

COMMUNITY PHARMACY LOCALLY NEGOTIATED SERVICES 2024 – 25

Service Level Agreement

Community Pharmacy Palliative Care Network Service (On Call Provision)

This agreement is between NHS Lothian and:

Pharmacy Name:

Contractor Code:

Developed by	Community Pharmacy Development Team Primary Care Contracts Team Palliative Care Lead Pharmacist
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Service Level Agreement

1 Introduction

- 1.1 This Service Level Agreement (SLA) acts as a contract between NHS Lothian and the contractor and commits the contractor to provide the services as defined by a NHS Lothian Palliative Care Network service to patients in Lothian for the period 1st April 2024 – 31st March 2025.
- 1.2 The service must be delivered in accordance with General Pharmaceutical Council (GPhC) Professional Standards and Guidance in Good Pharmacy Practice.
- 1.3 This service is in addition to the statutory requirement of a community pharmacist to provide general pharmaceutical services as outlined in the terms of service for community pharmacists under the National Health Service (General Pharmaceutical Services) (Scotland) Regulations 2009 as amended, and patients and their carers will continue to access their usual community pharmacy to obtain prescriptions.

2 Background to service

- 2.1 The National Council for Hospices, the Specialist Palliative Care Services and the Scottish Partnership Agency for Cancer and Palliative Care and the Scottish Partnership Agency for Cancer and Palliative care have adopted the following definitions:
 - General Palliative Care: care delivery with a palliative approach is a core skill that every health care professional, in whatever setting, should possess if dealing with patients with incurable progressive disease.
 - Specialist Palliative Care: care delivered by a multi-professional team. The team works collaboratively with those providing a palliative approach and deals with more complex problems to ensure that patient and family needs are met.
- 2.2 In 1999 the Scottish Executive Department of Health issued guidance under NHS MEL(1999)78 : Community Pharmacy: Model Schemes for Pharmaceutical Care and NHS (Primary Care) Act 1997 with the purpose being two fold:
 - To ensure continuity of supply of agreed palliative care medicines and devices for drug delivery
 - To create a network of palliative care community pharmacies to provide advice and information to patients, carers, GPs, nurses and other community pharmacies.

Since then this has become incumbent on Boards to continue to deliver a palliative care service appropriate to their population

3 Service aims

- 3.1 To provide a pharmaceutical care service to palliative care patients in Lothian both in hours and out of hours. Out of hours provision will be as part of a rota with the other participating Palliative Care network pharmacies. This will include advice, information and supply to ensure palliative patients receive urgent medicines within the timescale required.
- 3.2 To supply essential medicines and devices for drug delivery to patients requiring palliative care.
- 3.3 To create a network of specialist community pharmacies which will provide information and advice on pharmaceutical aspects of palliative care to patients, carers, GP's, nurses, and other community pharmacies.
- 3.4 To promote integrated team working with the local hospices and palliative care teams.

4 Service outline and standard

4.1 In the 'in-hours' period contractors will be required to:

- 4.1.1 Hold adequate stocks of palliative care medicines as specified in the agreed palliative care stock list in Annex 1.
- 4.1.2 Ensure that there is continuity of pharmaceutical palliative care advice from their pharmacy.
- 4.1.3 Work in partnership with local GP's, District Nurses, MacMillan Nurses, the area Specialist Palliative Care Pharmacists and the palliative Care Network lead Pharmacist.
- 4.1.4 Ensure documentation is maintained and recorded according to local protocols
- 4.1.5 Maintain knowledge relevant to providing the service and undertake further training in palliative care if required. This and the obligations of others are detailed in section 5.
- 4.1.6 Maintain good communication between stakeholders thus ensuring that information about the scheme is widely distributed.
- 4.1.7 Obtain/maintain up to date knowledge relevant to providing pharmaceutical care for the palliative patient, the pharmacist must undertake relevant training and attend the three Palliative Care Network meetings offered annually.

- 4.1.8 Ensure appropriate standard Operating Procedures are in place to ensure all pharmacy staff understands the service and referral process.
- 4.1.9 Participate in any audit co-ordinated by NHS Lothian.
- 4.1.10 Notify NHS Lothian Primary Care Contracts Team (PCCT) of any change in contracted opening hours or any other relevant changes that may affect the service.
- 4.1.11 Have a named pharmacist for each Network pharmacy and inform PCCT and lead network pharmacist when the named pharmacist at the site changes or the named pharmacist will not be working from that site for a period longer than one month. PCCT and the lead network pharmacist should also be informed if the named pharmacist works from the premises less than 3 days per week.
- 4.1.12 If on change of ownership a new owner chooses to opt out of the Network they will be required to return a full set of stock for transfer to the pharmacy that takes its place in the Network or be invoiced by NHS Lothian for the full set of stock. Any resource materials should also be returned.

