

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement

Optional headings 5-7: optional to use, detail for local determination and agreement.

Service Specification No.	xx
Service	Community Pharmacy Intravenous Antibiotic Stockholding Service
Commissioner Lead	Wirral CCG – S Hennell
Provider Lead	Selected Community Pharmacies in Wirral CCG
Period	1 st November 2015 onwards
Date of Review	31 st March 2016

1. Population Needs

1.1 National/local context and evidence base

This Service Specification defines the terms and standards required by the commissioners “Wirral CCG” for the provision of the Intra venous (IV) outpatient antibiotic treatment service (OPAT) under which the commissioned Service Provider (the community pharmacy contractor) and the community pharmacist will provide a IV OPAT Service in line with the requirements of this service specification to patients in Wirral.

This service specification defines the terms under which the Community Pharmacy will hold a range and quantity of IV antibiotics and provide an IV OPAT service for patients, carers and health professionals in Wirral CCG who have an immediate / urgent need for IV antibiotic medicines.

The purpose of this service is to improve access to essential IV antibiotic medicines, to ensure continuity of supply, and to support patients, carers and healthcare professionals by providing them with information, advice and signposting, where appropriate.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	✓
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	✓

Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

2.2 Local defined outcomes

To improve access in Wirral CCG for patients and healthcare professionals to IV antibiotic medicines when they are required within normal pharmacy opening hours.

To guarantee continuous availability of IV antibiotics stock from named pharmacies for patients and health care professionals who require immediate / urgent access to IV antibiotic medicines.

To support patients, carers and healthcare professionals with access to emergency IV antibiotic medicines.

3. Scope

3.1 Aims and objectives of service

To provide immediate and consistent access in Wirral for patients and healthcare professionals to IV antibiotic medicines when they are required within contracted pharmacy opening hours.

To guarantee continuous availability of stock on the IV antibiotic medicines list from named pharmacies for patients, patient representatives and healthcare professionals who require immediate / urgent access to palliative care medicines.

3.2 Service description/care pathway

The community pharmacy (from now on known as the service provider) will operate and provide the service strictly in accordance with this service specification.

A list of participating service providers can be found at Appendix 1.

The service specification will be subject to review 31st March 2016, unless there is a significant change in practice in this interval which would prompt early review. Any variation to the terms of this service specification will be made in writing seven days in advance of the date from which it is proposed the variation will become effective.

The NHS Contract will be signed by the service provider and will be subject to review as appropriate.

The service should be provided for the **total hours the pharmacy is open** and for the duration of the contract period between the service provider and Wirral CCG.

Information packs will be provided to each service provider which will include a list of participating pharmacies and details of relevant reference points to signpost service users who require further assistance, the agreed stock list and any necessary forms. This

information will be reviewed annually or as relevant new information is published.

The service provider must ensure that all staff provide the service in accordance with the service specification. The service provider should have a Standard Operating Procedure (SOP) which specifically details the operational delivery of the service. The SOP must be made available to Wirral CCG (via the CCG commissioned Medicines Management Team) if requested. The service provider must ensure that there are systems in place to make locum pharmacists aware of this service and are trained and competent to provide the service.

The CCG commissioned Medicines Management Team on behalf of Wirral CCG will agree with local stakeholders the IV antibiotics medicines list and stock levels required to deliver the service. (Appendix 2)

The CCG commissioned Medicines Management Team will regularly review the IV antibiotic medicines list and stock levels to ensure they reflect any changes in practice or guidelines. This will also be undertaken when there are any significant stock shortages.

The service provider **must order and continuously hold the range and quantity of medicines specified in the medicines list** and will dispense these in response to NHS prescriptions presented. See Appendix 2 for the IV antibiotics medicines list. Stock held for this service must be in addition to any stock usually held.

Dispensed or date expired stock for this service must be replaced immediately. Expiry dates for this stock must be monitored to prevent waste. Short dated stock must be rotated with the service provider's usual stock holding.

Wirral CCG will make an initial payment to service providers of £800 for the purchase of initial stock. Wirral CCG will reimburse the cost of stock (at current drug tariff price) specifically purchased for this service (that cannot be used and has reached its expiry date). This should be done annually (towards the end of the financial year) by completing the Expired Stock Claims form. See Appendix 3.

In the event of any significant stock availability issues concerning products required to be kept in stock for this service, the service provider must contact the named link at Medicines Management (Wirral) within 2 working days.

