

Access to Palliative Care Drugs from Community Pharmacy - Service Level Agreement

Tejas Khatau
(Lead Pharmacist – FYPC Division)

Agreed on: 1st April 2015
**Review Date: February 2018 or earlier if changes
required**

Service Level Agreement – Access to Palliative Care Drugs from Community Pharmacy

1. PARTIES TO THE AGREEMENT

This service level agreement is between Leicestershire Partnership NHS Trust (LPT - the commissioner) and (name of pharmacy - the provider) for the period 1st April 2015 – 31st March 2018. The agreement outlines the arrangement between the two parties to ensure healthcare professionals and patients have timely access to palliative care medicines both in and out of hours and advice out of hours.

2. Background

More patients are having their palliative care needs managed in the community setting. Access to palliative care medicines, both in hours and out of hours can present a major challenge to staff, patients and their carers/relatives leading to a potential delay in the delivery of care to patients.

For the purpose of this Service Level Agreement (SLA) out of hours can be defined as the period from 18.30 to 8.00 between Monday to Friday, 24 hours over weekends and bank holidays. It is recognised that there are pharmacies partaking in this SLA that are normally open late, early and over the weekends, therefore there will be a period of overlap.

3. Aims of Service

- Healthcare professionals and carers/relatives providing care to patients have timely access to palliative care medicines in hours;
- Healthcare professionals and carers/relatives providing care to patients within NHS Leicester City have timely access to palliative care medicines and pharmaceutical advice out of hours in urgent cases where it is not possible to wait until a pharmacy opens;

4. Service Outline

- Approximately 8 to 12 community pharmacies will partake in this SLA;
- Ideally these pharmacies will be spread out across the 3 localities within NHS Leicester City;
- Community pharmacy will stock the drugs and minimum quantities listed in appendix 3 at all times;
- Community pharmacist will be on-call from 18.30 to 8.00 between Monday to Friday, 24 hours over weekends and bank holidays;
- Community pharmacist will be on-call for a period of one calendar week at a time. The frequency of on-calls will depend on number of pharmacies participating and the availability of the pharmacists;
- Rota management and administration support will be provided by a delegated member of staff within LPT.
- Single Point of Access (SPA) and finance team will have access to the up-to-date on-call pharmacist rota and personal numbers.

- SPA will receive calls from nurse in the out of hours period, consider the appropriateness of the request and communicate this information to the on-call pharmacist (see appendix 1 and 2).

5. Standards

From Pharmacist

- a) Comply with the Code of Ethics for Pharmacists as stipulated in the current Medicines, Ethics and Practice;
- b) Keep up-to-date with the latest guidance from national bodies such as NICE and NPSA;
- c) Attend any mandatory training provided by or recommended by LPT;
- d) Supply a mobile number and land-line number (landline number will only be used in an emergency if not contactable by mobile);
- e) Ensure any changes to the contact details are communicated to administration staff as soon as possible;
- f) Be prepared to be on call for a period of one calendar week at a time;
- g) During the on-call period, be immediately contactable by mobile (or by landline in case of emergencies);
- h) During the on-call period, be available to reach the designated pharmacy within 1 hour of being contacted;
- i) Make own arrangements to swap with the other participating pharmacies if the given on-call dates are not suitable and inform administrator of swap;
- j) Notify Tejas Khatau immediately on 0116 295 8308 if pharmacist is unable to be on-call;
- k) Be flexible to changes in rota (e.g. as a result of illness);
- l) Comply with all the requirements for controlled drugs as stipulated in the Misuse of Drugs Regulations;
- m) Submit a claim form promptly following each on-call period (appendix 4);
- n) Keep full records of advice given, actions taken (appendix 5) and submit this information along with the claim form;
- o) Complete a LPT Controlled Drug Record Card on each occasion an injectable schedule 2 or 3 controlled drug is dispensed;
- p) Accept used CD denaturing kits from nurses and deal with them appropriately (this would entail storing the used denaturing kit in the CD cupboard for the first 24 hours and then destroying it in the DOOP bin). Nurses must ensure that used denaturing kits are accompanied by full CD records;

From Pharmacy

- a) Be located within NHS Leicester City;
- b) Comply with all the requirements for controlled drugs as stipulated in the Misuse of Drugs Regulations;
- c) Comply with all requirements of NHS Leicester City or an alternative commissioner;
- d) Stock drugs and minimum quantities listed in appendix 3 at all times;
- e) Be prepared for and comply with changes to the drugs and minimum quantities in appendix 3;
- f) Ensure stock rotation to prevent out-of-date medicines;
- g) Have a suitably sized controlled drugs cupboard to safely accommodate the stock of controlled drugs listed in appendix 3;
- h) Have up-to-date standard operating procedures for all the activities involving controlled drugs;

