# SCHEDULE 2 – THE SERVICES

1. **Service Specifications**

Mandatory headings 1 – 4. Mandatory but detail for local determination and agreement.

Optional headings 5 – 7. Optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement.

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| **Service Specification No.** |  |
| **Service** | Locally Commissioned Service – In hours Availability of Urgent Medicines (including Palliative Care Medicines) |
| **Commissioner Lead** | NHS Bolton Clinical Commissioning Group |
| **Period** | 1st April 2020 – 31st March 2022 |
| **Date of Review** | December 2021 |

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| **1. Population Needs** |
|  * 1. **National/local context and evidence base**

The purpose of this service is for community pharmacies to stock and supply an agreed list of urgent medicines, including medicines for palliative care, during usual opening hours to allow for an increase in patient care in the community.Patients with a terminal illness or a condition that requires urgent treatment often experience new or worsening symptoms, and often need access to medication promptly. Delays in accessing medicines can cause distress to both patients and their carers. The purpose of this Locally Commissioned Service Specification is to:Improve the access for people to medicines for palliative care, by ensuring guaranteed access to a defined list of palliative care drugs from a set number of community pharmacies.Improve the access for people to urgent medicines, by ensuring guaranteed access to a defined list of urgent drugs from a set number of community pharmacies.Help prevent a crisis and an emergency hospital attendance or admission arising due to lack of access to medications. Equip the commissioner (NHS Bolton CCG), service providers and practitioners (community pharmacists) with the necessary knowledge, service and implementation details to safely deliver this service. |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**

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

**2.2 Local defined outcomes****Preventative Treatment, Reducing Complications**The access to a supply of palliative care medicines, and other urgent medicines, during usual opening hours of a pharmacy to allow for an increase in patient care out of hospital.**Reducing Health Inequalities**The scheme is available across Bolton from community pharmacies registered on the scheme.More Effective CareThe number and location of pharmacies that have volunteered to maintain the drug list (see Appendix 1) allows for a reasonable and prompt access to pharmaceutical care.True Partnerships, Professionals, Patients and the PublicThe community pharmacy and its staff works closely with patients’ GPs.Keeping Viable The service is intended to contribute to a reduction in the waiting time for access to palliative care medicines and other urgent medicines, and prevent a possible accident and emergency attendance or admission. |
| **3. Scope** |
| **3.1 Aims and objectives of service*** To improve access for people to palliative care medicines, and other urgent medicines, when they are required, by ensuring prompt access and continuity of supply.
* To support people, carers and clinicians by providing them with up to date information and advice, and referral where appropriate.

**3.2 Service description/care pathway**The service will be commissioned by the CCG for two years to provide the following:* Commitment to stock a specific list of medicines (including palliative care medicines) to ensure prompt access and continuity of supply during their contracted opening hours (full list of medicines see Appendix 1).
* Support service user(s), carer(s) and clinician(s) providing them with up to date information and advice, where appropriate.
* Signposting to other sources of support and advice (may also refer to specialist centres, support groups or other health and social care professionals where appropriate. This is in line with community pharmacy requirements under Essential Services) where appropriate.
* Signposting to other community pharmacies contracted to provide the service, where appropriate (list of community pharmacy providers see Appendix 2).

