

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

<b>Service Specification No.</b>	
<b>Service</b>	Community Pharmacy – Antiviral Access Points – “In Season” and “Out of Season”
<b>CCG Lead</b>	Lindsay Greenhalgh –Head of Medicines Management Greater Huddersfield and North Kirklees CCGs
<b>Provider Lead</b>	TBC
<b>Period</b>	November 2020 – November 2022
<b>Date of Review</b>	August 2022

#### 1. Population Needs

- 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 (Greater Huddersfield and North Kirklees CCGs), service providers and practitioners with the necessary knowledge and prevent service and implementation delays to safely deliver this service.

Greater Huddersfield and North Kirklees CCGs require the following in terms of Community Pharmacy location and opening hours:

- Registered with the General Pharmaceutical Council
- Located in a Central location (one in Greater Huddersfield and one in North Kirklees)
- Meeting the core contractual obligations required by the NHS England’s Area Team
- Pharmacies with extended opening hours, including weekends with a minimum of 4 hours on a Sunday

#### 2.1 NHS Outcomes Framework Domains & Indicators

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

## 2.2 Local defined outcomes

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

[PHE Guidance](#)

## 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. Usual route via an FP10 presented to the patients nominated pharmacy unless a large outbreak when patients may need to be directed to a specific pharmacy

“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 Greater Huddersfield and North Kirklees CCGs for 2 years (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 NHSE&I within 90 days and to the CCG Head of Medicines Management if possible.
- Signposting to other sources of support and advice as provided by the CCG

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 Head of Medicines Management, if they are experiencing any difficulty in obtaining the required stock via the Medicines Management email addresses

[ghccg.medicines@nhs.net](mailto:ghccg.medicines@nhs.net), [nkccg.medicines@nhs.net](mailto:nkccg.medicines@nhs.net)

### 3.3 Population covered

This service is available to patients across Kirklees requiring antiviral treatment 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:

- Located within the Central Locality for Greater Huddersfield or North Kirklees
- Meeting the core contractual obligations required by NHS England

#### Desirable criteria

- Open for extended hours, including weekends

#### Exclusion Criteria

- The scheme is not available to Community Pharmacies beyond Central Huddersfield and Central North Kirklees locations.

- Distance Selling Pharmacies (DSPs)

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

In season arrangements are for patients, carer or patient representatives accessing the service by presenting a prescription to their usual nominated pharmacy.

Out of season arrangements are currently under consideration, and will be communicated in due course. N.B Reimbursement for out of season arrangements will be at least equivalent to that for dispensing the item and would include any margin.

Exclusions:

The scheme is not available to Community Pharmacies beyond the Central locality for Greater Huddersfield or North Kirklees

### 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
- Accident and Emergency Departments of local NHS hospitals
- NHS 111
- Locala
- Locality Walk-in Centres

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&I

## 4. Applicable Service Standards

### 4.1 Applicable national standards (e.g. NICE)

- Community Pharmacy Contractual Framework 2019-2024
- PHE guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza version 10.0, September 2020
- The National Health Service (Pharmaceutical Services) Regulations 2012
- General Pharmaceutical Council. Standards for Pharmacy Professionals 2017 [https://www.pharmacyregulation.org/sites/default/files/standards\\_for\\_pharmacy\\_professionals\\_may\\_2017\\_0.pdf](https://www.pharmacyregulation.org/sites/default/files/standards_for_pharmacy_professionals_may_2017_0.pdf)
- 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.

## 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 the agreed level of stock is available

Full records are to be maintained to allow for data and details to be readily accessible for inspection if required as per Appendix B

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.

### 4.3.4. Adverse Incidents

Accredited pharmacists should report all adverse incidents that relate to this service through the usual pharmacy process as well as notifying the CCG through the medicines management email address [ghccg.medicines@nhs.net](mailto:ghccg.medicines@nhs.net) , [nkccg.medicines@nhs.net](mailto:nkccg.medicines@nhs.net)

### 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. 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 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".

