# Schedule 2 Part A Service Specification

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| **Service Specification No.** |  |
| **Service** | COVID-19 Community Pharmacy 1 Hour Delivery Service |
| **Commissioner Lead** | Peter Johnstone |
| **Provider Lead** |  |
| **Period** | 5th May 2020 – 31st March 2021 |
| **Date of Review** | October 2020 |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**   A COVID-19 Community Pharmacy 1 Hour Delivery Service is being commissioned from community pharmacies to provide urgent access to medicines during the COVID-19 outbreak.  The object of the service is to maintain an agreed stock of medicines used in the treatment of palliative care patients during the COVID-19 outbreak at designated community pharmacies and where requested by a clinician provide a fast track delivery service (within one hour) during agreed times.  Pharmacies providing the service must also be providers of the separately commissioned Stock Holding of Palliative Care Medicines Service to ensure stocks of appropriate medicines are available to be dispensed and delivered within 1 hour. |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**   |  |  |  | | --- | --- | --- | | **Domain 1** | **Preventing people from dying prematurely** | **Y** | | **Domain 2** | **Enhancing quality of life for people with long-term conditions** | **Y** | | **Domain 3** | **Helping people to recover from episodes of ill-health or following injury** | **Y** | | **Domain 4** | **Ensuring people have a positive experience of care** | **Y** | | **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **Y** |   **2.2 Local defined outcomes**  2.2.1 To ensure rapid dispensing and delivery of medicines for the treatment of COVID-19 symptoms. |
| **3. Scope** |
| * 1. **Aims and objectives of service**      1. To ensure patients who require palliative care medicines during the COVID-19 outbreak are able to access treatment without delay and where required prescribers are able to request fast track delivery of urgent medicines.   **3.2 Service description/care pathway**  3.2.1 The service will begin on 5th May 2020.  3.2.2 The service will remain in place until the COVID-19 outbreak has subsided. In the first instance it will run until October 2020.  3.2.3 The pharmacy contractor must be a provider of the separately commissioned Stock Holding of Palliative Care Medicines Service. Liverpool CCG will regularly review the medication stock levels to ensure that it meets local requirements and is consistent with national and local guidance.  3.2.4 The pharmacy contractor must have a Standard Operating Procedure (SOP) in place for the provision of this service. All staff involved in the provision of this service should ensure they are familiar with and adhere to the SOP  3.2.5 The pharmacy contractor will, where requested by the prescriber, offer a fast track delivery service. This is defined as delivery of dispensed medicines to the patient within one hour of receipt of the prescription.  3.2.6 A fast track delivery service will be provided by the pharmacy contractor throughout the pharmacy’s contracted opening hours.  3.2.7 Where the patient resides in a care home or nursing home the pharmacy contractor will provide a MAR chart for any medicines dispensed under this service.  3.2.8 The pharmacy contractor will provide a dedicated phone number to be used by the prescriber to phone the pharmacy to advise that a fast track delivery is required. The mobile phone will be provided by Liverpool CCG for use for Covid and End of Life services only.  3.2.9 The pharmacy contractor will deliver the medicine which the pharmacy has dispensed itself or outsource it via a secure delivery method.  3.2.10 Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply for the patient or their representative.  3.2.11 Changes in contracted hours must be communicated to the CCG Prescribing team as this may result in a review of service provision.  3.2.12 If, for whatever reason, the pharmacy ceases to provide the essential services under the pharmacy contractual framework then the pharmacy will become ineligible to provide this locally commissioned service  3.2.13 If the service is not provided in accordance with this service specification Liverpool CCG reserve the right to recover the appropriate payment and the pharmacy will become ineligible to provide this locally commissioned service  3.2.14 The pharmacy may withdraw from this service at any time provided it gives notice in writing of at least 30 days of its intention to do so.  **3.3 Population covered**  3.3.1 Patients registered with Liverpool CCG GP Practices  **3.4 Any acceptance and exclusion criteria and thresholds**  3.4.1 The pharmacy contractor must be a provider of the separately commissioned Stock Holding of Palliative Care Medicines Service and must have a standard operating procedure (SOP) in place for this service.  **3.4 Payment**  3.4.1 Claims for payment for this service should be made using PharmOutcomes  3.4.2 Payment can only be claimed for the service where fast track delivery (within 1 hour) has specifically been requested by the prescriber.  3.4.3 Payment for fast track deliveries where a prescription is received between Monday to Friday 9am- 5.45pm, or Saturday and Sunday during the pharmacy contracted opening hours will be £20 per delivery plus VAT.  3.4.4 Payment for fast track deliveries where prescription is received before 9am and after 5.45pm Monday to Friday will be £30 per delivery plus VAT.  3.4.5 A monthly claim should be submitted via PharmOutcomes. An invoice will be generated electronically and sent to Shared Business Services for payment by the CCGs  3.4.6 Pharmacy contractors cannot claim payment under the national Community Pharmacy Pandemic Delivery Advanced Service if they are claiming payment under this scheme. |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards (eg NICE)**  4.1.1 NICE Quality Standard [QS13] End of life care for adults  4.1.2. Statement 8: People approaching the end of life receive consistent care that is coordinated effectively across all relevant settings and services at any time of day or night, and delivered by practitioners who are aware of the person's current medical condition, care plan and preferences.  4.1.3. Statement 9: People approaching the end of life who experience a crisis at any time of day or night receive prompt, safe and effective urgent care appropriate to their needs and preferences.  4.1.4. Statement 15: Health and social care workers have the knowledge, skills and attitudes necessary to be competent to provide high-quality care and support for people approaching the end of life and their families and carers.  **4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)**  4.2.1 General Pharmaceutical Council Standards of conduct, ethics and performance  4.2.2. General Pharmaceutical Council Standards for registered Pharmacies  **4.3 Applicable local standards**  4.3.1. The Pharmacy Contractor reviews their Standard Operating Procedure for the service when there are any major changes in the law affecting the service or in the event of any dispensing or delivery incidents. In the absence of any of these events they will be reviewed every 2 years.  4.3.2. The pharmacy demonstrates pharmacists and staff involved in the provision of this service has undertaken CPD, appropriate to palliative care.  4.3.3. The Pharmacy contractor contributes to any locally agreed CCG led assessment of the service or service user experience  4.3.4 The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies. |
| **5. Location of Provider Premises** |
| **The Provider’s premises are located at:** |