The pharmacy is to hold a specified list of medicines (see Appendix 1) required to deliver this service, and will dispense these in response to NHS prescriptions presented. This list has been agreed by NHS palliative care service providers across Bolton. The specialised list also includes the stock levels required in the pharmacy to deliver this service. Stock levels and the list of medicines in Appendix 1 are subject to annual review and change with regard to the availability of new medicines and changes in practice or guidelines. NHS Bolton CCG will review and, if appropriate, update the list every 12 months. NHS Bolton CCG will confirm any changes to the medicines list through a Contract Variation issued to the pharmacy contractor. The pharmacy contractor is responsible for disseminating this information to pharmacy staff.The community pharmacy must keep a stock of the medicines listed in Appendix 1 at all times, within reason. 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, through the development of robust Standard Operating Procedures (SOPs). The pharmacy should maintain appropriate records to ensure effective on going service delivery and audit, which should be retained at the pharmacy for post payment verification purposes for the duration of the contract. 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 this service specification. When sufficient stock is not available to complete a script, or when a patient will not have sufficient quantity to last until the next stock delivery, patients should be signposted to another pharmacy contracted to provide the service (list of providers see Appendix 2). Pharmacy staff should telephone the nearest community pharmacy provider to confirm they have the item in before the patient/patient representative is signposted. NHS Bolton CCG agrees to reimburse pharmacies for date expired stock from the formulary, on submission of the relevant claim. NHS Bolton CCG will provide information on the service to other pharmacy contractors and health care professionals through the Bolton CCG’s website, NHS website, GP Newsletter and the Local Pharmaceutical Committee website. If the pharmacy contractor changes its hours of operation this must be communicated to the Commissioner (NHS Bolton CCG ) via email toBOLCCG.MedicinesOptimisationEnquiries@nhs.net. Any changes to hours of operation will trigger NHS Bolton CCG to review the provision across Bolton to ensure suitable service coverage is in place. NHS Bolton CCG may periodically monitor the stock levels held by pharmacies. NHS Bolton CCG will also monitor any claims for date expired stock. NHS Bolton CCG will monitor any complaints made with regard to unavailability of items listed in Appendix 1. A £200 per annum professional fee will be paid to the pharmacy contractor participating within the scheme. The retainer can be claimed from the 1st April on submission of an invoice (a template will be issued by NHS Bolton CCG for contractors to use). NHS Bolton CCG will reimburse contractors for any medication that they need to purchase in order to comply with the agreed medicines list. Claims for medicines purchased in initial set up should be submitted to NHS Bolton CCG, on the relevant form with copies of the supplier’s invoices. For any date expired stock the pharmacy must submit a claim form giving details of the items expired and include a copy of the supplier’s invoice. This agreement may be terminated by either party by giving three months written notice. The provider must notify the CCG via email: BOLCCG.MedicinesOptimisationEnquiries@nhs.net.NHS Bolton CCG has the right to vary the contract giving the provider 30 days’ notice in writing.**3.3 Population covered**This service is available during normal opening hours, from a registered community pharmacy, to patients who are registered with a GP within Bolton CCG.**3.4 Any acceptance and exclusion criteria and thresholds****Essential criteria for pharmacies:**To be accepted onto the CCG’s scheme pharmacies must be :* Registered with the General Pharmaceutical Council.
* Meeting the core contractual obligations required by NHS England’s Area Team.

**Desirable criteria for pharmacies:**In addition, the following are considered desirable:* Pharmacies with \*extended opening hours.
* Community pharmacies that provide face-to-face services*.*
* Pharmacies are able to collect scripts and deliver medicines to patient’s homes.
* Pharmacies with car parking close by.
* Pharmacy staff to have completed or be willing to complete the CPPE palliative care open learning pack or CPD equivalent.

