

## Schedule 2 Part A Service Specification

<b>Service</b>	Stock Holding of Palliative Care Medicines including COVID
<b>Commissioner Lead</b>	Leigh Lord Trafford Clinical Commissioning Group
<b>Provider Lead</b>	
<b>Period</b>	1 <sup>st</sup> April 2021
<b>Date of Review</b>	31 <sup>st</sup> March 2022

### 1. Population Needs

#### 1.1. National/local context and evidence base

1.1.1. The demand for specialist palliative care medicines is often urgent and/or unpredictable. In addition, community pharmacies do not generally hold a stock of all these medicines, which can lead to a shortfall in provision of medicines for patients who are terminally ill and/or receiving end of life care.

1.1.2. In order to ensure availability of palliative care medicines, both within hours (8.00am to 6.30pm, Monday to Friday) and out of hours (evenings and weekends), a small number of community pharmacies across Trafford will be remunerated to hold an ongoing stock of these medicines and the CCG agree to reimburse pharmacies should this medicine be held beyond the expiry date.

1.1.3. Pharmacies providing the service will have adequate opening times in order to ensure provision throughout evenings and weekends and will be located to provide geographical coverage across the geography.

### 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 reduce the incidence of delayed access to immediately required Palliative Care medication.

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

## **3. Scope**

### **3.1 Aims and objectives of service**

3.1.1 To maintain an agreed stock of medicines used in the treatment of palliative care Appendix 1 at a designated community pharmacy, intended for supply by the community pharmacy against FP10 prescriptions issued.

3.1.2 To ensure patients/patients representatives have access to palliative care medicines during both normal working hours, and evenings and weekends.

3.1.3 To ensure community pharmacies will, in their best endeavors, dispense prescriptions presented for palliative care medicines within one hour of receipt.

3.1.4 To support patients, carers and clinicians by providing them with up-to-date information around stock holding and accessibility.

### **3.2 Service description**

3.2.1 To maintain a minimum stock level of palliative care medicines, as detailed in Appendix 1. Allowances will be made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems. This list will be agreed between Trafford CCG, local palliative care specialists and GMLPC and updated, as necessary.

3.2.2 The list of pharmacies that have agreed to provide this service (section 5), together with contact details will be shared with all community pharmacies, all GP Practices, Out of Hours (OOH) services, NHS 111 and local palliative care teams in the Trafford area.

3.2.3 The pharmacy will ensure all staff including locums are aware of the service and will produce a Standard Operating Procedure (SOP) which all staff should adhere to. The SOP will include:

- List of agreed medicines
- Details of wholesalers – delivery/order times and contact details
- Contact details of other pharmacies providing the service
- Contact details for the Commissioner Lead
- Record of stock check
- Significant event reporting

3.2.4 All prescriptions received for medicines listed in Appendix 1 will be prioritised for dispensing with the aim of ensuring they are ready for collection within one hour of

receipt.

- 3.2.5 Stock will be reordered promptly when it has been supplied against a prescription.
- 3.2.6 Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply for the patient or their representative in a timely manner.
- 3.2.7 To identify and manage shortfalls in the service a significant event reporting form should be completed via PharmOutcomes.
- 3.2.8 Medicine stock will be checked regularly to ensure sufficient stock is available and in date. A monthly report will be submitted via PharmOutcomes to confirm that a stock check has been completed.
- 3.2.9 Where a medicine is unavailable due to manufacturing or other issues the pharmacy will report this to the Commissioner via PharmOutcomes and to the local Out of Hours Service.
- 3.2.10 Pharmacists will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.
- 3.2.11 The pharmacy must be able to demonstrate compliance with the NHS England Central Alerting System, including alerts and recalls.
- 3.2.12 The pharmacist must be able to demonstrate ongoing CPD and may wish to undertake an update in palliative care through private study and attendance at relevant teaching sessions.
- 3.2.13 All incidents involving controlled drugs should be reported to NHS England via [www.cdreporting.co.uk](http://www.cdreporting.co.uk).
- 3.2.14 Any changes in pharmacy owner will be communicated to the Commissioner Lead.
- 3.2.15 The pharmacy opening hours must be adequate in order to support provision of this service both in normal working hours, and at evenings and weekends.
- 3.2.16 Changes in opening hours must be communicated to the GM Health & Social Care partnership, commissioner lead and to CHL by emailing [enquiries@cpgmhealthcare.co.uk](mailto:enquiries@cpgmhealthcare.co.uk) who have been commissioned to manage the service on behalf of Trafford CCG, as this may result in a review of service provision.
- 3.2.17 If, for whatever reason, the Provider ceases to provide the essential services under the pharmacy contractual framework then the Provider will become ineligible to provide this locally commissioned service.

