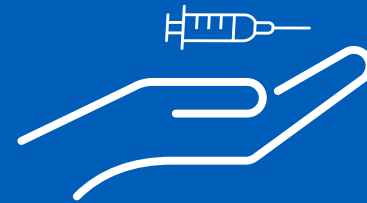


Commissioning and providing the right service at the right time

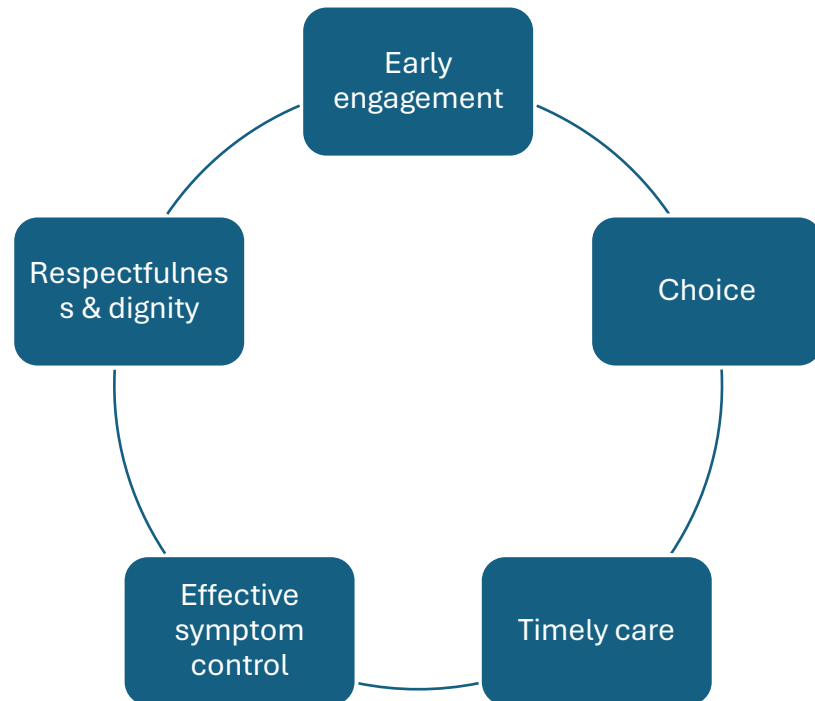
From one patient's story to system wide access to end-of-life medicine
services



Sophie Bhandary Lead Pharmacist SE London ICB

**Tanya Siriwimala, Lead Pharmacist for Palliative & End of Life Care, Guy's & St
Thomas' NHS Foundation Trust**

What is a good death?



