

A. Service Specification

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| Service Ref: | CPS001 |
| Service: | Community Pharmacy Scheme for the On Demand Availability of Drugs for Palliative Care 2024-2026 |
| Commissioning Lead: | NHS Surrey Heartlands |
| Provider Lead: | |
| Start date: | 1 st April 2024 |
| Frequency of service review: | Bi-annual review of service |
| Date of last review undertaken: | 2021 |
| End date: | 31 st March 2026 |

1. Population Needs

To support patients to live and die in their place of choice and to reduce inappropriate admissions in the last weeks of their life, a locally commissioned service (LCS) has been developed for the on demand availability of palliative care drugs through a number of selected pharmacy contractors in the area.

It is recommended that wherever possible, when a palliative care patient is being cared for in the community setting, early warning to Community Pharmacies from the Palliative Care Consultant, GP, District Nurse or Palliative Care Nurse about the type and volume of drugs the patient is using would enable all Community Pharmacies to be prepared for any prescriptions.

For those Pharmacies involved in this LCS it is vital for them to keep aware of any changes in prescribing patterns to allow them to monitor and get feedback to be prepared for any prescriptions.

2. Outcomes

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 or following injury | |
| Domain 4 | Ensuring people have a positive experience of care | ✓ |
| Domain 5 | Treating and caring for people in a safe environment and protecting them from avoidable harm | ✓ |

3. Scope

3.1 Aims & Objectives of service

The aim of the service is to provide immediate and consistent access to palliative care medication across NHS Surrey Heartlands (and wider, work has been done collaboratively across Surrey) with the ultimate aim of providing the best level of End of Life care and reducing inappropriate admissions in the last weeks of a patient's life.

To improve access for people to these specialist medicines when they are required by ensuring prompt access and continuity of supply.

To support users, carers and clinicians by providing them with up to date information and advice, and referral where appropriate.

3.2 Service description/care pathway

This LCS is aimed at the supply of specialist medicines for palliative care, the demand for which may be urgent and / or unpredictable via several selected pharmacy contractors.

The pharmacy contractor will stock a locally agreed range of specialist medicines and will make a commitment to ensure that users of this service have prompt access to these medicines during their hours of opening (this LCS does not apply to out of hours when alternative processes are in place). These drugs have been agreed by the service providers and are considered to cover most "urgent" requests. These drugs do not cover all eventualities, but it is important to note that most Community Pharmacies can usually order supplies of a prescribed drug for the same day delivery if ordered before 11:30am and for the following morning if ordered before 5:00pm (Monday – Friday).

The pharmacy will provide information and advice to the user, carer and clinician in line with locally agreed palliative care guidelines. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.

The palliative care drugs list will be circulated to all primary care prescribers, including the out of hours service, District Nurses, Palliative Care Nurses, Community Pharmacies, Hospital Pharmacists and Palliative Care Consultants so that all the appropriate health care professional are aware of what is reasonable to expect to be available. This list will be reviewed annually to ensure it reflects local needs.

Details of the pharmacies involved in this LCS will be circulated to all community based palliative Care Nurses and District Nurses and to other Community Pharmacies. During standard working hours, it is anticipated that in the first instance, prescriptions should be presented at any local community pharmacy, and the "palliative care" pharmacies used mainly in an emergency situation, where the drugs cannot be obtained by the local Community Pharmacy within an appropriate timescale.

For urgent requests clinicians are reminded to avoid ordering excess quantities to maintain supplies to as many patients as possible. In these situations, it is unlikely that a supply for more than three days will be required before normal supplies can be obtained.

When it is not possible to access palliative care drugs from a Community Pharmacy within their contracted hours, healthcare professionals should contact the out of hours provider.

Service outline

- The pharmacy holds the specified list of medicines required to deliver this service (List A see below) of the respective minimum stock quantities and will dispense these in response to NHS prescriptions presented. The pharmacist should be prepared to telephone suppliers to confirm delivery of stock if necessary (or delegate this task appropriately). The pharmacist must keep patients, or their representatives fully informed regarding supplies of medicines (or delegate this task appropriately).
- An additional specialist palliative care drugs list (List B see below) will be held by a single pharmacy contractor in each of the 4 Surrey Heartlands localities of the respective minimum stock quantities.
- If a participating pharmacy is not able to fill the prescription in a timely manner, then they need to find another Community Pharmacy who is able to fill the prescription. This should be done by telephoning another Community Pharmacy, it should not be assumed that just because a Community Pharmacy is on the palliative care list they can supply on every occasion.
- The pharmacist should co-ordinate with the prescriber to plan in advance for increased medication demand, particularly weekends and public holidays, when this is appropriate.
- In the event of long-term availability problems, the pharmacy should liaise with the NHS Surrey Heartlands and local palliative care team to arrange for suitable alternatives to be kept in stock.

