

## A. 11 Service Specification

<b>Service Ref:</b>	XXXXXX
<b>Service:</b>	Community Pharmacy Scheme for the On Demand Availability of Drugs for Palliative Care 2026-2028
<b>Commissioning Lead:</b>	NHS Surrey Heartlands
<b>Provider Lead:</b>	
<b>Start date:</b>	1 <sup>st</sup> April 2026
<b>Frequency of service review:</b>	Bi-annual review of service
<b>Date of last review undertaken:</b>	2025
<b>End date:</b>	31 <sup>st</sup> March 2028

### 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

#### 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.

#### 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 the pharmacy is not able to dispense the prescription when presented, the patient / patient's representative must be signposted to an alternative community pharmacy that is able to fill the prescription. This must be done by telephoning another community pharmacy to ensure they have the medication in stock. 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 Medicines Optimisation Team at NHS Surrey Heartlands (via [syheartlandsicb.mo-admin@nhs.net](mailto:syheartlandsicb.mo-admin@nhs.net)) and local palliative care team to arrange for suitable alternatives to be kept in stock.
- Pharmacies providing this service 'Must be available for communication via the telephone.'

### 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	10 x 1ml ampoules
Hyoscine butylbromide injection	20mg/ml	20 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
Parecoxib injection	40mg/2ml	40mg x 5 vials
Water for injection	BP	20 x 10ml ampoules
Sodium Chloride 0.9% solution for injection	0.9%	10 x 10ml ampoules
<b>CONTROLLED DRUGS</b>		
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	20 x 1ml ampoules
Oxycodone injection	20mg/2ml	5 x 2ml ampoules
Oxycodone injection	50mg/ml	5 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, denoted 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

### 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 must also include 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 complete and submit an annual audit return form (Appendix 1) to NHS Surrey Heartlands via PharmOutcomes by the end of April. This form should be used solely for urgent palliative care prescriptions dispensed under this scheme. The form details include:

- 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

### 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

- Pharmacies providing under this contract & list can be found in appendix 3.

## 7. Payments & Claims

### 7.1 Claiming method & timescale

#### Fees and Claiming

- Each Community Pharmacy contracted to provide this service will receive payment for the provision of this service of £1122 plus an inflationary uplift which will be confirmed in the financial year 2026/2027 on an annual basis from NHS Surrey Heartlands following receipt of the annual return form **and** submission of an invoice (submitted to NHS Surrey Heartlands via PharmOutcomes). The completed invoice, available on PharmOutcomes, needs to be submitted to [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net).
- NHS Surrey Heartlands will reimburse participating pharmacies to compensate for date expired medicines in the formulary. The pharmacy contractor is required to complete and submit the annual list of expired medicines form (Appendix 1), if any, to NHS Surrey Heartlands via PharmOutcomes when sending their invoice.
- Please DO NOT send any patient identifiable information to NHS Surrey Heartlands or NHS Shared Business Services.
- Invoice to be sent electronically via PharmOutcomes to [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) as per Schedule 3 Payment, A Local Prices, of this contract.

## 8. Termination period

This Locally Commissioned Service may be terminated by either 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 to NHS Surrey Heartlands by the end of **April (following the end of the contracted year)** via PharmOutcomes:

Pharmacy name and address:

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

**For provision of service from.**

1<sup>st</sup> April 2026 to 31<sup>st</sup> March 2028

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	
Parecoxib injection	40mg/2ml	

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 injection	20mg/2ml	
Oxycodone injection	50mg/ml	
Oxycodone oral solution	5mg/5ml	
<b>Drug</b>	<b>Strength</b>	<b>Following drugs ONLY to be completed by specified providers</b>
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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.....  
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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 via PharmOutcomes):

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**Lead contact name (BLOCK CAPITALS):**

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**Lead contact position (BLOCK CAPITALS):**

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**Lead contact signature:**

.....

**Lead contact email address:**

.....

**Lead contact telephone number:**

.....

