

NHS Community Pharmacy Contractual Framework Enhanced Service – Out of Hours (Access to Medicines)

1. Service description

- 1.1 The pharmacy will provide access to its services during an extended period of opening to ensure that people have prompt access to medicines during the out of hours period (whether for the whole or part of that period).
- 1.2 This service is over and above the dispensing service provided within Essential services.

2. Aims and intended service outcomes

- 2.1 To improve access for patients to 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 information and advice on medicines and referral to other sources of assistance where appropriate.

3. Service outline

- 3.1 The pharmacy will supply medicines in response to the presentation of NHS prescriptions.
 - 3.2 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.
 - 3.3 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.
 - 3.4 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
 - 3.5 Terms of agreement are set up between the PCO and pharmacy to cover how the out of hours (OOH) service will operate. This agreement may include:
 - frequency of call out in the OOH period;
 - the method of contacting a pharmacist who is providing the service, for example via a local OOH provider or the local NHS Direct site;
 - security procedures the pharmacist may use to ascertain that a call-out is genuine;
 - the way in which the prescription reaches the pharmacy;
 - the way in which the patient will obtain the medicine once dispensed; and
 - security procedures for the use of the pharmacy during the OOH period.
 - 3.6 If appropriate the pharmacy provides details of on-call contacts who will meet the commitment to have prompt access to the agreed list of medicines at all times agreed with the PCO.
 - 3.7 If provided, the PCO will agree locally the eligibility criteria for home delivery during the OOH period.
 - 3.8 The PCO will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- ### **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 participates in an annual PCO organised audit of service provision.
 - 4.3 The pharmacy co-operates with any locally agreed PCO-led assessment of service user experience.

Background information – *not part of the service specification*

The NHS Security Management Service have provided guidance on lone working procedures – 'Not alone – a guide for the better protection of lone workers in the NHS' [http://www.cfsms.nhs.uk/files/Not Alone- A Guide for the Better Protection of Lone Workers in the NHS.pdf](http://www.cfsms.nhs.uk/files/Not%20Alone-%20A%20Guide%20for%20the%20Better%20Protection%20of%20Lone%20Workers%20in%20the%20NHS.pdf)

DH guidance on OOH medicine supply:

Securing Proper Access to Medicines in the Out-of-Hours Period, DH, December 2004. <http://www.out-of-hours.info/index.php?pid=6>