

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service	Palliative Care with Antiviral Service Specification
Commissioner Lead	Nigel Dunkerley NHS Oldham Clinical Commissioning Group / Greater Manchester Integrated Care System
Period	1 st April 2022 – 31 st March 2024
Date of Review	31 st March 2023

1. Population Needs

1.1. National/local context and evidence base

- 1.1.1. The demand for specialist palliative care and antiviral medicines is often urgent and/or unpredictable. In addition, community pharmacies do not generally hold a stock of all these medicines, which can lead to a shortfall in provision of medicines for patients who are terminally ill and/or receiving end of life care or suffering from influenza infection.
- 1.1.2. In order to ensure availability of palliative care and antiviral medicines within standard opening hours, a small number of community pharmacies across Oldham will be remunerated to hold an ongoing stock of these medicines and the CCG agree to reimburse pharmacies should this medicine be held beyond the expiry date.
- 1.1.3. Pharmacies providing the service will have adequate opening times in order to ensure provision throughout evenings and weekends and will be located to provide geographical coverage across the geography.
- 1.1.4. The service will operate through 2 tiers:
- 1.1.4.1. Tier 1 – Palliative care medicines - stock holding of agreed stock list, rapid dispensing of palliative care prescriptions within standard operating hours of the pharmacy.
 - 1.1.4.2. Tier 1 – antiviral medicines – stock holding of agreed stock list and provision of antiviral medicines under a Patient Specific Direction (PSD) when out of season only.
 - 1.1.4.3. Tier 2 – As tier 1 but also with delivery of palliative care medicines in hours.

2. Outcomes

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

- 2.2.1. To improve accessibility and reduce the incidence of delayed access to medicines for end-of-life care of covid-19 patients and antivirals.
- 2.2.2. To ensure rapid dispensing of medicines for end-of-life care of covid-19 patients.

2.2.3.To ensure delivery in hours of medicines for end-of-life care of covid-19 patients.

3. Scope

3.1 Aims and objectives of service

- 3.1.1 To maintain an agreed stock of medicines used in the treatment of palliative care and antivirals (Appendix 1) at a designated community pharmacy, intended for supply by the community pharmacy against FP10 prescriptions issued.
- 3.1.2 To ensure the public has access to antiviral and palliative care medicines during both normal working hours, and evenings and weekends.
- 3.1.3 To ensure community pharmacies will, in their best endeavors, dispense prescriptions presented for palliative care medicines within one hour of receipt.
- 3.1.4 To support patients, carers and clinicians by providing them with up to date information and advice and referral to specialist palliative care, where appropriate.

3.2 Service description

3.2.1 Tier 1 and 2 providers:

- 3.2.1.1 Service start date: 20/04/2020.
- 3.2.1.2 Tier 1 and 2 services is commissioned until **31st March 2024.**
- 3.2.1.3 Tier 1: Palliative Care Medicines:
 - 3.2.1.3.1 To maintain a minimum stock level of palliative care medicines, as detailed in Appendix 1. Allowances will be made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems. This list will be agreed between Oldham CCG, local palliative care specialists and GMLPC and updated, as necessary.
 - 3.2.1.3.2 The list of pharmacies that have agreed to provide this service (section 5), together with contact details will be shared with all community pharmacies, all GP Practices, Out of Hours (OOH) services 'Hospice at Home' service, NHS 111 and local palliative care teams in the Oldham area.
 - 3.2.1.3.3 The provider agrees to liaise with other providers, and the commissioner to ensure there is a provider open every day.
 - 3.2.1.3.4 The provider will ensure all relevant staff including locums are aware of the service and will produce a Standard Operating Procedure (SOP) which all staff should adhere to. The SOP will include:
 - List of agreed medicines
 - Details of wholesalers – delivery/order times and contact details
 - Contact details of other pharmacies providing the service
 - Contact details for the Commissioner Lead
 - Record of stock check
 - Significant event reporting
 - 3.2.1.3.5 All prescriptions received for palliative care medicines listed in Appendix 1 will be prioritised for dispensing with the aim of ensuring they are ready for collection within one hour of receipt.
 - 3.2.1.3.6 Stock will be reordered promptly when it has been supplied against a prescription.
 - 3.2.1.3.7 Where a medicine is unavailable, for whatever reason, the pharmacy will endeavour to identify an alternative point of supply for the patient or their representative.

