

Service Specification

Service Specification No.	11J/250
Service	Community Pharmacy Provision Of Palliative Care Drugs Service
Commissioner Lead	Cancer & End of Life Clinical Commissioning Programme
Provider Lead	
Period	1 April 2020 – 31 March 2023
Date of Review	September 2022

1. Population Needs

1.1 National/local context and evidence base

The aim of the service is to provide improved access to Palliative Care Drugs in the community by ensuring that there is on-demand supply of palliative care drugs available from a network of community pharmacies spread geographically across Dorset.

Adequate and timely provision of palliative care drugs is vitally important in the provision of high quality care at the end of life. Improvements can be made in a number of ways, such as by increasing access to drugs and clinical advice through effective commissioning of community pharmacy services.

A number of the drugs used in palliative care are rarely used in other circumstances and are therefore often not widely available in community pharmacies at short notice. The aim of this locally commissioned service is to support normal dispensing services and enhance access to palliative care drugs in time of need. This service does not remove community pharmacies who do not participate in the scheme from their contractual dispensing service obligations within the NHS Community Pharmacy Contractual Framework.

This service has been successfully operating across Dorset for approximately 15 years. As in previous years, this service will require the participating locally commissioned pharmacy to maintain the required stock of palliative care drugs in line with the agreed list to support the dying patient and delivery of appropriate care.

Locally commissioned pharmacies will be engaged within this service in direct collaboration with the Local Pharmaceutical Committee to ensure;

1. Appropriate geographical coverage across Dorset allowing suitable access across urban and rural areas
2. Appropriate access outside of normal opening times. This means commissioned pharmacies participating in this service will offer extended opening times and access at weekends (to include both Saturday and Sunday opening)

The participating locally commissioned pharmacies will maintain supplies to ensure access to the agreed list at all times and support patients, carers and health professionals by provision of medication-related advice and ensure sign-posting to other participating contractors across Dorset in times where supply cannot be fulfilled. In addition, it is expected that participating locally commissioned pharmacies will maintain standards in line with GPhC standards for registered pharmacies and pharmacy professionals in order to provide a safe, efficient and effective service to meet the needs of patients.

It is recognised that with good relationships and sound knowledge of their patients, community pharmacy as a whole is well placed to support palliative care patients and routinely meet their prescription needs. These relationships and essential dispensing services are positively encouraged and should remain the first option for dispensing of palliative care drugs.

This service specification will be reviewed in line with changes to

- National guidance, specifications and contracts as appropriate.
- Changes in community pharmacy contractor numbers and geographical coverage concerns across Dorset
- Other circumstances as deemed appropriate by Dorset CCG and Dorset Local Pharmaceutical Committee

The service specification was agreed with Dorset LPC on 24.01.20

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

2.2 Locally defined outcomes

To improve the accessibility of drugs used in palliative care for patients in the community.

3. Purpose

3.1 Aims and objectives of service

To ensure that there is appropriate access to a range of palliative care drugs in accessible locations across Dorset, particularly in the hours outside of 9.00am to 5.00pm, and when treatment is needed urgently.

This is not an Out of Hours On Call Service. Community pharmacies participating in the scheme will cover a range of extended opening hours including some being 100 hour pharmacies.

3.2 Service Model

- 3.2.1** Selected pharmacies will hold a stock of an agreed range and quantity of drugs (Appendix 1: Palliative Care Drug List) used in palliative care. The list will be agreed between the Dorset CCG and local palliative care specialists and updated as necessary in accordance with national and local guidance. Any changes to the list will be communicated to participating pharmacies via the contract variation process.
- 3.2.2** A list of pharmacies that have agreed to provide this service, together with their contact numbers, will be available to all community pharmacies and GP practices, in Dorset (See Appendix 2: List of Participating Pharmacies). In addition these details will be shared with Urgent Care Services and the palliative care teams.
- 3.2.3** The pharmacist will provide standard information and advice to the patient, carer and/or clinician as needed to support timely supply. Specialist advice or advanced medicines information enquiries should be referred back to the prescriber.
- 3.2.4** The pharmacy contractor has a duty to ensure that pharmacists involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 3.2.5** The pharmacists involved, in line with GPhC standards for registered professionals, must ensure they develop and maintain their competence to deliver advice and support relative to this service.
- 3.2.6** This service will be available during the full opening hours of the participating community pharmacy.
- 3.2.7** The pharmacist, if unable to supply the medication required, **must** make contact with the other community pharmacies in their locality during normal opening hours or those pharmacies participating in the service outside of normal opening hours to sign post the clinician/patient/carer to appropriate and timely supply.
- It is required that the duty pharmacist will telephone and identify a participating pharmacy to confirm stock availability in order to support timely access and enhance the care of the dying patient.
 - Sign-posting to local, non-commissioned pharmacies is also possible as part of normal local practice, however consideration of the other commissioned pharmacies is important as the list includes eight 100 hour pharmacies, allowing extended access to drugs outside of normal trading hours.
 - This will prevent excessive delays in supply or inappropriate access via Urgent Care or Emergency Services, including Emergency Departments.

