

Service Specification No.	N/A
Service	Stock Holding of Palliative Care Medicines
Commissioner Lead	Jennifer Johnson
Provider Lead	Community Pharmacy Contractor
Period	1 st April 2025 – 31 st March 2026
Date of Review	1 st July 2025 (please refer to the version control section)

1. Population Needs

- 1.1** Patients receiving end of life care in the community require timely access to specialised medicines prescribed for symptom management; some of these medicines may not be widely available from community pharmacies. Delays in accessing treatment is distressing for patients and carers.
- 1.2** Community pharmacists and their staff play an important role in providing information and advice on palliative care medicines to patients, carers, and other healthcare professionals.

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

- 2.2.1** To improve access to palliative care medicines for patients, carers and healthcare professionals during community pharmacy contracted opening hours.
- 2.2.2** To avoid unnecessary distress to patients and carers caused by difficulty in accessing palliative care medicines.

3. Scope

3.1 Aims and objectives of service

- 3.1.1 To ensure the public has easy access to palliative care medicines during normal working hours.
- 3.1.2 To reduce the incidence of delayed access to immediately required palliative care medication.
- 3.1.3 To support patients, carers, and clinicians by providing them with up-to-date information and advice, and referral to specialist palliative care where appropriate.

3.2 Service description

- 3.2.1 This service specification covers the requirements additional to those for dispensing.
- 3.2.2 The object of the service is to maintain an agreed stock of medicines (Appendix 1) used in the treatment of palliative care patients at designated community pharmacies. This is intended for supply by community pharmacies against FP10 prescriptions issued.
- 3.2.3 Prior to the provision of the service, the pharmacy contractors must be satisfied that all pharmacy staff involved in the provision of this service are competent to do so, including any locum staff.
- 3.2.4 The pharmacy contractor will maintain a minimum stock level as specified in Appendix 1, there will be allowances made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems.
- 3.2.5 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.
- 3.2.6 Where there are ongoing supply issues affecting medicines included in Appendix 1 the contractor should inform the medicines management team at NHS Cheshire and Merseyside ICB (Sefton) by emailing sefton.mm@cheshireandmerseyside.nhs.uk
- 3.2.7 Medicines will be checked regularly to ensure sufficient stock is available and in date.
- 3.2.8 The pharmacist will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care.
- 3.2.9 The pharmacy contractor must be able to demonstrate compliance with any relevant Central Alerting System (CAS) alerts e.g., National Patient Safety alerts and MHRA alerts.
- 3.2.10 Changes in pharmacy ownership will be communicated to the medicines management team at NHS Cheshire and Merseyside ICB (Sefton).

3.2.11 The pharmacy must be able to meet the minimum opening hours listed below, which are needed to provide a consistent and efficient service:

- Monday to Friday 9am to 6pm.
- Saturday 9am to 5pm
- Sunday 11am to 3pm

3.2.12 Changes in hours must be communicated to the medicines management team at NHS Cheshire and Merseyside ICB (Sefton) as this may result in a review of service provision.

3.2.13 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.

3.2.14 If the service is not provided in accordance with this service specification NHS Cheshire and Merseyside ICB (Sefton) reserve the right to recover the appropriate payment and the pharmacy will become ineligible to provide this locally commissioned service.

3.2.15 The pharmacy may withdraw from this service at any time provided it gives 3 months' notice in writing of its intention to do so.

3.2.16 NHS Cheshire and Merseyside ICB (Sefton) will provide at least 3 months' notice of termination of this service.

3.2.17 Where a pharmacy withdraws from this service then NHS Cheshire and Merseyside ICB (Sefton) reserve the right to reclaim any retention fee on a pro-rata basis.

3.2.18 A member of the medicines management team at NHS Cheshire and Merseyside ICB (Sefton) will carry out spot checks of stock and documentation when necessary and where it is convenient to the pharmacy, this will occur at least annually

3.2.19 The medicines management team at NHS Cheshire and Merseyside ICB (Sefton) will provide adequate signposting for patients, carers and clinicians to improve awareness of specialist palliative care services and the availability of support and advice.

3.2.20 NHS Cheshire and Merseyside ICB (Sefton) will promote the service to prescribers and other Health and Social Care services across NHS Cheshire and Merseyside ICB (Sefton).

