

Service Specification No.	LCPS3
Service	Locally Commissioned Pharmacy Service – Palliative Care
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 This service ensures that patients requiring palliative care medication, the demand for which may be urgent and/or unpredictable, have access to this medication over a wide range of opening hours.

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 palliative care medicines, the demand for which may be urgent and/or unpredictable, and advice on these medicines over a wide range of opening hours.

3. Scope

3.1 Aims and Objectives of Service

- 3.1.1 To improve Patient and Clinician access to urgent palliative care medicines, the demand for which may be urgent and/or unpredictable, and advice on these medicines over a wide range of opening hours.
- 3.1.2 To support patients, carers and clinicians by providing them with up-to-date information, advice and referral where appropriate.

3.2 Service Description

- 3.2.1 The Palliative Care Service is provided by the Pharmacy Contractor from
Monday – Friday: 09:00 – 22:00 hours
Saturday: 09:00 – 22:00 hours
Sunday: Any 6 hour period
- 3.2.2 The Pharmacy Contractor stocks the specified list of medicines included in section 6 and will dispense these medications in response to NHS prescriptions presented.
- 3.2.3 The Pharmacy Contractor makes a commitment to ensure that users of this service have prompt access to these medicines at all times agreed with the CCG.
- 3.2.4 The Pharmacy Contractor is responsible for stock rotation and replacing any out-of-date drugs. It is anticipated that there will be a high stock turnover as the Pharmacies providing the service will be on a widely distributed list. The list will be distributed to all General Practices, Out-Of-Hours service, MacMillian Nurse, Community Nursing Services and Care Homes.
- 3.2.5 The Pharmacy provides information and advice to the user, carer, and clinician. They may also refer to specialist Centre's, support groups or other health and social care professionals where appropriate.
- 3.2.6 The Pharmacy Contractor arranges for the prescription to be processed in the usual way via NHSBSA.

General Requirements

- 3.2.7 The Pharmacy Contractor must have appropriate Standard Operating Procedures in place for the Palliative Care service which includes procedures to ensure the Pharmacy holds the full stock requirements at all times.
- 3.2.8 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.
- 3.2.9 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.
- 3.2.10 The Pharmacy Contractor should maintain appropriate records to ensure effective ongoing service, delivery and audit and should raise any issues with the Medicines Management Team of the CCG.
- 3.2.11 Wigan Borough CCG will provide appropriate paperwork for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.2.12 The Pharmacy Contractor will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.
- 3.2.13 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.

3.2.14 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.

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

3.2.16 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.

3.2.17 The managing Pharmacist MUST inform Wigan Borough CCG Medicines Management Team immediately if they are unable to provide the Palliative Care Service due to any circumstances.

3.3 Population covered

3.3.1 Any patient presenting to the Pharmacy with a prescription for palliative care medicines.

3.4 Any acceptance and exclusion criteria and thresholds

N/A

3.5 Interdependence with other services/providers

3.5.1 GP Practices, Bridgewater Community Healthcare NHS Foundation Trust, Wigan and Leigh Hospice, Wrightington, Wigan and Leigh NHS Foundation Trust.

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 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 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.

4.1.3 Statement 11. People in the last days of life are identified in a timely way and have their care coordinated and delivered in accordance with their personalised care plan, including rapid access to holistic support, equipment and administration of medication.

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 reviews their Standard Operating Procedure 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. Applicable Quality Requirements

5.1 Quality Indicators

- 5.1.1 Providers will be required to display any material relating to the scheme as requested by Wigan Borough CCG.
- 5.1.2 Providers should be able to demonstrate that Pharmacists and staff involved in the provision of the service have undertaken relevant CPD in the area of palliative care and any training as specified by Wigan Borough CCG.
- 5.1.3 The Pharmacy will permit announced or unannounced visits from Wigan Borough CCG and will co-operate with any locally agreed post payment verification and contract monitoring assessment of the service or service user experience as requested by Wigan Borough CCG.

6. Stock Holdings

6.1 Agreed Stock Levels

- 6.1.1 The CCG is responsible for setting the stock holding for this service. The Medicines Management Team of the CCG will liaise with the Pharmacy Contractor if stock holdings need to be altered.
- 6.1.2 Stock holding at the time of writing is:

Palliative Care Formulary

Alfentanil 5mg/mL injection	5 amps (1mL)
Alfentanil 500micrograms/mL injection	10 amps (2mL)
Cyclizine 50mg/mL injection	10 amps (1mL)
Dexamethasone 3.3mg/mL injection	10 amps (2mL)
Dexamethasone 2mg tablet	50 tablets
Durogesic [®] 12 micrograms/hour patch	5 patches
Durogesic [®] 25 microgram/hour patch	5 patches
Durogesic [®] 50microgram/hour patch	5 patches
Glycopyrronium bromide 200micrograms/mL injection	10 amps (1mL)
Glycopyrronium bromide 200micrograms/mL injection	20 amps (3mL)
Haloperidol 5mg/mL injection	5 amps (1mL)
Hyoscine hydrobromide 400micrograms/mL injection	20 amps (1mL)
Levomepromazine 25mg/mL injection	10 amps (1mL)
Levomepromazine 25mg tablet	84 tablets
Lorazepam 1mg tablet (must be Genus brand)	28 tablets
Metoclopramide 5mg/mL injection	10 amps (2mL)
Midazolam 5mg/mL injection	20 amps (2mL)
Morphine sulfate 10mg/mL injection	40 amps (1mL)
Morphine sulfate 30mg/mL injection	20 amps (1mL)
Morphine sulfate 10mg/5mL oral solution	100mL
Oxycodone 10mg/mL injection	10 amps (1mL)
Oxycodone 10mg/mL injection	10 amps (2mL)
OxyContin [®] MR 10mg tablet	168 tablets
OxyContin [®] MR 20mg tablet	168 tablets
OxyNorm 5mg/5mL oral solution	750mL
Water for injections	20 amps (2mL)
Water for injections	20 amps (5mL)
Water for injections	20 amps (10mL)
Zomorph [®] MR 10mg capsule	60 capsules
Zomorph [®] MR 30mg capsule	60 capsules

7. Payment

7.1 Payment Submission

- 7.1.1 Claims for service payment should be made annually (April-March). Claims will not be accepted outside of the financial year to which the claim relates.
- 7.1.2 It is the responsibility of the individual 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 Fees

- 7.2.1 The Pharmacy Contractor will be paid £250 per year for management of this service.
- 7.2.2 Initial drug stock will be reimbursed at cost (anticipate to be approximately £500.00).
- 7.2.3 Should items stocked on the scheme expire due to lack of demand for the product the Pharmacy should contact the CCG to discuss potential re-imburement.

8. Termination of Service and Service Review

8.1 Notice period

- 8.1.1 Wigan Borough CCG and the contractor should give 3 months' notice of either party's desire to terminate the service.
- 8.1.2 Wigan Borough CCG should give 3 months' notice of any change to the terms of service.
- 8.1.3 Where contractors stop providing this service, they should inform the Medicines Management Team immediately (01942 482838) and endeavour to re-engage in the service as soon as possible.
- 8.1.4 The service will be reviewed every two years
- 8.1.5 Next review: March 2021