**Commissioning a COPD Rescue Pack Supply Service from community pharmacies: Implementation plan**

This implementation plan can be used as a ‘how to’ guide by Clinical Commissioning Groups (CCGs) that want to rapidly commission a COPD Rescue Pack Supply Service from community pharmacies.

The implementation plan outlines steps to be taken once a decision is made to commission the service.

**Working with the LPC**

When commissioning community pharmacy locally commissioned services, CCGs are advised to plan the implementation in conjunction with the Local Pharmaceutical Committee (LPC) to facilitate rapid implementation of the service by pharmacy contractors. The example template specifications and standard proformas referred to in the implementation plan below can be found at [psnc.org.uk/COPD](http://WWW.psnc.org.uk/COPD)

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| **Starting point** |
| **1.** | Inform key stakeholders, e.g. Pharmacy Local Professional Network (LPN), Local Pharmaceutical Committee (LPC), Local Medical Committee (LMC), local NHS England team, patient groups, GPs, urgent and emergency care providers and seek support for implementation of the service.  |
| **Service initiation** |
| **2.** | Define the Key Performance Indicators (KPIs) for the service so these can be monitored by the commissioner and pharmacy contractors and include these in the service specification | **Template documents available:*** Service specification
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| **3.**  | Define the service (including inclusion and exclusion criteria, which should be agreed with relevant local GP clinical leads). | **Template documents available:*** Service specification
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| **4.** | Decide whether the service can be provided by all pharmacy contractors or whether the service will just be available from a limited number of contractors. |
| **5.** | Choose the method by which you will collect the service activity data and pay providers: a) Web-based system, e.g. PharmOutcomes, Sonar b) Paper based system |
| **6.** | Consider setting up a referral scheme to allow GP practices to refer patients into the COPD Rescue Pack Supply Service. |
| **7.** | Prepare the documents and supporting information, e.g. service agreement and specification, sign-up and assurance sheet, record form and GP notification template  | **Template documents available:*** Service specification;
* Service sign up form;
* Record and consent form;
* Patient information leaflets; and
* GP notification form.
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| **8.** | Communicate offer to all pharmacy contractors and secure expressions of interest. |
| **9.** | Organise set up of electronic data capture system (if that approach is being used). |
| **10.** | Ensure eligible pharmacy contactors provide signed agreement to provide the service. | **Template documents available:*** Service sign up form
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| **Service launch** |
| **11.**  | Inform key stakeholders. |
| **12.** | Provide eligible pharmacy contractors with access to the service on web-based system (if that approach is being used). |
| **13.** | Inform pharmacy contractors they can provide the service and distribute any paperwork they will require to provide the service. | **Template documents available:*** Service specification;
* Service sign up form;
* Record and consent form;
* Patient information leaflets; and
* GP notification form.
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| **14.** | Advise pharmacy contractors to contact their local GP practices to notify them of the COPD Rescue Pack Supply Service and encourage them to work with their GP practice so patients are referred to the service. | **Template documents available:*** GP practice briefing document
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| **15.** | Encourage the LPC to also contact the LMC to highlight that a COPD Rescue Pack Supply Service is now available in the area and ask them to share this across the GP network to encourage referrals.  |
| **Service delivery and maintenance** |
| **16.**  | Community pharmacies provide COPD rescue packs under PGD where appropriate to eligible NHS patients and record activity on web-based system or using agreed paperwork. | **Template documents available:*** Service specification;
* Service sign up form;
* Record and consent form;
* Patient information leaflets; and
* GP notification form.
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| **17.** | Patient’s GP practice informed by post / fax / email of the supply of a COPD rescue pack. | **Documents to assist with this task:**COPD Rescue Pack GP Practice Notification Form  |
| **18.** | Monitor data on service provision and review the service to ensure it is delivering the KPIs. |
| **19.** | Support pharmacy contractors by highlighting local success stories and sharing good practice (the LPC may be able to assist with this). |
| **20.** | Encourage GP practices to refer patients to the Minor Ailment Service using the commissioner’s communication channels. |
| **21.** | Continue to raise patients’ awareness of the Minor Ailment Service; consider using local press to highlight the service. |
| **22.** | Pay pharmacy contractors. |
| **Service closure** |
| **23.** | Inform key stakeholders. |
| **24.** | Remove access to service on web-based system or set deadline for final paper submission. |
| **25.** | Complete payments for service provided. |