



**Service Level Agreement (SLA)
& Service Specification: Palliative Care
Medicines Enhanced Service**

Community Pharmacy Palliative Care Scheme – Final February 2026

Service Level Agreement (SLA) for the Palliative Care Medicines Enhanced Service

Contents:

1. Agreement and sign-up process
2. Purpose and scope
3. Timescale
4. Termination and notice period
5. Obligations
6. Standards
7. Confidentiality
8. Indemnity

1. Agreement and sign-up process

This agreement is between NHS Cheshire & Merseyside Integrated Care Board (NHS C&M ICB) and the Provider: (“the Pharmacy”) Trading name and address of pharmacy

.....
.....
.....

Contractor ODS code: F.....

For the provision of the Palliative Care Enhanced Service (as outlined in the Service Specification below).

This service is being commissioned as a Local Enhanced Service (LES) as defined by Part 4 paragraph 14(1)(l) of the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 (as amended).

By signing up to this Service Level Agreement (SLA), you are agreeing that you fully comply with the Terms of Service as outlined in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and agree to comply with the full terms and conditions as outlined in this Service Level Agreement and service specification, outlined below.

NHS C&M ICB reserves the right to remove a pharmacy from this scheme if they become unable to meet their terms of service, for whatever reason, during the period of this agreement.

2. Purpose and scope

The aim of the service is to improve access of emergency palliative care medicines from named pharmacies for patients/carers and healthcare professionals who require immediate / urgent access to palliative care medicines.

3. Timescale

This agreement is for the scheme to be available during all the Pharmacy opening hours.

4. Termination and Notice period

The agreement may be terminated by either party (the Pharmacy or NHS C&M ICB) by providing written notification of their intent to do so. A period of 28 days' notice shall be given. NHS C&M ICB may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

The service specification will be subject to review every three years, unless there is a significant change in practice/medicine availability in this interval which would prompt early review. The fee structure will be subject to review every three years with fees aligned annually to the local enhanced service uplift. This would include a consideration of any cost and inflationary pressures. Any variation to the terms of service specification will be made in writing seven days in advance of the date from which it is proposed the variation will become effective.

5. Obligations

The Pharmacy will provide the service in accordance with the service specification and ensure that all substantive and locum pharmacists are aware of it. NHS C&M ICB will manage the service in accordance with the specification, as outlined below.

6. Standards

The service will be provided in accordance with the standards detailed in the service specification, and the standards outlined in the NHS Community Pharmacy Contractual Framework.

7. Confidentiality

Both parties shall adhere to applicable data protection legislation including the General Data Protection Regulation 2016/679 as retained by UK law under the European Union (Withdrawal) Act 2018 and to the Freedom of Information Act 2000.

8. Indemnity

The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

Service Specification 2025-28 – Community Pharmacy Palliative Care Medicines Enhanced Service

This scheme is commissioned as a Pharmacy Local Enhanced Service and those pharmacy contractors participating in the scheme must follow and comply with all aspects of the Service Level Agreement and Service Specification.

Contents

- 1. Parties to the Agreement**
- 2. Purpose of the Agreement**
- 3. Agreement Period**
- 4. Obligations of the Pharmacy**
- 5. Standards**
- 6. Confidentiality**
- 7. Professional Indemnity Insurance**
- 8. Service Funding and Payment Mechanism**
- 9. Audit and Review**
- 10. Complaints**
- 11. Significant Event Reporting**
- 12. Termination**

1. Parties to the Agreement

This agreement is between NHS Cheshire and Merseyside Integrated Care Board (NHS C&M ICB)

and

Contractor Name

ODS Code

2. Purpose of the Agreement

This agreement relates to the service to keep a specified list of medicines intended for emergency palliative care use through the Community Pharmacy Palliative Care Medicines Enhanced Scheme. This is an Enhanced Service under the terms of the Community Pharmacy Contractual Framework.

The aim of the service is to improve access of emergency palliative care medicines from named pharmacies for patients/carers and healthcare professionals who require immediate / urgent access to palliative care medicines.

3. Agreement Period

- a) The agreement will commence on 1st April 2026 and terminate on the 31st of March 2028.
- b) It will be subject to renewal if agreed by all parties.
- c) The agreement may be terminated by either party (the Pharmacy or NHS C&M ICB) by providing written notification of their intent to do so. A period of 28 days' notice shall be given.
- d) This agreement shall take effect in substitution of all previous agreements and arrangements whether written, or verbal between NHS C&M ICB and the Pharmacy.