3.3 Any acceptance and exclusion criteria and thresholds

3.4 Interdependence with other services/providers

This service will work closely with other community pharmacies, all GP practices, Dorset Urgent Care Services and the Palliative Care teams.

4. Applicable Service and Quality Standards

- 4.1** All medications listed on the Palliative Care Drug List and their associated minimum stock list volume must be held in stock at all times, by participating community pharmacies subject to national drug shortages and availability issues.
- 4.2** On issuing supplies of these medications, either as part of essential dispensing services or as part of this locally enhanced service, stock must be immediately re-ordered and replaced subject to national shortages and availability issues.
- 4.3** In line with best practice and safe and secure storage of medicines principles, participating community pharmacies must have in place appropriate stock rotation processes and expiry management systems to prevent excess or inappropriate waste of the medicines listed on the Palliative Care Drug List.
- 4.4** The pharmacy contractor has a duty to ensure that pharmacists involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 4.5** Participating community pharmacies must comply with the GPhC standards for pharmacy premises particularly with regard to safe storage, stock rotation and expiry management of the drugs listed in the Palliative Care Drugs List.
- 4.6** Responsible pharmacists providing the service must comply with the GPhC standards for Pharmacy Professionals.
- 4.7** The pharmacists involved, in line with GPhC standards for registered professionals, must ensure they develop and maintain their competence to deliver advice and support relative to this service.
- 4.8** Participating community pharmacies must provide appropriate sign-posting as outlined in 3.2.7.
- 4.9** Participating pharmacies must, in the event of an untoward incident, record, report and investigate the incident inline with GPhC standards and local Standard Operating Procedures. Such incidents will be anonymised and shared within the Annual Audit to ensure common queries and opportunities for shared learning are identified. Such information will remain anonymous and confidential.
- 4.10** Participating community pharmacies must ensure to report to Dorset Medicines Optimisation Team about problems encountered with delivering the service (shortages, claiming issues, request for items not held on stocklist).
- 4.11** Participating community pharmacies must ensure the Service Retainer Quarterly Claim Form and/or Out of Date Stock Claim Form are received by the CCG no later than 3 months of the last working day of the period being claimed for and submitted via the prescribed invoicing method.
- 4.12** Participating community pharmacies must ensure they actively participate in a Dorset CCG medicines optimisation Annual Service Assurance Audit for the service which will include assurance regarding appropriate stock rotation and minimisation of waste.

5. Location of Provider Premises

The Provider's Premises are located at:

Please refer to contracted providers address. Contractors are listed in Appendix 2.

Appendix 1 – Palliative Care Drugs List

Community Pharmacy Palliative Care Service

All pharmacies stock some drugs that may be required for palliative care and can order drugs in for either same day or next day delivery. However, to ensure that specific drugs are available at short notice, a number of pharmacies across Dorset are commissioned to maintain stock of a set list of drugs that may be required for palliative care. Some of these pharmacies are open for 100 hours per week giving access to a range of medicines used in palliative care during the evenings and at weekends.

The list of the medicines stocked by each pharmacy providing the service is as follows:

Drug	Form	Quantity
Cyclizine 50mg/ml	Injection	10 x 1ml
Dexamethasone 3.8mg/ml	Injection	10 x 1ml
Dexamethasone 2mg	Tablets	50
Diamorphine 10mg	Injection	5
Diamorphine 30mg	Injection	15
Diazepam 5mg/ml	Injection	10 x 2ml
Diazepam 10mg	Rectal Tubes	5
Diclofenac 100mg	Suppositories	10
Fentanyl 25mcg	Patches	1 x 5
Glycopyrronium bromide 200mcg/ml	injection	3 x 3ml
Haloperidol 5mg/ml	Injection	5 x 1ml
Hyoscine butylbromide 20mg/ml	Injection	10 x 1ml
Hyoscine hydrobromide 400mcg/ml	Injection	10 x 1ml
Levomepromazine 25mg	Tablets	84
Levomepromazine 25mg/ml	Injection	10 x 1ml
Metoclopramide 5mg/ml	Injection	10 x 2ml
Midazolam 5mg/ml	Injection	10 x 2ml

Morphine sulphate 10mg/ml	Injection	10 x 2ml
Morphine sulphate 30mg/ml	Injection	10 x 1ml
Morphine sulphate (Oramorph) 10mg/5ml	Oral Solution	5 x 100ml
Oxycodone 10mg/ml	Injection	10 x 1ml
Sodium chloride 0.9%	Injection	10 x 10ml
Water for Injection	Injection	10 x 10ml

Covid 19 Support medication

Lorazepam 1mg (Genus brand if possible)	Sublingual tabs	4 x 28
Fentanyl 12mcg	Patches	2 x 5
Hyoscine 1mg	patches	7 x 2
Hyoscine hydrobromide 600mcg per 1ml	injection	10x1ml

This list is agreed between the CCG and local palliative care specialists and updated as necessary.

