

Community Pharmacy Pulse Oximeters

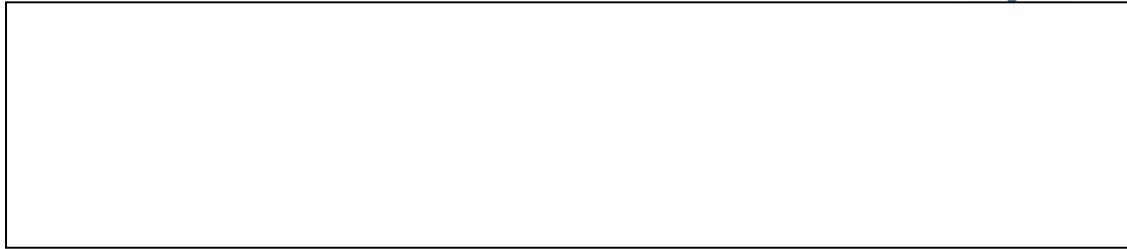
Service Specification

Service Specification No.	Avi
Service	Community Pharmacy supply of pulse oximeters LES
Commissioner Lead	Michelle Jones Principal Medicines Optimisation Pharmacist Bristol, North Somerset & South Gloucestershire Integrated Care Board Michelle.jones7@nhs.net / bnssg.pc.contracts@nhs.net
Provider Lead	Community Pharmacy
Period	1 st April 2023 - 31 st March 2025
Date of Review	March 2025

1. Population Needs												
<p>1.1 National/local context and evidence base</p> <p>Pulse oximeters are being provided to patients as part of the NHS response to COVID-19. This service supports people at home who have been diagnosed with coronavirus and are at risk of becoming seriously unwell.</p> <p>A pulse oximeter is a small medical device that is put on the tip of the finger, to check someone's oxygen levels.</p> <p>Pulse oximeters measure blood oxygen levels by transmitting light through a finger – they are more accurate than smart watches or phones which make less accurate readings by reflecting light off the skin.</p> <p>Pulse oximetry can help with earlier detection of silent hypoxia, where people have low oxygen levels in the absence of significant shortness of breath. Use of oximeters in primary care can identify patients at risk of deterioration and help to reduce mortality and morbidity.</p>												
2. Outcomes												
<p>2.1 <u>NHS Outcomes Framework Domains & Indicators</u></p> <table border="1"> <tr> <td>Domain 1</td> <td>Preventing people from dying prematurely</td> <td>X</td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td>X</td> </tr> <tr> <td>Domain 3</td> <td>Helping people to recover from episodes of ill-health or following injury</td> <td>X</td> </tr> <tr> <td>Domain 4</td> <td>Ensuring people have a positive experience of care</td> <td>X</td> </tr> </table>	Domain 1	Preventing people from dying prematurely	X	Domain 2	Enhancing quality of life for people with long-term conditions	X	Domain 3	Helping people to recover from episodes of ill-health or following injury	X	Domain 4	Ensuring people have a positive experience of care	X
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Domain 2	Enhancing quality of life for people with long-term conditions	X										
Domain 3	Helping people to recover from episodes of ill-health or following injury	X										
Domain 4	Ensuring people have a positive experience of care	X										

Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	X
<h3>3. Scope</h3>		
<h4>3.1 Aims and Intended Service Outcomes</h4>		
<p>3.1.1 To support services providing care for patients with coronavirus.</p>		
<p>3.1.2 To ensure that patients diagnosed with coronavirus are provided with a pulse oximeter to help with identifying patients at risk of deterioration and early detection of silent hypoxia.</p>		
<p>3.1.3 To improve access to pulse oximeters by making them readily available at community pharmacy for patients diagnosed with coronavirus referred from Sirona Care and Health Covid Virtual Ward.</p>		
<p>3.1.4 Monitoring of blood oxygen levels will be completed away from the pharmacy. The pharmacy will not be involved in the generation or communication of results. Pharmacy teams will not be required to provide any instructions or support the communication of the results or next steps to the person/carer.</p>		
<h4>3.2 This service should benefit patients:</h4>		
<p>3.2.1 When the patient needs to have their blood oxygen levels monitored</p>		
<p>3.2.2 It will enable patients to be cared at home, improving care and reducing costs</p>		
<h4>3.3 Scope of Service</h4>		
<p>3.3.1 The service facilitates the collection of pulse oximeters from community pharmacy</p>		
<p>3.3.2 This service does not amend in any way the essential pharmaceutical services regulations that the pharmacy must comply with under their terms of service with NHS England.</p>		
<p>3.3.3 All legal and ethical decisions on the part of the pharmacist remain as outlined in current RPS and GPhC guidance</p>		
<p>3.3.4 Only supply pulse oximeters for patients who have been assessed by the Sirona Care and Health Covid Virtual Ward Team.</p>		
<p>3.3.5 Patients with coronavirus will be advised to self-care in line with national guidance with family members, carers or NHS volunteers collecting the devices for patients.</p>		
<p>If the pharmacy contractor agrees to provide the service and there is a need for a patient to be referred to them;</p>		
<p>3.3.6 Sirona Care and Health Covid Virtual Ward Team will provide stock to the pharmacy and once a week the pharmacy team will inform Covid Virtual Ward team of their stock levels.</p>		
<p>3.3.7 They will ensure that all staff working in the pharmacy are aware that they will be participating, and how the scheme will run.</p>		

