Service Specification No.	02.
Service	Just In Case Specification
Commissioner Lead	Melanie Preston / Michelle Ashton
Provider Lead	
Period	01st April 2016 – 31st March 2017
Date of Review	Ongoing

1. Population Needs

1.1 National/local context and evidence base

1.1 This service specification covers the requirements additional to those for dispensing.

1.2 The object of the service is to maintain a locally agreed stock of medicines (appendix 1 ï óJust in Case 4 Core DrugsôList) used in the treatment of palliative care patients at designated community pharmacies (appendix 6). This is intended as a óJust in Case 4 Core Drugsô supply by community pharmacies against FP10 prescriptions issued. These palliative care medicines will be supplied in a secure bag for storage in the patientôs home in anticipation and in advance of the need to administer the medicine.

1.3 Patients residing in care home establishments can be supplied with palliative care medicines as a normal dispensed supply but cannot receive a Just in Case 4 Core Drugsô supply via this service due to the Misuse of Drugs storage requirements in care home establishments.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 4	Ensuring people have a positive experience of care	Y
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	Y

2.2 Local defined outcomes

3. Scope

3.1 Aims and objectives of service

3.1 To reduce the incidence of delayed access to Palliative Care medication by anticipating need.

3.2 To ensure the public has easy access to Palliative Care medicines during normal working hours.

3.3 To support patients, carers and clinicians by providing them with up to date information and advice and referral where appropriate.

3.2 Service description/care pathway

3.2 Community pharmacy responsibilities for the service:

3.2.1 Maintain a minimum stock level, as specified on Appendix 1 ï óJust in Case 4 Core Drugsô List. Each pharmacy must ensure enough stock is available for two óJust in Case 4 Core Drugsô supplies at any one time. There will be allowances made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems.

3.2.2 The pharmacy will produce a Standard Operating Procedure (SOP) for all staff and locums. This will include:

- Details of wholesalers- delivery / order times and contacts details
- Contact details of other pharmacies in the scheme
- Contact details for the Specialist Palliative Care Team at the Hospice
- List of agreed medicines
- Record of stock check
- Contact details for NHS Blackpool representative
- Significant event reporting form

3.2.3 The pharmacy contractor has a duty to ensure that all employed pharmacists and pharmacy staff participate in the provision of the service. Staff must have relevant knowledge and must be appropriately trained in the operation of the service. A CPPE Palliative Care course is available to support CPD.

3.2.4 The pharmacy contractor will dispense the medication in a bag, sealed with a tamper-evident seal in response to NHS prescription presented. Prescriptions may be highlighted as a óJust in Case 4 Core Drugsô supply by the GP practice or the pharmacy will be notified by the community nurse. The pharmacist will ensure batch numbers and expiry dates are visible on each medicine container and ensure that patient information leaflets are included for each medicine. All medicines supplied must have a minimum of three months expiry date.

3.2.5 The óJust in Case 4 Core Drugsô supply will be labelled externally at the pharmacy with:

- Patientôs name
- The date of supply
- Drug name and quantity supplied
- Batch numbers and expiry dates of the medicines contained within it

3.2.6 The pharmacy contractor will complete the Pharmacy Collection and Delivery Form for the óJust in Case 4 Core Drugsô supply (appendix 2) and retain the form in the pharmacy.

3.2.7 Medicines will be checked regularly by the pharmacy to ensure sufficient stock is available and in date.

3.2.8 Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply for the patient or their representative.

3.2.9 A feedback form (appendix 3) is available for the pharmacy to report any operational issues with the service. Forms are to be sent to the Primary Care Team at the CCG. Any clinical issues are to be reported to the Medicines Optimisation Lead at the CCG.

3.2.10 The Pharmacy must report any incidents involving Controlled Drugs to the Accountable Officer at NHS England Lancashire Area Team via their usual defined procedures.

3.2.11 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

3.2.12 The pharmacist will be available to offer professional advice to patients and carers on the medicine dispensed and their use within palliative care.

3.2.15 The pharmacist must be able to demonstrate compliance with the NPSA Safer Practice Notice ï Ensuring Safer Practice with high dose ampoules of morphine and diamorphine and Rapid Response Report Reducing Dosing Errors With Opioid Medicines. Future NHS England Patient Safety Alerts and MHRA alerts must also be complied with.

3.2.16 The Clinical lead for end of life will provide an allocation of the tamper-evident bags initially.

3.3 Population covered

3.3.1 All Blackpool residents if clinically appropriate

3.4 Any acceptance and exclusion criteria and thresholds

For people approaching the end of life when they are likely to die within the next 12 months.

This includes people whose death is imminent and those with

a) Advanced, progressive, incurable conditions
b) General frailty and co-existing conditions that mean they are expected to die within 12 months.
c) Existing conditions if they are at risk of dying from a sudden acute crisis in their condition.
d) Life threatening acute conditions caused by sudden catastrophic events.

3.5 Interdependence with other services/providers

3.5.1The Specialist Palliative Care Nurse at the Hospice will provide advice and support to pharmacists as needed, to help meet the needs of palliative care patients and the requirement to demonstrate ongoing CPD.

3.5.2 The Specialist Palliative Care Nurse at the Hospice will provide adequate signposting for patients, carers and clinicians to improve awareness of specialist palliative care services and the availability of support and advice.

3.6 Activity/ Monitoring

3.6.1 The service provision will be reviewed annually.

3.6.2 The CCG may carry out spot checks of stock and documentation when necessary and where it is convenient to the pharmacy.

