

Clozapine Clinic Standard Operating Procedure

Version number :	3.0
Consultation Groups	Medicines Committee
Approved by (Sponsor Group)	Medicines Committee
Ratified by:	Medicines Committee
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Name of originator/author:	Pete Healy, Laura Pisaneschi
Executive Director lead :	Paul Gilluley
Implementation Date :	September 2021
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Next Review date:	September 2024

* All procedures must be reviewed every three years. A director may decide to set a shorter review period, if appropriate/required. There may also be a need to review a procedure in advance of a planned review date, i.e. due to changes in national policy or legislation, changes in service provision, recommendation from internal or external review, change in local and national reporting requirement or targets.

Services	Applicable
Trustwide	✓
Mental Health and LD	✓
Community Health Services	✓
Primary care	

Version Control Summary

Version	Date	Author	Status	Comments
1.0	08.05.13	Pete Healy	TH Clozapine Clinic Manager	
2.0	28.02.2018	Amy King	Lead Pharmacist Tower Hamlets	Updated to fix hyperlinks to clozapine clinic referral form, the CSA Checklist, The clozapine policy and The Kings College Hospital Pathology Website Amended to include pregnancy test where appropriate in referral section Yearly clozapine levels and procedure for sending these Updated current contact details for clinics
3.0	08/09/2021	Tabassam Beg	Lead Pharmacist Tower Hamlets	<ul style="list-style-type: none"> • Reformatted SOP into designated trust policy template • Updated section 7: Clozapine Plasma levels to indicate all patients belonging to the clozapine clinic in community, should have an annual clozapine level.

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1.0 Introduction

1.1 Purpose

To provide a safe and supportive service to clozapine service users and their carers from all sections of the community in order to reduce the potential risks associated with clozapine therapy.

In conjunction with the relevant clozapine monitoring service (CPMS, DMS, ZTAS), support the prescribing and manage the issue and monitoring of clozapine and associate medicines to service users already established on this treatment.

The multidisciplinary team will provide a comprehensive, supportive and professional service to individuals who are prescribed clozapine within the Trust.

1.2 Philosophy

To work in partnership with Service Users and others involved in their care. To provide a flexible and proactive service. A recovery focused service that is open, non-judgemental and honest that supports the Service User in making clearer informed decisions about their care. The Service User will be at the heart of the service and should play an integral part in the decision making process around their care. Clinic staff should endeavour to reflectively deliver evidence-based practice, in line with Trust policy and the [NMC Code of Professional Conduct](#).

2.0 Referral

Service users cannot be initiated on clozapine until their referral to the clozapine clinic has been accepted. There is one [clozapine clinic referral form](#) used throughout the Trust for both inpatients and outpatients and this should be sent to the relevant Clozapine Clinic. The relevant Clozapine monitoring service registration form should also be completed and sent to the service.

The following baseline tests must be carried out before a referral:

- Full blood count
- HbA1C and fasting blood glucose
- LFTs and U+Es
- Fasting lipids
- Weight
- Blood Pressure
- Pulse
- Temperature
- ECG
- CRP
- Troponin
- Pregnancy test where appropriate

All CPA/CRAM details should be up to date on RiO and the Clozapine Clinic staff should be made aware of any active risk factors.

3.0 The Clinic Appointment

Once the Service User is ready to attend the Clozapine Clinic prior to their discharge from hospital or during community titration an appointment will need to be arranged and given to them along with directions to the Clinic. This should be done one week prior to their discharge. The Service User at their allocated appointment time should present to reception. During their appointment of approximately 15-20 minutes, the following will be carried out (Clozapine Policy section 4.10):

- **Full Blood Count (FBC) and any other blood tests required**
- Random Blood Glucose testing
- BP and Pulse
- Weight, height and BMI
- **Side effect monitoring by using the [CSA Checklist](#).**
- **Processing of FBC using Point of Contact Haematology Investigation machine (PocHi)**
- **Issue of prescribed medications following a valid result**
- **Document progress notes on RiO**
- **New appointment given**
- Temperature if required
- Clozapine Plasma Level is carried out yearly and when requested by the prescriber

As per clozapine monitoring protocol, FBC's will be monitored on a weekly, fortnightly or four weekly basis. Clozapine will only be issued by the Clinic if a valid 'Green' or 'Amber' result is returned. (*Clozapine Policy section 4.13*).