### **3.3 Population covered**

3.3.1 Pharmacies commissioned to hold palliative care stock under this specification must dispense all prescriptions under their core NHS contract.

### **3.4 Interdependencies with other services/providers**

3.4.1 The pharmacy will hold contact details of other local pharmacies providing the service, to identify an alternative point of supply where stock is not available.

3.4.2 The commissioner will work closely with other community pharmacies, all GP practices, GMHSCP, Out of Hours providers and palliative care specialists as appropriate

### **3.5 Commissioner responsibilities**

3.5.1 The commissioner may carry out spot checks of stock and documentation when necessary and where it is convenient to the pharmacy.

3.5.2 The Commissioner will provide adequate signposting for patients, carers, and clinicians to improve awareness of specialist palliative care services and the availability of support and advice.

3.5.3 The Commissioner will promote the service to prescribers and other health and social care services across Trafford.

### **3.6 Quality Indicators**

3.6.1 The Provider should review its SOP for this service on an annual basis and ensure all staff, including locums are aware of the SOP.

3.6.2 The Provider can demonstrate that pharmacists and staff involved in the provision of this service have undertaken CPD, appropriate to palliative care.

3.6.3 The Provider completes a monthly stock return via PharmOutcomes.

## **4. Monitoring and Payment**

### **4.1 Monitoring**

4.1.1 All payments and service monitoring will be conducted via the PharmOutcomes system, including:

1. Sign up to the service (for pharmacies approved to provide by the Commissioner)
2. Service payments
3. Reporting of significant events relating to service provision
4. Reporting and reimbursement of expired stock
5. Reporting of unavailable items due to manufacturing issues

## 4.2 Payment

4.2.1 An initial payment of £650 will be made to community pharmacies providing the service

4.2.2 An annual retainer of £500 will be paid in quarterly instalments made dependent upon the submission of a monthly stock report by the pharmacy to the Commissioner via PharmOutcomes. CHL will manage and collate pharmacy payments on behalf of the Commissioner.

4.2.3 Reimbursement will also be made for expired stock, where reported on PharmOutcomes or where an item is removed from the formulary during the course of the contract