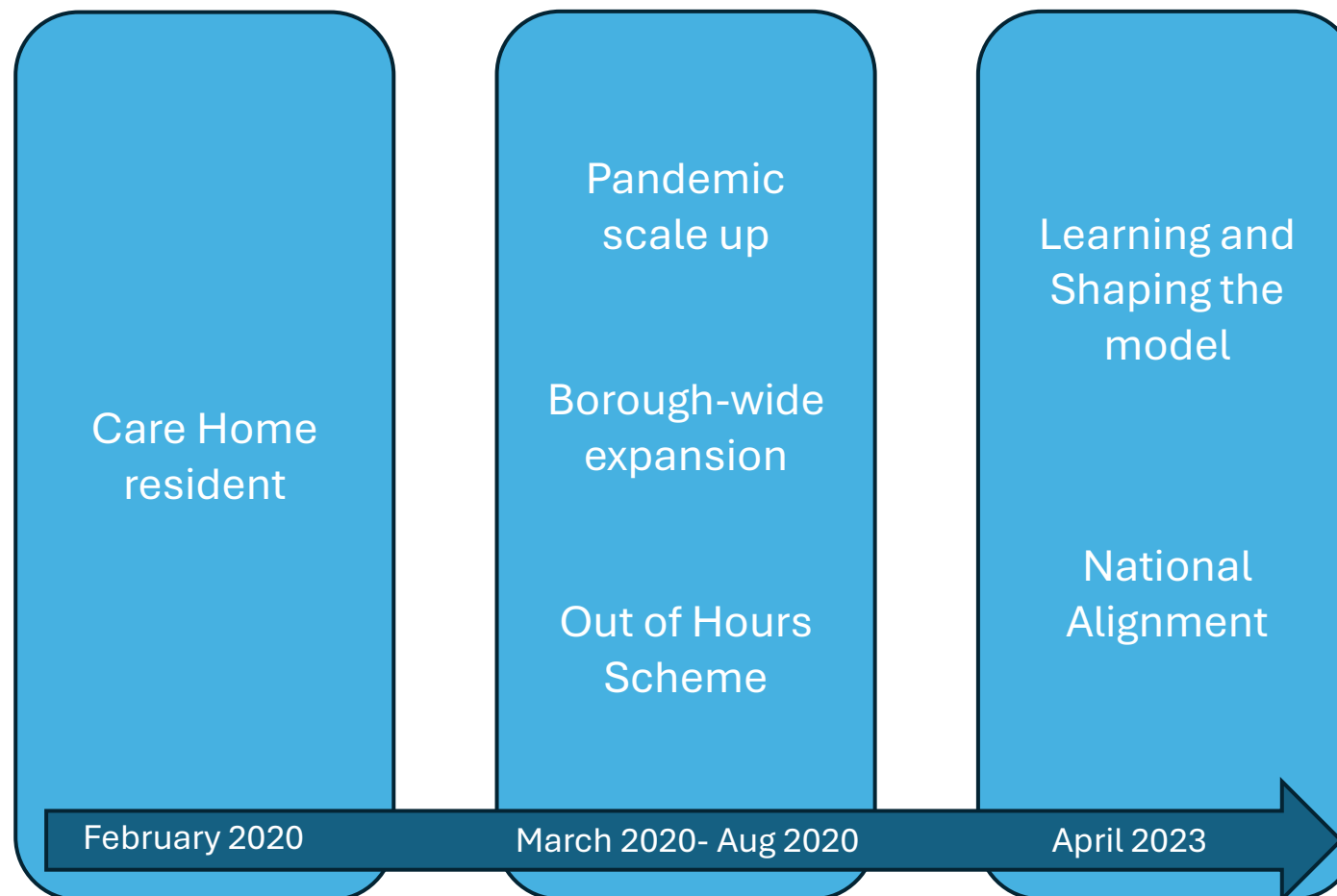
The role of pharmacy teams in advanced care planning and its importance

- Medicines optimisation
- Deprescribing conversations
- Anticipatory prescribing
- Access & storage planning
- Patient & carer education
- Supporting patient wishes

Barriers to medicines access at EOL

- Delayed engagement with specialist palliative care services
- Over-reliance on organisations for prescribing
- Delays and hurdles in repeat and urgent prescriptions
- Community pharmacy stocks maintenance & medicines storage challenges
- In-hours and out of hours service disparities
- “Postcode lottery” for access to services
- Poor coordination and weak integration across care teams

Key service timelines and learning points



Note: Those in blue are medications to be stocked by the participating pharmacies as a requirement under the NHS England Pharmacy Quality Service Domain 1

Those in **yellow bold** are additional medications stocked under the South East London Scheme.

Medication / form	Strength	Suggested minimum quantity
Alfentanil injection	1 mg/ 2 mL	1 x 10
	5 mg/ 1 mL	1 x 10
Cyclizine injection	50 mg/ 1 mL	2 x 5
Dexamethasone injection	4 mg/ 1 mL	1 x 10
Furosemide injection	20 mg/ 2 mL	1 x 10
Glycopyrronium injection	200 mcg / 1 mL	2 x 10
Haloperidol injection	5 mg / 1 mL	1 x 10
Hyoscine butylbromide injection	20 mg/ 1 mL	1 x 10
Levetiracetam injection	500 mg/ 5 mL	1 x 10
Levomepromazine injection	25 mg/ 1 mL	1 x 10
Metoclopramide injection	10 mg/ 2 mL	1 x 10
Midazolam injection	10 mg / 2 mL	1 x 10
Morphine injection	10 mg/ 1 mL	1 x 10
	30 mg/ 1 mL	1 x 10
Oxycodone injection	10 mg/ 1 mL	2 x 5
	50 mg/ 1 mL	1 x 5
Sodium chloride 0.9% infusion	500 mL	2 x 500 mL
Sodium chloride 0.9% ampoules	10 mL	2 x 10
Water for injection ampoules	10 mL	2 x 10

