

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No:	SSX-Pharm001
Service	Community Pharmacy: Locally Commissioned Service Emergency Palliative Care Drugs
Commissioner Lead	Hugo Luck, Primary Care Director Amy Dissanayake, Medical Director, NHS Sussex Chirag Patel, Associate Director of Medicines Optimisation, Brighton and Hove
Provider Lead	
Period	01/04/2022 – 31/03/2025
Date of Review	01/10/2024

1. Population Needs

1.1 National/local context and evidence base

This Locally Commissioned Service (LCS) specification for *Community Pharmacy: Emergency Palliative Care Drugs* outlines the more specialised services to be provided. No part of this specification by commission, omission or implication defines or redefines essential or additional services. This service must be provided in a way that ensures it is equitable in respect of race, creed, culture, diversity, disability, sex, and age.

2. Outcomes

2.1 NHS Outcomes Framework Domains and 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

This service is aimed at the supply of emergency palliative care medicines, the demand for which may be urgent and/or unpredictable.

The Pharmacy Contractor will stock a locally agreed range of emergency palliative care drugs and will make a commitment to ensure that users of this service have prompt access to these medicines during the pharmacy's regular core and supplementary hours.

The Pharmacy Contractor will provide 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.

- Removing unwarranted variation in access and outcomes across Sussex
- Tackling unequal outcomes and access

3. Scope

3.1 Aims and objectives of service

To improve access for people in Sussex to emergency palliative care drugs when they are required by ensuring prompt access and continuity of supply during the hours the Pharmacy is open.

To support people, carers, and clinicians by providing them with up-to-date information and advice and refer where appropriate.

It is anticipated that in the first instance, prescriptions should be presented at the patient's local community pharmacy. It is expected that pharmacies contracted to work under the 'Service Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care Drugs' will be used in an emergency.

The service is to be provided by registered pharmacists and supporting staff from registered pharmacy premises with an NHS dispensing contract.

3.2 Population covered

Those patients living in and around Sussex that present to a participating pharmacy within Sussex.

The participating community pharmacy may provide this service to any patient to facilitate improved access to emergency palliative care drugs.

NHS Sussex's main requirement is that the provision of the services is evenly distributed across the geographical area with a good access for service user and extended opening where possible.

3.3 Addressing inequalities

The service's aim is to improve access to emergency palliative care drugs at the time when these are required, through supply availability and continuity.

3.4 Service description/care pathway

Entry point into the service is from the patient's own General Practitioner, family, nurse, other providers working within healthcare or out of hours provider. The service providers will be expected to provide this service during all core and supplementary opening hours and on Bank/Public Holidays when the pharmacy is open.

3.5 Any acceptance and exclusion criteria and thresholds

The service is to be provided to patients in the general population and healthcare professionals caring for those patients.

3.6 Interdependence with other services/providers

Pharmacy Contractors who have signed up to provide this service are agreeing to provide this service to all patients or carers who present with a prescription for end-of-life medication.

3.7 Drugs List

The Pharmacy Contractor holds the specified list of drugs in the respective quantities (Appendix 1) to deliver this service. They will dispense these drugs in response to NHS prescriptions presented from an authorised prescriber with supply of an NHS prescription.

The specified list of drugs is considered to cover most "urgent" requests. These drugs do not cover all eventualities.

If a participating Pharmacy Contractor is unable to fill the full prescription, then they should find another Community Pharmacy who is able to fill the prescription in full. This should be done by telephoning another Community Pharmacy to ascertain whether they can undertake this prior to sending the prescription.

The community pharmacist should notify the prescriber in the first instance if there is a supply issue with an item on the prescription. The NHS Sussex Medicines Optimisation Team should be notified of long-term supply problems of any medications to be held in stock for this service.

NHS Sussex will agree with local stakeholders the drugs list and stock levels required to deliver this service and circulate to all the appropriate health care professionals. NHS Sussex will regularly review this list to ensure that it reflects the availability of new drugs and changes in practice or guidelines. Any changes to the drugs list or stock levels would require a review of the service specification.

The community pharmacist will be expected to check stock levels at least once a quarter to ensure effective ongoing service delivery. The 'Quarterly Stock Check Form' (Appendix 2) should be used for this purpose and returned to NHS Sussex each quarter (see section 5.1).

NHS Sussex will reimburse participating pharmacies to compensate for date expiry of the drugs requested to be kept in stock. NHS Sussex requires the pharmacy to forward evidence of the expired medicines packaging (the end that includes the expiry date) along with a copy of the invoice for the replacement stock, also complete the 'Expired Stock Template' (Appendix 3) and email these to the

Medicines Optimisation Team (sxicb.mot-admin@nhs.net) who will then authorise the community pharmacy to invoice for payment.

