

Protocol for the use of the Community Pharmacy Palliative Care On-Call Service by OOH centres

Service aims

It is important to ensure that GP OOH centres have access to sufficient palliative care medicines to meet patient needs.

The aim of the service is to increase access to palliative care medicines by establishing an on-call rota for palliative care community pharmacies.

This on-call service is available in Northern and Western LCG areas only.

When the service should be used

The service should only be used when all other options for supplying palliative care medicines to patients have been explored:

- Use of OOH stock or medicines held in the doctor's bag
- Any local pharmacies open commercially have been contacted and it has been established that they do not have the medicine(s) in stock.
- For patients in care homes, it has been established that there is no pandemic pack available or there are no unused prescribed medicines available which have been assessed as potentially suitable for re-use.

This service must not be used for supply of regular repeat medication when a patient has run-out of or the supply of non-urgent items.

On Call Rota Hours

The on-call service will be available as detailed in the table below.

Area	New Palliative care rota arrangements effective from 1st July 2024
Co. Antrim	Sunday rota 1-6pm (only if no commercial opening of a palliative care pharmacy in the area) A public holiday rota 1-6pm will be put in place on public holidays* if required
Mid-Ulster	Sunday rota 1-6pm A public holiday rota 1-6pm will be put in place on public holidays* if required
SE Antrim	Sunday rota 1-6pm (only if no commercial opening of a palliative care pharmacy in the area) A public holiday rota 1-6pm will be put in place on public holidays* if required
Derry	Sunday rota 1-6pm (only if no commercial opening of a palliative care pharmacy in the area) A public holiday rota 1-6pm will be put in place on public holidays* if required
Omagh	Sunday rota 1-6pm (only if no commercial opening of a palliative care pharmacy in the area) A public holiday rota 1-6pm will be put in place on public holidays* if required
Fermanagh	Sunday rota 1-6pm A public holiday rota 1-6pm will be put in place on public holidays* if required

*with the exception of Christmas Day where palliative care rota is not available

1. Rota information

- Details of the rota for the forthcoming week will be provided to OOH centres by the local Primary Care office on a weekly basis
- On-call community pharmacists will be contactable for the period indicated on the rota sheet.
- The on call pharmacist must not be called outside these hours.
- Pharmacists' contact details will be shared by SPPG to OOH centres, and other community pharmacists providing rota (e.g. Sunday or bank-holiday cover) for the purposes of this service only.
- OOH centres must ensure that the on-call pharmacist's personal information is managed in line with requirements of GDPR and Data Protection legislation.

2. Contacting the on-call pharmacist

- If a medicine is required urgently, the prescriber, must in the first instance, consider using stock (or an appropriate alternative) from other sources as detailed in Section 2 before contacting the pharmacist on-call.
- If a medicine is still required urgently the prescriber must contact the pharmacist on-call directly giving patient and prescription details. This will enable the prescriber and pharmacist to have a discussion about the medicine(s) including stock availability.
- Any prescriptions that require the pharmacist to be called out must be endorsed 'Urgent' by the prescriber.

3. Accessing the on-call community pharmacy

It will be the responsibility for the OOH centre to arrange:

- Delivery of the prescription to the on-call pharmacy at a time agreed with the on-call pharmacist
- Collection of the dispensed medication from the on-call pharmacy and onward supply to the patient

The on-call community pharmacist must not be asked to collect prescriptions or deliver dispensed medicines.

4. Medicines that may be supplied

The on-call pharmacist will only be contacted for medicines required for palliative care as listed in the Regional Palliative Care Medicines List (Appendix 1).

5. Oxygen

In order to maintain cylinder supply, on-call community pharmacists should not be called to supply oxygen out of hours. Where treatment with oxygen has been deemed appropriate for patients being cared for by COVID centres or OOH services, supply should be arranged via BOC.

For further information please refer to the following guidance: [Home Oxygen Services - Business Services Organisation \(BSO\) Website \(hscni.net\)](https://www.hscni.net/home-oxygen-services-business-services-organisation)

NI Regional Palliative Care Stock List
May 2023

DRUG	STOCK
Alfentanil 1mg/2ml Injection	1 x 10
Cyclizine 50mg/ml Injection	2 x 5
Dexamethasone 3.3mg/ml Injection	1 x 10
Furosemide 50mg/5mls Injection	2 x 10
Glycopyrronium 200micrograms/ml Injection	1 x 10
Haloperidol 5mg/ml Injection	1 x 10
Hyoscine Butylbromide 20mg/ml (Buscopan [®]) Injection	1 x 10
Hyoscine Hydrobromide 400micrograms/ml Injection	1 x 10
Levomepromazine 25mg/ml Injection	1 x 10
Lorazepam 1mg Tablets use in palliative care (refer to Feb 2023 newsletter)	1 x 28
Metoclopramide 10mg/2ml Injection	1 x 10
Midazolam 10mg/2ml Injection	2 x 10
Morphine Sulfate (Oramorph [®]) 10mg/5ml Oral Solution	3x100ml
Morphine Sulfate 10mg/ml Injection	1 x 10
Morphine Sulfate 30mg/ml Injection	1 x 10
Ondansetron 4mg/2ml Injection	1 x 5
Oxycodone 5mg/5ml Oral Solution	1 x 250ml
Oxycodone 10mg/1ml Injection	2 x 5
Oxycodone 20mg/2ml Injection	2 x 5
Oxycodone 50mg/1ml Injection	1 x 5

Oxygen Cylinders and one giving set	2 x Size AF
Sodium Chloride 0.9% 10ml Injection	1 x 10
Water for Injection 10ml	2 x 10