

NHS Standard Contract - SCHEDULE 2 – THE SERVICES

Provision of Palliative Care Drugs Specification

Service Specification No.	
Service	Provision of Palliative Care Drugs Local Enhanced Service
Commissioner Lead	Stuart Lakin , Head of Medicines Management
Provider Lead	As signed
Period	1 st April 2021 to 31 st March 2022
Date of Review	End of contract period or as necessary

1. Population Needs

The aim of this service is to ensure the availability of palliative care drugs across all community pharmacies in Rotherham.

The service is designed to improve access to palliative care medicines for patients, carers and healthcare professionals when they are required, in order to ensure that there is no delay to treatment whilst also providing access and choice.

No part of this specification by commission, omission or implication redefines Essential or Additional Services.

Palliative Care Drugs are specialist medicines that are not routinely available in all community pharmacies and this may cause delay in treatment for patients.

This service will require the pharmacy to maintain the required stock of palliative care drugs in line with the agreed list in Appendix A.

Where requested the pharmacist will provide advice to the healthcare professional regarding the prescribing or dosage of palliative care medicines that should be administered to the patient.

The pharmacist will provide information and advice relating to the use of palliative care medication to patients and carers.

The service will:

- Ensure that there is on-demand availability of palliative care medicines from community pharmacies in Rotherham.
- Ensure that there is easy access to palliative care medicines to provide palliative care patients with good symptom control and ensure that their symptom control is maintained.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	N/A
Domain 2	Enhancing quality of life for people with long-term conditions	Yes
Domain 3	Helping people to recover from episodes of ill-health or following injury	Yes
Domain 4	Ensuring people have a positive experience of care	Yes

Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	N/A
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3. Scope

3.1 Requirements

Pharmacy contractors providing this service will be required to ensure:-

- The service will be provided by a practising pharmacist registered with the General Pharmaceutical Council.
- The pharmacy shall maintain the required stock (range and quantity) of palliative care drugs against an agreed list of palliative care drugs (appendix A) which will be reviewed when necessary.
- There must be a named individual who ensures that the stock is managed appropriately.
- The pharmacy shall dispense the items from the palliative care stock in response to NHS prescriptions presented to the pharmacy in line with the dispensing service of the NHS Community Pharmacy Contractual Framework
- The attached list identifies minimum stock levels that the pharmacy must stock and maintain. The contractor will identify where supply problems prevent compliance with this requirement and notify NHS Rotherham CCG Medicines Management Team, within one working day via e-mail: roccg.medicinesmanagement@nhs.net or telephone 01709 302632
- The identified range and quantity of medicines are in addition to any demand requirement arising from the pharmacy's normal within hours dispensing service.
- The pharmacy must operate this service for their full opening hours.
- The pharmacy must maintain appropriate records for the pharmacy and NHS Rotherham CCG to cover ordering, receipt, batch number, expiry date checks and audits to meet legal and NHS Rotherham CCG requirements and ensure effective, ongoing service delivery.
- The pharmacy will have and maintain Standard Operating Procedures to meet all of these service requirements and reflect changes in practice or guidelines and ensure that pharmacists and staff involved in the provision of the service are appropriately trained and can deliver the service for the full contracted or voluntarily extended opening hours.
- The pharmacist shall provide information and advice relating to the use of palliative care medication to patients and carers where appropriate and palliative care drug information on request from healthcare professionals involved in the service.
- In circumstances where the pharmacy is unable to supply the item(s) on demand, they will direct/signpost the patient, carer or healthcare professional to the nearest pharmacy provider of palliative care drugs, checking first that they have the required item(s) in stock.
- The pharmacy shall co-operate with any CCG led assessment of the service, audit of service provision and service user evaluation of the service if requested.
- The pharmacy contractor shall notify NHS Rotherham CCG Medicines Management Team of any changes to the contact details of the pharmacy manager.

