

SERVICE SPECIFICATION FOR THE PALLIATIVE CARE SUPPLY SERVICE

1. Service Description

- 1.1 The pharmacy contractor will stock the regional palliative care medicines list and will make a commitment to ensure that users of the service have prompt access to these medicines at all times within the pharmacy's extended opening hours.
- 1.2 The pharmacy will supply palliative care medicines prescribed on HSC prescriptions to enable safe and effective use of those medicines by patients and carers and to maintain the appropriate documentation.

2. Aims and intended service outcomes

- 2.1 To improve access for patients to specific palliative care medicines when they are required by ensuring prompt access and continuity of supply

3. Service outline

Stock

- 3.1 The pharmacy will ensure that all medicines on the regional palliative care list are held in stock at all times and reordered as soon as they are used.
- 3.2 The palliative care list is based on minimum stock levels and these should be reviewed in response to demand and increased above the minimum level if necessary.
- 3.3 Any unused items which are past their expiry date should be re ordered upon expiry unless the list is amended by HSCB.
- 3.4 The HSCB will reimburse the pharmacy for the initial minimum stock levels upon receipt of the appropriate claim form and relevant invoices.
- 3.5 The HSCB will reimburse the pharmacy for the replacement of expired stock upon receipt of the appropriate claim form and relevant invoices.

Supply

- 3.6 The pharmacy will supply those medicines, on receipt of HSC prescriptions, in line with the appropriate professional standards and guidance.
- 3.7 Pharmacists should advise patients if a palliative care item requested is not in stock and advise of the earliest time it may be obtained.
- 3.8 If a palliative care medicine is required urgently and not available in the pharmacy, the pharmacist should liaise with the prescriber and other relevant healthcare professionals involved in a patient's care to arrange a clinically

appropriate alternative or advise that the pharmacy will not be able to supply and alternative arrangements are necessary.

- 3.9 The pharmacy should maintain appropriate records to ensure effective on-going service delivery and audit
- 3.10 Incidents and near misses, relating to the supply of these medicines, should be reported to the HSCB Medicines Governance Team using the appropriate incident report form.

Service continuity

- 3.11 In the event of an unplanned reduction in extended opening hours, the pharmacy will notify the HSCB and closest out of hours GP service as early as possible. A notice informing the public of the change will be displayed prominently in the pharmacy.
- 3.12 Any planned changes to the pharmacy's extended opening hours should be notified to the local HSCB office, in writing, giving at least 90 days' notice.
- 3.13 The pharmacy will co-operate with any locally agreed HSC-led assessment of the service
- 3.14 The HSCB will review the regional palliative care medicines list and service requirements on an on-going basis.

4. Payment

- 4.1 The HSCB will reimburse the pharmacy contractor for initial and expired stock as outlined in 3.4 and 3.5 above.
- 4.2 An annual fee will be payable to the pharmacy contractor by HSCB upon receipt of an annual contract variation form.