

Service Level Agreement for the provision of the

Enhanced Service in Community Pharmacy

Access to Emergency Medicines – Availability of Palliative Care or other Specialist Medicines

2018 - 2019

Service Description

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/emergency 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.

Service Aims

To improve access for patients 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.

Financial Details

In 2018–2019 each pharmacy contracted to provide this service will receive: -

Annual retention fee	£205.00
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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. Payment will only be made following completion of the Pharmoutcomes Claim. Payments for the service will be identified on the NHS Prescription Services statement as ‘Local Scheme 1’.

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.

Service outline

Criteria	Statement	How evidenced
Service	<ul style="list-style-type: none"> The pharmacy holds the specified list of medicines (appendix 1 in the service spec) 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 LPC. NHS England will reimburse the contractor for out of date drugs based on evidence of stock rotation at the pharmacy (replacement costs at Tariff price where possible). The pharmacy may hold specialist equipment, linked to the medicines on the list. 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. Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times 	The evidence of service provision will be through claims by the community pharmacy.
Training	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.	
Record keeping	The pharmacy will maintain appropriate records to ensure effective ongoing service delivery and audit. Expired stock held specifically for this service can be claimed using the claim form in appendix 2 (within the service spec), although stock rotation should be used routinely to minimise this.	
Quality indicators	The pharmacy will review the SOP for dispensing annually and provide evidence of review if requested. The pharmacy co-operates with any locally agreed PCO led assessment of service user experience. The pharmacy co operates with any audit, (up to one) of the service in addition to the two specified audits in the community pharmacy contractual framework.	