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**Provision of**

**End of Life Care Medication in Newham Service Specification**

**Version 3.0**

**April 2022**



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**SERVICE SPECIFICATION FOR THE AVAILABILITY OF END OF LIFE MEDICATION IN NEWHAM.**

# Introduction

The aim of this service is to ensure the availability of medication used for end of life care across the borough of Newham. The service is designed to improve access to these medicines for patients, carers and healthcare professionals when they are required, in order to ensure that there is no delay to treatment whilst also providing access and choice.

# Background

End of life care service requires specialist medicines that are not routinely available in all community pharmacies and this may cause delay in treatment for patients.

# Document Purpose

* 1. This document sets out the service specification to cover the provision of medication used for End of Life Care (EoLC) service within community pharmacies.

# Service Outline

* 1. This service will require the pharmacy to maintain the required stock of EoLC medication in line with the agreed list in [**Appendix 1**](#_bookmark13)**. The stock list may be subject to changes in line with national guidance**
  2. Where requested, the pharmacist will provide advice to the healthcare professional regarding the prescribing or dosage of EoLC that should be administered to the patient.
  3. The pharmacist will provide information and advice relating to the use of EoLC medicines to patients and carers.
  4. The pharmacy and the pharmacist will provide an out-of-hours (OOH) service to the patients in Newham Borough (NEL CCG) as outlined in [Appendix 2](#_bookmark14) for **EoLC medication ONLY**. OOH is defined as the hours where the pharmacy is not in operation.
  5. The pharmacy will accept patient’s medicine returns for destruction from patients, carers or other healthcare professionals as per the NHS Community Pharmacy Contract: Essential Services Disposal of Unwanted Medicines. Please see [Appendix 3](#_bookmark15) for the algorithm for other healthcare professionals for controlled drugs.

# Aims and Intended Outcomes

* 1. To ensure that there is 24 hours 7 days a week availability of medicines for EoLC from community pharmacies in Newham. This will include the normal opening hours of the community pharmacy providing the service as well as any OOH call outs required for urgent dispensing of medication for EoLC.

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* 1. To ensure that there is easy access to medicines for EoLC to provide patients with good symptom control and ensure that their symptom control is maintained.
  2. Help prevent a crisis and emergency hospital attendance with the possibility of admission arising due to the lack of access to medication for EoLC
  3. 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 |
| **Domain 5** | Treating and caring for people in safe environment and protecting them  from avoidable harm |

# Service Specification and Service Standards

* 1. The service will be provided by a practicing pharmacist registered with the General Pharmaceutical Council.
  2. The pharmacy contractor shall maintain the required stock (range and quantity) of EoLC drugs against an agreed list of palliative care drugs ([Appendix 1](#_bookmark13)) which will be reviewed when necessary.
  3. There must be named individual(s) who ensures that the stock is managed appropriately.
  4. The pharmacy contractor 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.
  5. The list in [Appendix 1 i](#_bookmark13)dentifies minimum stock levels that the pharmacy must stock and maintain. The contractor will identify where supply problems prevent compliance with this requirement and notify Tower Hamlets, Newham, Waltham Forrest (TNW) Medicines Management Team, within **one working day** via:

## **E-mail:** nelondon.tnwmedicinesoptimisation@nhs.net

(Please see [Appendix 2](#_bookmark14) for the service pathway).

* 1. The identified range and quantity of medicines are **in addition** to any demand requirement arising from the pharmacy’s normal within hours dispensing service.
  2. The pharmacy contractor must operate this service for their full opening hours and OOH where required as per the algorithm in [Appendix 2](#_bookmark14).
  3. The pharmacy contractor must maintain appropriate records for the pharmacy and Newham Borough (NEL CCG) to cover ordering, receipt, batch number, expiry date checks and audits to meet legal and Newham Borough (NEL CCG) requirements and ensure effective, ongoing service delivery.
  4. The pharmacy contractor will have and will update specific standard operating procedures (SOP) to meet all of these service requirements and reflect changes in practice or guidelines where appropriate.
  5. The pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service have received the appropriate training and can deliver the service for the full contracted and voluntarily extended opening hours as well as have a SOP for when the pharmacist is called OOH.
  6. In circumstances where the pharmacy is unable to supply the item(s) on demand, they will direct/signpost the patient, carer or healthcare professional to the nearest pharmacy provider of EoLC medication checking first that they have the required item(s) in stock as per [Appendix 2](#_bookmark14).
  7. In circumstances where the pharmacy is unable to supply the item(s) on demand, they will inform the prescriber of the issue with providing the medication to the patient or carer as per [Appendix 2](#_bookmark14).
  8. The pharmacy contractor shall notify Newham Borough (NEL CCG) Medicines Management team of any changes to the contact details of the pharmacy manager and/or lead pharmacist for this service.
  9. The pharmacy contractor will accept controlled drugs and other medication for destruction as per the Good Practice Guidance in [Appendix 3](#_bookmark15).
  10. The pharmacy core and supplementary (combined) opening times are equivalent to 55 hours per week.
  11. The pharmacy will be open for Monday to Saturday.

