

Schedule 2 Part A Service Specification

Service Specification No.	10
Service	Pharmacy Extended Hours Service
Commissioner Lead	Urgent Care Lead
Provider Lead	N/A
Period	1 April 2019 to 31 March 2022 (with option to extend to 31 March 2024)
Date of Review	Annually

1. Population Needs

1.1 National/local context

The proposed service model reflects the recommendations of the NHS England Urgent and Emergency Care Review, “Transforming urgent and emergency care services in England” (November 2013) to:

- Provide better support for people to self-care;
- Help people with urgent care needs to get the right advice in the right place, first time;
- Provide highly responsive urgent care services outside of hospital;
- Connect all urgent and emergency care services together ... more than just the sum of its parts.

This guidance was further reviewed in August 2014 with a clear recommendation that a whole system approach is taken, solutions are tailored locally and that community pharmacies are to be a key element of this strategy.

This message is further supported by the NHS Five Year Forward View (October 2014) which outlines the need to make far greater use of pharmacists in “prevention and support for healthy living; support to self-care for minor ailments and long term conditions; medication review in care homes and as part of more integrated local care models” (as summarised in NHS England’s “Community Pharmacy – helping provide better quality and resilient urgent care”, November 2014).

This role of community pharmacy in reducing demand on other urgent care services is further supported by NHS England’s “Quick Guide: Extending the role of community pharmacy in urgent care”, November 2015.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	✓
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

2.2 Local defined outcomes

Patients go to the pharmacy as a first port of call, reducing inappropriate attendance at other acute care settings e.g. Accident and Emergency, Sheffield Walk in Centre (WIC), the GP collaborative.

Patients are provided with high quality health care from the pharmacy or if applicable, actively referred to the most appropriate alternative health care provider.

Greater collaborative working across health and social care including sharing of information to provide more effective patient care.

The pharmacy forms an integral part of urgent health care systems in Sheffield, complementing and supporting the delivery of timely, streamlined patient care.

3. Scope

3.1 Aims and objectives of service

To provide a full range of high quality pharmacy services accessible to the general public at all times of opening.

To provide patients with advice and support, in collaboration with other health and social care professionals.

To provide an innovative model of out of hours care, responding particularly to the urgent care needs of patients.

3.2 Service description/care pathway

3.2.1 Hours of provision

In addition to providing a community pharmacy service in core hours, the service must include the provision of the full range of essential services as specified within the NHS England Community Pharmacy Contractual Framework during the following hours:

5.30pm – 10.00pm on weekdays and Saturday evenings
10.00am – 8.00pm on Sundays and all Public Holidays with the exception of Christmas Day – 4 hours only between 11.00am and 3.00pm

3.2.2 Patient Advice and Support

In addition to the provision of pharmaceutical essential services, the provider will be expected to deliver face to face in store and via other appropriate communication channels, the following patient advice and support at all times:

- Support patient or their carer in problem solving ad-hoc urgent issues by making enquiries and seeking support from other health professionals, agencies or social care as required
- Advise on and treat minor ailments
- Support the management of long term conditions by delivering interventions in relation to smoking cessation, weight management and alcohol consumption
- Assist in resolving medication queries over the telephone for carers
- Assist in resolving medication queries raised by patients face to face or over the telephone
- Arrange emergency supply of medicines according to national regulations as required
- Liaise with drug treatment agency to provide medication for patient released from prison without script
- Make timely referrals of patients to other health or social care providers as appropriate
- Educate patients in accessing health care from the most appropriate provider, developing and utilising support materials where necessary
- Support Sheffield residents in registering with a GP if they are unregistered
- Engage with multi-agency and third sector Sheffield providers to ensure collaborative patient care via telephone, written correspondence or attendance at multi-disciplinary meetings
- Initiate health and wellbeing interventions as appropriate
- With patient consent where applicable, provide feedback to the patient's GP, carer or other health and social care provider where appropriate
- Respond to any concerns identified when providing services to housebound patients
- Provide a safe haven under the Sheffield Safe Places scheme
- Be a registered 'Dementia Friendly' pharmacy
- Facilitate patients with English as a second language to access health care in the pharmacy and wider health service, ensuring relevant materials in different languages