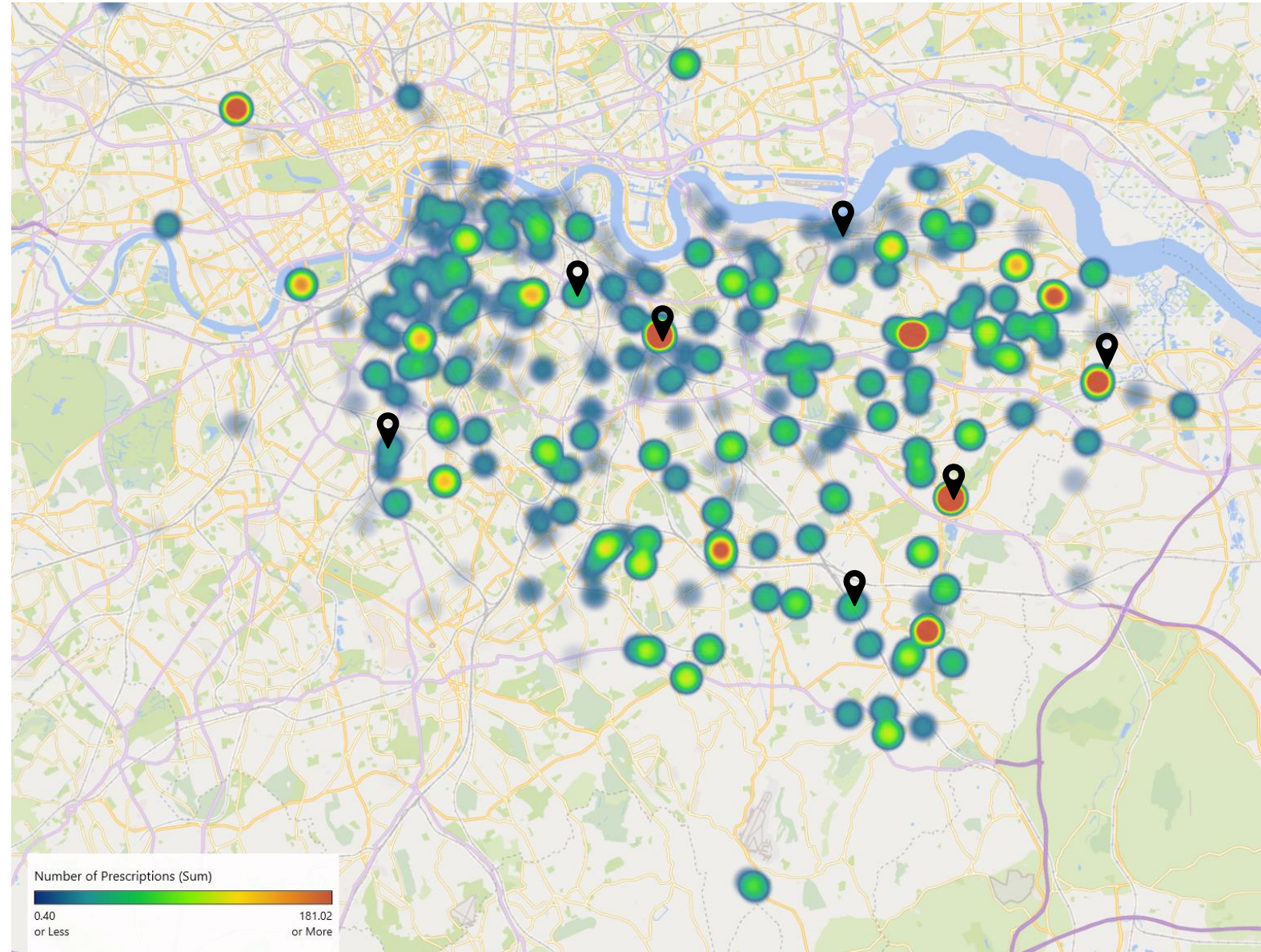
Distribution of pharmacies by dispensing volume

Pharmacies located in town centre locations, or on transport axes are used the most.

