

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement
Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

Service Specification	Service Level Agreement for the provision of the Enhanced Service in Community Pharmacy Number: Local Scheme 10
Service	Urgent Repeat Medication Service (URMS) under Patient Group Direction (PGD) by Community Pharmacies
Commissioner Lead	Teresa Middleton
Provider Lead	
Period	1st April 2019- 31st March 2020
Date of Review	Annual review by end of December each year to support future planning

1. Population Needs

Enhanced Services are services commissioned from Community Pharmacies over and above their main contract. There are three types of Enhanced Service – National, Directed and Community. Community Enhanced Services (which are community or practice based) are developed locally in response to local needs and priorities, and are voluntary for community pharmacies.

This specification relates to a Community Enhanced Service (CES) for the provision of urgent NHS prescribed repeat medicines from community pharmacies as determined within the current Patient Group Direction (PGD). At the time of this SLA review the current PGD is valid between 1/4/19 to 31/3/21.

The provision is required when the service user is unable to obtain a prescription for further supplies in the normal way. (I.e. the surgery is closed or the out of hours service (OOH) is operational). Provision for urgent repeat medicines is also permitted under the PGD for visitors to Gloucestershire within normal GP working hours.

The Urgent Repeat Medicines Services (URMS) is to be carried out within the Community Pharmacy setting.

The service covers enhanced aspects of the provision of repeat medicines, which are beyond the scope of the essential services. No part of the service by commission, omission or implication defines or redefines essential Community Pharmacy services.

1.1 National/local context and evidence base

Out-of-hours services (OOH) both Nationally and within Gloucestershire, are used by service users in order to obtain repeat prescriptions. The burden of this increase in the demand is stretching the OOH services and affecting the ability of these services to provide the care for which they are intended.

By reducing the number of OOH appointments for simple repeat medicine requests the service releases time for OOH staff to attend to more complex service user needs

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 Local defined outcomes

Ensuring the timely access to repeat medicines for all service users where prompt treatment is beneficial.

3. Scope

3.1 Aims and objectives of service

The overall aim of this enhanced service is to:

- To ensure timely access to medicines for all service users in urgent situations, where it is not practicable to obtain a prescription, i.e. during bank holidays, Out-of-Hours (OOHs) and when GP surgeries are closed.
- Reduce the burden of prescription requests for regular repeat medication received by Gloucestershire OOH Services, Emergency Services and the minor injury and illness units (MIU) services.

3.2 Service description/care pathway

- Ensure appropriate requests for urgent repeat medicines are supplied within the legal framework for 'Emergency Supplies' and are in accordance with the current Gloucestershire Clinical Commissioning Group (GCCG) Patient Group Direction (PGD).
- Under current emergency supply regulations a pharmacist can supply service users with up to thirty days supply of their regular medication. The pharmacist has to make a charge for this service. This URMS scheme allows NHS exemptions to apply, providing equity of access across the county. NHS charges apply in the usual way.
- Where a service user would normally pay the NHS prescription charge, the fee should be collected by the community pharmacist providing the URMS, in the usual way. This fee must be declared on PharmOutcomes and will be deducted from invoice payments by the commissioning body.
- All service users supplied with medication under the URMS PGD must sign a copy of the template regarding prescription charge exemption or proof of payment in the usual way (Appendix 2 template within PGD).
- Participating pharmacies must retain these forms as proof of prescription fee payment or exemption for at least two years from the date of supply.
- Pharmacist will supply urgent repeat medicines requested by the service user, which are currently being prescribed by the service user's general practitioner (GP) and are defined within the service PGD. (This excludes commissioned Drug and Alcohol Service providers/OOH/Outpatient prescriptions)
- Usual safeguarding requirements apply to this service.

- The pharmacist will be required to sign to confirm that they have read and understood the current PGD for URMS including appendices and this Service Specification.
- Provide a confidential consultation area to ensure privacy during a consultation
- Ensure that monitoring forms are completed accurately and sent (post or secure fax) in a timely manner (within 7 days) to the service users GP.

Payment claims will be submitted via PharmOutcomes every quarter or as agreed by GCCG. Reimbursement will only be made if a signed signature sheet for the Service Specification has been submitted to the GCCG

Training

- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- Pharmacists must complete the CPPE pack on Patient Group Directions (PGDs) if not already experienced with working to PGD. (Ideally within one month)

