

**STRATEGIC OUTLINE CASE
COMPLIANCE WITH CHI
RECOMMENDATIONS CONCERNING
PHARMACY AND MEDICINES
MANAGEMENT FOLLOWING
INVESTIGATION AT GOSPORT WAR
MEMORIAL HOSPITAL**

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

**STRATEGIC OUTLINE CASE
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RECOMMENDATIONS CONCERNING
PHARMACY AND MEDICINES
MANAGEMENT FOLLOWING
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MEMORIAL HOSPITAL**

**Jeff Watling
Paula Diaper**

Code A

Code A

October 2002

Portsmouth Hospitals NHS Trust
Pharmacy Service

STRATEGIC OUTLINE CASE PRO-FORMA

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|--|--|
| Title of Case: | Compliance with CHI recommendations concerning pharmacy and medicines management following investigation at GWMH |
| Brief Description of Issue: What problem are we trying to solve? | <p>CHI recommendations for pharmacy and medicines management are as follows.</p> <p>Fareham and Gosport PCT must ensure that a system is in place to routinely monitor prescribing of all medicines on wards caring for older people. This should include a review of diamorphine prescribing on Sultan Ward. Consideration must be given to adequacy of IT support available to facilitate this.</p> <p>The East Hampshire PCT and Fareham and Gosport PCT should review all local medicines management guidelines to ensure their appropriateness for the current levels of dependency of the patients on the wards</p> <p>The Fareham and Gosport PCT should review the provision on pharmacy services to Dryad, Daedalus and Sultan wards, taking into account the change in casemix and use of these wards in recent years. Consideration should be given to including pharmacy input into regular ward rounds</p> <p>The Fareham and Gosport PCT and East Hampshire PCT, in conjunction with the pharmacy department, must ensure that all relevant staff including GPs are trained in the prescription administration, review and recording of medicines for older people</p> <p>It has also been agreed that the business case should include options for</p> <ul style="list-style-type: none"> • Including pharmacy input into regular ward rounds/multidisciplinary meetings as part of service specification • Central point of contact in pharmacy • Support from medicines information and formulary/guidelines pharmacist • Provision of ongoing expert support and peer review of pharmacy services • Provision of out of hours cover • Extended visiting by pharmacists to allow thorough review of notes/audit when narcotic analgesics and tranquilizers prescribed in combination and through syringe driver. • Review against "spoonful of sugar" and older persons' NSF <p>NB It has been agreed with the Medical Director that standards for GWMH should apply across all community hospitals and elderly care beds across the local health economy.</p> |

Objectives:

Outline objectives and indicate fit with Trust Corporate Objectives

- | | |
|------|---|
| 1.1 | Pharmacy department to review level of service to all wards now managed by PCTs and propose level of service matrix based on dependency of patients (this to include QAH/SMH/SJH and peripheral hospitals). Proposed level of service to be agreed by service managers and medical directors, then to form the basis of a business case to develop pharmacy services in the above areas (for other inclusions in SLA see 11/12 below) |
| 1.2 | Pharmacy department to set up a system for monitoring and audit of narcotic analgesic issues and prescribing across the local health economy. To be analysed within pharmacy monthly and sudden changes investigated. Costs of additional monitoring to be included in the business case in 1 above. |
| 1.3 | Pharmacy department to carry out retrospective monitoring of diamorphine prescribing on Sultan ward to ensure that current guidelines adhered to. Audit form to be designed by pharmacy. |
| 1.4 | Pharmacy department to investigate the development of electronic prescribing to all wards managed by PCTs. Full costs to be included in Health Economy ICT strategy. NB it is unlikely that full electronic prescribing will be available to community hospitals before 2006/7 |
| 1.5 | Pharmacy department to investigate the possibility of video links between peripheral wards and pharmacies, to facilitate the screening of prescriptions within one working day of them being written |
| 1.6 | Pharmacy department to ensure pharmacists address the issue of legibility of written communications including prescription sheets and discharge letters by, if necessary, establishing the use of risk event forms for reporting problems. |
| 1.7 | Pharmacy department to set up Medicines Management Group to oversee review process (membership to include Medical Director, Prescribing Lead from each PCT, Service Manager plus pharmacy representatives). Sub-group to be accountable to APC. In addition to reviewing guidelines role to include: agreeing consultation process, advising on training associated with guidelines, communication and review. Pharmacy to identify the most important guidelines and update these first. |
| 1.8 | Pharmacy Department to work with sub group in 1.7 above plus Clinical Directors in local health economy to prepare timetable for review of all prescribing guidelines taking account of current levels of dependency of patients on wards, general medicines management advice formulary controls etc. Business case for implementation to be prepared for local health economy |
| 1.9 | Pharmacy Department to work with the above to establish list of new guidelines to be produced. Business case for implementation to be prepared for local health economy |
| 1.10 | Training requirements from 6 above to be linked into education and training structure for PCTs and community hospitals and to be linked to a training evaluation plan |
| 1.11 | Dryad Daedalus and Sultan wards to be included in general business case (for developing pharmacy services see also 1 above and 14 training issues below). |
| 1.12 | Pharmacy department to modify existing business case to extend pharmacy involvement in training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines |

| | |
|------|--|
| 1.13 | Pharmacy to prepare additional guidance on prescribing, administration, review and recording on medicines. To be approved by F&M Committee, Area Prescribing Committee, Clinical Governance Committees and Trust Boards as part of general medicines management requirements |
|------|--|

Options

Describe at least 3 options in response to the issue

1. "Do Nothing"

2. Implement recommendations only in elderly services

3. Implement changes across all secondary care services managed by PCTs in line with service level agreements as specified

Option Appraisal

Briefly assess the benefits, costs and risks of each option

1. "Do Nothing"

Benefits:

There are no non-financial benefits to this option. Services would continue to be provided unchanged. This would mean non-compliance with most of the CHI recommendations concerning pharmacy services and medicines management at GWMH and, by implication, to PCT managed secondary care services outside the QAH and SMH sites.

