# THE SERVICE

1. **Service Specification**

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| **Service Specification No.** | ProvName\_2425\_CP\_AVAP\_Spec\_V4.2 |
| **Service** | Community Pharmacy – Antiviral Access Points |
| **Commissioner Lead** | [Jamie Higgins- Strategic Medicines Optimisation Pharmacist, NHS GM (Manchester)] |
| **Provider Lead** | [ Name of Community Pharmacy] |
| **Period** | April 2024 – March 2025 |
| **Date of Review** | January 2025 |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**   The purpose of this service is for community pharmacies to stock and supply antivirals for the treatment and prophylaxis of influenza.  This includes usual opening hours and, where open, on National bank holidays (England).  The purpose of this Locally Commissioned Service Specification is to:   * Support the timely supply and delivery of antivirals for incidents of influenza. * Help prevent influenza-related emergency hospital admissions * Equip the commissioner (Greater Manchester Integrated Care Board (ICB), Manchester Locality), service providers, and practitioners with the necessary knowledge and prevent service and implementation delays to safely deliver this service.   Greater Manchester ICB (Manchester Locality) requires:   * Community pharmacy antiviral locations: one pharmacy situated within North, Central and South Manchester (minimum). |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**  This service is associated with the following NHS Outcome Framework domains and indicators:   |  |  |  | | --- | --- | --- | | **Domain 1** | **Preventing people from dying prematurely** | **X** | | **Domain 2** | **Enhancing quality of life for people with long-term conditions** | **X** | | **Doman 3** | **Helping people to recover from episodes of ill health or following injury** | **X** | | **Domain 4** | **Ensuring people have a positive experience of care**. | **X** | | **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **X** |   Any key performance and quality indicators for this service are based on supporting the delivery of these outcomes.  **2.2 Local defined outcomes**  Preventative Treatment and Reducing Complications:  The access to a supply of antiviral medication  Reducing Health Inequalities:  The scheme is available across Manchester’s North, Central and South localities from community pharmacies registered on the scheme.  More Effective Care:  The number of locations of pharmacies that have volunteered to maintain the antiviral supply allows for reasonable and prompt access to pharmaceutical care.  True Partnerships, Professional, Patients and the Public:  Community pharmacy will work closely with GPs, public health, PCN Clinical Directors, care home providers, out of hours providers, adult social care, carers and patients. |
| **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 and/or prophylaxis.  **3.2 Service Description**  The service will be commissioned annually as required by the NHS GM (ICB) for the period indicated in the relevant contract or agreement, to provide the following:   * Commitment to stock a defined list of antiviral medication (Appendix 1) to ensure prompt access * Signposting to other sources of support and advice   The pharmacy is to hold a specified list of antiviral medication required to deliver this service. This list has been agreed by the NHS GM Manchester Locality Medicines Optimisation Team (MOT) and Public Health England (Appendix 1). The list also includes the minimum stock levels required in the pharmacy to deliver this service. The stock levels are subject to regular review by the community pharmacist and MOT 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 defined list of medicines outlined in Appendix 1 at all times. Where a pharmacy provider is unable to obtain stock, details outlining any issues relating to this must be escalated to NHS GM on the same or next working day where possible.  **3.3 Population covered**  This service is available from identified pharmacies in this scheme (see Appendix 2) to patients requiring antiviral for flu treatment/prophylaxis, identified by General Practice and Public Health England.  **3.4 Any acceptance and exclusion criteria and thresholds**  **Essential criteria**  To be accepted onto the scheme, pharmacies must be:   * Registered with the General Pharmaceutical Council * Meeting the core contractual obligations (Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013) required by the NHS England’s Area Team * Able to maintain and supplying the agreed list of medicines (as defined in Appendix 1) at the required levels requested at all times. * Able to provide geographical coverage across the city of Manchester. * Able to dispense promptly, following receipt of prescription to ensure antivirals are delivered to patients within the effective timeframe. * Where unable to themselves, work with patients and/or there carers to ensure the safe and timely delivery of antiviral medicines. * Able and willing to develop a standard operating procedure (SOP) to ensure the maintenance and supply of the agreed stock is adhered to. * Able and willing to ensure that all staff, including locums, are aware of the service and appropriately trained. * Able and willing to source and replace stock at short notice where required. * Able and willing to collaborate with identified pharmacies and agree where any spare supplies will be re-allocated. * Agree to comply with any requests for data submission and audits from the commissioner for the purpose of quality assurance and performance monitoring. * Able and willing to escalate any stock issues to the NHS GM Manchester Locality Medicines Optimisation Team (MOT) within 24 hours of being identified.   **Desirable criteria**  In addition, the following are considered desirable:   * Pharmacies with extended opening hours, to include Sundays and Bank Holidays. * Willingness to travel across neighbourhoods if required.   Pharmacies will not be selected on opening hours alone. Overall, the ICB is looking to ensure accessibility to antiviral medication, which would help prevent an emergency hospital attendance or admission for this cohort of patients.  A patient, carer or patient representative may access the service by presenting a prescription at a participating community pharmacy.  **3.5 Interdependence with other services/providers**  The list of pharmacies prepared to offer this service is to be made available to the following:   * GP Practices * Primary Care Networks (PCNs) * On-call out of hours service provider for GP practices * District Nursing * Other community pharmacies * Accident and Emergency Departments of local NHS hospitals * NHS 111 * Care home service providers * Greater Manchester ICB (Manchester Locality) Medicines Optimisation Teams |
| **4. Applicable Service Standards** |
| **4.1 Applicable national standards**  Usual standards apply  **4.2 Applicable standards set out in Guidance and/or issued by a competent body**  Usual standards apply  **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.  **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**  Clinicians should record all adverse incidents via the MHRA Yellow Card procedure or the ICB’s 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 pharmacy contractor will signpost patients to the Out of Hours (OOH) provision operated by GTD Healthcare, as appropriate. Where possible, patients should be made aware that they may be subject to clinical review prior to dispensation through OOH provision. Contact details for GTD Healthcare are listed in Appendix 2. * 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 ICB’s safeguarding issues for Children & Vulnerable Adults including referral processes and sharing of information, as per Schedule 2K of the contract. * The contractor should ensure that Counter Fraud and Security Management arrangements are in place * The NHS GM Medicines Optimisation Team may undertake ad-hoc checks of stocks held by the contracted pharmacists via post payment verification (PPV) audits. * A standard operating procedure (SOP) should be developed by the pharmacy to ensure the maintenance and supply of the agreed stock is adhered to.   **4.3.6. Key Performance Indicators**  The contractor will be performance managed against the following:   * The pharmacy is meeting their core contractual obligations with NHS England Area Team * Maintaining and supplying the agreed list of medicines (Appendix 1) at the required levels requested at all times. |
| **5. Applicable Quality Requirements** |
| **5.1. Applicable quality requirements**  The pharmacy contractor should ensure the following:   * All goods used 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; * Co-operates with any review of the client experience |
| **6. Complaints and Terminations** |
| **6.1 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.  **6.2. Termination**  As specified in the Service Level Agreement. |
| **7. Remuneration** |
| 7.1 Payments are made to the pharmacy contractor as per the following schedule:   * A one- off retainer payment of £400 to cover the 12- month period of running of the service. * A reimbursement by the ICB for expired medicines (used for the service) using the appropriate claim forms along with evidence of invoice including batch number and expiry date, which are included in Appendix 3. * A reimbursement by NHS GM for ‘out of season’ prescriptions using the appropriate claim form (Appendix 4).   The payment will be made in regard to service provision and submission of invoice in accordance with the current reporting arrangements, to the following address:  **NHS GREATER MANCHESTER ICB**  **QOP Payables N125 (Manchester)**  **Phoenix House**  **Topcliffe Lane**  **Wakefield**  **West Yorkshire**  **WF3 1WE**  **(FAO: ANTHONY ASHWORTH)**  Quoting reference ‘AVAP\_MAN’ and the name of your pharmacy. Please use a unique reference for each individual invoice.  The dispensing of antivirals during the influenza season will be against FP10s which are reimbursed through the usual routes; this is only permitted following National announcement from the Chief Medical Officer. See Appendix 4 for claiming ‘out of season’ prescriptions. |

