



PSNE Ltd

# Emergency on- call pharmacist – South Tyneside

Valid from 1st April 2022

## Emergency On Call Pharmacist Service

### Specification Summary

#### Aims

To provide patients at the end of life dying in their preferred place, access to medicines for specialist palliative care services during the out of hours period and a reduction in unnecessary hospital admissions for patients at the end of life.

#### Description

During the out of hours period (8pm - 8am Each Day) community pharmacist will be on call. All pharmacists providing the service must have access and authorisation to open a pharmacy in the out-of-hours period.

Practitioners working with patients at the end of life during the OOH period will be able to contact the on-call community pharmacist to arrange for a community pharmacy to be opened for a prescription for urgent medications to be dispensed

The prescription should be sent to the pharmacist electronically. The on-call pharmacist will evaluate the prescription upon receipt and notify the prescriber of any issues or problems as soon as possible. The on-call pharmacist will confirm with the prescriber an estimated time of delivery of medications to the patient's home.

The on-call pharmacist will need to arrange for the prescription to be collected and transported to the pharmacy for dispensing if electronic transfer is not possible. The on-call pharmacist will confirm with the prescriber an estimated time of delivery of medications to the patient's home.

Once a prescription has been received, the pharmacist dispenses the medication (in advance of receiving the prescription where needed). The prescription should be dispensed in line with usual procedures and regulations.

The pharmacist should then arrange for the medication to be delivered to the patient's home (and the prescription collected where appropriate).

Appropriate records should be kept via PharmOutcomes for remuneration.

Each Provider will be allocated a week on call at a time on a rota basis. It will be the provider's responsibility to ensure the out of hours period is covered by their pharmacists.

The Rota will be organised via the appointed co-ordinator.

### **Co-ordinator (If Appointed)**

A Co-ordinator will be appointed from the providers. The following specification will also apply

- Acting as the point of contacts for the pharmaceutical support service in the out of hours period
- Organisation of rotas to fulfil the delivery of the pharmaceutical support service in the out of hours period
- Ensuring that the external phone number for the service is directed to the correct pharmacist for the duration of their duty period
- Providing on-call pharmacists with accurate information relating to opening hours and services which are interdependent with this service
- Handling of any complaints about the service
- Co-ordinating payment to contractors providing the pharmaceutical support service
- Liaise with CCG

### **Fees, Invoicing, Pricing and Payment**

Contractors will be reimbursed as follows:

**£350** per week of cover provided **PLUS**  
**£220** per call-out

Co-ordinator provider will receive **£800** per annum

The above fees will be claimed monthly via  
PharmOutcomes