard) ext 8949  OPAT Service Manager: 0151 678 5111 ext 7248  E-mail: [wih-tr.OPATTeam@nhs.net](mailto:wih-tr.OPATTeam@nhs.net)  **Meds Management Team:**  Email: [mlcsu.wirralmmo@nhs.net](mailto:mlcsu.wirralmmo@nhs.net)  If the service provider is **unable to make a supply for any reason** then the patient, patient’s representative or healthcare professional **must be signposted to the next nearest pharmacy service provider participating in the service**. The nearest service provider, see appendix 1, participating in the service **must be telephoned** to ensure that they are able to dispense the prescription before informing the patient, patient’s representative, or healthcare professional.  A list of all service providers undertaking this scheme must be made available for easy reference.  The pharmacies providing IV antibiotics for the OPAT service will receive a total of £206.80 per annum inclusive of inflationary uplift (VAT not applicable) for the provision of the service. They will be expected to complete the ICB quarterly audit of service provision via PharmOutcomes (copy: Appendix 4) and returning by the 17th of the next quarter for the following payment.  The fee will be paid in four instalments of prescriptions dispensed e.g. quarterly stock check via the PharmOutcomes data management system. 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.  If the **service cannot be provided** under the terms of the NHS contract and this service specification, for whatever reason, then the service provider **must contact** the named link at Medicines Management (Wirral) and the OPAT team. Where notification is absent the ICB reserves the right to instigate discussions with the service provider in relation to performance management concerns which could ultimately lead to the termination of the contract.  The service must be provided for the total hours that the pharmacy is open (including on rota) and for the duration of the contract agreement period between the service provider and the ICB.  The ICB Commissioned Medicines Management Team, on behalf of C&M ICB and the OPAT team, has the right to audit any part of the service at any time to ensure continued quality. They also reserve the right to ask for evidence from the pharmacy to prove that it is following the procedures outlined in this specification.  The service provider will cooperate with any assessment of the service or audit of the service to evaluate service provision and identify areas for service improvement, including any evaluation of healthcare professionals’ perception of the overall quality of the service. The ICB reserves the right to cease the service immediately if:   * There are serious breaches of compliance with the service specification.   There are prolonged periods of time where the service provider is unable or fails to provide the service.  Either party may terminate this agreement by providing written notice of their intention to do so. A period of one month (30 days) should be given as notice. Where appropriate, payment will be made on a pro-rata basis for each completed quarter of the year.  Where the service provider gives notice to terminate the service the contractor must continue to provide a full service during the notice period.  The service provider must have an adverse incident and near miss reporting system in place which includes maintaining a log of patient safety incidents.  Patient safety incidents or near miss incidents must be dealt with in the usual way.  **The named links are:**  **Cheshire and Merseyside Integrated Care Board (Wirral Place)**  Heather Harrington, Senior Partnerships and Transformation Manager  Tel: 0151 651 0011  Email: [heather.harrington@nhs.net](mailto:heather.harrington@nhs.net)  **OPAT Team**  Marie Bosworth, Service Lead Wirral University Teaching Hospital  Arrowe Park Road, Arrowe Park, Birkenhead, CH49 5PE Tel: 0151 678 5111 ext 7248  [wih-tr.OPATTeam@nhs.net](mailto:wih-tr.OPATTeam@nhs.net)  **ICB commissioned Medicines Management Team (Wirral)**  Victoria Vincent, Medicines Optimisation Pharmacist  Email: [mlcsu.wirralmmo@nhs.net](mailto:mlcsu.wirralmmo@nhs.net)   * 1. **Population covered**   Although this service is predominately commissioned for Wirral patients, there may be scenarios where medicines will be dispensed for patients registered with GPs elsewhere as this is an emergency IV OPAT medicines service.  **Equality and Diversity**  The service provider must comply with the requirements of the Equality Act 2010, and will not treat one group of people less favourably than others because of age, disability, gender reassignment, marriage or civil partnership, race, religion or belief, sex or sexual orientation.  It is the responsibility of the service provider to make reasonable adjustments to meet the individual needs of their patients. Where providers are able to identify a cohort of patients for whom reasonable adjustments may be required, they should discuss this with the Commissioner.   * 1. **Any acceptance and exclusion criteria and thresholds**   Community Pharmacies must hold an NHS contract for the provision of Pharmaceutical Services. To provide this service Community Pharmacies must also hold an NHS Contract with Cheshire and Merseyside ICB for the provision of IV antibiotics for the OPAT service. Pharmacies will be selected for inclusion in the service based on their geographical location to provide sufficient coverage in each locality and their opening hours, to provide sufficient access to IV antibiotics.   * 1. **Interdependence with other services/providers**   It is the responsibility of the provider to ensure that all appropriate details are communicated to the necessary recipients and appropriate notes are made in the patient medication records held in the Community Pharmacy.  Community Pharmacies are expected to liaise with out of hours/ urgent care providers and general practice to facilitate access to IV antibiotics. |
| 1. **Applicable Service Standards** |
| * 1. **Applicable national standards (e.g. NICE)**   Supply of all medicines must be in accordance with the Human Medicines Regulations 2012.  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 FOI 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.   * 1. **Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)**   This service may only be provided by pharmacies with a current registration with the General Pharmaceutical Council from premises that hold a current contract to supply NHS Pharmaceutical Services. |
| 1. **Applicable quality requirements and CQUIN goals** |
| * 1. **Applicable Quality Requirements (See Schedule 4A-C)**   Not applicable   * 1. **Applicable CQUIN goals (See Schedule 3E)**   Not applicable |
| 1. **Location of Provider Premises** |
| * 1. **The Provider’s Premises are located at:**   See appendix 1 |
| 1. **Individual Service User Placement** |
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| 1. **Applicable Personalised Care Requirements** |
| * 1. **Applicable requirements, by reference to Schedule 2M where appropriate** |