From Leicestershire Partnership NHS Trust

- a) Nurses returning used CD denaturing kits to pharmacy must also furnish the appropriate Controlled Drug Record Cards to the pharmacist;
- b) Finance administrator and SPA will securely hold all contact details of the participating pharmacists, their personal numbers and the on call rota;
- c) Administrator to:
 - devise rota covering a period of at least 6 months at a time;
 - provide pharmacists with at least 1 months notice from the first period of on-call;
 - update all contact details every 6 months;
 - arrange alternative cover in the event of pharmacist being ill;

6. Monitoring, Review and Audit

- a) 6 monthly update of contact details to be done by administrator;
- b) Annual check to ensure participating pharmacy have up-to-date Standard operating procedures as described above;
- c) Monitoring frequency of call-outs and phone calls for advice by service lead ;
- d) Monitoring length of time taken for pharmacist to physically reach pharmacy following call out of hours;
- e) Random visits to participating pharmacies to check stock of drugs and minimum quantities as described in appendix 3;

7. Costs and Invoicing Arrangements

- a) £100 per year for stocking the drugs and minimum quantities listed in appendix 3 at all times;
- b) £135 for one calendar week of on-call. This includes up to 2 phone calls for advice which does not result in a call out;
- c) Additional payment of £15 per day for bank holiday(s) within the on-call period;
- d) If more than 2 phone calls for advice received, additional payment of £20 per additional phone calls (for advice) which does NOT result in a call out;
- e) Additional payment of £85 per call out;
- f) Additional payment of £7 per used CD denaturing kit presented by community nurse;
- g) Full reimbursement for medicines (listed in appendix 3) that have expired;
- h) Invoices must be submitted promptly to Finance Department, Leicestershire Partnership NHS Trust, Lakeside House, 4 Smith Way, Enderby Leics, LE19 1SS Tel: 0116 295 7603, Fax: 0116 295 0962.

8. Duration, Re-negotiation and Contract Changes

The duration of this agreement is from 1st April 2015 to 31st March 2018. Any agreement beyond 31st March 2018 will be subject to negotiation.

9. Complaints and Serious Adverse Events

Complaints and serious incidents will be dealt with through existing processes and in accordance with current Trust policy.

10. Termination of the Agreement

Where neither party is in breach of the terms of agreement, at least six months notice must be given by either party in writing, of the intention by one party to terminate the agreement.

11. Authorisation to the Agreement

I/We agree to abide by the requirements of this agreement and the monitoring arrangements contained therein.

Community Pharmacy signatories (all pharmacists)

..... Name Signature & Date

..... Name Signature & Date

..... Name Signature & Date

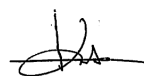
Details of pharmacist(s) who will be on-call

NOTE: If more than one pharmacist will be involved in the on-call arrangement, we will need a named pharmacist to be on call per on call period. This can be decided once the rota is drawn up.

	Pharmacist 1	Pharmacist 2
Name		
Mobile Number		
Home Number		
Signature		

Signed on behalf of LPT

Tejas Khatau (Lead Pharmacist – FYPC
 Division)

