

Antiviral Stock Holding in Community Pharmacy

SERVICE SPECIFICATION

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1. Background

The registered population of Tameside is 221461 patients registered across 31 General Practices.

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), (Tameside Locality), service providers and practitioners with the necessary knowledge and prevent service and implementation delays to safely deliver this service.

The service will be commissioned as required by the 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 2) 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 ICB's Tameside Locality Medicines Optimisation Team (MOT) (Appendix 2). 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 MOT lead. 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, within reason

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	✓
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Local defined outcomes

- 1.1. To reduce the incidence of delayed access to antiviral medication.
- 1.2. To ensure the public has access antiviral medication during both normal working hours, and evenings and weekends.
- 1.3. To ensure patients are able to commence treatment within the indicated timeframes.

2. Service Scope

2.1 The pharmacy contractor must have a standard operating procedure (SOP) in place for this service. All staff involved in the provision of this service should ensure they are familiar with and adhere to the SOP.

2.2 The SOP will include:

- List of agreed medicines (Appendix 2)
- Details of wholesalers – delivery/order times and contact details
- Contact details of others holding stock (Appendix 1)
- Contact details for the commissioner lead
- Record of stock check
- Significant event reporting
- Any other relevant procedures to ensure health and safety and infection control procedures are maintained in line with any relevant guidelines

2.3 The provider must ensure the regular or locum responsible pharmacist makes provision for this service when presented with a legal prescription.

2.4 The pharmacy contractor will maintain a minimum stock level as specified in Appendix 2.

2.5 Where the patient resides in a care home or nursing home the pharmacy contractor will provide a MAR chart for any medicines dispensed under this service.

2.6 The commissioner will share all details of the identified pharmacies that have agreed to provide this service (Appendix 1), together with contact details with all community pharmacies, all GP Practices, Out of Hours (OOH) services, NHS 111, Public Health and local teams in Tameside.

2.7 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 in a timely manner. The pharmacy should signpost as required.

2.8 Pharmacists will be available to offer professional advice to patients and carers on the medicines dispensed and their use.

2.9 The pharmacy must be able to demonstrate compliance with the NHS England Central Alerting System, including alerts and recalls.

2.10 The pharmacist must be able to demonstrate ongoing CPD

2.11 All incidents involving controlled drugs should be reported to NHS England via the CD reporting tool (<https://www.cdreporting.co.uk/>).

2.12 Any changes in pharmacy owner will be communicated to the commissioner lead.

2.13 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. Population covered

3.1 This service is available from those listed in Appendix 1 to patients requiring antiviral for flu treatment/prophylaxis, identified by General Practice and Public Health.

4. Interdependencies with other services/providers

4.1 The provider will hold contact details of others providing the service, in order to identify an alternative point of supply where stock is not available.

4.2 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 (Tameside Locality) Medicines Optimisation Team
- Public Health

5. Commissioner Responsibilities

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.

5.2 The commissioner will improve awareness of specialist palliative care services and the availability of support and advice.

5.3 The commissioner will promote the service to prescribers and other health and social care services across Tameside

6. Quality Indicators

- 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.
- 6.2** The provider makes provision for this service at all times during their contractual hours
- 6.3** The provider can demonstrate that pharmacists and staff involved in the provision of this service have undertaken CPD.
- 6.4** The provider must ensure all efforts have been exhausted to replenish stock to maintain a minimum stock level as outlined in Appendix 2

