



PRIMARY CARE COMMUNITY PHARMACY

LOCAL PHARMACY SPECIFICATIONS

PARTICIPATION IN CLOZAPINE SUPPLY SCHEME

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Specification for Participation in Clozapine Supply Scheme

1. Background/Introduction

- 1.1 Clozapine is an antipsychotic drug indicated for schizophrenia (including psychosis in Parkinson's Disease) in patients unresponsive to, or intolerant of, conventional antipsychotic drugs. The use of Clozapine is restricted by its licence to patients registered with Clozapine monitoring services, which is designed to manage the risk of neutropenia and agranulocytosis associated with this drug. Blood monitoring is required throughout treatment with Clozapine at specified intervals (weekly/fortnightly/monthly)
- 1.2 There are strict prescribing and dispensing criteria imposed by the product licence issued by the [Medicines and Healthcare Products Regulatory Agency \(MHRA\)](#). Dispensing of prescriptions is restricted to pharmacies registered with the relevant Clozapine patient monitoring service. Within NHS Ayrshire & Arran prescribing of Clozapine is undertaken entirely by consultant psychiatrists and supplies for outpatients are dispensed by the Pharmacy Department, Woodland View.
- 1.3 The NHS Ayrshire & Arran Community Pharmacy Clozapine Supply Scheme was developed in response to patient need and formalised in 1999. It was initially funded by Ayrshire & Arran Health Board and then nationally through Model Schemes from 2001 to 2006. This specific funding was then removed and from 2006 all contractors were paid £98/month to cover previous 'model' schemes including those locally for the frail and elderly, mental health and supporting provision and filling of medication compliance devices. PCA(P)(2010)15 discontinued this monthly payment and subsumed it in to the monthly transitional payment paid to **all** full time contractors. This scheme is now re-established as a locally funded service.

2. Aim of Service

- 2.1 To improve medication concordance, compliance, and risk management for patients living in the community who are prescribed Clozapine.

3. Objectives of Service

- 3.1 To improve concordance with Clozapine, safety of co-prescribed medication and convenience for patients.

- 3.2 To promote collaborative working between pharmacists in primary and secondary care, and community mental health teams.

4. Benefits of the Service – the benefits of the scheme to the service user/contractor/GP/mental health services/NHS

- 4.1 Established system which has been demonstrated over the past ten years to be beneficial, particularly for patients living distant from Woodland View Hospital.
- 4.2 Reduces time and cost of travelling to collect supplies of medication.
- 4.3 Cost savings through nationally negotiated contract for Clozapine supplies.
- 4.4 Improved choice for patients, for medication supply through their preferred community pharmacy.
- 4.5 All medicines supplied from one pharmacy.
- 4.6 Encourages patients to access other community pharmacy services e.g. NHS Pharmacy First Scotland, public health initiatives, and improved access to pharmaceutical care including medicines advice.
- 4.7 Integration of community pharmacy with community mental health teams, increasing support and safety for patients.
- 4.8 Reduces stigma by utilising the usual healthcare facility for the supply of long-term medication.
- 4.9 Fits in with the strategic objectives of 'Shifting the Balance of Care – your health we're in it together', and the principles of person-centred care.
- 4.10 Management of prescriptions for Clozapine by direct communication between prescriber and hospital pharmacy – safe and convenient for prescribers.
- 4.11 Enhanced access to specialist clinical pharmacy service to all patients.
- 4.12 The Contract, service specification and training ensures that clinical governance issues are addressed, and retains the safety features of the marketing authorisation.
- 4.13 Improved adherence to medication resulting in reduced admissions to hospital and consequent financial savings.