<p>3.4 Population covered</p> <p>3.4.1 Patients assessed by local Covid Virtual Ward</p> <p>3.5 Any acceptance and exclusion criteria and thresholds</p> <p>3.5.1 Pharmacy staff will submit an invoice for payment.</p>
<p>4. Applicable Service Standards</p>
<p>NHS England COVID-19 standard operating procedure: COVID oximetry @home Coronavirus » COVID-19 standard operating procedure: COVID Oximetry @home (england.nhs.uk)</p>
<p>5. Applicable quality requirements</p>
<p>5.1 Applicable Quality Requirements (See Schedule 4A-C)</p> <p>5.1.1 The pharmacy is happy to liaise with staff at Sirona Health and Care Covid Virtual Ward or BNSSG ICB to audit the service so that informed decisions can be made about how to improve it</p> <p>5.2 Clinical Incident Reporting</p> <p>5.2.1 Contractors must feedback any adverse incidents that occur to the commissioner the BNSSG Datix system or directly via bnssg.pc.contracts@nhs.net https://bnssg-datix.scwcsu.nhs.uk/</p> <p>5.2.2 Any serious incidents will be dealt with in accordance with the relevant provider/commissioner policies</p> <p>5.3 Complaints Procedure</p> <p>5.3.1 Any complaints from patients should be dealt with via the pharmacy's own standard complaints procedure in the first instance. If the complaint is not resolved, the patient should direct their complaint to the BNSSG ICB Customer Services Team:</p> <p>Tel: 0117 900 2655 or 0800 073 0907</p> <p>Email: bnssg.customerservice@nhs.net</p> <p>Write to: Customer Services Team NHS Bristol, North Somerset and South Gloucestershire ICB South Plaza, Marlborough Street, Bristol, BS1 3NX</p>
<p>6. Location of Provider Premises</p>
<p>The Provider's Premises are located at:</p>



Other local policies to note:

BNSSG ICB Adults and Children Safeguarding Policy [Safeguarding Policy - NHS BNSSG ICB](#)

BNSSG ICB Mental Capacity Act and Deprivation of Liberty Safeguards Policy [Mental Capacity Act and Deprivation of Liberty Safeguards Policy - NHS BNSSG ICB](#)

Payment Schedule

BNSSG ICB will pay participating community pharmacies the following payments based on level of activity the previous quarter:

Number of pulse oximeters supplied per quarter	Payment per quarter
<50	£100
50-150	£250
>150	£350

Invoices should be submitted quarterly and be sent FAO Lloyd Gore – Non Acute Covid funding

Invoicing

Guidance on submitting invoices is here: [How should I submit my invoices to NHS SBS? - NHS SBS](#)

If pharmacies would prefer to send invoices by post, the postal address is:

NHS BRISTOL NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE ICB (or “NHS BNSSG ICB”)

QUY PAYABLES N095

PHOENIX HOUSE,

TOPCLIFFE LANE,

WAKEFIELD, WEST YORKSHIRE

WF3 1WE

Quality Requirements

<u>Quality Requirement</u>	<u>Threshold</u>	<u>Method of Measurement</u>	<u>Consequence of Breach</u>	<u>Timing of application of consequence</u>
Once weekly stock updates are provided to Covid Virtual Ward	100%	Patient feedback Provider feedback	Discussion with pharmacy manager	Within one week
All carers/volunteers are supplied with a pulse oximeter on request			Escalation to area manager or other contractor representative if necessary	Within two weeks
Pharmacy staff to communicate any unplanned closures			Escalated to superintendent pharmacist if necessary	Within one month
			Contract terminated if necessary (in the case of repeated breaches)	Within three months