

Service Specification No.	LCPS2
Service	Locally Commissioned Pharmacy Service - Provision Of Urgent Medicines Out Of Hours
Period	2 years
Date of Review	31 March 2021

1. Population Needs	
1.1 National/Local Context and Evidence Base	
1.1.1	Community Pharmacies play an important role in the UK's healthcare system. They form an extensive network of outlets that allow the majority of people to have their prescriptions dispensed conveniently.
1.1.2	Community Pharmacy opening hours are set and managed in accordance with the Pharmacy Regulations.
1.1.3	According to the Terms of Service of their National Contract, Pharmacies are required to provide 'core' opening times of at least 40 hours per week. Pharmacies whose contract was awarded on the basis of a specific exemption to the Control of Entry Test are required to provide pharmaceutical services for at least 100 hours each week.
1.1.4	Historically Wigan Borough CCG has commissioned an Out-of-Hours Pharmacy Service.
1.1.5	This service ensures that patients requiring urgent treatment out-of-hours can obtain their prescription and that the Borough has a stock holding of medication that may be required for outbreak management.
1.1.6	The Out-of-Hours Service is initiated by the Out-of-Hours GP Service if a patient needs an urgent supply of palliative care medication rather than waiting until the next day.
1.1.7	
1.1.8	The Outbreak Management Service is initiated by the Local Authority Health Protection & Civil Contingencies Team, CCG Medicines Management staff or Public Health England Greater Manchester Health Protection Team in response to a flu outbreak or if meningitis prophylaxis is required.
1.1.9	This service has been in operation for over 10 years and has been found to work very effectively and meet the needs of the Borough.
1.1.10	This, along with the extended opening hours of many of our Pharmacies ensures all patients within the Borough are able to access Pharmacy services at all times.

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

2.2.1 To improve Patient and Clinician access to urgent medicines and advice on these medicines when they are required at times and on days not provided for by the existing Community Pharmacy network.

3. Scope

3.1 Aims and Objectives of Service

3.1.1 To improve Patient and Clinician access to urgent medicines and advice on these medicines when they are required at times and on days not provided for by the existing Community Pharmacy network.

3.2 Service Description

3.2.1 The Out-of-Hours service is provided by the Pharmacy Contractor from 10pm to 8am Monday to Friday, all day Saturday, Sunday and Bank Holidays.

3.2.2 The Pharmacy Contractor stocks urgent medication as required by Wigan Borough CCG.

3.2.3 The Pharmacy Contractor stocks the specified list of medicines required by the Locally Commissioned Pharmacy Palliative Care Service and will dispense these medications in response to NHS prescriptions presented.

3.2.4 The service is accessed by the Out-of-Hours GP service only.

3.2.5 If the Out-of-Hours GP service identifies that a patient requires urgent access to palliative care medication they ring the Out-of-Hours Pharmacy Service (07753 612194).

3.2.6 The On-call Pharmacist completes an Out-of-Hours Access Sheet to ensure the request is appropriate and they have all the necessary details.

3.2.7 The Pharmacist arranges for collection of the prescription and delivery to the appropriate Pharmacy premises via a taxi service and provides a password for the patient should this be necessary such as if a taxi driver will be collecting the prescription from the patients home.

3.2.8 The Pharmacist dispenses the prescription from the Pharmacy premises and arranges for the taxi to deliver the dispensed prescription to the patients' home address in a tamper evident container usually within 2 hours from the original request being initiated.

- 3.2.9 The Pharmacist advises the patient that the medication will be delivered in a tamper evident container and if there is any issue with the delivery to contact the Out-of-Hours GP service who will then liaise with the Pharmacist.
- 3.2.10 The Pharmacy Contractor arranges for the prescription to be processed in the usual way via NHSBSA and claims the appropriate fees under this service (see section 7 for payment details).
- 3.2.11 The Pharmacy Contractor retains the Out-of-Hours Access Sheets and is responsible for raising any issues such as inappropriate use of the service with the CCG's Medicines Management Team.

Outbreak Management

- 3.2.12 The Pharmacy Contractor currently holds stock of Ciprofloxacin, Oseltamivir and Zanamivir on behalf of the CCG and Local Authority for outbreak management. See section 5 for stock holding at time of writing.
- 3.2.13 The CCG is responsible for agreeing stock holdings with the Pharmacy Contractor and will liaise with the Contractor if stock holdings need to be altered.
- 3.2.14 The Pharmacy Contractor will ensure that they hold the full stock agreed with the CCG at all times. Should the stock holding require amendment the Contractor will obtain additional stocks in a timely manner.
- 3.2.15 Should an outbreak occur the Pharmacy Contractor will liaise with Wigan Borough CCG to determine what service is required to ensure the outbreak is managed in the most effective way.
- 3.2.16 Each outbreak will be managed on an individual basis and in conjunction with the appropriate Public Health Team.

