

Community Pharmacy: Locally Commissioned Service for the On Demand Availability of Drugs for Palliative Care

Introduction

An End of Life Care service is aimed at the supply of emergency palliative care medicines, the demand for which may be urgent and/or unpredictable.

This locally commissioned service (LCS) requires specialist medicines that are not routinely available/stocked in all community pharmacies, and this may cause delay in treatment for patients or lead to inappropriate hospital admissions in the last weeks of life. To overcome this, NHS Frimley has developed a locally commissioned service (LCS) for the on-Demand Availability of Palliative Care Drugs through a number of selected community pharmacies. It is anticipated that in the first instance, prescriptions should be presented at the patient's local community pharmacy. It is expected that pharmacies contracted to work under the 'Service Specification' for this LCS will be used in an emergency, when the local pharmacy is unable to order/supply the medications within an appropriate timeframe.

It is recommended that wherever possible, when a palliative care patient is being cared for in the community setting, early warning to Community Pharmacies from the Palliative Care Consultant, GP, District Nurse or Palliative Care Nurse about the type and volume of drugs the patient is using would be beneficial to enable all Community Pharmacies to be prepared for any prescriptions.

The pharmacies involved in this service will stock a locally agreed range of specialist medicines (see appendix 1) and will make a commitment to ensure that users of this service have prompt access to these medicines during the pharmacy's regular core and supplementary hours. For those Pharmacies involved in this LCS it is vital to keep monitoring stock levels and be aware of any changes in prescribing patterns to be prepared for any prescriptions.

The community pharmacist should notify the prescriber in the first instance if there is a supply issue with an item on the prescription. NHS Frimley Medicines Optimisation Team should be notified of long-term supply problems of any medications to be held in stock for this service: frimleyicb.prescribing@nhs.net

When it is not possible to access palliative care drugs from a Community Pharmacy within the pharmacy's regular core and supplementary hours, healthcare professionals should contact the out of hours provider:

- For Bracknell Forest, Royal borough of Windsor & Maidenhead or Slough please contact East Berkshire Primary Care Out of Hours Service via 03000 243 333
- For Surrey Heath and North East Hampshire and Farnham please contact North Hampshire Urgent Care via 111

For any issues with the service provided from the community pharmacies, please contact frimleyicb.prescribing@nhs.net

****Please note: we advise that the pharmacy is contacted by telephone first before making a visit to the pharmacy****

List of Participating Pharmacies who have agreed to stock specified palliative medicines (arranged alphabetically by town- see below)

Name of pharmacy	Town	Address	Phone number	NHS email	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	website
Boots UK	Aldershot	39-40 The Wellington Centre Aldershot Hampshire GU11 1DB	01252 317444	pharmacy.fig38@nhs.net	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 17:30	11:00- 16:00	https://www.nhs.uk/services/pharmacy/boots/XFJG38
Boots UK	Ascot	23 High St, Ascot, Berks, SL5 7HG	01344 623236	pharmacy.fw236@nhs.net	09:00- 17:30	09:00- 17:30	09:00- 17:30	09:00- 17:30	09:00- 17:30	09:00- 17:30	Closed	https://www.nhs.uk/services/pharmacy/boots/XFW236
Blackwater pharmacy	Blackwater	40 London Road, Blackwater Camberley Surrey, GU17 9AA	01276 32227	pharmacy.fj127@nhs.net	09:00- 18.30	09:00- 18.30	09:00- 18.30	09:00- 18.30	09:00- 18.30	09:00- 15.00	Closed	https://www.nhs.uk/services/pharmacy/blackwater-pharmacy/FJ127
Bullbrook Pharmacy	Bracknell	3 Bullbrook Row, Bracknell, RG12 2NL	01344 454012	pharmacy.fwi29@nhs.net	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 18:00	09:00- 13:00	Closed	https://www.nhs.uk/services/pharmacy/bullbrook-pharmacy/XFWJ29
BOOTS, Camberley	Camberley	26-30 Obelisk Way, Camberley GU15 3SD	01276 691006	pharmacy.fnc00@nhs.net	8.30 - 18:00	8.30 - 18:00	8.30 - 18:00	8.30 - 18:00	8.30 - 18:00	8.30 - 17:30	10:30 - 16.30	https://www.nhs.uk/services/pharmacy/boots/XFNC00
Boots UK	Farnham	48-49 The Borough, Farnham, GU9 7NW	01252 715121	pharmacy.fqf98@nhs.net	08:30- 18:00	08:30- 18:00	08:30- 18:00	08:30- 18:00	08:30- 18:00	08:30- 18:00	10:30- 16:00	https://www.nhs.uk/services/pharmacy/boots/XFQF98

