

Provision of End of Life Care Medication and Outpatient parenteral antimicrobial therapy (OPAT) in Waltham Forest Service Specification

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Service specification for the availability of end of life medication in Waltham Forest

Introduction

The aim of this service is to ensure the availability of medication used for end of life care OPAT service across the borough of Waltham Forest. 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.

1. Document Purpose

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

2. Service Outline

- 2.1. This service will require the pharmacy to maintain the required stock of EoLC medication and intravenous antibiotics in line with the agreed list in **Appendix 1. The stock list may be subject to changes in line with national guidance**
- 2.2. Where requested, the pharmacist will provide advice to the healthcare professional regarding the prescribing or dosage of EoLC and that should be administered to the patient.
- 2.3. The pharmacist will provide information and advice relating to the use of EoLC medicines and intravenous antibiotics to patients and carers.
- 2.4. The pharmacy and the pharmacist will provide an out-of-hours (OOH) service to the patients in Waltham Forest Borough (NEL CCG) as outlined in Appendix 2 for **EoLC medication ONLY**. OOH is defined as the hours where the pharmacy is not in operation.
- 2.5. 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 for the algorithm for other healthcare professionals for controlled drugs.

3. Aims and Intended Outcomes

- 3.1. To ensure that there is 24 hours 7 days a week availability of medicines for EoLC from community pharmacies in Waltham Forest. 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.

- 3.2. 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. To ensure easy access of intravenous antibiotics for OPAT service.
- 3.3. Help prevent a crisis and emergency hospital attendance with the possibility of admission arising due to the lack of access to medication for EoLC and intravenous antibiotics
- 3.4. 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

- 3.5. The pharmacy contractors will only be required to provide intravenous antibiotics listed in Appendix 1 during the pharmacy’s operational hours.

4. Service Specification and Service Standards

- 4.1. The service will be provided by a practicing pharmacist registered with the General Pharmaceutical Council.
- 4.2. The pharmacy contractor shall maintain the required stock (range and quantity) of EoLC drugs against an agreed list of palliative care drugs (Appendix 1) and intravenous antibiotics, which will be reviewed when necessary.
- 4.3. There must be named individual(s) who ensures that the stock is managed appropriately.
- 4.4. The pharmacy contractor shall dispense the items from the palliative care stock and intravenous antibiotics in response to NHS prescriptions presented to the pharmacy in line with the dispensing service of the NHS Community Pharmacy Contractual Framework.
- 4.5. The list in Appendix 1 identifies minimum stock levels that the pharmacy must stock and maintain. The contractor will identify where supply problems prevent compliance with this requirement and notify Waltham Forest Borough (NEL CCG) Medicines Optimisation Team, within **one working day** via:

E-mail: nelondon.tnwmedicinesoptimisation@nhs.net

(Please see Appendix 2 for the service pathway).

- 4.6. The identified range and quantity of medicines are **in addition** to any demand requirement arising from the pharmacy’s normal within hours dispensing service.

- 4.7. The pharmacy contractor must operate this service for their full opening hours and OOH where required as per the algorithm in Appendix 2.
- 4.8. The pharmacy contractor must maintain appropriate records for the pharmacy and Waltham Forest Borough (NEL CCG) to cover ordering, receipt, batch number, expiry date checks and audits to meet legal and Waltham Forest Borough (NEL CCG) requirements and ensure effective, ongoing service delivery.
- 4.9. 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.
- 4.10. 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.
- 4.11. 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 and intravenous antibiotics checking first that they have the required item(s) in stock as per Appendix 2.
- 4.12. 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.
- 4.13. The pharmacy contractor shall notify Waltham Forest Borough (NEL CCG) Medicines Optimisation Team of any changes to the contact details of the pharmacy manager and/or lead pharmacist for this service.
- 4.14. The pharmacy contractor will accept controlled drugs and other medication for destruction as per the Good Practice Guidance in Appendix 3.
- 4.15. The pharmacy core and supplementary (combined) opening times are equivalent to 55 hours per week.
- 4.16. The pharmacy will be open for Monday to Saturday.

5. Service description for out of hours access for medication for EoLC

- 5.1. The pharmacist would be contacted by Rapid Response Team (RRT) and agree to attend the pharmacy to dispense a prescription. For EoL prescription requests in hours your normal delivery arrangements should apply.
- 5.2. If the pharmacist receives such a call and is unable to attend the pharmacy then RRT would contact the next pharmacist on the list until a pharmacist is available.
- 5.3. On first contact RRT 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

- 5.4. If a patient's representative or carer is unable to travel to the pharmacy out of hours, for whatever reason, then the prescriber or healthcare representative is responsible for taking the prescription from the patient's house to the community pharmacy and returning the dispensed medication to the patient.
- 5.5. The pharmacist must be able to provide the medication within 2 to 3 hours in response to an out of hours call.
- 5.6 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.
- 5.7 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.

6. Training Requirements

- 6.1. Any pharmacist, including locums, who will be involved with the service, must have completed the CPPE. Fundamental of Palliative Care program and e-assessment 2022 Click [here](#).
- 6.2. 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.
- 6.3. Any pharmacist, including locums, who will be involved with the service are expected to attend the training session held by Waltham Forest Medicines Optimisation for the commissioning of the service.
- 6.4. Any pharmacist, including locums, who will be involved with the service are expected to attend local update meetings.

7. Quality and Clinical Governance Standards

- 7.1. The pharmacy contractor must comply with all the requirements of the Essential services of the NHS Community Pharmacy Contractual Framework.
- 7.2. The pharmacy contractor must provide Waltham Forest Borough (NEL CCG) with a premises specific e-mail address, which is accessed by the pharmacy at least once a day during opening hours.
- 7.3. 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.
- 7.4. The pharmacy contractor shall ensure that any paperwork relating to the service, local procedures and guidelines issued by Waltham Forest 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.

- 7.5. The pharmacy contractor will be required to undertake clinical audits relating to the service where required by Waltham Forest Borough.

- 7.6. The pharmacy contractor will have a system in place to investigate incidents and will report any incidents related to the service to Waltham Forest Borough.
- 7.7. The pharmacy contractor will undertake Significant Event Analysis of incidents relating to the service and demonstrate learning from incidents where required by Waltham Forest Borough.
- 7.8. The pharmacy contractor must report to Waltham Forest Borough (NEL CCG) any items that are unable to be dispensed on-demand and inform Waltham Forest Borough (NEL CCG) how the incident has been resolved.

8. Monitoring Requirements

- 8.1. At the contract review, Waltham Forest 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.
- 8.2. At any time, Waltham Forest Borough (NEL CCG) may request information on any audit the pharmacy has completed.
- 8.3. The pharmacy will demonstrate SOP and monitoring processes as part of any general contract monitoring undertaken by Waltham Forest Borough.
- 8.4. 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.

9. Professional Indemnity Insurance

- 9.1. 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.

10. EoLC medication and intravenous antibiotics scheme payment schedule

- 10.1. Waltham Forest 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 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.
- 10.2. 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.
- 10.3. The pharmacist contractor will receive £200 per call out to provide an out-of-hours service to dispense urgent end of life medicines to Waltham Forest patients. This does not apply to intravenous antibiotics as there should not be any out-of-hours requests.
- 10.4. Drugs dispensed on FP10 will be reimbursed through usual PPD methods and as such, this will fund replacement of stock. It is envisaged by Waltham Forest Borough (NEL CCG) that controlled drugs identified within Appendix 1 of this document, will not

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

10.5. Please use the invoice template in Appendix 5 for claims and reimbursements

10.6. The CCG is responsible for maintaining a list of pharmacies and informing the OOH providers, GPs and the community teams of these pharmacists.

10.7 Waltham Forest 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 Drug Tarif 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.

10.8 Any claims for reimbursement of expired drugs on invoices should be supported with evidence – please refer to Appendix 1.