3.3 Equality and Diversity

3.3.1 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

- 3.4.1 A setting up fee of £515.35 will be payable at commencement of the service. A claim should be submitted on PharmOutcomes. An invoice will be generated electronically and sent to Shared Business Services for payment by NHS Cheshire and Merseyside ICB (Sefton).
- 3.4.2 An annual retention fee will be paid at the start of the service and then on each anniversary of the service. This is currently £309.21 A claim should be submitted on PharmOutcomes. An invoice will be generated electronically and sent to Shared Business Services for payment by NHS Cheshire and Merseyside ICB (Sefton).
- 3.4.3 Contractors will be reimbursed the cost (zero rated for VAT) of replacing any medicines listed in Appendix 1 that go out of date. A claim should be submitted on PharmOutcomes.
- Any uplifts agreed in accordance with national guidance will be adjusted following ICB approval.

3.5 Population covered

- 3.5.1 Any patient presenting to the pharmacy with a prescription for a palliative care medicine listed in Appendix 1.

3.6 Any exclusion criteria and thresholds

N/A

3.7 Interdependence with other services/providers

4. Applicable Service Standards

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

- 4.1.1. NICE End of life care for adults. Quality standard [QS13]
- 4.1.2. NICE End of life care for infants, children and young people with life-limiting conditions: planning and management. Quality standard [QS160]
- 4.1.3. NICE Guideline [NG46] Controlled drugs: safe use and management
- 4.1.4. NICE Guideline [NG61] End of life care for infants, children and young people with life-limiting conditions: planning and management
- 4.1.5. NICE Guideline [NG142] End of life care for adults: service delivery

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

- 4.2.1. General Pharmaceutical Council Standards for Pharmacy Professionals

4.3. Applicable Local Standards

- 4.3.2. It is expected that Service Providers contributes to any locally agreed NHS Cheshire and Merseyside ICB (Sefton) led assessment of the service or service user experience.
- 4.3.3. The service provider must have a complaints procedure that complies with Local Authority Social Services and National Health Service complaints (England) Regulations 2009.
- 4.3.4. Complaints directly linked to the quality of this service must be reported to the commissioner as set out in the NHS standard contract
- 4.3.5. 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

- 5.1.1 The pharmacy will produce a Standard Operating Procedure (SOP) for all staff and locums. This will include:
- Details of wholesalers – delivery/order times and contact details.
 - List of agreed medicines.
 - Contact details of other pharmacies in the scheme.
 - Contact details for NHS Cheshire and Merseyside ICB (Sefton) medicines management team
 - Record of stock check.
 - Significant event reporting information
- 5.1.2 The service provider must ensure that all staff working in the pharmacy have relevant knowledge, are appropriately trained, and operate within SOPs.
- 5.1.3 The service provider should review their SOP for the service when there are any major changes in the law affecting the service or in the event of any incidents. In the absence of any of these events they will be reviewed every 2 years.
- 5.1.4 The SOP must be available to the commissioner if requested
- 5.1.5 Pharmacists and their staff must be fully aware of their responsibility to safeguard vulnerable adults and refer appropriately as per local safeguarding procedures. Pharmacies must also have internal procedures in place to deal with safeguarding concerns.
- 5.1.6 The pharmacist must be able to demonstrate ongoing CPD related to palliative care through private study and attendance at relevant teaching sessions.
- 5.1.7 The pharmacy demonstrates pharmacists and staff involved in the provision of this service have undertaken CPD, appropriate to palliative care.

6. Location of Provider Premises
6.1. Participating pharmacies within Sefton
7. Individual Service User Placement
N/A

Appendix 1 – Drug List

Alfentanil 500microgram/ml injection 2ml ampoules	1x10
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 5mg/ml injection 1ml ampoules	1x5
Hyoscine butylbromide 20mg/ml injection 1ml ampoules	1x10
Hyoscine hydrobromide 400 micrograms/ml injection 1ml ampoules	1x10
Levomepromazine 25mg/ml injection 1ml ampoules	2x10
Levomepromazine 25mg tablets	1x84
Metoclopramide 5mg/ml injection 2ml ampoules	1x10
Midazolam 5mg/ml injection 2ml ampoule (Hypnovel)	2x10
Morphine Sulphate 10mg/ml injection 1ml ampoules	1x10
Morphine Sulphate 10mg/5ml oral solution	2x100ml
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

A number of these medicines would normally be stocked by the pharmacy and a stock check of these would not be expected. However, for those items not normally stocked by the pharmacy we would expect these to be stock and date checked on a regular basis.

The drug list may be altered, based on the needs of the local population and changes in prescribing trends within palliative care. This will be subject to notice from the medicines management team of NHS Cheshire and Merseyside ICB (Sefton).

Version control:

Service Specification	Section 3.4	Amended the setting up and annual retention fee to include a 2.15% uplift.	Dated 1.7.25	Jennifer Johnson
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