4. Obligations of the Pharmacy

- a) The Pharmacy must provide the service in accordance with the criteria described in this agreement.
- b) The service should be provided for the total hours the Pharmacy is open.
- c) The Pharmacy should have a Standard Operating Procedure (SOP) which specifically details the operational delivery of the service. This must be made available to NHS C&M ICB if requested.
- d) The Pharmacy must keep in stock the specified list of medicines (Appendix 1) at all times and the minimum stock levels must be held. Medicines held for this service must be in addition to any medicine stock usually held.
- e) If the Pharmacy do not have sufficient stock of a particular medicine, then they should signpost to another pharmacy providing the scheme. The Pharmacy should telephone to ensure stock of the medicine is available before signposting the patient/patient representative to the alternative pharmacy.

- f) Dispensed or date expired medicines for this service must be replaced immediately. Short-dated medicines must be rotated with the Pharmacy's usual stock holding, to avoid medicines expiring.
- g) In the event of a medicine from the stock list being unavailable to source in a timely manner then the Pharmacy should inform NHS C&M ICB, or their local Medicines Management & Optimisation Team (for contact details see Appendix 2).
- h) NHS C&M ICB will manage the service; process claims for payment and audit the service.

5. Standards

- a) Pharmacies wishing to provide the Community Pharmacy Palliative Care Scheme service must have signed this specification and returned a copy to NHS C&M ICB. Only pharmacists and pharmacy staff working within a pharmacy currently within the Cheshire & Merseyside ICB area can provide the service.
- b) Pharmacists and the pharmacy staff must operate the Community Pharmacy Palliative Care Scheme service in accordance with the criteria described within this agreement.
- c) If there are any issues with fulfilling the entire prescription, then patients or their representatives should be signposted to the nearest palliative care medicine commissioned pharmacy. The Pharmacy should telephone to ensure medicine availability before signposting the patient/patient representative to the alternative pharmacy.
- d) All substantive and locum pharmacists must be prepared to provide the service in accordance with the criteria described within this agreement.
- e) All substantive and locum pharmacists should be made aware of any responsibilities in carrying out this service.

6. Confidentiality

- a) At all times pharmacists will be mandated to preserve patient confidentiality in line with their responsibilities as members of the General Pharmaceutical Council and according to the NHS Code of Confidentiality.
- b) The Pharmacy must protect personal data in accordance with provisions and principles of the Data Protection Act.

7. Professional Indemnity Insurance

- a) The Pharmacy and community pharmacists must maintain adequate insurance cover.

8. Service Funding and Payment Mechanism

- a) fee of £600 will be paid to each pharmacy providing the service on an annual basis.
- b) There is no set up fee provided. First purchases for medicines not currently held as stock via previous contractual arrangements or as a result of changes to the list can be reimbursed via the expired medicines mechanism (see point 8d).
- c) The Pharmacy will be reimbursed for the medication supplied under the usual FP10 reimbursement.
- d) Invoices for the annual fee will be generated through PharmOutcomes (if available) or using a standard form (Appendix 3) and sent to NHS C&M ICB for payment.
- e) Medicines purchased for the Community Pharmacy Palliative Care scheme that expire, before they can be dispensed, will be reimbursed at the replacement invoice price. The Pharmacy may be asked for proof of purchase, so contractors are advised to keep invoices for payment verification for at least 12 months. If invoices are lost or unavailable the reimbursement will be at current drug tariff price of the claim month. Pharmacy staff may make a claim for expired medicines at any time, but these claims will be processed on a quarterly basis. This may be done through PharmOutcomes or submitting the form in Appendix 4.

9. Audit and Review

- a) The Pharmacy will allow NHS C&M ICB to access pharmacy records relating to this service for audit purposes. NHS C&M ICB also reserve the right to ask for evidence from the Pharmacy to prove that it is following the procedures outlined in this specification.
- b) NHS C&M ICB will review the palliative care medicines list and stock levels on a 3-year cycle to ensure they reflect any changes in practice or guidelines. This will also be undertaken when there are any significant stock shortages or any significant change in current practice.
- c) Any change in fees will be aligned with uplift provided across all local enhanced services for community pharmacy by NHS Cheshire and Merseyside.
- d) In the event of a severe stock shortage, an executive decision may be made to temporarily add another appropriate medicine to the medicine list as a short-term measure.

10. Complaints

- a) The Pharmacy is required to have a system in place for handling complaints.

- b) The Pharmacy should also inform service users connected to this service of their right of complaint to NHS C&M ICB
- c) All information shall be provided to the service user for them to access the NHS C&M ICB complaints procedure.
- d) NHS C&M ICB shall reserve the right of directly investigating any complaints about the service. In such a case, the Pharmacy shall give the investigating officer full access to all relevant documents, files and information in order to carry out their investigation effectively.

