

# COMMISSIONING AN EMERGENCY SUPPLIES OF MEDICINES AT NHS EXPENSE SERVICE FROM COMMUNITY PHARMACIES

## IMPLEMENTATION PLAN

This implementation plan can be used as a ‘how to’ guide by commissioners who want to rapidly commission a community pharmacy service to supply urgently required medicines at NHS expense.

The implementation plan outlines steps to be taken once a decision is made to commission the service. When commissioning pharmaceutical enhanced services, Area Teams are reminded that they must consult with the Local Pharmaceutical Committee (LPC) for any area in which the service is to be provided. Area Teams also have an obligation to publish any remuneration determinations. Area Teams are advised to plan the implementation in conjunction with the LPC in order to facilitate rapid implementation of the service by pharmacy contractors.

The example template specifications and standard proformas referred to in the implementation plan below can be found at [psnc.org.uk/winter](http://psnc.org.uk/winter).

Starting point					
1	Inform key stakeholders e.g. Pharmacy Local Professional Network (LPN), Local Pharmaceutical Committee (LPC), Local Medical Committee (LMC), Clinical Commissioning Groups (CCGs), patient groups, GPs, urgent and emergency care providers and seek support for implementation of the service.				
Service initiation					
2	<table border="1"> <tr> <td>Decide legal mechanism for commissioning: a) using a Patient Group Direction (PGD) b) as an enhanced service using the provisions within the Human Medicines Regulations 2012</td> <td>Template service agreement &amp; specification (Emergency Supply Toolkit Document 1)</td> </tr> <tr> <td>Define the service (including inclusion and exclusion criteria), e.g. out of hours only or supply in hours for temporary residents.</td> <td>A sample PGD is available on the PSNC website</td> </tr> </table>	Decide legal mechanism for commissioning: a) using a Patient Group Direction (PGD) b) as an enhanced service using the provisions within the Human Medicines Regulations 2012	Template service agreement & specification (Emergency Supply Toolkit Document 1)	Define the service (including inclusion and exclusion criteria), e.g. out of hours only or supply in hours for temporary residents.	A sample PGD is available on the PSNC website
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Define the service (including inclusion and exclusion criteria), e.g. out of hours only or supply in hours for temporary residents.	A sample PGD is available on the PSNC website				
3	<p>Choose the method by which you will collect the service activity data and pay providers:</p> <p>a) Web-based system, e.g. PharmOutcomes, Webstar, North 51, Sonar</p> <p>b) Paper based system</p> <p>NHS England and PSNC agree that a reasonable payment for this service is £10 per consultation plus £2 for dispensing each item over and above the first item plus the cost of the medicines + VAT.</p>				
4	Prepare the documents and supporting information, e.g. service agreement and specification, PGD (if that approach to commissioning is being used), sign-up and assurance sheet, record form and GP notification template.				
5	Communicate offer to all pharmacy contractors and secure expressions of				

	interest.	
6	Organise set up of electronic data capture system (if that approach is being used).	
7	Ensure eligible contactors provide signed agreement to provide the service.	Sign-up and assurance sheet (Emergency Supply Toolkit Document 2)
Service Launch		
8	Inform key stakeholders.	
9	Provide eligible contractors with access to the service on web-based system (if that approach is being used).	
10	Inform pharmacy contractors they are able to provide the service and distribute any paperwork they will require to provide the service.	Emergency Supply Record form (Emergency Supply Toolkit Document 3)
Service delivery and maintenance		
11	Community pharmacies provide emergency supplies where appropriate to eligible NHS patients and record activity on web-based system or using agreed paperwork.	
12	Patient's GP practice informed by post / fax / email of the emergency supply.	GP notification template (Emergency Supply Toolkit Document 4)
13	Monitor data on service provision.	
14	Support contractors.	
15	Pay contractors.	
Service closure		
16	Inform key stakeholders.	
17	Remove access to service on web-based system or set deadline for final paper submission.	
18	Complete payments for service provided.	

[Originally published Dec 2013 and amended in Feb 2014]