

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

Mandatory headings 1 – 4. Mandatory but detail for local determination and agreement

Optional headings 5-7. Optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

<b>Service</b>	Community Dressings Primary Care Service
<b>Commissioner Lead</b>	Sharon Martin (Associate Director of Primary Care)
<b>Period</b>	1 <sup>st</sup> April 2019 – 31 <sup>st</sup> March 2020
<b>Date of Review</b>	October 2019

#### 1. Population Needs

##### 1.1 General Overview

Non-prescription supply of dressings allows organisations to purchase and store a supply of dressings. It is well known that items procured via the FP10 route are the property of the patient and can only be used by or on that patient. Dressings procured via the non- FP10 route are the property of the organisation. They can be used as a 'stock' item by the nursing team and so will be immediately available to start treatment.

The decision was taken to rationalise the various non-prescription supply options which were in existence in the legacy organisations which had become Hampshire PCT to a single on-line ordering system (ONPOS®) which is run by Coloplast. Community pharmacies were the preferred supply route.

This service covers the ordering, supply and reimbursement for the community pharmacies.

##### 1.2 National/local context and evidence base

In July 2010 the NPC published a MeReC Bulletin *Evidence-based prescribing of advanced wound dressings for chronic wounds in primary care*. Further advice is also available in the NICE clinical guideline CG 29: Pressure ulcers: The management of pressure ulcers in primary and secondary care.

The emphasis throughout has been on the use of dressings in community and primary care services for patients with non-surgical wounds. However, there is some reference to secondary care services where there is likely to be an influence on dressing use in the community. Advice on the management of surgical wounds can be found in the NICE clinical guideline CG74: *Surgical site infection*.

#### 2. Outcomes

##### 2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	
Domain 3	Helping people to recover from episodes of ill-health or following injury	✓
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

##### 2.2 Local defined outcomes

The key outcomes that the service will provide are as follows:

- Reduction of Waste
- Rationalisation of systems

- Improved Patient Care
- Improved infection control
- Timely access to appropriate wound care products

### 3. Scope

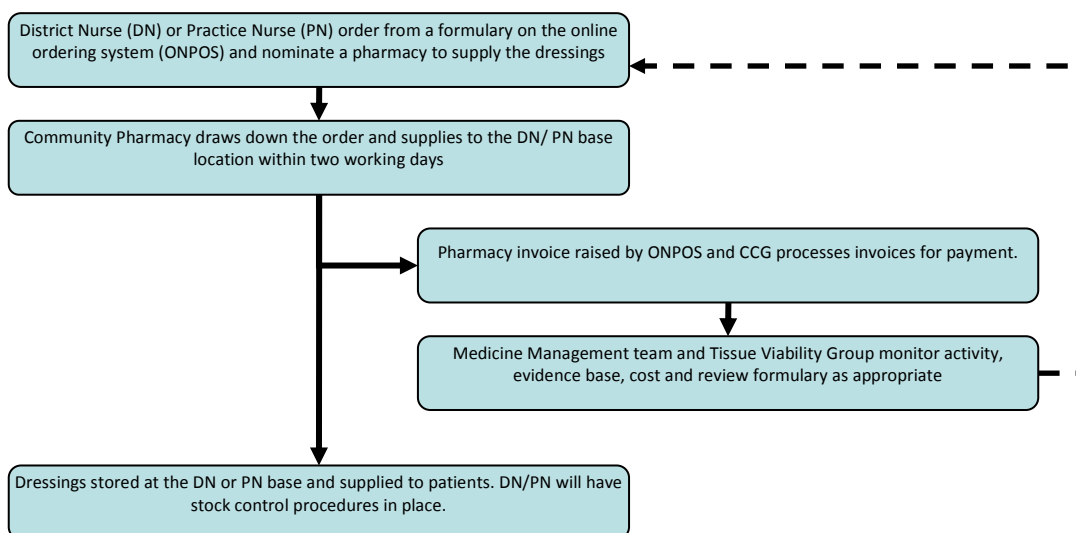
#### 3.1 Aims and objectives of service

The service is the supply and delivery of dressings via an online (internet-based) ordering system called ONPOS, which has a pre-agreed formulary, through community pharmacies, to healthcare professionals authorised by NHS North Hampshire. The service ensures that patients have access to clinically appropriate dressings and that the quantities of dressings provided are sufficient to meet clinical needs but not excessive

- **Reduction of waste.** Any dressings supplied via FP10 are the property of the patient to whom they were prescribed. Any unused dressings have to be destroyed, as they cannot be reused for other patients, which can result in a significant amount of waste. Allowing health care professionals to order non patient specific stock will allow more flexible supply of dressings to patients thus reducing waste
- **Rationalisation of systems.** The service will ensure one clear method of supply, within a timely manner, throughout NHS North Hampshire and a method of accurately assessing usage and expenditure for the Primary Care Trust by using formulary compliance
- **Improved patient care.** By not using FP10 prescriptions, it allows the rational ordering of dressings and a small stock stored at the point of care for short term or initial supply to the patient. This can significantly reduce time between patient's assessment and application of appropriate dressing. For long term treatment dressings should be supplied on FP10 for that individual patient
- **Ensure formulary compliance.** A single formulary has been adopted across the county using the Basingstoke, Southampton and Winchester Wound Formulary. This ensures that only evidence-based dressings, that are clinically effective, are available for use.

