

Service Specification

Service	GM Palliative Care Service Specification
Commissioner Lead	Greater Manchester Integrated Care Board (Manchester Locality)
Provider Lead	[Community Pharmacy Lead]
Period	1 st April 2022 – 31 st March 2023
Date of Review	September 2022
Version	FINAL_V4.0

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. To ensure availability of palliative care medicines a small number of community pharmacies will be remunerated to hold an ongoing stock. The commissioner agrees 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 improve accessibility and reduce the incidence of delayed access to medicines for end of life care.

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 the public has access to palliative care medicines during usual operating hours (excl. out of hours).
- 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 and advice and referral to specialist palliative care, where appropriate.

3.2 Service description

- 3.2.1 Providers will 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 local palliative care specialists and the LPC and updated as necessary.
- 3.2.2 The list of pharmacies that have agreed to provide this service (section 5 and Appendix 2), 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 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 (Appendix 2)
 - Contact details for the commissioner lead Greater Manchester Integrated Care Board (ICB) – Manchester Locality
 - Record of stock check
 - Process of escalating stock availability
 - Significant event reporting
 - A review date
- 3.2.4 All prescriptions received for medicines listed in Appendix 1 will be prioritised for dispensing to ensure they are ready for collection **within one hour of receipt**. The commissioner should be notified of any exceptional circumstances whereby this requirement has not been met.
- 3.2.5 A list of phone numbers for this locality has been inserted at Appendix 2.
- 3.2.6 Stock will be reordered promptly when it has been supplied against a prescription.

- 3.2.7 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.
- 3.2.8 Where a medicine is unable to be obtained to replace dispensed stock within 1 working day, the provider promptly reports any stock issues to the Commissioner by emailing mhcc.manchestercontracts@nhs.net as soon as the provider is aware the ordered stock will not be received.
- 3.2.9 Medicines will be checked regularly (at least weekly) to ensure sufficient stock is available and in date.
- 3.2.10 Where the pharmacy identifies a long- term supply issue with one or more of the medicines specified on the formulary, the pharmacy must inform the commissioner lead as soon as possible by emailing mhcc.manchestercontracts@nhs.net for review of the stock list (appendix 1).
- 3.2.11 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.
- 3.2.12 The pharmacy must be able to demonstrate compliance with the NHS England Central Alerting System, including alerts and recalls.
- 3.2.13 The pharmacist must be able to demonstrate ongoing relevant CPD and may wish to undertake an update in palliative care through private study and attendance at relevant teaching sessions.
- 3.2.14 All incidents involving controlled drugs should be reported to NHS England via [NHS CD Reporting Tool](#).
- 3.2.15 Any changes in pharmacy owner will be communicated to the commissioner lead.
- 3.2.16 The pharmacy opening hours must be adequate to support provision of this service. Changes in opening hours must be communicated to the commissioner lead by emailing mhcc.manchestercontracts@nhs.net 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 under this specification must dispense all prescriptions as underpinned by the NHS Community Pharmacy Contractual Framework or 'Pharmacy Contract' Essential Services.
- 3.3.2 The Palliative Care Service in Manchester is only accessible to Manchester residents, defined as an individual registered to a Manchester GP practice. Any subsequent changes in eligibility is subject to review before the end of each financial year. Any amendments to the eligibility will be updated and communicated to the service provider accordingly.

3.4 Interdependencies with other services/providers

- 3.4.1 The provider will hold contact details of other local pharmacies providing the service, in order to identify an alternative point of supply where stock is not available.
- 3.4.2 The provider will signpost patients to the Out of Hours (OOH) provision operated by GTD Healthcare, as appropriate. Where possible, patients should be made aware that they may be subject to clinical review prior to dispensation through OOH provision. Contact details for GTD Healthcare are listed in Appendix 3.
- 3.4.3 The commissioner will work closely with other community pharmacies, all GP practices, Greater Manchester Local Pharmaceutical Committee (GMLPC), Out of Hours providers and palliative care specialists as appropriate.

3.5 Commissioner responsibilities

- 3.5.1 The Commissioner, or a Medicines Optimisation Team member, 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 Greater Manchester.