- 3.2.1.3.8 Where a medicine is unable to be obtained to replace dispensed stock within 1 working day, a report should be completed via PharmOutcomes as soon as the provider is aware the ordered stock will not be received; the commissioner is responsible for updating the out of hours service of any relevant stock issues.
- 3.2.1.3.9 Medicines will be checked regularly (at least weekly) to ensure sufficient stock is available and in date. A monthly report will be submitted via PharmOutcomes to confirm that a stock check has been completed.
- 3.2.1.3.10 Pharmacists will be available to offer professional advice to patients and carers on the medicines dispensed and their use within palliative care. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.
- 3.2.1.3.11 The pharmacy must be able to demonstrate compliance with the NHS England Central Alerting System, including alerts and recalls.
- 3.2.1.3.12 The pharmacist(s) must be able to demonstrate ongoing relevant CPD and may wish to undertake an update in palliative care through private study and attendance at relevant teaching sessions.
- 3.2.1.3.13 All incidents involving controlled drugs should be reported to NHS England.
- 3.2.1.3.14 Any changes in pharmacy owner will be communicated to the commissioner lead.
- 3.2.1.3.15 The pharmacy opening hours must be adequate in order to support provision of this service both in normal working hours, and at evenings and weekends.
- 3.2.1.3.16 Changes in opening hours must be communicated to the commissioner lead and to CHL by emailing enquiries@cpgmhealthcare.co.uk who have been commissioned to manage the service on behalf of Oldham CCG, as this may result in a review of service provision.
- 3.2.1.3.17 If, for whatever reason, the provider ceases to provide the essential services under the pharmacy contractual framework then the provider will become ineligible to provide this locally commissioned service.
- 3.2.1.4 Tier 1: Antiviral medicines:
- 3.2.1.4.1 To maintain a minimum stock level of antiviral medicines, as detailed in Appendix 1. Allowances will be made for medicines issued and awaiting delivery from the wholesaler and where stock is unavailable due to manufacturing problems. This list will be agreed between Oldham CCG, local palliative care specialists and GMLPC and updated, as necessary.
- 3.2.1.4.2 The list of pharmacies that have agreed to provide this service (section 5), together with contact details will be shared with all community pharmacies, all GP Practices, Out of Hours (OOH) services 'Hospice at Home' service, NHS 111 and other relevant organisations in the Oldham area.
- 3.2.1.4.3 The period of time before the Chief Medical Officer's letter is issued which allows the prescribing of antivirals on NHS FP10 prescriptions is known as being 'out of season'. If influenza is diagnosed 'out of season' and is identified as being in a care home, residential or nursing home, a prescriber will use the Patient Specific Direction (PSD) template (Appendix 3) to prescribe an antiviral medicine in the formulary (Appendix 1).
- 3.2.1.4.4 Where it is not deemed 'out of season' the provider will dispense antiviral medicines against FP10 prescription.
- 3.2.1.4.5 Stock will be reordered promptly when it has been supplied against a PSD or FP10 prescription.
- 3.2.1.4.6 Where a medicine is unable to be obtained to replace dispensed stock within 1 working day, the commissioner should be notified.
- 3.2.1.4.7 Medicines will be checked regularly to ensure sufficient stock is available and in date.
- 3.2.1.5 During 'out of season', providers should follow the guidance in Appendix 2 (Oldham CCG Antiviral Stock Arrangements 2020-21) to dispense under PSD the antiviral medicines requested by the prescriber.