4.2 In the 'on-call' period contractors will be required to:

- 4.2.2 Be available to respond to the radio pager within 15 minutes of receiving a call, be able to attend the pharmacy within 1 hour of receipt of the call and deliver medicines within 1.5 hours of receiving the call.
- 4.2.3 Be available between the hours of 6pm and 9am Monday to Friday, 6pm Saturday and 9am Monday and additionally between 9am and 6pm on public holidays.
- 4.2.4 Document the service usage for all out of hours contact and submit this information monthly using the supply and advice forms provided.

4.3 Both Parties agree that:

- 4.3.1 The service will be reviewed in March 2025. Any alterations, revisions, or additions to this agreement, jointly agreed, will be recorded by way of a formal amendment of this SLA.
- 4.3.2 12 weeks' notice is required to terminate this SLA either by NHS Lothian or the contractor.
- 4.3.3 This agreement may be terminated with 12 weeks' notice on either side if it can be established that either side is in default on substantive issues within the agreement and that such an issue cannot be remedied within an agreed period.

5 Training requirement

- 5.1 All staff members involved in the delivery of pharmaceutical services should have undertaken appropriate training.
- 5.2 It is essential that the community pharmacist involved in the provision of the service should undertake the current Turas Learn distance learning package on Palliative Care.
- 5.3 It is desirable that the community pharmacy contractor and staff involved in delivering the service should participate in any local training initiatives identified by NHS Lothian.
- 5.4 The community pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local guidelines
- 5.5 It is the responsibility of the contractor to ensure the service is provided to the required standard and to ensure all staff in the pharmacy have knowledge of and are trained in the operation of the service.

6 Monitoring & evaluation

- 6.1 Standard Operating Procedures (SOP) should be available for all staff to access and should be reviewed every two years or sooner if there are any changes to practice. An example SOP is included in Annex 3
- 6.2 Pharmacists, Pharmacy Technicians, and support staff involved in the provision of the service should undertake and retain evidence of relevant CPD/ training.
- 6.3 The process of monitoring and evaluation takes place through the three Network meetings held annually (education/training sessions) and is combined with peer review.
- 6.4 Provision of the service will be monitored and audited regularly by NHS Lothian.

7 Claims and payment

- 7.1 Community pharmacy contractors will receive a quarterly service participation fee- this will be made in advance.
- 7.2 Community pharmacy contractors will receive a quarterly on call payment- this will be made in advance.
- 7.3 Community pharmacy contractors will receive a call out payment depending on time taken to complete the call out.

- 7.4 Community pharmacy contractors will receive a public holiday payment.
- 7.5 Community pharmacy contractors will receive a payment to cover locum fees to allow attendance at the three annual Network training sessions.
- 7.6 Payments for Network meeting attendance, mileage claims, call out payment and public holiday payment will be made on receipt of a claim form.
- 7.7 All fees are agreed locally with Community Pharmacy Lothian and are detailed below.
- 7.8 Each Network pharmacy is to order the drugs and quantities as listed on the agreed Palliative Care Medicine Stock List from their usual suppliers. An initial minimum shelf life of 12 months is recommended. Costs will be reimbursed by NHS Lothian on receipt of invoices. Annex 1 lists the stock drugs.
- 7.9 Reimbursement for the replacement of expired stock list medicines and for the purchase of any new drugs should any changes be made to the stock list drugs stocked will be made on receipt of a copy of the purchase invoice. Claims for stock costing less than £10 cannot be processed individually but items can be submitted together during the financial year to bring the total to £10 or more.
- 7.10 Claims for expenses must be submitted using the forms provided at the end of each calendar month and will not be honoured beyond 3 months.
- 7.11 This provision will be reviewed in March 2024.

Lothian Palliative Care Community Pharmacy Network Out of Hours Payments

	Payment	Frequency of payment
Network participation fee	£210	Quarterly
Network on call payment	£800	Quarterly
Call out payment	£100 for 1 st hour then £50 per hour	Paid on receipt of claim form after each call out
Public Holiday payment	£300	Paid on receipt of claim form
Attendance at network meeting	£190	On attendance. Paid on receipt of claim form

Lothian Palliative Care Community Pharmacy Networks Out of Hours Costs

	Payment	Frequency of payment
Mileage	£0.45/mile	Paid on receipt of claim form

Expired stock drugs	Invoice price	Paid on receipt of invoice. Costs of less than £10 will not be reimbursed
Set up fee*	£600 approximately	One off payment covering stock list drugs

*Each network pharmacy is to stock the drugs and quantities as listed on the agreed Palliative Care Medicine Stock List. Either a set-up fee of up to £600 will be reimbursed on receipt of invoices or a full set of stock transferred from another Network pharmacy.