Costs:

Financially this is a no cost option but risks identified in the CHI report would not be overcome.

Risks:

PCTs would be criticised for failing to take action to improve pharmacy services and reduce risks to patients, despite the CHI recommendations

2. Implement recommendations only in elderly services

Benefits:

This would deliver a pharmacy service, which would achieve recommendations of CHI report within elderly services across the whole health economy. PCTs would be free from criticism concerning the level of pharmacy services to elderly wards. There would be a central point of contact for all PCT wards and departments, based at St James Hospital. Full details of service to be provided are included in the Service Level Agreement attached.

| | | |
|--------------------------|-----------------------|----------|
| Additional costs: | | |
| Staff | 2 Grade D Pharmacists | £64,790 |
| | 4 Grade C Pharmacists | £115,012 |
| | 2.9 MTO2 | £51,725 |
| | Oncosts @ 15% | £34,729 |
| | Staff Total | £266,256 |
| Non Staff | Travel | £25,000 |
| | Total | £291,256 |

Risks:

Whilst this option would deliver a pharmacy service, which would achieve recommendations of CHI report within elderly services across the whole health economy. It would not achieve similar standards within St James Hospital and Mental Illness and Learning Disabilities Services. The service would not achieve the level of service requested by the Medical Director and the PCT workshop in August 2002.

3. Implement changes across all secondary care services managed by PCTs in line with service level agreements as specified

Benefits:

This would deliver a pharmacy service, which would achieve recommendations of CHI report within PCT managed services across the whole health economy. PCTs would be free from criticism concerning the level of pharmacy services to all secondary care wards. The pharmacy service would also be able to achieve the objectives below following on from the PCT workshop in August 2002

- Pharmacy input into regular ward rounds/multidisciplinary meetings as part of service specification
- Central point of contact in pharmacy, based at St James Hospital
- Support from medicines information and formulary/guidelines pharmacist
- Provision of ongoing expert support and peer review of pharmacy services
- Provision of out of hours cover
- Extended visiting by pharmacists to allow thorough review of notes/audit when narcotic analgesics and tranquilizers prescribed in combination and through syringe driver.
- Review against "spoonful of sugar" and older persons' NSF

Full details of service to be provided are included in the Service Level Agreement attached.

| | | |
|--------------------------|-------------------------|----------|
| Additional costs: | | |
| Staff | 1 Grade E | £35,535 |
| | 2 Grade D Pharmacists | £64,790 |
| | 5.3 Grade C Pharmacists | £155,265 |
| | 3.2 MTO2 | £59,114 |
| | Oncosts @ 15% | £47,206 |
| | Staff Total | £361,910 |
| Non Staff | Travel | £30,000 |
| | Total | £391,910 |

Risks:

This option would deliver a pharmacy service, which would achieve recommendations of CHI report across the whole health economy. Currently, the pharmacy service cannot provide costings for introduction of video links to facilitate screening prescriptions within 24 hours of them being written. A date for implementation of electronic prescribing in community hospitals is not yet available but the electronic prescribing pilots in QAH and SMH are due to start in February/March 2002. Currently there are no links between this business case and any PCT training evaluation plans

Recommended Option

Rationale for choosing the preferred option

Option 3 is currently the preferred option because it provides a level of service consistent with the CHI recommendations within PCT managed services across the whole health economy. Potentially there are additional set up costs for video links for screening prescriptions and electronic prescribing.

Detail of services to be provided

Pharmacy managers have chosen to use the strategic outline case proforma to produce this business case to comply with guidance from the local health economy. However this proforma outline case is supported by service level agreements as follows:

| Appendix No | Title |
|-------------|--|
| Appendix 1 | Elderly Services – East Hants Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 2 | Elderly Services – Fareham and Gosport Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 3 | Elderly Mental Illness Services – East Hants Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 4 | Adult Mental Illness Services – West Hants Mental Health NHS Trust Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 5 | Adult Mental Illness Services – Portsmouth City PCT Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 6 | Learning disabilities Services – Fareham and Gosport PCT Service Level Agreement Spreadsheet detailing current and proposed level of ward based services |
| Appendix 7 | Central Support Services and Summary Current and Proposed Hours Option 2 |
| Appendix 8 | Central Support Services and Summary Current and Proposed Hours Option 3 |

Owners of Case: Jeff Watling with advice and support from Paula Diaper, Code A

Code A and Code A

October 2002

Divisional Team Approval:

Portsmouth Hospitals NHS Trust
Pharmacy Service

SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|---|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | <p>Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries</p> <p>As an extra cost option</p> <p>Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written</p> | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | <p>Provision of formulary stock medicines in accordance with agreed :</p> <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | <p>Profiles to be established for individual wards and reviewed six monthly or on request</p> <p>Complex elderly wards to be provided with a twice weekly topping up service</p> <p>Products to be delivered in accordance with agreed delivery schedules</p> | Non compliance or service failure to be reported by nursing staff |

