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| Assynt House  Beechwood Park  INVERNESS  IV2 3HG  Tel: 01463 - 706886 | **COMMUNITY PHARMACY SERVICES** |  |

**COMMUNITY PHARMACY - PALLIATIVE CARE**

**SERVICE SPECIFICATION – MODEL SCHEME**

**2017 - 18**

**1 SERVICE AIM**

To ensure that patients requiring medication for palliative care receive supplies of medication rapidly, particularly in an urgent situation, 24 hours a day and that appropriate advice is available on the use of these medicines.

**2 PALLIATIVE CARE ACTIVITY**

Every community pharmacy will be able to provide a general level of pharmaceutical care palliative care advice and as a result a number of resources are expected to be available to pharmacy staff. A tool is attached to support pharmaceutical care delivery. Each pharmacy will be entitled to receive a network payment of **£165** per year on the basis of the following additional requirements being met.

* Provision of pharmacist contact details for potential callout and responsibility for updating these when there is a change of pharmacist
* Pharmacist attending at least one training session per annum – complete a relevant CPD and submit at the end of the year.

Training sessions do not need to be those provided by the network co-ordinator.

* Ensuring supply and appropriate supporting advice on agreed medicines is made efficiently, as required by patients/carers, on a day to day basis. Liaising as appropriate with other pharmacies or healthcare professionals where supplies cannot be made in order to assure a rapid supply.
* Updating documentation to support the service and to make this available and known to all relevant staff including appropriate links to CMS service as appropriate.
* Sign posting patients/carers to appropriate sources of support & displaying relevant patient information leaflets
* Participating in relevant audits e.g. pain, CD prescribing etc
* Completing annual quality return of service provision including highlighting difficulties.

These activities will attract an annual payment of **£165** payment per pharmacy. It will be paid automatically on an annual basis. Where pharmacies are unable to fulfil requirements, in particular relating to contact numbers, alternative arrangements may be discussed.

**3 PALLIATIVE CARE STOCK-HOLDING & STOCK REPLACEMENT FOR EXPIRED / NEW STOCK:**

Stock management is a core skill within community pharmacies. Each community pharmacy identified within the Highland Community Pharmacy Palliative Care Network as a stockholding pharmacy will be entitled to receive a Network payment of £55 per year to ensure that the full palliative care stock list is always available from their pharmacy.

* Stock holders are asked to inform the network co-ordinator of supply difficulties as soon as possible, as well as any areas where stock persistently expires or gaps in the stock list seem apparent. The core drug stock list will be compiled centrally and distributed to stockholding pharmacies as it is updated.
* Claims can be submitted for new or replacement stock costs on the basis of actual costs paid. This will be done through submission of a claim form with the necessary invoice(s) attached.
* New Palliative Care contractors, or where there are changes to the agreed stock list, will have stock costs reimbursed on submission of a claim form together with attached invoice(s).
* Stock holders are asked to advise the network co-ordinator of intention to withdraw from service, giving at least 2 months notice. In the event of a stockholder withdrawing from the service other pharmacies may be approached to express interest in taking over this role.

**CALLOUT PAYMENTS**

If pharmacies are called out out-of hours to provide palliative care drug stock then a £**55.00** callout fee and travel costs (at NHS rates) can be paid on the basis of submission of a claim form.

**5 RESOURCES**

# Every Palliative Care Network Pharmacy will be required to maintain a core set of resources as required by the service specification.

# Free electronic access has been made available to all pharmacies for

# - Palliative Care Formulary (via knowledge network and ATHENS password)

# - Distance learning packs through NES plus community resource and syringe pump guidelines ( see section 6 for links)

# - Highland Palliative Care Information Pack

# - Scottish National Palliative Care Guidelines

# Additionally it is expected that pharmacies will hold a current edition of or ensure access to:

# - Drugs in Palliative Care – A Dickman

# - The Syringe Driver – A Dickman et al

# - The NEWT Guidelines

# - Life to be lived: Challenges and Choices for patients and carers in life-threatening illnesses. Proot & Yorke.

# - Symptom Management in Advanced Cancer – R. Twycross

# Other helpful resources available on the internet include:

* Handbook for Drug Administration via Enteral Feeding Tubes

Available via the knowledge network – use ATHENS password or

<http://www.pharmacy.cmu.ac.th/unit/unit_files/files_download/2012-03-26HandbkOfDrugAdminiViaEnteralFeedingTubes%201stEd_WhiteAndBradn.pdf>

- The Renal Drugs Handbook

<http://ebookbrowsee.net/renal-drug-handbook-pdf-d230998658>

**6. SUGGESTIONS FOR CPD**

Every pharmacist involved in the Palliative Care Network will need to ensure that his / her knowledge and skills are kept up to date. Consequently the following are suggested for inclusion in their CPD.

* Completion of NES Pharmacy distance learning packs on palliative care (all available at:

<http://www.nes.scot.nhs.uk/education-and-training/by-discipline/pharmacy/about-nes-pharmacy/educational-resources/resources-by-topic/palliative-care.aspx> )

**Pharmacists**:

The Pharmaceutical Care of People requiring Palliative Care

The Pharmacist in Palliative Care - and includes a copy of 2nd Edition of ABC of Palliative Care. M Fallon & G Hanks. The pack was updated in 2015 and includes a number of additional chapters around non-malignant disease.

**Support staff**

Palliative Care for Pharmacy Technicians

An interactive resource (new 2014) –Palliative Care Resources for Community Pharmacy Staff has been available.

* familiarisation with NHS Highland Palliative Care Information Pack including symptom management guidelines and syringe pump guidelines

(available electronically: <http://highlandhospice.org/education/education-resources-documents> or on the NHS Highland intranet) for North Highland pharmacies. Update the folder when advised through the palliative care newsletter or by direct mailing.

* familiarisation with NHS Highland Palliative Care Guidelines for Argyll and Bute CHP and Palliative Care Resource Folder for Argyll and Bute CHP pharmacies
* National palliative care guidelines are available on <http://www.palliativecareguidelines.scot.nhs.uk/>

Additional documents

* Palliative Care Pathway Flow Chart
* Palliative Care Network Stock Holding Pharmacies including Core Drug Stock List
* Quality Framework annual return
* Training Confirmation annual return

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