

NHS Nottingham City Local Enhanced Service – ‘Not Dispensed’ Scheme

Duration

The local enhanced service will run from 1st April 2012 to 31st March 2014. A review will take place to determine if the service should continue in February 2014.

Background

The “Not Dispensed” scheme is to help address the substantial waste medicines problem estimated to account for approximately £7M of prescribing in NHS Nottingham City each year.

Service description

The “Not Dispensed” scheme allows the pharmacist to intervene, identify and thus prevent the dispensing of those items included on repeat prescriptions, which the patient didn’t actually require at that time.

Pharmacists or appropriately qualified staff should discuss such repeat prescription items with the patient, to check if they need to be dispensed or supplied that month. If an item is not needed, possibly because the patient has sufficient at home, then it is *NOT DISPENSED*.

Aims and intended service outcomes

To reduce prescribing waste and over-ordering of repeat items.

Quality Indicators

- 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 standard operating procedure for the service
- The pharmacy contractor shall ensure that pharmacists and other dispensing staff employed to work in the pharmacy are fully aware of how to operate the not dispensed scheme.
- The pharmacy contractor must ensure that robust communication systems are adopted by the provider to ensure GP Practices are promptly informed of all items *Not Dispensed*, and to include reasons why. A *Not Dispensed GP Communication Slip* has been produced to facilitate such communications. Other methods such as annotating a photocopy of the ND-endorsed prescription are acceptable alternatives.
- The pharmacy contractor shall also ensure that any paperwork relating to the service, local procedures and guidelines issued by the PCT are easily accessible in the pharmacy.
- The pharmacy will undertake Significant Event Analysis of incidents (relating to the service) and demonstrate learning from incidents where required by the PCT relevant to the service.

Payment Schedule

Date effective from: 01/04/2012

Date of next review: 31/03/2014

Payment per 'Not dispensed' item= £3.56

An additional, 10% of the cost of the 'Not Dispensed' medicine will be paid.

Monitoring and Review

It is important to continually monitor community pharmacy pharmaceutical service provision activity and to report on unresolved issues to the PCT.

Records of pharmacy activity will be reviewed by financial and professional audit by officers working for NHS Nottingham City.

Adverse incident reports and complaints on service standards from clients will result in discussion with the individual pharmacist concerned.

Payments will be credited to the pharmacy contractor's account by the end of the month following the submission of the monthly claim form to the administrator by the 5th of each month. There will be no payments made belonging to another financial year other than for 'Not Dispensed' medicines claimed for in March, which must be submitted during the month of April.

Payments will be credited to the pharmacy contractor after receipt of invoice and subject to requirements being met.

Serious Untoward Incidents

Contractors are required to have a robust incident reporting and investigation procedure in place for all clinical and non-clinical incidents. All significant untoward incidents (SUIs) should be recorded and reported to the PCT within the timeframes stated in the NHS East Midlands 'Protocol for the Reporting and Handling of Serious Untoward Incidents in the East Midlands'.

Termination

NHS Nottingham City or the pharmacy contractor shall give three months notice in writing for any agreed changes to the service agreement or termination of the agreement. This is to allow sufficient time for alternate arrangements to be made to ensure the continuity of service.

NHS Nottingham City shall be entitled to terminate this enhanced service agreement by notice in writing to the provider if the provider commits any continuing or material breach of any of the provisions of this agreement and, in the case of a breach capable of remedy, fails to remedy the same within 14 days after receipt of a written notice giving full particulars of the breach and requiring it to be remedied.

Equality and Diversity

The pharmacy will gather information on the following equality and diversity information which will be passed to the PCT in as

- Agglomerated data
- a) Ethnicity
- b) Religion
- c) Sexuality
- d) Disability

Standards for Better Health Framework standards for incorporation into SLAs

The pharmacist will abide by the code of ethics and standards and professional requirements set by the Royal Pharmaceutical Society of Great Britain (RPSGB)

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

The pharmacy contractor will ensure that the pharmacy premise is 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.

Standard Operating Procedure – Not Dispensed Scheme

Inclusion criteria

The scheme applies to all prescribed items 'Not Dispensed' except:

- Repeat dispensing items (pharmacists receive a payment under their contract which requires the pharmacist to check that all items are needed at each dispensing).
- Acute, one-off, prescriptions.

Where pharmacists keep repeat lists and re-order medicines on behalf of patients, they must ensure that they confirm with the patient (or their representative) the exact items that are required before the next prescription is ordered; this is normal ethical practice and does not form part of the *Not Dispensed* scheme. Pharmacists must not automatically re-order all the items and then mark unwanted ND on the prescription and claim the *Not Dispensed* fee.

Process

1. Patient identified from the above criteria.
2. Inform customer about the 'Not Dispensed' initiative.
3. For any items which the patient indicates they do not take regularly, the following questions should be asked;
 - a. When does the patient / take / use the item?
 - b. How many do they take / use per week?
 - c. Have they stock at home of the item?
 - d. Do they require all the items ordered on the prescription
4. For any items that are not required by the customer, mark the prescription item with a clear ND (or 'Not Dispensed') in the prescription's endorsement column and score through the product name in the prescribing area of the form.
5. Complete the non dispensed service claim form.
6. Complete the 'GP communication slip'. Send GP notification slip to the respective surgery.
7. At the end of each calendar month copy the claim form and send it to the PCT at the address below before the 5th working day of the next month.

Marilyn Longstaff
Medicines Management Administrator
Standard Court
Park Row
Nottingham
NG1 6GN



Nottingham City

**NHS Nottingham City Local Enhanced Service – Not Dispensed Scheme
Parties and signatories to this agreement**

Commissioner for NHS Nottingham City

Signature:

Name: Samantha Travis, Senior Pharmacist

Date: 31/03/2012

Community Pharmacy Contractor

For and on behalf of:

Name and address of community pharmacy:

Signature:

Name:

Date: