

NHS England South West Pharmacy Enhanced Service

Availability of Specialist Medicines (Palliative Care and other Specialist Medicines)

1 October 2018 to 31 March 2020 Service Level Agreement

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1. Background information

- 1.1 Prescribers periodically need to obtain medicines urgently. Such medicines may not be routinely stocked by community pharmacies, and the delays to treatment caused as a result may cause harm to patients, or necessitate avoidable admission to hospital.
- 1.2 Such delays can be avoided by ensuring that a number of pharmacies that have good access for patients hold a stock of key medicines.

2. Aims and intended service outcome

- 2.1 This enhanced service is intended to ensure the supply of specialist medicines for which the demand may be unpredictable, for example in palliative care, treatment of thrombosis and prophylaxis, where injectable antibiotics have been prescribed in the community and the treatment of bacterial meningitis.
- 2.2 The aims of the service are:
 - 2.2.1 to improve the availability, especially in the out-of-hours period, of these specialist medicines when they are required, by ensuring access and continuity of supply
 - 2.2.2 to support patients, carers and clinicians by providing them with the benefit of a pharmacist's knowledge at the point of dispensing
 - 2.2.3 to ensure common standards for the provision of palliative care and other specialist medicines.

3. Service outline

- 3.1 The Contractor will stock the specialist medicines listed in the formulary in Appendix 1 and will dispense these medicines upon receipt of an appropriate NHS prescription.
- 3.2 The Contractor must keep appropriate records of dispensing on their computerised medication records.
- 3.3 The Contractor must promptly re-order any medicines from the formulary which are dispensed, and must promptly inform the Commissioner if there are significant supply issues which affect any of the relevant medicines.
- 3.4 The Contractor must provide information and advice to the patient, carer and health care professional as they would with any prescription. It should also refer or signpost patients to specialist centres, support groups or other health and social care professionals where appropriate.
- 3.5 The Contractor must ensure that this service is available at all times within their contracted opening hours (both core and supplementary opening hours), and on any bank or public holidays on which the pharmacy is open.

- 3.6 If the Contractor is unable to fulfil a prescription, it must:
- 3.6.1 make contact with other pharmacies which provide this enhanced service to identify one which is open and has the required medicine in stock
 - 3.6.2 direct the patient, carer or clinician to the nearest such pharmacy
 - 3.6.3 complete the form attached in Appendix 2 and return it to the Commissioner within 7 days.
- 3.7 The Contractor must ensure that all pharmacists (including locum pharmacists) and staff involved in the provision of the service have the relevant knowledge and are appropriately trained in the operation of the service within the pharmacy's own standard operating procedures.
- 3.8 The Commissioner will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The Commissioner will regularly review the formulary to ensure that it reflects the availability of new medicines and changes in practice or guidelines. The Contractor will ensure that they hold in stock any new additions to the medicines formulary within two weeks of notification by the Commissioner.
- 3.9 The Commissioner will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients to pharmacies providing the service.

4. Quality indicators

- 4.1 The Contractor must satisfactorily comply with its obligations under Schedule 4 to the Pharmaceutical Services Regulations (terms of service of NHS pharmacists) in respect of the provision of essential services and an acceptable system of clinical governance.
- 4.2 The Contractor will review its standard operating procedures, and the referral pathways, for this service on an annual basis (at least).
- 4.3 The Contractor will ensure that pharmacists and staff involved in the provision of the service have undertaken appropriate continuing professional development relevant to this service.
- 4.4 The Contractor will be willing to participate in periodic audit of service provision and usage organised by the Commissioner.
- 4.5 The Contractor will be willing to participate in any locally agreed Commissioner-led assessment of service user experience.

5. Clinical Incident Reporting

- 5.1 All incidents must be reported via england.pharmacysouthwest@nhs.net
- 5.2 All incidents involving Controlled Drugs must be reported online at www.cdreporting.co.uk If you need advice the Controlled Drugs team can be contacted via england.southwestcontrolleddrugs@nhs.net

6. Complaints procedure

- 6.1 The Contractor must handle any complaints from patients/health care professionals in accordance with the arrangements which it has in place under paragraph 34 of the Terms of Service for NHS Pharmacists.
- 6.2 The Contractor must send a copy of any complaint from a patient/health care professional relating to its delivery of this service, together with details of how it has responded to that complaint, to the Commissioner.

7. Duration and Payment

- 7.1 This agreement will commence on 1 October 2018 (or the date of signature, if later) and end on 31 March 2020, unless terminated earlier under sections 8 or 9 below or extended by mutual agreement.
- 7.2 The Commissioner will pay to the Contractor:
 - 7.2.1 A retainer payment of £390 (or a proportion of that amount* if this agreement commences after 31 December 2018), payable upon signature of this agreement by both the Contractor and the Commissioner
 - 7.2.2 reimbursement for dispensed medicines via NHS Prescription Services in the standard way
 - 7.2.3 reimbursement for medicines included in the formulary that have become time expired, provided normal stock rotation procedures have been followed within the pharmacy and the Contractor submits the wholesaler invoice, clearly stating the date that the pharmacy ordered/obtained the time expired stock. If the invoice for the medicines is not provided the Contractor will be reimbursed 50% of the current drug price. A claim form for this reimbursement is provided in appendix 3.
- 7.3 The Commissioner will not reimburse the Contractor for flu antiviral medicines purchased in January 2018 that become time expired because Contractors received reimbursement at the time of purchase. Any subsequent flu antiviral medicines purchased which then become time expired will be reimbursed via the process described in 7.2.3.

8. Decommissioning

- 8.1 If a Contractor ceases trading or chooses to discontinue their involvement in this service they must provide the Commissioner with two months' notice in writing. The Commissioner will recover an appropriate proportion of the retainer payment from the Contractor and will not reimburse the Contractor for medicines purchased to participate in this service.

* Paragraph 7.2.1: £390 payable if agreement commences before 31 December 2018, £325 if it commences between 1 January and 31 March 2019, £260 if it commences between 1 April and 30 June 2019, £195 if it commences between 1 July and 30 September 2019, £130 if it commences between 1 October and 31 December 2019 or £65 if it commences after 1 January 2020.

- 8.2 The Commissioner may decide to decommission this service, in which case it must give the Contractor two months' notice in writing. The Commissioner will recover an appropriate proportion of the retainer payment from the Contractor.
- 8.3 If the service is decommissioned by the Commissioner, or if medicines are removed from the formulary by the Commissioner, then the Contractor may arrange for destruction of any relevant stock that they are holding that they believe will be surplus to requirements three months after the date the service is decommissioned or the medicines are removed from the formulary. Reimbursement can be claimed for those medicines, provided that the Contractor provides the wholesaler invoice for the stock, clearly stating the date that the Contractor ordered/obtained the stock. If the invoice for the stock is not provided the Contractor will be reimbursed 50% of the current drug price.

9. Disputes

- 9.1 If the Contractor is unable to supply a medicine when presented with an appropriate prescription and, following investigation, the Commissioner is not satisfied that there were reasonable grounds for the Contractor being unable to do so, the Commissioner may recover a proportion of the retainer payment from the Contractor (£50 for each occurrence, up to the amount of the annual retainer payment) without needing to issue a formal breach/remedial notice.
- 9.2 The Commissioner may terminate this agreement with immediate effect, and consequently recover an appropriate proportion of the retainer payment from the Contractor, if the Commissioner:
- 9.2.1 is satisfied that the Contractor has repeatedly failed to meet the requirements of this agreement, or
 - 9.2.2 is satisfied that it is in the interests of patient safety to do so, or
 - 9.2.3 is on notice that the Contractor is not, or no longer, satisfactorily complying with its obligations under Schedule 4 to the Pharmaceutical Services Regulations (terms of service of NHS pharmacists) in respect of the provision of essential services and an acceptable system of clinical governance.
- 9.3 In the event of suspected fraud by the Contractor (whether connected to this service or otherwise), the Commissioner may suspend this agreement pending the outcome of appropriate investigations.
- 9.4 In the event of a dispute relating to this agreement, the Commissioner and the Contractor will endeavour to resolve the dispute through a local dispute resolution meeting. If the dispute remains unresolved after that meeting, either party may, within one month, refer the dispute to an arbitrator who is mutually acceptable to both parties. The arbitrator's decision will bind both parties.

10. Parties and Signature

10.1. The Commissioner is:

NHS England South West
*Peninsula House, Kingsmill Road, Tamar View
Industrial Estate, Saltash, Cornwall PL12 6LE
*Email: england.pharmacysouthwest@nhs.net
*Contact name: Sarah Lillington

10.2. The Contractor is:

Company/pharmacy name:
F code:
Premises address & postcode:
<i>Note: unless the Commissioner agrees otherwise, this agreement relates only to the pharmacy premises stated above.</i>
*Contact name:
*Telephone number:
*Email address:

Signed
for the
Contractor:

	Date:
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Signed
for the
Commissioner:

	Date:
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* Or such other contact details as the relevant party may notify to the other.

**2018-2020 NHS England South West Enhanced Service for the
Availability of Specialist Medicines**

Appendix 1 – List of medication to be held in stock

CORE LIST OF SPECIALIST MEDICINES TO BE HELD BY ALL PHARMACIES

MEDICINE	QUANTITY
Alfentanil 1mg/2ml solution for injection ampoules	10 ampoules
Ceftriaxone 1g powder for solution for injection vials	4 vials
Ceftriaxone 2g powder for solution for injection vials	4 vials
Cyclizine 50mg/1ml solution for injection ampoules	20 ampoules
Dexamethasone 3.3mg/1ml solution for injection ampoules	10 ampoules
Diamorphine 10mg powder for solution for injection ampoules	20 ampoules
Diamorphine 30mg powder for solution for injection ampoules	10 ampoules
Gentamicin 80mg/2ml solution for injection ampoules	5 ampoules
Haloperidol 5mg/1ml solution for injection ampoules	20 ampoules
Hyoscine butylbromide 20mg/1ml solution for injection ampoules	30 ampoules
Hyoscine hydrobromide 400micrograms/1ml solution for injection ampoules	10 ampoules
Levomepromazine 25mg/1ml solution for injection ampoules	10 ampoules
Metoclopramide 10mg/2ml solution for injection ampoules	30 ampoules
Midazolam 10mg/2ml solution for injection ampoules	30 ampoules
Morphine sulfate 10mg/1ml solution for injection ampoules	20 ampoules
Morphine sulfate 15mg/1ml solution for injection ampoules	10 ampoules
Morphine sulfate 20mg/1ml solution for injection ampoules	10 ampoules
Morphine sulfate 10mg/5ml oral solution	5 x 100ml bottle
Oxycodone 10mg/1ml solution for injection ampoules	20 ampoules
Oxycodone 20mg/2ml solution for injection ampoules	20 ampoules
Oxycodone 5mg/5ml oral solution sugar free	2 x 250ml bottle
Phytomenadione 2mg/0.2ml solution for injection ampoules	10 ampoules
Sodium chloride 0.9% solution for injection 10ml ampoules	20 ampoules
Water for injections 10ml ampoules	20 ampoules

CORE LIST OF FLU ANTIVIRAL MEDICINES TO BE HELD BY ALL PHARMACIES

Drug	Form	Strength	Pack Size	Brand	Stock (Packs)
Oseltamivir	Capsules	30mg	10	Tamiflu	8
Oseltamivir	Capsules	45mg	10	Tamiflu	1
Oseltamivir	Capsules	75mg	10	Tamiflu	6
Oseltamivir	Oral Suspension	6mg/ml	65ml	Tamiflu	1
Zanamivir	Inhalation	5mg	20	Relenza	1

**2018-2020 NHS England South West Enhanced Service for the
Availability of Specialist Medicines**

Appendix 1 – List of medication to be held in stock

**ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN BRISTOL,
NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE**

