

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 No.	
Service	Community Pharmacy Medicines Optimisation Champion
Commissioner Lead	Mindy Bassi
Provider Lead	
Period	1 st April 2015 – 31 st March 2016
Date of Review	1 st February 2016

1. Population Needs

1.1 **National/local context and evidence base**

The scheme is designed to ensure local healthcare initiatives, in particular medicines and pharmacy related ones, are fully promoted to the local population through the community pharmacy.

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	X
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	X
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	

2.2 **Local defined outcomes**

- Optimises the use of medicines with improved outcomes for patients
- Contributes to the reduction of waste medicines
- Promotes healthy lifestyle and patient self-care

3. Scope

3.1 **Aims and objectives of service**

To provide engagement with and support from within the pharmacy on the implementation and delivery of Nottingham City CCG and other NHS initiatives, promoting these to patients and feeding back to the CCG and other relevant NHS organizations as required.

3.2 Service description/care pathway

A named Pharmacy staff member will:

- Be a 'portal' for engagement and delivery of CCG Medicines Optimisation initiatives within community pharmacy.
- Take the lead and co-ordinate pharmacy engagement on signposting to local and national services.
- Be the lead for the implementation, co-ordination and maintenance of CCG Medicines Management schemes and initiatives within the pharmacy, including those which are current, pilot, in development and future initiatives.
- Be the conduit for working closely with the CCG Medicines Management Team and relevant NHS organisations, to ensure pharmacy staff training needs for the initiatives are addressed.

3.3 Population covered

- The scheme will cover all patients registered with a Nottingham City CCG GP practice.

3.4 Any acceptance and exclusion criteria and thresholds

- Patients not registered with a Nottingham City CCG GP practice.

3.5 Interdependence with other services/providers

- Work closely with the Nottingham City CCG Medicines Management team and in particular the Medicines Management Project Facilitator to support the uptake and delivery of any relevant initiatives.

4. Applicable Service Standards

4.1 Applicable national/local standards (eg NICE)

- The pharmacist will abide by the code of ethics and standards and professional requirements set out by the General Pharmaceutical Council (GPhC)
- The pharmacy contractor will have due regard to promote equality and eliminate unlawful discrimination as set out in the Race Relations (Amendment) Act 2000, the Disability Equality Duty and the Gender Equality Duty.
- The pharmacy contractor will ensure that all patients, carers and relatives are treated with dignity and respect. The pharmacy contractor will ensure that it meets the needs and rights of different patient groups with regard to dignity including by meeting the relevant requirements of the Human Rights Act 1998, the Race Relations Act 1976 (as amended), the Disability Discrimination Act 1995, the Disability Discrimination Act 2005 and the Equality Act 2006.

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

- Must be a registered pharmacy with an NHS dispensing contract.

4.3 Applicable local standards

- As per each individual initiative.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements

- The pharmacy contractor shall comply with all the requirements of the essential services of the NHS Community Pharmacy Contractual Framework.
- All pharmacists working within participating pharmacies must adhere to the guidelines of this service.
- The pharmacy must work to the provided service specification for the

Community Pharmacy Medicines Optimisation Champion service.

- The pharmacy contractor will ensure that any paperwork relating to the service, local procedures and guidelines issued by the CCG are easily accessible in the pharmacy.
- The pharmacy contractor will ensure the named Medicines Optimisation Champion is able to participate fully in the service, attending training events and meetings as required by the CCG, approximately once each quarter.
- The Community Pharmacy Medicines Optimisation Champion will work with their Pharmacist or Pharmacy Manager to agree who should take the lead within the pharmacy on each of the CCG initiatives. The Medicines Optimisation Champion will be responsible for ensuring all initiatives are implemented and promoted as required.

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider's Premises are located at:

- Within Nottingham City CCG boundaries.
- The pharmacy contractor will ensure that the pharmacy premises are well designed and well maintained in order to promote effective care and optimise health outcomes. The pharmacy contractor should have made reasonable adjustments to tackle physical features that act as a barrier to disabled people from accessing the service.

Additional information for tender:

Activity

All activity should be entered on to the PharmOutcomes system as required to inform the CCG of the value of the service.

Payment

Payment will be made quarterly in arrears, £150 per quarter generated via PharmOutcomes data entry.

Quality Requirements

All Community Pharmacy CCG and NHS initiatives to be promoted within the pharmacy as appropriate, focusing on a minimum of two initiatives per quarter. Patients are given advice and signposted to relevant local services as required.

Objectives

The Community Pharmacy Medicines Optimisation Champion will:

- Attend training events and updates approximately once each quarter to fulfil the requirements of the role.
- Promote local and national initiatives and signpost to the services using available resources.
- Promote and take the lead on CCG commissioned services and initiatives within the pharmacy including:
 - Ensure all stock required for CCG pharmacy initiatives and services are kept up to date.
 - Ensure briefing is provided for locums and new pharmacy staff as necessary.
 - Regularly liaise with the Medicines Management Project Facilitator and alert them to any concerns or issues that may arise.
 - Ensure all data is entered on PharmOutcomes for CCG services by the 5th working day of the following calendar month to ensure claims are generated.

Current CCG Initiatives:

The Community Pharmacy Medicines Optimisation Champion will work with their Pharmacist or Pharmacy Manager to agree which member of staff within the pharmacy should take the lead on each of the CCG initiatives. The Medicines Optimisation Champion will be responsible for ensuring all initiatives are implemented and promoted as required.

Medicines Management Green Bags Project:

- Ensure all staff and locums within the pharmacy are made aware of the project.
- Actively promote to customers when receiving their medication.
- Ensure all stock is kept up to date and reorder as necessary.

Not Dispensed Scheme:

- Ensure all staff within the pharmacy are aware of the scheme.
- Keep copies of all relevant prescriptions and ensure all data required is entered on PharmOutcomes.
- Send copies of the prescriptions to the patients GP along with the GP standard letter.

Inhaler Technique Project:

- Attend training to ensure inhaler technique is correct.
- Ensure the pharmacy has a full supply of project resources, ordering more as required.
- Actively promote the project to patients.
- Facilitate the pharmacist in undertaking inhaler checks and/or undertake inhaler technique checks as necessary.
- Complete GP referral form and send to patients GP.
- Ensure all inhaler technique checks undertaken within the pharmacy are recorded on PharmOutcomes.

CCG Initiatives for 2015/16 onwards:**Nottingham City Self-Care Pathway:**

- Attending training/education sessions on the Self-Care Pathway.
- Ensure all staff within the pharmacy are aware of the Self-Care Pathway and the services provided within Nottingham city.
- Actively use the Self-Care Pathway to signpost patients/customers to the most appropriate services.
- Promote the self-care services within Nottingham to patients and ensure all relevant patients are enabled to manage their own health as best as they can.

Referrals from Secondary Care:

- Manage any referrals from secondary care received through PharmOutcomes.
- Ensure the pharmacist is aware of all referrals received through PharmOutcomes.
- Ensure the patient is contacted and invited to attend the pharmacy for the relevant medicines review/check.
- Keep any information on the patient medicines review up to date on the pharmacy systems.
- Liaise with the hospital as necessary to ensure the patient receives the best care possible.