If the FBC returns anomalous values for cells not specific to clozapine monitoring, Prescriber and team to be notified and also GP if required.

For information on the side effects associated with clozapine and their management, staff should refer to the [Clozapine Policy](#).

The diagram above indicates the 'gold standard' of practice. Clinic staff recognise that due to various reasons such as staffing difficulties or other reasons this standard cannot always be reached. Though certainly, the 'gold standard' should be the norm and not the exception. In the event of exceptional circumstances where the 'gold standard' cannot be implemented the monitoring parameters highlighted in bold above **must** be completed.

4.0 Blood samples

Blood samples are processed locally in the Clinic using the *PocH-100i* machine, also known as a **Point of Contact Haematology Investigation machine**. This machine is provided under contract from *Sysmex* via *Lyden Delta* and remains the responsibility of the Trust's Director of Nursing.

This machine is only to be used by Clinic staff that are registered with *Sysmex* and have undergone the required training. If the machine is not working all blood samples are to be processed at locally agreed labs. For further information please refer to the *PocHi Policy*.

5.0 Receipt storage and issuing of Medications

Medications are dispensed from the Pharmacy Department at Mile End Hospital and are transported to the Clinic (the days vary depending on the Clinic).

Medications are received by registered nurses in the Clinic. Medications are stored in locked drug cupboards in the Clinic Treatment Room.

The cupboards are locked and the keys remain on the person of the Clinic Manager/Clinic Nurse during working hours. Out of working hours the keys are locked away. The drug cupboards are attached to the wall in a locked room.

On Clinic days medications are only issued to the Service User or their nominee once a satisfactory full blood count result shows on the relevant monitoring database.

Medicines are issued as prescribed only by the Clinic Manager or Clinic Nurse. Once issued they are signed for and dated on the week's Clinic list.

6.0 Clozapine Plasma Levels

Each patient registered with an ELFT clozapine clinic are required to have yearly clozapine plasma levels, at a minimum. From time to time the Prescriber may also request clozapine plasma levels to be taken (clozapine assay or serum clozapine level). This may be carried out in order to check dosage, if there is an adverse reaction to clozapine, or if poor/non-concordance is suspected.

This should be a 'Trough level'. For accuracy, it should be carried out 12 hours after last dose of clozapine. Usually clozapine is taken at 10pm the night before the test. The blood test to take place at around 10am. Any morning dose of clozapine must be omitted until after the blood test. The Service User does not need to be 'Nil by mouth' and they can take all other medications.

Levels should be taken using the sample packs in clinic and should be sent directly to Toxicology Unit. Packs include a lavender topped EDTA (FBC) bottle, labelled with a haematology label and packaged in a rigid transporter. This should then be placed in the sealable plastic bag along with the completed [Kings Path request form](#) and then placed in the envelope. This package should be sent to the below address with a Trust 'return address' label on the reverse.