If it is brought to NHS Sussex's attention that a Community Pharmacy is failing to hold a complete list of the locally agreed range of emergency palliative care drugs without a valid reason, then the Community Pharmacy may be asked to withdraw from the scheme.

3.8 Signposting

The pharmacy will hold details of other pharmacies participating in this scheme locally. NHS Sussex will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

NHS Sussex will disseminate information on the service to other pharmacy contractors and health care professionals (hospices, Virtual Wards, MacMillan nurses, GPs, Urgent Treatment centres and Out of Hours Medical Service) in order that they can signpost patients to the service.

Community Pharmacy requirements - summary

- **Comply with service standards**
- **Hold the specified list of drugs in the respective quantities**
- **Ensure appropriate training of pharmacy staff and pharmacists**
- **Have a Standard Operating Procedure (SOP)**
- **Report significant events to the CCG**
- **Ensure claiming data is accurate**

4. Applicable Service Standards

The Provider is responsible for ensuring that,

- **Premises** – the service is provided in a suitable setting
- **Training** meets all relevant criteria set out in national and local guidance
- **Serious Incidents** within this service are reported to NHS Sussex
- **Infection Control Guidance** is adhered to
- **Privacy and Dignity Guidance** are adhered to
- **Health and Safety** standards are met
- **Information Governance Standards** are met
- **Safeguarding Adults, Children and Looked After Children Guidance** is adhered to including statutory training.

4.1 Applicable national standards (e.g., NICE)

NICE Guidance on End-of-Life Care is also useful to refer to:

[End of life care | Search results | NICE](#)

4.1.1 Infection control

Pharmacy Contractors must ensure that latest national infection control and prevention guidance is adhered to.

4.1.2 Chaperoning, privacy, and dignity

Pharmacy contractors must ensure they have a chaperoning policy in place.

4.1.3 Quality

Contractors must comply with all the National Quality Requirements as set out in the [NHS Standard Contract](#)

4.3 Applicable local standards

4.3.1 Quality Requirements

- Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics, and performance at all times.
- Responsible pharmacists providing the service must comply with the GPhC standards for Pharmacy Professionals.
- Serious incidents related to this service must be reported to the NHS Sussex Medicines Optimisation Team at sxicb.mot-admin@nhs.net within 72 hours. The Pharmacy Contractor may submit a copy of their own incident report form or utilise the NHS Sussex 'incident monitoring form' (see appendix 5). This will inform further discussion, learning points and shared problem solving. Common queries can be acted upon and learnt lessons anonymously shared. The contents of the incident monitoring forms are strictly private and confidential and the individuals completing the form may remain anonymous.
- The provider is required to evidence an effective system of clinical governance and put in place appropriate and effective arrangements for quality assurance, continuous quality improvement and risk management.
- Where appropriate, patient satisfaction feedback about the service should be offered to all patients accessing this service and quality improvements should be made as an outcome of this feedback.
- The Pharmacy Contractor must have a standard operating procedure (SOP) describing how the Pharmacy Contractor will deliver and meet all the requirements of this service.
- If changes are made to the pharmacy contract of the pharmacy, i.e., opening hours are reduced, NHS Sussex will need to be notified, so coverage can be reviewed.
- Pharmacy staff should provide eligible patients other complementary pharmacy contract essential services such as signposting and health promotion as appropriate.

4.3.2 Safeguarding

Pharmacy Contractors must have appropriate Safeguarding Policies, Procedures and Governance arrangements in place which reflect the principles of the Pan Sussex Safeguarding Procedures ([Children](#) and [Adults](#)) and adhere to all Safeguarding and Looked After Children related Legislation.

4.4 Training requirements

It is the Pharmacy Contractor’s responsibility to ensure that all staff involved in the delivery of this LCS are familiar with the requirements and any relevant guidance.

Professionals delivering any part of this LCS must be suitably trained and accredited. This can be achieved through:

- Self-directed learning
- In house learning events
- NHS Sussex educational events (where available)

The Pharmacy Contractor must read and sign the ‘Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care Drugs’. Keep a copy of the signed agreement (Appendix 5) once acknowledged by NHS Sussex and have this available as evidence of inclusion on the scheme.

The Pharmacy Contractor must read the ‘Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care Drugs’. The pharmacy contractor has a duty to ensure that pharmacists (including locums) and staff involved in the provision of the service are aware of and operate within the Service Specification for the Community Pharmacy Locally Commissioned Service for Emergency Palliative Care and have relevant knowledge and are appropriately trained in the operation of the service. We would recommend all pharmacists (including locums) working within a pharmacy who are signed up to this Locally Commissioned Service to undertake the CPPE Distance Learning pack on Fundamentals of Palliative Care.