11. Declaration

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

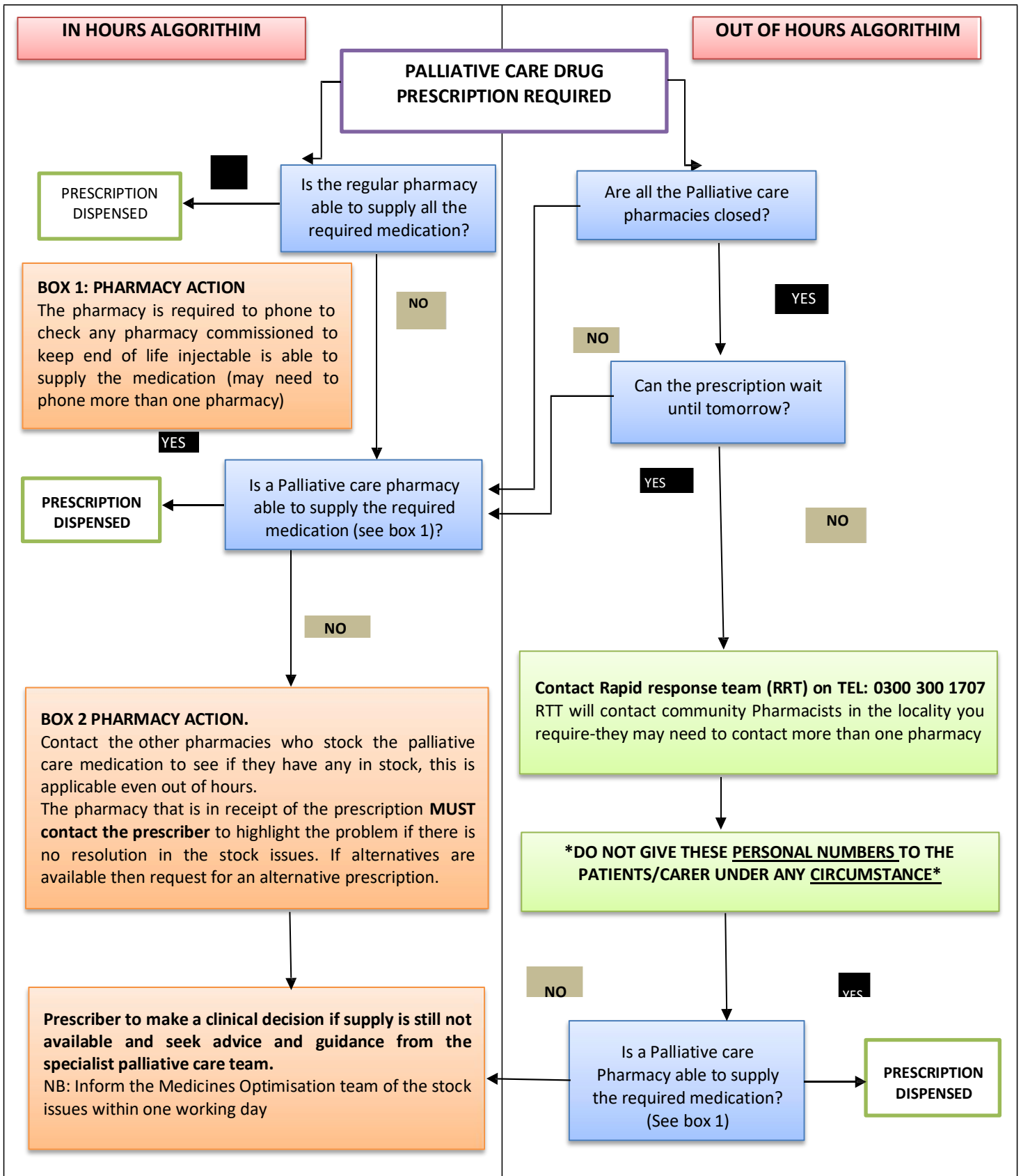
Appendix 1: Palliative Care, End of Life Care Medication and OPAT Stock List

Medication	Form	Strength	Pack Size	total stock Minimum Quantity 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	4 patches	2	£17.60
		10 micrograms/hour	4 patches	2	£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	Powder for Injection	30mg	5 amps	1	£16.53
Fentanyl patches	Transdermal patches	12micrograms/hour	5 patches	5	£12.59
		25micrograms/hour	5 patches	2	£17.99
		50micrograms/hour	5 patches	5	£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
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
Ertapenem	Powder for solution for infusion	1 gram	1	3	£31.65
Ceftriaxone	powder for solution for injection vials	1 gram	1	3	£9.58
Teicoplanin	powder and solvent for solution for injection vials	400mg	1	5	£7.32