3.2.2 Tier 2: Palliative Care only:

- 3.2.2.1 Where there is no one identified to collect medicines on behalf of the patient, a fast-track delivery will be arranged by the provider. All fast-track delivery requests will be made to the provider via telephone.
- 3.2.2.2 The commissioner will ensure that the prescriber contacts the provider which is geographically closest to the delivery address to ensure that delivery within one hour is practicable. The commissioner will ensure that prescribers request fast track deliveries only for those patients whose delivery address is within 15 miles of the provider from whom the delivery has been requested.
- 3.2.2.3 The fast-track delivery service will be provided throughout the duration of the pharmacy's contracted hours.
- 3.2.2.4 Providers will utilize their in-house delivery driver or the authorized DBS-checked and verified taxi service to make the delivery to the patient's address as appropriate.
- 3.2.2.5 The telephone number to use to request a taxi delivery is: **0151 666 0639**.
- 3.2.2.6 The commissioner agrees to pay a £3 admin fee per fast-track delivery plus the following fees based on the mileage bands below:
- 3.2.2.6.1 0-4.99 miles £20 + VAT
 - 3.2.2.6.2 5-9.99 miles £30 + VAT
 - 3.2.2.6.3 10-14.99 miles £40 + VAT
 - 3.2.2.6.4 15-24.99 miles £50 + VAT
- 3.2.2.7 The provider and taxi service will use their best endeavours to ensure the medicines are received at the patient's address within one hour of the prescription being confirmed as received by the provider.
- 3.2.2.8 Delivery time shall be self-reported by the provider via PharmOutcomes. Where an in hours fast track delivery is not completed within one hour, the commissioner will reduce the fees as follows, with the £3 admin fee still payable:
- 0-4.99 miles delivered more than one hour from request time £10 + VAT
 - 5-9.99 miles delivered more than one hour from request time £15 + VAT
 - 10- 14.99 miles delivered more than 90 minutes from request time £20 + VAT
- 3.2.2.9 Providers must ensure that they maintain appropriate records regarding deliveries made under tier 2 of this service specification and must share such records with the commissioner or its agent (CHL) in the case of any complaint or incident which requires investigation by the commissioner.
- 3.2.2.10 All claims for reimbursement for fast-track deliveries will be made via PharmOutcomes and will be paid monthly.
- 3.2.2.11 Providers cannot claim payment under the national Community Pharmacy Pandemic Delivery Advanced Service if they are claiming payment under this service specification.

3.3 Population covered

- 3.3.1 Pharmacies commissioned to hold antiviral and palliative care stock under this specification must dispense all prescriptions under their core NHS contract.

3.4 Interdependencies with other services/providers

- 3.4.1 The provider will hold contact details of other local pharmacies providing the service, in order to identify an alternative point of supply where stock is not available.
- 3.4.2 The commissioner will work closely with other community pharmacies, all GP practices, GMHSCP, Out of Hours providers, 'Hospice at Home' service and palliative care specialists as appropriate.

3.5 Commissioner responsibilities

- 3.5.1 The commissioner, or a medicines optimisation team member, may carry out spot checks of stock and documentation when necessary and where it is convenient to the pharmacy.
- 3.5.2 The commissioner will provide adequate signposting for patients, carers and clinicians to improve awareness of specialist palliative care services and the availability of support and advice.
- 3.5.3 The commissioner will promote the service to prescribers and other health and social care services across Oldham.

3.6 Quality Indicators

- 3.6.1 The provider should review its SOP for this service on an annual basis and ensure all staff, including locums are aware of the SOP.
- 3.6.2 The provider can demonstrate that pharmacists and staff involved in the provision of this service have undertaken relevant CPD, appropriate to palliative care.
- 3.6.3 The provider completes a monthly stock return via PharmOutcomes.

4. Monitoring and Payment

4.1 Monitoring

- 4.1.1 All payments and service monitoring will be conducted via the PharmOutcomes system, including:

4.2 Tier 1 Payment

- 4.2.1 An initial payment of £650 will be made to new community pharmacies providing the service.
- 4.2.2 An annual retainer of £500 will be paid in quarterly instalments made dependent upon the submission of a monthly stock report by the pharmacy to the commissioner via PharmOutcomes. CHL will manage and collate pharmacy payments on behalf of the commissioner.
- 4.2.3 Reimbursement will also be made for expired palliative care stock where reported on PharmOutcomes or where an item is removed from the formulary during the course of the contract.
- 4.2.4 Payment for medication dispensed will be made through normal NHS Prescription Services arrangements.
- 4.2.5 Providers must submit a claim for payment for the provision of antivirals under PSD to Oldham CCG using the form inserted at Appendix 5.

4.3 Tier 2 Payment

- 4.3.1 Payments are made on a monthly basis for in hours deliveries based on the mileage bands below:
 - 4.3.1.1.1 0-4.99 miles £20 + VAT
 - 4.3.1.1.2 5-9.99 miles £30 + VAT
 - 4.3.1.1.3 10-14.99 miles £40 + VAT
 - 4.3.1.1.4 15-24.99 miles £50 + VAT
- 4.3.2 Payments are made to CPGM Healthcare (CHL) for any taxi services utilised by the provider as part of this service as per the schedule in 4.3.1.

