

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Access to Urgent and Specialist Medicines Service

Service Specification No:	Version No.3
Service	Access to Urgent and Specialist Medicines Service
Commissioner lead	Melissa Redmayne
Provider Lead	Community Pharmacy
Period	1 st April 2024 – 31 st March 2027
Date of review	30 th January 2026

1. Population Needs

Enhanced Services are services commissioned from Community Pharmacies over and above their main contract. There are three types of Enhanced Service – National, Directed and Community. Community Enhanced Services (which are community or practice based) are developed locally in response to local needs and priorities and are voluntary for community pharmacies.

This specification relates to a Community Enhanced Service (CES) for the provision of access to urgent and emergency medicines, which are often specialist, or infrequently stocked by pharmacies, which may be required at short notice. This service specification ensures the necessary stock is readily available.

The service aims to improve access and availability of medicines that are likely to be required at short notice for the population of Devon. No part of the service by commission, omission or implication defines or redefines essential Community Pharmacy services.

1.1 National/local context and evidence base

This agreement set outs the framework for the stockholding of drugs which may be required infrequently but urgently during each commissioned pharmacy's normal hours from an agreed list of community pharmacies in Devon.

The implementation, administration, monitoring, and review of this agreement are the responsibility of NHS Devon ICB, or any organisation that takes over these functions.

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2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	X
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	X
Domain 4	Ensuring people have a positive experience of care	X
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	X

2.2 Local defined outcomes

- 2.2.1 To support access for service users to urgent and emergency medicines, including End of Life medicines when they are required, at short notice.

3. Scope

3.1 Context

- 3.1.1 This service aims to improve access to urgent and emergency medicines during normal and Bank Holiday working hours in the community.
- 3.1.2 This service also supports the dispensing for appropriate anticipatory prescribing for palliative care e.g. the use of Just in Case (JIC) Bags and thus contribute to supporting the individual to remain at home, although the specification is expected to be utilised less frequency in these instances due to effective treatment planning.
- 3.1.3 This service will also improve access to influenza antiviral treatment/prophylaxis for patients in clinical at-risk groups.

3.2 Aims and Intended Service Outcomes

- 3.2.1 It is recognised that pharmacies will only hold as stock items for dispensing promptly those medicines which are routinely prescribed, in their neighbourhoods. Therefore, the aim of this service is to improve prompt access to an agreed list of urgent and emergency medicines.
- 3.2.2 Urgent and emergency medication supplies should be made by community pharmacy to prevent ED attendance (or impacts on other urgent care services) and hospital admissions, whilst enabling a good experience of care.

3.3 Service Description

- 3.3.1 This service aims to improve access to urgent and emergency medicines, some of which may not be standard stock for community pharmacies, during each contracted pharmacies normal working hours, in the community setting, not affecting your standard opening hours.