**Appendix 1: Participating Pharmacies**

**Pharmacies providing Community Pharmacy Intravenous Antibiotic Stockholding Service**

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| **Pharmacy** | **Contact Tel No.** | **Email Address** | **Opening Hours** | | | | | | | |
| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Bank Holiday |
| Asda Pharmacy Bromborough | 0151 346 2500 | [Pharmacy.FT036@nhs.net](mailto:Pharmacy.FT036@nhs.net) | 9:00am  to  9:00pm | 9:00am  to  9:00pm | 9:00am  to  9:00pm | 9:00am  to  9:00pm | 9:00am  to  9:00pm | 9:00am  to  9:00pm | 10:00am  to  4:00pm | 10:00am  to  4:00pm |
| Address: Welton Road, Croft Business Park, Bromborough, CH62 3QP | |
|  | | | | | | | | | | |
| Asda  Pharmacy Liscard | 0151 691 2221 | [Pharmacy.FF922@nhs.net](mailto:Pharmacy.FF922@nhs.net%20) | 9:00am  to  8:00pm | 9:00am  to  8:00pm | 9:00am  to  8:00pm | 9:00am  to  8:00pm | 9:00am  to  8:00pm | 9:00am  to  4:00pm | 10:00am  to  4:00pm | 10:00am  to  4:00pm |
| Address: Sea View Road, Wallasey, CH45 4NZ | |
|  | | | | | | | | | | |
| Llodys Pharmacy | 0151 677 6449 | [lp6705@lloydspharmacy.co.uk](mailto:lp6705@lloydspharmacy.co.uk) | 8:30am  to  9:00pm | 8:30am  to  9:00pm | 8:30am  to  9:00pm | 8:30am  to  9:00pm | 8:30am  to  9:00pm | 9:00am  to  10:00pm | 9:00am  to  10:00pm | 9:00am  to  10:00pm |
| Address: Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE | |

**Appendix 2: IV Antibiotic – Wirral Community Pharmacy Stock List May 2023**

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| **Drug** | **Quantity (Vials)** |
| Piperacillin and tazobactam (Tazocin) 4.5g | 12 |
| Ceftriaxone 1g | 4 |
| Ceftriaxone 2g | 8 |
| Ceftazidime 1g | 8 |
| Ceftazidime 2g | 8 |
| Meropenem 1g | 4 |
| Ertapenem 1g | 10 |
| Teicoplanin 400mg | 15 |

**Appendix 3: Expired Stock Claims form**

**Community Pharmacy Intravenous Antibiotic Stockholding Service Date Expired Stock Claim**

**Form**

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| **Service Provider** | | |
| **Address** | | |
| **Expired stock to be listed below:** | | |
| **Drug** | **Form** | **Quantity** |
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**Claims should be submitted annually. Payment is made annually (at current drug tariff price) towards the end of each financial year. No payment will be made for the initial £800 of date expired stock. May 2023 Update: Any stock paid for upfront cannot be claimed for.**

**Submit claims by 1st February.**

**Send completed claims form to: Hayley Venables and Victoria Vincent**

[mlcsu.wirralmmo@nhs.net](mailto:mlcsu.wirralmmo@nhs.net)