5. Premises

The providers premises and tiers offered are located as follows:

ODS Code	Pharmacy Name	Address	Post Code	Phone number	nhs.net shared mailbox email - email contact for pharmacy	Tier 1	Tier 2	Pharmacy Opening hours*
FX611	Boots Pharmacy Elk Mill	6 Elk Mill, Central Park, Broadway, Royton, Oldham	OL2 5HX	0161 652 1620	pharmacy.fx611@nhs.net	P		Mon - Sat: 09:00 - 19:00. Sun: 11:00 - 16:00
FL059	Focus Pharmacy	Keppel Building, Ashton Road West, Failsworth, Manchester	M35 0AD	0161 682 6035	pharmacy.fl059@nhs.net	P	P	Mon - Fri: 08:30 - 18:30. Sat: 09:00 - 17:00. Sun: Closed
FDV91	Oldham Late Night Pharmacy	87-89 Lees Road, Oldham, Greater Manchester,	OL4 1JW	0161 6522221	pharmacy.fdv91@nhs.net	P	P	Mon -Sat: 07:30 - 22:30. Sun: 10:00 - 20:00
FJF58	Our Pharmacy	Hopwood House, Vineyard, Lees Road, Oldham	OL4 1JN	0161 624 5101	pharmacy.fjf58@nhs.net	P	P	Mon - Fri: 07:00 - 22:30. Sat: 07:00 - 20:30. Sun: 08:00 - 17:00
FW694	Tesco Pharmacy Featherstall Road North	Featherstall Road North, Oldham	OL9 6BW	0161 6028925	pharmacy.fw694@nhs.net	P	P	Mon: 08:00 - 23:00. Tue - Fri: 07:00 - 23:00. Sat: 07:00 - 22:00. Sun: 11:00 - 17:00
FP837	Seemed Pharmacy	165 Waterloo Street, Oldham,	OL4 1EN	0161 620 7100	pharmacy.fp837@nhs.net	P	P	Mon - Fri: 09:00 - 13:00, 14:00 - 19:00. Sat: 09:00 - 12:00. Sun 18:00-23:00
FHE42	Strachan's Chemist	7 New Street, Uppermill, Oldham	OL3 6AU	01457 820228	pharmacy.fhe42@nhs.net	P	P	Mon - Fri: 08:30 - 18:30. Sat: 09:00 - 13:00. Sun: Closed
FGC21	Well Pharmacy, 38-40 Market Square	Royton, Oldham	OL2 5QD	0161 624 4104	pharmacy.fgc21@nhs.net	P		Mon - Fri: 08:30 - 17:30. Sat - Sun: Closed.