3.3.2	The pharmacy contractor will stock a minimum stock level of a locally agreed range of urgent and emergency medicines.
3.3.3	This service specification should not discourage service users from using their preferred or local pharmacy, if they wish to do so.
3.4	Service Requirements
3.4.1	The pharmacy will stock the minimum stock level of medicines on the agreed list of urgent and emergency medicines.
3.4.2	The list of the agreed urgent and emergency medicines is hosted on the OneDevon Community Pharmacy website https://onedevon.org.uk/our-work/services-and-support/pharmacy-services/ along with details of pharmacies commissioned to provide the service. The list of agreed urgent and emergency medicines is subject to change. Any changes to the list of medicines will be communicated to pharmacy contractors following consultation with Community Pharmacy Devon and other stakeholders.
3.4.3	This service is only accessible from those community pharmacies commissioned, during their normal working hours. To remove ambiguity; any patient with an NHS prescription for any item of the agreed urgent and emergency medicines list may approach any pharmacy to have the prescription dispensed, assuming they are contracted to deliver Pharmacy Services by the NHS.
3.4.4	The pharmacy will dispense the agreed urgent and emergency medicines upon receipt of an NHS prescription.
3.4.5	The pharmacy will provide monthly assurance that they hold the minimal stock level of all agreed urgent and emergency medicines within this specification via the commissioner agreed mechanism.
3.4.6	Prior to peak periods such as Bank Holidays, NHS Devon ICB may ask for assurance of stock levels via the commissioner agreed mechanism. (example: a yes or no to medications in stock)
3.4.7	Upon annual contract review, the pharmacy will provide NHS Devon ICB details of the items dispensed under this specification via the commissioner agreed mechanism.
3.4.8	The pharmacy will provide annual assurance that no patients have been unable to have a prescription for any item on the agreed list of urgent and emergency medicine dispensed via the commissioner agreed mechanism.
3.4.9	The pharmacy will report to NHS Devon ICB via the commissioner agreed mechanism instances where items on the agreed list of urgent and emergency medications cannot be obtained after attempting to do so for 48hrs, this feedback should be provided within the ensuing 24 hours.
3.4.10	The pharmacy contractor will ensure that all staff (including locums/relief) are aware that this service is being provided by the pharmacy and will ensure that all staff are aware of their obligations under this service.

3.4.11 The pharmacy will support priority access for service users of this specification when it is possible to do so.

3.5 Quality Indicators

3.5.1 Deliverance against sections 3.4.1, 3.4.3, 3.4.4 and 3.4.8 within service requirements, seeks to improve the quality of patient care, improve patient outcomes, and enhance patient experience.

3.5.2 NHS Devon ICB strongly encourages the lead pharmacist and/or technician to maintain their competency in palliative care medicines (one of the groups of urgent and emergency medicines).

3.5.3 NHS Devon ICB requests the pharmacy contractor to review, and amend where necessary, their Standard Operating Procedures (SOP) pertaining to this specification.

3.6 NHS Devon will:

3.6.1 Ensure all relevant system partners are aware of, and promote, that specified pharmacies will stock an agreed list of urgent and emergency medicines as a consequence of this specification, this (non-exhaustive) list will include:

- Out-of-hours primary care providers,
- Hospices,
- Community nursing (and other appropriate nursing) teams,
- Secondary care acute trusts
- Other community pharmacies,
- GP practices.

3.6.2 Liaise with commissioned pharmacies and the stakeholders above as required to ensure effective deliverance of this specification.

3.6.3 Consult with stakeholders locally as appropriate, should the urgent and emergency medicine list require amendment.

3.7 Essential Service Continuation Plan

3.7.1 The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.

3.8 Financial details

3.8.1 A £600 per annum retainer fee will be paid to the pharmacy contractor participating within the scheme.

3.8.2 There will be a pro rata payment (£50.00 per month) for pharmacies that join the service part way through the financial year.

3.8.3 The retainer fee can be claimed on submission of a Claim Form (or via a commissioner agreed mechanism) for deliverance of all service requirements under section 3.4.

- 3.8.4 The retainer fee will be returned to NHS Devon ICB should a contractor withdraw from the service during the year. The amount returned will be calculated based on a pro rata basis (£50.00 per month).
- 3.8.5 The pharmacy will submit a “Claim for date expired drugs” for out-of-date items detailed within the Access to Urgent and Emergency Medicines specification via the commissioner agreed mechanism. The ICB will review claims when received, with pharmacy contractors being reimbursed at Drug Tariff cost. If the invoice for the medicines is not provided the Contractor will be reimbursed 50% of the current drug price.
- 3.8.6 Reimbursement for dispensed medicines is via standard NHS BSA and Drug Tariff arrangements.

4. Applicable Service Standards

4.1 Monitoring Arrangements

- 4.1.1 NHS Devon ICB will review the information provided by commissioned pharmacies under sections 3.4.5, 3.4.6, 3.4.7, 3.4.8, and 3.4.9 when received.
- 4.1.2 NHS Devon will review the data provided by commissioned pharmacies under section 3.4.7 when requested or as part of the annual contract review.
- 4.1.3 NHS Devon ICB will review any claims for date expired stock (section 3.8.5) as submitted via the commissioner agreed mechanism and process associated reimbursement payments.

