

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	15
Service	Locally Commissioned Service – On Demand Availability of Palliative Care Drugs
Commissioner Lead	Paul Keeling
Provider Lead	Individual Community Pharmacies
Period	01 April 2022 – 31 March 2023
Date of Review	June 2022 (Final V1)

1. Population needs

1.1 National/local context and evidence base

1.1.1 National context

Palliative care is defined by the World Health Organization (WHO) as 'an approach that improves the quality of life of patients and their families facing the problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems; physical, psychosocial and spiritual'.

The clinical condition of those reaching the end of life can change rapidly, thereby requiring an urgent response. The Department of Health End of Life Care Strategy (2008) found that one of the major challenges in relation to the delivery of high quality end of life care in the community includes difficulty in accessing palliative care drugs outside routine working hours. Adequate and timely provision of services and drugs is vitally important in the provision of high quality care at the end of life. Improvements can be made in a number of ways, such as by increasing access to drugs and drugs advice through effective commissioning of community pharmacy services.

1.1.2 Local context

Salford is a metropolitan borough of Greater Manchester that is split into five primary care networks (PCN); Swinton, Ordsall & Clarendon, Walkden & Little Hulton, Eccles & Irlam and Broughton. There are 38 GP practices across Salford with a combined patient list size of approximately 302,302 (as of March 2022). It is expected that 1% of a practice's registered patients will die each year and 0.75% of these patients will be on the palliative care register.

1.1.3 Evidence Base

Community Pharmacies providing the Palliative Care Drugs service help support patient choice and allows for palliative care patients to receive care in a community setting, by maintaining stocks of certain (specified) drugs. The service also seeks to keep patients comfortable when terminally ill.

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 This service is for the on-demand supply of palliative care drugs through community pharmacies, the demand for which may be urgent and/or unpredictable.
- 2.2.2 The pharmacy contractor will stock a locally agreed range of palliative care drugs (see Appendix 1 for agreed drug list).
- 2.2.3 The pharmacy will ensure that service users are able to access palliative care drugs during the pharmacies' hours of operation, including delivery to patients if necessary.
- 2.2.4 The pharmacy will provide information and advice relating to the use of palliative care drugs to patients, carers and clinicians when requested and where appropriate.

3. Scope

3.1 Aims and objectives of service

- 3.1.1 The aim of the service is to provide easy access to palliative care drugs by ensuring that there is an on-demand supply of palliative care drugs from a network of community pharmacies spread geographically across Salford.

3.2 Service description/care pathway

- 3.2.1 The pharmacy contractor is required to hold the specified list (see Appendix 1) of drugs required to deliver this service and will dispense the items in response to NHS prescriptions presented to the pharmacy. If at any point the pharmacy contractor is unable to source any of the drugs listed in Appendix 1, it is their responsibility to inform the Salford CCG Pharmacy team at salccg.prescribingenquiries@nhs.net.
- 3.2.2 The pharmacy contractor has a duty to ensure that the pharmacists and staff involved in the provision of the service have the required knowledge and appropriate training to deliver the service. This will include:
- Details of wholesalers – delivery/order times and contact details
 - Access to the agreed drug list
 - Contact details of other pharmacies in the scheme
 - St Ann's Hospice helpline number for professionals (0808 144 2860)
 - Stock check processes in place
 - Contact details for the Salford CCG Commissioner salccg.primarycare@nhs.net
 - Operating within the local protocols i.e. the pharmacy SOPs

- Significant event reporting arrangements
- PharmOutcomes training where necessary

3.2.3 The pharmacy should ensure they maintain appropriate records to deliver an effective and on-going service.

3.2.4 NHS Salford CCG will agree with local stakeholders the drug list and stock levels required to deliver this service. NHS Salford CCG will regularly review the drug list to ensure that it reflects the availability of new medicines and changes in local practice or guidelines.

3.2.5 NHS Salford CCG will confirm changes to the drug list through a Contract Variation issued to the pharmacy contractor. The pharmacy contractor is responsible for disseminating this information to pharmacy staff.

3.2.6 NHS Salford CCG will provide information about the service to other pharmacy contractors and health care professionals through the Salford CCG's website and GP newsletter in order that they can signpost patients to the service.

3.2.7 If the pharmacy contractor changes its hours of operation this must be communicated to the NHS Salford CCG as Commissioner. Any changes to hours of operation will trigger NHS Salford CCG to review the provision across Salford to ensure suitable service cover is in place.

3.3 Population covered

3.3.1 All patients registered with a Salford GP practice.

3.4 Period of increased activity during Surge response

3.4.1 Pharmacies are required to report their palliative care stock availability on a weekly basis. The weekly reporting will be completed via PharmOutcomes and the anticipated reporting period will be communicated by the locality team, where the start and stop date will be defined.

3.4.2 Surge responses will be guided by NHS England/Public Health, for example, may include periods of increased activity during high circulation of COVID-19/influenza.

