

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement.
 Optional headings 5 – 7: optional to use, detail for local determination and agreement.

Service Specification No.	1
Service	Wirral Palliative Care Emergency Medicines Service
Commissioner Lead	Claire Huntley, Partnerships and Transformation Manager, Cheshire and Merseyside ICB, Wirral Place
Provider Lead	Selected Community Pharmacies in Wirral Place
Period	1 st April 2017 onwards
Date of Review	Review March 2020. March 202 May 2023 Review required every two years or as required

1. Population Needs

1.1 National/local context and evidence base

This Service Specification defines the terms and standards required by the commissioners for the provision of the Palliative Care Emergency Medicines Service under which the commissioned Service Provider (the community pharmacy contractor) and the accredited community pharmacist will provide a Palliative Care Emergency Medicines 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 palliative care medicines and provide a Palliative Care Emergency Medicines Service for patients, carers and health professionals in Wirral who have an immediate / urgent need for palliative care medicines.

The purpose of this service is to improve access to essential palliative care medicines, to ensure continuity of supply, and to support patients, carers and healthcare professionals by providing them with information, advice and signposting, where appropriate.

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 environments and protecting them from avoidable harm	✓

2.2 Local defined outcomes

To improve access in Wirral for patients and healthcare professionals to palliative care medicines when they are required within normal pharmacy opening hours.

To guarantee continuous availability of emergency palliative care stock from named pharmacies for patients and health care professionals who require immediate / urgent access to palliative care medicines.

To support patients in the palliative care stage, carers and healthcare professionals with access to emergency palliative care medicines.

3. Scope

3.1 Aims and objectives of service

To provide immediate and consistent access in Wirral for patients and healthcare professionals to palliative care medicines when they are required within contracted pharmacy opening hours.

To guarantee continuous availability of stock on the palliative care emergency medicines list from named pharmacies for patients, patient representatives and healthcare professionals who require immediate / urgent access to palliative care medicines.

3.2 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.

The service specification will be subject to review every two years, unless there is a significant change in practice in this interval which would prompt early review. Any variation to the terms of 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 Cheshire and Merseyside ICB for Wirral Place.

The service provider should ensure they have a list of participating pharmacies, the agreed stock list and know where to sign post service users if they require further assistance. 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 Cheshire and Merseyside ICB Wirral Place (via the Wirral Place commissioned Medicines Management Team) if requested. The service provider must ensure that there are systems in place to make locum pharmacists aware of this service and are training and competent to provide the service.

The Wirral Place commissioned Medicines Management Team will regularly review the palliative care medicines list and stock levels to ensure they reflect any changes in practice or guidelines. This 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 palliative care 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 immediately. 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.

Providers will be reimbursed the cost of stock (at current drug tariff price) specifically purchased for this service that cannot be used and has reached its expiry date. This should be done annually (towards the end of the financial year) by completing the Expired Stock Claims form. See Appendix 3. Cheshire and Merseyside ICB will not reimburse service providers for the purchase of initial stock, but date expired stock may be claimed for if it has been unable to be used.

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 the named link at Medicines Management.

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 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.

Lists of all service providers undertaking this scheme in must be made as available for easy reference.

Service providers will be reimbursed at £206.80 per year for the provision of the service irrespective of the amount of prescriptions dispensed. Service providers will be asked to produce an invoice through Pharmoutcomes approximately one month before the payment is due towards the end of the financial year.

The fee will be paid as a lump sum on an annual basis.

If the service cannot be provided under the terms of the NHS contact and this service specification, for whatever reason, then the service provider must contact the named link at Medicines Management (Wirral). Where notification is absent the Wirral Place commissioned Medicines Management Team (on behalf of Cheshire and Merseyside 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.

The Wirral Place commissioned Medicines Management Team, on behalf of Cheshire and Merseyside ICB, have 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.

Cheshire and Merseyside 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.
- The individual pharmacist and/or service provider acts outside the ethical governance framework for the profession. In this case the termination of the service will be with immediate effect.
- The pharmacist fails to maintain competence.