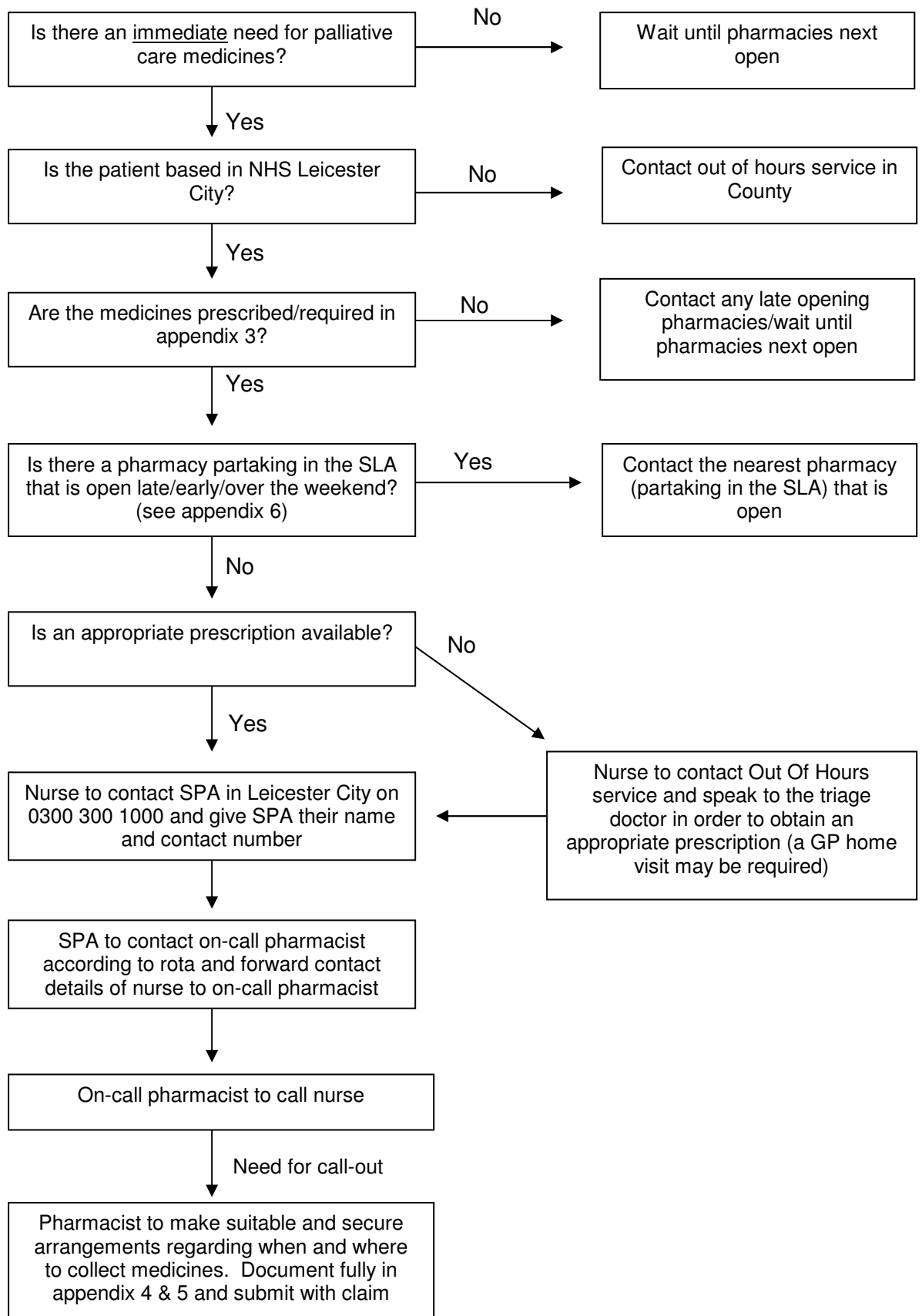


12/02/2015

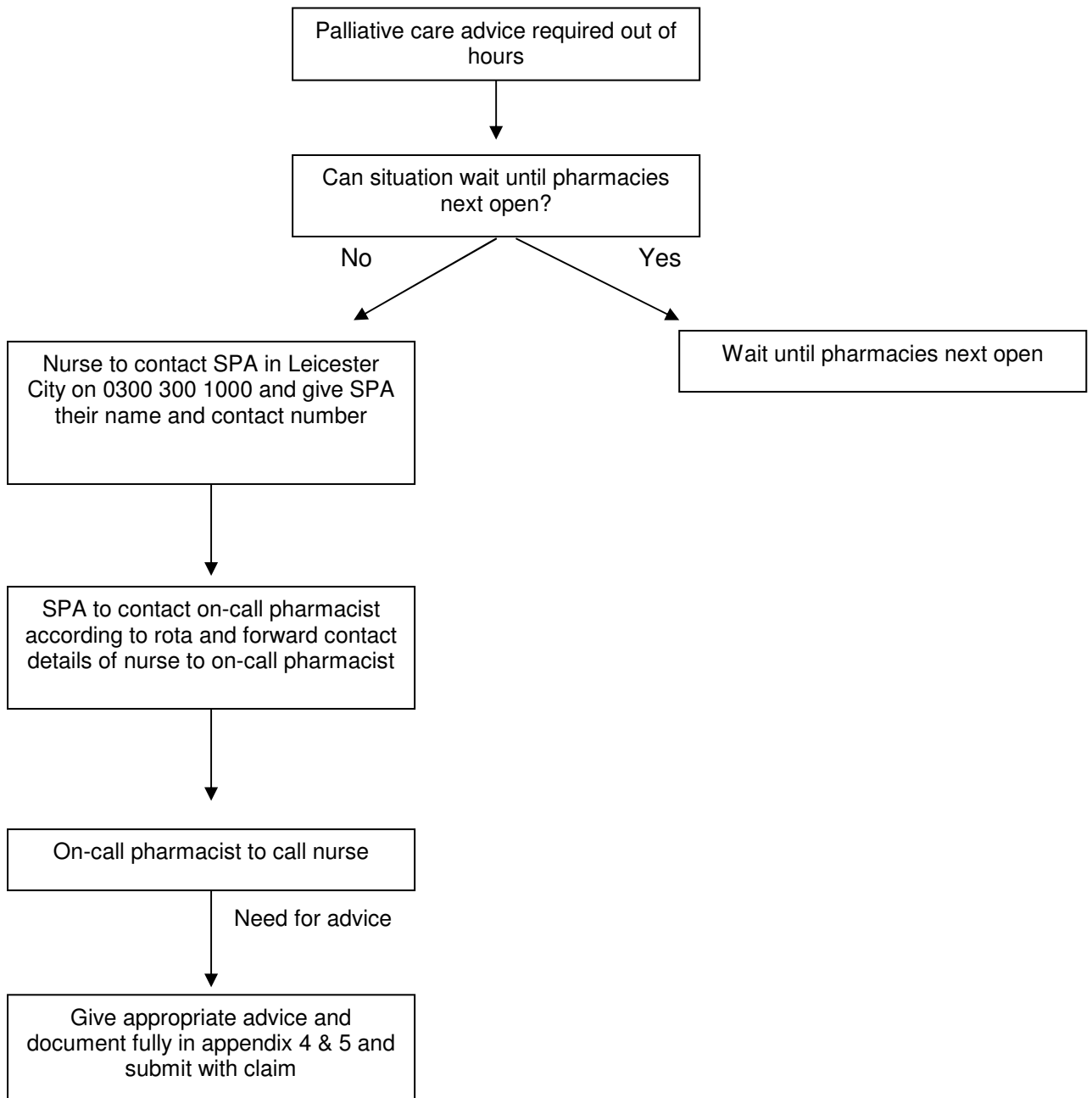
.....
 Name

.....
 Signature & Date

Appendix 1 - Outline of Process for Obtaining Palliative Care Drugs Out of Hours



Appendix 2 - Outline of Process for Obtaining Advice Out of Hours



Appendix 3 – Palliative Care Drug Formulary*

Drug (Injection)	Minimum Quantity
Cyclizine 50 mg in 1ml	2 x 5 ampoules
Dexamethasone 3.3mg in 1ml	1 x 10 ampoules
Diamorphine 10 mg	2 x 5 ampoules
Diamorphine 30 mg	2 x 5 ampoules
Glycopyrrolate/Glycopyrronium 600mcg in 3ml	1 x 3 ampoules
Haloperidol 5 mg in 1ml	2 x 5 ampoules
Hyoscine butylbromide 20 mg in 1ml	1 x 10 ampoules
Levomepromazine 25 mg in 1ml	1 x 10 ampoules
Metoclopramide 10 mg in 2ml	1 x 10 ampoules
Midazolam 10 mg in 2ml	1 x 10 ampoules
Morphine sulphate 10 mg in 1ml	1 x 10 ampoules
Morphine sulphate 30 mg in 1ml	1 x 10 ampoules
Water for injection 10 ml	2 x 10 ampoules
Oxycodone injection 10mg/ml (2ml ampoules)	10 ampoules
Alfentanil injection 500mcg/ml (2ml ampoules)	10 ampoules

Drug (Oral)	Minimum Quantity
Cyclizine 50 mg	1 x 100 tablets
Dexamethasone 2 mg	1 x 50 tablets
Haloperidol 1.5mg	1 x 28 tablets
Haloperidol 5mg	1 x 28 tablets
Metoclopramide 10 mg	1 x 28 tablets
Morphine sulphate 10 mg in 5ml	2 x 100ml oral solution
Morphine sulphate modified-release 30mg	1 x 60 tablets (or capsules)
Oxycontin 20 mg tablets	1 x 56 tablets
Oxynorm 5mg capsules	1 x 56 capsules

* This formulary has been taken from NHS Leicestershire, Northamptonshire & Rutland Palliative Care and Pharmacy Access Group. In September 2013, oxycodone injection was added. In April 2014, alfentanil injection was added following advice from EoL Task and Finish Group.

