# SCHEDULE 2 – THE SERVICES

1. **Service Specifications**

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| **Service Specification No.** | 2 |
| **Service** | Specialist Medicines Service (Palliative Care Medicines) |
| **Commissioner Lead** | Helen Wilkinson, ICS Community Pharmacy Clinical Lead, Bath and North East Somerset, Swindon and Wiltshire ICB (BSW ICB) |
| **Provider Lead** | Community Pharmacy |
| **Period** | 1 April 2024 – 31 March 2025 |
| **Date of Review** |  |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**   This agreement set outs the framework for the stockholding of drugs which may be required infrequently but urgently during normal hours from a community pharmacy and has been agreed with Community Pharmacy Avon and Community Pharmacy Swindon & Wiltshire. The implementation, administration, monitoring and review of this agreement are the responsibility of BSW ICB or any organisation that takes over these functions. |
| **2. 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 | X | | Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | X | |
| **3. Scope** |
| **3.1 Context**  **3.1.1** This service is designed to improve access to a wide range of palliative care medicines and other urgent medicines during normal and Bank Holiday working hours in the community.  **3.1.2** Importantly, the service works to support appropriate anticipatory prescribing for palliative care e.g. the use of Just in Case (JIC) Boxes, and thus contribute to supporting the individual to remain at home.  **3.1.3** It is also there to ensure that patients can access Antivirals in the early stages of the Flu season within Bath, Swindon and Wiltshire localities   * 1. **Aims and Intended Service Outcomes**   **3.2.1** It is recognised that pharmacies only hold as stock items those medicines which are routinely prescribed and required for dispensing promptly. Therefore, the aim of this service is to ensure prompt access and continuity of supply to specified medicines.  **3.2.2** To support people, carers and clinicians by providing them with up-to-date information and advice and referral where appropriate.  **3.2.3** To reduce pressure on urgent care services by delegating emergency medication supplies to pharmacists where possible.  **3.2.4** Support and maintain a network of ‘urgent care’ community pharmacists in BSW ICB localities.  **3.2.5** To reduce the quantity of medication waste.  **3.2.6** Patients or their carers are encouraged to continue use of their usual community pharmacy to obtain prescriptions.   * 1. **Service Description**      1. This service is aimed at the supply of specialist “urgent medicines”, some of which may not be standard stock for community pharmacies, during normal and Bank Holiday working hours.      2. The pharmacy contractor will stock a locally agreed range and minimum stock level of “urgent” medicines (See ‘Urgent Meds Stock list’ in Appendix 1 below) and will make a commitment to enable prompt access to these medicines during normal working hours.      3. The pharmacy will provide information and advice to the user, carer and clinician. They may also signpost to specialist centres e.g. local hospices, support groups or other health and social care professionals where appropriate.      4. The pharmacy will inform the ICB promptly if there are significant supply issues in obtaining any of the medicines on the urgent medicines list.      * 1. **Scope and outline of service**      1. The pharmacy agrees to hold the specified list of urgent medicines and will dispense these in response to receiving NHS prescription.      2. The list of specified medicines is hosted on the ICB Medicines Optimisation Team website [Medicines Optimisation Team - Medicines (bswtogether.org.uk)](https://bswtogether.org.uk/medicines/medicines-optimisation-team/), along with details of pharmacies commissioned to provide the service. No changes will be made to the list without the agreement of Community Pharmacy Avon and Community Pharmacy Swindon & Wiltshire/   As of October 2023:  [Specialist-Medicines-Supply-Service-Medication-List-October-2023.pdf (bswtogether.org.uk)](https://bswtogether.org.uk/medicines/wp-content/uploads/sites/3/2023/10/Specialist-Medicines-Supply-Service-Medication-List-October-2023.pdf)  [Participating-Pharmacies-August-2023.pdf (bswtogether.org.uk)](https://bswtogether.org.uk/medicines/wp-content/uploads/sites/3/2023/08/Participating-Pharmacies-August-2023.pdf)  (note that these links may change as the website is being updated, but there will be a link from the main medicines optimisation page, link above)   * + 1. The service is only accessible through the community pharmacies identified in the scheme during normal working hours when the patient’s usual community pharmacy cannot supply the medicines within the timescale required.     2. The pharmacy ensures that all items on the stock list are held and are in date - this will form part of the regular stock date checking process within the pharmacy.     3. The pharmacy contractor will provide BSW ICB with specific information on medicines that are on the Medication List and have been dispensed as per quality requirements and upon adhoc request.     4. The pharmacy contractor ensures that all staff are aware that this service is being provided in the pharmacy, this includes locums and relief staff. All staff should be aware of how to participate and operate within the service specification.     5. Please ensure your pharmacy team are aware of the Medvivo Health Care Professional line number     6. The Pharmacy must ensure that the lead pharmacist and/or technician maintains their competency in the area of palliative care medicines – this may include utilising the appropriate CPPE resources. BSW ICB may expect to see evidence of this CPD.     7. The pharmacy is required to ensure that stock levels are reported via Pharmoutcomes as required by the ICB. At times of healthcare system pressures or National Emergency this reporting frequency may be increased.   1. **Process for access**      1. GP, community pharmacy, or nurse contacts a pharmacist from one of the Urgent Medication contracted pharmacies to inform them they will be receiving a prescription for a medicine(s) from the urgent care list.      2. Where possible the prescriber will electronically send the prescription to the pharmacy – a telephone order or faxed prescription is not acceptable for Controlled Drugs.      3. Pharmacist will provide advice when appropriate.      4. Pharmacist will liaise with patient’s “regular” pharmacy to provide information on drugs supplied, on-going problems, advice given and likely future requirements where appropriate.      5. The pharmacy will ensure that there is priority access for carers and community staff to collect urgent medications.   2. **Quality Indicators**      1. The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.      2. The pharmacy participates in an annual service review if requested to do so by BSW ICB.      3. The pharmacy will submit the “Record of expired list drugs claimed for at such time as they expire and are replaced via PharmOutcomes.   3. **BSW will:**      1. Ensure all appropriate out of hours providers, nursing teams, secondary care colleagues, other community pharmacies, GP practices and providers are aware of the availability of this specialist service and how to access it.      2. Provide contact numbers and websites for CPD materials and referral.      3. Ensure that local stakeholders agree with the locally developed urgent medicines formulary and that they utilise it appropriately.   4. **Essential Service Continuation Plan**      1. The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.   5. **Financial details**      1. A £850 per annum retainer fee will be paid to the pharmacy contractor participating within the scheme.      2. There will be a pro rata payment (£71 per month) for pharmacies that join the service part way through the financial year.      3. The retainer fee will be returned to BSW ICB should a contractor withdraw from the service during the year. The amount returned will be calculated based on a pro rata basis (£71 per month).      4. The retainer fee can be claimed on submission of a Claim Form (or PharmOutcomes)      5. For any date expired stock the pharmacist will submit a Claim Form (or PharmOutcomes) giving details of the items expired. |
| **4. Applicable Service Standards** |
| **4.1 Monitoring Arrangements**  **4.1.1** BSW ICB will periodically monitor the stock levels held by pharmacies.  **4.1.2** BSW ICB will also monitor any claims for date expired stock. |
| **5. Applicable quality requirements and CQUIN goals** |
| Not applicable. |
| **6. Location of Provider Premises** |
| **The Provider’s Premises are located at:** |