

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	
Service	Community Pharmacy: Locally Commissioned Service for the On Demand Availability of Drugs for Palliative Care
Commissioner Lead	
Provider Lead	
Period	
Date of Review	
Document Purpose	
<p>This document sets out the service specification to cover the provision of medication used for the: On Demand Availability of Drugs for Palliative Care service within community pharmacies across Frimley Integrated Care System (ICS).</p>	
1. Background	
1.1 Introduction	
<p>The NHS long term plan sets out a strategy to ensure the NHS is fit for the future and highlights the ways to improve care for patients.</p>	
<p>NHS Frimley has developed a locally commissioned service (LCS) for the on-Demand Availability of Palliative Care Drugs through a number of selected community pharmacy contractors. An End of Life Care service requires specialist medicines that are not routinely available/stocked in all community pharmacies and this may cause delay in treatment for patients or lead to inappropriate hospital admissions in the last weeks of life.</p>	
<p>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 be beneficial to enable all Community Pharmacies to be prepared for any prescriptions.</p>	
<p>For those Pharmacies involved in this LCS it is vital to keep monitoring and be aware of any changes in prescribing patterns to be prepared for any prescriptions.</p>	

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. Aims and intended outcomes

2.1 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 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 Aims of service

- To improve access for people in Frimley to emergency palliative care medication when they are required by ensuring prompt access and continuity of supply during the pharmacy's opening hours
- To provide the best level of End of life (EoL) care and reducing inappropriate hospital admissions in the last weeks of life
- To support patients, carers and clinicians by providing them with up to date information and advice relating to the use of EoL care medicines and referrals where appropriate
- To provide where required, advice to a range of healthcare professionals involved in the care of the patient or carer on the prescribing and or dosage of EoL care medicines

3. Scope of service

This locally commissioned 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 specialist medicines 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 will provide information and advice to the user, carer and or 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.

NHS Frimley will agree with local stakeholders the drugs list and stock levels required to deliver this service (see Appendix 1) and circulate to all the appropriate health care professionals (such as all primary care prescribers, including the out of hours service, District Nurses, Palliative Care Nurses, Community Pharmacies, Hospital Pharmacists and Palliative Care Consultants). NHS Frimley 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 could require a review of the service specification.

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. 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 this LCS will be used in an emergency.

When it is not possible to access palliative care drugs from a Community Pharmacy within the pharmacy's regular core and supplementary hours, healthcare professionals should contact the out of hours provider:

- For Bracknell Forest, Royal borough of Windsor & Maidenhead or Slough please contact East Berkshire Primary Care Out of Hours Service via 03000 243 333
- For Surrey Heath and North East Hampshire and Farnham please contact North Hampshire Urgent Care via 111

3.1 Population covered

- Those patients living in and around Frimley ICS that present to a participating pharmacy within Frimley ICS
- The participating community pharmacy may provide this service to any patient to facilitate improved access to emergency palliative care drugs
- NHS Frimley's main requirement is that the provision of the service is evenly distributed across the geographical area with good access for service user and extended opening hours where possible.

3.2 Addressing inequalities

The service aims to improve access to emergency palliative care drugs at a time when these are required, through supply availability and continuity.

3.3 Service outline

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

- 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
- The Pharmacy Contractor holds the specified list of drugs and the required quantities (see Appendix 1) to deliver this service. They will dispense these drugs in response to NHS prescriptions presented from an authorised prescriber in line with the dispensing service of the NHS Community Pharmacy Contractual Framework
- If a participating pharmacy is unable to fill the prescription in the time required, then they should signpost the patient/ carer to another Community Pharmacy who is able to fill the prescription. This should be done by telephoning the other Community Pharmacy to ascertain that the medication is in stock. [Do not assume that a supply can be made on every occasion if a community pharmacy is on the palliative care service list]. A list of participating pharmacies will be available to every pharmacy
- The community pharmacist should plan for increased medication demand, particularly weekends and public holidays, when this is appropriate
- The community pharmacist should notify the prescriber in the first instance if there is a supply issue with an item on the prescription. NHS Frimley Medicines Optimisation Team should be notified of long-term supply problems of any medications to be held in stock for this service: frimleyicb.prescribing@nhs.net. Pharmacies providing the service may be asked to substitute an alternative product into stock if there is a long term supply problem with an item on the original list
- NHS Frimley will provide an upfront payment for the purchase of stock required for this service to participating pharmacies based on current Drug Tariff prices. This will remove the need to claim for any expired stock held as part of the service. Community pharmacies will replenish any subsequent stock supplied against an NHS FP10 prescription from the specified list of drugs as part of the service (see Appendix 1) and will be reimbursed through usual NHS BSA routes to fund the replacement of stock
- The pharmacy contractor is responsible for maintaining the minimum stock levels to provide the service (see Appendix 1) and is expected to check stock levels at least twice a year to ensure effective ongoing service delivery. It is recommended to complete the Stock Check Declaration in Q2 and Q4 when submitting invoice for payment. The stock check should be completed and submitted to NHS Frimley via PharmOutcomes
- NHS Frimley will review the provision of the Locally Commissioned Service at each Place across Frimley as and when existing community pharmacies notify of changes in their pharmacy contract i.e., opening hours are reduced. NHS Frimley 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
- The pharmacy contractor shall notify NHS Frimley's Medicines Optimisation Team of any changes to the lead contact details for this service frimleyicb.prescribing@nhs.net

