

Service Specification No.	N/A
Service	COVID-19 Community Pharmacy Medicines Service
Commissioner Lead	Susanne Lynch
Provider Lead	Community Pharmacy Contractor
Period	1 st April 2022 – 31 st March 2023
Date of Review	Annual

1. Population Needs

1.1. A COVID-19 Community Pharmacy Medicines Service is being commissioned from community pharmacy to provide urgent access to a specified list of medicines during the COVID-19 outbreak.

2. Outcomes

2.1. 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	√

2.2. Local defined outcomes

- 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.
- To ensure care homes in Sefton have timely access to treatment for the symptoms suggestive of COVID-19 infection in line with Sefton's "Homely Remedy Policy for suspected COVID-19 infection".

3. Scope

3.1. Aims and objectives of service

- The COVID-19 Community Pharmacy Medicines Service is a locally commissioned service
- 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 the clinician provide a fast track delivery service (within one hour) during agreed times.
 - Supply care homes with medicines in line with Sefton's "Homely Remedy policy for suspected COVID-19 infection".

3.2. Service description

- **Palliative care medicines stock holding and fast track delivery**
- The pharmacy contractor will maintain a minimum stock level as specified in Appendix 1. This includes the palliative care medicines list and additional medicines in line with COVID-19 related NICE guidance. There will be allowances made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems.
- 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.
- 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.
- A fast track delivery service will be provided by the pharmacy contractor throughout the pharmacy's contracted opening hours. As a minimum this needs to cover Monday-Friday 8am-6.30pm and during normal pharmacy opening hours throughout the weekend.
- The pharmacy contractor will provide a dedicated phone number (other than the branch phone number) to be used by the prescriber to phone the pharmacy to advise that a fast track delivery is required.
- The pharmacy contractor will deliver the medicine which the pharmacy has dispensed itself or outsource it via a secure delivery method.
- Where a medicine is unavailable, for whatever reason, the pharmacy will endeavor to identify an alternative point of supply for the patient or their representative.
- Medicines will be checked regularly to ensure sufficient stock is available and in date.

- **Supply of Homely Remedy Medicines to Care Homes**
- The pharmacy contractor will supply and deliver medicines to care homes for the treatment of Sefton patients in line with Sefton's Homely Remedy policy for suspected COVID-19 infection.
- The initial supply under the Homely Remedy policy for suspected COVID-19 infection will be organised with the pharmacy by the medicines management team but further supplies will be requested by the home directly using an order form that will be emailed to the pharmacy NHS email account to maintain an audit trail.
- The Pharmacist should assure themselves that the quantities requested can legally be supplied without a prescription. As part of this service the following quantities can be requested per order:
 - Paracetamol 500mg tablets/caplets- 96 tablets/caplets
 - Paracetamol sugar free suspension 250mg/5ml – 1000mls (Total volume supplied via bottle sizes available)
 - Codeine linctus 15mg/5ml – 200mls
- There is no need for the pharmacy to attach dispensing labels to the medication items as these are for use by the home to all residents and whose doses may be different depending on factors such as weight.
- There is no need for the pharmacy to issue a MAR chart as part of the homely remedy supply.
- The supplying pharmacy must deliver the medication within the timeframes agreed with the care home.
- The pharmacy will notify the CCG medicines management team of any concerns relating to care home requests under the homely remedy policy.
- The pharmacist will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care.
- The pharmacy contractor will inform the CCG medicines management team if there is a supply problem with a medicine listed in Appendix 1.
- Changes in contracted hours must be communicated to the CCG Medicines Management team as this may result in a review of service provision.

3.3. Equality and Diversity

- The service provider must comply with the requirements of the Equality Act 2010 and will not treat one group of people less favorably than others because of age, disability, gender reassignment, marriage or civil partnership, race, religion or belief, sex or sexual orientation, pregnancy and maternity.

3.4. Payment

- **Palliative care medicines stock holding and fast track delivery**
- Claims for payment for this service should be made using PharmOutcomes
- For pharmacy contractors not commissioned to provide the Stock Holding of Palliative Care Medicines service a setting up fee of £500.00 will be payable at commencement of the service.
- Fast track delivery can only be claimed for where this has specifically been requested by the prescriber.
- Payment for fast track deliveries where prescription is received between Monday to Friday 8am- 6pm, Saturday and Sunday during the pharmacy contracted opening hours will be £20 +VAT per delivery. Payment for fast track deliveries where prescription is received after 6pm Monday to Friday will be £30 +VAT per delivery.
- Pharmacy contractors cannot claim payment under the national *Community Pharmacy Home Delivery Service During the COVID-19 outbreak* if they are claiming payment under this scheme.

- **Payment for supplying homely remedies to care homes**
- Claims for payment for this service should be made using PharmOutcomes
- Pharmacy contractors will be paid a single activity fee per presentation supplied
- Pharmacy contractors will be reimbursed the drug tariff price (or price concession price where applicable) for any medicines supplied under Sefton's "Homely Remedy policy for suspected COVID-19 infection".
- Pharmacy contractors will be paid £5.00 +VAT per delivery where medicines supplied under Sefton's "Homely Remedy policy for suspected COVID-19 infection" are delivered to a care home.

3.5. Population covered

- This service is available to all patients registered with any GP practice in NHS South Sefton CCG and NHS Southport and Formby CCG.

3.6. Any exclusion criteria and thresholds

- Any patients registered with a GP practice outside of NHS South Sefton CCG and NHS Southport and Formby CCG.