If the service provider is **unable to make a supply for any reason** then the patient, patient's representative or healthcare professional **must be signposted to the next nearest pharmacy service provider participating in the service**. The nearest service provider participating in the service **must be telephoned** to ensure that they are able to dispense the prescription before informing the patient, patient's representative or healthcare professional.

Lists of all service providers undertaking this scheme in Wirral CCG must be made available for easy reference.

Service providers will be reimbursed at £200 per year for the provision of the service

irrespective of the amount of prescriptions dispensed. Service providers will be asked to produce an invoice to Wirral CCG approximately one month before the payment is due towards the end of the financial year. The fee will be paid as a lump sum. This will be made on receipt of an Annual Invoice and Self Declaration Document. See Appendix 3.

If the **service cannot be provided** under the terms of the NHS contract and this service specification, for whatever reason, then the service provider **must contact** the named link at Medicines Management (Wirral). Where notification is absent the CCG Commissioned Medicines Management Team (on behalf of Wirral CCG) reserves the right to instigate discussions with the service provider in relation to performance management concerns which could ultimately lead to the termination of the contract.

The service must be provided for the total hours that the pharmacy is open (including on rota) and for the duration of the contract agreement period between the service provider and Wirral CCG.

The CCG Commissioned Medicines Management Team, on behalf of Wirral CCG, has the right to audit any part of the service at any time to ensure continued quality. They also reserve the right to ask for evidence from the pharmacy to prove that it is following the procedures outlined in this specification.

The service provider will cooperate with any assessment of the service or audit of the service to evaluate service provision and identify areas for service improvement, including any evaluation of healthcare professionals' perception of the overall quality of the service.

Wirral CCG reserves the right to cease the service immediately if:

- There are serious breaches of compliance with the service specification.
- There are prolonged periods of time where the service provider is unable or fails to provide the service.
- The individual pharmacist and / or service provider acts outside the ethical governance framework for the profession, brings the profession into disrepute, or is subject to an NHS or professional disciplinary process. In this case the termination of the service will be with immediate effect.
- The pharmacist fails to maintain competence.

In these instances, no payment will be made.

Either party may terminate this agreement by providing written notice of their intention to do so. A period of one month (30 days) should be given as notice. Where appropriate, payment will be made on a pro-rata basis for each completed quarter of the year.

Where the service provider gives notice to terminate the service the contractor must continue to provide a full service during the notice period.

The service provider must have an adverse incident and near miss reporting system in place which includes maintaining a log of patient safety incidents.

Patient safety incidents or near miss incidents must be dealt with in the usual way, and also

reported to the named link at Medicines Management (Wirral). The CCG commissioned Medicines Management Team, on behalf of Wirral CCG, reserves the right to undertake its own root cause analysis if it feels that the root cause is derived from the implementation of the service specification.

The named link at the CCG commissioned Medicines Management Team (Wirral) is:

Nina Rogerson, Senior Support Officer, Medicines Management (Wirral).

Address: Old Market House, Hamilton Street, Birkenhead, CH41 5AL

Tel: 0151 643 5319 Fax: 0151 643 5442

3.3 Population covered

Although this service is predominately commissioned for Wirral patients, there may be scenarios where medicines will be dispensed for patients registered with GPs elsewhere as this is an emergency IV OPAT medicines service.

Equality and Diversity

The service provider must comply with the requirements of the Equality Act 2010, and will not treat one group of people less favorably than others because of age, disability, gender reassignment, marriage or civil partnership, race, religion or belief, sex or sexual orientation.

It is the responsibility of the service provider to make reasonable adjustments to meet the individual needs of their patients. Where providers are able to identify a cohort of patients for whom reasonable adjustments may be required, they should discuss this with the Commissioner.

3.4 Any acceptance and exclusion criteria and thresholds

Community Pharmacies must hold an NHS contract for the provision of Pharmaceutical Services. Community Pharmacies must also hold an NHS Contract with Wirral CCG. Pharmacies will be selected for inclusion in the service based on their geographical location to provide sufficient coverage in each locality and their opening hours, to provide sufficient access to IV antibiotics.

3.5 Interdependence with other services/providers

It is the responsibility of the provider to ensure that all appropriate details are communicated to the necessary recipients and appropriate notes are made in the patient medication records held in the Community Pharmacy.

Community Pharmacies are expected to liaise with out of hours / urgent care providers and general practice to facilitate access to IV antibiotics.

4.1 Applicable national standards (e.g. NICE)

Supply of all medicines must be in accordance with the Human Medicines Regulations

2012.

