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SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO FAREHAM & GOSPORT LOCALITY

September 1997

CUSTOMER NEED	SERVICE CHARACTERISTICS	STANDARD OF ACCEPTABILITY	QUALITY MONITOR
Provision of pharmaceutical products to wards, clinics and patients	Provision of Formulary stock medicines in accordance with an agreed: <ul style="list-style-type: none"> <li>* Stock profile</li> <li>* Service delivery schedule</li> </ul> to ensure the products are available from stock to meet supply needs.	Profiles to be established for individual areas and reviewed upon request.	Non-compliance to be reported by nursing staff.  Results of customer satisfaction surveys to be reported
		Products to be delivered in accordance with agreed schedule.	
	Provision of Controlled Drugs to ensure that products are available from stock when needed.	Controlled Drugs to be delivered in a secure manner and in accordance with agreed schedule.	
	Provision of cardiac arrest and other emergency drugs to ensure immediate response to patients' needs.	Immediate supply of products on request.	
	<b>INPATIENTS</b> Provision of Formulary non-stock pharmaceutical products to meet the needs of individual patients.	Appropriate products to be supplied on request.	
	Provision of Take Home Medication to inpatients, in accordance with prescribers' wishes and Trust policy, to ensure all patients receive appropriate medication.	All prescribed TTO medication to be provided to inpatients by next ward delivery in accordance with Trust Policies.  All prescribed medication to be dispensed in appropriate containers and labelled with due regard to individual patient needs.	

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CUSTOMER NEED	SERVICE CHARACTERISTICS	STANDARD OF ACCEPTABILITY	QUALITY MONITOR
Provision of pharmaceutical products to wards, clinics and patients (cont'd)	<p><b>OUTPATIENTS</b></p> <p>Provision of FP10 (HP) Pads to ensure that outpatients who require treatment with medicines are able to receive a prescription.</p>	All pads to be appropriately stamped and dispatched in a secure and timely manner.	Non-compliance to be reported by staff.
Provision of Clinical Pharmacy Service	Provision of pharmacist visit to wards to monitor drug therapy and ensure liaison is maintained with medical and nursing staff.	Visits are carried out in accordance with agreed schedule.	Non-compliance to be reported by nursing/medical staff.
		Problems and queries received from medical and nursing staff are resolved promptly.	Results of customer satisfaction surveys to be reported.
		Prescription charts are checked for appropriateness, safety and effectiveness.	
	Provision of pharmaceutical advice to staff in order to optimise patient benefit from treatment with medicines and ensure their safe and cost-effective use.	<p>Supplies of non-stock medication are initiated.</p> <p>Named pharmacist to:</p> <p>Provide advice on medicines usage as requested.</p> <p>Contribute to prescribing protocols/guidelines.</p> <p>Negotiate service developments.</p> <p>Evaluate the costs and benefits of new drug developments.</p> <p>Assist in the preparation of cases of need for purchasers.</p> <p>Represent the Locality on the Formulary &amp; Medicines Group.</p>	Non compliance to be reported.

## SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO FAREHAM &amp; GOSPORT LOCALITY

WARD/CLINIC	STOCK DELIVERY	DISPENSED ITEM DELIVERIES	PHARMACIST VISIT
<b>Gosport War Memorial Hospital</b>			
Accident & Emergency	Weekly	Daily	Twice Weekly
Daedalus Ward	Weekly	Daily	Weekly
Dolphin Day Unit	Weekly	-----	-----
Dryad Ward	Weekly	Daily	Weekly
Pathology	Weekly	-----	-----
Physiotherapy	Weekly	-----	-----
X - Ray	Weekly	-----	-----
Mulberry Ward	Weekly	Daily	Weekly
Phoenix Day Centre	Weekly	-----	-----
Redclyffe House	Weekly	Daily	Monthly
Sultan Ward	Weekly	Daily	Twice Weekly
Sylvan OPD	Weekly	-----	-----
<b>St Cristopher's Hospital</b>			
Briarwood Ward	Weekly	Daily	Weekly
Cedarwood Day Centre	Weekly	-----	-----
Rosewood Ward	Weekly	Daily	Weekly
Shannon Ward	Weekly	Daily	Weekly
Community Psychiatric Nurses	Weekly	-----	-----
<b>Mental Health</b>			
Gosport CPN's	Weekly	Weekly	
Fareham CPN's	Weekly	Weekly	
Lee Grove House	Weekly	Daily	Occasional
The Meadows	Weekly	Daily	Weekly
Meadows ECT	Weekly	-----	-----
Summervale Ward	Weekly	Daily	Monthly
Rivendale	Weekly	Daily	Monthly
<b>Learning Disabilities</b>			
231 Brook Lane	Weekly		
Gate Lodge	Weekly		

## SERVICE SPECIFICATION FOR PHARMACEUTICAL SERVICES TO FAREHAM &amp; GOSPORT LOCALITY

WARD/CLINIC	STOCK DELIVERY
<b>Clinics</b>	
Coldeast Im & Vac	Weekly
Coldeast Occupational Health	Weekly
Coldeast District Nurses	Weekly
Fareham District Nurses	Weekly
Fareham Im & Vac	Weekly
Gosport District Nurses	Weekly
Lee-On-Solent- District Nurses	Weekly
Portchester District Nurses	Weekly
Portchester Im & Vac	Weekly
Rowner District Nurses	Weekly
<b>Podiatry</b>	
Fareham	Weekly
Gosport	Weekly
Lee-On-Solent	Weekly
Portchester	Weekly
<b>Dental</b>	
Fareham	Weekly
Gosport	Weekly
Portchester	Weekly
Rowner	Weekly

Notes: Daily services are provided Monday to Friday. An emergency dispensing service is provided on Saturday mornings.

SIGNED:-

**Code A**

(PHARMACY MANAGER)

DATE:-

30.9.97

SIGNED:-

**Code A**

(SERVICE MANAGER)

DATE:-

13/10/97