Influenza

- 3.2.17 At the time of writing, Public Health Guidance on the use of antiviral agents for the treatment and prophylaxis of seasonal influenza recommends Oseltamivir (Tamiflu) first line for the management of influenza, unless patients are severely immunocompromised in which case the selection of first line antivirals should take account of the dominant circulating strain of influenza or where there is suspected or confirmed resistance to Oseltamivir, in which case Zanamivir (Relenza) should be used provided the patient is over the age of 5 years¹.
- 3.2.18 Guidance from the most current Public Health documents and the BNF must be followed by the Pharmacy Contractor if this service is activated.

Meningitis

- 3.2.19 The Health Protection Agency Guidance for public health management of meningococcal disease in the UK² at the time of writing recommends that where Public Health action is required and chemoprophylaxis is indicated, ciprofloxacin should be used in all age groups and in pregnancy.

¹ PHE guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza January 2019
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/773369/PHE_guidance_antivirals_influenza.pdf

² Health Protection Agency. Guidance for public health management of meningococcal disease in the UK. February 2018
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/688835/Public_health_management_of_meningococcal_disease_guidelines.pdf

3.2.20 Guidance from the most current Public Health/Health Protection Agency documents and the BNF must be followed by the Pharmacy Contractor if this service is activated.

General Requirements

3.2.21 The Pharmacy Contractor must have appropriate Standard Operating Procedures in place for the Out-of-Hours Service.

3.2.22 When the Outbreak Management Service is activated, the Pharmacy Contractor should develop any Standard Operating Procedures required.

3.2.23 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 the Standard Operating Procedures.

3.2.24 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.

3.2.25 Pharmacists providing the Out-of-Hours Service must be aware of the risks of performing all steps of the dispensing process single-handed and take measures to reduce the risks of making a clinical or dispensing error.

3.2.26 The Pharmacy Contractor has a duty to ensure that Pharmacists providing the Out-of-Hours Service take appropriate steps to ensure the prescription is clinically checked and dispensed accurately including completion of a self-check.

3.2.27 The Pharmacy Contractor should ensure processes are in place to secure the safety of Pharmacists providing this service who will be lone workers. Guidance on lone working procedures is also available from NHS Employers – ‘Improving the personal safety for lone workers – a guide for staff who work alone’
<https://www.nhsemployers.org/-/media/Employers/Publications/HSWPG-Lone-Workers-staff-guide-210218-FINAL.pdf>

3.2.28 Pharmacists participating in the Out-of-Hours Service must ensure they have appropriate insurance cover.

3.2.29 The Pharmacy Contractor is responsible for arranging Pharmacist cover for all operational hours of the Out-of-Hours Service.

3.2.30 The Pharmacy Contractor is responsible for ensuring the On-Call Pharmacist is contactable over all operational hours of the Out-of-Hours Service.

3.2.31 The Pharmacy Contractor is responsible for arranging which Pharmacy premises the service is operated from.

3.2.32 The Pharmacy Contractor is responsible for making arrangements for suitable delivery of items e.g. taxi services and use of tamper evident containers.

3.2.33 Pharmacies are legally required to ensure that any information given to patients is available in an accessible information format if necessary.

- 3.2.34 The Pharmacy Contractor should maintain appropriate records to ensure effective ongoing service, delivery and audit and should raise any issues with the CCG's Medicines Management Team.
- 3.2.35 Wigan Borough CCG will provide appropriate paperwork for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.2.36 The Pharmacy Contractor will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.
- 3.2.37 The Pharmacy Contractor should have a procedure for raising safeguarding concerns. A flowchart which supports how to raise safeguarding concerns within Wigan Borough CCG is available within Schedule 2 of the contract.
- 3.2.38 Wigan Borough CCG has agreed with local stakeholders the medication stock levels required to deliver this service and will negotiate any changes with the Pharmacy Contractor.
- 3.2.39 Wigan Borough CCG will regularly review the medication stock levels to ensure that it meets local requirements and is consistent with national and local guidance.