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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of Controlled Drugs to ensure that products are available from stock when needed (cont'd) | <p>Profiles to be limited to commonly used items only, established for individual wards and reviewed six monthly or on request.</p> <p>Changes to be agreed by visiting pharmacist and ward nurse manager Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule</p> <p>Joint stock checks to be carried out 3 monthly by pharmacist and ward nurse manager.</p> <p>Centralised system for monitoring issue of Controlled Drugs to be provided. Pharmacists to highlight sudden changes in use for closer examination.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Discrepancies investigated and reported to senior management</p> <p>Results of detailed audits to be reported to senior management on completion</p> <p>Non compliance or service failure to be reported by nursing staff</p> |
| | Provision of cardiac arrest and other emergency drugs to ensure agreed range of medication available for immediate use in cardiac emergency | Replacement of cardiac arrest boxes by next working day | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary non-stock medicines to meet the needs of individual inpatients | Non-stock medicines supplied according to agreed delivery schedule. | Non compliance or service failure to be reported by nursing staff |

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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to complex elderly wards to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | Provision of counselling to: <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | Visits carried out according to agreed schedule. <ul style="list-style-type: none"> • Problems and queries received from medical and nursing staff are resolved promptly. • Supplies of non stock medication are initiated. • Support with self medication for patients where this will aid compliance • Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance. • Support with self medication for patients where this will aid compliance • Counselling patients about their medication prior to transfer or discharge | Non compliance or service failure to be reported by nursing staff |
| | Provision of additional services for complex wards only | <ul style="list-style-type: none"> • Drug history taking by pharmacist or pharmacy technician. • Checking of patient's own medication on admission • Highlighting compliance issues and planning for patient transfer or discharge • Pharmacists writing TTOs on behalf of clinicians | |

Portsmouth Hospitals NHS Trust
Pharmacy Service

SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE **SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | Named pharmacist to: <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | Monthly expenditure statements available to managers within five working days from the first day on the month. Named pharmacist to provide and interpret detailed budgetary information as requested. | Non compliance or service failure to be reported by nursing staff |

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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|--|---|
| Aseptic Pharmacy Services | Provision of TPN Service to meet the needs of individual patients | <p>Ward pharmacist to provide advice on choice of TPN regimen and best route of administration in accordance with local prescribing guidelines.</p> <p>Ward pharmacist to communicate with medical and dietetic staff to review use of TPN in response to patient needs</p> <p>Ward pharmacist to ensure prescription reaches Manufacturing Department to enable delivery deadlines to be met.</p> | Non compliance or service failure to be reported by nursing staff |
| | Provision of CIVAs service to meet the needs of selected individual patients | <p>CIVAs to be labelled and packaged with due regard to staff and patient safety.</p> <p>Ward pharmacist to ensure prescription reaches CIVAs Manufacturing Department to enable delivery deadlines to be met.</p> | Non compliance or service failure to be reported by nursing staff |
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate.</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Appendix 1

Elderly Services - East Hants

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours/week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours/week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours/week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours/week) | Total Tech time per week |
|-------------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| <u>Complex</u> | | | | | | | | | | | | | | |
| Edith Keen | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 2 | 2 | 12 | 5 | 0.5 | 2.5 |
| Mary | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 2 | 2 | 12 | 5 | 0.5 | 2.5 |
| Anne (Phillip) | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 2 | 2 | 12 | 5 | 0.5 | 2.5 |
| Dickens (JP) | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 2 | 2 | 12 | 5 | 0.5 | 2.5 |
| <u>Post Acute</u> | | | | | | | | | | | | | | |
| John Pounds (E4) | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 1.5 | 2 | 9.5 | 5 | 1.5 | 7.5 |
| Phillip (B1) | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 1 | 2 | 7 | 5 | 1.5 | 7.5 |
| Victory (E7) | 5 | 0.5 | | 2.5 | 5 | 0.5 | 2.5 | 5 | 1 | 2 | 7 | 5 | 1.5 | 7.5 |
| <u>Other</u> | | | | | | | | | | | | | | |
| Charles | 5 | 0.5 | | 2.5 | 0 | 0 | 0 | 5 | 1 | 2 | 7 | 0 | 0 | 0 |
| THDU | 5 | 0.5 | | 2.5 | 0 | 0 | 0 | 5 | 1 | 1 | 6 | 5 | 0.25 | 1.25 |
| Jubilee House | 0.25 | 1.5 | | 0.375 | 1 | 1.5 | 1.5 | 2 | 1 | 0.5 | 2.5 | 2 | 1.5 | 3 |
| ADH | 5 | 0.5 | | 2.5 | 0 | 0 | 0 | 5 | 1 | 1 | 6 | 5 | 0.25 | 1.25 |
| Guemsey | 1 | 0.5 | | 0.5 | 1 | 1.5 | 1.5 | 2 | 1 | 0.5 | 2.5 | 2 | 1.5 | 3 |
| George | 1 | 0.5 | | 0.5 | 1 | 0.75 | 0.75 | 2 | 1 | 0.5 | 2.5 | 2 | 1.5 | 3 |
| Elizabeth | 2 | 0.5 | | 1 | 1 | 0.75 | 0.75 | 2 | 1 | 0.5 | 2.5 | 2 | 1.5 | 3 |
| KRC | 1 | 0.5 | | 0.5 | 0 | 1 | 0.75 | 2 | 2 | 1 | 5 | 2 | 1.5 | 3 |
| Jersey House | 1 | 0.5 | | 0.5 | 0 | 0 | 0 | 2 | 0.75 | 0.5 | 2 | 2 | 1 | 2 |

