

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.

All subheadings for local determination and agreement

Service Specification No.	
Service	Medication Administration Record (MAR)
Commissioner Lead	Lynda Helsby
Provider Lead	Community Pharmacy
Period	April 2018-March 2020
Date of Review	December 2019

1. Population Needs

- 1.1** There is an ongoing need to ensure that patients in a domiciliary setting have their medicines administered in a timely, safe and appropriate manner i.e. by non-clinically qualified individuals such as carers.
- 1.2** This MAR specification enables local pharmacies to furnish appropriate individuals with a printed medicines care plan ensuring accurate and timely administration of medicines. The MAR sheet is similar to the administration record utilized in an acute Trust or nursing home environment

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 prepare MAR sheets in the pharmacy by computer generating the sheets using the pharmacy software systems.
- To support care workers providing help to patients with long term conditions, which otherwise may have required residential care.
- To support self-care and maintain some patient independence in those receiving assistance from domiciliary care workers.
- To maximise the benefits achievable by regular medicines taking.

- To reduce waste caused by non-compliance or non-persistence

3. Scope

3.1 Aims and objectives of service

- The pharmacy will help support independent living in groups of vulnerable people, or those with special needs, **who do not fall within the Equality Act 2010 criteria** and are receiving medication administration support from domiciliary care workers funded by the Local Authority or NHS Bolton CCG.
- The pharmacy will help support domiciliary care workers by preparing a medication administration record (MAR) sheet when a prescription is presented for a patient assessed as requiring the service.

3.2 Service description/care pathway

- The pharmacy contractor will ensure that all pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service
- The pharmacy will be contacted by the patient's funded carer or Intermediate Care, Bolton NHS Foundation Trust when they identify a service user who requires help with medication and therefore a MAR sheet-
- The pharmacy will annotate the patient medication record that the patient requires a MAR sheet preparing with each dispensed medication.
- The pharmacy will prepare MAR sheets for each dispensed medication.
- The pharmacy will keep the prepared MAR sheet together with the dispensed medication for collection or delivery to the service user.
- If medication is prescribed at a different time to regular prescriptions then an additional MAR sheet will be produced.
- Where new medication is prescribed mid-month the pharmacy may be required to assist in the synchronization of medication quantities for future prescriptions.
- The pharmacy will maintain appropriate records to ensure effective ongoing service delivery and audit.
- The pharmacy must be able to deliver this Enhanced service for all of their contracted hours (this includes both core and supplementary hours).
- NHS Bolton CCG will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- The service will attract a payment of an initial setting up fee of £10 per patient for patients who have been receiving pharmaceutical services from the pharmacy for a period of at **least three consecutive months**.
 - For new patients to the pharmacy the set up payment can only be claimed in the fourth month of provision of this service.
 - There will be subsequent payments of £4 per patient per 28 days for the printing of the MAR sheets.
 - No payments can be claimed prior to the fourth month.
- Significant change fee - An additional fee of £10 per patient will be paid if there are significant treatment changes of four or more items, (either individually or at the same time) in 28 days.

3.3 Population covered

- This service is available to people registered with NHS Bolton CCG GP practices, in receipt of level 2 or above care by a funded care provider, in their own homes only.

3.4 Any acceptance and exclusion criteria and thresholds

- Patients registered at GP practice outside of Bolton.
- Patients looked after by a non-paid carer.
- Patients residing in a registered care or nursing home.

3.5 Interdependence with other services/providers

- The service will involve working collaboratively with GP practices and other services and health professionals as necessary.

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

- **Equality Act 2010 guidance:**
<https://www.gov.uk/guidance/equality-act-2010-guidance>
- **PSNC Guidance:**
http://psnc.org.uk/?s=equality+act&post_type=all
- NHS community pharmacy contract
- **CPPE training** which will support this service: Mandated - [Older people](#)

4.2 Applicable local standards

- The pharmacy must give 3 months notice if it intends to stop delivering under this Enhanced service.
- NHS Bolton will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- NHS Bolton CCG will provide at least 3 months notice of termination of this Enhanced service.
- All claims will be submitted on a monthly basis along with audit data.
- Audit data and associated eligibility criteria for this service will be requested by the CCG to ensure ongoing appropriate usage of the service.
- Claims should be submitted by the PharmOutcomes software solution. By submission, you agree that all information is correct and complete at the time of submission and understand that providing false or misleading information may result in criminal, civil and/or disciplinary action. This information can be used by the CCG for the purpose of any internal investigation and can be disclosed by the CCG to the CCG's Anti-Fraud specialist, for the purpose of investigation, prevention, detection and prosecution of fraud, bribery and corruption.
- Any claim not received by 5th of the month following the claim period may not be passed for payment.
- Failure to participate in any Adult Service/ NHS Bolton organised audit of the service or assessment of service user experience, when required, will lead to claims for payment being rejected.

5. Applicable quality requirements and CQUIN goals

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

- The Pharmacy has an up to date standard operating procedure (SOP) in place for this service.
- The pharmacy reviews its standard operating procedures for the service on a regular basis.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken training relevant to the service.
- The pharmacy agrees to participate in any Adult Service/ NHS Bolton organised audit of the service.
- The pharmacy co-operates with any locally agreed Adult Service/ NHS Bolton led assessment of service user experience.

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

- None.

6. Location of Provider Premises

The Provider's Premises are located at:

Participating pharmacies in accordance with NHS Bolton

7. Individual Service User Placement

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