# Service description for out of hours access for medication for EoLC

* 1. The pharmacist would be contacted by GP Co-Op (Co-Operative, GP out of hours service). Pharmacist would agree to attend the pharmacy to dispense a prescription. For EOL prescription requests in hours your normal delivery arrangements should apply.
  2. If the pharmacist receives such a call and is unable to attend the pharmacy then GP Co-Op would contact the next pharmacist on the list until a pharmacist is available.
  3. On first contact GP Co-Op would supply the pharmacist with the following patient details as follows:



Patient name and address Patient telephone number Date of birth

Name of drug prescribed

Patient prescription charge exemption (if applicable)

 Prescribing doctor name and contact details for any queries

* 1. The GP Co-Op will request patient’s representative or carer to travel to the pharmacy out of hours. If a patient’s representative or carer is unable to travel to the pharmacy out of hours, for whatever reason, then alternative arrangements should be made which may include the possibility of prescriber or healthcare representative taking the prescription from the patient’s house to the community pharmacy and returning the dispensed medication to the patient.
  2. The pharmacist must be able to provide the medication within 2 to 3 hours in response to an out of hours call.
  3. Please note, the pharmacist will be contacted out of hours via their personal mobile number. This is not shared widely. If there is a change in the mobile number, the commissioner must be informed. It is the responsibility of the pharmacist to ensure their mobile phone is available at all times, to respond to a possible call. Where due to unforeseen circumstances, the pharmacist will be unable to deliver on service out of hours, the commissioner must be informed.
  4. During an out-of-hours callout, the Pharmacist can ask the requester who may be the Healthcare professional or patient’s representative to accompany the Pharmacist to the Pharmacy site at the same time to ensure safe transfer of medicines/service.

# Training Requirements for EoLC

* 1. Any pharmacist, including locums, who will be involved with the service must have completed the CPPE Fundamental of Palliative Care e-learning and e-assessment 2022: [Click here](https://www.cppe.ac.uk/programmes/l/palliative-ec-01/) .
  2. Pharmacists providing the service, including locums, may be asked to provide evidence of completion of the CPPE Palliative Care course by the commissioner during contract reviews.

# Quality and Clinical Governance Standards

* 1. The pharmacy contractor must comply with all the requirements of the Essential services of the NHS Community Pharmacy Contractual Framework.
  2. The pharmacy contractor must provide Newham Borough (NEL CCG) with a premises specific e-mail address which is accessed by the pharmacy at least once a day during opening hours.
  3. The pharmacy contractor shall ensure that pharmacists and staff involved in the provision of the service are appropriately trained, are aware of and operate within local procedures and guidelines.
  4. The pharmacy contractor shall ensure that any paperwork relating to the service, local procedures and guidelines issued by Newham Borough (NEL CCG) are easily accessible within the pharmacy. This will include the Barts Health NHS Trust End of Life Injectable Guidelines and list of participating pharmacies.
  5. The pharmacy contractor will be required to undertake clinical audits relating to the service where required by Newham Borough.
  6. The pharmacy contractor will have a system in place to investigate incidents and will report any incidents related to the service to Newham Borough.
  7. The pharmacy contractor will undertake Significant Event Analysis of incidents relating to the service and demonstrate learning from incidents where required by Newham Borough.
  8. The pharmacy contractor must report to Newham Borough (NEL CCG) any items that are unable to be dispensed on-demand and inform Newham Borough (NEL CCG) how the incident has been resolved.

# Monitoring Requirements

* 1. At the contract review, Newham Borough (NEL CCG) may sample check the availability of the agreed formulary drugs, and contractors may be required to make appropriate documents available for inspection.
  2. At any time, TNW CCG may request information on any audit the pharmacy has completed.
  3. The pharmacy will demonstrate SOP and monitoring processes as part of any general contract monitoring undertaken by Newham Borough.
  4. If at any time, agreed formulary drugs are not available or are out of date, and there is no evidence of a recent supply (within the previous working day) then the maintenance payment will be withheld.