5. Applicable quality requirements and CQUIN goals

Not applicable.

6. Location of Provider Premises

The Provider's Premises are located at: *To be determined*

Proposed medicines list for the 2024/2025 Enhanced Service for the Availability of Specialist Medicines

CORE LIST OF SPECIALIST MEDICINES TO BE HELD BY ALL PHARMACIES	
MEDICINE	QUANTITY
Cyclizine 50mg/1ml solution for injection ampoules	10 ampoules
Cyclizine 50mg tablets	1 box
Dexamethasone tablets 2mg	1 box
Glycopyrronium bromide 200micrograms/1ml solution for injection ampoules	10 ampoules
Haloperidol 500 microgram tablets	28 tablets
Haloperidol 5mg/1ml solution for injection ampoules	20 ampoules
Hyoscine 1mg/72hours transdermal patches	4 patches
Hyoscine hydrobromide 400micrograms/1ml solution for injection ampoules	20 ampoules
Levomepromazine 25mg/1ml solution for injection ampoules	20 ampoules
Levomepromazine 25mg tablets	56 tablets
Lorazepam 1mg tablets (not sugar-coated) *	56 tablets
Metoclopramide 10mg/2ml solution for injection ampoules	20 ampoules
Midazolam 10mg/2ml solution for injection ampoules	30 ampoules
Midazolam oromucosal solution 5mg/ml pre-filled oral syringe	20 ampoules
Morphine sulfate 10mg/1ml solution for injection ampoules	20 ampoules
Morphine sulfate 30mg/1ml solution for injection ampoules	10 ampoules
Morphine sulfate 10mg/5ml oral solution	5 x 100ml bottle
Oxycodone 10mg/1ml solution for injection ampoules	20 ampoules
Oxycodone 20mg/2ml solution for injection ampoules	10 ampoules
Oxycodone 5mg/5ml oral solution sugar free	2 x 250ml bottle
Pivmecillinam 200mg tablets	10 tablets
Sodium chloride 0.9% solution for injection 10ml ampoules	20 ampoules
Vancomycin 125mg capsules	2 x box of 28 capsules
Water for injections 10ml ampoules	20 ampoules

*e.g. Genus, PVL, or Teva brands

CORE LIST OF FLU ANTIVIRAL MEDICINE TO BE HELD BY ALL PHARMACIES (ALL YEAR ROUND)			
Drug Form Strength	Pack Size	Brand	Stock (Packs)
Oseltamivir Capsules 30mg	10	Tamiflu	4
Oseltamivir Capsules 45mg	10	Tamiflu	1
Oseltamivir Capsules 75mg	10	Tamiflu	3
Oseltamivir Oral Suspension 6mg/ml	65ml	Tamiflu	1
Zanamivir Inhalation 5mg	20	Relenza	1

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN THE NORTHERN AND WESTERN LOCALITIES OF DEVON	
MEDICINE	QUANTITY
Enoxaparin sodium 100mg/1ml solution for injection pre-filled syringes	5 pre-filled syringes
Enoxaparin sodium 120mg/0.8ml solution for injection pre-filled syringes	5 pre-filled syringes
Enoxaparin sodium 150mg/1ml solution for injection pre-filled syringes	5 pre-filled syringes

ADDITIONAL MEDICINES TO BE HELD BY PHARMACIES IN THE EASTERN LOCALITY OF DEVON, AND IN SOUTH DEVON AND TORBAY	
MEDICINE	QUANTITY
Dalteparin sodium 10,000units/0.4ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 12,500units/0.5ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 15,000units/0.6ml solution for injection pre-filled syringes	5 pre-filled syringes
Dalteparin sodium 18,000units/0.72ml solution for injection prefilled syringes	5 pre-filled syringes