

Community Pharmacy scheme for the on-demand availability of drugs for palliative care

Introduction

It is recommended that, wherever possible, the patient's GP (or palliative care consultant / district nurse / palliative care nurse) gives the local community pharmacy early warning about the type and volume of drugs the patient is using so that all community pharmacies can be prepared for any prescriptions. In certain circumstances it is not always possible to provide sufficient notice to the patients' usual community pharmacy and in these urgent cases, there are designated pharmacies in Surrey to supply specialist medicines for palliative care.

The designated community pharmacies stock a locally agreed range of specialist palliative care medicines and make a commitment to ensure that users of this service have prompt access to these medicines during their hours of opening. The list of drugs stocked (proposed by the local palliative care specialists and agreed through the Surrey Heartlands Integrated Care System's Medicines Optimisation Board) is considered to cover the majority of "urgent" requests. **It is however important to note that most community pharmacies can usually order supplies of a prescribed drug for the same day delivery if ordered before 11:30am and for the following morning if ordered before 5:00pm (Monday – Friday).** During standard working hours, it is anticipated that in the first instance, prescriptions should be presented at the patient's local community pharmacy. The designated "palliative care" community pharmacies should be reserved for use in an emergency situation when the required drugs cannot be obtained within an appropriate timescale.

For urgent requests clinicians are reminded to avoid ordering excess quantities so supplies can be maintained for as many patients as possible. In urgent situations a supply of no more than three days will normally be sufficient until normal supplies can be obtained.

When it is not possible to access the required palliative care drugs from one of the designated "palliative care" community pharmacies during the out of hours period, healthcare professionals should contact the out of hours provider through 111. **Note:** out of hours service is available from 18:30 – 08:00 the following day on weekdays and from 18:30 on Friday to 08:00 on the following Monday for weekends. For all public holidays the out of hours service is available from 18:30 on the evening prior to the holiday period through to 08:00 the morning after the end of the holiday period.

For occasions when there has been an issue with the service provided from the community pharmacies, please contact :

- Julia Powell (Chief Executive Officer, Community Pharmacy Surrey and Sussex): juliapowell@communitypharmacys.co.uk
- Marie Hockley (Deputy Chief Officer, Community Pharmacy Surrey and Sussex): mariehockley@communitypharmacys.co.uk
- Hursh Gagda (Community Pharmacy Clinical Lead, Surrey Heartlands ICB): hursh.gagda1@nhs.net

List of community pharmacies included in the on-demand availability of drugs for palliative care scheme in the Surrey Heartlands area from April 2023

	Pharmacy	Address	Phone / Fax number	NHS Email	Opening Times							Link to pharmacy overview
					Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
NW Surrey	Goulds Pharmacy	48 Terrace Road, Walton On Thames , KT12 2SA	01932 223505	Pharmacy.fd048@nhs.net	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-14:00	Closed	Pharmacy overview website
	Tesco Pharmacy	Staines Road West, Sunbury TW16 7BB	0203 8016277 (No Fax)	pharmacy.fpa68@nhs.net	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-16:00	Pharmacy overview website
	Boots *	10 Wolesey walk, Wolesey place shopping centre, Woking , GU21 6XU	01483 770900 01483 770900	pharmacy.fcv91@nhs.net	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	11:00-17:00	Pharmacy overview website
	Tesco Extra Pharmacy	117 Station Road, Addlestone KT15 2AS	0345 6778999	pharmacy.fea64@nhs.net	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	11:00-17:00	Pharmacy overview website
East Surrey	Horley Late Night Pharmacy	125 Victoria Road, Horley , Surrey, RH6 7AS	01293 776616	Pharmacy.fge80@nhs.net	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-17:00	Pharmacy overview website
	Morrisons Pharmacy *	Bell Street, Reigate , RH2 7BA	01737 249132 01737 233848	pharmacy.FQP24@nhs.net	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00-20:00 (closed 12:30-14:00)	08:00 – 20:00 (closed 12:30-14:00)	08:00-19:00 (closed 12:30-14:00)	10:00-16:00	Pharmacy overview website
	Kamsons Pharmacy	46-48 The Green, Warlingham , CR6 9NA	01883 622065	Pharmacy.fgc38@nhs.net	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-17:30	Closed	Pharmacy overview website
	Boots	48 Station Road East, Oxted , RH8 OPG	01883 712620	Pharmacy.fe423@nhs.net kelly.gildersleeve@boots.com	09:00-18:00	09:00-18:00	9:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	10:00-16:00	Pharmacy overview website

