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| **SERVICE SPECIFICATION NO:** |       |
| **SERVICE:** | Stock Holding of Palliative Care Medicines |
| **PROVIDER:** |  |
| **Commissioner Lead** | Geraldine McKerrell |
| **Provider Lead** |  |
| **Period** | April 2025 – March 2026 |
| **Date of Review** | February 2025 |

**Version Control:**

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| **Version No:** | **Section Edited:** | **Editing Author:** | **Date:** |
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# SCHEDULE 2 – THE SERVICES

1. **Service Specifications**

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement

Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

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| **1. Population Needs** |
| **1.1 National/local context and evidence base** The demand for specialist palliative care medicines is often urgent and/or unpredictable. In addition, community pharmacies do not generally hold a stock of all these medicines, which can lead to a shortfall in provision of medicines for patients who are terminally ill and/or receiving end of life care.In order to ensure availability of palliative care medicines, both within hours (8.00am to 6.00pm, Monday to Friday) and ideally out of hours (evenings and weekends), a small number of community pharmacies across Liverpool will be remunerated to hold an ongoing stock of these medicines. Pharmacies providing the service will have adequate opening times in order to ensure provision in hours and ideally throughout evenings and weekends and will be located to provide geographical coverage across the city.  |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**

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| **Domain 1** | **Preventing people from dying prematurely** | **[ ]**  |
| **Domain 2** | **Enhancing quality of life for people with long-term conditions** | **[x]**  |
| **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** | **[ ]**  |

**2.2 Local defined outcomes**To reduce the incidence of delayed access to immediately required Palliative Care medication.  |
| **3. Scope** |
| * 1. **Aims and objectives of service**
		1. To maintain an agreed stock of medicines used in the treatment of palliative care (Appendix 1) at a designated community pharmacy, intended for supply by the community pharmacy against FP10 prescriptions issued.
		2. To ensure the public has access to palliative care medicines during both normal working hours, and evenings and weekends.
		3. To support patients, carers and clinicians by providing them with up to date information and advice and referral to specialist palliative care, where appropriate.
	2. **Service description**
		1. To maintain a minimum stock level of palliative care medicines, which will be one complete pack of each item. Allowances will be made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems.
		2. The pharmacy will ensure all staff including locums are aware of the service and will produce a Standard Operating Procedure (SOP) which all staff should adhere to. The SOP will include:
1. List of agreed medicines
2. Details of wholesalers – delivery/order times and contact details
3. Contact details of other pharmacies providing the service
4. Contact details for ICB Commissioner Lead
5. Record of stock check
6. Significant event reporting
	* 1. The SOP should be reviewed annually or before if circumstances dictate. Each review should be documented and the SOP subject to version control. Staff must read, date and sign the SOP after a review. The Standard Operating Procedure must be available to the commissioner if requested
		2. 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. To identify and manage shortfalls in the service a significant event reporting form should be completed via PharmOutcomes
		4. Medicines will be checked regularly to ensure sufficient stock is available and in date.
		5. Where a medicine is unavailable due to manufacturing or supply issues the pharmacy will report this via PharmOutcomes. This will notify Liverpool Place and the local Out of Hours Service. Pharmacies may also inform Liverpool Place via email to liverpool.mmt@cheshireandmerseyside.nhs.uk
		6. The service provider may claim payment from the ICB Place for stock obtained and held for the purposes of this service which pass their expiry date. Reimbursement for replacement of expired drugs will calculated at the latest Drug Tariff price.
		7. Pharmacists will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care.
		8. The pharmacy must be able to demonstrate compliance with any National Patient Safety Agency (NPSA) safer practice notices and Medicines and Healthcare products Regulatory Agency (MHRA) alerts and recalls.
		9. The pharmacist must be able to demonstrate ongoing CPD and may wish to undertake an update in palliative care through private study and attendance at relevant teaching sessions.
		10. All incidents involving controlled drugs should be reported to NHS England via [www.cdreporting.co.uk](http://www.cdreporting.co.uk)
		11. Any changes in Pharmacy Owner will be communicated to the ICB Commissioner Lead
		12. The pharmacy opening hours must be adequate in order to support provision of this service both in normal working hours, and ideally at evenings and weekends.
		13. Changes in opening hours must be communicated to the ICB Commissioner Lead as this may result in a review of service provision.
		14. 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.
		15. If the service is not provided in accordance with this service specification, the ICB reserves the right to recover the appropriate payment and the pharmacy will become ineligible to provide this service.
		16. The pharmacy may withdraw from this service at any time provided it gives notice in writing of at least 90 days of its intention to do so.
		17. Where a pharmacy withdraws from this service then the ICB reserves the right to reclaim any associated fees on a pro-rata basis.

**3.3 Population covered**3.3.1 Patients registered with a Liverpool GP Practice 3.3.2 Where there is a demand medicines may also be supplied to patients registered within other local areas i.e. Sefton and Knowsley**3.4 Interdependence with other services/providers**3.4.1 The pharmacy will hold contact details of other local pharmacies providing the service, in order to identify an alternative point of supply where stock is not available.**3.5 ICB responsibilities**3.5.1 The ICB Medicines Management Team member, may request pharmacies audit stock levels and documentation at least annually.3.5.2 The ICB will provide adequate signposting for patients, carers and clinicians to improve awareness of specialist palliative care services and the availability of support and advice.3.5.3 The ICB will promote the service to prescribers and other health and social care services across Liverpool and neighbouring Places. |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards (eg NICE)**Supply of ALL medicines must be in accordance with the Human Medicines Regulations 2012It is recognized that several medicines in the palliative care formulary are Controlled Drugs subject to the relevant provisions in The Controlled Drugs (Supervision of Management and Use) Regulations 2013**4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)** The Palliative Care Medicines Service may only be provided by Pharmacists with current registration with the General Pharmaceutical Council from premises that hold a current contract to supply NHS Pharmaceutical Services.**4.3 Applicable local standards**It is expected that the service will be offered consistently throughout the opening hours of the pharmacy including evenings, weekends and Bank Holidays. |
| **5. Location of Provider Premises** |
| **See Schedule 2A** |