| | | | | | | | | | | | | | |
|------------------|---|-----|-------|---|---|---|-------|-----|-----|--------|---|---|-------|
| Cedar (Pet) | 1 | 0.5 | 0.5 | 0 | 0 | 0 | 3 | 1 | 0.5 | 3.5 | 2 | 1 | 2 |
| Rowan (Pet) | 1 | 0.5 | 0.5 | 0 | 0 | 0 | 3 | 1 | 0.5 | 3.5 | 2 | 1 | 2 |
| Laurel Day (Pet) | 1 | 0.5 | 0.5 | 0 | 0 | 0 | 3 | 0.5 | 0 | 1.5 | 2 | 1 | 2 |
| Havant | 1 | 1.5 | 1.5 | 0 | 0 | 0 | 3 | 2 | 0.5 | 6.5 | 2 | 1 | 2 |
| Emsworth | 1 | 1 | 1 | 0 | 0 | 0 | 3 | 3 | 0.5 | 9.5 | 2 | 1 | 2 |
| | | | 32.38 | | | | 22.75 | | | 132.00 | | | 62.00 |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|---|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | <p>Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries</p> <p>As an extra cost option</p> <p>Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written</p> | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | <p>Provision of formulary stock medicines in accordance with agreed :</p> <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | <p>Profiles to be established for individual wards and reviewed six monthly or on request</p> <p>Complex elderly wards to be provided with a twice weekly topping up service</p> <p>Products to be delivered in accordance with agreed delivery schedules</p> | Non compliance or service failure to be reported by nursing staff |

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Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to complex elderly wards to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

Portsmouth Hospitals NHS Trust
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Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | <p>Provision of counselling to:</p> <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

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Appendix 2

SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | Visits carried out according to agreed schedule. <ul style="list-style-type: none"> • Problems and queries received from medical and nursing staff are resolved promptly. • Supplies of non stock medication are initiated. • Support with self medication for patients where this will aid compliance • Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance. • Support with self medication for patients where this will aid compliance • Counselling patients about their medication prior to transfer or discharge | Non compliance or service failure to be reported by nursing staff |
| | Provision of additional services for complex wards only | <ul style="list-style-type: none"> • Drug history taking by pharmacist or pharmacy technician. • Checking of patient's own medication on admission • Highlighting compliance issues and planning for patient transfer or discharge • Pharmacists writing TTOs on behalf of clinicians | |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | Named pharmacist to: <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | Monthly expenditure statements available to managers within five working days from the first day on the month. Named pharmacist to provide and interpret detailed budgetary information as requested. | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---------------------------|--|--|---|
| Aseptic Pharmacy Services | Provision of TPN Service to meet the needs of individual patients | <p>Ward pharmacist to provide advice on choice of TPN regimen and best route of administration in accordance with local prescribing guidelines.</p> <p>Ward pharmacist to communicate with medical and dietetic staff to review use of TPN in response to patient needs</p> <p>Ward pharmacist to ensure prescription reaches Manufacturing Department to enable delivery deadlines to be met.</p> | Non compliance or service failure to be reported by nursing staff |
| | Provision of CIVAs service to meet the needs of selected individual patients | <p>CIVAs to be labelled and packaged with due regard to staff and patient safety.</p> <p>Ward pharmacist to ensure prescription reaches CIVAs Manufacturing Department to enable delivery deadlines to be met.</p> | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 2

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT** **SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|---|---|
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 2
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MEDICINE – FAREHAM
AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---------------|-------------------------|---------------------------|-----------------|
| | | | |
| | | | |
| | | | |

