

SCHEDULE 2 – THE SERVICES

A. Service Specifications

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| Service Specification No. | 06_CEOL_0012 |
| Service | Community Pharmacy Provision Of Palliative Care Drugs Service |
| Commissioner Lead | CEOL_CCP (Pharmacy Lead) |
| Provider Lead | |
| Period | 1.4.2014-31.3.2017 |
| Date of Review | |

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| 1. Population Needs | | | | | | | | | | | | | | | | | |
| <p>1.1 National/local context and evidence base</p> <ul style="list-style-type: none"> The demand for palliative care drugs can be urgent and/or unpredictable. A number of the drugs used in palliative care are rarely used in other circumstances and are therefore often not widely available in community pharmacies. | | | | | | | | | | | | | | | | | |
| 2. Outcomes | | | | | | | | | | | | | | | | | |
| <p>2.1 <u>NHS Outcomes Framework Domains & Indicators</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Domain 1</td> <td>Preventing people from dying prematurely</td> <td></td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td style="text-align: center;">*</td> </tr> <tr> <td>Domain 3</td> <td>Helping people to recover from episodes of ill-health or following injury</td> <td></td> </tr> <tr> <td>Domain 4</td> <td>Ensuring people have a positive experience of care</td> <td></td> </tr> <tr> <td>Domain 5</td> <td>Treating and caring for people in safe environment and protecting them from avoidable harm</td> <td></td> </tr> </table> | | | 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 | |
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| <p>2.2 Local defined outcomes</p> <ul style="list-style-type: none"> To enhance quality of life for Palliative patients To provide Palliative drugs closer to home | | | | | | | | | | | | | | | | | |
| 3. Scope | | | | | | | | | | | | | | | | | |
| <p>3.1 Aims and objectives of service</p> <ul style="list-style-type: none"> To improve the accessibility of drugs used in palliative care for patients in the | | | | | | | | | | | | | | | | | |

community.

3.2 Service description/care pathway

- The pharmacist will provide information and advice to the user, carer and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.
- Selected pharmacies will hold a stock of an agreed range of drugs (Appendix 1) used in palliative care. The list will be agreed between the Dorset CCG and their local palliative care specialists and updated as necessary.

3.3 Service Model.

- The initial stock of agreed drugs will be purchased by the participating pharmacies from their usual wholesalers and will be the property of that pharmacy. Dorset CCG will pay a one off initial payment in recognition of the capital outlay when a pharmacy newly joins the service. Dorset CCG will pay the drug tariff or cost price of any items that are newly added to the agreed list.
- Dorset CCG will reimburse the drug tariff or cost price of stock that reaches its expiry date. The out of date stock form at appendix 2 should be used to claim for date expired stock.

3.4 Any acceptance and exclusion criteria and thresholds

- Available in respect of all Palliative Care Patients registered with a GP Practice in Dorset

3.5 Interdependence with other services/providers

- This service will work closely with other community pharmacies, all GP practices, Dorset and Somerset Urgent Care Service and the Palliative Care teams

4. Applicable Service Standards

4.1 Applicable National standards (e.g. NICE)

- NICE Clinical Guidelines CG 140 Opioids in Palliative Care Safe Prescription of Opiates

4.2 Applicable local standards

- To ensure the full range (and quantities) of agreed drugs are in stock in the pharmacy at all times. Items used must be re-ordered promptly.
- To report to Dorset CCG immediately if there is difficulty in obtaining any of the drugs.
- To report to Dorset CCG on an incident report form any items that are unable to be dispensed on-demand and inform Dorset CCG how the incident has been resolved.
- To ensure that whenever possible the stock is dispensed and replaced (when a suitable prescription is presented) to ensure the stock is rotated as much as possible. This will minimise occurrences of stock going out of date.

- To complete Dorset CCG annual audit of service provision completing the audit attached (Appendix 4) and returning it to Dorset CCG by the appointed deadline.
- The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.
- No part of this specification by commission, omission or implication defines or redefines essential or advanced services.
- The pharmacy will ensure that the necessary documentation, as detailed in this service specification, is maintained and made available to the purchaser to enable the service to be monitored and for the purpose of post payment verification.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

- The pharmacy reviews its standard operating procedures on an annual basis.
- The pharmacy can demonstrate that clear and accurate records are kept.
- The pharmacist will be familiar with the section on palliative care in the current edition of the BNF.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service e.g. familiarity with NICE
- Ideally all pharmacists working in the pharmacy will have completed the CPPE Open learning Palliative Care 2012. Regular pharmacists for the pharmacy are expected to have done this. A copy of the CPPE distance learning pack on Palliative Care should be kept in the pharmacy for reference.
- Pharmacists will be responsible for identifying their own learning needs and recording their Continuing Professional Development (CPD).

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider’s Premises are located at:

A list of pharmacies that have agreed to provide this service, together with their contact numbers, will be available to community pharmacies, all GP practices, Dorset and Somerset Urgent Care Service and the palliative care teams.

7. Individual Service User Placement

Not applicable

8.