

Appendix 2: Service specification – Community Pharmacy Home Delivery Service During the COVID-19 outbreak

1. Introduction and background information

- 1.1. A Home Delivery Service During the COVID-19 outbreak is being commissioned from community pharmacy (and separately dispensing doctors) to deliver prescribed items to specified, eligible patients who, due to their medical condition, should not present in the pharmacy and where no other person is able to collect the item from the pharmacy and deliver it to the patient.

2. Service description

- 2.1. The Community Pharmacy Home Delivery Service During the COVID-19 outbreak ('the service') is an Advanced service commissioned under the NHS Community Pharmacy Contractual Framework.
- 2.2. In line with the shielding policy⁴, patient eligibility is defined by those patients who are deemed to be clinically extremely vulnerable should they become infected with the COVID-19 virus. The full list of eligible patient groups is set out at Annex A.
- 2.3. Pharmacy contractors should be aware that GPs have the ability to remove or add patients to the list of those deemed clinically extremely vulnerable as their clinical condition changes. Appropriate checks should therefore be made to ensure that the patient remains eligible for this service.

3. Aims and intended service outcomes

- 3.1. The aim of this service is to ensure that eligible patients during the COVID-19 outbreak who do not have a family member, friend or carer who can collect their prescription on their behalf and where a volunteer is not able to collect and deliver the medicines can have their medicines delivered in a manner which keeps both them and pharmacy staff safe from COVID-19.

4. Prerequisites for service provision

- 4.1. Prior to provision of the service, the pharmacy contractor must:
 - a. be satisfactorily complying with their obligations under Schedule 4 of the Pharmaceutical Services Regulations (Terms of Service of NHS pharmacists) in respect of the provision of Essential services and an acceptable system of clinical governance;
 - b. be satisfied that all pharmacy staff involved in the provision of the service are competent to do so; and

⁴ <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-COVID-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-COVID-19>

- c. have established that the medicine cannot be delivered by a friend, relative, carer or volunteer.
- 4.2. As Distance Selling Pharmacies are already contractually obliged to deliver dispensed items to their patients, this Advanced service will not be open to them to provide.
- 4.3. The pharmacy contractor must have a standard operating procedure (SOP) in place for this service, which includes procedures to ensure health and safety and infection control procedures are maintained in line with any relevant guidelines. All staff involved in the provision of this service should ensure they are familiar with and adhere to the SOP.

5. Service duration

- 5.1. The service will begin on 8 April 2020.
- 5.2. The service will remain in place until the COVID-19 outbreak has subsided. In the first instance it will run until 1 July 2020.

6. Service availability

- 6.1. The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours.
- 6.2. The pharmacy contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patient should be excluded or experience particular difficulty in accessing and effectively using this service due to their race, gender, disability, sexual orientation, religion or belief, gender reassignment, marriage or civil partnership status, pregnancy or maternity, or age.
- 6.3. The pharmacy contractor can refuse to provide the service to an eligible patient who threatens violence or commits or threatens to commit a criminal offence.

7. Service provision

- 7.1. A pharmacy contractor (contractor A) can provide this delivery service to eligible patients, where as part of Essential services:
 - a. they have dispensed the prescription themselves; or
 - b. where another pharmacy (the dispensing pharmacy) has dispensed the prescription and the dispensing pharmacy has asked contractor A to deliver the prescription.
- 7.2. If the pharmacy contractor delivers items which they have not dispensed themselves, they either need to check patient eligibility on the Summary Care Record or attain assurance that the patient is eligible, from the pharmacy that dispensed it.

- 7.3. The pharmacist should use their clinical judgement, based on the information presented to them, to take into account the clinical need of the patient and the urgency with which the prescription item(s) should be delivered.
- 7.4. Then the pharmacy contractor must either:
 - a. deliver the medicine which the pharmacy has dispensed itself, or outsource it via a secure delivery method; or
 - b. deliver the medicine which another pharmacy has dispensed or outsource it via a secure delivery method.
- 7.5. The delivery service must be provided in line with any Public Health England or professional guidance.

8. Records and data Sharing

- 8.1. The pharmacy contractor must maintain appropriate records to ensure effective ongoing service provision and to support post-payment verification. This should include, as a minimum, details of the eligible patients to whom a delivery was made under this service and the date of the delivery.

9. Governance

- 9.1. The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.

10. Payment

- 10.1. Claims for payments for this service should be made monthly, via the MYS portal.
- 10.2. The NHSBSA will make appropriate payments claimed by the pharmacy contractor as described above, in the same payment month as other payments for NHS Pharmaceutical Services and the payments will be separately itemised on the FP34 Schedule of Payments.
- 10.3. Payment will be £5 per delivery plus an allowance for VAT.
- 10.4. This fee is only payable when the pharmacy undertakes the delivery themselves or outsources it via a secure delivery method.
- 10.5. The fee is not payable if a patient, relative, carer or volunteer could have appropriately delivered the medicine.

Appendix 2: Annex A: Eligible patients for COVID-19 outbreak

Patients should have been notified via a letter, sent out by NHS England and NHS Improvement or their general practice or hospital consultant, and will be asked to contact their pharmacy if they need to have their prescriptions delivered.

The delivery service must only be provided to the following groups of patients:

- Solid organ transplant recipients
- People with specific cancers:
 - People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - People having immunotherapy or other continuing antibody treatments for cancer
 - People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors.
 - People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs.
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- People on immunosuppression therapies sufficient to significantly increase risk of infection
- People who are pregnant with significant congenital heart disease
- People who have been added to the list by their GP because of the very high risk (in line with the risk of those above) to them associated with COVID-19