**SCHEDULE 2 – THE SERVICES**

**A. Service Specifications (B1)**

Mandatory headings 1-4. Mandatory but detail for local determination and agreement Optional heading 5-7. Optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

|  |  |
| --- | --- |
| Service Specification No. |  |
| Service | Palliative Care Medicine Service |
| Commissioner Lead | NHS Warrington CCG |
| Provider Lead | Superintendent Pharmacist |
| Period | 19/05/2020 – 18/12/2020 |
| Date of Review | December 2021 |

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| --- |
| **1. Population Needs** |
| **National/local context and evidence base**The demand for palliative care drugs can be urgent and/or unpredictable. Although all pharmacies can be expected to meet the needs of their population with regards to the routine supply of palliative care drugs, in some cases treatment needs to be accessed quickly and from a wider range of drugs than may be routinely stocked. A number of drugs used in palliative care are rarely used in other circumstances and are therefore often not widely available in community pharmacies. The stock held for the Palliative Care Medicine Service should be over and above the core stock holding and the CCGs agree to reimburse contractors should this medicine be held beyond the expiry date. |
| **2. Outcomes** |
| * 1. **Clinical Commissioning Group Outcomes Indicator Set**

|  |  |  |
| --- | --- | --- |
| **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** |  |

* 1. **Local defined outcomes**

To improve the accessibility of drugs used in palliative care for patients in the community.To **guarantee** continuous availability of formulary stock from named pharmacies for patients and Health Care Professionals who require urgent access to palliative care medicines. |
| **3. Scope** |
| * 1. **Aims and objectives of service**

To ensure that there is appropriate access to the agreed formulary range of palliative care drugs (Appendix 1) in accessible locations across NHS Warrington CCG particularly in the extended hours period, and when treatment is needed urgently.**Service description/care pathway**Selected pharmacies will hold the stock of an agreed range of drugs (Appendix 1) used in palliative care. The list will be agreed between the NHS Warrington CCG and the local palliative care specialists and updated as necessary.The Service provider must order and continuously hold the range and quantity of stock specified for the total number of hours the pharmacy is open, including bank holiday and rotas and during any periods of locum cover.The pharmacy must include the Palliative Care Medicine Service in their entry on NHS Choices where possible and accept referrals from NHS 111.The Service provider will also participate in gathering of intelligence on stock availability via the Quarterly Audit on Pharmoutcomes (see Appendix 2).A list of pharmacies that have agreed to provide this service, together with their contact numbers, will be available to community pharmacies, all GP practices, Out of Hours Services, NHS 111 and the palliative care teams in NHS Warrington CCG. The pharmacy is expected to carry out good stock management and on the rare occasions when medicines on the approved list expire the CCG will reimburse the drug tariff or cost price of stock that reaches its expiry date. The out of date stock form (Appendix 3) should be used to claim for date expired stock.The pharmacy contractor will provide a dedicated phone number to be used by the prescriber to phone the pharmacy to discuss availability of stocks in the Palliative Care Service. If required, a mobile phone will be provided by NHS Warrington CCG for this use.In order to support the North West Region requirement to report on stock shortages, the pharmacy contractor will notify out of stock drugs through a new PharmOutcomes module. The pharmacy contractors should keep this information up to date and weekly reports will be run on a Tuesday morning**Service Model**The pharmacist 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.**Any acceptance and exclusion criteria and thresholds**The service must be available in respect of all Palliative Care Patients registered with a GP practice in NHS Warrington CCG.* 1. **Interdependence with other services/providers**

This service will work closely with other community pharmacies, all GP practices, NHS Warrington CCG, Warrington Out of Hours Services and the Palliative Care team s. |
| Applicable Service Standards |
| Applicable national standards (eg NICE)Supply of ALL medicines must be in accordance with the Human Medicines Regulations 2012The commissioner and the commissioned service provider recognise that this service specification and/or associated recorded information may be subject to Freedom of Information Requests (FOI). Each party shall comply with any such Freedom of Information requests received, in accordance with the Freedom of Information Act 2000 legal obligations.The service provider shall comply with the requirements of the Health and Safety at Work Act 1974, the management of Health and Safety at Work Regulations 1999 and any other acts, regulation, orders or rules of law pertaining to health and safety.The Palliative Care Medicines Service may only be provided by Pharmacists with a current registration with the General Pharmaceutical Council from premises that hold a current contract to supply NHS Pharmaceutical Services. It is recognized that several medicines in the palliative care formulary are Controlled Drugs subject to the relevant provisions in The Controlled Drugs (Supervision of Management and Use) Regulations 2013Applicable local standardsThe pharmacy is expected to carry out good stock management and on the rare occasions when medicines on the approved list expire, NHS Warrington CCG will reimburse the drug tariff or cost price of stock that reaches its expiry date. The out of date stock form (Appendix 3) should be used to claim for date expired stock.To ensure the full range (and quantities) of agreed drugs are in stock in the pharmacy at all times. Items used must be re-ordered promptly (within 48 hours).To report to the CCG immediately if there is difficulty in obtaining any of the drugs via Pharmoutcomes (see Appendix 4):To report to the CCG on a significant event form any items that are unable to be dispensed on-demand and inform the CCG how the incident has been resolved.To ensure that whenever possible the stock is dispensed and replaced (when a suitable prescription is presented) to ensure the stock is rotated as much as possible. This will minimise occurrences of stock going out of date.To complete the CCG quarterly audit of service provision via PharmOutcomes (copy: Appendix 2) and returning by the 14th of the next quarter for the following payment:£350 annual fee for providing full and continuous service as outlined in the service specification and irrespective of the number of prescriptions dispensed.* The fee will be paid in a single instalment of £350 on the completion of the first quarterly audit via the PharmOutcomes data management system (Appendix 2).
* The commissioner has the discretion to withhold payment where the commissioned service provider fails to/is unable to, respond to the commissioner’s assistance, including early termination of a contract for repeated transgressions.

