

Service Specification for NHS Community Pharmacy Palliative Care Drugs Stockist Scheme 1 October 2021 to 30 September 2022

1. This agreement is between

NHS England and NHS Improvement – Midlands (the Commissioner) Birch House,
Southwell Road West, Rainworth, Nottinghamshire, NG21 0HJ

And the Provider: (“the pharmacy”)
Trading as:
Address:

Contractor ODS code: F

2. Purpose

The aim of the scheme is to provide palliative care patients with good symptom control and maintenance by ensuring that there is an on-demand supply of palliative care drugs available from a network of pharmacies spread geographically across Lincolnshire.

Palliative care is defined by the World Health Organization (WHO) as ‘an approach that improves the quality of life of patients and their families facing the problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems; physical, psychosocial and spiritual’.

The condition of those reaching the end of life can change rapidly, thereby requiring an urgent response. The Department of Health End of Life Care Strategy (2008) found that one of the major challenges in relation to the delivery of high-quality end of life care in the community includes difficulty in accessing palliative care drugs outside routine working hours. Adequate and timely provision of services and drugs is vitally important in the provision of high-quality care at the end of life. Improvements can be made in a number of ways, such as by increasing access to drugs and drugs advice through effective commissioning of community pharmacy services.

This scheme will require the pharmacy to maintain the required stock of palliative care drugs in line with the agreed list of palliative care drugs, Appendix 2.

Where requested, the pharmacist will provide advice to the health care professionals regarding the prescribing or dosage of palliative care drugs that should be administered to a patient. The pharmacist will provide information and advice relating to the use of palliative care drugs to patients and carers.

This scheme is commissioned as an enhanced service, under Regulation 14 (1) (I) of the NHS The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013

3. Period

This agreement is for the period from 01 October 2021 to 31 September 2022.

4. Termination

Three months' notice of termination must be given if the pharmacy wishes to terminate the agreement before the given end date.

NHS England and NHS Improvement may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

5. Obligations

The pharmacy will provide the scheme in accordance with the specification (Appendix 1).

NHS England and NHS Improvement will manage the scheme in accordance with the specification (Appendix 1).

6. Payments

NHS England and NHS Improvement will pay the following:

- An annual retainer fee of £250 will be paid automatically in August 2021
- Reimbursement at cost price (based on dm+d + VAT) for drugs included in the agreed Palliative Care Stock List which have become time expired, provided normal stock rotation procedures have been followed within the pharmacy and broken bulk has not been claimed.

Claims for time expired stock are made using PharmOutcomes.

Payments will be entered on to the NHS BSA Local Payments Application and will appear on pharmacy contractors' FP34 monthly statement from the NHS BSA.

7. Standards

The scheme will be provided in accordance with the standards detailed in the specification (Appendix 1).

8. Confidentiality

Both parties shall adhere to the requirements of current data protection legislation and the Freedom of Information Act 2000.

Any approaches by the media for comments or interviews must be referred to NHS England and NHS Improvement

9. Indemnity

The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to NHS England and NHS Improvement.

Appendix 1

Service Specification – Community Pharmacy Palliative Care Drugs Stockist Scheme

1. Service description

- 1.1 The pharmacy shall maintain the required stock (range and quantity) of palliative care drugs against an agreed list (Appendix 2), which will be reviewed annually.
- 1.2 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.
- 1.3 The pharmacist shall provide information and advice relating to the use of palliative care drug to patients and carers, where appropriate, and palliative care drug information on request from health care professionals involved in the service.

2. Aims and intended service outcomes

- 2.1 The aim of the scheme is to provide palliative care patients with good symptom control and maintenance by ensuring that there is an on-demand supply of palliative care drugs available from a network of pharmacies spread geographically across Lincolnshire.

3. Service outline

The pharmacy contractor will:

- 3.1 Ensure that as many pharmacists as possible, including locum pharmacists, employed to work in the pharmacy are aware of the service.
- 3.2 In circumstances where the pharmacy is unable to supply the item(s) on demand, direct/signpost the patient, carer or health professional to the nearest pharmacy provider of the palliative care drugs stockist scheme, checking first that they have the supply in stock
- 3.3 Ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local procedures and guidelines. The pharmacy contractor shall also ensure that documentation relating to the service, local procedures and guidelines issued by the commissioner are easily accessible in the pharmacy.

