# Schedule 2 Part A Service Specification

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| **Service Specification No.** |  |
| **Service** | Community Pharmacy COVID-19 Urgent Medicines Delivery Service for management of end of life symptoms  |
| **Commissioner Lead** | NHS Warrington CCG |
| **Provider Lead** | Superintendent Pharmacist |
| **Period** | 1st May 2020 – to run during the COVID-19 response period |
| **Date of Review** | Initial review July 2020 |

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

A Community Pharmacy COVID-19 Urgent Medicines Delivery Service is being commissioned from Warrington community pharmacies to provide urgent access to critical medicines during the COVID-19 outbreak for management of end of life symptoms. The aim of the service is to provide a fast track delivery service (within one hour) during agreed times for patients with confirmed or suspected COVID-19 requiring urgent medicines to treat and manage end of life care symptoms during the COVID-19 outbreak from designated community pharmacies when directly requested by a Warrington prescriber.  |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**

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| **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** | **Y** |
| **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **Y** |

**2.2 Local defined outcomes**2.2.1 To ensure rapid dispensing and delivery of urgent medication for confirmed or suspected COVID-19 patients, for management of end of life symptoms, in order to support a dignified and comfortable passing, reducing the risk of additional distress for patients, families and carers at an already difficult time. |
| **3. Scope** |
| **3.1 Aims and objectives of service*** + 1. To ensure patients with confirmed or suspected COVID-19 who require end of life and urgent symptom management medicines during the COVID-19 outbreak are able to access treatment without delay and where required prescribers are able to request fast track delivery of urgent medicines.

**3.2 Service description/care pathway**3.2.1 The service will begin from 1st May 2020.3.2.2 The service will remain in place if deemed necessary until the COVID-19 outbreak has subsided. In the first instance it will run until 31st July 2020 with an initial review point at the end of June 2020.3.2.3 The 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.3.2.4 The pharmacy contractor will, where directly requested by a prescriber, offer a fast track delivery service. This is defined as delivery of dispensed medicines to the patient within one hour of receipt of the prescription and request from the prescriber, whichever is the latter. 3.2.5 A fast track delivery service will be provided by the pharmacy contractor throughout the pharmacy’s contracted opening hours. Any deliveries outside the pharmacy’s contracted hours will be at the Responsible Pharmacist’s discretion.3.2.6 Where the patient resides in a care home or nursing home, the pharmacy contractor will (if requested and where possible) provide a MAR chart for any medicines dispensed under this service and where it will not lead to significant delays in delivering the medication. 3.2.7 The pharmacy contractor will provide to Warrington CCG Medicines Optimisation Team a dedicated phone number to be used by the prescriber to phone the pharmacy to advise that a fast track delivery is required and/or to check stock prior to prescribing. If required, a mobile phone will be provided by NHS Warrington CCG for use in this and the Palliative Care Service.3.2.8 The pharmacy contractor will deliver the medicine which the pharmacy has dispensed itself or outsource it via a secure delivery method.3.2.9 Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply or medication/form for the patient and will communicate with the prescriber regarding an alternative if necessary. Details of local palliative care pharmacies will be shared with contractors to support this, including those that also offer fast track delivery. 3.2.10 Should there need to be a change to contracted opening hours during the COVID-19 pandemic then this change will need to be notified to the CCG Medicines Management Team as this may result in a review of service provision. Contact the Medicines Optimisation Team by emailing medsmanagment.warrington@nhs.net.3.2.11 If, for whatever reason, the pharmacy ceases to provide the essential services under the pharmacy contractual framework then the pharmacy will become ineligible to provide this locally commissioned service3.2.12 If the service is not provided in accordance with this service specification NHS Warrington CCG reserve the right to recover the appropriate payment and the pharmacy will become ineligible to provide this locally commissioned service3.2.13 The pharmacy may withdraw from this service at any time provided it gives notice in writing of at least 14 days of its intention to do so.**3.3 Population covered**3.3.1 Patients registered with NHS Warrington CCG GP Practices **3.4 Payment**3.4.1 Claims for payment for this service should be made using PharmOutcomes (Appendix 1). 3.4.2 Payment can only be claimed for the service where fast track delivery (within 1 hour) has specifically been requested by the prescriber.3.4.3 Payment for fast track deliveries where a prescription is delivered to the patient between 9am and 5pm will be £20 plus VAT per delivery. 3.4.4 Payment for fast track deliveries where prescription is delivered to the patient before 9am and after 5pm will be £30 plus VAT per delivery. 3.4.5 A monthly claim should be submitted via PharmOutcomes. An invoice will be generated electronically and sent to the CCG for forwarding to Shared Business Services for payment.3.4.6 If the Pharmacy contractor is claiming payment for delivery under this scheme, it cannot also claim payment for this delivery under the national Community Pharmacy COVID-19 outbreak Home Delivery Service.  |
| **4. Applicable Service Standards**  |
| **4.1 Applicable national standards (eg NICE)**4.1.1 NICE Rapid Guideline: Symptom management of COVID-19 (including end of life) in the community* + 1. **NICE Quality Standard [QS13] End of life care for adults**
			1. Statement 8: People approaching the end of life receive consistent care that is coordinated effectively across all relevant settings and services at any time of day or night, and delivered by practitioners who are aware of the person's current medical condition, care plan and preferences.
			2. Statement 9: People approaching the end of life who experience a crisis at any time of day or night receive prompt, safe and effective urgent care appropriate to their needs and preferences.
			3. Statement 15: Health and social care workers have the knowledge, skills and attitudes necessary to be competent to provide high-quality care and support for people approaching the end of life and their families and carers.

**4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)** 4.2.1 General Pharmaceutical Council Standards of conduct, ethics and performance4.2.2. General Pharmaceutical Council Standards for registered Pharmacies**4.3 Applicable local standards**4.3.1 The service provider’s Standard Operating Procedure (SOP)/protocol which details the operational delivery of this service should be reviewed at least every two years or before if circumstances dictate.4.3.2. 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.com4.3.3. The Pharmacy contractor contributes to any locally agreed CCG led assessment of the service or service user experience4.3.4 The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.4.3.5 The 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 website. 4.3.6 As 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. Location of Provider Premises**  |
| **The Provider’s premises are located at:**Please refer to contracted providers address. |

**Appendix 1**

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