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 relevant CPD, appropriate to palliative care.
- 3.6.3 The provider promptly reports any stock issues to the Commissioner by emailing mhcc.manchestercontracts@nhs.net the same day they are confirmed.

4. Monitoring and Payment

4.1. Monitoring

- 4.1.1. All payments will be conducted via the PharmOutcomes system as follows:

4.2. Payment

- 4.2.1. An initial payment of £650 will be made to community pharmacies providing the service. This is a one-off payment to support set up and therefore is not payable annually.

4.2.2. An annual retainer of £500 will be paid in one annual instalment.

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. Any such charges should be itemised and included in the invoices for the bi- annual retainer instalments.

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

5. Performance Management

5.1. The pharmacy contractor will have an NHS dispensing contract with NHS England Greater Manchester and must fully comply with its Terms of Service under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended, for delivery of Essential Services.

5.2. The commissioner retains the right to audit any part of the service at any time to ensure continued quality.

5.3. The commissioner reserves the right to ask for evidence from the pharmacy that it is following the procedures outlined in this specification.

5.4. The provider will co-operate with any commissioner-led assessment of service user experience or audit of the service in order to evaluate service provision and identify areas for service improvement.

5.5. The commissioner reserves the right to evaluate other health professionals' perception of the overall quality of the service.

5.6. Routine performance management of this service will be managed by NHS Greater Manchester ICB as the commissioner. Performance management involves reporting on a provider's performance to a set of Key Performance Indicators (KPIs) and associated support to community pharmacies.

5.7. The provider agrees to share information with the commissioner and to work with the commissioner to address any issues which arise through the performance management process.

5.8. A provider who persistently fails to meet the required KPIs and service outcomes will be decommissioned and therefore no longer able to provide this locally commissioned service. Pharmacies who are decommissioned may also find themselves not included in future services commissioned by or through NHS Greater Manchester ICB. It is in the interests of the provider's patients, your pharmacy and of community pharmacies across Greater Manchester to demonstrate the benefit this service can bring to your patients and their representatives.

5.9. The KPIs for this service are outlined below.

KPI	Deliverable
1	All stock is in place and always maintained as appropriate

2	All staff aware of service including locums	
3	SOP is in place and includes items in specification	
4	Stock shortages are reported the same day	
5	Medication is dispensed within 1 hour	
6	Changes in opening hours are notified	
7	Agreed actions are completed by the provider for any times where measures not met	

Appendix 1 –Community Pharmacy Palliative Care Stockholding List

Updated July 2022

Medication	Strength	Quantity
Alfentanil injection	1mg/2ml	10 x 2ml
Amitriptyline tablets	10mg	1 x 28
Buccastem® buccal tablets	3mg	1 x 50
Buprenorphine patch	5 microgram	1 x 4
Buprenorphine patch	10 microgram	1 x 4
Cyclizine injection	50mg/1ml	10 x 1ml
Cyclizine tablets	50mg	1 x 100
Dexamethasone tablets	2mg	1 x 100
Dexamethasone sodium phosphate injection (Organon)	3.3 mg/1ml	20 x 2ml
Fentanyl patches	12 microgram	1 x 5
Fentanyl patches	25 microgram	1 x 5
Fentanyl patches	50 microgram	1 x 5
Furosemide injection	10mg/ml	10 x 2ml
Glycopyrronium bromide injection	200 microgram/1ml	20 x 3ml
Haloperidol injection	5mg/1ml	10 x 1ml
Haloperidol Oral Solution	10mg/5ml	2 x 100ml
Haloperidol tablets	0.5mg	2 x 28
Hyoscine butylbromide (Buscopan®) injection	20mg/1ml	50 x 1ml
Levomepromazine injection	25mg/1ml	20 x 1ml
Levomepromazine tablets	25mg	1 x 84
Lorazepam tablets (blue tabs)	1mg	2 x 28
Metoclopramide injection	10mg/2ml	20 x 2ml
Metoclopramide tablet	10mg	1 x 28
Midazolam oromucosal solution (Buccolam®)	5mg/1ml	1 x 4 pre-filled oral syringes
Midazolam injection	10mg/2ml	20 x 2ml
Morphine capsules MR	10mg	1 x 60
Morphine capsules MR	30mg	1 x 60
Morphine capsules MR	60mg	1 x 60
Morphine solution (Oramorph)	10mg/5ml	6 x 100ml
Morphine sulphate injection	10mg/ml	20 x 1ml
Morphine sulphate injection	30mg/ml	10 x 1ml
Morphine Sulphate MR tablets	5mg	1 x 60
Oxycodone injection	10mg/1ml	20 x 1ml
Oxycodone MR tablets	5mg	2 x 28
Oxycodone MR tablets	10mg	1 x 56
Oxycodone MR tablets	30mg	1 x 56
Oxycodone oral solution	5mg/5ml	2 x 250ml
Pregabalin capsules	25mg	1 x 56
Sodium Chloride amps	0.9%	10 x 10ml
Water for Injection		20 x 10ml

