

## THE SERVICE

### A. Service Specification

<b>Service Specification No.</b>	[Pharmacy Name] 2122_CP_AVAP_Spec_V2.0
<b>Service</b>	Community Pharmacy – Antiviral Access Points
<b>Commissioner Lead</b>	Kenny Li – Senior Head of Medicines Optimisation Manchester CCGs
<b>Provider Lead</b>	[Pharmacy Name]
<b>Period</b>	September 2021 – November 2022
<b>Date of Review</b>	November 2022

#### 1. Population Needs

##### 1.1 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 bank holidays.

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 (Manchester Health and Care Commissioning (MHCC)), service providers and practitioners with the necessary knowledge and prevent service and implementation delays to safely deliver this service.

Manchester Health and Care Commissioning (MHCC) require:

- Community pharmacy antiviral locations: one pharmacy situation in North, Central and South Manchester

#### 2. Outcomes

##### 2.1 NHS Outcomes Framework Domains & Indicators

This service is associated with the following NHS Outcome Framework domains and indicators:

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

### 3.2 Service Description

The service will be commissioned annually as required by MHCC for 1 year 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 MHCC and Public Health England (Appendix 1). 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 MHCC 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, within reason.

### 3.3 Population covered

This service is available from identified pharmacies in this scheme (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

#### Desirable criteria

In addition, the following are considered desirable:

- Pharmacies with extended opening hours

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

Pharmacies will not be selected on opening hours alone. Overall MHCC 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
- MHCC Medicines Management 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 Yellow Card procedure or MHCC 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 MHCC's safeguarding issues for Children & Vulnerable Adults including referral processes and sharing of information (see Appendix 3)
- The contractor should ensure that Counter Fraud and Security Management arrangements are in place
- MHCC's 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) is developed 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 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

This will be as specified in the letter of agreement.

### 7. Remuneration

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

- A one off pay of £400 to cover the 1 year period of running of the service
- If the letter of agreement is terminated within the first 12 months, MHCC reserves the right to claw back a proportion of the start-up fee

- A reimbursement by MHCC for expired medicines (used for the service) using the appropriate claim forms along with evidence of invoice including batch number and expiry date (Appendix 4)
- A reimbursement By MHCC for 'out of season' prescriptions using the appropriate claim form (Appendix 5)
- In the event of a GM wide procurement solution, the unused medicines will be transferred to the new provider and the pharmacy contractor will be reimbursed in full.

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 Manchester CCG,**  
**FAO Giresse Kivonda- Mfulu**  
**14L PAYABLES M445**  
**Phoenix House**  
**Topcliffe Lane**  
**Wakefield**  
**WF3 1WE**

The dispensing of antivirals will be against FP10s which are reimbursed through the usual routes.

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## Appendix 1

### 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

## Appendix 2

### Community Pharmacy Antiviral Stock Locations

Lloyds Pharmacy (inside)  
Sainsbury's Superstore  
347 Wilmslow Road  
Fallowfield  
Manchester  
M14 6SS  
0161 257 0317

Everest Pharmacy  
117B Withington Road  
Manchester  
M16 8EE  
Tel: 0161 227 8106

Lloyds Pharmacy (inside)  
Sainsbury's Superstore  
170 Heaton Park  
Higher Blackley  
Manchester  
M9 0QS  
0161 795 5144

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## Appendix 3



1 - FINAL DRAFT\_  
GM Safeguarding C

## Appendix 4

### Claim form for Reimbursement of Expired Stock for the Antiviral Medication Provision Service

Name of Pharmacy:

Contractor Code (ODS CODE): [INSERT]

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

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				£
			<b>TOTAL CLAIM*</b>	

*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: [mhcc.manchestercontracts@nhs.net](mailto:mhcc.manchestercontracts@nhs.net). Once this has been agreed, please send an invoice for reimbursement (see address in section 7.1)

## Appendix 5

### Claim form for Out of Flu Season Prescriptions

**Name of Pharmacy:**

**Contractor Code (ODS CODE): FA536**

This is important to ensure payments are processed efficiently

\* 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		£
	<b>TOTAL CLAIM</b>	£

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: [mhcc.manchestercontracts@nhs.net](mailto:mhcc.manchestercontracts@nhs.net). Once this has been agreed, please send an invoice for reimbursement (see address in section 7.1).

### Version Control log

File Version	Date Updated	Updated By	Notes on Revisions
<b>FINAL_V2.0</b>	<b>14/09/21</b>	Irene Croft	<b>Created from Draft V1.1 for insertion in LOA 2021/22</b>
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	