5. Coding, Records, Data Quality and Audit

5.1 Reporting requirements

Quarterly stock holding checks (Appendix 2) of the drugs listed within this service specification, submitting these to the Medicines Optimisation Team xicb.mot-admin@nhs.net by the following dates:

2022/23	Q1 – 24/06/2022	Q2 – 23/09/2022	Q3 – 09/12/2022	Q4 - 25/03/2022
2023/24	Q1 – 16/06/2023	Q2 – 15/09/2023	Q3 – 16/12/2023	Q4 – 15/03/2024
2024/25	Q1 – 14/06/2024	Q2 – 13/09/2024	Q3 – 11/12/2024	Q4 – 31/03/2025

Please note submission deadlines for Q3 and Q4 have been adjusted to account for the Christmas and Easter bank holidays.

NHS Sussex will send reminder emails to the community pharmacy two weeks prior to the submission deadline.

5.2 Records

Adequate records must be maintained to provide an audit trail for post payment verification purposes, for one year after contract cessation.

6. Payment/Claiming

Annual payment is £1,027, this will be paid bi-annually (at the end of Q2 and the end of Q4) by submitting the claim form (Appendix 6).

Invoices should be sent to sbs.apinvoicing@nhs.net.

Please ensure that these are sent as *pdf* documents, and no more than 6 *pdf* documents / invoices should be sent at one time. Also, ensure that the e-mail is clearly marked as **Invoice**.

An invoicing address needs to also be included:

NHS SUSSEX ICB
QNX PAYABLES M925
PO Box 312
LEEDS
LS11 1HP

Please, also include the invoice number and date.

Pharmacy Contractors will be required to hold an account as suppliers/providers via the Commissioning Support Unit (CSU) – please contact scwcsu.QNXfs@nhs.net to check whether the pharmacy is registered as a supplier / provider on SBS.

NHS Sussex will seek expressions of interest from all community pharmacies for inclusion in this Locally Commissioned Service every 3 years.

NHS Sussex will review the provision of the Locally Commissioned Service at each Place across Sussex as and when existing community pharmacies notify of changes in their pharmacy contract i.e., opening hours are reduced. NHS Sussex will also have discussions with the end-of-life team every 6 months to ensure that access to the Locally Commissioned Service is as expected.

NHS Sussex will reimburse participating pharmacies for date expired drugs requested to be kept in stock. NHS Sussex requires the community pharmacy to:

- Forward evidence of the expired medicines packaging (the end that includes the expiry date)
- A copy of the invoice for the replacement stock, also complete the 'Expired Stock Template' (Appendix 3).
- Complete the Claim Form (Appendix 6).
- Email these to the Medicines Optimisation Team (sxicb.mot-admin@nhs.net) who will then authorise the community pharmacy to submit invoice for payment.

Pharmacy Contractors whose claims are at variance with expectations may be asked to submit additional evidence to support past or future claims.

Where a contractor is in receipt of advance payment(s) (for example for equipment or training) but do not subsequently provide reasonable service activity under the LCS, NHS Sussex (acting reasonably and after discussion with the contractor), reserves the right to reclaim the advance payment(s).

NHS Sussex reserves the right to check pharmacy contractors' held information at any time to support post-payment verification.

Late or inaccurate claims

Where a Pharmacy Contractor is aware of any delay or inaccuracy in claims it should notify [Medicines Optimisation Team](#) without undue delay.

- Past overpayments will be recovered over a reasonable timeframe in agreement with the Pharmacy Contractor
- Past underpayments (which must be supported by appropriate evidence) where claims are delayed by less than 6 months or fall within the same financial year (April-March), will be honoured. Delayed claims falling outside this timeframe will be managed on a discretionary basis.

7. Termination

7.1 Termination







Unless otherwise notified, this Locally Commissioned Service terminates on 31 March 2025.

The service may be terminated by either NHS Sussex or the Contractor through the service of three months' notice. Where a three-month notice is served to a community pharmacy, pharmacies will be able to claim for reimbursement for stock held for use under the Locally Commissioned Service. NHS Sussex will reimburse the community pharmacy up to the minimum required stock levels as per Appendix 1 of the LCS. Using Appendix 3, community pharmacies can claim for any stock that has not been dispensed 6 months after the notice period has ended. Claims for reimbursement of this stock must be received by the 5th working day of the month following the 6-month window.

NHS Sussex may require the contractor to suspend the provision of the service immediately if it has reasonable grounds for believing that patient health or safety is at risk as a result of continuing provision of this service.

The LCS may be subject to review by NHS Sussex at any time during the term of the service.

APPENDICES:

					
Appendix 1 Emergency Palliative	Appendix 2 - Quarterly Stock Check	Appendix 3 Expired Stock Claim Form.doc	Appendix 4 Incident Reporting Form.docx	Appendix 5 Sign Up Form.docx	Appendix 6 NHS Sussex Comm Pharm