 \**Pharmacies will not be selected on opening hours alone. Overall the CCG is looking to ensure accessibility to the medicines, listed in Appendix 1, which would help prevent an emergency hospital attendance or admission for certain cohort of patients. All community pharmacies - core 40 hours and core 100 hours are invited to express an interest.*  *"Extended" is therefore not defined, as our aim is to get a spread of cover across the locality. The CCG is looking for a mix of providers, whereby across the pharmacies, 7 day cover and some opening after 6pm is available.* A patient, carer or representative may access the service by presenting a prescription at a participating community pharmacy.**3.5 Interdependence with other services/providers**The list of community pharmacies prepared to offer this service is to be made available to the following: * GP Practices across Bolton
* Bolton Palliative Care Hospice
* End of Life Care Team Bolton NHS FT
* All other community pharmacies across Bolton
* Bolton CCG Medicines Optimisation Team
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| **4. Applicable Service Standards** |
| **4.1 Applicable national standards (e.g. NICE)**National Institute for Health and Clinical Excellence: CG140 [Palliative Care for Adults: Strong Opiods for Pain Relief](https://www.nice.org.uk/guidance/cg140)National Institute for Health and Clinical Excellence: CSG4 [Improving Supportive and Palliative Care for Adults with Cancer, NICE: London](https://www.nice.org.uk/guidance/csg4)National Institute for Health and Clinical Excellence: NG31 [Care of dying adults in the last days of life](https://www.nice.org.uk/guidance/ng31) National Institute for Health and Clinical Excellence: NG142 [End of life care for adults: service delivery](https://www.nice.org.uk/guidance/ng142) **4.2 Applicable standards set out in guidance and/or issued by a competent body (e.g. Royal Colleges)** General Pharmaceutical Council**4.3 Applicable local standards****4.3.1 Record Keeping**The community pharmacy is responsible for completing the normal legal records for the dispensing of prescription only medicines and controlled drugs.**4.3.2 Information Collection**The CCG will request for compliance with the service quality requirements (see Appendix 3) from the community pharmacies, via PharmOutcomes, for audit purposes. This must be submitted on a monthly basis – in the first week of each month. However, the community pharmacy is required to regularly monitor the stock levels of the medicines listed in Appendix 1, and ensure that sufficient stock is available for the duration of the service. Full records are to be maintained in such a way that the data and details are readily accessible for inspection if required. **4.3.3 Training and Accreditation**No specialist training or accreditation is required over and above the normal requirements for a pharmacist providing dispensing services. However, the pharmacist and the staff involved in this service should be familiar with the service, and any local guidance on palliative care drugs. It is desirable for the community pharmacist to complete the CPPE open learning pack to support this service entitled ‘Palliative Care’. Training schedules or relevant continuing professional development records should be made available to the commissioner on request. The appropriate qualifications and registration with professional bodies for the service provided must be maintained and copies of such should be provided to the commissioner if requested. **4.3.4 Adverse Incidents**Accredited pharmacists should record all adverse incidents via the Yellow Card procedure as appropriate.**4.3.5 Governance** * The pharmacy contractor should ensure that only appropriately qualified staff, including locums, provide the service to the required professional and ethical standards of care and treatment as to the dispensing of medicines, and giving advice to patients. The pharmacy contractor is responsible for maintaining adequate staffing levels to provide the service and for maintaining their CPD (Continuing Professional Development).
* The pharmacy contractor must ensure that all staff, including locums, are aware of the service.
* The pharmacy contractor must send a monthly report to support compliance/adherence to the service specification, via PharmOutcomes, to the Medicines Optimisation Team at Bolton CCG.
* The pharmacy contractor must have an in date SOP in place for this service. The SOP should be reviewed every two years, or following any changes to legislation or service specification.
* The pharmacy contractor must keep a list of all community pharmacy providers (see Appendix 2) in their signposting directory.
* The pharmacy contractor must display the list of all community pharmacy providers (see Appendix 2) in their pharmacy, in public sight.
* The contractor should ensure that Counter Fraud and Security Management arrangements are in place.
* The CCGs Medicines Optimisation Team may undertake a random check of stocks held by the contracted pharmacies.

**4.3.6 Greater Manchester Commitments To Palliative Care Individuals Approaching or Within the Last Year of Life (April 2019)** <https://www.gmhsc.org.uk/news/new-commitments-to-help-people-live-and-die-the-way-they-choose/>  |
| **5. Applicable quality requirements**  |
| **5.1 Applicable quality requirements (See Schedule 4 Parts A-D)** The pharmacy contractor should ensure the following: * It reviews its Standard Operating Procedures every two years, or following any changes to legislation or service specification;
* It reviews its referral pathways for the service regularly;
* The pharmacist and staff involved in the service have undertaken CPD relevant to this service;
* All goods used in the performance of the agreement should be of a satisfactory quality, and be fit for the purpose for which they are used;
* The pharmacy performs a monthly stock and date check on all stock for the service (see list of drugs in Appendix 1);
* The pharmacy has a complaints procedure for monitoring the procedures provided;
* The pharmacy participates in any NHS Bolton CCG organised audit of service provision if requested;
* The pharmacy co-operates with any locally agreed NHS Bolton-led assessment of service user experience.