# Professional Indemnity Insurance

* 1. The pharmacists providing the service shall maintain insurance in respect of public liability and personal indemnity against any claims, whatsoever which may arise out of the terms, conditions and obligations of this agreement.

# EoLC medication scheme payment schedule

* 1. Newham Borough (NEL CCG) will reimburse the contractor for initial stock on the submission of an invoice and the Memorandum of Understanding agreement. The agreed price in [Appendix 1](#_bookmark13) will be paid regardless of actual price paid. Prices will be taken from the March Edition of that financial years Drug Tariff and if not included, the equivalent BNF list price.
  2. The pharmacy contractor will receive, on an annual basis, a fee of £300 to help support the pharmacy with any administration costs and training associated with the service. The fee will be paid on the submission of the memorandum of understanding and submission of an invoice.
  3. The pharmacist contractor will receive £200 per call out to provide an out-of-hours service to dispense urgent end of life injectables.
  4. Drugs dispensed on FP10 will be reimbursed through usual PPD methods and as such, this will fund replacement of stock. It is envisaged by Newham Borough (NEL CCG) that controlled drugs identified within [Appendix 1](#_bookmark13) of this document, will not

significantly increase the overall pharmacy controlled drug storage requirements for the majority of contractors.

* 1. Please use the invoice template in Appendix 5 for claims and reimbursements
  2. The CCG is responsible for maintaining a list of pharmacies and informing the OOH providers, GPs and the community teams of these pharmacists.
  3. Newham Borough (NEL CCG) will reimburse the contractor for initial stock on the submission of an invoice and the Memorandum of Understanding agreement. The prices in appendix 1 are based on cost of drugs from Drug Tariff March 2022 and if not included, equivalent BNF list price. The cost of the drug list will be reimbursed in full, based on the price of purchase made at that time. Any medicines that have expired during the service and requires replacement for the EOL service will be reimbursed. A copy of the invoice should be submitted when making the claim for reimbursement.
  4. Any claims for reimbursement of expired drugs on invoices should be supported with evidence – please refer to Appendix 4.

# 11. Declaration

Service level agreements with Newham Borough (NEL CCG) must be signed for each individual pharmacy wishing to supply EoLC medicines through this scheme. It is the contractor’s responsibility to ensure that every pharmacy that supplies EoLC medicines understands the terms of this agreement.



**Appendix 1: Palliative Care and End of Life Care Medication Stock List**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Medication** |  | **Form** |  | **Strength** | **Pack Size** | **Total stock – minimum packs kept** | **Drug Tariff price March 2022** |
| **Alfentanil** | Ampoules for Injection | | 500micrograms/ml | | 10 x 2ml | **3** | £6.34 |
| **Alfentanil** | Ampoules for Injection | | 5mg/ml | | 10 x 1ml | **3** | £23.19 |
| **Buprenorphine patches** | Transdermal patches | | 5 micrograms/hour  10 micrograms/hour | | 4 patches  4 patches | **2**  **2** | £17.60  £31.55 |
| **Codeine** | Liquid sugar-free | | 15mg/5ml | | 200ml | **1** | £1.76 |
| **Cyclizine** | Injection |  | 50mg/ml | | 5 x 1ml | **2** | £5.78 |
| **Dexamethasone Injection** | Injection |  | 3.3mg/ml | | 10 x 1ml | **1** | £23.99 |
| **Diamorphine (OUT OF STOCK)** | Powder for Injection | | 10mg |  | 5 Amps | **1** | - |
| **Diamorphine (OUT OF STOCK)** | Powder for Injection | | 30mg |  | 5 amps | **1** | £16.53 |
| **Fentanyl patches** | Transdermal patches | | 12micrograms/hour 25micrograms/hour 50micrograms/hour | | 5 patches  5 patches  5 patches | **5**  **2**  **5** | £12.59  £17.99  £33.66 |
| **Glycopyrronium** | Injection |  | 200micrograms/ml | | 10 x 1ml | **1** | £9.68 |
| **Glycopyrronium** | injection |  | **600micrograms/3ml** | | 10 x 3ml | **2** | £14.99 |
| **Haloperidol** | Injection |  | 5mg/ml | | 10 x 1ml | **2** | £53.61 |
| **Haloperidol** | Liquid sugar-free | | 10mg/5ml | | 100ml | **1** | £6.51 |
| **Hyoscine Butylbromide** | Solution for Injection Amps | | 20mg/1ml | | 10 x 1ml | **2** | £2.92 |