8 References

Palliative care Formulary PCF7, Radcliffe Medical press Ltd

Scottish Palliative Care Guidelines

Medicines, Ethics and Practice Guide (current edition)

Turas Learn Palliative Care Distance Learning Pack (most recent)

9 Contact Details

Palliative Care Pharmacists:

Fiona Milne, Principle Pharmacist, Fairmile Marie Curie centre, Frogston Road West, Edinburgh, EH10 7DR. Tel: 0131 470 2201 mobile: 07525 387519

Email: Fiona.milne@nhslothian.scot.nhs.uk

Rachel Wilkins, Pharmacist, NHS Lothian, Pharmacy Dept, St Johns Hospital, Livingston.

E-mail: rachel.wilkins@nhslothian.scot.nhs.uk

Meghann Lafferty, Pharmacist, NHS Lothian, Pharmacy Dept, Western General Hospital, Edinburgh (working hours Mon, Tues,Thur, Fri 8.45am-5pm) E-mail :

meghann.lafferty@nhslothian.scot.nhs.uk

Suma Foad, Pharmacist, NHS Lothian, Pharmacy Dept, Western General Hospital, Edinburgh (working hours Wednesday 8.45-5pm) E-mail : Suma.Foad@nhs.scot

Other contacts:

Ellen Jo Fowler, Lead Pharmacist, NHS Lothian Community Pharmacy Development, Royal Edinburgh Hospital, Morningside Terrace, Edinburgh EH10 5HF

Tel: 0131 537 6625 Email: ellenjo.fowler2@nhslothian.scot.nhs.uk

Primary Care Contracts, NHS Lothian, Waverley Gate, Edinburgh
Email: CommunityPharmacy.Contract@nhslothian.scot.nhs.uk

Claire Rebello, Associate Clinical Director, Lothian Unscheduled Care Service, Astley Ainslie Hospital, 145 Grange Loan, Edinburgh. Email: claire.rebello@nhslothian.scot.nhs.uk

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List of annexes

Annex 1 – Pan-Lothian Palliative Medicine Stock List: June 2023

Annex 2 – Lothian Palliative Care Community Pharmacy Networks claim form

Annex 3 – Example SOP

Appendix 1

Lothian Palliative Care Community Pharmacy Networks
Pan-Lothian Palliative Medicine Stock List: June 2023

Drug Strength and Form Quantity

Alfentanil 1mg/2ml injection 1x10

Alfentanil intensive care 5mg/ml injection 1x10 (see footnote1)

Cyclizine 50mg/ml injection 2x5

Dexamethasone 2mg tablets 1x50

Dexamethasone 3.3mg/1ml injection 2x5

Diamorphine 10mg injection 2x5

Diamorphine 30mg injection 2x5

Diamorphine 100mg injection 1x5

Diazepam 10mg/2.5ml rectal tubes 1x5

Fentanyl 12micrograms/hour patches 1x5

Fentanyl 25micrograms/hour patches 1x5

Glycopyrronium 200microgram/ml injection 1x10

Haloperidol 5mg/ml injection 2x5

Hyoscine Butylbromide (Buscopan) 20mg/ml injection 2x10

Levomepromazine 25mg/ml injection 1x10

Levomepromazine 6mg tablets 1x28 (see footnote 2)

Metoclopramide 10mg/2ml injection 2x10

Midazolam 10mg/2ml injection 2x10 *(see footnote 3)*

Morphine sulphate 10mg/5ml oral liquid 1 x 100ml

Morphine sulphate 100mg/5ml oral liquid 1x 120ml

Morphine sulphate 10mg/ml injection 2x10

Morphine sulphate 30mg/ml injection 2x10

Octreotide 1mg/5ml multi-dose vial 1x2 (see footnote 1 and 4)

Oxycodone hydrochloride 5mg/5ml oral liquid 1x250ml

Oxycodone hydrochloride 10mg/1ml injection 1x5

Oxycodone hydrochloride 20mg/2ml injection 1x5

Phenobarbital (Phenobarbitone) 200mg/ml injection 1x5 (see footnote 1)

Sodium chloride 0.9% injection 1x10

Sodium Chloride 0.9% 500ml infusion x20 (see footnote 1)

Water for injection 10ml injection 2x10

Footnotes:

