



**Coventry and
Warwickshire**
Integrated Care Board

**Service Level Agreement for
End of Life Drugs Community Pharmacy Support
-
COVID-19 Additional Capacity**

Between

NHS Coventry & Warwickshire ICB

And

XXX Pharmacy



**Coventry and
Warwickshire**
Integrated Care Board

THIS AGREEMENT is dated XXX

This agreement is for the period of:

START DATE	END DATE	DURATION
1 st June 2022	31 st March 2023	10 Months

Parties

- (1) **NHS COVENTRY & WARWICKSHIRE ICB (lead commissioner)**
- (2) **XXX Pharmacy** incorporated and registered (the provider).

DETAILS OF THE PARTIES	
NHS Lead Commissioner	Recipient
Altaz Dhanani Head of Medicines Optimisation NHS Coventry and Warwickshire ICB Westgate House Warwick CV34 4DE. E-mail: altaz.dhanani@nhs.net Tel: 024 7624 6007	XXXX Pharmacy Address XXXXXX Tel: XXXX email: XXXX
Contract Support Jo Evans Senior Contract Manager NHS Coventry and Warwickshire ICB Westgate House Warwick CV34 4DE 07825 364040 E-mail: joanne.evans12@nhs.net / Samantha.thorne6@nhs.net	

SERVICE SPECIFICATION

Service Specification No.	On Demand Availability of Drugs - No 1
Service	Coventry & Warwickshire Locally Commissioned Service – On Demand Availability of End of Life Drugs used in Palliative Care
Commissioner Lead	NHS Coventry and Warwickshire ICB
Provider Lead	XXXXX Pharmacy
Period	1 st June 2022 - 31 st March 2022
Date of Review	January 2023

1. Population Needs

1.1 NATIONAL CONTEXT AND EVIDENCE BASE

Access to End of Life (EOL) medicines has always been erratic across the Coventry and Warwickshire area with no formal agreements with providers to hold EOL medicine stock and provide easy access to these specialist drugs. Indeed the area has been flagged as one of two within the Midlands as not having a formal agreement in place to enable easy access to EOL drugs.

This service aims to fill that gap and formally propose a service where EOL drugs can be accessed in a timely manner.

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 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 Gold Standards Framework (GSF)

Giving the right person, the right care, in the right place, at the right time. The standard aims are to improve the:

- Quality of care for people in the final years of life
- Coordination and communication of care across boundaries
- Outcomes for people- reducing time in hospitals and enabling more to live and die where they choose in line with their needs and preferences

2.3 Quality standard for end of life care for adults (QS13)

The quality standard is also expected to contribute to the following overarching outcome(s) for people approaching the end of life:

- The care that people approaching the end of life receive is aligned to their needs and preferences
- Increased length of time spent in preferred place of care during the last year of life
- Reduction in unscheduled care hospital admissions leading to death in hospital (where death in hospital is against their stated preference)
- Reduction in deaths in inappropriate places such as on a trolley in hospital or in transit in an ambulance

2.4 Local Outcomes

2.4.1 To improve access for people to these specialist medicines when they are required by ensuring prompt access and continuity of supply.

2.4.2 To support people, carers and clinicians by providing them with up to date information and advice, and referral where appropriate.

3. Scope

3.1 Service Description

- This service is aimed at the supply of specialist medicines, the demand for which may be urgent and/or unpredictable, for example palliative care.
- The pharmacy contractor will stock a locally agreed range of specialist medicines and will make a commitment to ensure that users of this service have prompt access to these medicines at all times agreed with the icb.
- The pharmacy will provide information and advice to the user, carer and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.

3.2 Period of Agreement

- This specification will be contracted from 1st April 2021 to 31st March 2022 with possible extension depending on the status of the COVID-19 pandemic at that time.
- The agreement may be terminated, without penalty, if the Commissioner or the Provider gives the other party 3 months' notice, in writing, of their intention to do so.
- The Commissioner reserves the right to give immediate notice of termination of the service if a pharmacy fails to carry out its obligations under the terms of this agreement.

