

Action Cards

Aim

This standard operating procedure details the processes to follow when:

- There is a need to access End of life medication immediately.

Detail

There is a need to ensure that patients who are end of life have access to symptom control in a timely manner. Where this occurs out of hours there has traditionally been some difficulty in accessing these drugs particularly as there is a reduced availability of community Pharmacy services during these times. Despite various Enhanced services having been developed it still remains a challenge.

This SOP will describe a new process for accessing EOL drugs “Just in time” to provide symptom control as a bridge between oral therapies and 24/7 sub cutaneous therapies via a syringe driver.

A new service has been developed to have a single point of access to a “grab bag” – Just in time Emergency Medicines Packs (JEMP), of an agreed list of End of Life medication through a single point of access during the OOH period (or in house if necessary). It should be noted that access to these drugs in hours will at present be via the mechanisms already in place. It should also be noted that this service will not be dispensing high quantities of medications for replenishing stock in patients’ homes nor will it be dispensing “ bespoke” prescriptions.

The service will agree to deliver medication directly to the patient within a 2 hour timeframe from receipt of a request to dispense.

Action	Lead	Action Card
Prescribing and requesting supply of JEMP Anticipatory Prescribing	Clinician/ GP/ OOH service	1
Request for JEMP received	SPOC control room	2
Pick up JEMP from EoL HUB and deliver to patients address	Courier service	3

Service Outline

NHS Wales Interim EoL Medicines service during C19 Pandemic

The service is to supplement the normal service with a focus on coverage out-of-normal working hours

The EoL medicines service will deliver a JUST IN TIME group medicines agreed by the Welsh Palliative Medicine network

Process Flowchart

A clinician requires a JUST IN TIME box out of hours

A standard prescription is written with full patient details and FULL address and POSTCODE is essential

A digital image of the prescription is sent to the SPOC and followed by a phone call to ensure

"Please can I request a delivery for the End-of-Life C19 service"
 "I have sent an image of the prescription with FULL patient and delivery address details"



Patient's representative to sign for JUST IN TIME box and hands prescription to the driver

JUST IN TIME box handed to the driver

The EoL pharmacy hub SPOC will confirm collection location with the controller and ETA for the driver confirmed

The control room will ring the EoL pharmacy hub that is delegated the request based on capacity and response time by the SPOC

The control room to provide a ETA to the address on the digital image of the prescription to the clinician