4. Applicable Service Standards

4.1 Applicable local standards

4.1.1 Training and Competencies

The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery and audit. This will include a record of the medicine that is supplied, using the system made available by the commissioner. It is expected that prescriptions dispensed under this service, would be entered onto the PharmOutcomes system in 'real time'. However if this is not possible the dispensed prescription should be entered on PharmOutcomes within 48 hours.

Pharmacists and staff are therefore required to be trained to use PharmOutcomes. The pharmacist and the staff involved in the service should be familiar with this service and the use of medicines in palliative care.

4.1.2 Risk Management

The pharmacy must have in place adequate risk management procedures and contingency plans in relation to adverse incidents which could relate to provision of this service, for example being aware of other pharmacies participating in this service and being able to signpost if necessary (see PharmOutcomes for Contractor list).

If the pharmacy for whatever reason cannot provide the service, then the patient should be directed to the nearest pharmacy that can.

The pharmacy should inform the commissioner if they are unable to provide the service for an extended period (defined as 1 week or more) due to any circumstances.

4.1.3 Safeguarding

A culture must exist within the service that 'safeguarding is everybody's business'. Providers must ensure that those who use the services are safeguarded and that staff are suitably skilled and supported (as per General Pharmaceutical Council (GPhC) standards). Effective safeguarding arrangements should be in place to safeguard vulnerable children, young people and adults including, safe recruitment, effective training and supervision. Robust processes should be in place to assure the service themselves, regulators and commissioners that these arrangements are working.

Furthermore, the Children Act (2004) (Section 11) places a statutory obligation on organisations to ensure that they safeguard and promote the welfare of children and young people whilst carrying out their normal functions. This is relevant to all services that may come into contact with children **directly** or **indirectly**.

4.1.4 Payment and claims

4.1.4.1 Pharmacies contracted to provide this service will receive payment for the provision of the service, following the receipt of a claim on the PharmOutcomes system and an invoice to gmenhancedservice.payments@nhs.net which is generated by the PharmOutcomes system. Invoices submitted after 30 June for the core service element may not be accepted.

4.1.4.2 Pharmacies will invoice the CCG in advance, £400 (plus £80 VAT) for participation in the scheme for the year. This is to be completed through Part 1 of the PharmOutcomes system. The invoice will be received before the end of Quarter 1 (30 June).

4.1.4.3 Prescribed palliative care drug costs will be reimbursed at the current Drug Tariff rate in the month of expiry. If the drug is not in the drug tariff the pharmacy must submit evidence of costs of replacing the stock. This is also to be claimed through PharmOutcomes.

4.1.4.4 In exceptional circumstances (as determined by the responsible pharmacist at the pharmacy), NHS Salford CCG will cover delivery costs, if a taxi or the pharmacies' delivery driver has been used, in line with the pharmacy's delivery SOP, to a maximum of £20 (plus £4 VAT) per delivery. A receipt will be required, which details when, where and by whom, the drugs were delivered. This is to be completed through Part 3 of the PharmOutcomes system, which offers prompts to the user to aid completion. The invoice should be received monthly, no later than one week following the month end. Pharmacies using this option must ensure they have valid procedures for ensuring the safe and secure handling of dispensed drugs when transported in this way. Delivery of the drugs must only be used in exceptional circumstance and NHS Salford CCG will monitor delivery activity.

- 4.1.4.5 All payments are made to the pharmacy contractor not individual pharmacists.
- 4.1.4.6 Salford CCG reserves the right to verify claims through Post Payment Verification (PPV) by, but not limited to, inspecting palliative care medicines held and computer records in accordance with ethical guidelines at any point during opening hours, providing at least 24 hours' notice.
- 4.1.4.7 Where a pharmacy contractor withdraws from the service NHS Salford CCG reserve the right to claim back any pro-rata over-payment.

4.1.5 Amendment and termination

This Locally Commissioned Service specification will be reviewed on an annual basis.

Amendments to this Locally Commissioned Service will be by agreement with stakeholders and 6 months written notice will be issued to the Pharmacy Contractor. Amendments to the drug list may need to be actioned sooner e.g. in the case of supply issues and will be dealt with on a case by case basis.

This Locally Commissioned Service may be terminated by either NHS Salford CCG or the contractor through the service of 6 months written notice.

5. Applicable quality requirements

- 5.1 The pharmacy reviews its Standard Operating Procedures (SOPs) for the service on an annual basis.
- 5.2 The pharmacy performs a monthly stock and date check on all palliative care drugs that are not regularly stocked, see Appendix 1.
- 5.3 The pharmacy records instances where it has been unable to fulfil palliative care drug prescriptions in the last 12 months, along with what the resulting action was.
- 5.4 The pharmacy participates in any NHS Salford CCG led audit of service provision and confirmation of stock levels when required. Where audits are requested, pharmacies must respond within two weeks, and confirmations of stock levels if requested verbally must be provided immediately.
- 5.5 The pharmacy co-operates with any locally agreed NHS Salford CCG led assessment of service user experience.
- 5.6 Where the pharmacy fails to meet the requirements of this service specification then the commissioner (NHS Salford CCG) may choose an alternative provider and withdraw the service with a minimum of a month's notice, with any advance payment being recouped on a pro rata basis.
- 5.7 If the pharmacy fails to meet the quality requirements NHS Salford CCG reserve the right to withhold the participation payment.