Record Keeping

- The pharmacy will complete the URMS supply record sheet (Appendix 2 PGD) for each service user request, and return relevant copies to the service user's GP in a secure manner within 7 days of the supply (post or secure fax).
- A copy of the medicine supply record must be retained by the pharmacy and it will serve as a record of supply. This may be a paper or electronic copy and removes the requirement to make a second entry into the private prescription book.
- All medicine supply records must be retained for a minimum of two years from the date of supply
- All pharmacists operating the service must sign the PGD, and a signed group copy sent to the Commissioning Team at the GCCG.
- Individual pharmacists working under the PGD and the Clinical Governance Lead should all keep fully signed copies for their files (as per instructions within the PGD document)
- The pharmacy will maintain appropriate records as specified by GCCG to ensure effective ongoing service delivery and audit.
- The pharmacy provide access to the records on request by the GCCG

3.3 Population covered

- Service users who reside in Gloucestershire and have an urgent requirement for repeat medication during times when the out of hours service is in operation
- Service users who **do not** reside in Gloucestershire but are visiting the area and have an urgent requirement for repeat medication that:
 - has been left behind in error
or
 - has run out while away from home.

3.4 Any acceptance and exclusion criteria and thresholds

Urgent Repeat supply is defined as regular, repeatable medicines prescribed by the GP, which are required by the service user, who would otherwise seek to obtain them from an Out-of-Hours (OOH) agency. This service also applies to non-Gloucestershire residents at all times not just when the Out-of-Hours service is in operation.

The supplying pharmacist needs to be certain that the situation for the provision of URMS is appropriate:

- Gloucestershire Residents:
The service may be provided when the GP surgery is closed and/or prescriber unavailable. This applies to bank holidays and OOH situations.
- Non-Gloucestershire Residents:
The service may be provided at any time not only when the Out-of-Hours service is in operation
- The quantity of medicines provided may under normal circumstances be up to 30 days' supply, except in the case of CDs, analgesics or other medicines specified within the current PGD. See current PGD for details and exceptions.
- The medicines must be allowed on NHS prescription.
- Service user is registered with an NHS general medical practitioner (GP).

- The repeat item is usually prescribed by the general medical practitioner (GP), no other service providers.
- Service user agrees to relevant clinical information being provided to the pharmacist and being notified to their GP.
- Service users may self-refer or be triaged /directed by OOH, A&E or minor injuries and illness unit (MIU) services.
- Community pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times.
- The requirement to interview the service user directly prior to a supply being made will be usually a requirement, however, this may be removed in the case of an announcement of a pandemic or imminent pandemic (WHO level 6). This will be notified to the pharmacy by commissioning body.
- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operates within local protocols.

3.5 Interdependence with other services/providers

- If the pharmacy does not have stock of the requested medicine, but the supply is considered to be appropriate under the URMS PGD it must contact the nearest pharmacy providing the URM service (providing patient has given consent), NOT refer the service user back to OOH services.
- If the request for medicine falls outside of the PGD schedules, the service user should be fast tracked to the OOH service (where the service is accessed by a non-Gloucestershire resident during normal surgery hours it may be more appropriate to contact a GP practice) with a telephone call, using the referral form within the PGD.

Other Service Requirements

Clinical Governance

Pharmacies providing the service will comply with the national clinical governance requirements as described in the National Health Service Pharmacy Regulations. This covers such areas as:

- Patient, public involvement
- Clinical audit; risk management
- Staffing and staff management - education
- Training and personal development
- The use of information to support healthcare delivery
- Critical incident reporting and risk reduction
- Standard Operating Procedures (SOPs) will be put in place to support this service

Information Governance

Level 2 information governance is required. Records held locally that hold Patient Identifiable Data must be stored safely and securely in line with requirements.

Contract Period

This is a one year Enhanced Service which will run from 1st April 2019 to 31st March 2020.

Should either party wish to cease providing/commissioning this service they will give three months' notice in writing. The CCG, however, reserves the right to withdraw the service immediately from the contractor in the event of failure to comply with the requirements outlined within the PGD.

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

Transforming our health care system: Ten priorities for commissioners
Managing Emergency Care: Urgent care
Kings Fund 2013

<http://www.kingsfund.org.uk/projects/gp-commissioning/ten-priorities-for-commissioners/urgent-care>

Legal framework for Emergency Supplies of medicines

'The Human Medicines Regulation 2012 no 1916'

http://www.legislation.gov.uk/uksi/2012/1916/pdfs/ukxi_20121916_en.pdf

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council [Standards for Pharmacy Professionals](#) at all times

4.3 Applicable local standards

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-D)

The pharmacy will review the SOP for dispensing annually and provide evidence.

The pharmacy co-operates with any locally agreed Primary Care Organisation led assessment of service user experience.

The pharmacy cooperates with any audit, (up to one) of the service in addition to the two specified audits in the community pharmacy contractual framework.

Failure to comply with the Service Specification or the requirements of the PGD may result in the service being withdrawn from the pharmacy.

5.2 Applicable CQUIN goals (See Schedule 4E)

6. Location of Provider Premises

The Provider's Premises are located at:

7. Individual Service User Placement