**Toxicology Unit,
Bessemer Wing,
Kings College Hospital,
Denmark Hill,
London,
SE5 9RS**

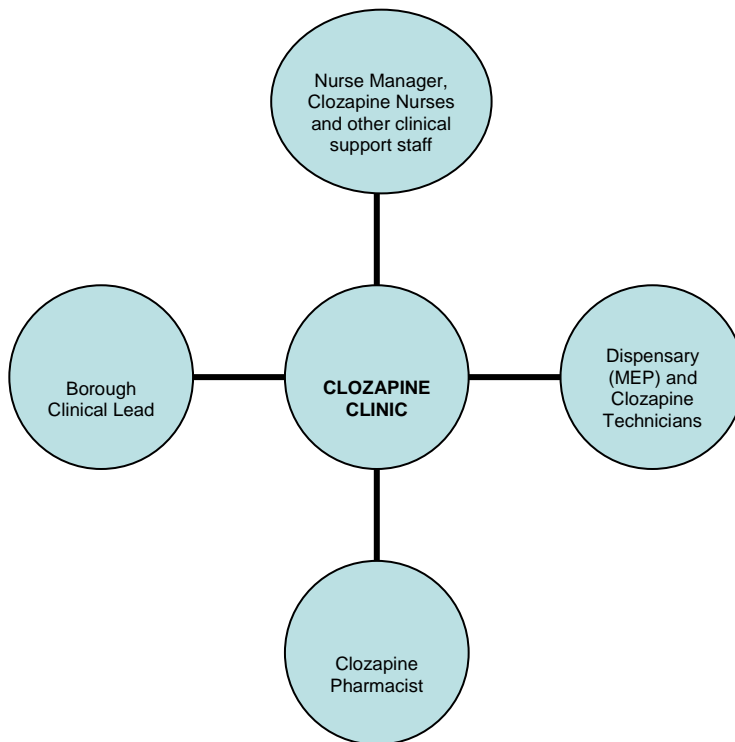
Clinic staff/Pharmacy Dept will be notified by email that the result is available on the [Kings College Hospital Pathology website](#). All Clinic Nurses should be registered with this site. Once received, the Clinic Manager or other Clinic staff will then email the result directly to the RC and any other involved professionals.

7.0 Healthy Living Advice

Many of the side effects of clozapine can cause a number of changes for the Service User, e.g. large appetite, increased weight gain and Type 2 Diabetes amongst others. Prior to commencing clozapine it is an important area of discussion with Service Users and their carers on how to improve diet and reduce the risk of large weight gain. The options open to them might be a referral to a dietician, GP prescribing exercise on prescription, etc. Leaflets should be available in the Clinic in relevant languages and Clinic staff

should be prepared to explore with the Service User how they might go about developing a healthier lifestyle. Clinic staff should take a proactive approach on each attendance at Clinic.

8.0 Structure



9.0 Follow Up

If there are any anomalous observations or other concerns raised, Clinic staff should document these clearly on RiO and notify the Prescriber, Consultant, Care Co-ordinator and GP if required.