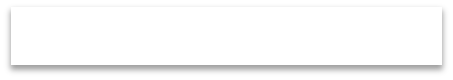
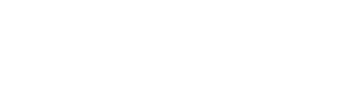
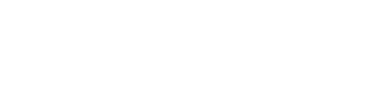
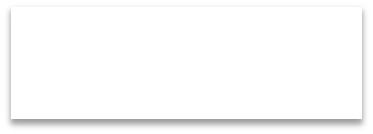
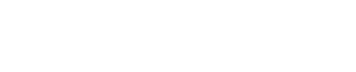
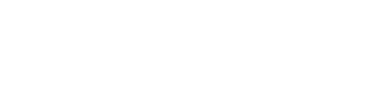
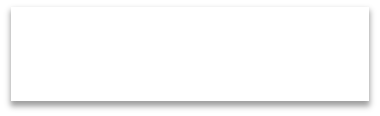
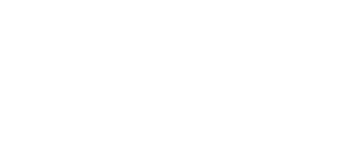
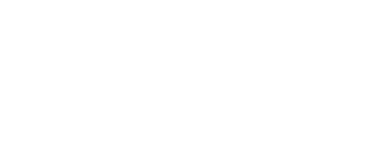
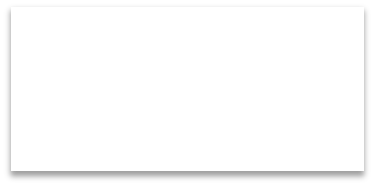
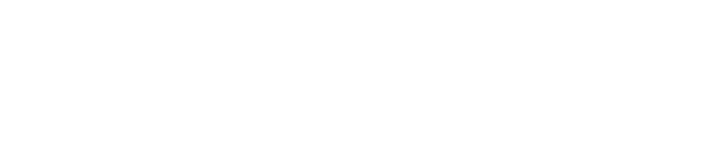
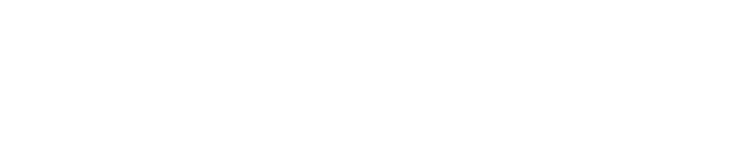
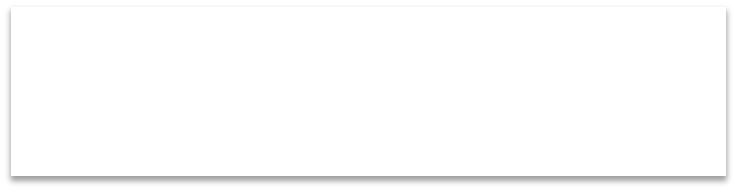
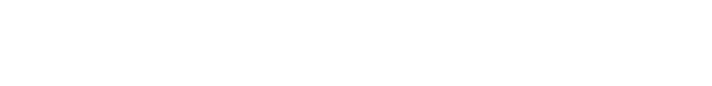
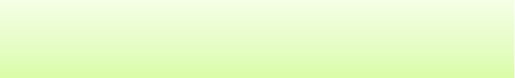
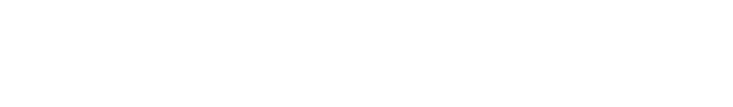
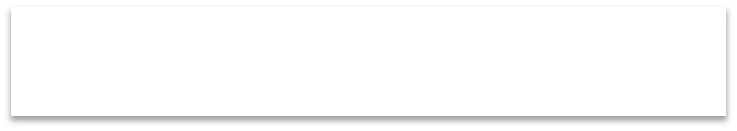
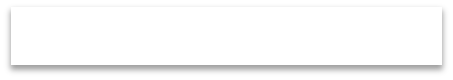
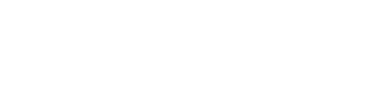
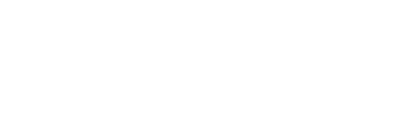
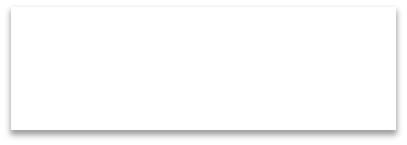
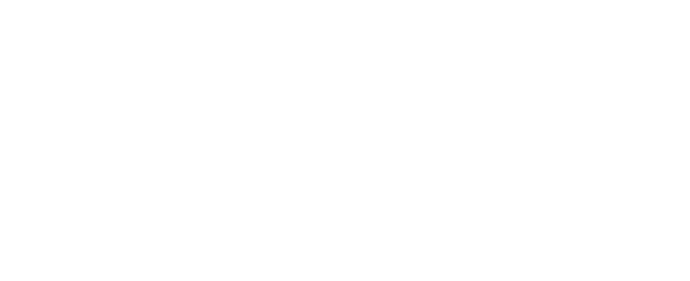
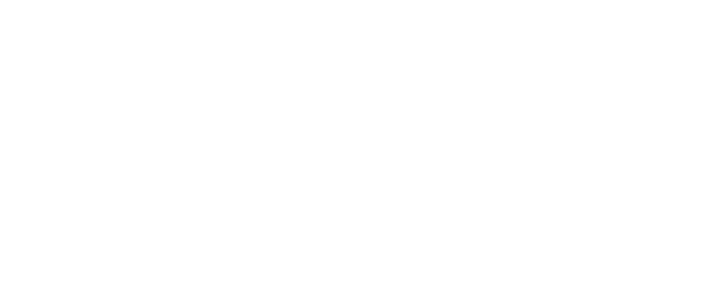
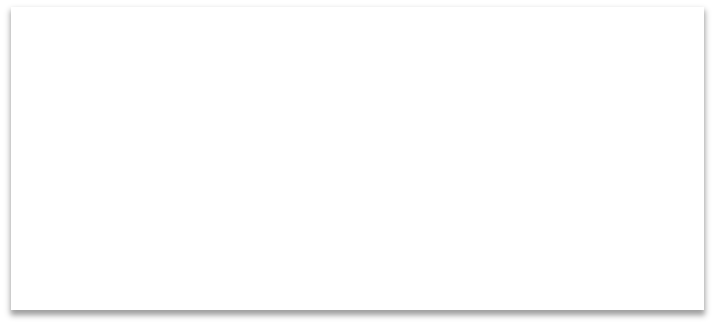