- Facilitate patients with disabilities and impairments to access health care in the pharmacy and wider health service with the provision of supportive materials and aids
- Ensure ongoing liaison with local agencies supporting patients with special needs
- Be an accredited Healthy Living Pharmacy or demonstrate equivalent standards

3.2.3 System Resilience and Innovative Care

The provider will:

- Act as an antiviral collection point in event of a flu or other pandemic outbreak
- Provision of wide availability of stock, including rarely used medication
- Assured availability of palliative care drugs with provision of extended stock to cover all eventualities
- Participate in the delivery of the Sheffield Winter Plan by providing an emergency co-ordinated service to deliver supervised administration of methadone to any patient registered with the service according to protocol
- Contribute to the development of emergency planning for Sheffield patients by participating in the planning process
- Provide additional services as negotiated which contribute to the resilience in primary care where applicable
- Alongside other pharmacies, provide a test bed to pilot new schemes and pharmacy services as part of their development, in conjunction with NHS Sheffield CCG
- Suggest ideas to develop and innovate the model of the Extended Hours Service in response to patient experience and local health priorities
- Development of systems and aids to assist in access to the pharmacy service for patients with special needs including those with English as a second language
- Be responsible for the promotion and advertising of the service to the Sheffield public
- Provide community pharmacy expertise in response to ad hoc queries from the commissioner

3.2.4 Infrastructure

To facilitate patient care the pharmacy will have:

- Adequate levels of suitably qualified staff to deliver the above service at all times, allowing the pharmacist to routinely participate in patient consultations
- All staff trained in adult and child safeguarding to Level 1, including Mental Capacity Act training
- Responsible staff member trained as 'Referrer' for adult and child safeguarding
- Safe recruitment procedures
- Facility to access patient Summary Care Records on authorisation
- Access to NHS Mail
- Fully equipped consultation room (as per para 26 (2) (g) of Schedule 1 to the NHS (Pharmaceutical Services) Regulations 2005)
- Health promotion display area
- IT infrastructure to deliver reporting requirements specified in Schedule 6 Part C

- Security measures for staff and patients particular to the out of hours setting
- Potential to respond to future negotiated service development e.g. hand basin in consulting room
- Adequate arrangements for delivery where required

3.3 Population covered

The population of Sheffield and visitors to the city who self-present at the pharmacy or are signposted as part of a care pathway.

3.4 Any acceptance and exclusion criteria and thresholds

The service must be accessible to the majority of the population covered in 3.3. It must have good public transport links and parking provision.

3.5 Interdependence with other services/providers

The provider will be required to liaise with NHS Sheffield CCG around resilience planning, urgent care providers and NHS 111 as necessary.

The provider will facilitate patient health care in collaboration with the patient's GP, other primary care professionals, social care and secondary care providers.

The provider will liaise with NHS Sheffield CCG in order to advertise the service to the Sheffield public.

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

N/A

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

GPHC Standards of conduct, ethics and performance, July 2012
<http://www.pharmacyregulation.org/standards/conduct-ethics-and-performance>

4.3 Applicable local standards

In order to be eligible to provide this specification, the provider has to be commissioned to provide the following services, to be available at all times:

NHS England:

- Medicines Use Review
- New Medicines Service

Local:

- Minor Ailments Service
- An emergency supply of medication for repeat prescriptions via NHS111
- Services as agreed (and funded by) Sheffield Health & Social Care NHS FT: Supervised Administration Service and Needle Exchange Service
- Service as agreed (and funded by) Sheffield City Council: Emergency Hormonal Contraception (14 – 17 year olds) via Patient Group Direction

NHS Sheffield CCG will discuss the quality of the provision of these services with the associated commissioners.

Participation in Safer Sheffield scheme.

Registration as a Dementia Friendly pharmacy.

Accreditation as Healthy Living Pharmacy or demonstration of equivalent standards.

Infection control requirements as relevant to particular services that may be delivered.

5. Location of Provider Premises

The Provider's premises are located at:

**Associated Chemists (Wicker) Ltd
55-67 Wicker
Sheffield
S3 8HT**