



NHS Fife Community Pharmacy Palliative Care Network

Introduction

This service specification forms the basis for palliative care network community pharmacists to provide a pharmaceutical care service to palliative care patients in Fife. It will be carried out in accordance with Professional Standards and Guidance from the Royal Pharmaceutical Society (RPS) and General Pharmaceutical Council (GPharmC).

1. Service Description

- 1.1 To establish a network of trained community pharmacists to provide Pharmaceutical Care to palliative care patients in Fife.
- 1.2 The contractor must identify a named pharmacist who will take overall responsibility for ensuring the service provided is safe, effective and patient-centred.
- 1.4 The contractor must also name a reserve point of contact e.g. pharmacy technician for use when the named pharmacist is absent or unavailable.
- 1.3 The contractor must ensure that all pharmacists providing this service are appropriately registered with the General Pharmaceutical Council.

2. Aim of the Service

- 2.1 To create a network of specialist community pharmacies to provide information and advice on the pharmaceutical care aspects of palliative care to patients, carers, GPs, nurses and non-network community pharmacists.
- 2.2 To ensure that patients requiring palliative care receive continuity of supply of essential medicines and devices for drug delivery.

3. Service Outline – Responsibilities of Palliative Care Network Pharmacists:

- 3.1 Maintain stocks of commonly used specialist and non-specialist palliative care medicines as documented in the palliative care stock list (minimum level required). **It is best practice to check stock levels regularly, particularly before (Friday) and after (Monday) weekends and public holidays. Depending on demand, professional judgement should be used to determine whether additional stock is required.**

- 3.2 Responsible for supplying palliative care medication, pharmaceutical advice and education to patients, carers, GPs, nurses, and non-network community pharmacists, including out of hours, where necessary.
 - 3.3 Provide continuity of pharmaceutical palliative care service across NHS Fife.
 - 3.4 Organise and supply medication/sundries/paperwork required for Just In Case (JIC) anticipatory prescribing on request.
 - 3.5 Provide support and advice on palliative care to non-network community pharmacists.
 - 3.6 Work in partnership with local healthcare providers including GPs, district and Community Specialist Palliative Care Nurses, Specialist Palliative Care Pharmacist(s) and PCES personnel to deliver an effective service to patients/carers.
 - 3.7 Maintain records of palliative care activity and care (forms provided in resource pack and available from Pharmacy Services).
 - 3.8 Maintain knowledge and competence relevant to providing pharmaceutical care for palliative patients and **must** attend one of two peer review sessions arranged annually.
 - 3.9 Complete the NES pack “Pharmaceutical care of people requiring palliative care”.
 - 3.10 Undertake further training in palliative care, if required.
 - 3.11 Undertake assessment for and provision of laxative medication via PGD where the patient is prescribed strong pain relief without appropriate laxative cover.
 - 3.12 Provide and respond to incident reports to/from the Lead Pharmacist in a timely manner.
 - 3.13 To participate in audit annually, relevant to this area of practice.
- 4. Service Outline – Responsibilities of the Specialist Palliative Care Pharmacist(s)**
- 4.1 To provide, directly or indirectly, initial and ongoing training in palliative care to network pharmacists.
 - 4.2 To provide support and advice to network pharmacists.
 - 4.3 To facilitate liaison between primary and secondary care pharmacists.
 - 4.4 To assist in the organisation and delivery of regular peer review sessions (6 monthly).
 - 4.5 To ensure adequate information/training for on-call pharmacists in acute pharmacy services.
- 5. Service Outline - Responsibilities of the pharmacy contractor**
- 5.1 To ensure that the pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
 - 5.2 To notify Primary Care Administration of any staff changes (see Appendix 1 - contact details).
 - 5.3 To ensure complaints/incidents are reported to Lead Pharmacist - Pharmacy Services (see Appendix 1 - contact details).

5.4 To ensure minimum stockholding, particularly before weekends and public holidays.

6. Service Outline - Responsibilities of the Lead Pharmacist – Pharmacy Services

6.1 Liaise with contractors, area managers etc when a new pharmacist/pharmacy joins the network.

6.2 Investigate any complaints, incidents or issues raised.

6.3 Organise and deliver regular peer review sessions (6 monthly) to network pharmacies.

7 Quality Indicators

7.1 Standard operating procedure(s), palliative care stock list and information leaflet is reviewed annually by the NHS Fife Palliative Care Pharmacy Group.

7.2 Pharmacists participating in the network can demonstrate that pharmacists involved in the provision of the service have undertaken relevant CPD.

7.3 Pharmacy interventions are recorded by the network pharmacists and analysed by the Palliative Care Network Pharmacy Group on a regular basis.

7.4 General network pharmacy activity and audit results are shared with the NHS Fife Palliative Care Service.

7.5 All network pharmacies are required to complete an annual stock audit (to determine if there are any supply issues and to confirm minimum required stock levels are in place).

7.6 Following investigation, complaints made to NHS Fife Pharmacy Services will be discussed anonymously at peer review sessions to ensure quality management and learning from incidents.

Background information

Medicines, Ethics and Practice Guide (current edition). Royal Pharmaceutical Society, London.

Pharmaceutical care of people requiring palliative care. NES (Pharmacy).

Appendix 1 – Contact Details

Contact Information

Palliative Care Pharmacists:

Paul Wilson (Hospital)	paulwilson1@nhs.net	01592 643355 x 21544
David Binyon (Primary Care)	davidbinyon@nhs.net	01334 465829

Lead Pharmacist

Andrea Smith	andrea.smith5@nhs.net	01383 565351 x 35351
--------------	--	----------------------

Primary Care Manager

Joyce Kelly	joyce.kelly@nhs.net	01592 226440
-------------	--	--------------