However, high volume pharmacies may not be open when urgent or out of hours dispensing is required.

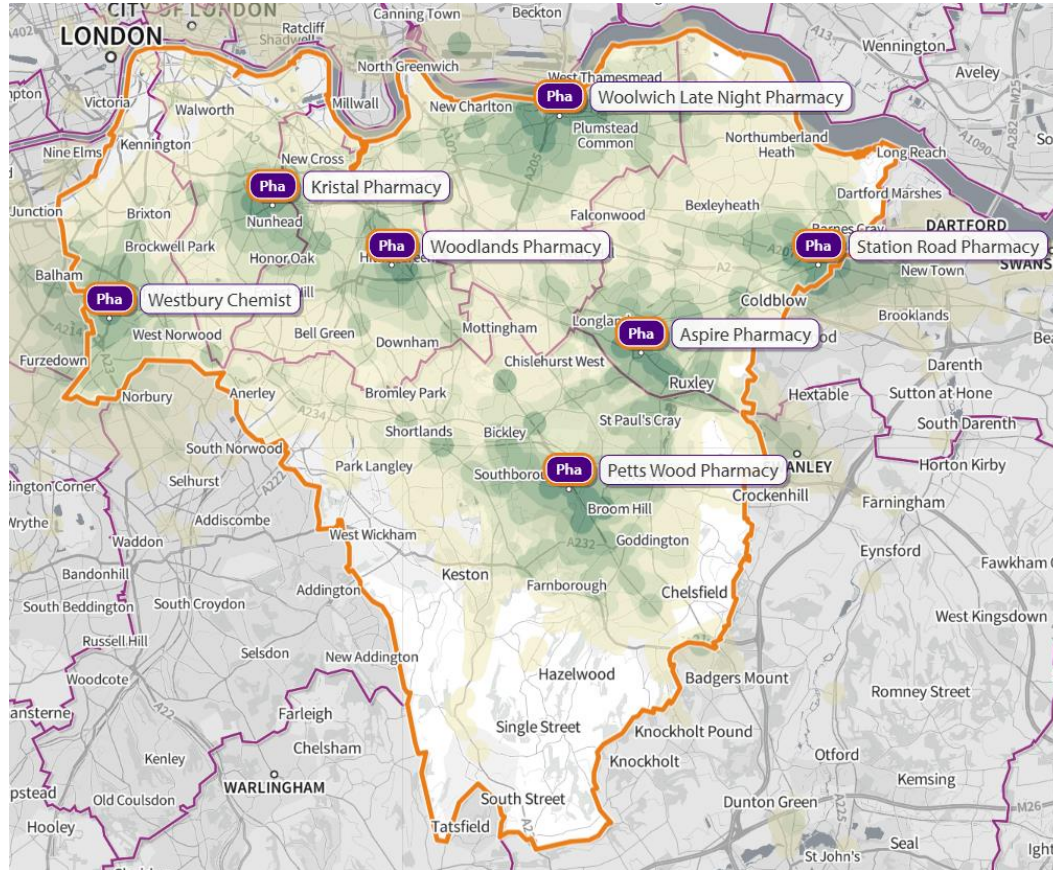
The pharmacy with high volume dispensing in West London is a well-known late-night pharmacy.

Proposed pharmacy sites for revised service can be found in the appendices.

