

**Cover Letter - Service Level Agreement for Additional Pharmaceutical Services to Deliver  
Palliative Care Network and Medication Stock Maintenance Service**

**May 2026**

The aim of extending this service to all community pharmacies (CPs) is to reduce variation in, and improve equitable access to, guaranteed stockholdings and staff training across Highland and Argyll & Bute.

Prescribing data was reviewed and the detailed levelled stocklist was developed by Palliative Care Consultants Dr Gordon Linklater and Dr Jeremy Keen, in collaboration with the Macmillan Specialist Palliative and Community Care Pharmacist, Lucy Dixon. The medicines and quantities have been selected to support anticipated symptom management needs for up to 72 hours, allowing for seasonal pharmacy closures or delivery delays.

Implementation will be phased, with stockholdings reviewed regularly. The Community Pharmacy Services team will contact contractors accordingly.

The proposed level criteria were developed by the Specialist Palliative Care Team in conjunction with Associate Directors of Pharmacy, Fiona Macfarlane and Fiona Thomson. Where multiple CPs operate within the same locality, the higher-level stockholding will be designated to the contractor already holding palliative stock and/or offering longer opening hours, to optimise patient access.

| Level | CP Criteria                                                                                                                                            |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | In immediate proximity to another CP designated as Level 2,3 or 4                                                                                      |
| 2     | Remote/rural small community with no care home or community hospital OR with care home(s) but in close proximity to another CP designated Level 3 or 4 |
| 3     | In close proximity to community hospital / care home(s)                                                                                                |
| 4     | Remote/rural large community designated for it's geographical location                                                                                 |