

## 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

<b>Service Specification No.</b>	Service Level Agreement for the provision of the Enhanced Service in Community Pharmacy Number: Local Scheme 1
<b>Service</b>	<b>Access to Emergency Medicines</b>
<b>Commissioner Lead</b>	Teresa Middleton
<b>Provider Lead</b>	
<b>Period</b>	1 <sup>st</sup> April 2018 – 31 <sup>st</sup> March 2019
<b>Date of Review</b>	Annual review by end of December each year to support future planning

#### 1. Population Needs

Enhanced Services are services commissioned from Community Pharmacies over and above their main contract. There are three types of Enhanced Service – National, Directed and Community. Community Enhanced Services (which are community or practice based) are developed locally in response to local needs and priorities, and are voluntary for community pharmacies.

This specification relates to a Community Enhanced Service (CES) for the provision of access to emergency medicines used for palliative care or other specialist medicines, which may be required urgently at short notice and may not be stocked routinely by community pharmacies. This service specification ensures the necessary stock is readily available.

The service covers enhanced aspects of the provision of repeat medicines, which are beyond the scope of the essential services. No part of the service by commission, omission or implication defines or redefines essential Community Pharmacy services.

##### 1.1 National/local context and evidence base

The aim of this service is to ensure the availability of palliative care/other specialist drugs across all community pharmacies in Gloucestershire.

The service is designed to improve access to palliative care/other specialist medicines for service users, carers and healthcare professionals when they are required, in order to ensure that there is no delay to treatment whilst also providing access and choice.

#### 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/ensure access for service users to palliative care and/or specialist medicines when they are required. To support people, carers and clinicians by providing them with information and advice on medicines and to provide referral to other sources of assistance when appropriate

**3. Scope**

**3.1 Aims and objectives of service**

This service is aimed at the assured 'in hours' supply of palliative care and specialist medicines, the demand for which may be urgent and/or unpredictable. The pharmacy will stock a locally agreed range of palliative care/specialist medicines. The pharmacy 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

**3.2 Service description/care pathway**

- A range of palliative care drugs and some specialist medicines are not routinely available in all community pharmacies and this may cause delay in treatment for service users.
- The pharmacy holds the specified list of medicines (Appendix 1 below) required to deliver this service and will dispense these in response to NHS prescriptions presented. The list of medicines will be reviewed and updated when required with agreement from Gloucestershire Local Pharmaceutical Committee. The Gloucestershire Clinical Commissioning Group (GCCG) will reimburse the contractor for out of date drugs based on evidence of stock rotation at the pharmacy (replacement costs at Tariff price where possible). Requests for claims should be made on PharmOutcomes (using the form below Appendix 2).
- The pharmacy may hold specialist equipment, linked to the medicines on the list.

Payment of the annual retention fee will be made by processing a claim made via PharmOutcomes Payments for the service will be identified on PharmOutcomes claim as 'Local Scheme 1'. Reimbursement will only be made if a signed signature sheet for the Service Specification has been submitted to the Gloucestershire CCG.

**3.3 Population covered**

Residents of Gloucestershire who have received NHS prescriptions for included medicines

**3.4 Any acceptance and exclusion criteria and thresholds**

Provision of palliative care or specialist medicines as authorised by NHS prescription as outlined in 3.2 above

**3.5 Interdependence with other services/providers**

The pharmacy shall dispense the items from the palliative care/specialist stock (as shown in appendix 1) in response to NHS prescriptions presented to the pharmacy in line with the dispensing service of the NHS Community Pharmacy Contractual Framework

**Other Service Requirements**

Record Keeping

The pharmacy will maintain appropriate records as specified by GCCG to ensure effective ongoing service delivery and audit.

The pharmacy provide access to the records on request by the GCCG

Clinical Governance

Pharmacies providing the service will comply with the national clinical governance requirements as described in the National Health Service Pharmacy Regulations. This covers such areas as:

- Patient, public involvement
- Clinical audit; risk management
- Staffing and staff management - education
- Training and personal development
- The use of information to support healthcare delivery
- Critical incident reporting and risk reduction
- Standard Operating Procedures (SOPs) will be put in place to support this service

Information Governance

Level 2 information governance is required. Records held locally that hold Patient Identifiable Data must be stored safely and securely in line with requirements.

Contract Period

This is a one year Enhanced Service which will run from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.

Should either party wish to cease providing/commissioning this service they will give three months' notice in writing.

