

SCHEDULE 2 – THE SERVICES

A. Service Specifications

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| Service Specification No. | |
| Service | Community Pharmacy – Antiviral Access Points – “In Season” and “Out of Season” |
| CCG Lead | Helen Foster – Medicines Management Lead Calderdale CCG |
| Provider Lead | TBC |
| Period | January 2018 – January 2019 |
| Date of Review | August 2018 |

1. Population Needs

1.1 National/local context and evidence base

This service covers the provision of the following in Community Pharmacy:

The purpose of this service is for community pharmacies to stock and supply antivirals for the treatment and prophylaxis of influenza. This includes usual extended opening hours including weekends.

The purpose of this Locally Commissioned Service Specification is to:

- Support the supply and delivery of antivirals for incidents of influenza.
- Help prevent emergency hospital admissions
- Equip the commissioner (Calderdale CCG), service providers and practitioners with the necessary knowledge and prevent service and implementation delays to safely deliver this service.

Calderdale CCG requires the following in terms of Community Pharmacy location and opening hours:

- Defined area – Halifax Central Location
- Opening Hours – extended opening hours including weekends
Opening, a minimum of 4 hours open on a Sunday.

2.1 NHS Outcomes Framework Domains & Indicators

| | | |
|-----------------|---|---|
| Domain 1 | Preventing people from dying prematurely | √ |
| Domain 2 | Enhancing quality of life for people with long-term conditions | |
| Domain 3 | Helping people to recover from episodes of ill-health or following injury | √ |
| Domain 4 | Ensuring people have a positive experience of care | √ |
| Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | √ |

2.2 Local defined outcomes

Preventative Treatment and Reducing complications: The access to a supply of antiviral medication, as direct by PHE Guidance:



PHE_guidance_antivirals_influenza_20171

3. Scope

3.1 Aims and objectives of service

The aim of the service is to increase prompt access for patients who require antiviral medication for influenza treatment/prophylaxis.

“In season” flu -- when national surveillance indicates that influenza virus is circulating generally in the community.

“Out of season” flu -- outside the periods when national surveillance indicates that influenza virus is circulating generally in the community, there are no fixed dates.

3.2 Service description/care pathway

The service will be commissioned by Calderdale CCG for 1 year (with the option to extend for a further year) to provide the following:

- Commitment to stock a defined list of antiviral medication and to ensure prompt access
- Commitment to adhere to the required opening times as detailed in this service specification. Any proposed changes to opening hours after commencement of this service must be notified to the CCG Medicines Management Lead
- Signposting to other sources of support and advice

The pharmacy is to hold a specified list of antiviral medication required to deliver this service (Appendix A). The list also includes the stock levels required in the pharmacy to deliver this service. The stock levels are subject to regular review by the community pharmacist and the CCG lead in conjunction with Public Health England. The drug list is also subject to change with regards to availability of medication and change in clinical guidance.

The pharmacy must keep a stock of the specialised medicines at all times. Community Pharmacies will notify the CCG Medicines Management Lead, if they are experiencing any difficulty in obtaining the required stock.

3.3 Population covered

This service is available to Calderdale patients requiring antiviral for flu treatment/prophylaxis, identified following clinical assessment.

3.4 Any acceptance and exclusion criteria and thresholds

Essential criteria

To be accepted onto the CCG's scheme pharmacies must be:

- Registered with the General Pharmaceutical Council
- Located within the Halifax Central Locality please see map in Appendix C
- Meeting the core contractual obligations required by NHS England
- Pharmacies with extended opening hours, including weekends

Desirable criteria

- Pharmacies are able to collect scripts and deliver medicines to patient's homes
- Pharmacies with car parking close by

Overall the CCG is looking to ensure accessibility to antiviral medication which would help prevent an emergency hospital attendance or admission for this cohort of patients. All eligible Halifax Central community pharmacies meeting the essential criteria are invited to express an interest.

In season arrangements are for a patient, carer or patient representative accessing the service by presenting a prescription at a participating community pharmacy.