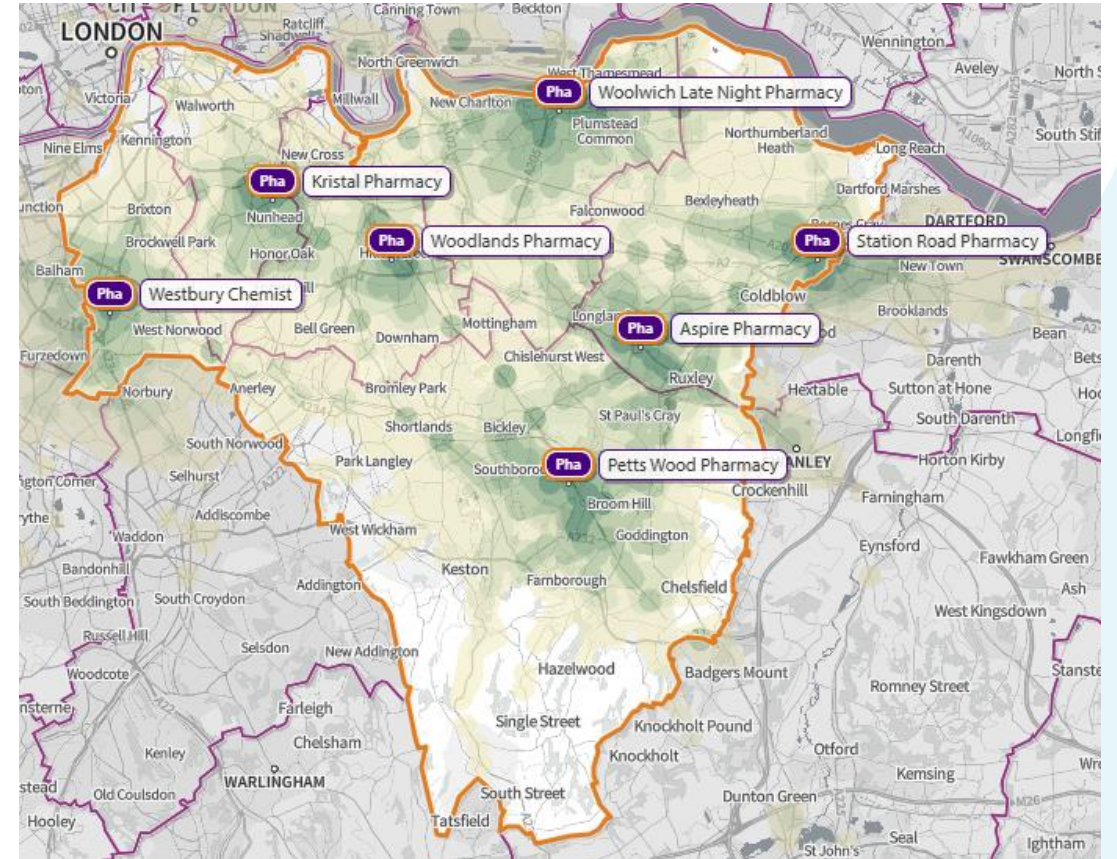


Proposed Community Pharmacy sites (1)