Appendix 2

Elderly Services - Fareham and Gosport

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours week) | Total Tech time per week |
|------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| Shannon | 0.5 | 0.5 | | 0.25 | 0 | | 0 | 3 | 1.6 | 0.5 | 5.3 | 2 | 1 | 2 |
| Briarwood | 1 | 0.5 | | 0.5 | 0 | | 0 | 3 | 1.6 | 0.5 | 5.3 | 2 | 1 | 2 |
| Rosewood | 1 | 0.5 | | 0.5 | 0 | | 0 | 3 | 1.6 | 0.5 | 5.3 | 2 | 1 | 2 |
| Daedalus | 1 | 1 | | 1 | 0 | | 0 | 3 | 2 | 0.5 | 6.5 | 2 | 1 | 2 |
| Dryad | 1 | 0.5 | | 0.5 | 0 | | 0 | 3 | 2 | 0.5 | 6.5 | 2 | 1 | 2 |
| Sultan | 1 | 0.5 | | 0.5 | 0 | | 0 | 3 | 2 | 0.5 | 6.5 | 2 | 1 | 2 |
| Dolphin Da | 0 | 0 | | 0 | 0 | | 0 | 2 | 1 | 1 | 3 | 5 | 0.25 | 1.25 |
| | | | | 3.3 | | | 0.0 | | | | 35.4 | | | 12.0 |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries As an extra cost option Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | Provision of formulary stock medicines in accordance with agreed : <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | Profiles to be established for individual wards and reviewed six monthly or on request Products to be delivered in accordance with agreed delivery schedules | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|---|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of Controlled Drugs to ensure that products are available from stock when needed (cont'd) | <p>Profiles to be limited to commonly used items only, established for individual wards and reviewed six monthly or on request.</p> <p>Changes to be agreed by visiting pharmacist and ward nurse manager</p> <p>Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule</p> <p>Joint stock checks to be carried out 3 monthly by pharmacist and ward nurse manager.</p> <p>Centralised system for monitoring issue of Controlled Drugs to be provided. Pharmacists to highlight sudden changes in use for closer examination.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Discrepancies investigated and reported to senior management</p> <p>Results of detailed audits to be reported to senior management on completion</p> <p>Non compliance or service failure to be reported by nursing staff</p> |
| | Provision of cardiac arrest and other emergency drugs to ensure agreed range of medication available for immediate use in cardiac emergency | Replacement of cardiac arrest boxes by next working day | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary non-stock medicines to meet the needs of individual inpatients | Non-stock medicines supplied according to agreed delivery schedule. | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to selected areas to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | On QAH and SMH sites only, provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT** **SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | Provision of counselling to: <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|---|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | <p>Visits carried out according to agreed schedule.</p> <p>Problems and queries received from medical and nursing staff are resolved promptly.</p> <p>Supplies of non stock medication are initiated.</p> <p>Support with self medication for patients where this will aid compliance.</p> <p>Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance.</p> | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|---|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | <p>Named pharmacist to:</p> <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | <p>Monthly expenditure statements available to managers within five working days from the first day on the month.</p> <p>Named pharmacist to provide and interpret detailed budgetary information as requested.</p> | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 3

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ELDERLY MENTAL HEALTH EAST
HANTS PCT
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|--|---|
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate.</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Appendix 3

Elderly Mental Illness Services - East Hants PCT

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours week) | Total Tech time per week |
|---------------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| Beaton Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| Beaton Asse | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0.5 | 5.5 | 0 | 0 | 0 |
| Goddard Da | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| Goddard Ass | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0.5 | 5.5 | 0 | 0 | 0 |
| <u>Wimbourne</u> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0.5 | 1.5 | 0.5 | 1 | 0.5 |
| <u>Hambrook</u> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0.5 | 1.5 | 0.5 | 1 | 0.5 |
| <u>Exbury</u> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0.5 | 1.5 | 0.5 | 1 | 0.5 |
| Fernhurst | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0.5 | 2.5 | 1 | 1 | 1 |
| Ark Royal | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 2 | 1.5 | 0.5 | 3.5 | 0 | 0 | 0 |
| Collingwood | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 2 | 1.5 | 0.5 | 3.5 | 0 | 0 | 0 |
| <u>Summervale</u> | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 0.5 | 2 | 0.5 | 1.5 | 0.5 | 2.5 | 1.25 |
| <u>Redclyffe Ho</u> | 0.25 | 1 | 0 | 0.25 | 0 | 0 | 0 | 0.5 | 2 | 0.5 | 1.5 | 0.5 | 2.5 | 1.25 |
| Pheonix Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0 | 0.25 | 0 | 0 | 0 |
| South Africa | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 3 | 0 | 0.75 | 0.5 | 2 | 1 |
| Cedarwood | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.25 | 0 | 0.0625 | 0 | 0 | 0 |
| Willows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 |
| | | | | | 1.8 | | 0.0 | | | | 35.6 | | | 5.5 |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries As an extra cost option Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | Provision of formulary stock medicines in accordance with agreed : <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | Profiles to be established for individual wards and reviewed six monthly or on request Products to be delivered in accordance with agreed delivery schedules | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of Controlled Drugs to ensure that products are available from stock when needed (cont'd) | <p>Profiles to be limited to commonly used items only, established for individual wards and reviewed six monthly or on request.</p> <p>Changes to be agreed by visiting pharmacist and ward nurse manager Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule</p> <p>Joint stock checks to be carried out 3 monthly by pharmacist and ward nurse manager.</p> <p>Centralised system for monitoring issue of Controlled Drugs to be provided. Pharmacists to highlight sudden changes in use for closer examination.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Discrepancies investigated and reported to senior management</p> <p>Results of detailed audits to be reported to senior management on completion</p> <p>Non compliance or service failure to be reported by nursing staff</p> |
| | Provision of cardiac arrest and other emergency drugs to ensure agreed range of medication available for immediate use in cardiac emergency | Replacement of cardiac arrest boxes by next working day | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary non-stock medicines to meet the needs of individual inpatients | Non-stock medicines supplied according to agreed delivery schedule. | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to selected areas to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | For QAH and SMH sites only, provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | <p>Provision of counselling to:</p> <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | <p>Visits carried out according to agreed schedule.</p> <p>Problems and queries received from medical and nursing staff are resolved promptly.</p> <p>Supplies of non stock medication are initiated.</p> <p>Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance.</p> | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS TRUST
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | Named pharmacist to: <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | Monthly expenditure statements available to managers within five working days from the first day on the month. Named pharmacist to provide and interpret detailed budgetary information as requested. | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 4