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 managed against the following:

- Maintaining and supplying the agreed list of medicines at the required levels.
- Meeting the submission requirements of this Service Specification e.g. timely return of the quarterly reports

## 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;
- The pharmacy has a complaints procedure for monitoring the procedures provided
- It Co-operates with any reasonable 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 Head of Medicines Management would be the first point of contact to discuss any issues arising from the service specification. [ghccg.medicines@nhs.net](mailto:ghccg.medicines@nhs.net), [nkccg.medicines@nhs.net](mailto:nkccg.medicines@nhs.net)

### 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 CCGs in writing immediately if any incident occurs which adversely affects delivery of the service e.g. absence, adverse incident, 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 CCGs are entitled to terminate the contract immediately by written notice.
- If a pharmacy fails to meet their core contractual obligations as determined by NHSE&I the pharmacy may then be removed from the service at the decision of the CCG following advice from NHSE&I.

The CCGs have 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:

- 8 payments of £125 to cover the 2 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 pharmacy will order to maintain the required stock levels on behalf of Greater Huddersfield and North Kirklees CCGs (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 B) 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 Head of Medicines Management 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. Stock purchased to replace initial funded stocks will be reimbursed by the CCG should they expire.

The payment will be made in regard to service provision and submission of invoice in accordance with the current reporting arrangements. Noting the actual costs of acquiring the stock may vary depending on fluctuation in price (therefore invoices of actual costs are requested).

**Antiviral stock list**

Greater Huddersfield

Oseltamivir (Tamiflu) 75mg capsules = 70 boxes @£15.41 = £1078.70

Oseltamivir (Tamiflu) 30mg capsules = 17 boxes @£7.71 = £131.07

Oseltamivir (Tamiflu) 45mg capsules = 17 boxes @£15.41 = £261.97

Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension = 7 packs @£10.71 = £74.97

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

**Total = £1,628.51**

North Kirklees

Oseltamivir (Tamiflu) 75mg capsules = 80 boxes @£15.41 = £1232.80

Oseltamivir (Tamiflu) 30mg capsules = 18 boxes @£7.71 = £138.78

Oseltamivir (Tamiflu) 45mg capsules = 18 boxes @£15.41 = £277.38

Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension = 8 packs @£10.71 = £85.68

Zanamivir (Relenza) 5mg/dose inhalation powder = 8 packs @ £16.36 = £130.88

**Total = £1865.52**

## Appendix B

**Flu Service Audit Form (to be submitted to each CCG quarterly)** [ghccg.medicines@nhs.net](mailto:ghccg.medicines@nhs.net), [nkccg.medicines@nhs.net](mailto:nkccg.medicines@nhs.net)

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>	<i>50x14</i>	<i>2*14</i>	<i>Yes</i>	<i>NA</i>	<i>NA</i>	<i>50*14</i>	<i>48* June 2019 2*June 20</i>
<i>Example - out of season</i>	<i>50*14</i>	<i>Na</i>	<i>NA</i>	<i>2*14</i>	<i>1*14 ( expired Jan 19)</i>	<i>47*14</i>	<i>30*March 19 5* June 19 12*Sept 19</i>
Oseltamivir (Tamiflu) 75mg capsules							
Oseltamivir (Tamiflu) 30mg capsules							
Oseltamivir (Tamiflu) 45mg capsules							
Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension							
Zanamivir (Relenza) 5mg/dose inhalation powder							

**Antivirals Service claim form**

<b>Pharmacy stamp</b>	<b>ODS code</b> F_____	
	<b>Month</b>	<b>Year</b>

I claim payment for the provision of the Antiviral service for the above named pharmacy for the retainer payment of £125 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 consent to the disclosure of relevant information on this form for the purposes of fraud prevention, detection and investigation.

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 Greater Huddersfield or North Kirklees CCG, by 20<sup>th</sup> November 2020 [ghccg.medicines@nhs.net](mailto:ghccg.medicines@nhs.net) , [nkccg.medicines@nhs.net](mailto:nkccg.medicines@nhs.net)**

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

For CCG use

Amount payable			
Checked	Approved		
Anti-viral scheme (paid via invoice/BACS)			Date
GH-521171 52114003 NK-561171 52114003			