5. Service Outline

- 5.1** Clozapine is Consultant initiated in the hospital setting.
- 5.2** Patients are asked which community pharmacy they would like to attend upon initiation of Clozapine.
- 5.3** Woodland View Team will make contact with Community Pharmacy following patient nomination.
- 5.4** Supplies of Clozapine will be dispensed by the Pharmacy Department, Woodland View Hospital
- 5.5** Supplies will be delivered to the community pharmacy either by hospital transport or Royal Mail Special Delivery Service.
- 5.6** Supplies will be released in accordance with the appropriate Clozapine monitoring service, as advised by Woodland View Hospital Pharmacy. The procedure for issuing Clozapine is detailed in the Flow Chart attached and must be adhered to for each supply undertaken (see Appendix 1)
- 5.7** Clozapine supplies received at community pharmacy with a RED label attached must be quarantined, whilst awaiting blood results. When a satisfactory 'green' blood result is confirmed by Woodland View Pharmacy, the community pharmacist will cover the RED label with a GREEN label (provided by hospital), before issuing to the patient.
- 5.8** An accurate record of all relevant blood results, and all supplies received and issued is maintained by the contractor (see Appendix 2)

6. Hours of Service Provision

- 6.1** The service is to be provided within normal community pharmacy opening hours.

7. Responsibilities of the Contractor

- 7.1** The Pharmacy Contractor will ensure that all pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. Training is provided by the Woodland view team who will visit the pharmacy to deliver a PowerPoint presentation and any relevant paperwork. Refresher training can be requested by contacting the Woodland View Team.
- 7.2** Advise prescribers of potential drug interactions.
- 7.3** Notify keyworker and /or Woodland View Hospital Pharmacy if there are any concerns the patient e.g. concordance.

- 7.4 Advise patients to contact GP if signs of infection are reported directly or indirectly (e.g. through requests for OTC medication).
- 7.5 Advise Woodland View Hospital Pharmacy if patient does not collect supplies within 24 hours of expected time on 01294 322378 or 01294 322379.
- 7.6 Audit of community pharmacy records periodically as advised by NHS Ayrshire & Arran.

8. Health and Social Care Staffing Act

- 8.1 The Health and Care (Staffing) (Scotland) Act 2019 (“the Act”) places requirements on the Health Board stating that: “In planning and securing the provision of health care from another person under a contract agreement must have regard to the guiding principles for health and care staffing, and the need for the person from whom the provision of health care is to be secured to have appropriate staffing arrangements in place”
- 8.2 The service provider will ensure that appropriate staffing arrangements are in place for the operation of this service.

