

NHSE North Midlands
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Email: a.pickard@nhs.net

Dear Colleague,

NHSE North Midlands Emergency Supply Service – New Service Specification 2017/18

The current SLA for the Pharmacy First Emergency Supply Service expires on 31st March 2017, but I am pleased to announce that NHSE North Midlands has agreed to continue to commission this service for a further 12 months across Staffordshire and Shropshire.

If you wish to continue to provide the service, or wish to sign up for the first time, please read through the SLA, and return the signed agreement (found at the back of the SLA) to me as indicated. For branches of the multiple pharmacy groups, please check with your head offices regarding sign-up to the service as this is generally undertaken centrally.

This service will run in parallel with the National Urgent Medicines Supply Advanced Service (NUMSAS), and due to differences in the two specifications, it is possible to sign up to provide both services.

It is important to note that if the pharmacy is signed up to provide NUMSAS, then any referrals received via NHS111 must be dealt with under the NUMSAS Service Specification. Referrals from other providers such as GP practices, Out of hours providers and patients that 'walk in' to the pharmacy must be dealt with under the Pharmacy First Emergency Supply Specification instead.

The Staffordshire and Shropshire LPCs have developed an FAQ which explains this in more detail, and this will be circulated shortly. This information will also be available within the Services section on their respective websites.

There have been some amendments to the previous SLA which I would like to draw your attention to;

- The service can now be provided 'in hours' and should be provided at all times when the pharmacy is open. It is at the professional discretion of the pharmacist on duty to consider the legality and suitability to supply for any requests made.
- Where access to the Summary Care Record is available in the pharmacy, and with the patient's consent, this should be used to confirm the previous prescription history, and to support the decision making process. If the pharmacist is unable to ascertain exactly what is required they must not supply.

- The pharmacy contractor has a duty to ensure that all pharmacists involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. **Locums and relief pharmacists that are due to work in a branch that is commissioned to provide the service, must have access to a copy of this Service Specification, such that they are able to provide the service if required.**

If you have any queries regarding the Service Specification please email a.pickard@nhs.net

Yours faithfully,



Andrew Pickard

Pharmacy Advisor

NHS England North Midlands