- If it is brought to NHS Frimley'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 service
- NHS Frimley may carry out spot checks on the availability of the agreed list of specialist medicines for this service

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

4. Service Standards

The Provider is responsible for ensuring that,

- **Premises** – the service is provided in a suitable setting
- **Essential services of the NHS Community Pharmacy Contractual Framework**- comply fully with all the requirements
- **Training** meets all relevant criteria set out in national and local guidance
- **Serious Incidents** within this service are reported to NHS Frimley
- **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
- **Chaperoning, privacy, and dignity guidance** is in place

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

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

<https://www.nice.org.uk/search?q=End+of+life+care>

4.2 Quality requirements

- All activities undertaken as part of the service specification will be provided by a pharmacist registered with the General Pharmaceutical Council
- Community Pharmacies must comply with all the National Quality Requirements as set out in the NHS Standard Contract
- Community Pharmacy providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics, and performance at all times
- Pharmacists providing the service must comply with the GPhC standards for Pharmacy Professionals

- Pharmacy Contractor must have a system in place to investigate incidents. In the event of an untoward incident NHS Frimley recommends using the national NHS Learn from patient safety events service (LFPSE) to contribute to a national NHS wide data source to support learning and improvement [Learn from patient safety events \(learn-from-patient-safety-events.nhs.uk\)](https://www.nhs.uk/learn-from-patient-safety-events/)
- Serious incidents related to this service must be reported to the NHS Frimley frimleyicb.prescribing@nhs.net
- Clinical Governance arrangements for this service are as set out in Schedule 5 of the NHS Standard Contract. In addition, 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, which must be made available to NHS Frimley on request
- The pharmacy contractor shall ensure that any paperwork relating to the service, local procedures and guidelines issued by NHS Frimley are easily accessible within the pharmacy. This includes appropriate local End of Life guidelines and the list of participating pharmacies
- If changes are made to the pharmacy contract i.e., opening hours are reduced or change in lead contact details, NHS Frimley must be notified, so coverage can be reviewed

5. Audit and Monitoring

5.1 Reporting requirements

The pharmacy contractor is responsible for maintaining the minimum stock levels to provide the service (see Appendix 1) and is expected to check stock levels at least twice a year to ensure effective ongoing service delivery. Complete the Stock Check Declaration in Q2 and Q4 when submitting invoice for payment to NHS Frimley via PharmOutcomes.

5.2 Record Keeping

NHS Frimley is responsible for maintaining a list of pharmacies participating in the service and informing all key stakeholders, such as the OOH providers, community pharmacies, GPs, and the community teams.

5.3 Annual review

- In addition to the biannual stock checks, the pharmacy contractor will review their standard operating procedures (SOP) and the referral pathways for this service on a biennial basis
- Pharmacist(s) and staff involved in the provision of the service can demonstrate they have undertaken CPD relevant to this service e.g. CPPE Fundamentals of palliative care e-course: <https://www.cppe.ac.uk/programmes//palliative-ec-01>

5.4 Training

The pharmacy contractor has a duty to ensure that all staff involved in the provision of the service are familiar with the requirements and any relevant guidance. All staff must be suitably trained and have the relevant knowledge and skill in the operation of the service. The pharmacy contractor has a duty to ensure that all staff involved in the provision of the service, including locums are aware of and operate within local protocols.

The Pharmacy Contractor must read and sign the 'Specification for the Community Pharmacy: Locally Commissioned Service for the On Demand Availability of Drugs for Palliative Care'. Keep a copy of the signed agreement once authorised by NHS Frimley and have this available as evidence of inclusion in the service.