7. Information Governance

- The Provider must have comprehensive information governance policy and procedures in place to include
- Appropriate information management and governance systems and processes to safeguard patient information and compliance with confidentiality and Data Protection laws/regulations and Confidentiality Codes of Practice (such as DOH code).
- This will need to be supported by appropriate training and contracts for all staff. All information must be secure in any form or media, such as paper or electronic system.
- Any exchange of personal/sensitive data must be to support the health need of the subject and via appropriate secure method/process;
- All staff must respect the confidentiality of any information relating to the NHS GM ICB, its staff or its patients;
- The service will ensure that all data processing is done in the European Economic area, or if not, that appropriate safeguards are in place, as required by the Data Protection Act;
- The Provider will be responsible for the secure storage of all records, including paper. At the end of the contract, these will be transferred to NHS GM - Tameside, or successor organisation;
- The Provider must ensure records are held in adherence to the NHS defined retention periods.
- The Contractor and The Commissioner recognise that this service specification and/or associated recorded information may be subject to Freedom of Information requests (FOI). Each party shall comply with any such Freedom of Information requests received, in accordance with the Freedom of Information Act 2000 legal obligations.
- A copy of the service specification is to be kept by the service provider and available for reference by all staff.
- All data will remain the property of The Commissioner.
- Each participating contractor must have in place and follow a comprehensive confidentiality policy and comply with Caldicott / information governance Caldicott / Information Governance Lead / General Data Protection Regulation (GDPR)

8. Clinical Governance

- The provider is expected to demonstrate robust clinical governance to ensure the safety, efficacy and a positive patient experience of the service is maintained.
- The Provider should have a robust incident reporting system with a greater proportion of no or low harm incidents reported to demonstrate staff awareness of patient safety.
- The provider will directly report any incidents relating to the service to the

Commissioner and if serious to NHS England in line with the contractual framework requirements. In response to incidents or near-misses the Pharmacy will reflect on current practice and, if appropriate, implement changes to reduce the risk of a similar event and improving the quality of care provided.

- The Provider must have in place arrangements for effecting change to continuously drive improvements and demonstrate that lessons learnt from such events have been shared throughout the organisation. The Provider is required to obtain an appropriate level of indemnity for clinical negligence based on the activities and services to be provided under the Contract that is in line with the local standards.
- The Provider is required to have a detailed Clinical Governance policy in place and follow that.
- The provider will effectively manage any complaints using the Community Pharmacy's own internal complaints procedures which must be consistent with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, as amended and manage any incidents in line with the requirements of the NHS Contractual Framework for Community Pharmacy.
- The provider will inform the commissioner of any complaint relating to the service.

9. Equality and Diversity

- 9.1.** All services should be equally accessible by all which includes making reasonable adjustments where appropriate. In terms of reducing inequalities service development should be guided by the most vulnerable in society. This includes those facing barriers posed by poverty, language, stigma and discrimination. Providers will be expected to comply with both the General and Specific Public Sector Equality Duties of the Equality Act 2010.

10. Payment

10.1 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 the ICB 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)

Topcliffe Lane

Wakefield WF3 1WE

United Kingdom

Org. Code : QOP

Payables Code : N125

(FAO: Faisal Bokhari)

Quoting reference 'AVSH_Tameside' 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. See Appendix 4 for claiming 'out of season' prescriptions

Please email all invoices to gmicb-tameside.medsqueries@nhs.net

11. Termination of contract

11.1 As stated in the Service Level Agreement

11.2 Where contractors stop providing this service, they should inform the Medicines Optimisation Team immediately via Faisal Bokhari (07920471226) and endeavour to re-engage in the service as soon as possible

12. Appendix 1 – Pharmacies holding stock

Trading Name *100 hour pharmacy	Address of Contractor 1	Address of Contractor 2	Postcode	Telephone number	Opening Hours <i>(Please contact Pharmacy to ensure they are open)</i>
IN-HOURS Asda Pharmacy	Cavendish Street	Ashton U Lyne	OL6 7DP	0161 342 6610	Mon: 08.00-23.00 Tues:07.00-23.00 Wed: 07.00-23.00 Thurs: 07.00-23.00 Fri: 07.00-23.00 Sat: 07.00-22.00 Sun: 10.30-16.30
OUT OF HOURS GTD Healthcare Ltd				Patients MUST use NHS 111 Onward referrals - 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)

13. Appendix 2 – Antiviral Stock List

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

14. Appendix 3 – Claim form for Reimbursement of Expired Stock

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*	

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: gmicb-tameside.medsqueries@nhs.net . Once this has been agreed, please send an invoice for reimbursement (see payment schedule)

15. 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

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:

<i>Office use only</i>	
Payment authorised by	Date

Please return this form to: gmicb-tameside.medsqueries@nhs.net . Once this has been agreed, please send an invoice for reimbursement (see payment schedule).