

Community Pharmacy Palliative Care Formulary Service

Service Level Agreement

1. Parties to the Agreement

NHS England - North (Yorkshire and the Humber) - “the Commissioner”

Address: Quarry House, 6E05, 6th Floor, Leeds, LS27 7UE

And the Provider: - “the Pharmacy”

Trading as:

Address:

Contractor ODS code: F

2. Purpose

To ensure that a specified list of Palliative Care Drugs are available across the whole of West Yorkshire and that healthcare professionals involved in the provision of palliative care to patients within their own homes are aware of where they can access these items at any given time should their normal pharmacy not have the items available.

3. Period

This agreement is for the period 1st April 2018 to 31st March 2021. NHS England will review the service and formulary on an annual basis. Participating pharmacies will be notified of any changes to the service and/or formulary in writing by letter as soon as they have been agreed.

4. Termination

One months' notice of termination must be given if, either NHS England or the Pharmacy wishes to terminate the agreement before the given end date.

NHS England – North (Yorkshire and the Humber) may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including (but not limited to) malpractice, negligence or fraud on the part of the Pharmacy. Any pharmacy provider of this service who becomes subject to either professional investigation or Community Pharmacy Contractual Framework performance measures may also be suspended from this service until such time as the relevant matter has been resolved to the satisfaction of the Commissioner.

5. Obligations

The Pharmacy will provide the service in accordance with the specification attached at Schedule 1. As an NHS England commissioned service, this service is being commissioned as an enhanced service in line with the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, as amended, under Direction 14(1)(l), an On Demand Availability of Specialist Drugs Service.

6. Payments

At the commencement of this service, all Pharmacies approved to provide this service will receive an initial payment of £150 as payment towards obtaining initial stocks of the drugs listed in the formulary, as well as providing a contribution to obtaining additional Controlled Drug cupboard space that may be needed. Pharmacies providing the service are asked to ensure that all stock has at least a 3 month expiry date at the start of the service.

A further, retainer fee of £150, will be paid to each participating pharmacy. This will be paid in quarterly instalments, as detailed below, following the submission of a quarterly audit through PharmOutcomes.

Quarter One; April –June 2018: £37.50

Quarter Two; July- September 2018: £37.50

Quarter Three; October- December 2018: £37.50

Quarter Four; January – March 2019 £37.50

Claims/Audits must be submitted within 2 months of the end of the quarter and payment will be made by NHS England within 28 days on receipt of invoice from PharmOutcomes. Please note that any late claims outside the 2 months will not be paid.

Any expired drugs, being held by the pharmacy as part of the formulary will be paid for by NHS England, these must be recorded and claimed for on the quarterly audit. NHS England expects that the pharmacy will operate a robust stock rotation and ordering process to ensure that items being claimed as expired are kept to a minimum.

7. Service Availability

The Service will be provided throughout the Pharmacy's opening hours. This includes core and supplementary hours and also any hours provided at bank holidays (whether voluntarily or through commissioned additional hours).

8. Confidentiality

Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000. As items held as part of this service may be subject to request and collection by individuals other than the patient named on the prescription (eg family member, healthcare professional), it is especially important that patient confidentiality is maintained and their details not shared inappropriately.

SCHEDULE 1 – SERVICE SPECIFICATION

Community Pharmacy Palliative Care Formulary Service

This service is being commissioned as an enhanced service in line with the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, as amended, under Direction 14(1)(I), an On Demand Availability of Specialist Drugs Service.

1. Purpose of this service

- To ensure that a specified list of Palliative Care Drugs are available across the whole of West Yorkshire.
- To ensure that healthcare professionals involved in the provision of palliative care to patients within their own homes are aware of where they can access these items at any given time should their normal pharmacy not have the items available.
- The provision of these items will be on a prescription only basis. This service is intended to provide guaranteed stock holdings only, and the pharmacies involved will not be required to have or provide specialist palliative care or end of life care advice.