ComplaintsThe service provider must have a complaints procedure that complies with Local Authority Social Services and National Health Service complaints (England) Regulations 2009. Complaints directly linked to the quality of this service must be reported to the commissioner via their web-site: https://www.warringtonccg.nhs.uk/Images/Page%20Images/contact-us.htmAs part of this process providers should be able to investigate each complaint relating to lack of provision of the service and share lessons learnt and remedial actions taken with the commissioner. |
| 5. Applicable quality requirements and CQUIN goals |
| **Applicable quality requirements** Any registered Pharmacist may dispense palliative care medicines on receipt of a valid prescription. Suggested training that may support this service (but is not mandatory): CPPE Palliative care - theLearningpharmacy.comThe service provider will have a Standard Operating Procedure (SOP)/protocol which details the operational delivery of the Palliative Care Service in accordance with this specification.The Service Provider must ensure that all staff working in the pharmacy have relevant knowledge, are appropriately trained and operate within the protocols/SOPs, this includes understanding when to recommend the service to clients and using sensitive client-centered communication skills.The SOP/protocol should be reviewed at least every two years or before if circumstances dictate.Each review should be documented and the SOP/protocol subject to version control. Staff must read, date and sign the SOP/protocol after review.The pharmacy can demonstrate that clear and accurate records are kept and retained for 7 years.The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.Pharmacy Contractors will ensure service provision notification to their NHS Choices webpage and NHS Direct 111 Directory of Services is up to date at ALL times.See also Schedules 4A-C**Applicable CQUIN goals**None applicable |
| **6. Location of Provider Premises** |
| **The Provider’s Premises are located at:**Please refer to contracted providers address. |
| **7. Individual Service User Placement** |
| Not applicable |

Warrington Medicines Optimisation Team

May 2019

Adapted, with permission, from a specification developed by NHS Eastern Cheshire, NHS South Cheshire and NHS Vale Royal Clinical Commissioning Groups

***Appendix 1***

# Palliative Care Medicine Service Stock Formulary (with additions agreed during COVID-19 service amendment)

|  |  |  |  |
| --- | --- | --- | --- |
| **Drug name and strength** | **Form** | **Pack size** | **Quantity which must be maintained at all times (availability permitting)** |
| ***Breathlessness, Pain*** |  |  |  |
| Morphine 10mg/ml | Amps (1ml) | 10 | 1 pack á to **2 packs** |
| Morphine 30mg/ml | Amps (1ml) | 10 | 1 pack á to **2 packs** |
| Oxycodone 10mg/ml | Amps (1ml) | 5 | 1 pack á to **2 packs** |
| Oxycodone 50mg/ml | Amps (1ml) | 5 | 1 pack á to **2 packs** |
| Morphine sulfate 10mg/5ml | Oral solution | 100ml | 3 bottles \***New item\*** |
| Diamorphine 10 mg  | Amps | 5 | 2 packs No change |
| Diamorphine 30mg  | Amps | 5 | 3 packs No change |
| ***Anti-emetic, Delirium*** |  |  |  |
| Haloperidol 5mg/1ml | Amps (1ml) | 10 | 2 packs \***New item\*** |
| Haloperidol 0.5mg  | Tablets | 28 | 2 packs \***New item\*** |
| Levomepromazine 25mg/ml | Amps (1ml) | 10 | 1 pack á to **2 packs** |
| Cyclizine 50mg/ml | Amps (1ml) | 5 | 2 packs No change |
| ***Anxiety*** |  |  |  |
| Midazolam 10mg/2ml | Amps (2ml) | 10 | 2 packs á to **3 packs** |
| Lorazepam 1mg  | Tablets | 28 | 2 packs \***New item\*** |
| Levomepromazine 25mg/ml | Amps (1ml) | 10 | (as above) |
| ***Noisy breathing, colic*** |  |  |  |
| Hyoscine Butylbromide 20mg/1ml | Amps (1ml) | 10 | 2 packs \***New item\*** |
| Glycopyrronium Bromide 200mcg/ml  | Amp (1ml) | 10 | 1 pack á to **3 packs** |
| Glycopyrronium Bromide 600mcg/3ml  | Amp (3ml) | 10 | 1 pack No change |

***Appendix 2***

# Palliative Care Medicine Service Quarterly service audit – to be completed via PharmOutcomes

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# *Appendix 3*

# Palliative Care Medicine Service Claim for expired stock

|  |
| --- |
| **Service Provider** |
| **Address** |
| **Expired stock** |
| **Drug** | **Form** | **Quantity** | **Drug Tariff****price** | **Purchased****from** |
|  |  |  |  |  |
|  |  |  |  |  |

### Claims will be paid within 28 days of submission of this form accompanied by a

***purchase invoice*.**

### Send completed claims form to:

### NHS Warrington CCG,

### 02E Payables K965,

### Phoenix House

### Topcliffe Lane

### Wakefield

### WF3 1WE

**Appendix 4: COVID palliative care stock shortages template**