6. Location of Provider Premises

- 6.1 NHS Salford CCG will monitor and review the patient access to this Locally Commissioned Service across the five Salford PCNs.

Appendix 1 – Palliative Drug List

Drug	Amount each pharmacy holds where possible
Alfentanil 500micrograms/ml injection 2ml ampoules	10
Codeine Linctus15mg in 5mls oral solution	500mls
Cyclizine 50mg tablets	100
Cyclizine 50mg/ml injection 1ml ampoules	5
Dexamethasone 2mg/5ml oral solution sugar free	150ml
Dexamethasone 2mg tablets	100
Dexamethasone 3.3mg/ml injection 2ml ampoules	10
Diazepam 10mg tablets	28
Diazepam 2mg tablets	28
Diazepam 5mg tablets	28
Fentanyl (as citrate) 50 micrograms/mL 2ml ampoules	10
Gabapentin 300mg capsules	100
Glycopyrronium bromide 200micrograms/ml injection 1ml ampoules	10
Haloperidol 1.5mg tablets	28
Haloperidol liquid 5mg in 5mls	100ml
Haloperidol 5mg/ml injection 1ml ampoules	5
Hyoscine butylbromide 20mg/ml injection 1ml ampoules	10
Levomepromazine 25mg/ml injection 1ml ampoules	10
Lorazepam 1mg tablets	28
Metoclopramide 10mg tablets	28
Metoclopramide 5mg/ml injection 2ml ampoules	10
Midazolam 5mg/ml injection 2ml ampoules	10
Midazolam oromucosal buccal solution (Buccolam®) 10mg/2ml pre-filled syringes	1 box of 4unit doses
Morphine 100mg modified-release capsules (Zomorph®)	60
Morphine 10mg modified-release capsules (Zomorph®)	60
Morphine 30mg modified-release capsules (Zomorph®)	60
Morphine 60mg modified-release capsules (Zomorph®)	60
Morphine sulphate 10mg/5ml oral solution	100ml
Morphine sulphate 10mg/ml injection 1ml ampoules	10
Morphine sulphate 30mg/ml injection 1ml ampoules	10
Naproxen 250mg enteric-coated tablets	56
Naproxen 500mg enteric-coated tablets	56
Oxycodone 10mg/ml injection 1ml ampoules	10
Oxycodone 5mg/5ml oral solution	250ml
Paracetamol soluble tablets 500mg	100
Paracetamol 1g suppository	1 pack of 5

Not routinely stocked as advised by GM LPC 08/06/2022

A number of the medicines listed will be routinely stocked by the pharmacy and a stock check of these items would not be expected. It also important to note any standard item could be out of

stock or have manufacturers delay even if they are routinely stocked. However, for those items not routinely stocked by the pharmacy it is expected these items are monthly stock and date checked.

Items not routinely stocked are highlighted in grey in the table above.

Please note: Some patients in need of palliative care may also require Clonazepam injection. It is not expected that the pharmacy will routinely stock these ampoules and it has been agreed that patients should be instructed to take such prescriptions to the In-patient Pharmacy department at Salford Care Organisation when needed urgently.

If Clonazepam injection is needed on a longer-term basis then it can usually be ordered by the community pharmacy from [ldis](#) (now part of the [Clinigen Group](#)) as the brand Rivotril® 1mg/ml injection.

Appendix 2 – List of Providers of On Demand availability of Palliative Care Drugs

PCN	Provider	Address/telephone number
Eccles & Irlam	Cohen's Chemist	132 Church Street, Eccles, M30 0LS Tel: 0161 789 3637
Ordsall and Claremont	Well Pharmacy	291 Bolton Road, Irlam o'th'Height, M6 7GU Tel: 0161 736 1216
Broughton	Newbury Place Pharmacy	55 Rigby Street, Salford, M7 4NX Tel: 0161 792 1017
Ordsall & Claremont	Sorrel Bank chemist	23 Bolton Road, Salford, M6 7HL Tel: 0161 743 9449
Little Hulton & Walkden	Tesco Instore Pharmacy	Tesco Extra Store, Ellesmere shopping Centre, Walkden, M28 3BT Tel: 0345 026 9673
Eccles & Irlam	Tesco Instore Pharmacy	Tesco Extra Store, Fairhills Industrial Estate, Woodrow Way, Irlam, M44 6BL Tel: 0345 677 9381 / 0161 210 5647 / 0191 693 3809
Swinton	Tims & Parker Pharmacy	716 Bolton Road, Pendlebury, M27 6EW Tel: 0161 794 2350
Swinton	Tims & Parker Pharmacy	The Sides Medical Centre, Moorside Road, Swinton, M27 0EW Tel: 0161 794 1971
Little Hulton & Walkden	Tims & Parker Pharmacy	3 Standfield Centre, Boothstown, M28 1FB Tel: 0161 702 9985