



**NHS BLMK Integrated Care Board  
Community Pharmacy Service Level Agreement:  
End of Life Care Medicines Service**

**1. Service description**

- 1.1 This service is aimed at the supply of specialist medicines for patients receiving Palliative care within the community healthcare services, the demand for which may be urgent and/or unpredictable.
- 1.2 The pharmacy contractor will stock a locally agreed range of specialist medicines (Appendix 1) and will make a commitment to ensure that users of this service have prompt access to these medicines during the normal opening hours of the pharmacy.
- 1.3 The pharmacy will provide written and verbal information and advice relevant to the medication supplied, to the user/carer/clinician. This may include any directions on administration, common side effects, relevant interactions and any cautionary or advisory labels. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.

**2. Aims and intended service outcomes**

- 2.1 To improve access for people to these specialist medicines when they are required by ensuring prompt access and continuity of supply in within community pharmacy opening hours.
- 2.2 To support people, carers and clinicians by providing them with up to date information and advice, and referral where appropriate.

**3. Service outline**

- 3.1 The pharmacy holds the specified list of medicines<sup>i</sup> and quantities required to deliver this service and will dispense these in a timely manner in response to NHS prescriptions presented. This list may be changed at any time according to changes in local clinical practice and contractors will be expected to update stocks to reflect any revisions to the list and confirm that they have done so.
- 3.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service (including locum staff) have relevant knowledge and are appropriately trained in line with Standard Operating Procedures, and keep up to date with Continuing Professional Development.
- 3.3 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local (NHS BLMK ICB) protocols.
- 3.4 NHS BLMK ICB will inform pharmacy staff of any current local updates relevant to this service via their NHS.net address (ie [pharmacy.odscode@nhs.net](mailto:pharmacy.odscode@nhs.net).)



- 3.5 The pharmacy should maintain appropriate records to ensure effective on-going service delivery and audit.
- 3.6 NHS BLMK ICB commission the provision of these medicines from the Out Of Hours services outside normal pharmacy opening hours.
- 3.7 NHS BLMK ICB will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. This formulary will be reviewed annually or sooner if necessary, to ensure that it reflects the availability of new medicines and changes in practice or guidelines.
- 3.8 NHS BLMK ICB will reimburse the pharmacy contractor for any stock held for the purposes of this service which goes out of date. Contractors are required to make a submission via PharmaOutcomes to claim back replacement costs of the drugs on the designated list that would not be normally held as stock in the pharmacy.
- 3.9 NHS BLMK ICB will disseminate information on the service to other pharmacy contractors and healthcare providers in order that they can signpost patients to the service. A list of participating pharmacies will also be advertised on the NHS BLMK ICB website. [End of Life Care Medicine Services – BLMKICB Medicines Management](#) Contractors should also highlight the service in their practice leaflet.

#### **4 Remuneration**

- 4.1 A quarterly fee of £50 will be paid to each participating pharmacy (£200 in total per financial year). This payment will be subject to receipt of a stock check and a self declaration that the pharmacy has reached the Quality Indicators (see paragraph 5) on PharmaOutcomes each quarter.
- 4.2 Prescriptions for medication dispensed should be submitted to the NHS Prescription services with all other prescriptions for reimbursement of the cost of medication and dispensing fee.

#### **5 Quality Indicators**

- 5.1 The pharmacy must develop standard operating procedures (SOP) and ensure that dispensary staff are trained and working to the SOP. A system should be in place to ensure that Locum staff and new dispensary staff are made aware of the SOP for this service to ensure continuity.
- 5.2 All members of staff must be aware of the service and must be able to offer appropriate advice to customer enquiries.
- 5.3 A robust system must be put in place to ensure that items on the designated list are re-ordered immediately after dispensing – this system must work efficiently even with locums/temporary staff.
- 5.4 The BLMK Medicines Optimisation team project lead must be informed immediately of any of the following changes (see contact details below):



- a. stock shortages – this will ensure that contingencies are put in place and disruption to patient care avoided wherever possible
- b. the named lead pharmacist
- c. any contact details for the pharmacy such as telephone numbers, email address, relocation.

5.5 The pharmacy must demonstrate that pharmacists and staff involved in the provision of the service have reviewed their CPD needs in relation to this service and updated their knowledge accordingly. The pharmacist must be able to provide evidence of on-going CPD for relevant staff members on request. This may be in the form of a certificate of training or self-declaration.

## **6 Monitoring and Evaluation**

- 6.1 The pharmacy must evaluate their service provision quarterly and submit a self evaluation at the point they submit their stock take on PharmaOutcomes.
- 6.2 The pharmacy contractor must co-operate with any locally agreed NHS BLMK ICB-led assessment of service user experience. NHS staff are requested to raise any concerns through the organisation's incident reporting process. Patient and carer experiences will be accessed through compliments and complaints reporting.
- 6.3 BLMK ICB Medicines Optimisation team representatives will make unannounced visits to participating pharmacies to carry out spot checks. These checks will include the availability of a SOP, stock items and an assessment of the knowledge of pharmacy staff on relevant aspects of this service.



## **7 Termination of contract**

7.1 Both the contractor and NHS BLMK ICB may terminate this agreement by giving not less than 3 months' notice in writing to the other party. However, if for any reason NHS BLMK ICB has cause for concern over the following:

- Competency of staff
- Complaints from the public
- Complaints from other NHS service providers;

contractors will be asked to provide suitable explanations in response to questions posed. In the event of a continued concern over contractor ability to meet the conditions of this service, NHS BLMK ICB reserves the right to terminate the agreement with immediate effect.

### **NOTE:**

This Service will run alongside the Palliative and End of Life Care element in the Pharmacy Quality scheme:

- It is unknown if the End-of-Life Medicines Service will continue into the 26/27 Community Pharmacy Contractual Framework.
- The Palliative and end of life care element in the Pharmacy Quality scheme (PQS) is optional for community pharmacy contractors and requires them to stock a list of 16 medicines.
- Two drugs used locally in end-of-life care are not included in the national list
- The NHS 'find a pharmacy service' on NHS services does not include end of life medication stockist at the current time.
- The PQS is determined by NHS England and may vary year on year.

**Contact Details:**

Direct any queries regarding this Service Level Agreement to:

Samantha Golton

[samantha.golton@nhs.net](mailto:samantha.golton@nhs.net)

[BLMKICB.MedsOpt@nhs.net](mailto:BLMKICB.MedsOpt@nhs.net)

07920 047 062

**Advertising the service**

The following groups or persons will be kept updated with the details of this service and be given copies of the list of participating pharmacies and the stock held by the pharmacies:

1. District Nurses and Macmillan team
2. Other Community pharmacies
3. GPs
4. Care Homes
5. On-Call Managers
6. Out of Hours services
7. Ambulance Service - Clinical Support Desk
8. End of Life Local Implementation Group

NHS BLMK ICB website will signpost patients and carers to participating pharmacies.

[End of Life Care Medicine Services – BLMKICB Medicines Management](#)

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Appendix 1: BLMK End of Life Care Medicines Service – Drug List