**Providing safe and effective palliative care**

For all community pharmacies

1. **Confirm urgency**
   - **Correct**
     - Check medication is in stock.
   - **Not correct**
     - Contact prescriber or district nurse. Aim to resolve the issue within the pharmacy to reduce the burden on patient or carer. Where appropriate, obtain contact information, send carer/district nurse home and engage the courier service.

2. **In stock and urgent**
   - Prioritise and dispense as soon as possible.

3. **Not in stock and urgent**
   - Liaise with network pharmacy (see Contacts sheet) and use courier service if person cannot travel.

4. **Not urgent**
   - Order and dispense in usual manner.

5. **Check the prescription:**
   - > Is it legal?
   - > Is it appropriate?
   - Discuss with GP if formulation/amp size is not on network drug list.

6. **High dose opioid**
   - Discuss with patient/carer, GP or nurse if you have no history of high dose opioid or >50% increase from previous script (see NPSA).
   - If high dose opioid required, OOH NHS 24 (tel no: 111) will give you access to the medication history in the Emergency Care Summary, with patient’s consent.

7. **If required, can you give appropriate advice?**
   - e.g. opioid conversion (in this section), compatibilities, symptom management, patient/carer support.

8. **Arrange for new script.**
   - Use courier service to collect new prescription if required. See courier protocol and flowchart in this section.

9. **Use this resources pack and relevant palliative care websites (see Contacts sheet).**

10. **If applicable, contact nearest network pharmacist or specialist palliative care pharmacist. OOH: Nearest hospice.**