

PHARMACEUTICAL SERVICES (SCOTLAND)

Provision of a Community Pharmacy Clozapine Service

1. Introduction

This service specification is intended to be an information and support tool for community pharmacies contracted to provide clozapine services in NHS Forth Valley. It contains specific sections to inform the safe and effective delivery of the service, in addition to any legislative guidance and advice appropriate. It aims to support community pharmacies in fulfilling their role as part of the multi-disciplinary, integrated team involved in the care of patients prescribed clozapine who are identified for community pharmacy dispensing.

2. Background

Clozapine is a second generation antipsychotic licensed for Treatment-resistant schizophrenia and Psychosis during the course of Parkinson's disease and requires regular blood monitoring. All patients treated with clozapine must be registered with the clozapine patient monitoring service (e.g. CPMS,). The patient, prescriber and pharmacy must all be registered.

3. Service aim

3.1 To improve safety and access to clozapine and provide medicine related advice through community pharmacies in a patient focussed service.

3.2. To provide a single source of medicine supply for people prescribed clozapine (high risk medicine) and manage the potential risk of drug interactions with other medicines prescribed via General Practice.

3.3. To promote partnership working between General Practice, Community Pharmacy and Specialist Mental Health Services (MHSS) within localities.

4. Service outline and standards

4.1 The Community Pharmacy Clozapine Service will be provided by the community pharmacist or under the direct supervision of the pharmacist according to patient need.

4.2 The pharmacist will be responsible for providing a user-friendly, non-judgemental, person-centred, confidential service. The premises should provide a sufficient level of privacy and safety, ideally a private room or quiet area.

4.3 The community pharmacist and the local Mental Health Specialist Services (MHSS) are jointly responsible for developing and maintain a close working relationship. This should include a process to allow sharing of relevant information in line with NHS Board Data Protection and Confidentiality Policy for Personal information.

4.4 The Mental Health Clinical Pharmacy Team in liaison with the Mental Health Specialist Services will determine which patients are suitable for the service.

4.5 The Mental Health Clinical Pharmacy Team will contact the nominated Community Pharmacist to confirm their willingness to dispense clozapine for the selected patient.

The pharmacist will provide direct clozapine dispensing, advice and information to clients who use this service, including referral to the Mental Health Specialist Services where appropriate.

4.6 The Community Pharmacist will develop systems to support the clozapine service including:

A standard operating procedure to cover all aspects of service provision

Access to the clozapine information packs:

[\(https://pharmacies.nhsforthvalley.com/resources/locally-negotiated-services/clozapine-dispensing-service/\)](https://pharmacies.nhsforthvalley.com/resources/locally-negotiated-services/clozapine-dispensing-service/).

Registration with the clozapine patient monitoring service (e.g., CPMS,)

Contact details e.g. key worker and process of referral to the CMHS

Service standards include:

A clozapine patient record containing relevant information and contact numbers must be provided by the Mental Health Specialist Services

Training requirements are met by community pharmacy staff

Standard operating procedure in place

Compliance with the care bundle

The care bundle comprises:

Check the validity of blood result **at point of issue** to the patient

Assess concordance e.g. check collection in timely manner

Ask patient about missed doses and respond appropriately

Assessing interactions

Ask the patient about side effects, especially constipation and flu like symptoms

Ask the patient if smoking status has changed

Promote healthy lifestyle e.g. smoking cessation, weight management, exercise.

4.7 The Pharmacist if appropriate, will register the patient, for the Chronic Medication Scheme (CMS), complete a patient profile, pharmaceutical care risk assessment and develop a care record.

4.8 The date of transfer to this service will be agreed between the Mental Health Specialist Services (MHSS) and the community pharmacy. The MHSS will provide the clozapine prescription.

5. Administration and Documentation

5.1 The pharmacist will maintain a patient care record (e.g. PCR system), to complete an auditable record of the service.

6 Training Requirements

6.1 NHS Forth Valley will ensure relevant training is made available to pharmacy staff involved in their Community Pharmacy Clozapine Service.

6.2 Ongoing support will be provided by the Mental Health Specialist Services.

6.3 The community pharmacist is responsible for ensuring all staff involved in the provision of the service have up-to-date knowledge and are aware of local arrangements and are also appropriately trained in the operation of the service.

6.4. The community pharmacist must ensure that he/she maintains an up-to-date knowledge relevant to providing pharmaceutical care for people with severe and enduring mental illness (e.g. NES resources).

7. Monitoring and evaluation

7.1 It is a requirement of the service that appropriate records are kept and maintained by the pharmacist to enable verification of service provision and training requirements, and to provide information to NHS Forth Valley for internal and external audit and evaluation purposes.

7.2 NHS Forth Valley should ensure effective monitoring and audit of the service.

7.3 The community pharmacist is responsible for participating in local and national evaluation and facilitating local customer feedback initiatives.

8. Claims and Payments

8.1 A fee will be paid for each package of care delivered for each individual patient engaged in the service.

8.2 The number of patients per pharmacy will be identified /established and agreed by all parties. Regularly updated information should be sent to Primary Care Contractor Services who will set up the fee payment process. The negotiated fee per patient per month can then be paid monthly by NHS Forth Valley.

9 Contact Details

9.1 Primary Care Contractor details are provided by NHS Forth Valley.

Useful references:

Community Pharmacy premises standards

<http://www.hfs.scot.nhs.uk/guest/>

RPSGB practice guidelines

<http://rpsgb.org.uk/pdfs/stopsmokingsuppservtoolsguid.pdf>

Local NHS Board Data Protection and Confidentiality Policy for personal information.

RPS Medicines, Ethics and Practice (current edition)

British National Formulary (current edition)

Scottish Drug Tariff (current edition)

GPhC Principles and Standards of Service Provision (current edition)

Achieving Excellence in Pharmaceutical Care (2017), Scottish Government

NHS NES Pharmacy website

<http://www.nes.scot.nhs.uk/pharmacy/>

Community Pharmacy and ePharmacy Programme website

<http://www.communitypharmacy.scot.nhs.uk/index.html>

CPMS website: <https://www.clozaril.co.uk/>