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO WEST HANTS MENTAL HEALTH NHS
TRUST**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|--|---|
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate.</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Appendix 4

West Hants Mental Health NHS Trust

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours week) | Total Tech time per week |
|---------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| King Villa Ma | 3 | 0.5 | 0 | 1.5 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| King Villa Fe | 3 | 0.5 | 0 | 1.5 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| King Villa IC | 3 | 0.5 | 0 | 1.5 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| Ashurst | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 |
| Lyndhurst | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 |
| Meon Valley | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 |
| Mary Graham | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 |
| Malcolm Fau | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 |
| Rivendale | 0.25 | 2 | 0 | 0.5 | 0 | 0 | 0 | 1 | 1.5 | 0.5 | 2 | 0 | 0 | 0 |
| Old Vocarag | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1.5 | 0.5 | 2 | 0 | 0 | 0 |
| Meadows | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0.5 | 2.5 | 0 | 0 | 0 |
| Lee Grove H | 0.25 | 0.5 | 0 | 0.125 | 0 | 0 | 0 | 0.25 | 1.5 | 0 | 0.375 | 0 | 0 | 0 |
| Rother Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.25 | 0 | 0.0625 | 0 | 0 | 0 |
| Woodlands | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.5 | 0.5 | 0.625 | 0 | 0 | 0 |
| Hewat Hous | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.5 | 0 | 0.125 | 0 | 0 | 0 |
| Parkway Ce | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.5 | 0 | 0.125 | 0 | 0 | 0 |
| Osborn Cen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.5 | 0 | 0.125 | 0 | 0 | 0 |
| | | | | 10.6 | | | 0.0 | | | | 21.9 | | | 2.5 |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries As an extra cost option Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | Provision of formulary stock medicines in accordance with agreed : <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | Profiles to be established for individual wards and reviewed six monthly or on request Products to be delivered in accordance with agreed delivery schedules | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of Controlled Drugs to ensure that products are available from stock when needed (cont'd) | <p>Profiles to be limited to commonly used items only, established for individual wards and reviewed six monthly or on request.</p> <p>Changes to be agreed by visiting pharmacist and ward nurse manager Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule</p> <p>Joint stock checks to be carried out 3 monthly by pharmacist and ward nurse manager.</p> <p>Centralised system for monitoring issue of Controlled Drugs to be provided. Pharmacists to highlight sudden changes in use for closer examination.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Discrepancies investigated and reported to senior management</p> <p>Results of detailed audits to be reported to senior management on completion</p> <p>Non compliance or service failure to be reported by nursing staff</p> |
| | Provision of cardiac arrest and other emergency drugs to ensure agreed range of medication available for immediate use in cardiac emergency | Replacement of cardiac arrest boxes by next working day | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary non-stock medicines to meet the needs of individual inpatients | Non-stock medicines supplied according to agreed delivery schedule. | Non compliance or service failure to be reported by nursing staff |

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Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to selected areas to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | For QAH and SMH sites only, provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | <p>Provision of counselling to:</p> <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|---|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | <p>Visits carried out according to agreed schedule.</p> <p>Problems and queries received from medical and nursing staff are resolved promptly.</p> <p>Supplies of non stock medication are initiated.</p> <p>Support for self medication for patients where this will aid compliance</p> <p>Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance.</p> | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | Named pharmacist to: <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | Monthly expenditure statements available to managers within five working days from the first day on the month. Named pharmacist to provide and interpret detailed budgetary information as requested. | Non compliance or service failure to be reported by nursing staff |

**Portsmouth Hospitals NHS Trust
Pharmacy Service**

Appendix 5

**SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO ADULT MENTAL HEALTH
PORTSMOUTH CITY PCT**

SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|--|---|
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate.</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Appendix 5

Adult Mental Illness Services - Portsmouth City PCT

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours week) | Total Tech time per week |
|----------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| Solent ICU | 3 | 0.5 | 0 | 1.5 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| Solent 2 | 3 | 0.5 | 0 | 1.5 | 0 | 0 | 0 | 5 | 0.5 | 0.5 | 3 | 0 | 0 | 0 |
| Highclere | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0 | 0.25 | 0 | 0 | 0 |
| Fairoak | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1.5 | 0.5 | 3.5 | 0 | 0 | 0 |
| Cheriton House | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0.5 | 2.5 | 0 | 0 | 0 |
| Nelson | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0.5 | 2.5 | 0 | 0 | 0 |
| Hamble House | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0.5 | 0.75 | 0 | 0 | 0 |
| Foxleigh | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0.5 | 0.75 | 0 | 0 | 0 |
| Cavendish CMHT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0 | 0.25 | 0 | 0 | 0 |
| Acorne Lodge | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1 | 0 | 0.25 | 0 | 0 | 0 |
| | | | | 3.0 | | | 0.0 | | | | 16.5 | | | 0.0 |

**Portsmouth Hospitals NHS Trust
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**Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002**

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of central help desk for pharmaceutical services to PCT Services and peripheral hospitals | Central point of contact to be available for the provision of advice and support and linking to ward based and pharmacy distribution services. | Support to be provided by pharmaceutical staff during pharmacy opening hours. Thereafter linking to on call pharmacist for urgent enquiries As an extra cost option Help Desk to be supported by introduction of video links to facilitate screening on prescriptions within one working day of them being written | Non compliance or service failure to be reported by nursing staff |
| Provision of pharmaceutical products to wards and patients | Provision of formulary stock medicines in accordance with agreed : <ul style="list-style-type: none"> • Ward stock profile • Service delivery schedule • To ensure the products are available from stock to meet needs | Profiles to be established for individual wards and reviewed six monthly or on request Products to be delivered in accordance with agreed delivery schedules | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
Pharmacy Service

Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of Controlled Drugs to ensure that products are available from stock when needed (cont'd) | <p>Profiles to be limited to commonly used items only, established for individual wards and reviewed six monthly or on request.</p> <p>Changes to be agreed by visiting pharmacist and ward nurse manager Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule</p> <p>Joint stock checks to be carried out 3 monthly by pharmacist and ward nurse manager.</p> <p>Centralised system for monitoring issue of Controlled Drugs to be provided. Pharmacists to highlight sudden changes in use for closer examination.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Discrepancies investigated and reported to senior management</p> <p>Results of detailed audits to be reported to senior management on completion</p> <p>Non compliance or service failure to be reported by nursing staff</p> |
| | Provision of cardiac arrest and other emergency drugs to ensure agreed range of medication available for immediate use in cardiac emergency | Replacement of cardiac arrest boxes by next working day | Non compliance or service failure to be reported by nursing staff |
| | Provision of formulary non-stock medicines to meet the needs of individual inpatients | Non-stock medicines supplied according to agreed delivery schedule. | Non compliance or service failure to be reported by nursing staff |

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Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of non stock technician top up service to selected areas to ensure efficient supplies of non-stock medicines are available to meet the needs of individual inpatients | Top up service provided in accordance with agreed schedule. | Non compliance or service failure to be reported by nursing staff |
| | For QAH and SMH sites only, provision of formulary medicines to outpatients, in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All outpatients to be informed about how long they are to wait for medicines</p> <p>All prescribed medicines to be provided to outpatients in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>Outpatient medicines to be accompanied by a patient medication leaflet.</p> <p>Out of stock medicines to be dispatched to the patient by most appropriate means, eg by post or taxi where necessary.</p> <p>All patients to be treated in a friendly caring courteous manner.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |

Portsmouth Hospitals NHS Trust
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Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of pharmaceutical products to wards and patients (cont'd) | Provision of formulary medicines to inpatients prior to discharge (TTOs), in accordance with prescriber's wishes and PCT policy to ensure that outpatients receive medication | <p>All prescribed medicines to be provided as TTOs in accordance with PCT policies</p> <p>All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient need.</p> <p>TTO medicines to be accompanied by a patient medication leaflet.</p> | <p>Non compliance or service failure to be reported by nursing staff</p> <p>Patient complaints to be included in pharmacy quality management review</p> |
| | <p>Provision of counselling to:</p> <ul style="list-style-type: none"> • Outpatients and inpatients (prior to discharge) to ensure that each patient understands how to take their medication • Carers to ensure that they understand how to give medication | <p>Patients and/or their cares understand how to take/give medicines.</p> <p>Patients and/or their carers given an opportunity to ask questions about their medicines.</p> <p>Patients and/or their carers are informed how to obtain further supplies of medicines if appropriate.</p> | |

Portsmouth Hospitals NHS Trust
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Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|---|---|---|
| Provision of Clinical/Ward Pharmacy Service | Provision of pharmacist visits to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff | Visits carried out according to agreed schedule. Problems and queries received from medical and nursing staff are resolved promptly. Supplies of non stock medication are initiated. Prescribing of medicines audited against current local treatment guidelines to ensure compliance with current guidance. | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
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Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|---|--|--|---|
| Provision of Medicines Management Service | Provision of pharmaceutical advice to medical and nursing staff in order to optimise patient benefit from treatment with medicines to ensure their safe and cost effective use | Named pharmacist to: <ul style="list-style-type: none"> • provide advice on medicines as requested; • Contribute to Care Group prescribing guidelines and to ensure that they are reviewed according to agreed schedule; • Negotiate service developments; • Evaluate the costs and benefits of new drug developments taking account of use in primary and secondary care; • Assist in the preparation of business cases for new treatments with medicines • Provide training of clinicians and other healthcare professionals in prescribing, administration, review and recording of medicines | Non compliance or service failure to be reported by nursing staff |
| | Provision of information on medicines expenditure to ensure managers are aware of and can identify expenditure trends | Monthly expenditure statements available to managers within five working days from the first day on the month. Named pharmacist to provide and interpret detailed budgetary information as requested. | Non compliance or service failure to be reported by nursing staff |

Portsmouth Hospitals NHS Trust
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Appendix 6
SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO LEARNING DISABILITIES SERVICES
FAREHAM AND GOSPORT PCT
SEPT 2002

| CUSTOMER NEED | SERVICE CHARACTERISTICS | STANDARD OF ACCEPTABILITY | QUALITY MONITOR |
|--|--|--|---|
| Provision of Medicines Information Service | Provision of medicines information, advice and guidance, as requested to ensure that medical and nursing staff are able to make considered decisions on matters affecting the safe and efficacious treatment of patients with medicines. | <p>Medicines information pharmacists are available within normal pharmacy hours by bleep or telephone.</p> <p>Information, advice and guidance will be tailored to meet the needs of individual enquirers</p> <p>Supportive literature will be provided to enquirers as appropriate.</p> <p>Medicines information pharmacists will be supported by facilities and references which meet MIPG Guidance.</p> | Non compliance or service failure to be reported by nursing staff |