Last Updated 01.04.20

Appendix 2 – Locally Commissioned Palliative Care Drug Pharmacies

The following pharmacies are contracted to provide the palliative care service:

Pharmacy Name, Address and Opening Hours	Phone Number *(internal dispensary number)	100 hour pharmacy	Primary Care Network
<u>Asda In-store Pharmacy (Bournemouth)</u> St Pauls Road, Bournemouth, BH8 8DL (Mon-Fri) 8am-10pm (Sat) 8am-8pm (Sun) 11am-5pm	01202 780502*	Yes	Central Bournemouth
<u>Castle Lane Pharmacy</u> 482 Castle Lane West Bournemouth, BH8 9UD (Mon-Fri) 7am-10pm (Sat) 8am-10pm (Sun) 9am-8pm	01202 772110*	Yes	Central Bournemouth
<u>Boots The Chemist (Bridport)</u> 3-5 West Street, Bridport, DT6 3QJ (Mon – Sat) 8:30am-5.30pm (Sun) 10am-4pm	01308 456167*		Jurassic Coast
<u>Tesco In-store Pharmacy (Dorchester)</u> Weymouth Ave, Dorchester, DT1 2RY (Mon-Fri) 6.30am-10.30pm (Sat) 6.30am-10pm (Sun) 10am-4pm	01305 401500*	Yes	Mid Dorset
<u>Tout's Pharmacy</u> Unit 1, Brewery Square, 5 Weymouth Avenue Dorchester, DT11QR (Mon-Fri) 8am-6.30pm (Sat) 8.30am-3.30pm (Sun) Closed.	01305 365847		Mid Dorset
<u>Ferndown Pharmacy</u> 487 Ringwood Road, Ferndown, BH22 9AG (Mon-Sat) 7am-11pm (Sun) 10am-2pm	01202 892666	Yes	Wimborne & Ferndown
<u>Lloyds Pharmacy (Verwood)</u> 23 Station Road, Verwood, BH31 7PY (Mon-Fri) 8.30am-6.30pm (Sat) 9am-1pm (Sun) closed	01202 822364		Crane Valley

Pharmacy Name, Address and Opening Hours	Phone Number *(internal dispensary number)	100 hour pharmacy	Primary Care Network
<p><u>Boots The Chemist (Blandford)</u> (Also known as “Taylor’s”) 10-14 Salisbury Street, Blandford, DT11 7AR (Mon-Fri) 9am-6.30pm (Sat) 9am-5.30pm (Sun) closed</p>	01258 452824		Blandford
<p><u>Lloyds Pharmacy (Shaftesbury)</u> Hawkesdene Lane, Shaftesbury, SP7 8DH (Mon-Fri) 8.30am-6.30pm (Sat) 9am-12pm (Sun) closed</p>	01747 852086		The Vale
<p><u>Boots The Chemist (Babylon Hill)</u> Unit 7, The Peel Centre Sherborne Road, Yeovil, BA21 5BT (Mon-Sat) 9am-Midnight (Sun) 10am-4pm</p>	01935 434621*	Yes	Sherborne
<p><u>Boots the Chemist (Branksome)</u> unit 4, Commerce Centre, Branksome, BH12 1DN (Mon-Fri) 9am-8.00pm (Sat) 9am-6.00pm (Sun) 10.00am-4.00pm</p>	01202 769838 ext 3		Shore Medical
<p><u>Asda In-store Pharmacy (Poole)</u> West Quay Road, Poole, BH15 1JQ (Mon-Sat) 6am-Midnight (Sun) 10am-4pm</p>	01202 207010*	Yes	Poole Central
<p><u>Boots The Chemist (Swanage)</u> 1-3 Station Road, Swanage, BH19 1AB (Mon-Sat) 9am-5.30pm (Sun) 10am-4pm</p>	01929 422096		Purbeck
<p><u>Boots The Chemist (Wareham)</u> 4 North St, Wareham, BH20 4AF (Mon-Sat) 9am-5.30pm (Sun) Closed</p>	01929 552737		Purbeck
<p><u>Asda In-store Pharmacy (Weymouth)</u> Newstead Road, Weymouth, DT4 8JQ (Mon) 8am-11pm (Tues-Fri) 7am-11pm (Sat) 7am-10pm (Sun) 10am-4pm</p>	01305 207010*	Yes	Weymouth & Portland