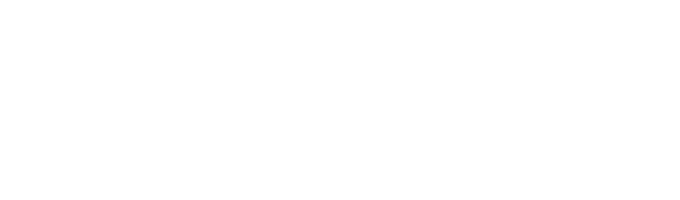
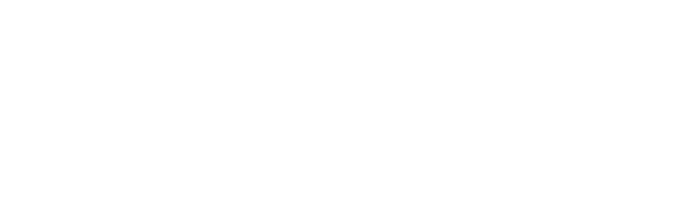
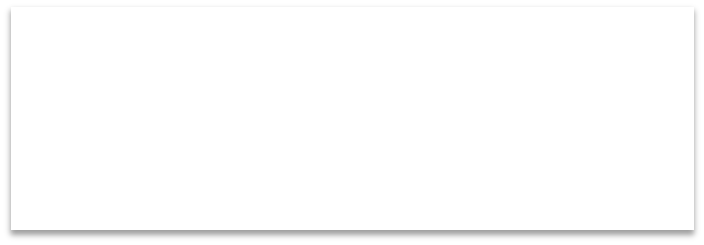
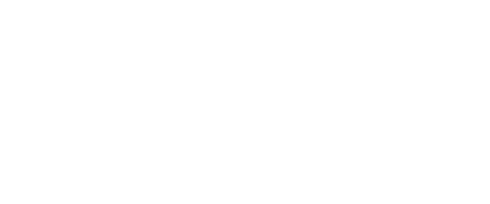
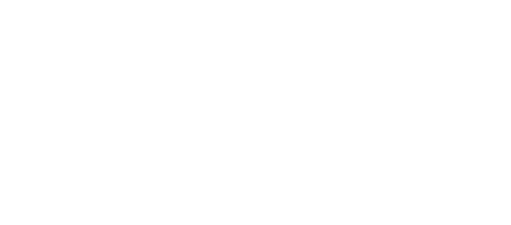
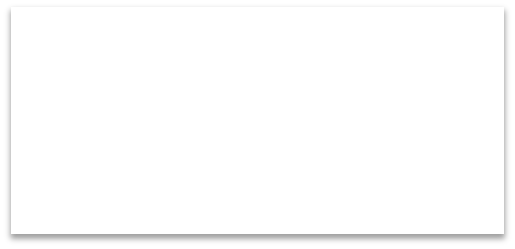
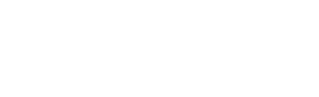
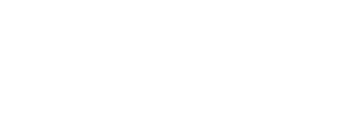
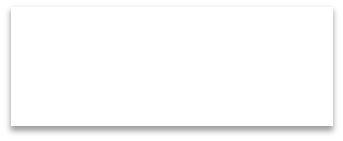
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| --- | --- | --- | --- | --- | --- |
| **Hyoscine hydrobromide** | Transdermal patches | 1mg/72 hours | 2 patches | **2** | £9.45 |
| **Levomepromazine** | Injection | 25mg/ml | 10 x 1ml | **3** | £20.13 |
| **Levomepromazine** | Tablets | 25mg | 84 tablets | **5** | £20.26 |
| **Lorazepam** | Tablets | 1mg | 28 tablets | **2** | £2.31 |
| **Metoclopramide** | Injection | 10mg/2ml | 10 x 2ml | **2** | £2.79 |
| **Midazolam** | Injection | 10mg/2ml | 10 x 2ml | **4** | £5.70 |
| **Buccal midazolam pre-filled oral syringes** | Pre-filled oral syringes | 10mg/2ml | 4 x 2ml | **1** | £91.50 |