Pharmacies marked with * hold additional specialist drugs

List of community pharmacies included in the on-demand availability of drugs for palliative care scheme in the Surrey Heartlands area from April 2023

	Pharmacy	Address	Phone / Fax number	NHS Email	Opening Times							Link to pharmacy overview
					Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Surrey Downs	Horton Pharmacy	Horton Local Centre, Pelman Way, Epsom, KT19 8HJ	01372 721749	hortonpharmacy@nhs.net	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	Closed	Pharmacy overview website
	A Woodcock	Medwyn Centre, Reigate Road, Dorking, RH4 1SD	01306 740865 FAX: 01306 770222	Pharmacy.fl03@nhs.net	08:00-23:00	08:00-23:00	08:00-23:00	08:00-23:00	08:00-23:00	08:00-23:00	10:00-20:00	Pharmacy overview website
	Boots *	22A High St, Cobham, KT11 3EB	01932 588772	pharmacy.fp258@nhs.net	08:00-00:00	08:00-00:00	08:00-00:00	08:00-00:00	08:00-00:00	08:00-22:00	10:00-16:00	Pharmacy overview website
Guildford & Waverley	Haslemere Pharmacy	Haslemere Health Centre, Church Lane, Haslemere, GU27 2BQ	01428 748206	Pharmacy.fax02@nhs.net	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	07:00-22:30	10:00-17:00	Pharmacy overview website
	Tesco Pharmacy	Ashenden Road, Guildford, GU2 7UN	01483 358153	Pharmacy.ft121@nhs.net	09:00-18:00 (Closed 13:00-14:00)	09:00-18:00 (Closed 13:00-14:00)	09:00-18:00 (Closed 13:00-14:00)	09:00-18:00 (Closed 13:00-14:00)	09:00-18:00 (Closed 13:00-14:00)	09:00-17:00 (Closed 13:00-14:00)	Closed	Pharmacy overview website
	Boots	Units 1-2 Village Chambers, Cranleigh, GU6 8AT	01483 274207 01483 278653	pharmacy.fle31@nhs.net	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-18:00 (closed 13:00-13:30)	08:30-17:30	11:00-17:00	Pharmacy overview website
	Binscombe Pharmacy *	Binscombe Medical Centre 106 Binscombe, Farncombe, GU7 3PR	01483 415151	pharmacy.fqj03@nhs.net	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	09:00-13:00	10:00-13:00	Pharmacy overview website

Pharmacies marked with * hold additional specialist drugs

List of drugs stocked by all the designated “palliative care” community pharmacies listed on page 2 and 3

Drug	Strength	Minimum Quantity to be kept
Cyclizine injection	50mg/ml	5 x 1ml ampoules
Dexamethasone injection	3.3mg/ml	5 x 1ml ampoules
Glycopyrronium bromide injection	600mcg/3ml	9 x 3ml ampoules (3 boxes of 3) or 1 box of 10 x 3ml ampoules
Haloperidol injection	5mg/ml	5 x 1ml ampoules
Hyoscine butylbromide injection	20mg/ml	10 x 1ml ampoules
Levomepromazine injection	25mg/ml	20 x 1ml ampoules
Metoclopramide injection	10mg/2ml	10 x 2ml ampoules
Morphine sulphate oral solution	10mg/5ml	2 x 100ml
Water for injection	BP	20 x 10ml ampoules
Sodium Chloride 0.9% solution for injection	0.9%	10 x 10ml ampoules
CONTROLLED DRUGS		
Morphine Sulphate injection	10mg/ml	20 x 1ml ampoules
Morphine Sulphate injection	30mg/ml	10 x 1ml ampoules
Midazolam injection	10mg/2ml	20 x 2ml ampoules
Oxycodone injection	10mg/ml	10 x 1ml ampoules
Oxycodone oral solution	5mg/5ml	1 x 250ml

List of specialist drugs stocked only by the designated “palliative care” community pharmacies annotated with * on page 2 and 3

Drug	Strength	Minimum Quantity to be kept
Alfentanil injection	500mcg/ml	10 x 2ml ampoules
Octreotide injection	100mcg/ml	10 x 1ml ampoules
Ondansetron injection	2mg/ml	10 x 4ml ampoules
Phenobarbital injection	200mg/ml	10 x 1ml ampoules
Levetiracetam	100mg/ml	10 x 5ml ampoules

Note: stock shortages

There may be occasions when items in the above list may be unavailable. Prescribers and pharmacies may wish to refer to the Specialist Pharmacy Service website for information about alternatives <https://www.sps.nhs.uk/category/shortages-discontinuations-and-expiries/>

On demand availability of Drugs for Palliative Care - Protocol for Healthcare Professionals