3.7. Interdependence with other services/providers

- The service will involve working collaboratively with GP practices and other services and health professionals, as necessary

4. Applicable Service Standards

4.1. Applicable national standards (e.g., NICE)

- **NICE Quality Standard [QS13] End of life care for adults**
- 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.
- 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.
- 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.
- **NICE (NICE SC1 Managing Medicines in Care Homes, March 2014)**
- **Care Quality Commission; (CQC Homely remedy guidance, updated July 2018)**

4.2. Applicable standards set out in Guidance and/or issued by a competent body (e.g., Royal Colleges)

- General Pharmaceutical Council Standards for pharmacy professionals.
- General Pharmaceutical Council Standards for registered Pharmacies.
- National Care Forum (Safety of Medicines in Care Homes: Homely Remedies Guide, 2013).

4.3. Applicable Local Standards

- The pharmacy contractor must have a standard operating procedure (SOP) in place for this service, which includes procedures to ensure the Pharmacy holds the full stock requirements at all times and procedures to ensure health and safety and infection control procedures are maintained in line with any relevant guidelines. All staff involved in the provision of this service should ensure they are familiar with and adhere to the SOP.
- The Pharmacy Contractor reviews their SOP for the service when there are any major changes in the law affecting the service or in the event of any dispensing incidents. In the absence of any of these events they will be reviewed every 2 years.
- The pharmacy demonstrates pharmacists and staff involved in the provision of this service have undertaken CPD, appropriate to palliative care.
- The Pharmacy contractor contributes to any locally agreed CCG led assessment of the service or service user experience.

- The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.
- Complaints directly linked to the quality of this service must be reported to the commissioner as set out in the NHS standard contract.
- Incidents and significant events should be reported to the commissioner using ULYSSES
<https://ulysses.midlandsandlancashirecsu.nhs.uk/Incident.aspx?link=D0155A369162E2E15F>

5. Applicable quality requirements and CQUIN goals

5.1. Applicable quality requirements

- South Sefton CCG and Southport and Formby CCG will regularly review the medication stock levels to ensure that it meets local requirements and is consistent with national and local guidance.
- 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.
- If the service is not provided in accordance with this service specification NHS South Sefton CCG and NHS Southport and Formby CCG reserve the right to recover the appropriate payment and the pharmacy will become ineligible to provide this locally commissioned service.
- Where a pharmacy withdraws from this service then NHS South Sefton CCG and NHS Southport and Formby CCG reserve the right to reclaim any setting up fee on a pro-rata basis.
- Either party may terminate this agreement by providing written notification of their intention to do so. A notice period of 28 days shall be given.

5.2. Applicable CQUIN goals

- N/A

6. Location of Provider Premises

- ### 6.1. Participating pharmacies within Sefton

7. Individual Service User Placement

- ### 7.1. N/A

Appendix 1

COVID 19 Palliative care stock list

Medicine	Quantity
Alfentanil 500microgram/ml injection 2ml ampoules	1x10
Codeine linctus 15mg/5ml *New*	3x200ml
Cyclizine 50mg/ml injection 1ml ampoules	1x5
Dexamethasone injection 4mg/ml (1ml ampoules) OR 3.8mg/ml (1ml vial)	1x10
Diamorphine 30mg injection	2x5
Diamorphine 100mg injection	1x5
Glycopyrronium Bromide 200mcg/ml ampoules	2x10
Haloperidol 500mcg tablets *New*	2x28
Haloperidol 5mg/ml injection 1ml ampoules	1x5
Hyoscine butylbromide 20mg/ml injection 1ml ampoules	1x10
Hyoscine hydrobromide 400 micrograms/ml injection 1ml ampoules	1x10
Levetiracetam 100mg/ml, 5ml amps *New*	5*10
Levomepromazine 25mg/ml injection 1ml ampoules	2x10
Levomepromazine 25mg tablets	1x84
Lorazepam 0.5mg tablets *New*	2x28
Lorazepam 1mg tablets *New*	2x28
Metoclopramide 5mg/ml injection 2ml ampoules	1x10
Morphine Sulphate 10mg/5ml oral solution *New*	2x500ml
Morphine Sulphate 10mg/ml injection 1ml ampoules	1x10
Midazolam 5mg/ml injection 2ml ampoule (Hypnovel)	2x10
Octreotide(Sandostatin) 50mcg /ml 1ml ampoules	1x5
OxyNorm (Oxycodone) immediate release 5mg capsules	1x56
OxyNorm (Oxycodone) immediate release 5mg/5ml liquid	1x250ml
OxyNorm (Oxycodone) 10mg/ml Injection 2ml ampoules	2x5
OxyNorm(Oxycodone) 50mg/ml injection 1ml ampoules	1x5
Sevredol 10mg tablets	1x56
Sevredol 20mg tablets	1x56
Sevredol 50mg tablets	1x56
Sodium Chloride 0.9% 10ml ampoules	2x10
Sodium Chloride 0.9% IV infusion 1000ml	4x1L
Water for injection 2ml ampoules	2x10
Water for Injection 10ml ampoules	2x10

Protected stock:

Medicine	Quantity
Paracetamol 500mg Tablets/caplets	500 tabs/caps
Paracetamol 500mg soluble tablets	200 sol tabs
Paracetamol 250mg/5ml oral suspension	1000ml
Amoxicillin 500mg capsules	10x21caps

Amoxicillin 250mg/5ml oral suspension	5x100ml
Doxycycline 100mg capsules	10x8 caps
Clarithromycin 250mg/5ml oral suspension	2*70ml

Homely Remedy stock

Medicine	Quantity
Paracetamol 500mg tablets/caplets	96 tabs/caps
Paracetamol sugar free suspension 250mg/5ml	Total volume 1000ml
Codeine linctus 15mg/5ml	200mls