MEDICINE	QUANTITY
Enoxaparin sodium 100mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 120mg/0.8ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 150mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Ertapenem 1g powder for solution for infusion vials	4 vials
Fentanyl 100micrograms/2ml solution for injection ampoules	10 ampoules
Sodium chloride 0.9% infusion 1litre bags	2 bags
Teicoplanin 400mg powder and solvent for solution for injection vials	2 vials
Vancomycin 125mg capsules	28 caps

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN SOMERSET

MEDICINE	QUANTITY
Alfentanil 5mg/1ml solution for injection ampoules	10 ampoules
Benzylpenicillin 600mg powder for solution for injection vials	2 vials
Cefotaxime 500mg powder for solution for injection vials	4 ampoules
Enoxaparin sodium 100mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 120mg/0.8ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 150mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Fentanyl 100micrograms/2ml solution for injection ampoules	10 ampoules

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN CORNWALL

MEDICINE	QUANTITY
Dalteparin sodium 10,000units/0.4ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 12,500units/0.5ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 15,000units/0.6ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 18,000units/0.72ml solution for injection pre-filled syringes	5 pre-filled syringes

**2018-2020 NHS England South West Enhanced Service for the
Availability of Specialist Medicines**

Appendix 1 – List of medication to be held in stock

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN THE NORTHERN AND WESTERN LOCALITIES OF DEVON

MEDICINE	QUANTITY
Alfentanil 5mg/1ml solution for injection ampoules	10 ampoules
Enoxaparin sodium 100mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 120mg/0.8ml solution for injection pre-filled syringes	10 pre-filled syringes
Enoxaparin sodium 150mg/1ml solution for injection pre-filled syringes	10 pre-filled syringes
Glycopyrronium bromide 200micrograms/1ml solution for injection ampoules	10 ampoules
Pivmecillinam 200mg tablets	10 tablets
Vancomycin 125mg capsules	28 caps

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN THE EASTERN LOCALITY OF DEVON, AND IN SOUTH DEVON AND TORBAY

MEDICINE	QUANTITY
Alfentanil 5mg/1ml solution for injection ampoules	10 ampoules
Dalteparin sodium 10,000units/0.4ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 12,500units/0.5ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 15,000units/0.6ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 18,000units/0.72ml solution for injection pre-filled syringes	5 pre-filled syringes
Glycopyrronium bromide 200micrograms/1ml solution for injection ampoules	10 ampoules
Pivmecillinam 200mg tablets	10 tablets
Vancomycin 125mg capsules	28 caps

**2018-2020 NHS England South West Enhanced Service
for the Availability of Specialist Medicines**

Appendix 2 - Report on inability to fulfil a prescription

Pharmacy name and address (or pharmacy stamp – please ensure stamp is clear)
Date on which medicine(s) could not be supplied
Name and quantity of medicine(s) which could not be supplied
Reason why the medicines(s) could not be supplied
Date this/these medicine(s) was/were last issued to a patient
Date this/these medicine(s) was/were last ordered into stock
Name of Pharmacy which patient/carer/clinician was signposted to
What steps have been taken to minimise the risk of reoccurrence?

SignedDate.....

Printed nameGPhC no.

Resident Pharmacist / Locum Pharmacist (please delete as applicable)

Please send this form to Sarah Lillington via england.pharmacysouthwest@nhs.net
within 7 days of the inability to fulfil a prescription

**2018-2020 NHS England South West Enhanced Service
for the Availability of Specialist Medicines**

Appendix 3 - Reimbursement for medicines that have become time expired

Pharmacy name and address (or stamp – please ensure stamp is clear)

Medicines Claimed for:
<p>(a copy of the wholesaler invoice(s), clearly stating the date that the pharmacy ordered/obtained the time expired stock, must be attached)</p> <p>We will reimburse at the price quoted in the relevant month's edition of the <i>Drug Tariff</i>. Where the product is not listed in the <i>Drug Tariff</i>, we will reimburse at the price quoted in the relevant month's edition of the <i>Chemist and Druggist</i>. VAT at the current rate will be added to the reimbursement.</p>

This invoice should be signed by a registered pharmacist or a registered pharmacy technician

Signed

Printed name

GPhC Registration Number

Date

Please send this form and wholesaler invoice(s) to Sarah Lillington via
england.pharmacysouthwest@nhs.net