Out of season arrangements are currently under consideration, and will be communicated in due course

Exclusions:

The scheme is not available to Community Pharmacies beyond the Halifax Central locality

3.5 Interdependence with other services/providers

The list of pharmacies prepared to offer this service is to be made available to the following service providers:

- GP Practices
- On-call out of hours service provider for GP practices
- District Nursing
- Accident and Emergency Departments of local NHS hospitals
- NHS 111
- Quest Matrons
- Calderdale Walk-in Centres
- Community Nurses

The above providers under core contractual requirements will assess and arrange treatment of patients who are ill, or who believe themselves to be ill, with influenza like illness as this will fall within the definition of essential medical services and we would expect patients to be managed as such, in line with the requirements set out in provider contracts.

The following organisations will be made aware of the community pharmacies participating in this scheme:

- Other community pharmacies
- CCG Medicines Management Team
- NHSE

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

- Community Pharmacy Contractual Framework 2016-2018
- PHE guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza version 8.0, September 2017
- The National Health Service (Pharmaceutical Services) Regulations 2012
- General Pharmaceutical Council. Standards of conduct, ethics and performance 2017 <http://www.pharmacyregulation.org/standards/conduct-ethics-and-performance>
- Any other as appropriate to the services/staffing

The service shall be adapted or developed in response to new guidance, evidence-based practice and policy, including those as set out above.

Where a change in policy or guidance is likely to have a material impact on costs or practice, the Provider shall notify the Commissioner prior to any change in order to agree action as appropriate.

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

NHSE Guidance in 2.2. and Appendix B

4.3 Applicable local standards

4.3.1. Record Keeping

The pharmacy is responsible for completing the normal legal records for the dispensing of prescription only medicines.

4.3.2. Information Collection

The pharmacy is required to monitor stock levels of the antiviral medication and ensure sufficient stock is available

Full records are to be maintained to allow for data and details to be readily accessible for inspection if required.

Confirmation of stock levels and expiry dates when service commences and then quarterly audits, see appendix D.

4.3.3. Training and Accreditation

No specialist training or accreditation is required over and above the normal requirements for a pharmacist providing dispensing services.

Training schedules or relevant continuing professional development records should be made available to the commissioner on request.

The appropriate qualifications and registration with professional bodies for the service provided must be maintained and copies of such should be provided to the commissioner if requested.

4.3.4. Adverse Incidents

Accredited pharmacists should record all adverse incidents via the Yellow Card procedure or the CCG incident reporting scheme as appropriate.

4.3.5. Governance

The pharmacy contractor should ensure that only appropriately qualified staff, including locums should provide the service to the required professional and ethical standards of care and treatment at to the dispensing of medicines and giving advice to patients. The community pharmacist is responsible for maintaining adequate staffing levels to provide the service and for maintaining their CPD (Continuing Professional Development).

The pharmacy contractor must ensure that all staff, including locums, are aware of the service.

The contractor is required to comply with all relevant legislation and have regard to all relevant guidance issued by the CCG including the current Safeguarding Children and Vulnerable Adults Policy.

As part of this, the pharmacy is required to have regard to the Department of Health's "Code of Confidentiality" and the CCGs safeguarding issues for Children & Vulnerable Adults

including referral processes and sharing of information.

The contractor should ensure that Counter Fraud and Security Management arrangements are in place

The CCGs Medicines Management team may undertake a random check of stocks held by the contracted pharmacists

4.3.6. Key Performance Indicators

The contractor will be performance management against the following:

- The pharmacy is meeting their core contractual obligations with NHS England
- Maintaining and supplying the agreed list of medicines at the required levels.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

Applicable quality requirements: The pharmacy contractor should ensure the following:

- All goods used in the performance of the agreement should be of a satisfactory quality and be fit for the purpose for which they are used;
- Reviews the standard operating procedures on an annual basis;
- The pharmacist and staff involved in the service have undertaken CPD relevant to the service
- The pharmacy has a complaints procedure for monitoring the procedures provided
- It Co-operates with any review of the client experience

5.2 Applicable CQUIN goals (See Schedule 4 Parts A-D)

Not applicable at this time.