Appendix 6

Fareham and Gosport PCT Learning Disabilities

| Ward | Current Pharmacist Visits per week | Current Pharmacist Time per visit (hours week) | Current Ward rnd time per week | Total Pharmacist time per week | Current Tech Visits per week | Current Tech Time per visit (hours week) | Total Tech time per week | Proposed Pharmacist Visits per week | Proposed Pharmacist Time per visit (hours week) | Proposed Ward rnd time per week | Total Pharmacist time per week | Proposed Tech Visits per week | Proposed Tech Time per visit (hours week) | Total Tech time per week |
|---------------|------------------------------------|--|--------------------------------|--------------------------------|------------------------------|--|--------------------------|-------------------------------------|---|---------------------------------|--------------------------------|-------------------------------|---|--------------------------|
| Millview MR | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Westbrook | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Chrytree MR | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Parkview Av | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Garrison Ct | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Fairisle Av H | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Whitely Woo | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Swanwick H | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Beresford Lo | 0.25 | 0.75 | 0 | 0.1875 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Thomas Par | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0.5 | 1 | 0.5 |
| Warsash Hs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 1.25 | 0.5 | 0.8125 | 0 | 0 | 0 |
| 231 Brook L | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.25 | 0.5 | | 0.125 | 0 | 0 | 0 |
| | | | | 1.3 | | | 0.0 | | | | 7.3 | | | 4.5 |

Appendix 7 Central Support Services Option 2

| | Current Pharmacist Time per week | Current Tech Time per visit (hours) | Proposed Pharmacist time per week | Proposed Tech time per week |
|--|----------------------------------|-------------------------------------|-----------------------------------|-----------------------------|
| Central Help Desk of contact for PCT Se | | | 20 | 20 |
| Regular review of CD and ward stock pro | | | 2 | 6 |
| Centralised system for monitoring CD iss | | | 2 | 10 |
| Contribution to Care Group Prescribing G | | | 20 | |
| Contribution to training for junior staff an | | | 5 | |
| Management Support | | | 20 | |
| Total | | | 69 | 36 |

Summary Current and Proposed Hours

| | | | | |
|-------------------------------------|--------------|--------------|---------------|---------------|
| Elderly Serv | 32.38 | 22.75 | 132 | 62 |
| Elderly Serv | 3.3 | 0 | 35.4 | 12 |
| Central Support Services | | | 69 | 36 |
| Totals | 35.68 | 22.75 | 236.4 | 110 |
| Additional Hours | | | 200.72 | 87.25 |
| Cover for annual leave and sickness | | | 17 | 9 |
| Training and CPD | | | 17 | 9 |
| Total | | | 234.72 | 105.25 |
| Proposed WTE | | | 6.0 | 2.8 |

Proposed staff Structure and Cost

| | |
|--------------|------------------|
| Staff | |
| 2 Grade D | £ 64,790 |
| 4 Grade C | £ 115,012 |
| 2.8 MTO2 | £ 51,725 |
| Sub Total | £ 231,527 |
| On cost @15% | £ 34,729 |
| Travel | £ 25,000 |
| Total | £ 291,256 |

Appendix 8

Central Support Services Option 3

| | Current Pharmacist Time per week | Current Tech Time per visit (hours) | Proposed Pharmacist time per week | Proposed Tech time per week |
|---|----------------------------------|-------------------------------------|-----------------------------------|-----------------------------|
| Central Help Desk of contact for PCT Services | | | 20 | 20 |
| Regular review of CD and ward stock profiles | | | 2 | 6 |
| Centralised system for monitoring CD issues | | | 2 | 10 |
| Contribution to Care Group Prescribing Guidelines | | | 20 | |
| Contribution to training for junior staff and GPs | | | 10 | |
| Management Support | | | 30 | |
| Total | | | 84 | 36 |

Summary Current and Proposed Hours

| | | | | |
|-------------------------------------|-------|-------|--------|--------|
| Elderly Services East Hants | 32.38 | 22.75 | 132 | 62 |
| Elderly Services Fareham & Gosport | 3.3 | 0 | 35.4 | 12 |
| East Hants EMH | 1.8 | 0 | 35.6 | 5.5 |
| West Hants NHS Trust | 10.7 | 0 | 21.9 | 2.5 |
| Portsmouth City PCT | 3 | 0 | 16.5 | 0 |
| Learning Disabilities | 1.3 | 0 | 7.3 | 4.5 |
| Central Support Services | | | 84 | 36 |
| Totals | 52.48 | 22.75 | 332.7 | 122.5 |
| Additional Hours | | | 280.22 | 99.75 |
| Cover for annual leave and sickness | | | 23 | 9.7 |
| Training and CPD | | | 23 | 9.7 |
| Total | | | 326.22 | 119.15 |
| Proposed WTE | | | 8.4 | 3.2 |

Proposed staff Structure and Cost

Staff

| | |
|--------------|------------------|
| 1 Grade E | £ 35,535 |
| 2 Grade D | £ 64,790 |
| 5.4 Grade C | £ 155,265 |
| 3.2 MTO2 | £ 59,114 |
| Sub Total | £ 314,704 |
| On cost @15% | £ 47,206 |
| Travel | £ 30,000 |
| Total | £ 391,910 |