4.2.4 Payment for medication dispensed will be made through normal NHS Prescription Services arrangements.

4.2.5 The service will be supported by the Commissioner for a minimum of 1 year's subject to contracts.

## 5. Premises

ODS C	Pharmacy Name	Telephone Nu	Address	Post Code	Opening hours	NHS email
FC707	Boots	0161 973 3267	2 The Mall, Sale	M33 7XZ	Monday - Friday: 09:00 - 17:30. Saturday: 09:00 - 17:00. Sunday: Closed	<a href="mailto:pharmacy.fc707@nhs.net">pharmacy.fc707@nhs.net</a>
FD770	Boots	0161 748 7836	Unit 8A, Trafford Retail Park, Urmston	M41 7FN	Monday - Friday: 09:00 - 20:00. Saturday: 09:00 - 20:00. Sunday: 11:00 - 17:00	<a href="mailto:pharmacy.fd770@nhs.net">pharmacy.fd770@nhs.net</a>
FTP38	Boots	0161 928 5024	Unit 8B, Altrincham Retail Park	WA14 5GR	Monday - Friday: 10:00 - 19:00. Saturday 10:00 - 17:00. Sunday 10:00-16:00.	<a href="mailto:pharmacy.ftp38@nhs.net">pharmacy.ftp38@nhs.net</a>
FVR00	Boots	0161 865 7062	69 - 72 The Mall, Stretford	M32 9BD	Monday - Friday: 08:45 - 17:30 Saturday: 08:45 - 17:30. Sunday: 10:00 - 16:00.	<a href="mailto:pharmacy.fvr00@nhs.net">pharmacy.fvr00@nhs.net</a>
FMH60	Malcolm's Pharmacy	0161 747 2277	28 Flixton Road, Urmston	M41 5AA	Monday - Friday: 07:00 - 22:00. Saturday: 07:00 - 22:00. Sunday: 09:00 - 19:00.	<a href="mailto:pharmacy.fmh60@nhs.net">pharmacy.fmh60@nhs.net</a>
FAA37	Peak Pharmacy	0161 865 1603	431 Barton Road, Stretford	M32 9PA	Monday - Friday: 08:30 - 18:30. Saturday: Closed. Sunday: Closed.	<a href="mailto:pharmacy.faa37@nhs.net">pharmacy.faa37@nhs.net</a>
FNX56	Terry's Chemist	0161 928 1275	28 Sinderland Road, Altrincham	WA14 5ET	Monday - Friday: 09:00 - 18:00. Saturday: Closed. Sunday: Closed.	<a href="mailto:pharmacy.fnx56@nhs.net">pharmacy.fnx56@nhs.net</a>
FJJ51	Timperley Pharmacy	0161 948 5066	250 Stockport Road, Timperley	WA145 7UN	Monday - Friday: 07:30 - 22:30. Saturday: 07:30 - 22:30. Sunday: 08:00 - 18:00.	<a href="mailto:pharmacy.fjj51@nhs.net">pharmacy.fjj51@nhs.net</a>
FNX62	Well	0161 775 3455	Partington Health Centre, 91 Central Road	M31 4FY	Monday - Friday: 09:00 - 18:15. Saturday: 09:00 - 13:00. Sunday: Closed.	<a href="mailto:pharmacy.fnx62@nhs.net">pharmacy.fnx62@nhs.net</a>

## Appendix 1a – Palliative Care Drugs List

The drug list may be altered, based on the needs of the local population and changes in prescribing trends within palliative care. This will be subject to notice from the Commissioner and only follow consultation with palliative care providers.

Medication	Pack Size
Buprenorphine patches 5mcg	1 x 4
Buprenorphine patches 10mcg	1 x 4
Cyclizine tablets 50mg	100
Cyclizine injection 50mg/1ml	5x1ml
Dexamethasone sodium phosphate inj 3.3 m	10x2ml
Fentanyl patches 50 microgram	5
Glycopyrronium bromide injection 200 micro	10 x 3ml
Haloperidol injection 5mg/1ml	5x1ml
Hyoscine butylbromide injection 20mg/1ml	10x1ml
Hyoscine hydrobromide injection 400mcg/1ml	10x1ml
Levomepromazine injection 25mg/1ml	10x1ml
Metoclopramide injection 10mg/2ml	12x2ml
Midazolam injection 10mg/2ml	10x2ml
Morphine solution 10mg/5ml (Oramorph)	100ml
Morphine concentrate 100mg/5ml (Oramorph)	30ml
Morphine tablets 10mg (Sevredol)	56
Morphine tablets 20mg (Sevredol)	56
Morphine capsules MR 10mg (Zomorph)	60
Morphine capsules MR 30mg (Zomorph)	60
Morphine capsules MR 60mg (Zomorph)	60
Morphine sulphate injection 10mg/ml	5x1ml
Morphine sulphate injection 30mg/ml	20x1ml
Morphine sulphate injection 30mg/ml (60mg)	10x2ml
Oxycodone oral solution 5mg/5ml	250ml
Oxycodone MR tabs 10mg (OxyContin)	56
Oxycodone MR tabs 30mg (OxyContin)	56
Oxycodone injection-10mg/1ml	5x1ml
Prochlorperazine 12.5mg/1ml injection	10x1ml
Water for Injection 10ml	20x10ml
Water for Injection 2ml	10x2ml