3.2 Quality and Clinical Governance Standards

- The pharmacy contractor must comply with all the requirements of the Essential services of the NHS Community Pharmacy Contractual Framework.
- The pharmacy contractor must provide NHS Rotherham CCG with a premises specific e-mail address which is accessed by the pharmacy at least once a day during opening hours.
- The pharmacy contractor shall ensure that pharmacists and staff involved in the provision of the service are appropriately trained, are aware of and operate within local procedures and guidelines.
- The pharmacy contractor shall ensure that any paperwork relating to the service, local procedures and guidelines issued by NHS Rotherham CCG are easily accessible within the pharmacy. This will include a list of participating pharmacies.
- The pharmacy will be required to undertake clinical audits relating to the service where required by NHS Rotherham CCG.
- The pharmacy will undertake Significant Event Analysis of incidents relating to the service and demonstrate learning from incidents where required by NHS Rotherham CCG.
- The pharmacist must report to NHS Rotherham CCG on an incident alert form (IAF) any items that are unable to be dispensed on-demand and inform NHS Rotherham CCG how the incident has been resolved.
- The pharmacy will contact NHS Rotherham CCG Medicines Management Team to authorise the destruction of any controlled drugs which expire.

3.3 Monitoring Requirements

- At the contract review, NHS Rotherham CCG may sample check the availability of the agreed formulary drugs, and contractors may be required to make appropriate documents available for inspection.
- At any time, NHS Rotherham CCG may request information on any audit the pharmacy has completed.
- The pharmacy will demonstrate Standard Operating Procedures and regular stock monitoring processes (Appendix B) to document the availability of the agreed formulary drugs, as part of any general contract monitoring undertaken by NHS Rotherham CCG.
- If at any time, agreed formulary drugs are not available or are out of date, and there is no evidence of a recent supply (within the previous working day) then the maintenance payment will be withheld.

3.4 Professional Indemnity Insurance

The pharmacists providing the service shall maintain insurance in respect of public liability and personal indemnity against any claims, whatsoever which may arise out of the terms, conditions and obligations of this agreement.

3.5 Health and Safety

The pharmacist providing the service 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.

3.6 Confidentiality and Data Protection

All parties to this service level agreement will ensure that the handling, storage and release of data conforms both to the requirements of data protection legislation and any local protocols and policies agreed.

All parties to this service level agreement shall not disclose to any third party any information identifying an individual service user or details of this service agreement unless in compliance with the general NHS policy under the law and disclosure of confidential information.

3.7 Equity and Diversity

The pharmacist/pharmacy staff must comply with requirements of the Race Regulations Act 1976 and the Race Relations (Amendments) Act 2000, and will not treat one group of people less favourably than others because of their colour, race or religious beliefs.

3.8 Dispute Resolution and Deviation from the Specification

Any initial disputes should be resolved locally between the relevant parties.

In the event that a dispute cannot be resolved locally, the issue must be put in writing to enable a meeting to facilitate local resolution.

Information regarding deviation from the service level agreement will be shared with NHS Rotherham.

3.9 Payment

NHS Rotherham CCG will reimburse the contractor for initial stock on the submission of a delivery note or invoice. The agreed price in appendix A will be paid regardless of actual price paid.

The contractor will receive on an annual basis a retainer fee of 20% of the value of the total drug tariff cost of the palliative care drugs list as described in Appendix A. Prices will be taken from the October Edition of that financial years Drug Tariff and if not included, the equivalent BNF list price.

The maintenance payment of 20% of the total drug costs will not be paid in the first financial year of providing the service however will be paid automatically each following year during March of that financial year.

Drugs dispensed on FP10 will be reimbursed through usual PPD methods and as such this will fund replacement of stock. It is envisaged by NHS Rotherham CCG that controlled drugs identified within appendix A of this document, will not significantly increase the overall pharmacy controlled drug storage requirements for the majority of contractors.

3.10 Termination

A pharmacy no longer willing or able to provide the service must give three months' notice in writing to NHS Rotherham CCG Medicines Management Team. The provider must ensure continuity of the service during the notice period.