*Checked on NHS Choices on 13/05/22

Appendix 1a – Palliative Care Drugs List

Drug	Strength	Quantity
Alfentanil Ampoules	1mg/2ml	2x10
BioXtra Saliva Gel	Mouth care	40ml x 4
BioXtra Spray	Mouth care	50ml x 4
Bisacodyl Suppositories	10mg	10
Codeine Phosphate	15mg	56 tablets
Codeine Phosphate	30mg	56 tablets
Cyclizine injection	50mg/ml	20 ampoules
Dexamethasone injection	3.3mg/2ml	4 ampoules
Diamorphine injection	5mg	40 ampoules
Diamorphine injection	30mg	10 ampoules
Diamorphine injection	100mg	10 ampoules
Diazepam Rectal tubes	10mg	10 tubes
Glycerine suppositories	4g	10
Glycopyrronium ampoules	200mcg/ml x 1ml amp	20 ampoules
Haloperidol	0.5mg	56 tablets
Haloperidol	1.5mg	56 tablets
Haloperidol injection	5mg/ml	20 ampoules
Hyoscine butylbromide injection	20mg/ml	40 ampoules
Levetiracetam solution for infusion	500mg/5ml	10 ampoules
Levomepromazine	25mg/ml	40 ampoules
Lorazepam	0.5mg	56 tabs
Lorazepam	1mg tabs for sublingual use (Genus/PVL/Teva)	28 tabs
Metoclopramide Ampoules	10mg/2ml	2x10
Micralax enemas	5ml volume	8
Midazolam Injection	5mg/5ml	20 ampoules
Midazolam injection	10mg/2ml	40 ampoules
Morphine MR (MST)	5mg	2x 60
Morphine Sulphate injection	10mg/10ml	20 ampoules
Morphine Sulphate injection	10mg/1ml	20 ampoules
Morphine Sulphate injection	30mg/1ml	20 ampoules
Oramorph Concentrated Oral Solution	20mg/1ml (100mg/5ml)	120ml x 2
Oramorph Oral Solution	10mg/5ml	100ml x 4
Oxycodone	10mg/1ml	10 x 1ml ampoules
Oxycodone	10mg/1ml	20 x 2ml ampoules
Oxycodone Concentrated Oral Solution	10mg/1ml (50mg/5ml)	120ml x 2
Oxycodone Oral Solution	5mg/5ml	250ml x 2
Senna	7.5mg	120 tabs
Senna	7.5mg/5ml	1000ml
Silastic Catheter	CH12	4
Silastic Catheter	CH14	4
Sodium Chloride amps		0.009 10ml x 10
Water for injection	10ml	40 ampoules
Zomorph Capsules	10mg	2 x 60

Zomorph Capsules	30mg	2 x 60
Zomorph Capsules	60mg	2 x 60

Appendix 1b – Antiviral Drugs List

Antivirals	Strength	Quantity
Oseltamivir caps	75mg	20 x 10
Oseltamivir caps	45mg	12 x 10
Oseltamivir caps	30mg	12 x 10
Oseltamivir suspension	6mg/ml	3 x 65ml
Zanamivir Inhalation Powder	5mg	2 x 20

Appendix 2 – Oldham CCG Antiviral Stock Arrangements – 2022/23

Oldham CCG has commissioned 9 pharmacies across the borough to hold a range of antiviral medicines for influenza outbreaks. 8 of the pharmacies hold the following stock:

Antiviral stock levels per pharmacy (except Lloyds at the Integrated Care Centre – see below):

Antivirals	Per Pack	Quantities held (courses)
Tamiflu (Oseltamivir) 75mg caps	10	X20
Tamiflu (Oseltamivir) 45mg caps	10	X12
Tamiflu (Oseltamivir) 30mg caps	10	X12
Tamiflu (Oseltamivir) 6mg/mL suspension	65	X3
Relenza (Zanamivir) 5mg inhalation powder	20	X2

Additionally, the **Lloyds Pharmacy at the Integrated Care Centre (ICC)** holds the following stock:

Relenza (Zanamivir) 5mg	12 Inhalers
Tamiflu (Oseltamivir) 6mg/ml	10 bottles
Tamiflu (Oseltamivir) 75mg	149 courses
Tamiflu (Oseltamivir) 45mg	110 courses
Tamiflu (Oseltamivir) 30mg	112 courses

Access at each pharmacy is via **normal opening hours** which are listed on page 15 of the document.

Out-of-hours access

There is currently no arrangement for access to antiviral medicines in an out-of-hours situation but coverage between all the pharmacies is typically from:

7.00am to 11pm on Mondays to Fridays

7.00am-10.30pm on Saturdays

8.00am to 11.00pm on Sundays

Please see page 15 of this document for individual pharmacy opening times

Pharmacies will need advanced notice of large prescription quantities

'Out of Season' Arrangements

The period of time before the Chief Medical Officer's letter is issued allowing prescribing of antivirals on NHS FP10 prescriptions is known as being 'Out of Season'.

If influenza is diagnosed 'out of season' involving a local outbreak in an 'at risk group' such as in a care home, residential or nursing home, a prescriber may wish to prescribe antiviral medication. 'Out of season' use of FP10s is not allowed and so it is undertaken on a Patient Specific Direction (PSD). The templates for PSDs are found in appendix 3 and 4.

