



NHS

North East London



NHS



**Urgent access to Palliative and
End of Life Care Medicines
through Community Pharmacies**

Information for Primary Care

Service Overview

The service provides 24/7 access to essential palliative and end of life care (PEoLC) medicines for patients and carers, facilitated by healthcare professionals. It is delivered through a rota of 16 commissioned community pharmacies, strategically located across the seven boroughs of north east London (NEL) to ensure equitable access.

Each pharmacy stocks an agreed list of PEoLC medicines. If a local pharmacy does not have the required medicines, patients, carers, or healthcare professionals can be directed to one of these 16 designated pharmacies.

To ensure round-the-clock availability, the 16 pharmacies participate in a weekly on-call rota, with four pharmacies on call each week outside of their standard contracted hours. Additionally, a delivery service is available from any of the 16 commissioned pharmacies, intended strictly as a last resort when in-person collection is not possible.

Aims and Objectives

- Ensuring round-the-clock availability of PEoLC medicines to support patients' preferences for care
- Preventing crises and emergency hospital visits caused by delays in accessing medicines.
- Facilitating good symptom control and continuity of care
- Promoting equity of access across all boroughs within NEL
- Supporting the goals of national and regional PEoLC strategies

Feedback

NHS North East London would love to hear your feedback about the service including any positive feedback or suggestions for improvements. If you have experienced difficulties with the commissioned service, including difficulties in making contact with the on-call Community Pharmacist, the required medication was not kept in stock, or you feel the patient experienced significant delays in receiving their PEoLC medication please do not hesitate to get in touch with the commissioners using the following email address.

nelondonicb.medicinesoptimisationenquiries@nhs.net

Healthcare professionals can quickly and easily report patient safety incidents to NHS England, 'Learn from Patient Safety Events (LFPSE)' service - the national patient safety incident database. An account can be created by visiting the page below.

<https://record.learn-from-patient-safety-events.nhs.uk/>

Accessing Palliative and End of Life Care Medicines in hours



1

Check with the patient's usual community pharmacy to determine whether they have the required palliative and end of life care (PEoLC) medicines immediately available to dispense to the patient.



2

If Step 1 is not possible, the community pharmacy will be able to signpost the healthcare professional or the patient's representative to the nearest Pharmacy Palliative Care Medication Stockholder.



3

To direct the patient immediately to a Pharmacy Palliative Care Medication Stockholder, log in to [NHS Service Finder](#) and enter the postcode given by the patient or their representative. In 'Service Type', search for 'Pharmacy Palliative Care Medication Stockholder'. Check the Community Pharmacy's opening hours on NHS Service Finder.



4

If the Pharmacy is not open, use [NHS Service Finder](#) to determine whether any of the Pharmacy Palliative Care Medication Stockholders in north east London are open.



5

If none of the Community Pharmacy Palliative Care Medication Stockholders are open anywhere in north east London, proceed to the next page of this document to find out how to access the out-of-hours service.

Accessing urgent palliative and end of life care medicines



Essential palliative and end of life care (PEoLC) medicines are available 24 hours a day, 7 days a week from any Pharmacy Palliative Care Medication stockholder.



There are 16 community pharmacy providers commissioned across north east London to provide out of hours access to PEoLC medication on a rota system.



During pharmacy contractual opening times, patients can be signposted to any Pharmacy Palliative Care Medication stockholder in north east London to have their PEoLC medicines supplied.



When pharmacies are closed and on public holidays, 4 of the 16 pharmacy providers will be on call to supply medicines out of hours.

Healthcare staff can contact any of the 4 on call pharmacies directly out of hours, through calling a designated phone line.



For more information about this service, please contact nelondonicb.medicinesoptimisationenquiries@nhs.net

Which medications are stocked?

Medication/ Formulation	Strength	Pack size
Alfentanil injection	5mg/1mL	1x10
Alfentanil injection	1mg/2mL	1x10
Alfentanil injection	5mg/10mL	1x5
Buprenorphine patches	5microgram/ hour	1x4 patches
Cyclizine solution for injection ampoules	50mg/mL	1x5 ampoules
Cyclizine tablets	50mg	1x100
Dexamethasone solution for injection ampoules	3.3mg/mL	1x10 ampoules
Dexamethasone tablets	2mg	1x50
Fentanyl patches	12microgram/ hour	1x5 patches
Fentanyl patches	25microgram/hour	1x5 patches
Fentanyl patches	50microgram/hour	1x5 patches
Glycopyrronium injection	200microgram/mL	1x10
Haloperidol oral solution sugar-free	2mg/mL	1 x 100mls
Haloperidol oral solution sugar-free	5mg/5mL	1 x 100mls
Haloperidol tablets	1.5mg	1 x 28
Haloperidol injection	5mg/mL	1x10
Hyoscine butyl bromide solution for injection	20mg/mL	1x10 ampoules
Levomepromazine injection	25mg/mL	1x10 ampoules
Levomepromazine tablets	25mg	1x84
Lorazepam tablets (Genus Pharmaceuticals preferred)	1mg	1x28
Metoclopramide solution for injection ampoules	10mg/2mL	1x10 ampoules
Midazolam solution for injection ampoules	10mg/2mL	1x10 ampoules
Morphine sulphate oral solution	10mg/ 5mL	1x300mls
Morphine sulphate solution for injection ampoules	10mg/mL	1x10 ampoules
Morphine sulphate solution for injection ampoules	30mg/1mL	1x10 ampoules
Oxycodone oral solution sugar-free	5mg/5mL	1x250mls
Oxycodone solution for injection ampoules	10mg/1mL	1x5 ampoules
Sodium chloride 0.9% solution for injection ampoules	10mL	1x10 ampoules
Water for injections	10mLs	1x10 ampoules