Time to site 5 10 15 20 30 minutes



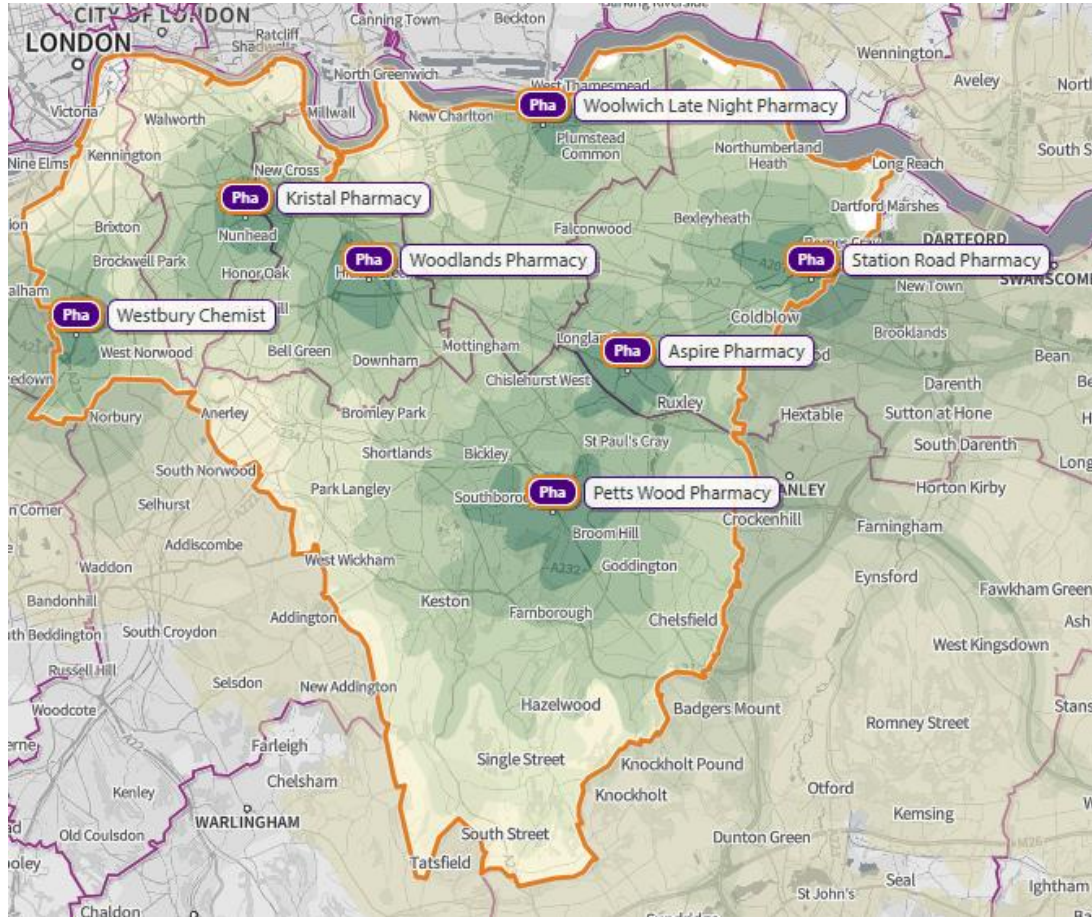
Public Transport- weekday evening



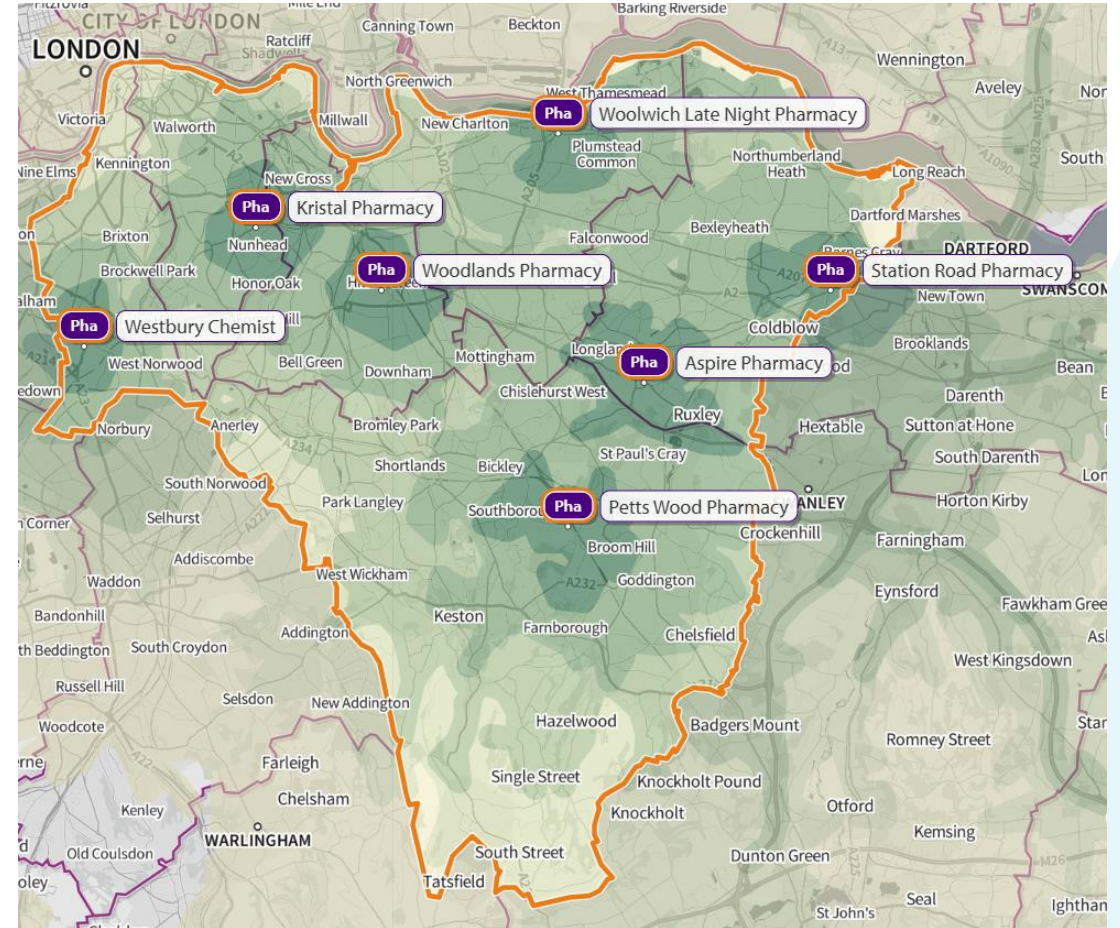
