

New requirements for the supply of Appliances

On 1st April 2010 changes were made to the Terms of Service for pharmacies that dispense appliances listed in Part IX of the Drug Tariff.

Pharmacies may regularly dispense appliances in the course of their business, or they may dispense such prescriptions infrequently, or they may have taken a decision not to dispense them at all. The terms of service require a pharmacist to dispense any (non-blacklisted) medicine 'with reasonable promptness'; for appliances the obligation to dispense arises only if the pharmacist supplies such products 'in the normal course of his business'. However the changes to the requirements for supply of appliances listed in Part IX of the Drug Tariff **affect all pharmacies** even if they do not normally supply these appliances.

Full guidance on the changes, including the introduction of two new Advanced services (Appliance Use Review and Stoma Appliance Customisation), is available at www.psn.org.uk/appliances. On the website you will find a range of template forms to support contractors in the provision of the new services. A brief summary of the changes to Essential services and suggested actions for pharmacies is provided below.

Service element	Requirements	<input checked="" type="checkbox"/> Suggested actions
Signposting and referrals	<ul style="list-style-type: none"> • Where the pharmacy does not normally supply appliances, or cannot make a supply on a specific occasion, arrangements must be put in place to: <ul style="list-style-type: none"> - refer patients to another supplier (where the patient consents); or - to provide the patient with the details of two other suppliers who may be able to dispense a script, or provide the necessary service 	<ul style="list-style-type: none"> <input type="checkbox"/> Update the dispensing SOP to ensure it covers the amended requirements and ensure staff are briefed on the updated SOP/new requirements <input type="checkbox"/> Determine how the details of alternative suppliers will be found, e.g. by consulting www.nhs.uk <input type="checkbox"/> Ensure records of referrals are made, e.g. on the PMR
Dispensing appliances	<ul style="list-style-type: none"> • Dispensing as per 2005 contractual requirements • Patients should be informed of the time taken to supply the item • Arrangements for measuring and fitting should be in place where items requiring measuring and fitting are supplied • Having regard to the patient's usage pattern, based on pharmacy records of previous supplies, ensure patients are advised to only order those appliances they need, • All dispensed items should be supplied with details of the name, address and telephone number of the supplier 	<ul style="list-style-type: none"> <input type="checkbox"/> Update the dispensing SOP to ensure it covers the amended requirements and ensure staff are briefed on the updated SOP/new requirements
Additional dispensing requirements for specified appliances	<ul style="list-style-type: none"> • Check whether the patient wants to use the home delivery service • Where home deliveries are made they should be undertaken with reasonable promptness, at a time agreed with the patient • When delivering appliances, the packaging used should not 	<ul style="list-style-type: none"> <input type="checkbox"/> Update the dispensing SOP to cover new requirements and ensure staff are briefed on the updated SOP/new requirements <input type="checkbox"/> Ensure delivery procedures and packaging used are appropriate

	<p>have any markings which could indicate the contents and the method of delivery must not convey the type of appliance being delivered</p> <ul style="list-style-type: none"> • Check whether patients want a supply of supplementary items (wipes and disposal bags) • <i>Expert clinical advice</i> must be made available to patients, when required • Where a telephone care line is used to provide advice to patients, it must operate during the out of hours period, or alternatively the telephone care line should direct patients to NHS Direct during the out of hours period 	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure all staff are made aware of the appliances that require supplementary items and the appropriate quantities to supply <input type="checkbox"/> Ensure staff providing <i>expert clinical advice</i> are suitably trained and have relevant experience in respect of the appliances <input type="checkbox"/> If the pharmacy uses a telephone care line to provide <i>expert clinical advice</i>, ensure the arrangements in place during the out of hours period comply with the requirements
Repeat dispensing	<ul style="list-style-type: none"> • Repeat dispensing as per 2005 contractual requirements • Pharmacies need to establish whether the patient's 'manner of utilisation' of the appliance has changed, such that a review by the prescriber is required, prior to making a further supply of the product 	<ul style="list-style-type: none"> <input type="checkbox"/> Update repeat dispensing SOP to reflect the new arrangements and ensure staff are briefed on the updated SOP/new requirements
Provision of advice	<ul style="list-style-type: none"> • Pharmacies must provide advice where appropriate and where requested. The advice should cover information on general utilisation of appliances and only ordering items that are needed 	<ul style="list-style-type: none"> <input type="checkbox"/> Put in place arrangements for giving both verbal and written advice when patients order their items as well as when items are dispensed <input type="checkbox"/> Update SOPs to ensure they cover the provision of advice on appliances and ensure staff are briefed on the updated SOPs/new requirements
Record keeping	<ul style="list-style-type: none"> • Records of supplies made, as per 2005 contractual requirements • Records of referrals, advice given or interventions should also be made for each patient if appropriate 	<ul style="list-style-type: none"> <input type="checkbox"/> Determine how records will be made, e.g. on PMR <input type="checkbox"/> Update SOPs to cover these requirements and ensure staff are briefed on the updated SOPs/new requirements
Urgent supply of appliances	<ul style="list-style-type: none"> • Prescribers can request an emergency supply of appliances in advance of a prescription being received (similar to emergency supplies of medicines) 	<ul style="list-style-type: none"> <input type="checkbox"/> Update the dispensing SOP to ensure it includes the urgent supply of appliances as well as medicines and ensure staff are briefed on the updated SOP/new requirements
Inducements	<ul style="list-style-type: none"> • Neither a supplier of appliances nor any person engaged or employed by the supplier must offer any gift or reward for referring a prescription to them as an alternative supplier, or for referring a patient for another service to them. This is because a pharmacy is bound by the terms of service to signpost or refer as appropriate 	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure staff understand their obligations under these new arrangements

Although the Regulations came into force on 1 April 2010, pharmacies that are already on the pharmaceutical list before that date have until 31 December 2010 to comply, unless they intend to provide the new Advanced services - in this case, the new terms of service must be complied with from the time at which the pharmacy proposes to provide the new Advanced services. For pharmacies that are included in the pharmaceutical list on or after 1 April 2010, compliance with these new terms of service is required from the date the pharmacy opens.

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