**Appendix 1- Antiviral Medication Supply Stock List**

Each contracted pharmacy provider must hold the following minimum level of stock of antiviral medication at all times.

1. Oseltamivir (Tamiflu) 75mg capsules = 50 boxes

2. Oseltamivir (Tamiflu) 30mg capsules = 10 boxes

3. Oseltamivir (Tamiflu) 45mg capsules = 10 boxes

4. Oseltamivir (Tamiflu) 6mg/ml powder for oral suspension = 5 packs

5. Zanamivir (Relenza) 5mg/dose inhalation powder = 5 packs

**Appendix 2- 2024-25 Commissioned Pharmacy provider contact details and opening times.**

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| **Pharmacy Name** | **Telephone Number** | **Address** | **Opening Hours** |
| **A&A Pharmacy** | 0161 224 8501 | 58 Wilmslow Road, Rusholme  M14 5AL | Monday to Saturday: 9am to 10:30pm  Sunday: 10am to 10pm |
| **Asda Pharmacy,**  **EASTLANDS** | 0161 230 3520 | ASDA Sports City, Eastlands  M11 4BD | Monday: 8am -11pm  Tue- Fri: 7am – 11pm  Saturday: 7am – 10pm  Sunday: 11am – 5pm |
| **Asda Pharmacy, Harpurhey** | 0161 277 8310 | North City shopping centre,  Harpurhey  M9 4DJ | Monday: 8am -11pm  Tue- Fri: 7am – 11pm  Saturday: 7am – 10pm  Sunday: 10am – 4pm |
| **Asda Pharmacy**  **Wythenshawe** | 0161 435 3410 | 1 Swan Walk, Civic Centre,  Wythenshawe  M22 5HZ | Monday: 7am – 10pm;  Tue-Fri: 6am- 10pm;  Saturday: 7am- 10pm;  Sunday: 10am – 4pm |