11. Significant Event Reporting

- a) In the event of any 'adverse incident' or 'near miss', the pharmacist must complete the appropriate incident reporting form and demonstrate that the Pharmacy has learned from the incident.
- b) All incidents should also be reported through the usual processes.

12. Termination

This agreement may be terminated by either party as detailed in section 3(c). NHS C&M ICB may terminate or suspend this agreement forthwith if there are reasonable grounds for concern.

Community Pharmacy Palliative Care scheme

Service specification 2025-28

Signed for and on behalf of Contractor

Signature

ODS Code

Date

Designation

Signed for and on behalf of NHS C&M ICB

Signature: *J Jasper* (Jacqueline Jasper)

Date...30/1/26

Designation...Primary Care Manager

Appendix 1

Community Pharmacy Palliative Care Enhanced Service: Medicines List

Drug	Form and quantity	Proposed stock
Alfentanil	500mcg/ml (2ml Amp)	1 x 10 (pack size 10)
Cyclizine	50mg/ml Amp	4 x 5 (pack size 5 or 10)
	50mg tablets	1x 100 (pack size 100)
Dexamethasone	3.3mg/ml Amp	1 x 10 (pack size 10)
	2mg tablets	1 x 50 (pack size 50)
Glycopyrronium Bromide	200mcg/ml (1ml Amp)	2 x 10 (pack size 10)
Haloperidol	5mg/ml Amp	1 x 10 (pack size 5 or 10)
	5mg/5ml oral solution	1 x 100ml (pack size 100ml)
Hyoscine Butylbromide	20mg/ml Amp	1 x 10 (pack size 10)
Levomepromazine	25mg/ml Amp	2 x 10 (pack size 10)
Midazolam	10mg/2ml Amp	3 x 10 (pack size 10)
Morphine Sulphate	10mg/ml Amp	10mg - 3 x 10 (pack size 10)
	30mg/ml Amp	30mg - 2 x 10 (pack size 10)
	10mg/5ml oral solution	1 x 100ml (pack size 100ml)
Oxycodone	10mg/ml Amp	10mg - 3 x 5 (pack size 5)
	50mg/ml Amp	50mg - 2 x 5 (pack size 5)
	5mg/5ml oral solution SF	1 x 250ml (pack size 250ml)
Water for Injection	2ml Amp	2ml - 1 x 10 (pack size 10)
	10ml Amp	10ml - 3 x 10 (pack size 10)
Metoclopramide	10mg/2ml Amp	2 x 10 (pack size 10)
Octreotide	500mcg/ml Amp	1 x 5 (pack size 5)
Sodium Chloride	0.9% (10ml Amp)	2 x 10 (pack size 10)
Furosemide	50mg/ml or (50mg/5ml)	1 x 10 (pack size 10)
Levetiracetam	500mg/ml or (500mg/5ml) (Concentrate) Vial	1 x 10 (pack size 10)
Ondansetron	4mg/2ml Amp	1 x 5 (pack size 5 or 10)
Phenobarbital	200mg/ml Amp	1 x 10 (pack size 10)

Appendix 2

Contact details for Place based Medicines Management & Optimisation Teams

Place	Contact
Liverpool	Liverpool.mmt@cheshireandmerseyside.nhs.uk
Sefton	sejal.patel@cheshireandmerseyside.nhs.uk
Halton	Becky.Birchall@cheshireandmerseyside.nhs.uk
St Helens	Nicola.Cartwright@cheshireandmerseyside.nhs.uk
Knowley	Carolyn.Barton@cheshireandmerseyside.nhs.uk
Cheshire East & West	Cheshire.medicinesoptimisationteam@cheshireandmerseyside.nhs.uk
Warrington	Warrington.medsmanagement@cheshireandmerseyside.nhs.uk
Wirral	Jole.hannan@cheshireandmerseyside.nhs.uk

Appendix 3

Standard form for invoicing (or through PharmOutcomes)

Service Provider
Address
Invoice: £600 as annual fee for NHS C&M ICB Palliative Care Medicines Enhanced Scheme
Please specify: The Pharmacy agrees to continue to undertake the NHS C&M ICB Palliative Care Medicines Enhanced Service Yes <input type="checkbox"/> No <input type="checkbox"/>

Appendix 4

Claims for expired or new stock line (see point 8b) medicines (using form below or through PharmOutcomes)

Service Provider				
Address				
Expired or new stock line medicine stock to be listed below:				
Drug	Form	Quantity	Purchase date	Cost

Claims may be submitted at any time but will be processed on a quarterly basis.

Payment is made on a quarterly basis. Contractors will be reimbursed at the replacement invoice price for replacing any medicine listed in the formulary.

Send completed forms to cmpharmacy@cheshireandmerseyside.nhs.uk