3.3 Service Outline

- The pharmacy holds the specified list of medicines required to deliver this service as defined by NHS Coventry & Warwickshire ICB and will dispense these in response to NHS prescriptions presented.
- NHS Coventry & Warwickshire ICB may require that the list of drugs is varied following review in terms of drug lines and/or quantities to be kept in stock by the pharmacy. Any financial implications for this are described under Section 3.3.
- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- The pharmacy will regularly according to demand e.g. minimum once weekly ensure that the stock levels are being as far as is possible adhered to and anticipating potential demands at weekends and Public Holidays.
- The pharmacy will replace stock as promptly as possible keeping minimum levels of stock in place. Pharmacies may choose to keep higher levels of stock in the pharmacy and this is permissible, but this service relates to a core list of drugs and quantities. Therefore, stock levels should be replenished on a replacement basis following dispensing to those levels identified in the ICB determined list.
- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.
- The ICBs will commission this service from easily accessible pharmacies during usual pharmacy opening hours across Coventry & Warwickshire place.
- Consideration should be given to:
 - the way in which the prescription reaches the pharmacy which must follow existing NHS FP10 and other Regulatory requirements as updated
 - the way in which the patient will obtain the medicine once dispensed but this will not be the responsibility of the pharmacy unless pre-agreed with the prescriber and/or family/ carer/ representative
- The ICB will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The ICB will regularly review the formulary to ensure that the formulary reflects the availability of new medicines and changes in practice or guidelines.

- The ICB will update electronically any changes in local clinical prescribing guidance in order for the pharmacy to update knowledge of pharmacy staff.
- The ICB will agree a system which deals with the financial implications of the delivery and management of this service - see under 3.3 Remuneration.
- The ICB will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment. For this service there will be no ongoing audit requirements or reporting on activity necessary but may require pharmacy input following any incidents towards supporting the pharmacy, learning from the incident details and preventing recurrence.
- The ICB will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- The ICB will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients to the service.

3.4 Remuneration

- NHS Community pharmacies will be reimbursed Drug Tariff Cost + VAT (based on DT prices May 2021) of lines agreed to be stocked by community pharmacies
- At the commencement of the agreement the Commissioner will reimburse, a one-off VAT exempt professional management payment of £400.00 per annum for administering this service in line with the Service Specification during April 2021 for the 12 month period.
- Minimum stock holding may be revised depending on prescribing activity, but any additional drug reimbursement costs will be outlined at the point of request should it be necessary to increase the stock levels above those described above. This decision will be made by ICB health professionals after considering a number of relevant sources of information including capacity from community pharmacies.
- Reimbursement will be made quarterly for the replacement cost of out-of-date specialist medicines if applicable, that have been held as stock under this agreement, upon completion of a formal declaration.
- For initial reimbursement of stock and professional fee a paper invoice mechanism will be in place. Should the PharmOutcomes electronic platform become available to pharmacy contractors then this will be the default method for delivery within the scope of this service specification including financial reimbursements.

4. Applicable quality requirements

4.1 APPLICABLE QUALITY REQUIREMENTS

- The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.



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- The pharmacy participates in any commissioner organised audit of service provision
- The pharmacy co-operates with any locally agreed ICB-led assessment of service user experience or following any incidents in relation to the service
- Any incidents in relation to this service should be reported to the ICB Medicines Optimisation Teams for support.

FUNDING ARRANGEMENTS

Funding Agreement

The ICB has agreed to fund:

Professional Fee	£400	Valid from 1 st April 2022 – 31 st March 2023
Out-of-date stock	As charged	Valid from 1 st June 2022 – 31 st March 2023
Initial Stock	Vancomycin 125mg Capsules	Valid from 1 st June 2022 – 31 st March 2023

Claim form included shown in Appendix 2

Invoice Process

Invoices should be submitted to NHS Coventry & Warwickshire ICB for payment:

CWICB

NHS Coventry & Warwickshire ICB
Y06 – Payables M795
Phoenix House
Topcliffe Lane
Wakefield
WF3 1WE

Invoice details in body to state –

On demand availability of end of life drugs used in palliative care and type of claim being made:

- Professional Fee
- Out of date stock

Provider's invoices must abide by the following conditions:

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XXX Pharmacy



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- Be submitted not later than one month following the provision of services;
- Be legible and in a concise format;
- Be submitted on officially headed paper;
- Be uniquely numbered;
- Indicate the Value Added Tax (VAT) number where appropriate
- Indicate the service value, VAT rate and amount of VAT charged where appropriate.
- Indicate the date of service delivery;
- Give a description of the service provided;

Prior to payment all claims will be verified by Medicines Optimisation

Agreement End Date

The agreement end date will be 31st March 2023

The agreement may be terminated, without penalty, if the Commissioner or the Provider gives the other party 3 months' notice, in writing, of their intention to do so.