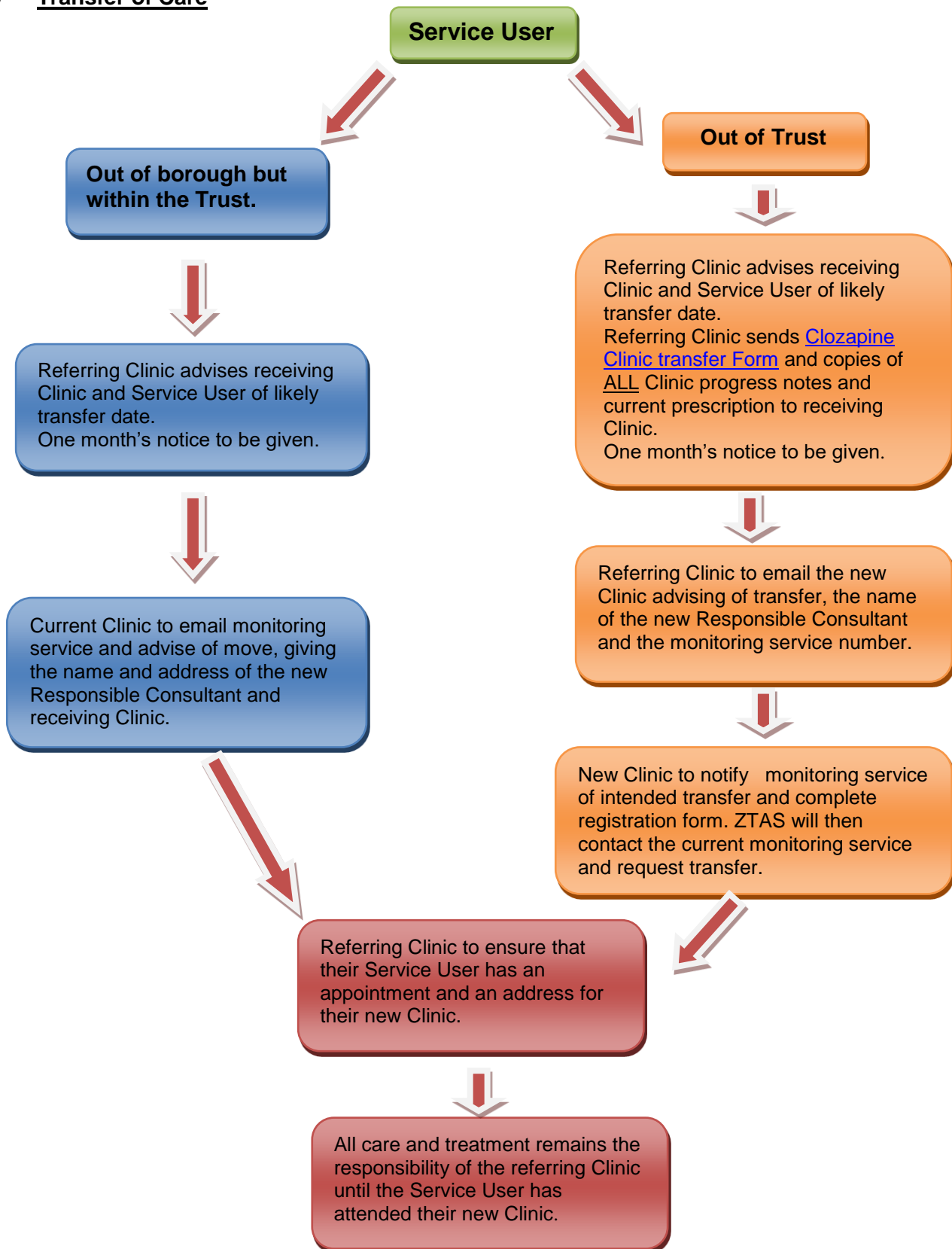
10.0 Non Attendance at Clinic

If the Service User has failed to attend Clinic and the Clinic have been unsuccessful in contacting them then it is the responsibility of the Care Co-ordinator, once notified by the Clinic, to contact the service user and to book another appointment and have them attend before they become prohibited and/or their clozapine supply runs out.

11.0 Clinical Governance

Clinic staff are to carry out audit as required by the Trust and as directed by the Assurance Department. There is a specific [clozapine audit tool](#). Clozapine audit is to take place on at least a yearly basis.

12.0 Transfer of Care



13.0 Training

Clozapine Clinic Nurses throughout the Trust are to provide training for the Trusts Medicines Management training days. This is to be carried out on a rotational basis.

Clozapine Clinic Nurses are to provide training to all Care Co-ordination teams, inpatient services and to all of the relevant supported housing projects throughout their borough on a yearly basis.

Clinics will provide a training environment for student nurses and students of other disciplines, e.g. OT and pre-registration Pharmacy students

Please see attached hyperlinks for further information from Trust Policies.

http://elftintranet/our_library/medicine_policies.asp

http://elftintranet/our_library/medicines_leaflets.asp

14.0 Clozapine Clinic Contact Details

Bedford Clinic

Florence Ball Hall House

Bedford Health Village

3 Kimbolton Road

Bedfordshire

MK40 2NT

Email: elft.BedfordshireClozapine@nhs.net

Contact number: 01234 315785

City & Hackney Clinic

23 Primrose Square

London

Homerton

E9 7TS

Email: elft.CityandHackneyClozapine@nhs.net

Contact number: 0208 525 1115

Luton clinic

1st Floor Calnwood Court

Calnwood Road

Luton

LU4 0LX

email: elft.LutonClozapine@nhs.net

Contact number: 01582 709 150

Newham clinic

115 Balaam Street

Plaistow

E13 8AF

email: elft.ClozapineTeam@nhs.net

Contact number: 02085485160

Tower Hamlets Clinic

86 Old Montague Street

London

E1 5NN

email: elft.TH-Clozapine@nhs.net

Contact number: 0207 426 2350