**ocation of Provider Premises** |
| **6. Location of Provider Premises**  |
| **.****6.1 The provider’s premises** NHS Bolton CCG will ensure that there is suitable access to this Locally Commissioned Service across the Bolton area.  |

**Appendix 1**

The table below shows the list of medicines that must be stocked

|  |  |
| --- | --- |
| **Medication** | **Quantity to be held at the Pharmacy** |
| Cyclizine tablets 50mg  | 100 tablets |
| Cyclizine injection 50mg/1ml  | 10 amps |
| Dexamethasone sodium phosphate inj 3.3 mg/1ml (Organon)  | 10 amps |
| Dexamethasone 2mg tablets  | 2x50 tablets |
| Diamorphine injection 5mg | 5 amps |
| Diamorphine injection 10mg | 5 amps |
| Diamorphine injection 30mg | 5 amps |
| Diamorphine injection 100mg | 5 amps |
| Glycopyrronium bromide injection 200 microgram/1ml  | 20 amps |
| Haloperidol injection 5mg/1ml | 5 amps |
| Hyoscine butylbromide injection 20mg/1ml | 10 amps |
| Hyoscine hydrobromide injection 400mcg/1ml  | 10 amps |
| Levomepromazine injection 25mg/1ml  | 20 amps |
| Lorazepam 1mg tablets | 1x28 tablets |
| Metoclopramide injection 10mg/2ml | 10 amps |
| Midazolam injection 2mg/ml  | 10 amps |
| Morphine solution 10mg/5ml  | 2x100ml |
| Morphine concentrate 100mg/5ml (Oramorph) | 1x120ml |
| Morphine tablets 10mg (Sevredol)  | 1x56 tablets |
| Morphine tablets 20mg (Sevredol)  | 1x56 tablets |
| Morphine capsules MR 10mg (Zomorph)  | 1x60 capsules |
| Morphine capsules MR 30mg (Zomorph)  | 1x60 capsules |
| Morphine capsules MR 60mg (Zomorph)  | 1x60 capsules |
| Morphine sulphate injection 10mg/ml | 20 amps |
| Morphine sulphate injection 30mg/ml | 20 amps |
| Oxycodone oral solution 5mg/5ml | 1x250ml |
| Oxycodone MR tabs 10mg (Oxeltra) | 1x56 tablets |
| Oxycodone MR tabs 30mg (Oxeltra) | 1x56 tablets |
| Oxycodone injection–10mg/ml (1ml amps) | 5 amps |
| Oxycodone injection–10mg/ml (2ml amps) | 5 amps |
| Water for Injection 10ml  | 10 amps |
| Water for Injection 2ml  | 10 amps |
| Vancomycin 125mg capsules | 1x28 capsules |

Date Approved: 04/03/2020

Review Date: 04/03/2021

**Appendix 2**

**Bolton Community Pharmacy Providers of Locally Commissioned Service – In hours Availability of Urgent Medicines (including Palliative Care Medicines)**

