

**North Lincolnshire Out Of Hours Palliative Care Scheme**  
**Guide for existing Palliative care pharmacies now commissioned to provide the Out of Hours service. PharmOutcomes instructions.**

The service requires your pharmacy to stock all medications listed in **PART A, PART B and PART C** of the Out of Hours Palliative care service specification **at all times** and to be available for out of hours call out as per the service specification.

All claims and data for this service must be recorded on PharmOutcomes which should be visible within your pharmacy. Payment claims will run quarterly on the 5<sup>th</sup> of the month, therefore it is recommended that you enter data in a timely manner prior to the 5<sup>th</sup> of the month to ensure prompt payment.

The PharmOutcomes Out Of Hours platform has a series of options: you must select the correct option for the type of claim you are submitting:

Type of return

- **Monthly on call verification:** Complete **ONCE each month** to claim 'on call' fees equivalent to £350/ week
- **OOH Call out claim:** Use this to claim for **each** Out Of Hours call out
- **Quarterly stock verification:** Complete **ONCE a quarter** (Apr, Jul, Oct, Jan) to confirm all stock held
- **Drug cost claim:** Complete **ONCE when setting up service** to cover cost of initial stock purchased and also to claim for the replacement of any date expired stock
- **Report OOS:** Use this option to inform the commissioner of difficulties obtaining stock

The following steps must be completed within your pharmacy to ensure you receive payment and comply with the terms of the scheme:

**Immediate actions required when first setting up the service:**

1. **Order stock:** Ensure you have the required stock available in the pharmacy of all **Part A, Part B and Part C drugs** listed within the service spec. (See 'OOH palliative care stock check lists')
2. **Claim for Palliative care part A, Part B and Part C medication costs (set up cost):** **Please note: If you are already commissioned as a palliative care pharmacy, you will only need to submit and claim for the additional drugs included in the OOH service drugs formulary. (I.e. Part C if you are already contracted to hold Part A and Part B drugs)**  
Claim for the initial set up cost of medications by completing the '**Drug cost claim**' section on the PO platform. This will ensure you get paid for your initial stock investment for the service. You will need to record the Batch Number and Expiry date of each medication. Stock check sheets will assist you in capturing this information prior to uploading onto the PO platform. (available to download from PO platform). Drug cost claims will be based on dm+d prices for that month.

**Ongoing actions required:**

1. **Claim monthly for the payment of on-call provision fees:**  
Log onto PharmOutcomes and select the 'Monthly on-call verification' option. Complete all boxes and confirm the service was available for the duration of the MONTH. Any periods where the service was unavailable must also be recorded. Payment will be deducted for these periods. Payment equivalent to £350/week
2. **Claim for each individual Out of Hours call out:**

Select the **'OOH call out claim'** option and complete all boxes including the declaration of provision. If provision occurred on a bank holiday, record this on the platform and the additional fees associated with the BH provision will be invoiced automatically via PO.

- 3. Claim for replacement of date expired stock:** **Please note: If you are already commissioned as a palliative care pharmacy, you will only need to submit and claim for the **additional drugs** included in the OOH service drugs formulary through this platform, as date expired Part A and Part B drugs should be claimed through the standard palliative care service platform. (I.e. Claim Part C only through this platform if you are already contracted to hold Part A and Part B drugs through the standard Palliative care service).**  
If a medication expires, you will need to replace it immediately and claim for the cost by completing the **'Drug cost claim'** section on the PO platform.
- 4. Report Out of Stock medication:** If you experience any stock problem during the life of the service please report these on the PharmOutcomes platform using the **'Report OOS'** section of the PO platform.

#### **Ongoing Quarterly Action:**

- 1. Verify all palliative care stock is available at the pharmacy by submitting a quarterly:**  
Select the **'quarterly stock verification option'** on the PO platform at the start of July, October, January and April. The quarterly return requires you to record the **'Batch No & Expiry Date'** of each Part A, Part B and Part C medication held. (See **'OOH palliative care stock check list'**).