| **Morphine sulfate** | Injection | 10mg/ml | 10 x 1ml | **3** | £11.66 |
| **Morphine sulfate** | Injection | 30mg/ml | 10 x 1ml | **1** | £11.49 |
| **Morphine Sulphate** | Solution | 10mg/5ml | 300 ml | **1** | £4.42 |
| **Oramorph (Morphine Sulphate) \*CONCENTRATED\*** | Solution | 100mg/5ml | 120ml | **1** | £19.50 |
| **Oxycodone** | Injection | 10mg/ml | 5 x 1ml | **1** | £8.00 |
| **Oxycodone** | Injection | 10mg/ml | 5 x 2ml | **3** | £16.00 |
| **Oxycodone** | Injection | 50mg/ml | 5 x 1ml | **1** | £70.10 |
| **Oxycodone** | Solution | 5mg/5ml | 250ml | **1** | £7.08 |
| **Oxycodone \*CONCENTRATED\*** | Solution | 10mg/1ml | 120ml | **1** | £46.63 |
| **Paracetamol** | Suppositories | 500mg | Pack of 10 | **1** | £41.27 |
| **Paracetamol** | Suppositories | 1g | Pack of 10 | **1** | £60.00 |
| **Sodium Chloride** | Solution for Injection | 0.9% | 10 x 10mls | **1** | £3.66 |
| **Water For Injection** | Ampoules for Injection |  | 10 x 10mls | **2** | £3.67 |