The Commissioner and the commissioned service provider recognise that this service specification and/or associated recorded information may be subject to Freedom of Information Requests (FOI). Each party shall comply with any such FOI received, in accordance with the Freedom of Information Act 2000 legal obligations.

The service provider shall comply with the requirements of the Health and Safety at Work Act 1974, the management of Health and Safety at Work Regulations 1999 and any other acts, regulation, orders or rules of law pertaining to health and safety.

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

This service may only be provided by pharmacies with a current registration with the General Pharmaceutical Council from premises that hold a current contract to supply NHS Pharmaceutical Services.

4.3 Applicable local standards

This service shall be available during all of the service provider's core opening hours. Any medicines dispensed from the IV antibiotic stock should be immediately replaced to ensure continuity of supply.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4 Parts [A-D])

Not applicable

5.2 Applicable CQUIN goals (See Schedule 4 Part [E])

Not applicable

6. Location of Provider Premises

The Provider's Premises are located at:

Insert service provider address

7. Individual Service User Placement

I accept this service specification and NHS General Contract on behalf of Wirral CCG.

Signature:	
Print Name:	on behalf of Wirral CCG
Designation:	
Address of Pharmacy Premises	
Date:	

I accept this service specification and NHS General Contract on behalf of the service provider.

Signature:	
Print Name:	
Designation:	
Address of Pharmacy Premises	
Date:	

Appendix 1: Participating Pharmacies

Pharmacies providing Community Pharmacy Intravenous Antibiotic Stockholding Service

Pharmacy Name	Contact nos.	Opening Hours							
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Bank Holiday
Asda Pharmacy Bromborough Welton Road, Croft Business Park, Bromborough, CH62 3QP	Tel: 0151 346 2500	8am - 11pm	7am - 10pm	10am - 4pm	10am - 4pm				
Asda Pharmacy Liscard Sea View Road, Wallasey, CH45 4NZ	Tel: 0151 691 2221	8am - 10pm	10am - 4pm	10am - 4pm					
Lloyds Pharmacy Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE	Tel: 0151 677 6449 Fax: 0151 677 6449	8.30am - 10pm	9am - 10pm	9am - 10pm					
Medicx Pharmacy St Catherines Community Hospital, Church Road, Birkenhead, Wirral, CH42 0LQ	Tel: 0151 601 3132 Fax: 0151 647 9091	7.30am - 10pm	8am - 10pm	8.30am - 10pm	10am - 10pm (hours vary over Christmas & New Year				

Appendix 2: IV Antibiotic – Wirral Community Pharmacy Stock List October 2015

Drug	Quantity (vials)
• Flucloxacillin 1g	15
• Co-amoxiclav 1.2g	15
• Piperacillin and tazobactam (Tazocin) 4.5g	15
• Amoxicillin 1g	15
• Ceftriaxone 1g	4
• Ceftazidime 1g	12
• Meropenem 1g	10
• Ertapenem 1g	5
• Temocillin 1g	4
• Teicoplanin 400mg	4
• Sodium Chloride Intravenous Infusion 50ml bag	15
• Sodium Chloride Intravenous Infusion 100ml bag	30

Appendix 3: Expired Stock Claims form

**Community Pharmacy Intravenous
Antibiotic Stockholding Service
Date Expired Stock Claim
Form**

Service Provider		
Address		
Expired stock to be listed below:		
Drug	Form	Quantity

Claims should be submitted annually. Payment is made annually (at current drug tariff price) towards the end of each financial year. No payment will be made for the initial £800 of date expired stock.

Submit claims by 1st February.

Send completed claims form to:

**Nina Rogerson, Senior Support Officer, Medicines Management (Wirral), Old Market House,
Hamilton Street, Birkenhead, CH41 5AL**

Tel: 0151 643 5319

Fax: 0151 643 5442

Appendix 3: Annual Invoice and Self Declaration Form

Service Provider name	Confirms it has the full range of IV antibiotic medicines in stock and conforms with the service specification	
Requires payment of £200 for undertaking the service. Invoice submitted.	Yes / No	
Full Address and contact details		
Service provider to continue to undertake service?	Yes (please sign agreement)	
	No (please sign. Notice of termination is 30 days (1 month))	

Signed	
Print	
Position	

A copy of the service specification and this agreement should be kept by the service provider and made available for reference by all staff.

A copy of this page to be returned to:

**Nina Rogerson, Senior Support Officer, Medicines Management (Wirral), Old Market House,
Hamilton Street, Birkenhead, CH41 5AL**

Tel: 0151 643 5319

Fax: 0151 643 5442