



Care Governance Committee

06 October 2022

Exception Report: Perth and Kinross HSCP

**Responsible Officer:** Dr Hamish Dougall, P&K HSCP AMD

**Report Author:** Mark Dickson, P&K HSCP Clinical Governance

## 1 Purpose

This is presented to the Board for:

- Awareness

This report relates to:

- Emerging issues

## 2 Report summary

### 2.1 Situation

The Prison Healthcare service is being adversely effected by ongoing IT issues being experienced by Lloyds Pharmacy who have the contract for pharmacy within the service.

### 2.2 Background

Lloyds Pharmacy UK (Lloyds) is a contractor on the National Prisons Pharmacy Contract, and provides goods and services to 15 prisons across 9 NHS Boards within NHS Scotland. They have recently implemented a new IT/ Patient Medication Record (PMR) system across all of their Community Pharmacies and their 6 sites used for provision of the prison pharmacy contract.

### 2.3 Assessment

The ongoing IT issues being experienced by Lloyds has created challenges in the delivery of acute and repeat medications for patients within the two establishments in P&K. The new IT/ PMR system is considerably slower than its predecessor, which has led to significant delays in the supply of medicines, particularly repeat medicines, to people in prison.

There is a risk of harm to patients if prescribed medication is not available, along with a risk of unrest within the prison establishment (which has already occurred within another health board area).

Following a meeting between NSS National Service Scotland and Lloyds on 16th September 2022, Lloyds have provided concrete assurances that all necessary finances and resources will be directed to resolving this issue, with a commitment to return to business as usual in 8 weeks. A detailed action plan to meet this timeline will be provided to National Procurement and the National Prisons Pharmacy Adviser next week.

A letter summarising the national issue was circulated to relevant NHS Boards and Prison Governors on the 20<sup>th</sup> September 2022, and has been included as appendix 1.

#### **2.4.1 Recommendation**

That the risk is captured within DATIX as a service risk, with details of mitigations and controls in place and planned. An update will be requested at the P&K Care & professional Governance Forum meeting in October 2022

### **3 List of appendices**

- Appendix No 1 – Letter from NSS National Procurement Scotland to NHS Boards re Prison Governments.

**Please report under the following sections if they are relevant to the exception report:**

#### **Quality/Patient Care**

There is a negative impact on the quality of patient care due to this ongoing issue.

#### **Workforce**

No specific impact

#### **Financial**

No specific impact

#### **Risk Assessment/Management**

Risk assessment to be undertaken and recorded on DATIX as a service risk.

#### **Equality and Diversity, including health inequalities**

No specific impact

#### **Other impacts**

No other identified impacts

#### **Communication, involvement, engagement and consultation**

The issue raised in the report was escalated at the CPGF meeting on the 16<sup>th</sup> September 2022.

#### **Route to the Meeting**

CPGF members have been invited to submit any exceptions for inclusion in this report.

20 September 2022

Dear Colleagues,

You are receiving this communication as your NHS Board provides health services to a prison or you are the Governor of a prison.

We are writing to you to make you aware of an ongoing issue with the contractor on the National Prisons Pharmacy Contract, Lloyds Pharmacy UK (Lloyds), which could pose a risk to NHS Boards and the Scottish Prison Service (SPS).

Lloyds provide goods and services to 15 prisons across 9 NHS Boards. They have recently implemented a new IT/ Patient Medication Record (PMR) system across all of their Community Pharmacies and their 6 sites used for provision of the prison pharmacy contract.

The new IT/ PMR system is considerably slower than its predecessor, which has led to significant delays in the supply of medicines, particularly repeat medicines, to people in prison.

Despite ongoing engagement with Lloyds, previous assurances for a return to business as usual have not materialised, and, in fact, the service has deteriorated further.

The ongoing impact of this poor service is being experienced in several ways, by both NHS Boards & SPS, including:

- Disruption to patient care.
- Additional staff costs due to an increase in hours worked to accommodate processing of late deliveries.
- Impact on staff's physical and mental wellbeing.
- Complaints from patients resulting in additional workload.
- Postponing of scheduled work to process late deliveries.
- Inability of staff to change work patterns/shifts affecting issuing of medicines.
- Inability to receive deliveries of late supplies to prison health centres or needing to alter prison regimes to accommodate.

In addition, we are concerned that the pressures being placed on Lloyds Pharmacy staff working in the hub to provide the contracted service may impact upon their mental and physical health, leading to absence, which will only exacerbate the situation.



**HEADQUARTERS**

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Mary Morgan

Whilst we recognise that Lloyds have taken steps to address some of the issues detailed above, the current situation has not improved since the new IT/ PMR system was implemented and is not sustainable.

Our concern is that any further deterioration of the service could lead to the situation where a large number of people in prison do not receive their medicines on the due date, causing a break in treatment. Such an event could have consequences for individual patient's wellbeing and is likely to cause unrest in the prison population.

In order to recover the position as soon as possible, meetings have been held with senior representatives of Lloyds Pharmacy management, including the Pharmacy Superintendent, the UK Director of Stores, the UK head of Healthcare and Pharmacy and the Head of Pharmacy in Scotland. The issue has also been escalated to the CEO of Lloyds.

Following a meeting on 16<sup>th</sup> September 2022, Lloyds have provided concrete assurances that all necessary finances and resources will be directed to resolving this issue, with a commitment to return to business as usual in 8 weeks. A detailed action plan to meet this timeline will be provided to National Procurement and the National Prisons Pharmacy Adviser next week.

In order to ensure NHS Boards are not financially impacted by this issue, National Procurement have engaged the Central Legal Office (CLO) to seek advice on applying service level credits and the recoup of Direct Losses as set out within the Contract.

The Scottish Government Chief Pharmaceutical Officer, NHS Board Directors of Pharmacy and SPS colleagues have been made aware of the situation and are being kept apprised of progress.

We believe that you require to be sighted on this issue and the potential risk that any further deterioration in service may have an impact on patient care, NHS and SPS operations.

We will continue to meet with Lloyds on a daily basis to monitor the situation and mitigate any risks. We will keep you apprised of progress in returning to business as usual.

Best wishes,



**Stevie McLaughlin**  
National Procurement Head of Governance



**Tom Byrne**  
National Prisons Pharmacy Advisor



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