**Appendix 2: Community Pharmacy Palliative Care and End of Life Care Injectable Prescription Algorithm**



### COMMUNITY PHARMACY PALLIATIVE CARE AND END OF LIFE CARE INJECTABLE PRESCRIPTION ALGORITHM

**Adapted from the NHS West Sussex Primary Care Trust ”Signposting into the West Sussex Emergency Palliative Care Drugs Local Enhanced**



### IN HOURS ALGORITHIM

YES

### PALLIATIVE CARE DRUG PRESCRIPTION REQUIRED

### OUT OF HOURS ALGORITHIM

PRESCRIPTION DISPENSED

Is the regular pharmacy able to supply all the required medication?

Are all the Palliative care pharmacies closed?

**BOX 1: PHARMACY ACTION**

The pharmacy is required to phone to **NO**

check any pharmacy commissioned to keep end of life injectable is able to supply the medication (may need to phone more than one pharmacy)

YES

YES

**NO**

Can the prescription wait until tomorrow?

**PRESCRIPTION DISPENSED**

Is a Palliative care pharmacy able to supply the required medication (see box 1)?

YES

**NO**

**NO**

**BOX 2 PHARMACY ACTION.**

Contact the other pharmacies who stock the palliative care medication to see if they have any in stock, this is applicable even out of hours.

The pharmacy that is in receipt of the prescription **MUST contact the prescriber** to highlight the problem if there is no resolution in the stock issues. If alternatives are available then request for an alternative prescription.

**Contact GP Co-Op on TEL: 020 7511 8880**.

GP Co-Op will contact community Pharmacists in the locality you require-they may need to contact more than one pharmacy

**\*DO NOT GIVE THESE PERSONAL NUMBERS TO THE PATIENTS/CARER UNDER ANY CIRCUMSTANCE\***

**Prescriber to make a clinical decision if supply is still not available and seek advice and guidance from the specialist palliative care team.**

NB: Inform the Medicines Optimisation team of the stock issues within one working day

**NO**

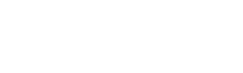
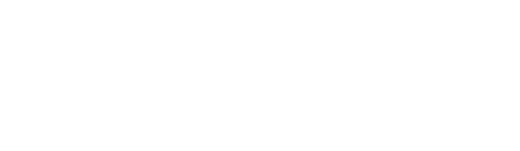
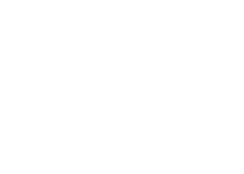
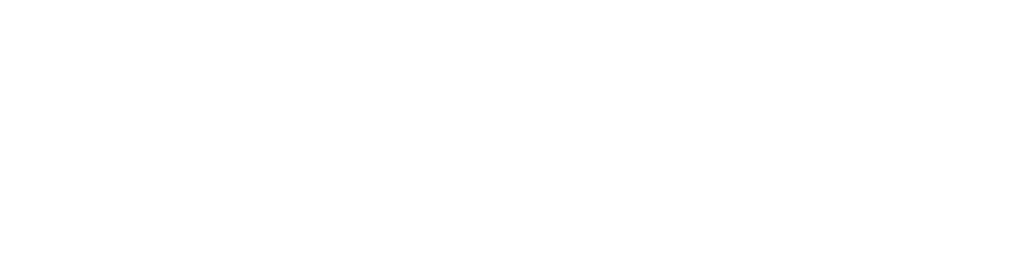
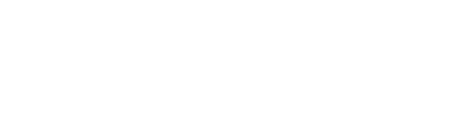
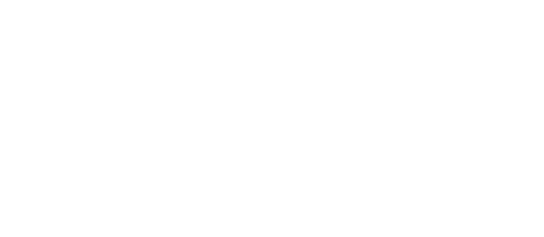
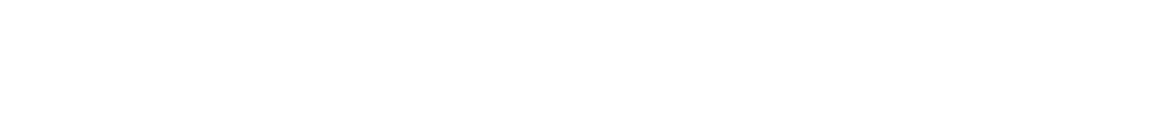
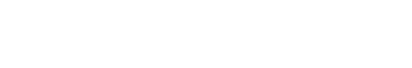
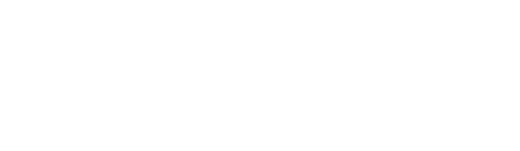
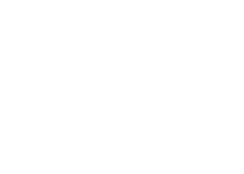
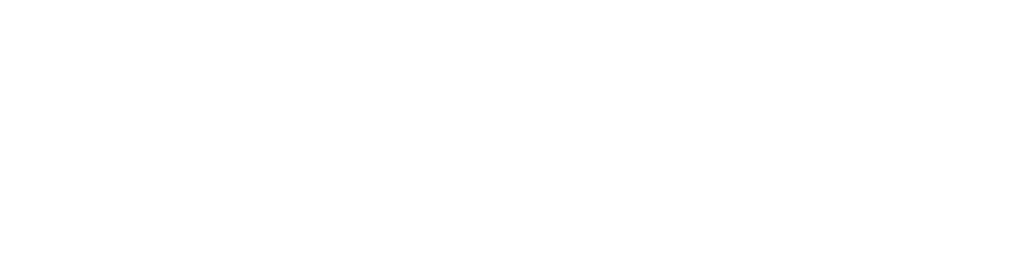
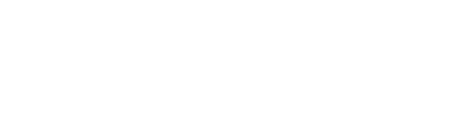
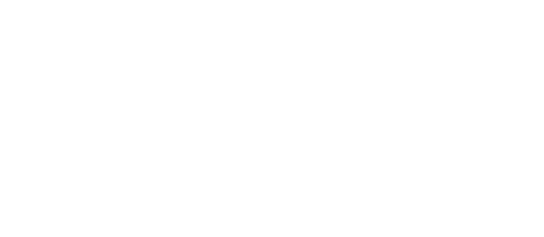
Is a Palliative care Pharmacy able to supply the required medication? (See box 1)

