

<b>Service Specification No.</b>	LCPS4
<b>Service</b>	Locally Commissioned Pharmacy Service – Palliative Care and Stockholding
<b>Period</b>	24 months
<b>Date of Review</b>	31 March 2024

## 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 A number of medicines recommended for specialist use, for example in palliative care or to manage seasonal outbreaks of influenza are rarely used in other circumstances and are therefore not readily available from Community Pharmacies.
- 1.1.5 This service ensures that patients requiring palliative care medication or medication which may not be routinely held in Community Pharmacy, 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

<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>	✓
<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>	✓
<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>	✓
<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>	✓
<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	✓

### 2.2 Local Defined Outcomes

- 2.2.1 To improve patient and clinician access to urgent palliative care medication or medication which may not be routinely held in Community Pharmacy, the demand for which may be urgent and/or unpredictable and provide 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 medication or medication which may not be routinely held in Community Pharmacy, the demand for which may be urgent and/or unpredictable and provide 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 and Stockholding Service is provided by the Pharmacy Contractor during the Pharmacy's opening hours which must include as a minimum:
- Minimum of 10 hours per day Monday – Friday
  - For at least 8 hours over Saturday and Sunday
- 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 services, Hospice Teams, Macmillian Nurses, Community Nursing Services and Care Homes.
- 3.2.5 In the event of wholesaler/manufacturing issues or stock shortages of any medications on the formulary list, the Pharmacy Contractor will contact the CCG Medicines Management Team so that palliative care services and providers can be made aware and prescriptions adjusted accordingly.
- 3.2.6 The Pharmacy provides information and advice to the user, carer, and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.
- 3.2.7 The Pharmacy Contractor arranges for the prescription to be processed in the usual way via NHSBSA.

#### **General Requirements**

- 3.2.8 The Pharmacy Contractor must have appropriate Standard Operating Procedures in place for the Palliative Care and Stockholding Service which includes procedures to ensure the Pharmacy holds the full stock requirements at all times.
- 3.2.9 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.

- 3.2.10 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.
- 3.2.11 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.
- 3.2.12 Wigan Borough CCG will provide appropriate paperwork for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.2.13 The Pharmacy Contractor will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.
- 3.2.14 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.
- 3.2.15 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.
- 3.2.16 Pharmacies are legally required to ensure that any information given to patients is available in an accessible information format.
- 3.2.17 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.
- 3.2.18 The managing Pharmacist MUST inform Wigan Borough CCG Medicines Management Team immediately if they are unable to provide the Palliative Care and Stockholding Service due to any circumstances.

### 3.3 Population covered

- 3.3.1 Any patient presenting to the Pharmacy with a prescription for medicines on the Palliative Care and Stockholding Service list.

### 3.4 Any acceptance and exclusion criteria and thresholds

N/A

### 3.5 Interdependence with other services/providers

- 3.5.1 GP Practices, GP Alliance, 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 4. People approaching the end of life have their physical and specific psychological needs safely, effectively and appropriately met at any time of day or night, including access to medicines and equipment.
- 4.1.2 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.

- 4.1.3 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.

**NICE Care of dying adults in the last days of life. Quality Standards:**

- 4.1.4 Statement 3. Adults in the last days of life who are likely to need symptom control are prescribed anticipatory medicines with individualised indications for use, dosage and route of administration.

**NICE Infection Prevention and Control Quality Standards:**

- 4.1.5 Statement 1. People are prescribed antibiotics in accordance with local antibiotic formularies as part of antimicrobial stewardship.

**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 for registered Pharmacies.

- 4.2.2 General Pharmaceutical Council standards for pharmacy professionals.

- 4.2.3 Royal Pharmaceutical Society Improving Palliative and End of Life Care (Wales 2018).

**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 are 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, antimicrobial stewardship and management of influenza 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.

- 5.1.4 The Community Pharmacy contractor will report any incidents relating to the service to The Commissioner. The Pharmacy team will manage any incidents in line with the requirements of the NHS Contractual Framework for Community Pharmacy.

5.1.5 The Pharmacy will effectively manage any complaints using the Community Pharmacy's own internal complaints procedures which must be consistent with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, as amended. The Pharmacy team will inform The Commissioner of any complaint relating to the service.

## 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:

<b>Palliative Care Formulary</b>	
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

\*stockholding quantities were temporarily doubled at the start of the COVID-19 Pandemic, however these have now been reduced back to the original quantities. The above table reflects current, pre-pandemic stockholding quantities. – see section 7

### Antibiotic Stockholding

Product	Strength	Quantity
Vancomycin Capsules (28 capsules)	125mg	1 box

### Oseltamivir (Tamiflu) Seasonal Stockholding\*\*

(To be held only during the influenza season when the Chief Medical Officer (CMO) has authorised that Prescribers may prescribe and Pharmacists may supply antiviral medicines for the prophylaxis and treatment of influenza at NHS expense)

Product	Strength	Quantity
Oseltamivir Capsules (10 capsules)	30mg	5 boxes
Oseltamivir Capsules (10 capsules)	45mg	5 boxes
Oseltamivir Capsules (10 capsules)	75mg	5 boxes

\*\* Prescriptions for these medicines will only be reimbursed when the Chief Medical Officer (CMO) has authorised that Prescribers may prescribe and Pharmacists may supply antiviral medicines for the prophylaxis and treatment of influenza at NHS expense. The CCG will not fund prescriptions outside of this time period.

## 7. Service Adaptations in Response to a Pandemic

### 7.1 Temporary Service Adaptations

7.1.1 Pharmacy Contractors are required to work with the commissioner to make adaptations as needed (e.g. as occurred during the COVID-19 pandemic) to ensure timely access to urgent medications is maintained.

7.1.2 Adaptations implemented during the COVID-19 Pandemic included:

- Increased stockholding of specified medications within the formulary.
- Provision of a mobile phone to Pharmacies providing the service to receive calls regarding urgent end of life prescriptions. Palliative Care Pharmacies should prioritise the dispensing of end-of-life prescriptions as soon as they are made aware of them.
- Provision to allow Palliative Care Pharmacies to arrange for urgent delivery of end-of-life medications where collection by a family member,

friend or carer is not possible within the required timeframe.

- A requirement to submit a stockholding report on a weekly basis to the CCG when requested. This frequency of this requirement will be stepped up/down depending on the availability of palliative care medications within the community.

7.1.3 At the time of writing, the temporary adaptations for COVID-19 above are no longer required and stockholding quantities have been reduced back to pre-pandemic quantities as indicated in the table on page 5.

## **8. Payment**

### **8.1 Payment Submission**

8.1.1 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.

8.1.1 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.

### **8.2 Fees**

8.2.1 The Pharmacy Contractor will be paid £250 per year for management of this service.

8.2.2 Initial drug stock will be reimbursed at cost.

8.2.3 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.

## **9. Termination of Service and Service Review**

### **9.1 Notice period**

9.1.1 Wigan Borough CCG and the contractor should give 3 months' notice of either party's desire to terminate the service.

9.1.2 Wigan Borough CCG should give 3 months' notice of any change to the terms of service.

9.1.3 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.

9.1.4 The service will be reviewed in 24 months.

9.1.5 Next review: March 2024.