Either party to this Agreement can give three months' notice, changes will be authorised in writing by NHS Rotherham CCG Medicines Management Team.

NHS Rotherham CCG reserves the right to terminate or suspend this agreement with immediate effect if there are any reasonable grounds for concern.

Provision of Palliative Care Drugs

I confirm that I am a registered Pharmacist employed by / owner of the Pharmacy below and I have read this Service Specification and agree to ensure the availability of palliative care drugs as listed in Appendix A. from the pharmacy named below.

Name of Contractor		
	From: 1 April 2021	To: 31 March 2022

Wishes to provide/continue to provide the Palliative Care Drug Provision Enhanced Service in accordance with the terms of the contract from the following community pharmacy premises

Pharmacy Name & Address	
Pharmacy e-mail	

Name of Person(s) responsible for maintaining stock	GPhC Registration number (if applicable)

Signed on behalf of the contractor:

.....

Authority of person completing this form on behalf of the Pharmacy Contractor

.....**Date of completion:**

I have included proof of purchase, where necessary for the drugs required to set up this service

A copy of this signed page only to be returned to:

The Administrator, Medicines Management Team, NHS Rotherham CCG, Oak House, Moorhead Way, Bramley, Rotherham S66 1YY

Appendix A

List of Palliative Care Drugs held in agreement with provision as Local Enhanced Service:

DRUG	PACK SIZE	DRUG TARIFF PRICE (Jan 2021)	MINIMUM QUANTITY	Total Cost
Cyclizine 50mg per ml ampoules	1 x 5	£14.64	1 x 5	£14.64
Diamorphine 10mg powder for solution for injection ampoules	1 x 5	£16.56	2 x 5	£33.12
Diamorphine 30mg powder for solution for injection ampoules	1 x 5	£16.45	2 x 5	£32.90
Haloperidol 5mg per 1ml ampoules	1 x 10	£43.63	1 x 10	£43.63
Hyoscine Hydrobromide 600mcg per ml (1ml)	1 x 10	£59.32	1 x 10	£59.32
Levomepromazine HCl 25mg per ml (1ml)	1 x 10	£20.13	1 x 10	£20.13
Metoclopramide 10mg per 2ml ampoules	1 x 10	£2.74	1 x 10	£2.74
Midazolam HCl 10mg per 2ml ampoules	1 x 10	£7.61	1 x 10	£7.61
Sodium Chloride 0.9% 10ml ampoules	1 x 10	£3.24	1 x 10	£3.24
Water for Injection 10ml ampoules	1 x 10	£3.17	1 x 10	£3.17

Morphine Sulphate 10mg per ml (1ml)	<p>These items can ONLY be obtained under this scheme IF diamorphine is unavailable and prior consent has been obtained from NHS Rotherham CCG.</p> <p>NHS Rotherham CCG will make a separate payment on an individual basis.</p>
Morphine Sulphate 30mg per ml (1ml)	
Oxycodone HCl 10mg per ml (1ml)	
Oxycodone HCl 10mg per ml (2ml)	

Appendix B

Pharmacy:

List of Palliative Care Drugs held in agreement with provision as Local Enhanced Service

Date pharmacy stock checked:.....

Checked by (signature)

Drug & Strength	Minimum Quantity to be kept	Quantity in Stock	Batch Numbers	Expiry Date
Cyclizine 50mg per ml ampoules	1 x 5			
Diamorphine 10mg	2 x 5			
Diamorphine 30mg	2 x 5			
Haloperidol 5mg per 1ml ampoules	1 x 5			
Hyoscine Hydrobromide 600mcg per ml (1ml)	1 x 10			
Levomepromazine HCl 25mg per ml (1ml)	1 x 10			
Metoclopramide 10mg per 2ml ampoules	1 x 10			
Midazolam HCl 10mg per 2ml ampoules	1 x 10			
Sodium Chloride 0.9% 10ml ampoules	1 x 10			
Water for Injection 10ml ampoules	1 x 10			