List A: Palliative Care emergency drug List (to be stocked by all pharmacy contractors of the LCS):

| Drug | Strength | Minimum Quantity to be kept |
|----------------------------------|------------|--|
| Cyclizine injection | 50mg/ml | 5 x 1ml ampoules |
| Dexamethasone injection | 3.3mg/ml | 5 x 1ml ampoules |
| Glycopyrronium bromide injection | 600mcg/3ml | 9 x 3ml ampoules (3 boxes of 3) or 1 box of 10 x 3ml ampoules |
| Haloperidol injection | 5mg/ml | 5 x 1ml ampoules |
| Hyoscine butylbromide injection | 20mg/ml | 10 x 1ml ampoules |
| Levomepromazine injection | 25mg/ml | 20 x 1ml ampoules |
| Metoclopramide injection | 10mg/2ml | 10 x 2ml ampoules |
| Morphine sulphate oral solution | 10mg/5ml | 2 x 100ml |
| Water for injection | BP | 20 x 10ml ampoules |

| | | |
|---|----------|--------------------|
| Sodium Chloride 0.9% solution for injection | 0.9% | 10 x 10ml ampoules |
| CONTROLLED DRUGS | | |
| Morphine Sulphate injection | 10mg/ml | 20 x 1ml ampoules |
| Morphine Sulphate injection | 30mg/ml | 10 x 1ml ampoules |
| Midazolam injection | 10mg/2ml | 20 x 2ml ampoules |
| Oxycodone injection | 10mg/ml | 10 x 1ml ampoules |
| Oxycodone oral solution | 5mg/5ml | 1 x 250ml |

List B: Palliative Care ADDITIONAL emergency drug List (to be stocked by one pharmacy in each of the four Surrey Heartlands localities, donated by an * in the information on the Prescribing Advisory Database (PAD) [Guidelines : Palliative care \(res-systems.net\)](https://res-systems.net):

| Drug | Strength | Minimum Quantity to be kept |
|-------------------------|-----------|-----------------------------|
| Alfentanil injection | 500mcg/ml | 10 x 2ml ampoules |
| Octreotide injection | 100mcg/ml | 10 x 1ml ampoules |
| Ondansetron injection | 2mg/ml | 10 x 4ml ampoules |
| Phenobarbital injection | 200mg/ml | 10 x 1ml ampoules |
| Levetiracetam injection | 100mg/ml | 10 x 5ml ampoules |

3.3 Training & Competence required

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. 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 local protocols. This includes all locum pharmacists.

4. Applicable service standards

4.1 Audit & monitoring

Record keeping

The pharmacy contractor should maintain appropriate records to ensure effective ongoing service delivery

Audit

The pharmacy contractor is required to submit an annual audit return form (Appendix 1) to NHS Surrey Heartlands by the end of February which should be used solely for urgent palliative care prescriptions dispensed under this scheme. The form details includes:

- Which drugs, including quantity of items, dispensed under this scheme
- Any reasons for non-supply (giving details) or details of any other issues experience
- In cases of non-supply details of other community pharmacies contacted and
- Which community pharmacy was able to fulfil the prescriptions.

Spot check telephone calls

NHS Surrey Heartlands will throughout the year call the pharmacy contractor to obtain details of stock levels for the drugs included on list A (and list B if appropriate)

5. Applicable quality requirements & CQUIN Goals

Annual review

- The pharmacy will review its standard operating procedures and the referral pathways for this service on a two-year basis.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service e.g. the CPPE training Care of the terminally ill- communicating with patients open learning.

6. Location of service providers premises, List Provided & Home visiting services

6.1 Providers premises

- Branches providing under this contract & list:

7. Payments & Claims

7.1 Claiming method & timescale

Fees and Claiming

- Each Community Pharmacy contracted to provide this service will receive payment for provision of this service on an annual basis from NHS Surrey Heartlands following receipt of the annual return form and submission of an invoice.
- NHS Surrey Heartlands will reimburse participating pharmacies to compensate for date expired medicines in the formulary and Community Pharmacies should submit a list of expired stock annually when sending their invoice.
- Please DO NOT send any patient identifiable information to NHS Surrey Heartlands or NHS Shared Business Services.
- The Annual list of expired stock (appendix 2) should be Emailed to syheartlandsicb.mo-admin@nhs.net
- Invoice send electronically as per Schedule 3 Payment, A Local Prices, of this contract.

8. Termination period

This Enhanced Service may be terminated by either Surrey Heartlands CC NHS Surrey Heartlands or the contractor through the service of 3 month's written notice. If it is brought to NHS Surrey Heartlands' attention that a Community Pharmacy is failing to hold a complete list of formulary items, without a valid reason, then the Community Pharmacy may be asked to withdraw from the scheme immediately.