3.3 Population Covered

- 3.3.1 Palliative Care - any patient identified by the Wigan Out-of-Hours GP Service.
- 3.3.2 Outbreak Management – any patient identified as requiring this service by the Wigan Local Authority Health Protection & Civil Contingencies Team, Wigan Borough CCG Medicines Management Team, Wigan Out-of-Hours GP Service or Public Health England – North West Health Protection Team.

3.4 Any Acceptance and Exclusion Criteria and Thresholds

N/A

3.5 Interdependence with other Services/Providers

- 3.5.1 Palliative Care Medication - Out-of-Hours GP Service.
- 3.5.2 Outbreak Management – Public Health England – North West Health Protection Team, Wigan Local Authority Health Protection & Civil Contingencies Team and Wigan Borough CCG Medicines Management Team.

4. Applicable Service Standards

4.1 Applicable National Standards (eg NICE)

NICE End of Life Care for Adults Quality Standards:

- 4.1.1 Statement 8. People approaching the end of life receive consistent care that is coordinated effectively across all relevant settings and services at any time of day or night, and delivered by practitioners who are aware of the person's current medical condition, care plan and preferences.
- 4.1.2 Statement 9. People approaching the end of life who experience a crisis at any time of day or night receive prompt, safe and effective urgent care appropriate to their needs and preferences.

4.2 Applicable Standards set out in Guidance and/or issued by a Competent Body (eg Royal Colleges)

4.2.1 General Pharmaceutical Council Standards of Conduct, Ethics and Performance

4.2.2 General Pharmaceutical Council Standards for Registered Pharmacies

4.3 Applicable Local Standards

4.3.1 The Pharmacy Contractor will review their Standard Operating Procedures for the service when there are any major changes in the law affecting the service or in the event of any dispensing incidents. In the absence of any of these events they will be reviewed every 2 years.

4.3.2 The Pharmacy Contractor co-operates with any locally agreed CCG led assessment of the service or service user experience.

5. Stock Holdings for Outbreak Management

5.1. Agreed Stock Levels

5.1.1 The CCG is responsible for setting the stock holding for this service. The CCG's Medicines Management Team will liaise with the Pharmacy Contractor if stock holdings need to be altered.

5.1.2 Stock holding at the time of writing is:

Product	Strength	Quantity
Oseltamivir Capsules (10)	30mg	200 packs
Oseltamivir Capsules (10)	45mg	30 packs
Oseltamivir Capsules (10)	75mg	200 packs
Oseltamivir Suspension (65mL)	6mg/1mL	15 packs
Zanamivir Disk (20)	5mg	14 packs
Ciprofloxacin Tablets (10)	250mg	10 packs
Ciprofloxacin Suspension (100mL)	50mg/mL	7 packs

6. Location of Provider Premises

6.1. The Provider's Premises are located at:

Bradshaw Pharmacy
Bradshaw Street
Orrell
Wigan
WN5 0AB

7. Payment

7.1 Payment Submission

7.1.1 Claims for payment should be made monthly. Any claims submitted more than 3 months in arrears will not be accepted and payment will not be made.

7.1.2 It is the responsibility of the Pharmacy Contractor to inform Wigan Borough CCG of any change in ownership or account details which may affect payments for Locally Commissioned Services.

7.2 Service Management Fee

7.2.1 The Pharmacy Contractor will be paid £500 per year for management of this service.

7.3 Out of Hours Service

7.3.1 The On-call Pharmacists will be paid as follows:

- Pharmacist on call fee – £375 per week on-call
- Pharmacist on call fee Bank Holiday payment - £75 per Bank Holiday on-call
- Pharmacist call out fee - £33 per call out to dispense medication

7.3.2 The Pharmacist will be paid directly for provision of this service. It is the responsibility of the Pharmacist to inform Wigan Borough CCG of any change in account details which may affect payments for Locally Commissioned Services.

7.3.3 The Pharmacy Contractor will be paid as follows:

- Urgent prescription fee – £27 per call out to dispense medication
- Taxi fees will be reimbursed per call out

7.4 Outbreak Management

7.4.1 Wigan Borough CCG will reimburse the Pharmacy Contractor for the cost of the stock holding.

7.4.2 Payments will be made as stock is purchased each time medication is used on the service or is replaced due to product expiry.

8. Termination of service and Service Review

8.1 Notice Period

8.1.1 Wigan Borough CCG and the contractor should give 12 months' notice of either party's desire to terminate the service.

8.1.2 Wigan Borough CCG will liaise with the contractor directly with regard to any changes to their terms of service.

8.1.3 The service will be reviewed every 2 years

8.1.4 Next review: March 2021