**Schedule 2 Part B Indicative Activity Plan**

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| **Care Home at the Chemist Service**  Activity will be determined by demand for the service. |

**Schedule 2 Part C Activity Planning Assumptions**

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| N/A |

**Schedule 2 Part F Clinical Networks and National Programmes**

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| N/A |

**Schedule 2 Part G Other Locally Agreed Policies and Procedures**

N/A

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| **Policy** | **Date** | **Weblink** |
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**Schedule 2 Part I Exit Arrangements**

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| The CCG reserves the right to close the scheme after the first review (Oct 2020) or not renew the scheme at the end of the first period (March 2021).  All pharmacies taking part in the scheme will be notified in writing at least one month before the close of the project. |

**Schedule 2 Part K Transfer of and Discharge from Care Protocols**

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| N/A |

**Schedule 3 Payment**

**Part A Local Prices**

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| **Service Description** | **Price** | **Basis for payment** | **Regime for future years** |
| 1h urgent delivery | 9am to 5.45  £20 service fee plus VAT  8am-9am and  after 5.45pm  £30 service fee plus VAT | Payment is dependent on the pharmacy submitting an invoice to the CCG via PharmOutcomes. | N/A |

**Part B Local Variations**

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| **N/A** |

**Part F Expected Annual Contract Value**

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| **Service** | **Expected annual contract value** |
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**Schedule 4 Part C Local Quality Requirements**

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| **Quality Requirement** | **Threshold** | **Method of Measurement** | **Consequence of breach** |
| As PharmOutcomes will be used to manage activity reporting, this will form the basis of any audit that may be deemed appropriate. |  |  |  |

**Schedule 4 Part F Local Incentive Scheme**

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| **N/A** |

**Schedule 5 Part B2 Provider’s Permitted Material Sub-Contractors**

**SCHEDULE 6 Part C Reporting Requirements**

**Activity Information required**

| **Information required** | **Reporting Period** | **Format of Report** | **Timing and Method for delivery of Report** |
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| Patient identifier, prescriber, details of item(s) delivered, date of delivery | Monthly | As set out in PharmOutcomes | Via PharmOutcomes by 5th of the month |

**Quality Requirements Information required**

| **Information required** | **Reporting Period** | **Format of Report** | **Timing and Method for delivery of Report** |
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| As per Schedule 4 Part C |  |  |  |

**SCHEDULE 6 Part G Surveys**

N/A

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| **Type of Survey** | **Frequency** | **Method of Reporting** | **Method of Publication** |
| Friends and Family Test (where required in accordance with FFT Guidance) |  |  |  |
| Service User Survey |  |  |  |
| Staff Surveys |  |  |  |
| Carer Survey |  |  |  |