YES

**PRESCRIPTION DISPENSED**

**Appendix 3: Good Practice Guidance- CD disposal/destruction for community teams**

**Good Practice Guidance regarding CD disposal/destruction for community team**



**Additional Information**For more information on the disposal and destruction of controlled drugs, please visit:

https://www.nice.org.uk/guidance/NG46/chapter/Recommendations#handling-controlled-drugs

If you are unknown to the community pharmacy, s/he may ask for a form of Identification including NHS ID Badge.

Adapted from the Guy’s and St. Thomas’ NHS Foundation Trust Community Health Service Flyer *Controlled Drugs (CDs): Guidance regarding CD disposal/ destruction for community nurses and community pharmacists.* August 2011

**APPENDIX 4**

**Record of expired drugs for the end of life community pharmacy service**

***This should be completed and submitted with invoice when claiming for expired drugs.***

## Name of community pharmacy Invoice number

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Expired Drug | Strength | quantity | Total Amount of claim( £) | Date of purchase | Date expired |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Declaration**

## I hereby declare the above medications for the provision of the end of life community pharmacy service have expired and where they are controlled drugs have been documented and disposed of compliant with the current controlled drugs regulations. No prescriptions for the above expired drugs were received.

## Name of pharmacist: Signature:

## Date :

## **APPENDIX 5**

**Invoice for the provision of End of Life Care Medication from Community Pharmacies**

**Please send completed form to:**

**A. ONYEAGWARA**

**NHS NORTH EAST LONDON CCG**

**Y04 PAYABLES M775**

**PHOENIX HOUSE,**

**TOPCLIFFE LANE**

**WAKEFIELD,**

**WF3 1WE**

|  |  |
| --- | --- |
| **Name** |  |
|  |  |
| **Name of Pharmacy** |  |
|  |  |
| **Address** |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Invoice Date** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Invoice details** | | | | | |
|  |  |  | | | |
| **Invoice request for** | **Annual retention fee £250** | **Call out £200** | | | **Initial Stock** |
|  | **Expired stock** (please ensure Expired stock form is completed – this can be found in appendix 5 of the service specification) | | | | |
| For **Call Outs**: Please complete this section if invoice is for a **Call Out** | | | | | |
|  | | |  | | |
| **Date of request** |  | | |  | |
|  |  |  | | | |
| **Name of requester** |  | | |  | |
|  |  |  | | | |
| **Time of request** |  | | |  | |
|  |  |  | | | |
| **Drug/s requested** |  | | |  | |
|  |  |  | | | |
|  |  |  | | | |
| **Total Cost** | **£** |  | | | |

**Thank You**