Public Transport- weekend evening

Proposed Community Pharmacy sites (2)

Car by Time 5 10 15 20 30 minutes

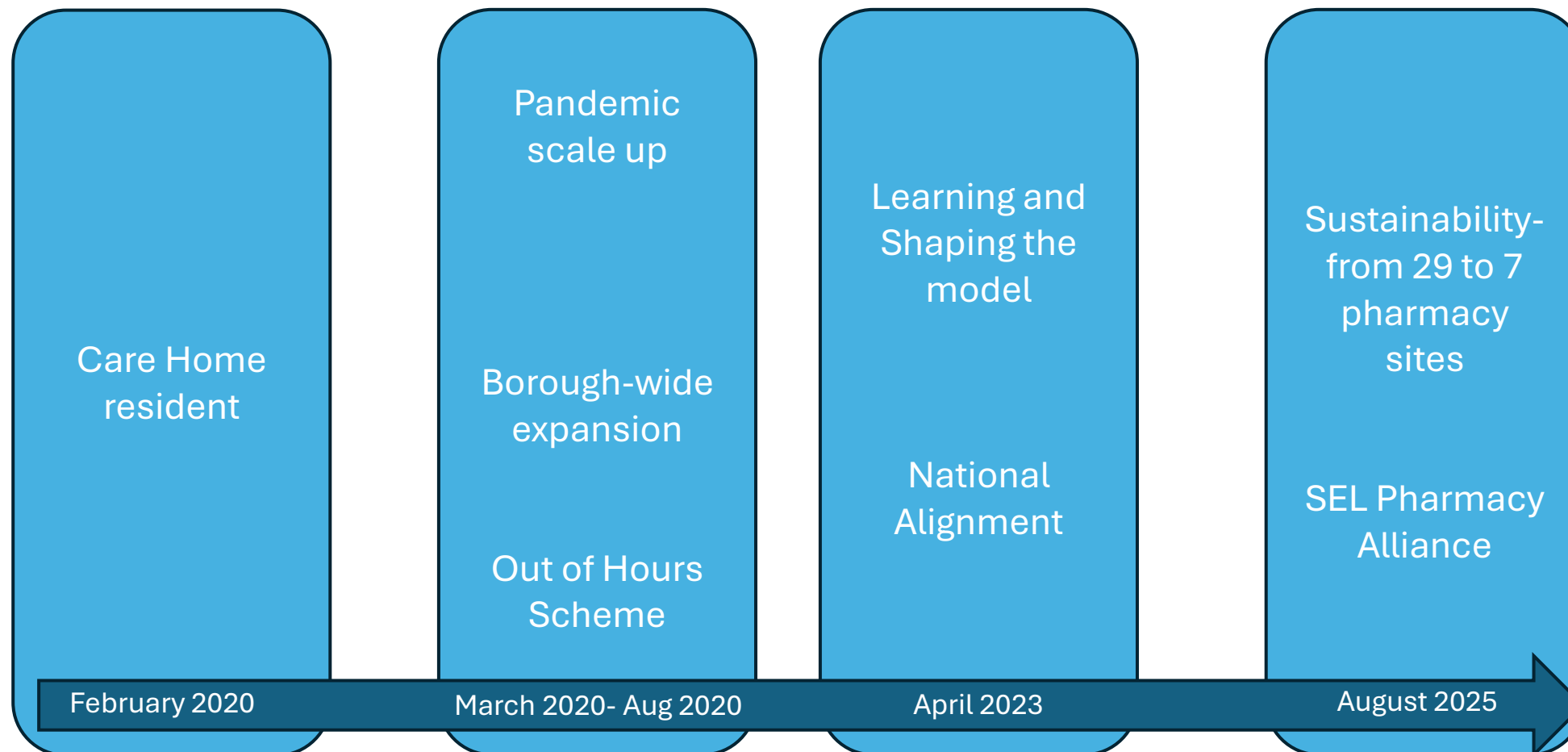


Travel time by car (Rush Hour)