**4. Applicable Service Standards**

**4.1 Applicable national standards (e.g. NICE)**

- NICE Quality Standard 13 [End of life care for adults \(QS13\)](#) Aug 2011
- World Health Organization Essential Medicines in Palliative Care 2013  
[www.who.int/selection\\_medicines/.../expert/.../PalliativeCare\\_8\\_A\\_R.pdf](http://www.who.int/selection_medicines/.../expert/.../PalliativeCare_8_A_R.pdf)

**4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)**

Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times

**4.3 Applicable local standards**

The pharmacy contractor has a duty to ensure that 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 contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols

**5. Applicable quality requirements and CQUIN goals**

**5.1 Applicable Quality Requirements (See Schedule 4A-D)**

The pharmacy will review the SOP for dispensing annually and provide evidence.  
The pharmacy co-operates with any locally agreed Primary Care Organisation led assessment of service user experience.  
The pharmacy cooperates with any audit, (up to one) of the service in addition to the two specified audits in the community pharmacy contractual framework

**5.2 Applicable CQUIN goals (See Schedule 4E)**

**6. Location of Provider Premises**

**The Provider's Premises are located at: the registered community pharmacy business address**

**7. Individual Service User Placement**

**Appendix 1                      Emergency Care Medicines List (updated March 2018)**

<b>Drug Name</b>	<b>Form</b>	<b>Strength</b>	<b>Quantity</b>	<b>Comments / brand name</b>
<b>Alfentanil</b>	<b>Injection</b>	<b>500 mcg/ml (2ml &amp; 10mlamps)</b>	<b>10 amps</b>	<b>Rapifen</b>
<b>Cyclizine</b> no longer on this list	<b>Now see Levomepromazine</b>			
<b>Dexamethasone</b>	<b>Injection</b>	<b>4mg/1ml</b>	<b>10 amps</b>	<b>(1ml Ampoule)</b>
<b>Dexamethasone</b>	<b>Oral SF solution</b>	<b>2mg/5ml</b>	<b>150ml x 1</b>	<b>(Brands include Dexsol)</b>
<b>Diamorphine</b>	<b>Injection</b>	<b>10mg</b>	<b>5 amps</b>	
<b>Diamorphine</b>	<b>Injection</b>	<b>30mg</b>	<b>5 amps</b>	
<b>Diazepam</b>	<b>Tablets</b>	<b>2mg &amp; 5mg</b>	<b>2 x 28 x 2mg 2 x 28 5mg</b>	
<b>Glycopyrronium Bromide</b>	<b>Injection</b>	<b>200 mcg/ml (1ml amps)</b>	<b>5 amps</b>	
<b>Haloperidol</b>	<b>Injection</b>	<b>5mg/ml (2ml amp)</b>	<b>10 amps</b>	<b>1ml amp</b>
<b>Hyoscine Butylbromide</b>	<b>Injection</b>	<b>20mg/ml</b>	<b>10 amps</b>	<b>Buscopan</b>
<b>Levomepromazine (also known as Methotrimeprazine)</b>	<b>Injection</b>	<b>25mg/ml</b>	<b>5 amps</b>	<b>Nozinan £1.85/ 1ml amp</b>
<b>Lorazepam</b>	<b>Tablets</b>	<b>1mg</b>	<b>28 tabs</b>	<b>To be used off license Sublingually</b>
<b>Metoclopramide</b>	<b>Injection</b>	<b>10mg/2ml</b>	<b>10 amps</b>	
<b>Midazolam</b>	<b>Injection</b>	<b>5mg/ml (10mg/2ml amps)</b>	<b>5 amps</b>	<b>See footnote</b>
<b>Morphine</b>	<b>Injection</b>	<b>10mg/ml</b>	<b>10 amps</b>	
<b>Morphine</b>	<b>Injection</b>	<b>30mg/ml</b>	<b>10 amps</b>	
<b>Oramorph</b>	<b>Oral Solution</b>	<b>100 mg/5ml</b>	<b>2 x 30ml solution</b>	<b>Oramorph (morphine oral solution)</b>
<b>Oxycodone</b>	<b>Injection</b>	<b>10mg/ml</b>	<b>10 amps</b>	<b>Oxynorm</b>
<b>Oxycodone</b>	<b>Oral Solution</b>	<b>5mg/5ml10mg/ml</b>	<b>250ml solution 120ml solution</b>	<b>Oxynorm</b>
<b>Saline</b>	<b>Injection</b>	<b>10ml</b>	<b>20 amps</b>	
<b>Water for injection</b>	<b>Injection</b>	<b>10ml</b>	<b>20 amps</b>	

**\*NB. When dispensing Midazolam Injection 5mg/ml (2ml amps) please ensure that use is for palliative care and clearly labelled.**

**Appendix 2**



**ENHANCED SERVICE IN COMMUNITY PHARMACY**

**ACCESS TO EMERGENCY MEDICINES – AVAILABILITY OF PALLIATIVE CARE OR OTHER SPECIALIST MEDICINES (Emergency Care Medicines List) 2018 - 2019**

**CLAIM FOR REIMBURSEMENT FOR OUT OF DATE DRUGS**

Community Pharmacy Name:
Community Pharmacy Address:
Community Pharmacy Code Number:

ITEM	PURCHASE DATE	DRUG TARIFF / C&D COST PRICE	EXPIRY DATE	QUANTITY	TOTAL
<b>TOTAL CLAIM</b>					

**DECLARATION:**

I confirm that I have maintained a record of stock rotation at the pharmacy and can provide access to these records on request by Gloucestershire Clinical Commissioning Group.

Signature of Pharmacist in Charge.....

Print Name ..... Date .....

**Form to be submitted to: Elaine Johnson, Medicines Management, Gloucestershire Clinical Commissioning Group, Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester GL3 4FE**