The following points should be borne in mind:

Guidance for Prescribers:

1. The pharmacies, with the exception of the Lloyds Pharmacy at the ICC, have relatively small numbers of treatments stocked in anticipation.
2. Each pharmacy has 20 x 75mg courses, and enough 45mg and 30mg courses to allow another 12 patients to be treated with a combination. The Care Home PSD should only contain the patient details of a maximum of 20 patients. This will allow Multiple PSDs to be taken to multiple pharmacies and prevent delay of having to wait for stock to be ordered.
3. Both PSDs require the dose to be written in mg, with the strength of the preparation not being required to allow pharmacies to use up the stock they have available – e.g. pharmacies will have flexibility to use 30mg tablets and 45mg tablets to make 75mg dose if needed.
4. The templates for the PSDs for groups of patients and individuals are found in appendix 3 and 4 respectively.
5. GP Practices should only be contacted to write an individual PSD, Go to Doc will be contacted for a Group PSD or individual PSD during out of hours.
6. The PSDs are formatted so it can be typed or handwritten at the care home to avoid delay of a care home representative having to travel to collect the PSD.
7. If a care home PSD contains patients needing different formulations doses or durations of Tamiflu, please consider separating these patients clearly on the form to make it easier to spot for the pharmacy team. A separate PSD will be needed for different medications, one for Tamiflu and one for Relenza. Please see BNF or SPCs for specific doses and duration regarding all patients especially when regarding weight and kidney impairment.
8. Make practice staff aware that high risk patients with influenza symptoms should be assessed on the same day and treatment must be started within 48 hours of onset.

Guidance for care home, residential and nursing team:

1. During working hours if only one patient is confirmed to have flu, contact the patient's GP practice to arrange an assessment and an individual PSD to be written. If more than one patient is affected, contact Go to Doc to arrange an assessment and a group PSD to be written. The PSD should be written in the care home to avoid delay in collecting the form.
2. Contact one of the nine designated pharmacies using the designated phone number to inform the pharmacy of the number of patients affected and number of antivirals needed. This is to ensure that the pharmacy has the available stock. The list of pharmacies can be found on page 15 of this document.

3. During bank holidays, weekends and out of hours (after 5pm) – Contact Go to Doc, regardless of whether the PSD is for an individual case or group.
4. If there are more than 20 patients to be treated then there should be multiple PSD documents – these may need to be taken to separate pharmacies to ensure rapid dispensing.
5. The care home staff are responsible for collecting antiviral medicines from the pharmacy when ready. The pharmacy is not responsible for delivering the medicines.

Guidance for Pharmacies

1. The care home should give enough notice to the pharmacy to allow them to prepare the items ahead of collection.
2. The 75mg dose of Tamiflu can be made up with a combination of 30mg and 45mg capsules if unable to fulfil the PSD with 75mg capsules alone. If this is the case, please state on dispensing label to be taken with 30mg/45mg capsule to make a total dose of 75mg.
3. If supplying the liquid formulation, please include dose in mLs. As this item is a special container please give enough full bottles to complete the course for the patient with a note to discard remainder once course is complete.
4. Please direct any queries back to the prescriber as soon as possible to avoid delay in treatment.
5. The stock should be replenished to the agreed stock levels after each dispensing and the CCG informed of the cost of this for reimbursement – please see point 6 below
6. The pharmacy will be reimbursed for the dispensing fees at the standard NHS rates for dispensing. They will also be reimbursed for the cost of the stock as it is being replenished. The out of season pharmacy claims form should be used for these fees and sent to the medicines optimisation team at the CCG via the email address: oldccg.medicinesoptimisationenquiries@nhs.net. Please send forms for reimbursement of stock and dispensing fees at the end of the month.
7. If any unused stock becomes expired please contact the medicines optimisation team at the CCG via the email address oldccg.medicinesoptimisationenquiries@nhs.net. To arrange plans for replenishing stock and reimbursement.
8. Please note the PSD is for the supply and retention of the brands Tamiflu and Relenza. Reimbursement for stock will be based on cost of these brands. If there are any issues obtaining these brands please contact the medicines optimisation team at the CCG via the email address: oldccg.medicinesoptimisationenquiries@nhs.net
9. Appendix 5 contains a template that can be used to submit claims. A form does not have to be submitted if no PSDs were completed within the month.
10. The PSD document must be retained in the pharmacy for the period of time in line with local and national guidance and legislation – currently a minimum of two years as per private prescription requirements.

Use of Antivirals 'In Season'

Standard NHS prescriptions, FP10s, will be issued for all patients. These will be submitted for payment to the NHSBSA. Stock will need to be replenished to the agreed levels. There is no requirement to inform the CCG of this activity.