The Commissioner reserves the right to give immediate notice of termination of the service if a pharmacy fails to carry out its obligations under the terms of this agreement.

This Agreement has been signed by both parties as shown below:

SIGNED by

Alison Cartwright

**Signing as the Co-ordinating
Commissioner for
NHS Coventry & Warwickshire ICB**

Signature

Chief Officer Performance & Delivery

Title

Date



**Coventry and
Warwickshire**
Integrated Care Board

SIGNED by

.....
Signature

**for
and on behalf of
XXX Pharmacy**

.....
Title

.....
Date

Appendix 1 – End of Life Drugs List

Coventry & Wawickshire NHS Community Pharmacy Minimum Stock Holding of CORE Medicines Used in Palliative Care 2022/23

Name and Pack size available	Minimum stock holding singles	Packsizes	Unit Cost DT cost ex Vat	Total request £
Cyclizine 50mg/ml Inj	10	5	£4.42	£8.84
Diamorphine 10mg Inj	10	5	£15.02	£30.04
Diamorphine 100mg Inj	5	5	£42.40	£42.40
Diamorphine 30mg Inj	10	5	£16.53	£33.06
Fentanyl patch 12mcg	10	5	£12.59	£25.18
Fentanyl patch 25mcg	10	5	£17.99	£35.98
Glycopyrronium 200mcg/ml injection	10	10	£11.95	£11.95
Haloperidol injection 5mg in 1ml	10	10	£56.66	£56.66
Haloperidol oral solution 1mg/1ml	200ml	100	£6.79	£13.58
Hyoscine Butylbromide inj. 20mg in 1ml	10	10	£2.92	£2.92
Hyoscine Hydrobomide 400mcg in 1ml	10	10	£47.21	£47.21
Levomopromazine inj. 25mg/ml	20	10	£20.13	£40.26
Lorazepam 1mg tablets	28	28	£2.18	£2.18
Midazolam injection 10mg in 2ml	20	10	£5.59	£11.18
Morphine MR 10mg (Zomorph®) capsules	60	60	£3.47	£3.47
Morphine MR 30mg (Zomorph®) capsules	60	60	£8.30	£8.30
Morphine Oral Solution 10mg/5ml	300ml	300ml	£4.39	£4.39
Morphine Sulphate Injection 10mg injection	10	10	£13.70	£13.70
Morphine Sulphate Injection 30mg injection	10	10	£15.79	£15.79
Oxycodone injection 10mg/1ml	10	5	£8.00	£16.00
Oxycodone liquid 5mg/5ml	250ml	250ml	£6.60	£6.60
Paracetamol 1g suppositories	10	10	£60.00	£60.00
Paracetamol 500mg tablets	200	100	£2.41	£4.82
Paracetamol oral suspension 250mg/5ml	200ml	200	£2.13	£2.13
Water for injections 10ml	20	10	£3.84	£7.69
ISSUE DATE April 2022			£391.01	£504.33

**Anti-biotic Stockholding for
C.diff**

Name and Pack size available	Minimum stock holding singles	Packsizes	Unit Cost DT cost ex Vat	Total request £
Vancomycin 125mg Capsules	56	28	£132.49	£264.98



Appendix 2 – End of Life Drugs Community Pharmacy Support Service Claim Form

Pharmacy Name _____

Pharmacy Address _____

Provider's stamp

Please tick the appropriate box/boxes:

Claim in respect of Professional Fee (please complete section A)

Claim in respect of out-of-date stock (please complete section B)

Please return all completed forms signed and dated to warnoicb.contracting@nhs.net



Section A – Professional Fee Claim

Claim in respect of service provision for the Specialist Palliative Care Drugs Supply locally commissioned service.

I confirm that _____ (enter name) pharmacy will provide the On Demand Availability of End of Life Drugs locally commissioned service for the period 1st April 2022 to 31st March 2023.

I confirm that the service will provide in full compliance with the service specification.

Print Name _____

Job Title _____

Signature _____

Date _____



Section B – Out of Date Stock Claim

Claim in respect of out of date stock purchased to provide the On Demand Availability of End of Life Drugs locally commissioned service.

Month Out of Date Stock Claimed For _____

Out of Date Product	Price
Replacement product	Price

I confirm that the products listed above as “out of date” will be destroyed. The drugs were stocked to provide the On Demand Availability of End of Life Drugs locally commissioned service.

Print Name _____

Job Title _____

Signature _____

Date _____