**PHARMACEUTICAL SERVICES**

**ADDITIONAL SERVICE**

**PALLIATIVE CARE**

**Service Overview**

The Community Pharmacy Palliative Care Network provides an avenue to support the continuous care of palliative patients in Forth Valley

1. **Introduction**

This service specification forms the basis for the network of community pharmacists to provide a pharmaceutical care service to palliative care patients in Forth Valley. It will be carried out in accordance with the Royal Pharmaceutical Society (RPS) Medicines, Ethics and Practice (MEP) and the General Pharmaceutical Council (GPhC) Regulatory Standards which consist of Standards for Pharmacy Professionals and Standards for Registered Pharmacies.

1. **Background to Service**

A network of trained community pharmacists was established in 2007 based on geographical localities, providing a pharmaceutical palliative care service for patients in Forth Valley.

1. **Service Aims**

3.1 To ensure that patients requiring palliative care receive continuity of supply of essential medicines.

3.2 To create a network of specialist community pharmacies to provide information and advice on the pharmaceutical aspects of palliative care to patients, carers, GPs, nurses and other community pharmacists

1. **Service Outline and Standards**

**Palliative Care Network Pharmacists will:**

4.1. 1 Maintain stock of commonly used specialist and non-specialist palliative care medicines as documented in the palliative care stock list

4.1.2 Be responsible for supplying palliative care medication , pharmaceutical advice and education to patients, carers, GPs, nurses, and other community pharmacists, including out of hours, if necessary

4.1.3 Provide a continuity of pharmaceutical palliative care service in their locality

4.1.4 Provide support and advice on Palliative Care to other Community Pharmacists within Forth Valley

4.1.5 Work in partnership with local GPs, District Nurses, community nurse specialist in palliative care and the Area Specialist Palliative Care Pharmacist

4.1.6 Maintain records of Palliative Care activity and care provided

4.1.7 Participate in the out of hours palliative care rota service (where they have contracted to this element of the service)

**The Area Specialist Palliative Care Pharmacist will**

4.2.1 Provide, directly or indirectly, initial and ongoing training in palliative care to network pharmacists

4.2.2 Provide support and advice to palliative care network pharmacists.

4.2.3 Facilitate liaison between primary and secondary care pharmacists

4.2.4 Organise regular peer review sessions

4.2.5 Ensure adequate information/training for on call pharmacists in Acute Services

**Participating Contractors will**

4.3.1 Ensure pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service

4.3.2 Notify primary care of any staff changes

4.3.3 Ensure the service is available during all contracted community pharmacy opening hours

4.3.4 Ensure pharmacist is aware of the out of hours commitment (where contracted to this element) and will inform the health board if extenuating circumstances prevent participation in the out of hours rota.

**The Community Pharmacy Development Team will**

4.4.1 Liaise with Area Managers in the event of a network pharmacist moving on and secure a new pharmacist

4.4.2 Deal with any complaints or issues raised by service users

**5. Monitoring & Evaluation**

5.1 The network will review its standard operating procedures when due for review and palliative care stock lists on an annual basis.

5.2 The network must demonstrate that pharmacists involved in the provision of the service have undertaken CPD relevant to this service.

5.3 The pharmacy interventions will be recorded by the network pharmacists and analysed on a 6 monthly basis

* 1. The general activity and audit results of the network will be shared with the MCN
  2. It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and training requirements and provide information to NHS FV Community Pharmacy Development Team for internal and external audit and evaluation purposes

1. **Training Requirements. The Palliative Care Network Pharmacist will**

6.1 Ensure that he/she obtains, and maintains on a regular basis up to date knowledge relevant to providing pharmaceutical care for palliative patients and attends annual training / peer review provided by area specialist palliative care pharmacist.

6.2 Complete the NES Palliative Care distance learning pack.

6.3 Undertake further training in Palliative Care provided by the Health Board

**7. Claims and Payment**

7.1 Fees will be paid to provide the Palliative Care service as defined by NHS Forth Valley in

agreement with Community Pharmacy Forth Valley

7.2 An annual fee is paid on a quarterly basis

7.3 Payment for service provision shall be made following submission of a fully completed claim form on a quarterly basis.

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|  | Payment | Frequency of payment | Total Payment |
| Network participation fee | £375 | Quarterly | £1500 |
| Network participation fee  (including on call element) | £485 | Quarterly | £1940 |
| Attendance at network meeting | No payment – part of SLA | N/A | £0 |
| Call out fee | £50 per call out | Paid on receipt of claim form following call out | Depended on call outs |

**8. Pharmacy Premises Criteria**

8.1 Community pharmacies providing the palliative care service must have a private, enclosed clinical consultation area suitable within the community pharmacy.

8.2 Key requirements are:

* Chair(s)
* Wheelchair/disabled access
* Safe storage of documentation

1. **References**

Professional Standards for Hospital Pharmacy, Royal Pharmaceutical Society (2017)

[**https://www.rpharms.com/resources/professional-standards/professional-standards-for-hospital-pharmacy**](https://www.rpharms.com/resources/professional-standards/professional-standards-for-hospital-pharmacy)

Standards for pharmacy professionals, General Pharmaceutical Council (May 2017)

[**https://www.pharmacyregulation.org/sites/default/files/standards\_for\_pharmacy\_professionals\_may\_2017\_0.pdf**](https://www.pharmacyregulation.org/sites/default/files/standards_for_pharmacy_professionals_may_2017_0.pdf)

Standards for registered pharmacies, General Pharmaceutical Council (September 2012)

[**https://www.pharmacyregulation.org/sites/default/files/standards\_for\_registered\_pharmacies\_september\_2012.pdf**](https://www.pharmacyregulation.org/sites/default/files/standards_for_registered_pharmacies_september_2012.pdf)