NAME and Address	TEL / FAX / Email	OPENING HOURS
BOOTS UK LTD 6 Elk Mill Central Park Broadway Royton Oldham OL2 5HX	Tel 0161 652 1620 Fax 0161 652 1585 Email pharmacy.fx611@nhs.net Palliative/Antiviral Px designated	MON 09:00 – 19:00 TUE 09:00 – 19:00 WED 09:00 – 19:00 THU 09:00 – 19:00 FRI 09:00 – 19:00 SAT 09:00 – 19:00 SUN 11:00 – 16:00
FOCUS PHARMACY The Keppel Building Ashton Road West Off Oldham Road Failsworth Manchester M35 0AD	Tel 0161 682 6035 Fax 0161 682 7871 Email pharmacy.fl059@nhs.net Palliative/Antiviral Px designated	MON 08.30 – 18.30 TUE 08.30 – 18.30 WED 08.30 – 18.30 THU 08.30 - 18:30 FRI 08.30 – 18.30 SAT 09.00 – 17.00 SUN CLOSED
LLOYDS PHARMACY Oldham ICC New Radcliffe Street Oldham OL1 1NL	Tel 0161 626 5426 Fax 0161 626 5458 Email pharmacy.fve24@nhs.net Palliative/Antiviral Px designated	MON 08:15 – 19:00 TUE 08:15 – 19:00 WED 08:15 – 19:00 THU 08:15 – 19:00 FRI 08:15 – 19:00 SAT 09:00 – 17:30 SUN 10:00 – 16:00
Oldham Late Night Pharmacy 87-89 Lees Road, Oldham, Greater Manchester, OL4 1JW	Tel/Fax 0161 6522221 Email pharmacy.fdv91@nhs.net Palliative/Antiviral Px designated	MON 07:30 – 22:30 TUE 07:30 – 22:30 WED 07:30 – 22:30 THU 07:30 – 22:30 FRI 07:30 – 22:30 SAT 07:30 – 22:30 SUN 10:00 - 20:00
OUR PHARMACY Hopwood House Vineyard Lees Road Oldham OL4 1JN	Tel 0161 624 5101 Fax 0161 850 5101 Email pharmacy.fjf58@nhs.net Palliative/Antiviral Px designated	MON 07:00 – 22:30 TUE 07:00 – 22:30 WED 07:00 – 22:30 THU 07:00 – 22:30 FRI 07:00 – 22:30 SAT 07:00 – 20:30 SUN 08:00 – 17:00
Seemed Pharmacy 165 Waterloo Street , Oldham, OL4 1EN	Tel 0161 620 7100 Fax: 0161 850 7100 Email pharmacy.fp837@nhs.net Palliative/Antiviral Px designated	MON 09:00 – 13:00 14:00 -19:00 TUE 09:00 – 13:00 14:00 -19:00 WED 09:00 – 13:00 14:00 -19:00 THU 09:00 – 13:00 14:00 -19:00 FRI 09:00 – 13:00 14:00 -19:00 SAT 09:00 – 12:00 SUN 18:00 – 23:00
STRACHAN'S CHEMIST 7 New Street Uppermill OL3 6AU	Tel/ Fax: 01457 820228 Email pharmacy.fhe42@nhs.net Palliative/Antiviral Px designated	MON 08.30 – 18.30 TUE 08.30 – 18.30 WED 08.30 – 18.30 THU 08.30 – 18.30 FRI 08.30 – 18.30 SAT 09.00 – 13.00 SUN CLOSED

<p>TESCO PHARMACY Featherstall Road North Oldham OL9 6BW</p>	<p>Tel 0161 602 8925 Email pharmacy.fw694@nhs.net Palliative/Antiviral Px designated</p>	<p>MON 08.00 – 23.00 TUE 07.00 – 23.00 WED 07.00 – 23.00 THU 07.00 – 23.00 FRI 07.00 – 23.00 SAT 07.00 – 22.00 SUN 11.00 – 17.00</p>
<p>Well Pharmacy 38 / 40 Market Square Royton Oldham OL2 5QD</p>	<p>Tel 0161 624 4104 Fax 0161 633 9031 Email pharmacy.fgc21@nhs.net Palliative/Antiviral Px designated</p>	<p>MON 08:30 - 17:30 TUE 08:30 - 17:30 WED 08:30 - 17:30 THU 08:30 - 17:30 FRI 08:30 - 17:30 SAT CLOSED SUN CLOSED</p>