It is recommended that all pharmacists working within a pharmacy signed up to deliver this Locally Commissioned Service undertake the CPPE e-course: Fundamentals of Palliative Care <https://www.cppe.ac.uk/programmes//palliative-ec-01> and visit the CPPE Palliative Care gateway page: <https://www.cppe.ac.uk/gateway/palliative> for further resources.

6. Payment and claims

6.1 Fees and Claiming

- Each Community Pharmacy contracted to provide this service will receive payment for provision of this service bi-annually from NHS Frimley
- The annual payment is £. Payable in two payments of £ at the end of Q2 and the end of Q4 following the submission of the Stock Check Declaration to NHS Frimley via PharmOutcomes
- NHS Frimley will provide an upfront payment for the purchase of stock required for this service to participating pharmacies based on current Drug Tariff prices **after receipt of an invoice**. This will remove the need to claim for expired stock as part of the service. Community pharmacies will replenish any subsequent stock supplied against an NHS FP10 prescription from the specified list of drugs as part of the service (see Appendix 1) and will be reimbursed through usual NHS BSA routes to fund the replacement of stock

- Note: If stock required to provide this service goes out of date within the 3 years of the contract, you can claim the VAT. If the same item goes out of date TWICE within the 3 years of the contract, you can claim the cost of the item plus VAT
- In order to receive payment, pharmacy contractors will be required to be registered with NHS SBS as a supplier/provider for NHS Frimley ICB. Details of how to be set up as a supplier will be provided to pharmacies when contracts have been agreed

For information on how to submit invoices please see the SBS website:

<https://www.sbs.nhs.uk/article/6448/Submitting-invoices>

6.2 Late or inaccurate claims

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

Where a Pharmacy Contractor is aware of any delay or inaccuracy in claims they should notify the Medicines Optimisation Team frimleyicb.prescribing@nhs.net without undue delay.

- Any 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 these timeframes will be managed on a discretionary basis

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

7. Termination of contract

7.1 Termination

Unless otherwise notified, this Locally Commissioned Service terminates on 31 March 2026. The service may be terminated by either NHS Frimley or the Contractor through the service of three months' notice.

[Note: the contractor will not claim for reimbursement of stock held for use under this Locally commissioned Service, due to the initial upfront payment made by NHS Frimley for the purchase of stock required for this service]

- By signing this contract, if the pharmacy contractor terminates within 6 months of commencement of the service, they agree to return the payment made for the initial stock to NHS Frimley ICB
- NHS Frimley 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 if the pharmacy continues to provide the service
- If it is brought to the attention of NHS Frimley, that a Community Pharmacy is failing to hold a complete list of formulary items (see Appendix 1) without a valid reason and informing NHS Frimley, then the Community Pharmacy may be asked to withdraw from the service immediately without receipt of further payments

The Locally Commissioned Service may be subject to review by NHS Frimley at any time during the term of the service

Appendices:

Appendix 1:

Palliative Care emergency drug List (to be stocked by all pharmacy contractors participating in the LCS):

Drug name	Strength	MINIMUM Quantity
Alfentanil injection	500mcg/ml	10 x 2ml ampoules
Cyclizine	50mg/ml	10 x 1ml ampoules
Dexamethasone injection	3.8mg/ml OR 3.3mg/ml	10 x 1ml ampoules
Diclofenac injection	75mg/3ml	10 x 3ml ampoules
Haloperidol injection	5mg/ml	10 x 1ml ampoules
Hyoscine butylbromide injection	20mg/ml	20 x 1ml ampoules
Levetiracetam injection	500mg/5ml	10x5ml ampoules
Levomepromazine injection	25mg/ml	20 x 1ml ampoules
Metoclopramide injection	10mg/2ml	10 x 2ml ampoules
Midazolam injection	10mg/2ml	20 x 2ml ampoules
Morphine sulfate injection	10mg /1ml	20 x 1ml ampoules

Morphine sulfate injection	30mg/1ml	10 x 1ml ampoules
Morphine sulfate oral solution	10mg/5ml	2 x 100ml
Octreotide injection	100 micrograms/ml	10 x 1ml ampoules
Ondansetron injection	8mg/4ml	10 x 4ml ampoules
Oxycodone injection	10mg/ml	20 x 1ml ampoules
Oxycodone oral solution	5mg/5ml	1 x 250ml
Phenobarbital injection	200mg/ml	10 x 1ml ampoules
Sodium chloride 0.9% injection	0.90%	10 x 10ml ampoules
Water for injection	BP	20 X 10ml ampoules