Appendix 2 – Participating Community Pharmacies

Updated May 2022

Pharmacy Name	Telephone Number	Address	Opening Hours
A&A Pharmacy	0161 224 8501	58 Wilmslow Road, Rusholme M14 5AL	Monday to Saturday: 9am to 10:30pm Sunday: 10am to 10pm
Asda Pharmacy, EASTLANDS	0161 230 3520	ASDA Sports City, Eastlands M11 4BD	Monday: 8am -11pm Tue- Fri: 7am – 11pm Saturday: 7am – 10pm Sunday: 11am – 5pm
Asda Pharmacy, Harpurhey	0161 277 8310	North City shopping centre, Harpurhey M9 4DJ	Monday: 8am -11pm Tue- Fri: 7am – 11pm Saturday: 7am – 10pm Sunday: 10am – 4pm
Asda Pharmacy Wythenshawe	0161 435 3410	1 Swan Walk, Civic Centre, Wythenshawe M22 5HZ	Monday: 7am – 10pm; Tue-Fri: 6am- 10pm; Saturday: 7am- 10pm; Sunday: 10am – 4pm
Cameolord Pharmacy	0161 236 1445	16 Oxford Street, M1 5AE	Monday to Sunday 8am to 23:59
Cocker Pharmacy	0161 445 1999	155 Fog Lane, Didsbury M20 6FJ	Monday to Friday 9am to 6pm. Saturday 9am to 5pm. Sunday: Closed.
Everest Pharmacy	0161 273 4629	178 Stockport Road, M13 9AB	Monday to Friday 9am to 6pm. Saturday 9am to 1pm. Sunday: Closed
Ladybarn Lane Chemist	0161 256 1343	3 Ladybarn Lane, M14 6NQ	Monday to Friday: 7am to 11pm (guaranteed to 6.30 pm) Saturday: 8am to 10pm Sunday: 10am to 4pm
Thackers Pharmacy	0161 998 3149	436 Altrincham Road, Wythenshawe M23 9AB	Monday 8:30am-6:30pm Tuesday 8:30am-6:30pm Wednesday 8:30am-6:00pm Thursday 8:30am-6:30pm Friday 8:30am-6:30pm Saturday 9am-5pm Sunday Closed
Tims and Parker	0161 681 4128	87 Moston Lane, New Moston M40 3GP	Monday, Tuesday, Thursday, Friday 9-1 and 2-6 Wednesday, Saturday 9-1. Sunday: Closed.
Wilbraham Pharmacy	0161 881 2022	521 Wilbraham Road, Chorlton M21 0UF	Monday to Friday 8:30am to 6:15pm. Saturday 9am to 12pm. Sunday: Closed.
Wise Pharmacy	0161 740 7573	376 Cheetham Hill Road, Crumpsall M8 9LS	Monday to Saturday 9am to 6pm. Sunday: Closed.

Appendix 3 – Out of Hours Provision

Provider Name	Telephone number for patients' (self) referrals	Telephone number for onwards referrals	Operating Hours
GTD Healthcare Ltd	NHS 111	0161 934 2828	Weekdays: 18:30 - 8:00 Monday - Thursday Weekends: Friday 18:30 through to 08:00 Monday Bank Holidays: Friday 18:30 through to 08:00 Tuesday (or following working day)