NHS Highland

PHARMACEUTICAL SERVICES (SCOTLAND)

Provision of a Community Pharmacy Clozapine Service

1. Introduction

This service specification is intended to be an information and support tool for community pharmacies contracted to provide clozapine services in NHS Highland. The specification contains specific sections to inform the safe and effective delivery of the service, in addition to any legislative guidance and advice. It aims to support community pharmacies in fulfilling their role as part of the multi-disciplinary, integrated team involved in the care of patients prescribed clozapine who are identified for community pharmacy dispensing.

2. Background

Clozapine is a second generation antipsychotic licensed for treatment-resistant schizophrenia and psychosis during the course of Parkinson's disease and requires regular blood monitoring. All patients treated with clozapine must be registered with the clozapine patient monitoring service (e.g. CPMS,). The patient, prescriber and pharmacy must all be registered.

3. Service Aim

3.1 To provide local access to clozapine and medicine related advice through community pharmacies in a patient focused service where this is required. Clozapine may be prescribed as an oro-dispersible tablet in some few cases, otherwise the solid oral dose is the usual formulation.

3.2. To provide a single source of medicine supply for people prescribed clozapine (high risk medicine) and manage the potential risk of drug interactions with other medicines prescribed.

3.3. To promote partnership working between General Practice, Community Pharmacy and Mental Health Clinical Pharmacy Team.

4. Service Outline and Standards

4.1 The Community Pharmacy Clozapine Service will be provided by the community pharmacy registered with the Clozapine Patient Monitoring Service (CPMS).

4.2 The community pharmacist will be responsible for providing a user-friendly, non-

judgemental, person-centred, confidential service. The premises should provide a sufficient level of privacy and safety, ideally a private room or quiet area.

4.3 The community pharmacist and the Mental Health Clinical Pharmacy Team are jointly responsible for developing and maintaining a close working relationship. This should include a process to allow sharing of relevant information in line with NHS Board Data Protection and Confidentiality Policy for Personal information.

The Mental Health Team will agree a process for communicating dose changes to the community pharmacist. A new prescription is required for a new dose.

4.4 The Mental Health Clinical Pharmacy Team (MHCPT) in liaison with the Mental Health Specialist Services will determine which patients are suitable for the service.

4.5 The Mental Health Clinical Pharmacy Team will contact the nominated Community Pharmacist to confirm their willingness to dispense clozapine for the selected patient.

The community pharmacy will provide direct clozapine dispensing, advice and information to clients who use this service, including referral to the Community Mental Health Service (CMHS) where appropriate.

4.6 The community pharmacist, in conjunction with the MHCPT will develop systems to support the clozapine service including:

- A standard operating procedure to cover all aspects of service provision.
- Registration with the clozapine patient monitoring service (e.g., CPMS,) for their training & supply - https://www.clozaril.co.uk/.
- Contact details e.g. key worker and process of referral to the CMHS.

Service standards include:

- A clozapine patient record containing relevant information and contact numbers must be provided by the Mental Health Clinical Pharmacy Team.
- Training requirements are met by community pharmacy staff.
- Standard operating procedure in place.
- Ensure any new patient understand the importance of reporting side effects e.g. constipation and flu-like symptom and if their smoking status has changed.

Compliance with the care bundle

The care bundle comprises:

- Check the validity of blood result **at point of issue** to the patient.
- Assess concordance e.g. check collection in timely manner.
- Ask patient about missed doses and respond appropriately.
- Assessing interactions, and flagging issues to the MHCPT as appropriate.
- Contact Mental Health Clinical Pharmacy Team if patient reports side effects, any concerns about patient demeanour, change in smoking status or fails to collect medication within 3 days.

4.7 The community pharmacist if appropriate, will register the patient, for Medicines, Care and Review (MCR), complete a patient profile, pharmaceutical care risk assessment and

develop a care record.

4.8 The date of transfer to this service will be agreed between the Mental Health Clinical Pharmacy Team and the community pharmacy. The Mental Health Specialist Services will provide the clozapine prescription in some areas there is a shared care agreement in place and the patient's GP will provide the clozapine prescription.

5 Training Requirements

5.1 NHS Highland will ensure relevant training is made available to pharmacy staff involved in their Community Pharmacy Clozapine Service. The NES learning modules for schizophrenia and specifically for clozapine are recommended (see links below).

5.2 Ongoing support will be provided by the Mental Health Clinical Pharmacy Team.

5.3 The community pharmacist is responsible for ensuring all staff involved in the provision of the service have up-to-date knowledge and are aware of local arrangements and are also appropriately trained in the operation of the service.

5.4. The community pharmacist must ensure that he/she maintains an up-to-date knowledge relevant to providing pharmaceutical care for people with severe and enduring mental illness (e.g. NES resources).

6. Monitoring and Evaluation

6.1 The community pharmacist will maintain a patient care record in MCR, to complete an auditable record of the service. Blood results colour and if valid for the timeframe supplied made require to be recorded on the form.

6.2 NHS Highland should ensure effective monitoring and audit of the service.

6.3 The community pharmacist is responsible for participating in local and national evaluation and facilitating local customer feedback initiatives.

7. Claims and Payments

7.1 The number of patients per pharmacy will be identified /established and agreed by all parties. An annual fee per patient will be paid by NHS Highland as follows:

- A training fee of **£100** paid on submission of first claim per patient.
- A fee per patient of **£25** per patient per month.

8. Contact Details

8.1 Primary Care Contractor details are provided by NHS Highland :

New Craigs Pharmacy Department Tel No. : 01463 704663

Jill Fraser, Medical Technical Officer, New Craigs Hospital, 6-16 Leachkin Road, Inverness. IV3 8NP. Tel 01463 253606. email : jill.fraser2@nhs.scot

Karen Macaskill, Principal Pharmacist, New Craigs Hospital, 6-16 Leachkin Road, Inverness. IV3 8NP. Tel 01463 253672. email : karen.macaskill@nhs.scot

Useful references:

Community Pharmacy premises standards
http://www.hfs.scot.nhs.uk/guest/

RPSGB practice guidelines
http://rpsgb.org.uk/pdfs/stopsmokingsuppservtoolsguid.pdf

Local NHS Board Data Protection and Confidentiality Policy for personal information.

RPS Medicines, Ethics and Practice (current edition)

British National Formulary (current edition)

Scottish Drug Tariff (current edition)

GPhC Principles and Standards of Service Provision (current edition)

Achieving Excellence in Pharmaceutical Care (2017), Scottish Government

NHS NES Pharmacy website
http://www.nes.scot.nhs.uk/pharmacy/
https://learn.nes.nhs.scot/55845#
https://learn.nes.nhs.scot/55857

Community Pharmacy and ePharmacy Programme website
http://www.communitypharmacy.scot.nhs.uk/index.html

CPMS website: https://www.clozaril.co.uk/

Service Level Agreement Signing Sheet

This document, signed at commencement of the service, will become part of the annual contractors review and sign-up process each April. NHS Highland reserves the right to cancel this SLA and withdraw this service following a three month period of notice. Contractors agreeing to provide the service may cease provision following a three month notice period.

Agreement to Provide a Community Pharmacy Clozapine Service as described in the Service Level Agreement		
Contractor representative	Signature	Name (block capitals)
Trading name of pharmacy		
Contractor Code	Pharmacy Stamp/ Pharmacy Address	
I confirm that I have undertaken the training requirements for provision of clozapine from a community pharmacy as described in this SLA.		
Date		

Please sign this document and retain for your records and submit a copy to nhsh.cpsoffice@nhs.scot