**Date:** .....

**Appendix 2:****On Demand Availability  
Access to Palliative Care Drugs  
Locally Commissioned Service**

**If applicable, please complete and return this via PharmOutcomes annually when sending the annual invoice.**

For provision of service from 1<sup>st</sup> April 2026 to 31<sup>st</sup> March 2028

**Name of Community Pharmacy:**

<b>Drug</b>	<b>Strength</b>	<b>Quantity of expired stock</b>	<b>Cost claimed</b>
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		
Parecoxib injection	40mg/2ml		
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 injection	20mg/2ml		
Oxycodone injection	50mg/ml		

Oxycodone oral solution	5mg/5ml		
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**Following drugs ONLY to be completed by specified providers.**

	<b>Strength</b>	<b>Quantity of expired stock</b>	<b>Cost claimed</b>
Alfentanil injection	500mcg/ml		
Octreotide injection	100mcg/ml		
Ondansetron injection	2mg/ml		
Phenobarbital injection	200mg/ml		
Levetiracetam injection	100mg/ml		
		<b>TOTAL CLAIMED for expired stock</b>	£

### Appendix 3: Branches providing under this contract

	Pharmacy	Address	Phone / Fax number	Opening Times						
				Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
NW Surrey	<b>Goulds Pharmacy</b>	48 Terrace Road, <b>Walton On Thames</b> , KT12 2SA	01932 223505	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-14:00	Closed
	<b>Tesco Pharmacy</b>	Staines Road West, <b>Sunbury</b> TW16 7BB	0203 8016277 (No Fax)	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-16:00
	<b>Boots *</b>	10 Wolsey walk, Wolsey place shopping centre, <b>Woking</b> , GU21 6XU	01483 770900 01483 770900	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	11:00-17:00
	<b>Tesco Extra Pharmacy</b>	117 Station Road, <b>Addlestone</b> KT15 2AS	0345 6778999	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	11:00-17:00
East Surrey	<b>Horley Late Night Pharmacy</b>	125 Victoria Road, <b>Horley</b> , Surrey, RH6 7AS	01293 776616	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-17:00
	<b>Morrisons Pharmacy *</b>	Bell Street, <b>Reigate</b> , RH2 7BA	01737 249132 01737 233848	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00 – 20:00 (closed 12:30-14:00)	08:00-19:00 (closed 12:30-14:00)	10:00-16:00
	<b>Kamsons Pharmacy</b>	46-48 The Green, <b>Warlingham</b> , CR6 9NA	01883 622065	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-17:30	Closed

Pharmacies marked with \* hold additional specialist drugs

	Pharmacy	Address	Phone / Fax number	Opening Times						
				Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Surrey Downs	Horton Pharmacy	Horton Local Centre, Pelman Way, Epsom, KT19 8HJ	01372 721749	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	Closed
	Medwyn Pharmacy	Medwyn Medical Centre, Reigate Road, Dorking, RH4 1SD	01306 740865 FAX: 01306 770222	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	10:00-20:00
	Boots *	22A High St, Cobham, KT11 3EB	01932 588772	08:00-00:00	08:00-00:00	08:00-00:00	08:00-00:00	08:00-00:00	08:00-22:00	10:00-16:00
Guildford & Waverley	Haslemere Pharmacy	Haslemere Health Centre, Church Lane, Haslemere, GU27 2BQ	01428 748206	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	10:00-17:00
	Boots	Units 1-2 Village Chambers, Cranleigh, GU6 8AT	01483 274207 01483 278653	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-17:30	11:00-17:00
	Binscombe Pharmacy *	Binscombe Medical Centre 106 Binscombe, Farncombe, GU7 3PR	01483 415151	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	09:00-13:00	10:00-13:00

Pharmacies marked with \* hold additional specialist drugs

<b>Frimley</b>	<b>Boots (Camberley)</b>	26-30 Obelisk way, <b>Camberley,</b> GU15 3SD	01276 691996	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-17.30	10.30-16.30
	<b>Boots (Farnham)</b>	48-49 The Borough, <b>Farnham,</b> GU9 7NW	01252 715121	08.30-18.00	08.30-18.00	08.30-18.00	08.30-18.00	08.30-18.00	08.30-18.00	10.30-16.00
	<b>Blackwater Pharmacy</b>	40 London Road, Blackwater <b>Camberley.</b> GU17 9AA	01276 32227	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-15.00	Closed.
	<b>Frimley Pharmacy</b>	54 Frimley high street, <b>Camberley,</b> GU16 7JF.	01276 21615	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-18.00	09.00-17.30	Closed

Pharmacies marked with \* hold additional specialist drugs