2. Principles of the service / minimum requirements

It is required of any pharmacy providing this Enhanced Service under agreement with NHS England that they will hold the listed formulary items (Appendix One) at minimum stock levels at all times. This allows healthcare professionals to access these items easily and to know that the items will be in stock at the pharmacy they use as part of this service. Please ensure that you have a valid Standard Operating Procedure (SOP) in place that has been read and signed by all staff that will be taking part in the service.

The minimum stock quantities have been determined following consultation with the Local Professional Network (LPN), Local Hospices and with Community Pharmacy West Yorkshire. The minimum stock level will include both dispensing and surplus stock levels. Pharmacies may, if they choose, deliver items as part of this service. However, the Pharmacy will not be required as part of this service to deliver items from the formulary to patient homes or care providers, and those requiring the items should make arrangement for the items to be picked up directly from the pharmacy on presentation of the appropriate prescription.

The items listed in the Service formulary must be available throughout all normal opening hours. This includes core and supplementary hours and also any hours provided at bank

holidays (whether voluntarily or through commissioned additional hours). Pharmacies are not expected to provide this service outside their normal opening hours.

Any pharmacy providing this service is required to provide appropriate dispensing advice to patients, clinicians, and family members upon supply of these items, including safe storage advice, information on contraindications etc. They should also ensure that any signposting to specialist services that are available is provided at the point of dispensing. Attached at Appendix Three is the signposting/information for contractors.

3. Reporting requirements

On a quarterly basis each contractor providing this Enhanced Service under agreement with NHS England will be required to undertake a stock audit, reporting through PharmOutcomes, See Appendix Four for more detailed instructions on how to use PharmOutcomes.

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 the relevant prescription. This should be recorded as an incident on PharmOutcomes and the pharmacy **must** refer the person presenting the prescription to another pharmacy that provides this service, having first confirmed with that pharmacy that they hold the required stock and that the patient can access the pharmacy. Any participating pharmacy must notify NHS England of any incidents arising from the holding or provision of items as part of this formulary – these will be monitored by NHS England, who reserves the right to withdraw the service should the incident(s) be of significant detriment to patient safety.

All incidents must be recorded on PharmOutcomes under the 'Incident reporting' section for the Palliative Care Scheme, this will send a notification to NHS England.

No other reporting will be required as part of this service.

4. Payment/fee structure

At the commencement of this service, all Pharmacies approved to provide this service will receive an initial payment of £150 as payment towards any obtaining initial stocks of the drugs listed in the formulary, as well as providing a contribution to obtaining additional Controlled Drug cupboard space that may be needed.

Following submission of the quarterly audit detailed above, a retainer fee of £150 will be paid to each contractor in quarterly instalments as detailed below and on receipt of the audit.

Quarter One; April –June 2018: £37.50

Quarter Two; July- September 2018: £37.50

Quarter Three; October- December 2018: £37.50

Quarter Four; January – March 2019 £37.50

Claims/Audits must be submitted within 2 months of the end of the quarter and payment will be made will be made by NHS England within 28 days on receipt of invoice from PharmOutcomes. Please note that any late claims outside the 2 months will not be paid.

Any expired drugs, being held by the pharmacy as part of the formulary, will be paid for by NHS England. The Commissioner expects that the pharmacy will operate a robust stock rotation and ordering process to ensure that items being claimed as expired are kept to a minimum.

SCHEDULE 2 – SIGNATORIES TO THE AGREEMENT

Signed for and on behalf of:

Pharmacy		ODS code	F
Pharmacy trading name (if different)			
Address			
<p>I confirm that I have read the service level agreement, service specification and have the appropriate Standard Operating Procedure (SOP) in place for the provision of the Community Pharmacy Palliative Care Formulary Service. I agree to provide the service in a manner compliant with the requirements of the service level agreement and service specification.</p>			
Signature		Date:	
Name:		Job title:	

Signed for and on behalf of NHS England – North (Yorkshire and the Humber)

Signature	Date:
Name:	Job title

*Pharmacies who are part of a multiple must always check their company's own processes and instructions.