4. Training and Premises Requirements

- 4.1 The pharmacy contractor has a duty to ensure that pharmacists involved in the provision of the scheme have relevant knowledge and are appropriately trained in the operation of the scheme.

5. Service availability

- 5.1 This scheme will be available during the full opening hours of the community pharmacy.

6. Quality Standards



- 6.1 The pharmacy reviews its standard operating procedures and the referral pathways for the scheme on an annual basis.
- 6.2 The pharmacy can demonstrate that pharmacists involved in the provision of the scheme have undertaken continuing professional development (CPD) relevant to this service.
- 6.3 The pharmacy participates in any NHS England and NHS Improvement – Midlands led audit of scheme provision.
- 6.4 The pharmacy co-operates with any NHS England and NHS Improvement – Midlands led assessment of scheme user experience.



Appendix 2: List of drugs to be kept by the Palliative Care Drugs Stockist Scheme Pharmacy

Product	Quantity
Cyclizine 50 mg in 1ml	2 x 5 ampoules
Dexamethasone 3.3 mg in 1ml	1 x 10 ampoules
Diamorphine 10 mg	2 x 5 ampoules
Diamorphine 30 mg	2 x 5 ampoules
Dexamethasone sodium phos 3.8mg/ml or 3.3mg/ml inj	5
Glycopyrronium 200 micrograms in 1 ml	1 x 10 ampoules
Haloperidol 5 mg in 1 ml	2 x 5 ampoules
Hyoscine butylbromide 20 mg in 1 ml	1 x 10 ampoules
Levomepromazine 25 mg in 1 ml	1 x 10 ampoules
Metoclopramide 10 mg in 2 ml	2 x 10 ampoules
Midazolam 10 mg in 2 ml	2 x 10 ampoules
Morphine sulfate 10 mg	4 x 10 ampoules
Morphine sulfate 30 mg	2 x 10 ampoules
Oxycodone 20 mg in 2 ml	1 x 10 ampoules
Water for injection 10 ml	2 x 10 ampoules
Sodium chloride for injection	2 x 10 ampoules
Cyclizine 50 mg	1 x 100 tablets
Dexamethasone 2 mg 1 x 50 tablets	1 x 50 tablets
Haloperidol 1.5 mg	1 x 28 tablets
Haloperidol 0.5 mg	1 x 28 capsules/tablets
Lorazepam 1 mg tablets (genus brand for s/l use)	1 x 28 tablets
Metoclopramide 10 mg tablets	1 x 28 tablets
Morphine sulphate 10 mg in 5 ml	2 x 100 ml oral solution
Morphine sulphate modified-release 30 mg	1 x 60 tablets (or capsules)
Oxycodone IR liquid 5 mg/5 ml	1 x 250ml oral solution
Sodium Picosulfate 1mg/ml	100ml bottle

Community Pharmacy Palliative Care Drugs Stockist Scheme 1 October 2021 to 30 September 2022
Pharmacy Contractor Sign Up and Assurance sheet

Pharmacy contractors are advised that incomplete submissions will be returned or may be rejected.

The agreement will be signed by representatives from both the Provider and NHS England and NHS Improvement, in signing this agreement the Provider and responsible pharmacist agree to provide the above service as per the service level agreement. Copies are to be signed by both parties. One copy to be retained by the Provider, the other copy to be retained by NHS England and NHS Improvement

Provider Name (Pharmacy Contractor)
F Code:

Address from which service will be provided
Email address:

Declaration: I / we agree to provide the Palliative Care Drugs Stockist Scheme as outlined within this service level agreement.


Signature on behalf of the Provider: (Pharmacy Contractor)

Signature Provider / Contract Holder	Name	Date

Signature of Pharmacist with Responsibility for Scheme Delivery:

Signature	Name	Date

Signature on behalf of NHS England and NHS Improvement –Midlands

Signature	Name	Designation	Date
	Caroline Goulding	Interim Head of Primary Care – East Midlands	24/09/2021

Upon completion please return this form to: England.eastmidpharmacy@nhs.net.