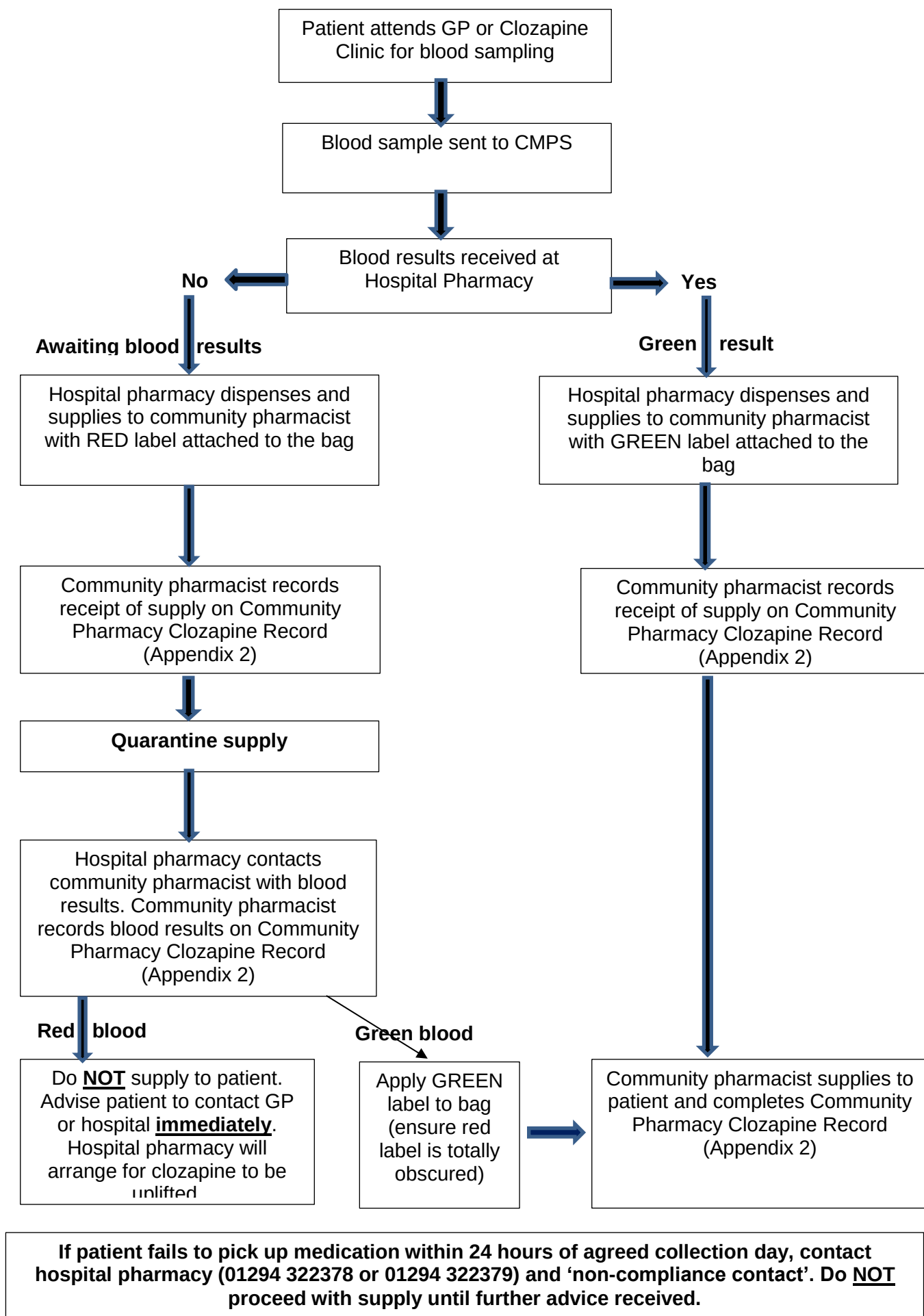
9. Termination

- 9.1 The provision of this service can be terminated by either party by providing THREE month’s written notice

10. Breach of Contract

- 10.1 Where prima facie evidence of a breach of the terms of this scheme comes to the notice of NHS Ayrshire & Arran the matter will be referred in the first instance to the pharmacy contractor concerned for comment. If appropriate, the pharmacy contractor will be invited to submit proposals for the rectification of the breach. Failure to provide a satisfactory response, or to rectify the breach, will result in the matter being referred to the Chief Executive of the NHS Ayrshire & Arran for consideration by the NHS Board and determination of any further action or sanctions to be taken, including termination of the contract under this scheme and recovery of any payments made in respect of services which have not been provided.

Flow Chart for Clozapine Supply Arrangements Involving Community Pharmacies



COMMUNITY PHARMACY CLOZAPINE RECORDS

Collection only**Patient's Name:****CPMS No:**

Date supply received	Result	Date supply due to be collected	Date collected	Comments and tablets returned

<u>Date</u>	<u>Version No.</u>	<u>Description of Amendments</u>	<u>Ratified By</u>	<u>Date to be Reviewed.</u>
30/04/2024	V4.1	Removal of MDS / Compliance aid element of the service. Addition of sections 8 & 9	Joint Pharmacy Team	Feb 2025
09/04/2025	V5.1	Insert 5.1 – 5.4. Expand 7.1 to include statement regarding training.	Joint Pharmacy Team	Feb 2026
09/12/2025	V6.1	Reviewed no changes	Joint Pharmacy Team	Feb 2027