1. Only stocked at: Gordon's Chemist, 1 Gracemount Drive, EH16 6RR, telephone 0131 664 2249. Open: Mon-Sat 9am-5.30pm
Boots, Unit 1, Fort Retail Park, Newcraighall, Edinburgh, EH15 3RH, telephone 0131 669 4428
Open: Mon-Fri 9am-8.30pm, Sat 9am-6.30pm, Sun 9.30am-6pm
Omnicare Pharmacy, 6 Main Street, Deans, Livingston, EH54 8DF, telephone 01506 411570. Open Mon-Fri 9am-6pm and sat 9am-12.30pm
Morrisons Pharmacy, Dedridge Road North, Livingston, EH54 6DB tel 01506 462003. Open Mon-Fri 8.30am-7pm, Sat 8am-5pm and Sun 10am-5pm
2. Only stocked at :Boots, Unit 1, Fort Retail Park, Newcraighall, Edinburgh, EH15 3RH, telephone 0131 669 4428
3. The strength of midazolam stocked is 10mg/2ml; other strengths should not be used as they are too dilute for subcutaneous administration and use in syringe pumps.
4. Stored in the fridge.

Note: There are two community pharmacies which supply medicines to the Edinburgh Hospices and they may have stocks of other specialist palliative care medicines. Contact either Hospice to obtain details of the Community Pharmacies.

Appendix 2

PALLIATIVE CARE MODEL SCHEME– CLAIM FORM

Name of Pharmacy: PPD contractor code.....

Address of Pharmacy:

.....

Claim for month of :.....

Claim Category	Date(s)	Details	Claim amount	Paperwork required to support claim
Transport				Copy of taxi receipts if applicable Nb 45p/mile
Call-out				Copy of corresponding completed Advice/Supply form
Miscellaneous				Appropriate receipts or invoices

Total Amount of claim: £.....

I confirm the above information is accurate and claim the appropriate fee

Signature of Pharmacist: Date:

Name of Pharmacist:

Claim form to be submitted to Lothian Primary Care Organisation, Pharmacy Dept, Royal Edinburgh Hospital, Edinburgh, EH 10 5HF, by the 5th day of the following month to which the claim relates.

For use of LPCO Pharmacy Department

Checked: Date:

Budget Code:

Entered into log

Copied

Authorised..... Date:

Appendix 3

Standard Operating Procedure

Out of Hours Access to the Lothian Palliative care network

Contact with the on-call Network pharmacist is through Lothian Unscheduled Care Service and the Evening and Night time Nursing Services. Only these sites hold the Network details and will be informed of any changes/updates.

The Network Pharmacy must have a Named Pharmacist in charge when on-call.

The pharmacist must be able to respond to the radio pager within 15 minutes of receiving a call, attend the pharmacy within 1 hour and deliver the drugs within 1.5 hours

Supply out with normal working hours

1. The out-of-hours service Hub contacts the on-call network pharmacist via the radio page number and informs the pharmacist that a prescription is required for a drug(s) from the palliative care list. A mobile phone number is also available as a back-up service.
2. Appropriate arrangements are made for the delivery of the prescription(s) to the pharmacy. Where possible the patient's relative/carer will take the prescription to the pharmacy and collect the drugs. Where this is not possible alternative arrangements will be made to deliver the prescription to the pharmacy and deliver the drugs to the patient as agreed between doctor and pharmacist. A telephoned prescription is not acceptable.
3. The pharmacist will provide advice to the patient's relative/carer when appropriate regarding the drugs supplied.
 4. Details of the contact made should be maintained and recorded using the Community pharmacy Palliative Care Network Advice Request & Drug Supply Record Form and submitted on a monthly basis to the Pharmacy department, Royal Edinburgh Hospital along with accompanying documentation.
 5. Call out fees and transport costs should be claimed using the Palliative Care Claim Form and submitted on a monthly basis to the Pharmacy department, Royal Edinburgh Hospital.
 6. The pharmacist will liaise with the patient's usual community pharmacy where possible during the next working day to provide the following information
 - Drugs supplied

- Any ongoing problems
- Advice given
- Likely future requirements

Out of hours : 6pm to 9am Monday-Friday 6pm Saturday to 9am Monday and additionally 9am to 6pm on public holidays.

Advice out with normal working hours

Contact with the on-call Network pharmacist is through Lothian Unscheduled Care Service and the Evening and Night time Nursing Services. Only these sites hold the Network details and will be informed of any changes/updates

1. The out-of-hours service Hub contacts the on-call network pharmacist via the radiopage number to ask advice about the prescribing and or supply of a palliative care drug. A mobile phone number is also available as a back-up service
2. The network pharmacist will advise using the Scottish Palliative care Guidelines as a reference guide