Appendix 4 - Claim Form

Details of Pharmacy

Pharmacy Name:..... Pharmacy Address:

Details of claim

Description of activity	Sum
.....week(s) on call covering period between(@ £135 per week)	£
The above on-call period containedday(s) of bank holiday (@ £15 per day)	£
I received additional call(s) for advice (which did not result in a call out) in the above on-call period (@ £20 per call)*	£
I was called out onoccasion(s) in the above on-call period (@ £85 per call out)*	£
I was presented with used CD denaturing kit(s) (at a cost of £7 per used CD denaturing kit)*	£
Medicines in appendix 3 that have expired*	£

*** Further details must be provided in Appendix 5**

Total	£
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Declaration

- I declare the above information is true and accurate;
- I declare that I have provided the above service in accordance with the service level agreement.

Pharmacist Signature:..... Date:.....

Print name:.....

Send to Finance Department, Leicestershire Partnership NHS Trust, Lakeside House, 4 Smith Way, Enderby, Leics, LE19 1SS Tel: 0116 295 7603, Fax: 0116 295 0962.

For Office Use Only

Claim received:
(date stamp)

Total payment made: £..... Budget code:

Name of administrator: Date:

Appendix 5 – Details of phone call/call out/used CD denaturing kit/expired medicine

Call out

Called on/...../..... atam/pm

Reached pharmacy on/...../..... atam/pm

Patient's name.....Patient's DoB

Medicines dispensed:

Name of drug	Strength	Formulation	Dose	Quantity

Used CD denaturing kit

Date: Timeam/pm

Name of nurse Base:

Name of medicine denatured	Quantity denatured (mg)	Volume denatured (ml)

Expired Medicine

Name of medicine, strength & formulation	Quantity expired	Cost claimed
		£
		£
		£

Phone call for advice

Detail nature of query, information sought, advice given and actions taken**

Appendix 6 – Details of Community Pharmacies participating in SLA and Normal Opening Hours

Name of Pharmacy	Address	Tel/fax	Opening Hours
7-11 Pharmacy	84b Berners Street Leicester LE2 0FS	Tel: 0116 2511333 Fax: 0116 2511333	Mon – Sat: 7am-11pm Sunday: 10am- 4pm
Medicare Pharmacy	140, St Saviours Road Leicester LE5 3SG	Tel: 0116 2425558 Fax: 0116 2512116	Mon, Tues, Thurs: 08:30-8PM Weds, Fri: 08:30-7PM Saturday: 9-1PM Sunday: CLOSED
Astill Lodge Pharmacy	234 Astill Lodge Road, Anstey Heights, Leicester, LE4 1EF	Tel: 0116 2323242 Fax: 0116 2323242	Mon, Tue, Wed, Fri: 9.00 to 6.15pm Thurs: 9.00am to 1.00pm Sat: 9.00am to 12.30pm Sunday: CLOSED
Belgrave Pharmacy	52 Brandon Street Leicester LE4 6AW	Tel: 0116 2668557 Fax: 0116 2613116	Mon – Fri: 8.30 am to 7.00 pm Saturday: 9.00 am to 12.00 noon Sunday: CLOSED
Paul Disney Chemist	15 Belgrave Boulevard Leicester LE4 2JD	Tel: 0116 2368176 Fax: 0116 2368176	Mon – Fri: 9.00 to 1.00 & 2.00 to 5.30 Saturday: 9.00 to 1.00 Sunday: CLOSED
Moin's Chemist	137a East Park Road Leicester LE5 5AZ	Tel: 0116 2558653 Fax: 0116 2558519	Mon – Fri: 9.00am to 1.30Pm 2.30pm – 7.00pm Saturday: 9.00 to 1.00pm Sunday: CLOSED
Your Pharmacy	51 -53 Narborough Road, Leicester LE3 0LE	Tel: 0116 254 1208 Fax: 0116 2541208	Mon – Sat: 9am - Midnight Sunday: 2pm - Midnight
Medicine Box	132 Evington Road, Leicester LE2 1HL	Tel: 0116 273 0547 Fax: 0116 2730547	Mon – Fri: 09.00-18.30 Saturday: 09.00-17.30 Sunday: 0900-12.30
Brennans Pharmacy	Beaumont Leys, Leicester LE4 0RY	Tel: 0116 2359120 Fax:	Mon, Tue, Wed, Fri: 09.00- 18.30 Thur: 09.00-18.00 Saturday: 09.00-15.00 Sunday: CLOSED
Niva Pharmacy Ltd	2 Uppingham Road Leicester LE5 0QD	Tel: 0116 2767531 Fax:	Mon – Fri: 09.00-18.00 Saturday: 09.00-13.00 Sunday: CLOSED