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Morrison's pharmacy	Farnborough	Links Way, Summit Avenue, Southwood Village Centre, Farnborough, Hampshire, GU14 0na	01252377270	pharmacy.fle54@nhs.net	09:00-13:00 14:00-19:00	09:00-13:00 14:00-19:00	09:00-13:00 14:00-19:00	09:00-13:00 14:00-19:00	09:00-13:00 14:00-19:00	09:00-13:00 14:00-18:00	10:00-16:00	https://www.nhs.uk/services/pharmacy/morrisons-pharmacy/XFLE54
Boots UK	Fleet	225-227 Fleet Rd Fleet Hampshire GU51 3BN	01252 613698	pharmacy.fn467@nhs.net	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:30-17:30	10:00-16:00	https://www.nhs.uk/services/pharmacy/boots/XFN467
Frimley Pharmacy	Frimley	54 Frimley High Street, Camberley GU16 7JF	01276 21615	pharmacy.fcw95@nhs.net	09:00-18.30	09:00-18.30	09:00-18.30	09:00-18.30	09:00-18.30	09:00-17:30	Closed	https://www.nhs.uk/services/pharmacy/frimley-pharmacy/XFCW95
Boots UK	Maidenhead	54 High St, Maidenhead, SL6 1PY	01628 671834	pharmacy.fle32@nhs.net	09:30-17:00	09:30-17:00	09:30-17:00	09:30-17:00	09:30-17:00	09:30-17:00	Closed	https://www.nhs.uk/services/pharmacy/boots/XFLE32
Tesco's pharmacy	Sandhurst	The Meadows, Marshall Road Sandhurst, GU47 0FD	0345 2666614 01172 915649	pharmacy.fe003@nhs.net	08.00-22.30	06.30-22.30	06.30-22.30	06.30-22.30	06.30-22.30	06.30-22.00	10.00-16.00	https://www.nhs.uk/services/pharmacy/tesco-instore-pharmacy/XFE003
Willow pharmacy	Slough	7 Willow Parade, Meadfield Road, Langley Slough, SL3 8HN	01753 313000	pharmacy.ffc15@nhs.net	07:30-22:30	07:30-22:30	07:30-22:30	07:30-22:30	07:30-22:30	09:00-21:00	09:00-22:00	https://www.nhs.uk/services/pharmacy/willow-pharmacy/XFFC15
Boots UK	Windsor	119 Peascod Street, Windsor, SL4 1DW	01753 866972	pharmacy.fkd19@nhs.net	09.30-17.30	09.30-17.30	09.30-17.30	09.30-17.30	09.30-17.30	09.30-17.30	11.00-17.00	https://www.nhs.uk/services/pharmacy/boots/XFKD19



Appendix 1

Palliative Care emergency drug List (to be stocked by all pharmacy contractors participating in the LCS):

Drug name	Strength	MINIMUM Quantity
Alfentanil injection	500mcg/ml	10 x 2ml ampoules
Cyclizine	50mg/ml	10 x 1ml ampoules
Dexamethasone injection	3.8mg/ml OR 3.3mg/ml	10 x 1ml ampoules
Diclofenac injection	75mg/3ml	10 x 3ml ampoules
Haloperidol injection	5mg/ml	10 x 1ml ampoules
Hyoscine butylbromide injection	20mg/ml	20 x 1ml ampoules
Levetiracetam injection	500mg/5ml	10x5ml ampoules
Levomepromazine injection	25mg/ml	20 x 1ml ampoules
Metoclopramide injection	10mg/2ml	10 x 2ml ampoules
Midazolam injection	10mg/2ml	20 x 2ml ampoules
Morphine sulfate injection	10mg /1ml	20 x 1ml ampoules
Morphine sulfate injection	30mg/1ml	10 x 1ml ampoules
Morphine sulfate oral solution	10mg/5ml	2 x 100ml
Octreotide injection	100 micrograms/ml	10 x 1ml ampoules
Ondansetron injection	8mg/4ml	10 x 4ml ampoules
Oxycodone injection	10mg/ml	20 x 1ml ampoules
Oxycodone oral solution	5mg/5ml	1 x 250ml
Phenobarbital injection	200mg/ml	10 x 1ml ampoules
Sodium chloride 0.9% injection	0.90%	10 x 10ml ampoules
Water for injection	BP	20 X 10ml ampoules