3.6.3 The CCG will regularly review the drug list with the Specialist Palliative Care Team at the Hospice to ensure the list reflects the availability of new medicines and changes in guidelines and practice.

3.6.4 The CCG will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients to the service.

3.6.5 The CCG will provide a framework for the recording of relevant service information for the purpose of audit and claiming payment.

3.7 Finance

3.7.1 An initial set up fee of £220.00 will be payable for the year, at the commencement of the service and will be paid on submission of any invoice by the contractor to:

enhancedserviceslcsu@nhs.net

or

Local Improved Services Team, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

An annual retention fee of £220.00 will be paid on submission of an invoice to the contractor ï refer to appendix 4.

Payment will be made by Midlands and Lancashire Commissioning Support Unit on behalf of the CCG.

4. Applicable Service Domains

4.1 Applicable national domains (eg NICE)

NICE Quality Standards For End of Life Care

4.2 Applicable domains set out in Guidance and/or issued by a competent body (eg Royal Colleges)

4.3 Applicable local domains

The pharmacy reviews its SOP ôStock Holding of Palliative Care Medicinesô on an annual basis or as required if any significant changes occur.

The pharmacy demonstrates that pharmacists and staff involved in the provision of this service have relevant knowledge and are appropriately trained in the operation of the service.

The pharmacy participates in any CCG organised audit of the service.

The pharmacy co-operates with any locally agreed CCG - led assessment of service user experience.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-D)

5.2 Applicable CQUIN goals (See Schedule 4E)

6. Location of Provider Premises

The Provider's Premises are located at:

Appendix 1 – 'Just in Case 4 Core Drugs' List

Drug supply	Pack size for each 'Just in Case 4 Core Drugs'
Morphine 10mg/2ml injection	5 Vials
Levomepromazine 25mg/ml injection ampoules	5 Vials
Glycopyrronium bromide 200mcg/ml ampoules	5 Vials
Midazolam 5mg/ml injection 2ml ampoules	5 Vials
Water for Injection 10ml ampoules	10 Vials

Appendix 2

PHARMACY COLLECTION AND DELIVERY FORM FOR THE 'JUST IN CASE 4 CORE DRUGS' SUPPLY

(To be retained in Pharmacy)

Name of Patient	Address of Patient	Date of Collection	Name of Person Collecting Medicine	Signature of Person Collecting Medication

Drug	Quantity Dispensed	Batch Number	Expiry Date
Morphine 10mg/2ml injection	5 Vials		
Levomepromazine 25mg/ml injection ampoules	5 Vials		
Glycopyrronium bromide 200mcg/ml ampoules	5 Vials		
Midazolam 5mg/ml injection 2ml ampoules	5 Vials		
Water for Injection 10ml ampoules	10 Vials		

Date Dispensed: é é é é é é é é é é é é é é é é é é é

Pharmacist Signature:é é é é é é é é é é é é é é é é .

Name of Pharmacist:é é é é é é é é é é é é é é é é é .

Appendix 3

Feedback Form for Enhanced Service
'Just in Case 4 Core Drugs' supply

Stock Holding of Palliative Care Medicines

Pharmacy Name and Address

Description of the issue (Contained on a separate page if necessary)

Actions taken already to address/rectify the issue

Involvement of other Healthcare Professionals

Recommendations you would like to make regarding the service

Name of person completing this
formé ..

Date é

Appendix 4

Stock Holding of Just In Case Medicines 16/17 - Claims for Payment

Pharmacy Name and Address	Please return to: NHS Midlands and Lancashire CSU Jubilee House Lancashire Business Park Leyland PR26 6TR enhancedserviceslcsu@nhs.net

This form should be completed and returned to the address above to claim for the annual retention fee of £220 for the provision of the Just In Case Scheme.

Annual Retention Fee

The above pharmacy has opened in accordance with the Just In Case Scheme commissioned by Blackpool Clinical Commissioning Groups and maintained the required stock of medicines as listed in Appendix 1 of the service specification for supply against FP10 prescriptions.

Fee claimed (£220.00) = £220.00

Total claimed (£220.00) = £220.00

Counter Fraud Declaration

I declare the information provided above is a true and accurate reflection of the service provided. I understand that I will be liable for prosecution and monies to be reclaimed if I deliberately provide false information.

Signed…….. Date……

Full Name……

List of Participating Pharmacies and Useful Contacts

FGF35 - Well Pharmacy
9-11 All Hallows Rd
Blackpool
FY2 0AS
Tel 01253 355699
Opening times Mon-Fri 8.30 ï 5.30, Sat 9.00 - 5.00, Sun Closed

FVW44 - the Hub Pharmacy
Whitegate Primary Care Centre
Whitegate Drive
Blackpool
FY3 9ES
Tel 01253 807808
Opening times Mon-Sun 8.00am ï 9.00pm

FER82 - Cohens Pharmacy
Moor Park Health & Leisure Centre
Bristol Avenue
Blackpool
FY2 0JG
Tel 01253 354988
Opening times Mon-Sat 7.00am -10.00pm, Sun 7.00am ï 8.00pm

FHX13 - Lytham Road Pharmacy
South Shore Primary Care Centre
Lytham Rd
Blackpool
FY4 1TJ
Tel 01253 403038
Opening times Mon-Fri 8.30am ï 6.00pm, Sat Closed, Sun Closed

Trinity Hospice, Lower Moor Road, Bispham Tel 01253 358881

CCG Contacts:

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Tel: 01253 655230