#### 3.2 Service Description

As diagram below:



- The pharmacy must have access to the online internet based ordering system (ONPOS) used by the CCG.
- A nominated nurse (or other agreed member of the team) will place the order and this will be received by their nominated community pharmacy.
- The pharmacy will deliver the completed order within two working days to the location agreed with the person placing the order. The pharmacy must ensure that a delivery note is signed at the time of delivery to provide an audit trail for the dressings. The note should record date, time, location of delivery and signature and name of person receiving the delivery)

- The nurse (or other agreed member of the team) will confirm receipt of the order online. Any item which has not been delivered is removed from the order before it is confirmed.
- All confirmed orders are extracted from the website by a member of the Medicines Management or Finance Team for processing.
- The dressings formulary will reflect the current Hampshire wide Wound Care formulary.
- Any orders for dressings outside this formulary or dressings intended for long term treatment will need to be via FP10 prescription.
- Training on using the system will be provided by ONPOS at the pharmacy.
- The pharmacy must undertake the training on the ONPOS system within three months of commencement of the service. Failure to do so will result in termination of the agreement and the pharmacy will be automatically removed from the service.
- Any changes to the scheme will be notified to the provider at least 90 days in advance.

### 3.3 Interdependence with other service providers

- The Provider shall ensure that effective and clear communication is maintained with Patients and GP surgeries.

There is an overarching wound formulary which has been developed between a number of local stakeholders. The wound formulary group membership includes representatives from community providers (Southern Health and Solent), acute providers (Hampshire Hospitals, Portsmouth Hospitals and University Hospital Southampton) and the five commissioning groups (Fareham & Gosport CCG, North East Hampshire & Farnham CCG, North Hampshire CCG, South Eastern Hampshire CCG and West Hampshire CCG) plus podiatry and practice nurse representation. It has been agreed the group will be a sub-committee of the Basingstoke, Southampton and Winchester District Prescribing Committee and other prescribing committees will ratify the recommendations. The group reviewed the formulary and it was re-launched early 2014 and general updates added to ONPOS in 2015.

### 3.4 Eligibility

- Patients registered with a GP within the North Hampshire area

### 3.5 Population covered

This service should be provided within the existing skillset of the community pharmacy to meet the needs of the population, improve health and wellbeing, reduce health inequalities and support the provision of care closer to home.

## 4. Applicable Service Standards

### 4.1 Applicable national standards (e.g. NICE)

In 2010 the NPC was asked by the Department of Health to undertake the production of guiding principles for the procurement and supply of appliances as listed in Part IX of the Drug Tariff. There was a particular need to develop guiding principles for the prescribing and supply of dressings, especially in primary care. In order to improve the quality and productivity of patient care the guiding principles consider the whole patient care pathway rather than focusing solely on the products prescribed.

In April 2011, the National Prescribing Centre integrated into the National Institute for Health and Clinical Excellence (NICE). However, the guiding principles do not constitute formal guidance of the National Institute for Health and Clinical Excellence.

## 5. Applicable Quality Requirements

### 5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

Not applicable

Only Performance Indicators are appropriate for this service

Performance Indicator	Indicator	Threshold	Method of measurement	Frequency of monitoring
<b>Complaints</b> Strengthen where appropriate complaints process to include: <ul style="list-style-type: none"> <li>Acknowledgement letter within 3 working days</li> <li>Final response within 25 working days</li> </ul>	Complaints records	100%	Audit	Quarterly
<b>Service user Audit</b> (1) ONPOS (2) Community pharmacy	Community Pharmacy audit delivery time to community nursing base.			Annual
The provider will notify the CCG of the number of incidents, organisational learning and direct action taken in response to any incidents.	By exception	100%	Report	Monthly (by exception)

## 6. Location of Provider Premises

The Provider's premises are located at:

Anstey Road Pharmacy  
 Alton Health Centre  
 Alton  
 Hampshire  
 GU34 2QX

Assura Pharmacy (Cohens)  
 4 Dickson House  
 Basingstoke  
 Hampshire  
 RG21 7AH

Day Lewis Pharmacy  
 Manor Lane  
 Old Basing  
 Hampshire  
 G24 7AE

Whitewater Pharmacy  
Reading Road  
Hook  
Hampshire  
RG27 9ED

Four Marks Pharmacy  
4 Oakgreen Parade Winchester Road  
Four Marks  
Hampshire  
GU34 5HQ

Rooksdown Pharmacy  
Park Prewett Road  
Basingstoke  
Hampshire  
RG24 9RG

S.R Pharmacy  
4 Kings Furlong Centre  
Winchester Road  
Basingstoke  
Hampshire  
RG21 8YT

The Overton Pharmacy  
4 Winchester Street  
Basingstoke  
Hampshire  
RG25 3HS

Lloyds Pharmacy  
138 High Street  
Odiham  
Hook  
Hampshire  
RG29 1LT

Neil's Pharmacy  
Gillies Health Centre  
Brighton Hill Parade  
Basingstoke  
Hampshire  
RG22 4EH

## 7. Prices and costs

### Payments

Invoice raised by ONPOS, authorised by CCG Finance and payment made via SBS to pharmacy account.

Claims to be processed within two months of submission by Medicines Management

Cost – Drug Tariff Cost plus VAT.