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| --- | --- | --- | --- |
| **Pharmacy Name** | **Address** | **Opening Hours** | **Contact telephone numbers - In hours** |
| **Asda Pharmacy**  | 43-53 The Linkway, Middlebrook, Horwich, BoltonBL6 6JA | Mon: 9am - 9pmTues: 9am - 9pmWed: 9am - 9pmThurs: 9am - 9pm Fri: 9am - 9pm | Sat: 9am - 9pm Sun: 11am - 5pm | 01204 699337 |
| **Manor Pharmacy** | 9 Hindley Road,Westhoughton,Bolton BL5 2JU | Mon: 9am - 1pm, 2pm - 6.30pmTues: 9am - 1pm, 2pm - 6.30pmWed: 9am - 1pm, 2pm - 6.30pmThurs: 9am - 1pm, 2pm - 6.30pm Fri: 9am - 1pm, 2pm - 6.30pm  | Sat: 9am - 1pmSun: Closed | 01942 843748 |
| **Noble and Peacock Pharmacy** | 556 Chorley Old Road,Bolton BL1 6AB | Mon: 9am - 1pm, 2pm - 6pmTues: 9am - 1pm, 2pm - 6pmWed: 9am - 1pm, 2pm - 6pmThurs: 9am - 1pm, 2pm - 6pm Fri: 9am - 1pm, 2pm - 6pm  | Sat: 9am – 12.30pm Sun: Closed | 01204 843088 |
| **Shanti Pharmacy** | 160 St Helens Road,BoltonBL3 3PH | Mon: 8am - 10.30pmTues: 8am - 10.30pmWed: 8am - 10.30pmThurs: 8am - 10.30pmFri: 8am - 10.30pm  | Sat: 8am - 10.30pm Sun: 9am - 10pm | 01204 63303 |
| **Marsden Road Pharmacy** | Unit 6, Marsden House,Marsden Rd, Bolton BL1 2AY | Mon: 8.30am - 11pmTues: 8.30am - 11pmWed: 8.30am - 11pmThurs: 8.30am - 11pmFri: 8.30am - 11pm  | Sat: 9am - 11pm Sun: 9.30am - 11pm | 01204 520546 |
| **Nash Pharmacy** | 63 Castle St,BoltonBL2 1AD | Mon: 8am - 7pmTues: 8am - 7pmWed: 8am - 7pmThurs: 8am - 7pm Fri: 8am - 7pm  | Sat: 10am - 7pmSun: 12 noon - 7pm **Bank Holidays: 2pm-7pm**  | 01204 363030 |
| **Asda Pharmacy** | Moss Bank Way,BoltonBL1 8QG | Mon: 8am - 11pmTues: 7am - 11pmWed: 7am - 11pmThurs: 7am - 11pm Fri: 7am - 11pm  | Sat: 7am - 10pmSun: 11am - 5pm  | 01204 602010 |
| **Harwood Pharmacy** | Harwood Medical Centre, Hough Fold Way, Harwood, Bolton BL2 3HQ | Mon: 7.30am - 11pmTues: 7.30am - 11pmWed: 7.30am - 11pmThurs: 7.30am - 11pm Fri: 7.30am - 11pm | Sat: 8.30am - 9pmSun: 11am - 9pm | 01204 304433 |
| **Cohens Chemist** | Breightmet Health Centre,BreightmetFold Lane,Bolton BL2 6NT | Mon: 8am - 11pmTues: 8am - 11pmWed: 8am - 11pmThurs: 8am - 11pm Fri: 8am - 11pm  | Sat: 9am - 10pmSun: 10am - 10pm  | 01204388710 |
| **Asda Pharmacy** | Brackley Street, Farnworth, BoltonBL4 9DT | Mon: 8.30am - 9pmTues: 8.30am - 9pmWed: 8.30am - 9pmThurs: 8.30am - 1pm, 2pm - 9pm | Fri: 8.30am - 9pm Sat: 8.30am - 1pm, 2pm - 8pm Sun: 10am - 4pm | 01204 703410 |

**Appendix 3**

**Service quality requirements**

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| **No.** | **Quality Requirements** | **Response** |
| 1 | In the last month has the pharmacy stocked all the items listed in appendix 1 of the service specification? | Yes |
| No |
| If ‘No’ please explain why, state how long the item has not been stocked in the pharmacy, and state the date when the pharmacy is likely to hold the full stock. |
| 2 | In the last month has the pharmacy performed a monthly stock and date check on all the items listed in appendix 1 of the service specification? | Yes |
| No |
| If ‘No’ please explain why. |
| 3 | In the last month has the pharmacy been able to fulfil all palliative care drug prescriptions? | Yes |
| No |
| If ‘No’ please explain why. |
| 4 | Please confirm that your pharmacy has the Bolton Community Pharmacy Provider List (see Appendix 2 of the service specification) displayed in the pharmacy for staff and members of the public to view. | Yes |
| No |
| If ‘No’ please explain why. |
| 5 | Please confirm that your pharmacy has a copy of the Bolton Community Pharmacy Provider List (see Appendix 2 of the service specification) in their signposting directory. | Yes |
| No |
| If ‘No’ please explain why. |
| 6 | Please confirm all pharmacists and staff involved in the provision of the service have relevant knowledge, are appropriately trained in the operation of the service. | Yes |
| No |
| If ‘No’ please explain why. |
| 7 | Please confirm your pharmacy has an in date Standard Operating Procedure (SOP) for this service. | Yes |
| No |
| If ‘No’ please explain why. |