In these instances, no payments will be made.

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.

Patient safety incidents or near miss incidents must be dealt with in the usual way. They must also be reported to Area Team through usual processes and also to the named link at Medicines Management (Wirral). Incidents involving controlled drugs (CDs) must additionally be reported to the Accountable Officer via agreed processes.

The Wirral Place commissioned Medicines Management Team, on behalf of Cheshire and Merseyside ICB, reserves the right to undertake its own root cause analysis if it feels that the root cause is derived from the implementation of the service specification.

The named link at the Wirral Place commissioned Medicines Management Team (Wirral) is:

Hayley Venables, Medicines Management Administrator, Medicines Management (Wirral)
mlcsu.wirralmmo@nhs.net

3.3 Population covered

Although this service is predominately commissioned for Wirral patients, there may be scenarios where medicines will be dispensed for patients registered for GPs elsewhere as this is an emergency palliative care 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.

3.4 Any acceptance and exclusion criteria and thresholds

Community Pharmacies must hold an NHS contract or the provision of Pharmaceutical Services. 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 emergency palliative care medicines.

3.5 Interdependence with other service 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 palliative care formulary medicines.

4.

4.1 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, regulations, orders or rules of law pertaining to health and safety.

4.2 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.

4.3 Applicable local standards

This service shall be available during all of the service provider's core opening hours. Any medicines dispensed from the palliative care emergency stock should be immediately replaced to ensure continuity of supply.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4 Parts [A-D])

Not applicable

5.2 Applicable CQUIN goals (See Schedule 4 Part [E])

Not applicable

6. Location of Provider Premises

The Provider's Premises are located at:

Insert service provider address

Appendix 1: Participating Pharmacies (Please check with the pharmacy before visiting)

Pharmacy Name	Contact nos.	Opening Hours							
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Bank Holiday
Alliance Pharmacy	Tel: 0151 643 9051	9am – 6pm	CLOSED	CLOSED	CLOSED				
206-208 Bedford Road, Rock Ferry, CH42 2AT	Fax: 0151 643 9051								
Boots The Chemist Ltd	Tel: 0151 343 0276	8am – 8pm	8am – 6.30pm	10am – 4pm	10am – 6pm				
Croft Business Park, Welton Road, Bromborough, CH62 3PN	Fax: 0151 343 0281								
Cloughton Pharmacy	Tel: 0151 653 7543	9am – 1pm / 2pm – 9pm	9am – 4pm	CLOSED					
161 Park Road North, Birkenhead, CH41 0DD	Fax: 0151 653 8262								
Heatherlands Pharmacy	Tel: 0151 678 5427	8am – 9pm	11am – 9pm	10am – 4pm					
Allied Pharmacy	Tel: 0151 677 6449	8.30am – 9pm	9am – 10pm	9am – 10pm	9am – 10pm				
Arrowe Park Hospital, Arrowe Park Road, Upton, CH49 5PE	Fax: 0151 677 6449								
Manor Pharmacy	Tel: 0151 632 0070	9am – 1pm / 1.30pm – 6pm	9am – 1pm / 1.30pm – 4pm	CLOSED	CLOSED				
13 Station Approach, Meols, CH47 8XA	Fax: 0151 632 0070								
Tesco Pharmacy (Bidston)	Tel: 0151 652 7016	8am – 10.30pm	6.30am – 10.30pm	6.30am – 10.30pm	6.30am – 10.30pm	6.30am – 10.30pm	6.30am – 10pm	10am – 4pm	9am – 6pm
Bidston Link Road, Birkenhead, CH43 7AA									
Tesco Pharmacy (Heswall)	Tel: 0151 331 1632	8am – 8pm	10am – 4pm	9am – 5pm					
Telegraph Road, Heswall, CH60 7SL	Fax: 0151 676 0449								
Townfield Pharmacy	Tel: 0151 653 7707	9am – 6pm	9am – 1pm	CLOSED	CLOSED				
Townfield Close, Noctorum, CH43 9JW	Fax: 0844 858 4470								
Tree Tops Pharmacy	Tel: 0151 327 4554	9am - 1pm / 2pm - 6.30pm	8.30am – 12.30pm	CLOSED	CLOSED				
49 Bridle Road, Bromborough, CH2 6EE	Fax: 0151 327 8465								
Wilson's Pharmacy	Tel: 0151 625 6115	9am – 5.30pm	9am – 5pm	CLOSED	CLOSED				
17 The Crescent, West Kirby,	Fax: 0151 625 6115								

