

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 Level Agreement for the provision of the Enhanced Service in Community Pharmacy Number: Local Scheme 2
Service	Call Out Scheme
Commissioner Lead	Teresa Middleton
Provider Lead	
Period	1st April 2018- 31st March 2019
Date of Review	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 accessible. See Appendix 2 for full list of the mandatory medicines to be held under the Emergency Medicines scheme.

The service covers enhanced aspects of the supply of urgent medicines at all times which may be outside the scope of 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

NICE Quality Standard 'End of life care for adults' statement no 9 states:

Urgent Care: People approaching the end of life who experience a crisis at any time of day or night receive prompt, safe and effective urgent care appropriate to their needs and preferences.

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.

The pharmacy will stock a locally agreed range of specialist medicines and will make a commitment to ensure that users of this service have prompt access to these medicines at all times agreed with Gloucestershire Clinical Commissioning Group (GCCG). 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.

Users of this service must be registered with a Gloucestershire GP and come from referrals through NHS systems such as the Gloucestershire Out-of-Hours Service (OOH)

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

To improve access for service users, registered with a Gloucestershire GP, to specialist medicines when they are required by ensuring access and continuity of supply, which includes 'out-of-hours'. To support service users, carers and clinicians by providing them with information and advice on specialist medicines, and to provide referral to other sources of assistance when appropriate

3.2 Service description/care pathway

This service is aimed at the supply of specialist medicines, the demand for which is urgent and/or unpredictable, for example palliative care.

- The pharmacy will supply specialist medicines in response to contact from another primary care clinician – GP/prescribing nurse or member of the public with an NHS prescription, in accordance with the existing Standard Operating Procedure (SOP) for dispensing of NHS prescriptions.
- The service user must be registered with a Gloucestershire GP and referred through NHS services.
- 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.
- The pharmacist will abide with GCCG's Health and Safety Policy section for 'lone working' guidelines (Appendix 1 below)
- Ideally the pharmacist will request a faxed (verbal instructions taken only by prior agreement between the pharmacist and clinician) prescription and deliver the dispensed item to an agreed address.
- Payment for telephone advice is only due when the pharmacist is contacted through this scheme by a clinician working in an NHS England service.

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 2'. Reimbursement will only be made if a signed signature sheet for the Service Specification has been submitted to the GCCG

Payment of the call out fee, travel expenses and telephone advice will be made via PharmOutcomes Reimbursement for claims for the call out fee will be made once the GCCG receive a copy of the relevant script, marked 'URGENT' by the clinician and signed, timed and dated by the dispensing pharmacist, with the patient identifiable information obscured. (Post to Elaine Johnson, Medicines Management, Gloucestershire Clinical Commissioning Group Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth Gloucester GL3 4FE)

The pharmacist will review each prescription to ensure the claim is appropriate before submitting payment claims via PharmOutcomes every quarter or as agreed by GCCG.

3.3 Population covered

Residents of Gloucestershire who have NHS prescriptions for included medicines to ensure continuity of care/supply.

3.4 Any acceptance and exclusion criteria and thresholds

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

3.5 Interdependence with other services/providers

The pharmacy shall dispense the prescribed items 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
- 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 1st April 2018 to 31st 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 number 13 Aug 2011 'End of life care for adults'

End of life care for adults (QS13)	
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 all pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
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 of review if required. The pharmacy co-operates with any locally agreed PCO 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:	
7. Individual Service User Placement	

Financial Details

Annual retention fee (per Pharmacy)	£256.25
'Call out' fee	£56.38
Travelling expenses	NHS staff rate – £0.56 per mile
Pharmacist telephone advice (to a clinician)	£25.63

Contractors signing up to the scheme part way through the year will receive a pro rata payment of the annual retention fee as follows: -

- Sign up in quarter 1 – 100%
- Sign up in quarter 2 – 75%
- Sign up in quarter 3 – 50%
- Sign up in quarter 4 – 25%

Payment of the annual retention fee will be made by the NHS BSA Prescription Services via the NHS Shared Business Services. Reimbursement will only be made if a signed signature sheet (the SLA) has been submitted to Gloucestershire CCG. Payments for the service will be identified on the NHS Prescription Services statement as 'Local Scheme 2'.

Payment of the call out fee, travel expenses and telephone advice will be made by the NHS BSA Prescription Services via the NHS Shared Business Services, based on claim forms submitted by the community pharmacy and signed by the pharmacist in charge, by the 5th working day of the month. Claims for the call out fee must be accompanied by a copy of the relevant script, marked 'URGENT' by

the clinician and signed, timed and dated by the dispensing pharmacist, with the patient identifiable information obscured.

Appendix 1- GCCG Health and Safety Policy



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Safety Policy_220620

Relevant section from GCCG Health and Safety Policy

4.7 Lone Working

The CCG will manage the risks of Lone Working by:

- Identifying individuals who may travel alone, work alone on site or work alone in community settings
- Completing risk assessments for lone working outlining the specific risks and detailing the agreed local procedure
- Ensuring that the local procedure for safety when lone working is agreed with staff and that staff use it in their day to day work

The Local procedure should at a minimum include the requirement for all lone workers:

- To complete a Personal Details information form including contact details, car details and next of kin information
- To have access to a telephone when working alone
- To maintain a diary that is accessible to others
- To ensure someone is aware that they are working alone

Appendix 2 Emergency Care Drugs List (accurate at time of writing). The live and current medication list, as well as updated list of stockists (NB not call out pharmacies), can be found at <https://ccglive.glos.nhs.uk/intranet/index.php/ccg-strategy/medicines-management/emergency-care-medications-list>

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

NB. When dispensing Midazolam Injection 5mg/ml (10mg/2ml amps) please ensure that use is for palliative care and clearly labelled.