

APPENDIX FOUR

PHARMOUTCOMES INSTRUCTIONS ON HOW TO USE FOR THE PALLIATIVE CARE SERVICE

1. At Service Commencement

On commencement of the service all pharmacies will receive an initial “one off” payment of £150. This is NOT paid automatically – pharmacies are required to trigger payment by confirming that they have the correct stock as stated in the Palliative Care formulary. To do this you must:-

- (a) Login to PharmOutcomes.
- (b) Under services tab select **Palliative Care (NHS England) – Initial Set-Up Payment.**
- (c) Answer the 2 confirmation questions then click **SAVE.**
- (d) This automatically triggers an invoice which will be sent to NHS England for payment.

At commencement of this service pharmacies will receive an initial payment of £150.
Pharmacies **MUST** ensure that all drugs held as stock have at least a 3-month expiry date.
Please complete the following to trigger initial payment.

Confirmation Questions

I confirm that this pharmacy holds the stock as required for the NHS England Palliative Care Service. Refer to the formulary (appendix 1) of the service specification [here](#)

Pharmacy is holding minimum stocks required

Yes

Stocks have min 3-month expiry

Yes

No

2. The Quarterly Audit & Claiming For Out-of-Date Stocks

Pharmacies are paid an additional retainer fee on submission of a quarterly audit. This must be submitted at the end of each quarter:

Quarter 1 – due end of June 18

Quarter 2 – due end of Sep 18

Quarter 3 – due end of Dec 18

Quarter 4 – due end of March 19

Claims MUST be submitted within 2 months of the end of the quarter. Late claims (outside the 2 months) will NOT be paid.

To claim the quarterly retainer fee you must:

- (a) Login to PharmOutcomes
- (b) Under services tab select **Palliative Care (NHS England) – Quarterly Audit**
- (c) Select the correct claim period for the quarter you are claiming for

Date of claim

To be completed at the end of each Quarter

Claim Period

Make sure you have completed your quarterly audit in PharmOutcomes to trigger this claim

Quarterly Audit

- Quarter 1 (April-June)
- Quarter 2 (July-September)
- Quarter 3 (October-December)
- Quarter 4 (January-March)

Quarterly Audit

To be completed at the end of each quarter

Tick to confirm that the pharmacy holds stock of all items listed below and that all expiry dates have been checked.

(d) Tick to confirm you have all the items listed on the formulary and that expiry dates have been checked.

(e) Then select "claim quarterly fee for service provision".

Claim quarterly fee for service provision?

Yes

Formulary

- Cyclizine injection 50mg/ml *20
- Diamorphine Powder for Injection 5mg * 10
- Diamorphine Powder for Injection 10mg * 10
- Diamorphine Powder for Injection 30mg *10
- Morphine Sulphate Injection 10mg/ml *10
- Morphine Sulphate Injection 30mg/ml *10
- Morphine Sulphate oral solution concentrate 20mg/ml *60ml
- Oxycodone Injection 10mg/ml *10
- Dexamethasone Sodium Phosphate Injection 3.3mg/ml *10
- Glycopyrronium Bromide Injection 200mg/ml *9
- Haloperidol 5mg/ml Injection *10
- Hyoscine Butylbromide 20mg/ml Injection *20
- Hyoscine Hydrobromide injection 400mcg/ml *20
- Metoprolol Tartrate Injection 20mg/ml *10

(f) If you do not have stock of all the drugs listed in the formulary FOR YOUR AREA, (e.g. for example because of supply issues), you MUST notify NHS England via the incident reporting form on PharmOutcomes – see incident reporting (below).

(g) You will be asked if you have any out-of-date stock to claim for. If you select yes, a drop down box will appear which lists the formulary drugs:

Do you have out-of-date stock to claim for?

Yes

No

Drug name

- Buscopan 20mg/1ml solution for injection ampoules
(Sanofi) 10 ampoule - 29.2000pence per ampoule [Prescription Only Medicines (POM)]
- Cyclizine 50mg/1ml solution for injection ampoules
5 ampoule - 270.8000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Dexamethasone 3.3mg/1ml solution for injection ampoules
10 ampoule - 193.4000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Diamorphine 10mg powder for solution for injection ampoules
5 ampoule - 259.0000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Diamorphine 30mg powder for solution for injection ampoules
5 ampoule - 224.4000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Diamorphine 5mg powder for solution for injection ampoules

Select the drug from the list which you want to claim for (you can only enter ONE AT A TIME) and then underneath enter the quantity.

(Hameln Pharmaceuticals Ltd) 10 ampoule - 150.0000pence per ampoule [Prescription Only Medicines (POM)]

- Morphine sulfate 30mg/1ml solution for injection ampoules
10 ampoule - 114.9000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Oxycodone 10mg/1ml solution for injection ampoules
5 ampoule - 160.0000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]
- Water for injections 10ml ampoules
10 ampoule - 26.3000pence per ampoule [Drug Tariff - Prescription Only Medicines (POM)]

Quantity

Please enter the number of individual ampoules/tablets/mls that you are claiming for.

You are then asked if you have any other out-of-date stocks to claim for. Selecting yes will give you another drop down list of drugs to select from. Repeat the process as above.

Other out-of-date stock to be claimed for? Yes No

Claim totals

Value of all out-of-date drugs

CLICK SAVE – END OF QUARTERLY AUDIT.

THIS GENERATES AN AUTOMATIC INVOICE TO NHS ENGLAND

3. Incident Reporting

The purpose of the Palliative Care Service is to ENSURE that a specified list of drugs, (the palliative care formulary), is available, thus pharmacies participating in the service must keep guaranteed stock.

Any participating pharmacy is required to notify NHS England within 2 working days if they have been unable to provide drugs from the formulary when presented with a relevant prescription. To do this you must:

- (a) Login to PharmOutcomes.
- (b) Under services tab select **Palliative Care (NHS England) – Incident Reporting**
- (c) Complete details of the incident and select “save”. This triggers an automatic notification which will go to NHS England.
- (d) The incident reporting form should also be completed if any drugs are missing when completing the quarterly audit and you are unable to confirm you have a stock of ALL required drugs (e.g. in instances where there are supply issues).

Palliative Care (NHS England) - Incident Reporting (Preview)

Date of Incident

Incident to report to NHS England

- Manufacturing / Supply issue
- Unable to dispense Palliative care prescription
- Item not on formulary
- Prescribing error (i.e. legal requirements)
- Other

Please provide additional information to support the incident that you are reporting i.e. drug name, prescribing organisation
Patient identifiable information MUST not be included

Additional Information