

PHARMACEUTICAL SERVICES (SCOTLAND)

ADDITIONAL SERVICES

Pharmaceutical Care for Patients Prescribed Pharmaceutical Package of Care for Patients on Direct Acting Antivirals (DAAs) for Hepatitis C

1. Service aim

1.1. *To provide holistic pharmaceutical care for patients prescribed Direct Acting Antivirals and promote recovery by:*

- Providing close liaison with Hepatology Service
- Dispensing DAAs as prescribed according to need.
- Ensuring each supervised dose is consumed in accordance with the appropriate standard operating procedure (SOP).
- Monitoring the patient's response to prescribed treatment.
- Providing general health advice including pharmaceutical public health services and signposting to assist access to further advice or assistance
- Promoting patient safety and appropriate harm minimisation strategies.

1.2. *To reduce the risk to local communities of:*

- Overuse or underuse of medicines
- Diversion of prescribed medicines

2. Service outline and standards

2.1. The community pharmacy contractor will ensure that the pharmacist and staff offer a user-friendly, non-judgemental, patient-centred and confidential service.

2.2. The service should be operated from premises that can provide a level of confidentiality and privacy which is acceptable to the patient.

2.3. The community pharmacist will develop and maintain a close working relationship with the prescriber and staff of the Hepatology Service. This should include a process to allow information sharing where required. This will include sharing of any medicine changes

2.4. The community pharmacist will ensure patient contact details are current in order to assist with compliance if required

2.5. The dispensing and supervision procedure should follow the relevant procedures

2.6. The community pharmacist will ensure that patient medication records are maintained

2.7. Service standards include:

- The community pharmacist will ensure that a pharmaceutical care plan is developed and maintained for each patient which will include
 - monitoring the response to treatment
 - medicine information, advice provided
 - up to date contacts
- Training requirements are met by community pharmacy staff
- Contracted pharmacy has a Standard Operating Procedure in place
- Contracted pharmacy compliance with the care bundle

2.8. The care bundle comprises:

- The community pharmacist will provide a verbal/written/electronic summary of progress to hepatology each month of treatment and if there are any issues between these times. This should include:
 - Compliance issues
 - Signs of side effects
 - Patient issues or concerns
- Assess concordance of patient e.g. check collection in timely manner
- Ask patient about missed doses and respond appropriately
- Assess interactions
- Ask the patient about side effects e.g. nausea & vomiting, headaches, concentration, fatigue
- The community pharmacist should provide information and advice (with appropriate signposting) on:
 - Safe storage and disposal of medicines
 - Alcohol awareness
 - Advice on polypharmacy of prescribed medicines
 - Smoking cessation where appropriate
 - Healthy eating and exercise
 - Sexual health advice and condom provision where appropriate
 - Oral Health

2.9. The community pharmacist should provide referral and/or signposting to other health services and agencies as required.

2.10. The pharmacist must ensure compliance with GPhC standard 1.8, namely that children and vulnerable adults are safeguarded.

2.11. A range of relevant information in an accessible format should be available including details of local services and agencies.

2.12. The pharmacist will record and act on any medicine incidents and report controlled drug incidents to the Accountable Officer.

3. Purchase and Supply

3.1. The community pharmacist will ensure cost effective purchase of medication for Health Boards in line with local and/or national guidance

3.2. Supplies of licensed medicine indicated for use in Hepatitis C must be sourced from the distributor indicated by the Health Board using the appropriate forms and method, as advised

Current agreed distributors are:

Drug	Brand Name	Manufacturer	Distributor
Elbasvir /Grazoprevir	Zepatier	MSD	AAH
Sofosbuvir	Sovaldi®	Gilead Sciences	Alcura
Sofosbuvir/Ledipasvir	Harvoni	Gilead Sciences	Alcura
Sofosbuvir/Velpatasvir	Epclusa	Gilead Sciences	Alcura
Sofosbuvir/Velpatasvir/Voxilaprevir	Vosevi®	Gilead Sciences	Alcura
Daclatasvir	Daklinza	BMS	BMS
Dasabuvir	Exviera	Abbvie Ltd	Polar Speed
Glecaprevir/Pibrentasvir	Maviret	Abbvie Ltd	Polar Speed
Ombitasvir/Paritaprevir/Ritonavir	Viekirax	Abbvie Ltd	Polar Speed

- 3.3.** If a patient is admitted to hospital during treatment, acute services will contact the community pharmacy and request an agreed number of days of medication to be dispensed by the community pharmacy for use by the patient while in hospital.
- 3.4.** Acute services will arrange and meet the cost of a taxi service to collect the medication from the community pharmacy and deliver to the hospital.
- 3.5.** Acute services will inform the community pharmacy when the patient has been discharged from hospital.

4. Training

- 4.1.** The community pharmacist and staff should participate in local training initiatives and peer review sessions identified by NHS Forth Valley
- 4.2.** It is necessary that the pharmacists involved in the provision of the service receive training on the DAA's and treatment regimens and possible side effects from the hepatology team
- 4.3.** The community pharmacist should develop and maintain CPD cycles for Hepatitis C treatment.
- 4.4.** In line with GPhC standards for registered pharmacies 2.1 the responsible pharmacist must ensure that there are enough staff, suitably qualified and skilled, for the safe and effective provision of the pharmacy services provided
- 4.5.** In line with GPhC standards for registered pharmacies 2.2 the responsible pharmacist must ensure that staff have the appropriate skills, qualifications and competence for their role and the tasks they carry out, or are working under the supervision of another person while they are in training

5. Monitoring and evaluation

- 5.1.** It is a requirement of the service that appropriate record, including patient medication records and pharmaceutical care plans are kept and maintained by the community pharmacist, to enable verification of service provision and training requirements, and provide information to NHS Forth Valley for internal and external audit and monitoring purposes.
- 5.2.** Pharmacy will participate in local audit and service evaluation to locally agreed levels

6. Payment

- 6.1.** NHS Forth Valley community pharmacy contracts manager will arrange payment to community pharmacies. A flat fee will be paid for each package of care delivered for each individual patient attending the pharmacy
- 6.2.** The fee of £124 per patient per month will be paid
- 6.3.** Advance payment for medicines is available if required

Background information – not part of the service specification

GPhC Standards for Registered Pharmacies (current edition)

RPS Medicines, Ethics and Practice (current edition)

BNF section on “Infections” (current edition)

NES Child Protection Distance Learning Resource Pack (current edition)

www.medicines.org.uk for relevant manufacturers summary of product characteristics – to obtain details of side effects, dosage regimens etc

www.hep-druginteractions.org for clear up to date information on interactions with direct acting antivirals and other prescribed, OTC, recreational medicines. There is additional information on pharmacokinetics etc that are useful on this site.

Prescription for Excellence (2013), Scottish Government

Achieving Excellence in Pharmaceutical Care (2017),

Scottish Government

Hepatitis C Action Plan for Scotland (current phase)

www.healthscotland.com/drugs/hepatitis

www.hps.scot.nhs.uk/bbvsti/hepatitisc

www.rcgp.org.uk/news/2015/april/new-film-puts-hep-c-in-the-primary-care-spotlight.aspx