**Out of Hours Contact Details**

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| --- | --- | --- | --- |
| **Provider Name** | **Telephone number for patients’ (self) referrals** | **Telephone number for onwards referrals** | **Operating Hours** |
| GTD Healthcare Ltd | NHS 111 | 0161 934 2828 | **Weekdays:** 18:30 - 08:00 Monday - Thursday **Weekends:** Friday 18:30 through to 08:00 Monday  **Bank Holidays:** Friday 18:30 through to 08:00 Tuesday (or following working day) |

**Appendix 3****- Claim form for Reimbursement of Expired Stock for the Antiviral Medication Provision Service**

**Name of Pharmacy: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contractor Code (ODS CODE): \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Details of Expired Stock** | **Batch Number** | **Expiry Date** | **Quantity** | **Amount Payable** |
| 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 |  |  |  | £ |
|  |  |  | **TOTAL CLAIM\*** |  |

\*Please attach a copy of wholesalers invoice for replacement stock.

*On behalf of the pharmacy, I claim payment of the value and I confirm that the information given on this form is true and complete. I understand that if I provide false or misleading information, I may be liable to prosecution or civil proceedings. I understand that the information on this form may be provided to the Counter-Fraud and Security Management Service, a division of the NHS Business.*

*Signature: Name: Date:*

*Office use only*

**Payment authorised by Date**

**Please return this form to:** [**gmss.non-healthcare@nhs.net**](mailto:gmss.non-healthcare@nhs.net) **. Once this has been agreed, please send an invoice for reimbursement (see payment schedule)**

**Appendix 4- Claim form for Out of Flu Season Prescriptions**

**Name of Pharmacy: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contractor Code (ODS CODE): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

\* Please attach a copy of the anonymised prescription

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| --- | --- | --- |
| **Details** | **Please tick the medication dispensed** | **Amount Payable** |
| 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 |  | £ |
|  | **TOTAL CLAIM** | £ |

*I claim payment of I confirm that the information given on this form is true and complete. I understand that if I provide false or misleading information, I may be liable to prosecution or civil proceedings. I understand that the information on this form may be provided to the Counter-Fraud and Security Management Service, a division of the NHS Business.*

*Signature: Name: Date:*

*Office use only*

**Payment authorised by Date**

**Please return this form to:** [**gmss.non-healthcare@nhs.net**](mailto:gmss.non-healthcare@nhs.net) **. Once this has been agreed, please send an invoice for reimbursement (see payment schedule).**

*Version Control log – Commissioner’s use only.*

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| **File Version** | **Date Updated** | **Updated By** | **Notes on Revisions** |
| **FINAL\_V4.2** | **July 2024** | **Jamie Higgins** | Updated pharmacy opening times. Updated header and footer logos in line with NHS GM branding. |
| Draft\_V4.2 | Jan 2023 | Irene Croft/  Jamie Higgins | List of suppliers and claim forms reinserted into the spec in appendices 2-4.  GM Safeguarding Standards removed from service specification as will be included in contract. |
| Draft\_V4.1 | Dec 2022 | Irene Croft/  Jamie Higgins | Reference to MHCC amended to ICB or MOT Team as appropriate.  Essential and desirable acceptance and exclusion criteria and thresholds aligned with EOI 2022/23.  Reference to LOA amended to SLA.  Payment address amended from MCCG to GM ICB |
| FINAL\_V4.0 | 11/03/22 | Irene Croft | Created from V3.1- period adjusted and name of pharmacy adapted. |
| FINAL\_V3.1 | 01/02/22 | Irene Croft | Amended for insertion in LOA 2022/23.  Amended wording in S3.3 to reflect move of participating stock holding  pharmacies to LOA document.  S7.1 tailored for duration of agreement. Finance Lead details  Updated.  Appendices 2 (CP antiviral stock locations), 4 and 5  (reimbursement forms) removed from service specification,  as included in LOA as Appendices 4, 5 and 6. |
| FINAL\_V3.0 | 26/10/21 | Irene Croft | Updated Community Pharmacy Antiviral Stock Locations  (Appendix 2) and renumeration for new providers. |
| FINAL\_V2.0 | 14/09/21 | Irene Croft | Created from Draft V1.1 for insertion in LOA 2021/22 |
| Draft\_V1.1 | 07/09/21 | Irene Croft | Insertion of invoicing address s7.1. Appendix 3 updated with Safeguarding Children, Young People and Adults at Risk Contractual Standards 2021-2022. Contact email for invoice approval in appendices 4 and 5 updated. |
| FINAL\_V1.0 | 18/11/20 | Helen Whitehead/ Heather Bury | For insertion in LOA 2020/21. |
| Draft\_V0.1 | 17/11/20 | Helen Whitehead/ Heather Bury | Version created from amendments made to Dec 2017 version. |
| Dec 2017 | Dec 2017 | Kenny Li |  |