

Enhanced Service – On Demand Availability of Specialist Drugs

1. Service description

1.1 This service is aimed at the supply of specialist medicines, the demand for which may be urgent and/or unpredictable, for example palliative care, tuberculosis and bacterial meningitis treatments.

1.2 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 the pharmacy is open.

1.3 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.

2. Aims and intended service outcomes

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

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

3. Service outline

3.1 The pharmacy holds the specified list of medicines required to deliver this service and will dispense these in response to NHS prescriptions presented.

3.2 The pharmacist and staff will telephone the next participating pharmacy if no stock is available, to ensure the second pharmacy has stock before signposting the person presenting the prescription for dispensing.

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.

3.4 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

3.5 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.

3.6 The CCG will agree with local stakeholders the medicines formulary and stock levels required to deliver this service. The CCG will regularly review the formulary to ensure that the formulary reflects the availability of new medicines and changes in practice or guidelines.

3.7 The CCG will reimburse the cost of replacing date expired stock of the medicines in the formulary on receipt of a PharmOutcomes generated invoice. Wholesale invoices relating to the stock purchase should be available on request.

3.8 The CCG will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients to the service.

4. Suggested Quality Indicators

4.1 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

4.2 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.

4.3 The pharmacy participates in an annual CCG organised audit of service provision, if required by the CCG.

4.4 The pharmacy co-operates with any locally agreed CCG-led assessment of service user experience.