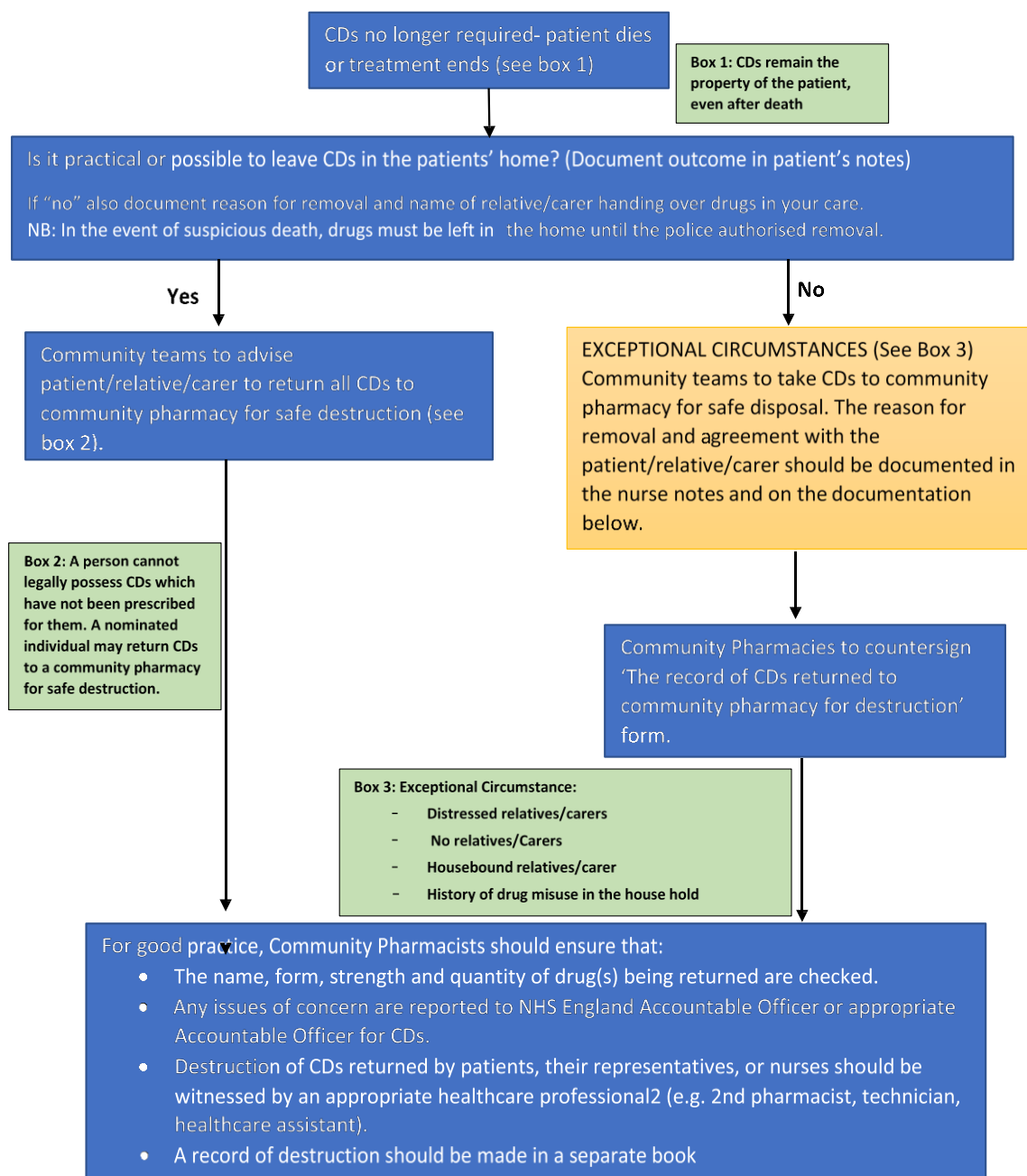
COMMUNITY PHARMACY PALLIATIVE CARE AND END OF LIFE CARE INJECTABLE PRESCRIPTION ALGORITHM

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



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

Good Practice Guidance regarding CD disposal/destruction for community teams



Additional Information

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

Name of community pharmacy

Invoice number

Drug	Strength	quantity	Total Amount of claim(£)	Date expired

Declaration

I hereby declare the above medications for the provision of the end of life community pharmacy and OPAT service have expired and where they are controlled drugs have been disposed of compliant with the current controlled drugs regulations.

Name of pharmacist:

Signature:

Date :

Please send completed form to:
A. ONYEAGWARA
NHS NORTH EAST LONDON CCG
Y04 PAYABLES M775
PHOENIX HOUSE,
TOPCLIFFE LANE
WAKEFIELD,
WF3 1WE

Name	<input type="text"/>
Name of Pharmacy	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>
Invoice Date	<input type="text"/>

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	<input type="text"/>
Name of requester	<input type="text"/>
Time of request	<input type="text"/>
Drug/s requested	<input type="text"/>

Total Cost £

Thank You