6. Location of Provider Premises

The Provider's Premises are located at:

7. Complaints and Terminations

7.1 Complaints

Complaints would be looked at individually to understand the circumstances. The CCGs Medicines Management lead would be the first point of contact to discuss any issues arising from the service specification. medicinesmanagement@calderdaleccg.nhs.uk

7.2 Termination of the Contract

The service specification sets out contract termination process:

- Either party can agree in writing to terminate the contract with an agreed date with a minimum termination notice of 30 days.
- The provider must notify the CCG in writing immediately if any incident occurs which adversely affects delivery of the service e.g. absence of an accredited pharmacist, adverse incident, long term sickness, issues with premises and/or the NHS contract etc.
- The CCG will notify the provider in writing if there is failure to meet any contractual obligations allowing the provider to take specified actions to correct the breach in a specified timescale e.g. unable to supply specified medicines
- If the breach is not remedied the CCG is entitled to terminate the contract immediately by written notice.

The CCG has the right to vary the contract giving the provider 30 days' notice in writing.

8. Remuneration

Payments are made to the pharmacy contractor as per the following schedule:

- 4 payments of £100 to cover the 1 year period of running of the service (including "In-season and out of season incidents of flu), this is to be claimed quarterly on submission of the stock audits required under this service agreement
- If the contract is terminated within the first 12 months, the CCG reserves the right to claw back a proportion of the start-up fee

- The pharmacy will order to maintain the required stock levels on behalf of Calderdale CCG (as per appendix A) and invoice the CCG for reimbursement.
- The pharmacy will be reimbursed for the cost of the antivirals purchased on submission of the claims form (appendix E) with a copy of the invoice.
- “In season” (supply via FP10) - once dispensed via FP10 the Pharmacy will be required to order and replace stock used to ensure maintenance of the correct stock levels as determined in appendix A of this service specification. The dispensing of antivirals will be against FP10s which are reimbursed through the usual routes
- “Out of Season” – The CCG Medicines Management Lead will determine an appropriate supply arrangement, and will agree and communicate with the providing Community Pharmacy to reimburse the cost of the drugs and a dispensing fee.

The payment will be made in regard to service provision and submission of invoice in accordance with the current reporting arrangements.

Antiviral stock list

Oseltamivir (Tamiflu) 75mg capsules = 50 boxes @£15.41 = £770.50

Oseltamivir (Tamiflu) 30mg capsules = 10 boxes @£7.71 = £77.10

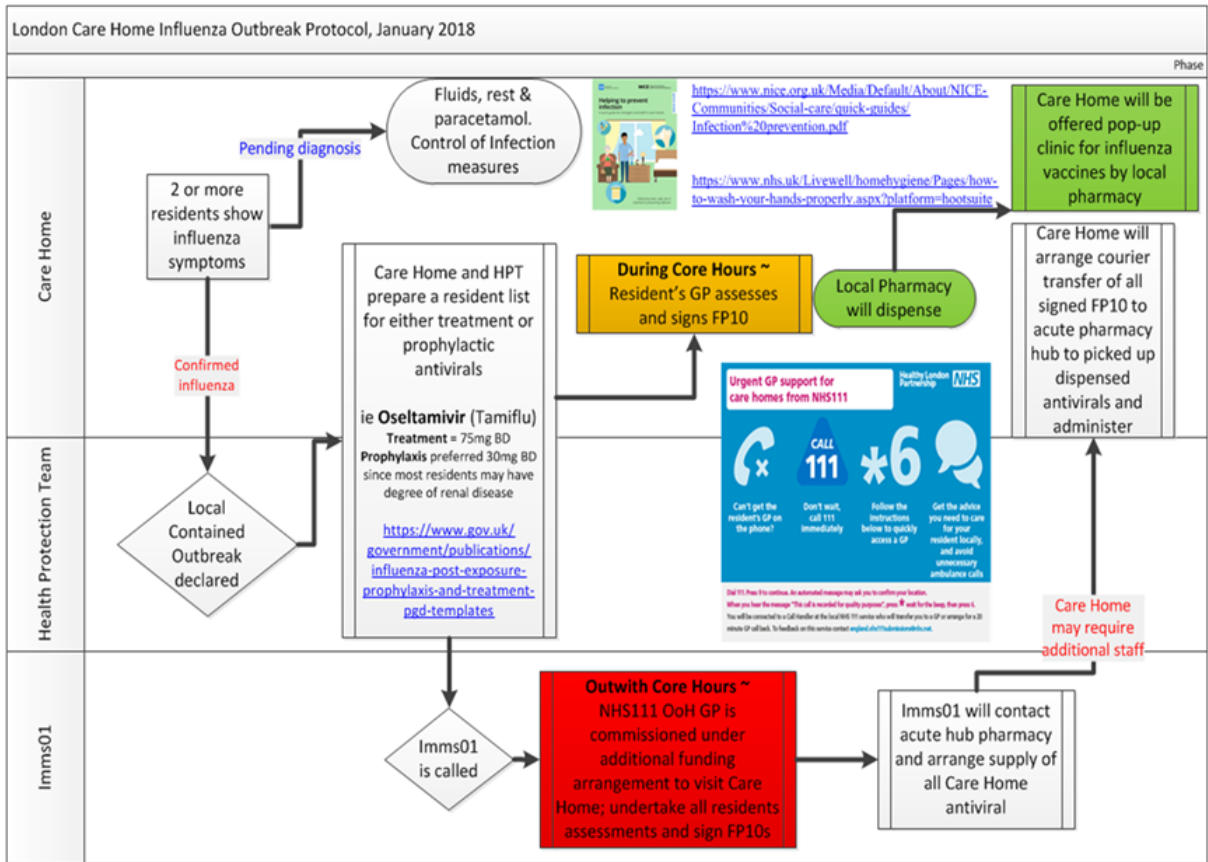
Oseltamivir (Tamiflu) 45mg capsules = 10 boxes @£15.41 = £154.10

Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension = 5 packs @£10.27 = £51.35

Zanamivir (Relenza) 5mg/dose inhalation powder = 5 packs @ £16.36 = £81.80

Total = £1,134.85

Appendix B



Appendix D

Flu Service Audit Form (to be submitted to the CCG quarterly) medicinesmanagement@calderdaleccg.nhs.uk

Pharmacy Name:

Pharmacy Address:

Date:

| Item | Opening Stock level | Dispensed items – FP10 | In season supply replenished Supply replenished? | Dispensed items – Out of Season | Expired stock | balance | Expiry date of stock held |
|---|---------------------|------------------------|---|---------------------------------|---------------------------|---------|---|
| <i>Example – in season Oseltamivir</i> | 50x14 | 2*14 | Yes | NA | NA | 50*14 | 48* June 2018 2*June 19 |
| <i>Example - out of season</i> | 50*14 | Na | NA | 2*14 | 1*14 (expired Jan 18) | 47*14 | 30*March 18 5* June 18 12*Sept 18 |
| Oseltamivir (Tamiflu) 75mg capsules | 50 boxes | | | | | | |
| Oseltamivir (Tamiflu) 30mg capsules | 10 boxes | | | | | | |
| Oseltamivir (Tamiflu) 45mg capsules | 10 boxes | | | | | | |
| Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension | 5 packs | | | | | | |
| Zanamivir (Relenza) 5mg/dose inhalation powder | 5 packs | | | | | | |

Antivirals Service claim form

| | | |
|-----------------------|--------------------------|-------------|
| Pharmacy stamp | PPD number F_____ | |
| | Month | Year |
| | | |

I claim payment for the provision of the Antiviral service for the above named pharmacy for the retainer payment of £100 for Quarter (Please indicate quarter)

I can confirm that _____ (named pharmacist) ensured that service specifications are delivered and confirm all staff and locums are informed about the service.

Declaration

I claim payment to the provision of the Antiviral service for the above named pharmacy. I certify this claim is accurate and the items supplied are in accordance with the Antiviral Service

I declare that the information given on this claim form is true and complete to the best of my knowledge.

I understand that action may be taken against me if I make an incorrect claim.

I have submitted the appropriate pharmacist consultation forms for this claim to the CCG.

I consent to the disclosure of relevant information on this form for the purposes of fraud prevention, detection and investigation.

I certify that the pharmacists at _____ (insert name of pharmacy) as named in the Service Specification are carrying out the duties as stated in the Service Spec. I understand that the CCG must be immediately informed of any personnel changes that affect the SLA agreement or provision of the service

Please send this form along with all relevant consultation forms to Medicines Management at Calderdale CCG, within 2 weeks of the end of the relevant quarter. medicinesmanagement@calderdaleccg.nhs.uk

Signed.....Date.....

For CCG use

| | | | |
|--------------------------|----------|------|--|
| Amount payable | | | |
| Checked | Approved | | |
| Pay under local scheme 3 | | Date | |