Comments (e.g reason for dose/frequency/duration adjustments - weight, CKD or immunocompromised) Please refer to BNF:

These medicines are required as part of the urgent management of an influenza outbreak at **the named care home below with the following address:**

As declared by the PHE Centre Health Protection Team, **details listed below:**

This PSD is signed by

Prescriber name:

Type of prescriber:

Registration number:

Practice name:

Practice Address:

Contact details:

Prescriber signature:

Date:

Dispensing – To be completed by the pharmacy team

Date of dispensing	
Pharmacist signature	
Pharmacist name (PRINT)	
Pharmacist registration number	
Pharmacy name address/stamp	

Number of items dispensed on form

Tamiflu 75mg capsules	
Tamiflu 45mg capsules	
Tamiflu 30mg capsules	
Tamiflu 6mg/mL oral suspension	
Relenza 5mg inhalation powder	
Total number of dispensing fees to claim	

PHARMACY PLEASE RETAIN THIS FORM FOR TWO YEARS AS PER PRIVATE PRESCRIPTION REQUIREMENTS

Appendix 4 – PSD Template for Individuals

Individual Patient Specific Direction (PSD) for supply of Tamiflu (oseltamivir) or Relenza (zanamivir) during out-of-season influenza outbreaks in 2021-2022 season

Patient details

Name of patient	
Patient's address	
Date of birth	
Age (if under 12 years old)	

Treatment details

I authorise for the above named patient to urgently receive the following medicine for prophylaxis or treatment of influenza:

Date of request	
Name of medicine	
Formulation	
Route of administration	
Dose (in mg)	
Frequency	
Duration of treatment	
Comments (e.g reason for dose adjustments – weight, immunocompromised or CKD)	

Prescriber details

Signed & Dated	
Prescriber name (PRINT)	
Type of prescriber	
Registration number/qualifications	
Practice name and address and contact number	

To be completed by the pharmacy

Dispensing

Date of dispensing	
Pharmacist signature	
Pharmacist name (PRINT)	
Pharmacist registration number	
Pharmacy name and address/stamp	

Number of items dispensed on form

Tamiflu 75mg capsules	
Tamiflu 45mg capsules	
Tamiflu 30mg capsules	
Tamiflu 6mg/mL oral suspension	
Relenza 5mg inhalation powder	
Total number of dispensing fees to claim	

PHARMACY PLEASE RETAIN THIS FORM FOR TWO YEARS AS PER PRIVATE PRESCRIPTION REQUIREMENTS

Appendix 5 – Pharmacy Claim form for PSD of oseltamivir or zanamivir during out-of-season influenza outbreaks

Pharmacy claims form for Patient Specific Direction (PSD) of Tamiflu (oseltamivir) or Relenza (zanamivir) during out-of-season influenza outbreaks in 2021-2022 season

<Date>

<Pharmacy Name>

<Pharmacy Address>

<Pharmacy email Address>

<Contact telephone number>

Please see below the reimbursement details for the out-of-season flu PSD during <insert month and year here>:

Total number of PSDs completed:

Number of Individual PSDs completed (number of medicines dispensed)	()	For CCG use only – total value payable
Number of Group PSDs completed (number of medicines dispensed)	()	For CCG use only – total value payable

Total number of items for reimbursement:

Tamiflu 75mg capsules		For CCG use only – total value payable
Tamiflu 45mg capsules		For CCG use only – total value payable
Tamiflu 30mg capsules		For CCG use only – total value payable
Tamiflu 6mg/mL oral suspension		For CCG use only – total value payable
Relenza 5mg inhalation powder		For CCG use only – total value payable
Total number of dispensing fees to claim		For CCG use only – total value payable

I certify that the information above are a true accurate reflection of the services provided by the pharmacy

<Pharmacist name>

<Pharmacist signature>

<GPhC number>

<Pharmacy stamp>

Please send this form and any queries to oldccg.medicinesoptimisationenquiries@nhs.net for processing either immediately or at the end of the month.