

Section B4: Service Specification – Community Pharmacy Point of Dispensing Intervention Service

B5.1. Service description and background

This service is commissioned as a local enhanced service under the powers given to NHS England by The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 paragraph 14 (1) (h) and (o).

Community Pharmacists will contribute to the reduction of prescribed unwanted medicines, which currently are wasted. This service will be undertaken at the point of dispensing. This will help to prevent patient's stockpiling of prescribed medicines and reduce inefficiencies in prescribing on FP10s. The service will inform GP repeat prescribing processes thus contributing to improved patient outcomes through harm reduction, reduced hospital admissions, and increased medicine concordance. It is expected that the service will encourage Pharmacists to carry out Medicine Use Reviews (MUR) with patients who they have identified as having issues with their prescribed medicines or processes around ordering repeat medicines.

The object of this scheme is to reduce the burden of waste medicines, which has far reaching implications both financially and in terms of harm and health outcomes for patients:

- To reduce the number of unwanted medicines dispensed and therefore wasted, by not dispensing items not required by the patient.
- To notify the prescriber when an item prescribed has not been dispensed.
- To promote, support and encourage good repeat / prescribing practices with patients and GP practices.
- To highlight under usage of medicines to the prescriber.
- To inform the prescriber whether the continued supply or non-supply of items would be considered clinically significant.
- To highlight prescribing inefficiencies to the prescriber.
- To reduce unnecessary prescribing costs.

B5.2. Aims and intended outcomes of the service

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To promote, support and encourage good repeat / prescribing practices with patients and GP practices.

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To inform the prescriber whether the continued supply or non-supply of items would be considered clinically significant.

To highlight prescribing inefficiencies to the prescriber.

To reduce unnecessary prescribing costs.

B5.3. Service specification

The pharmacy will at the point of handing out a completed prescription to a patient (or their representative where the patient has consented to the representative acting in this capacity) discuss with the patient the contents of the completed prescription and whether each item as dispensed is required by the patient.

Where, as a result of the discussion described above, an item that has been ordered on the prescription is identified as not being required by the patient, the pharmacy will, at the discretion of the pharmacist, make an intervention to not dispense the item.

When the pharmacist makes such an intervention they will make a record of the intervention on PharmOutcomes that captures the following information:

- The name and address of the patient
- The name and practice of the prescriber
- The date of the intervention
- The name, strength (if required), form and quantity of the item that the intervention has been made on
- The reason, as reported by the patient, that item was prescribed but is no longer required.
- Any action that the pharmacist has taken to prevent that item from being unnecessarily prescribed in the future

When the pharmacist makes an intervention as described above, they will notify the patient's GP that they have made that intervention and the reason why the item was not required. (This will normally be done automatically by the PharmOutcomes system, but may sometime require the pharmacy to post the notification).

When the pharmacist makes an intervention, that in their discretion may be clinically significant to the patients continuing treatment, they will deliver a Medicines Use Review to support the patients safe use of the prescribed medicines.

Where a pharmacy makes an intervention they should check the patient history on PharmOutcomes to see if the patient has received a similar intervention in the previous period of treatment for the same item. If there has been a previous intervention the pharmacy should record this in the PharmOutcomes record and if appropriate, deliver a Medicines Use Review to the patient.

Where a pharmacy makes an intervention, on an item that is prescribed on a paper prescription form, they shall score through the item so as to make it illegible. Where a pharmacy makes an intervention, on an item that is prescribed through the Electronic Prescription Service, they endorse the item as Not Dispensed (ND) on the Electronic Prescription Service claim.

The pharmacy staff will ensure that the service is explained to the patient at the outset. This explanation will include the reasoning for the service. They must re-assure any patient anxious about having an item not dispensed this time and that it does not mean it has been automatically removed from the repeat prescription.

B5.4. Training, premises and other requirements

All participating pharmacies will provide a professional consultation area for patients who request it. Pharmacists should ensure full patient confidentiality, and compliance with data protection requirements. Service is only open to pharmacies that are able to provide an intervention MUR.

The pharmacy contractor must have a standard operating procedure (SOP) for this service. All support staff must ensure they are familiar with all aspects of the scheme before commencing the service.

B5.5. Service availability

The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's opening hours. To encourage ease of access to the service it should be offered across a range of times including where possible Saturdays and Sundays.

B5.6. Governance

Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times.

The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

The pharmacy can demonstrate that pharmacists involved in the provision of the service have undertaken continuing professional development (CPD) relevant to this service.

The pharmacy participates in any social service or NHS England - North (Yorkshire and The Humber) led audit of service provision.

The pharmacy co-operates with any social service or NHS England - North (Yorkshire and The Humber) led assessment of service user experience.

B5.7. Payment arrangements

Community Pharmacy Humber will provide access to a PharmOutcomes platform for the recording of relevant service information for the purposes of audit and the claiming of payment.