CH48 4HW									
Victoria Central Pharmacy	Tel: 0151 639 0732	8.30am – 6.30pm	8.30am – 5.30pm	CLOSED	CLOSED				
Mill Lane, Wallasey, CH44 5UP	Fax: 0151 639 0732								

Appendix 2: Palliative Care Emergency Medicine Stocklist

DRUG NAME	FORM and STRENGTH	MINIMUM QUANTITY
Alfentanil	Injection (5mg/ml) ampoules x 5	2
	Injection (1mg/2ml) ampoules x 5	2
Cyclizine	Injection (50mg/ml) x 10 ampoules	1
Dexamethasone	Injection (3.3mg/1ml) x 10 ampoules	1
Fentanyl (Wirral brand of choice is Matrifen®)	Transdermal Patch 12micrograms/hr x 5	1
	Transdermal Patch 25micrograms/hr x 5	1
	Transdermal Patch 50micrograms/hr x 5	1
	Transdermal Patch 75micrograms/hr x 5	1
	Transdermal Patch 100micrograms/hr x 5	1
Glycopyrronium bromide	Injection 600micrograms/3ml x 10 ampoules	1
	Injection 200micrograms/1ml x 10 ampoules	1
Haloperidol	Injection 5mg/ml x 10 ampoules	1
Hyoscine butylbromide	Injection 20mg/ml x 10 ampoules	3
Hyoscine hydrobromide	Injection 400 micrograms/ml x 10 ampoules	1
Levomepromazine	Injection 25mg/ml x 10 ampoules	1
	Tablets 25mg x 84	1
Metoclopramide	Injection 10mg/2ml x 10 ampoules	2
Midazolam	Injection 10mg/2ml x 10 ampoules	2
Morphine sulfate	Injection 10mg/ml x 5 ampoules	2
	Injection 30mg/ml x 5 ampoules	2
Morphine (immediate release)	Liquid 10mg/5ml (100ml)	3
	Liquid 100mg/5ml (120ml) NB concentrated	1
Morphine (modified release BD dosing) (Wirral brand of choice is Zomorph®)	Capsules 10mg, 30mg, 60mg, 100mg x 60	1 of each
MST® (BD dosing)	Tablets 5mg x 60	1

Octreotide	Injection 500micrograms/ml x 5 ampoules	1
Ondansetron	Injection 8mg/4ml x 5 ampoules	2
Oxycodone	Injection 10mg/ml x 5 ampoules	2
	Injection 20mg/2ml x 5 ampoules	2
	Injection 50mg/ml x 5 ampoules	1
Oxycodone (immediate release)	Liquid 5mg/5ml x 250ml	1
	Liquid 10mg/ml x 120ml NB concentrated	1
Oxycodone (modified release) (Wirral brand of choice is Oxypro®)	Tablets 5mg, 10mg, 20mg, 40mg, 80mg x 56	1 of each
Sodium chloride (0.9%)	Injection 10ml x 10 ampoules	3
Water for injection	Injection 10ml x 10 ampoules	1

Palliative Care Emergency Stock Service Date Expired Stock Claim Form

Service Provider		
Address		
Expired stock to be listed below:		
Drug	Form	Quantity

Claims should be submitted annually. Payment is made annually at current drug tariff price towards the end of each financial year. Submit claims by 1st February.

Send completed forms via email to Hayley Venables, hvenables@nhs.net or mlcsu.wirralmmo@nhs.net Medicines Management Administrator, Medicines Management Team