Appendix 1:

**On Demand Availability
Access to Palliative Care Drugs
Locally Commissioned Service – Annual Return Form**

ALL SECTIONS ON THIS FORM MUST BE COMPLETED

Please return this FULLY completed form by the end of **April (following the end of the end of the contracted year)** via email:

Email: syheartlandsicb.mo-admin@nhs.net

Pharmacy stamp (including name and address):

Please provide the following information in relation to urgent prescriptions dispensed under this scheme

For provision of service from (*delete as appropriate)

*1st April 2022 to 31st March 2025

*1st April 2023 to 31st March 2026

| Drug | Strength | Quantity of items dispensed under this scheme |
|----------------------------------|------------|---|
| Cyclizine injection | 50mg/ml | |
| Dexamethasone injection | 3.3mg/ml | |
| Glycopyrronium bromide injection | 600mcg/3ml | |
| Haloperidol injection | 5mg/ml | |
| Hyoscine butylbromide injection | 20mg/ml | |
| Levomepromazine injection | 25mg/ml | |
| Metoclopramide injection | 10mg/2ml | |

| | | |
|---|-----------------|--|
| Morphine sulphate solution | 10mg/5ml | |
| Water for injection | BP | |
| Sodium Chloride 0.9% solution for injection | 0.9% | |
| Midazolam injection | 10mg/2ml | |
| Morphine Sulphate injection | 10mg/ml | |
| Morphine Sulphate injection | 30mg/ml | |
| Oxycodone injection | 10mg/ml | |
| Oxycodone oral solution | 5mg/5ml | |
| Drug | Strength | Following drugs ONLY to be completed by specified providers |
| Alfentanil injection | 500mcg/ml | |
| Octreotide injection | 100mcg/ml | |
| Ondansetron injection | 2mg/ml | |
| Phenobarbital injection | 200mg/ml | |
| Levetiracetam injection | 100mg/ml | |

- Please provide any reasons for non-supply (including details) or details of any other issues experienced with this scheme:
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.....
.....
- In cases of non-supply please provide details of other community pharmacies contacted and which community pharmacy was able to fulfil the prescriptions:
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.....
- Please confirm that your standard operating procedures and the referral pathways for this service have been updated within the last 24 months:
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- Please confirm that pharmacists (including locum pharmacists) and staff involved in the provision of the service have undertaken CDP relevant to this service e.g. the CPPE training care of the terminally ill – communicating with patients open learning:

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.....

- Please confirm that pharmacists (including locum pharmacists) and staff involved in the provision of the service are aware of and operate within local protocols relevant to this service:

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- NHS Surrey Heartlands will reimburse participating pharmacies to compensate for date expired medicines in the formulary, please list expired stock and associated costs from the last year below and also include this in your invoice (using appendix 2) to NHS Surrey Heartlands:

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.....

Lead contact name (BLOCK CAPITALS):

.....

Lead contact position (BLOCK CAPITALS):

.....

Lead contact signature:

.....

Lead contact email address:

.....

Lead contact telephone number:

.....

Date:

Branches: (*delete as appropriate)

Appendix 2:

**On Demand Availability
 Access to Palliative Care Drugs
 Locally Commissioned Service**

For provision of service from (*delete as appropriate)

*1st April 2022 to 31st March 2025

*1st April 2023 to 31st March 2026

Name of Community Pharmacy:

Branches: (*delete as appropriate)

| Drug | Strength | Quantity of expired stock | Cost claimed |
|---|-----------------|----------------------------------|---------------------|
| Cyclizine injection | 50mg/ml | | |
| Dexamethasone injection | 3.3mg/ml | | |
| Glycopyrronium bromide injection | 600mcg/3ml | | |
| Haloperidol injection | 5mg/ml | | |
| Hyoscine butylbromide injection | 20mg/ml | | |
| Levomepromazine injection | 25mg/ml | | |
| Metoclopramide injection | 10mg/2ml | | |
| Morphine sulphate solution | 10mg/5ml | | |
| Water for injection | BP | | |
| Sodium Chloride 0.9% solution for injection | 0.9% | | |
| Midazolam injection | 10mg/2ml | | |
| Morphine Sulphate injection | 10mg/ml | | |
| Morphine Sulphate injection | 30mg/ml | | |

NHS STANDARD CONTRACT 2021/22 PARTICULARS (Shorter Form)
QXU/ODADPC/2022-2024 NHS Surrey Heartlands

| | | | |
|-------------------------|---------|--|--|
| Oxycodone injection | 10mg/ml | | |
| Oxycodone oral solution | 5mg/5ml | | |

| | Strength | Following drugs ONLY to be completed by specified providers. Quantity of expired stock | Cost claimed |
|-------------------------|-----------|---|--------------|
| Alfentanil injection | 500mcg/ml | | |
| Octreotide injection | 100mcg/ml | | |
| Ondansetron injection | 2mg/ml | | |
| Phenobarbital injection | 200mg/ml | | |
| Levetiracetam injection | 100mg/ml | | |
| | | TOTAL CLAIMED for expired stock | £ |

Return to :

Email: syheartlandsicb.mo-admin@nhs.net