Travel time by car (Not Rush Hour)

Key service timelines and learning points



Out of hours access to P&EOLC injectables



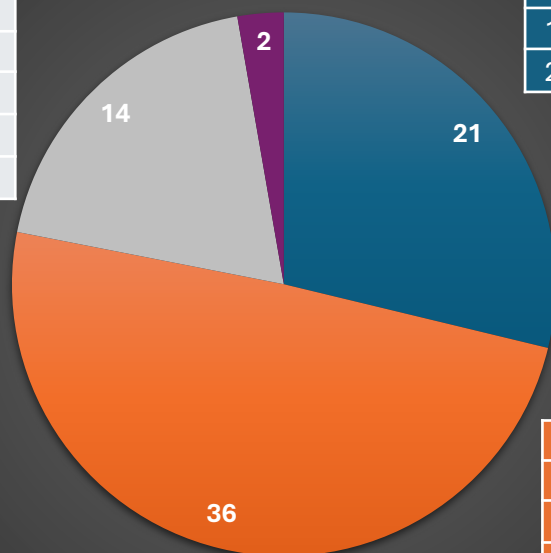
- **Establish clinical need & urgency:** Assessment undertaken to determine injectables are required by a healthcare professional
- **Responsible party to prescribe:** OOH GP service supports in assessment and prescribing of urgent palliative & end of life care injectables
- **Access to supply:** Prescription obtained via resident pharmacy service at Guy's & St Thomas' Hospital. N.B. Payment covered by commissioning.
- **Delivery & administration to the patient:** OOH GP driver +/- healthcare professional delivers medication to the patient to administer in the home
- **Quality monitoring:** Established criteria to monitor for audit & quality improvement

Snapshot of OOH data and reasons for calls

Number of calls 2023

BH (including BH weekend)	No of calls
08:00 – 17:00	4
17:00 – 21:00	4
21:00 – 08:00	3
Unknown	3

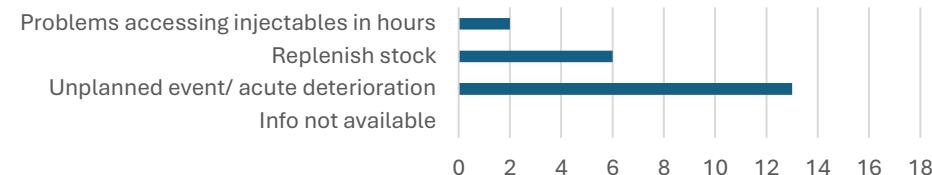
Weekday	No of calls
18:30 – 21:00	6
21:00 – 08:00	15



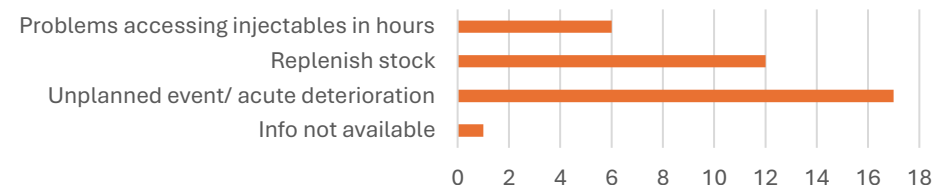
■ Weekday
■ Weekend
■ BH (including BH weekend)
■ Information not available

Weekend	No of calls
08:00 – 17:00	14
17:00 – 21:00	10
21:00 – 08:00	12

Reason for call on weekdays



Reason for call on weekends



Reason for call on Bank Holidays



Next steps



- Evaluating resilience: for both community pharmacy in-hours and OOH
- End user feedback to inform patient-centred improvements / change

Questions?

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