

To: Community Pharmacy Contractors  
providing the Palliative Care on call  
Service

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19<sup>th</sup> October 2020

Dear Colleague

## **COMMUNITY PHARMACY PALLIATIVE CARE ON-CALL SERVICE**

As you will be aware the Palliative Care On-Call Service was introduced during the first wave of Covid in order to increase access to palliative care medicines during the out-of-hours (OOHs) period, thus ensuring that there were sufficient palliative care medicines available to meet patients' needs.

I wish to acknowledge your commitment to providing a palliative care service to your patients and willingness to be available during the evenings and at weekends to be on-call.

### **Service recommencement**

I am writing to advise you that HSCB and CPNI are planning for the reintroduction of the service as we are faced with the challenges of a second surge of COVID 19.

### **Feedback**

I would like to thank you for providing feedback regarding the operational aspects of the service and indicating your willingness to participate in the service again. A summary of your feedback is provided in Appendix 1.

### **Service arrangements**

The service will operate on the same basis as before, in line with the previously agreed service specification and service protocol. Local staff will be in contact with you to seek your participation in the service and work with you to establish an acceptable rota commitment. Whilst the rota schedule will be established from Monday 2<sup>nd</sup> November you will be advised of the actual date of recommencement of the service based on service need.

I would like to take this opportunity to thank you again for your continued support during the COVID pandemic and your dedication in providing palliative care services to patients.

Yours sincerely,



**Joe Brogan**  
**Assistant Director of Integrated Care**  
**Head of Pharmacy and Medicines Management**

Encs.

<b>Contact Details for Local Integrated Care Offices:</b>				
<b>Belfast</b>	<b>South Eastern</b>	<b>Southern</b>	<b>Northern</b>	<b>Western</b>
12-22 Linenhall Street Belfast BT2 8BS	12-22 Linenhall Street Belfast BT2 8BS	Tower Hill Armagh. BT61 9DR	County Hall 182 Galgorm Road Ballymena BT42 1QB	Gransha Park House 15 Gransha Park Clooney Road Londonderry BT47 6FN
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## Community Pharmacy Palliative Care On-Call Service

### Summary of feedback survey

The community pharmacy palliative care on-call service was established to increase access to palliative care medicines, out of normal business hours, during the first wave of the COVID19 pandemic.

The purpose of this survey is to obtain important feedback regarding aspects of the service which will inform the development of a similar service in the future as required.

33 Pharmacies responded

Belfast	South East	Northern	Southern	Western
0	6	8	6	13

### Rota

5. Were you content with the length of on-call session?

	Yes	No	Not Applicable
Weekday Evenings	29	4	0
Saturday Evenings	24	2	7
Sundays	26	2	5

6. Were your preferences for sessions accommodated e.g. preferred days of the week?

Yes	No	Didn't have preference
18	1	14

### Service Provision

7. Did you receive enough information to facilitate provision of the on-call service?

Yes	No
32	1

8. Did you need to refer to the information provided eg service specification, OOH/COVID centre protocol, core stock list?

Yes	No
22	11

9. Did you receive any calls from OOH/COVID centres on your nominated mobile number outside of the hours you were on-call?

Yes	No
4	29

## In relation to the provision of a similar service in the future

10. Would you be willing to participate in a similar service if required in the future?

Yes	No	Not Sure
31	0	2

11. Please indicate your preferred level of on-call rota commitment

Same as previous	Less than before	More than before
21	4	8

12. Please indicate your preferred on-call rota schedule

Evening by evening	Whole week at a time	Whole weekend at a time
13	17	4*

\* One pharmacist gave 2 preferred options (1 and 3)

13. Please indicate preferred duration of sessions

	Until 10pm	Earlier	Later
On weekday evenings?	28	3	2
On Saturday evenings	24	7	2
On Sundays	24	7	2

14. Please give details of ways in which the service could be improved / done differently:

- Greater number of participating pharmacies would spread the load.
- Addition of Oxygen, one pharmacist contacted for oxygen.

(2 individual CPs reported the above points)