

# EAST KENT COMMUNITY PHARMACY SERVICE TO SUPPLY ANTI-VIRALS DURING AN 'OUT OF SEASON' INFLUENZA OUTBREAK

## PHARMACY SPECIFICATION

### Service Specification

1<sup>st</sup> August 2017 to 31<sup>st</sup> August 2018

1<sup>st</sup> September 2018 to 31<sup>st</sup> August 2019

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## 1 Background

The Influenza season is defined by the Chief Medical Officer (CMO) letter issued to practices each year. The season is normally recognised as the period from 1<sup>st</sup> September to 31<sup>st</sup> March. This service specification will operate exclusively outside of the date ranges provided by the CMO letter each year i.e. the 'out of season' period. For the purposes of this specification the assumption will be made that the service operation will be between 1<sup>st</sup> April and 31<sup>st</sup> August of each given financial year but this may vary.

- This service is contracted by NHS Canterbury and Coastal CCG

on behalf of the following CCG's:

- NHS Ashford CCG
- NHS Canterbury and Coastal CCG
- NHS South Kent Coast CCG
- NHS Thanet CCG

(Referred to in this document as 'East Kent CCG's')

This specification is to provide and deliver a supply of antivirals in the event of an outbreak of influenza outside of the designated influenza period i.e. in the 'out of season' period from designated community pharmacies in east Kent.

If there is an increase in the spread of the virus, i.e. there is evidence of sustained community transmission, a national decision may be made to move to an 'in season' status to mitigate the impact of the disease. In the event of the CCGs being required to implement mitigation procedures then this 'out of season' service will be suspended.

## 2 Service Overview

- A. Report of acute respiratory illness from a localised community setting (e.g. care home, residential schools for disabled children and young people, etc.) received by Public Health England Centre Health Protection Team (PHE Centre HPT).
- B. PHE Centre HPT will investigate this report to verify if it meets the criteria of an outbreak of influenza-like illness (ILI), as per national guidance. The duty consultant in the PHE Centre HPT considers the risk assessment for the verified ILI outbreak and makes a recommendation as to whether antivirals are required for the outbreak response. If this is recommended, the PHE Centre HPT will determine if this needs to be considered for either the whole institution or only part of the institution, in addition to any staff in influenza at-risk groups. Note that the PHE Centre HPT does not provide the list of exposed persons itself.

C. PHE Centre HPT uses its routine mechanisms to provide infection control advice. In addition, existing local arrangements for swabbing of symptomatic persons (if not already addressed) remain unchanged.

D. PHE Centre HPT contacts the CCG/CCG-nominated provider, to provide information on the location of the outbreak, the approximate number of individuals that need to be assessed for antivirals within the outbreak, and the details for the relevant contact person within the affected institution. The contact details for activating this response will be provided by the CCG

The CCG will make use of locally commissioned arrangements for holding a sufficient stock of antiviral medicines to respond to out-of-season outbreaks as noted in this *east Kent Community Pharmacy service to supply antivirals during an 'Out of season' outbreak specification*. Please note supply is likely only to be held in one or two locations in East Kent not all pharmacies.

E. CCG-commissioned service will provide a clinician to assess exposed persons for antiviral treatment or prophylaxis. The clinician will complete a patient specific direction (PSD) for those individuals who require antivirals, and the PSD will be sent to the relevant pharmacy (a copy should be provided to and retained by the care home). The CCG-commissioned clinician provides contact information to the institution if there any queries to be addressed regarding the clinical assessments they have made. This clinician should also have a process for ensuring that the patients' registered GP practice is made aware of any antivirals which have been authorised in this way.

The clinician will contact the named 'out of season influenza' community pharmacy **before** visiting the institution (preferably by telephone) to alert them that a supply of antivirals may be necessary and to contact them again post visit to confirm PSDs are being sent and the required data set

F. The documentation acceptable for a PSD will be notified to the provider. It will be either

- a private prescription (issued at no cost to the patient)
- or other authorised route notified to the provider by the CCG (this may be internet based)

G. The clinician will send the PSD to the CCGs designated pharmacy for supply of 'out of season' antivirals with information on:

- Name of clinician
- Telephone and email details of clinician for the pharmacy to liaise with in the event of a query
- The location of the institution including post code
- Numbers of PSDs written
- The format in which PSDs have been written which will be either

- Private prescriptions (to be dispensed at no cost to the patient)
- or
- other authorised route notified to the provider by the CCG
- How these are being sent to the pharmacy i.e. in person, via email or courier
- Name of key contact at the location for the pharmacy to liaise with.
- Telephone and email details of key contact at the location for the pharmacy to liaise with

H. The PHE Centre HPT will follow its existing procedures for reporting, follow-up and closure of the localised outbreak

## 2.1 Service Specification – Pharmacy Provider

1. The supply of antiviral medication through community pharmacies during an 'out of season' outbreak of influenza.
2. The delivery of antiviral medication and a Medicines Administration Record (MAR) chart for all patients resident in a care home to the location of the outbreak populated with patients name and details of medication strength and , dose
3. The pharmacy will supply antiviral medication as authorised by the CCG appointed clinical assessor.
4. The pharmacy will purchase and hold antiviral stock (minimum levels are detailed at Appendix 1).
5. The CCG will reimburse the pharmacy when the stock is ordered on completion of information detailed in Appendix 2 initially in paper format and then on the PharmOutcomes portal once activated Reimbursement is subject to stock having a minimum expiry date of three years unless written conformation (email is acceptable) of a reduced expiry date from CCG Medicines Management lead
6. The pharmacy will hold either a '100 hour' contract or have contracted hours which mirror a '100 hour' contract. Contracted hours will be for a minimum of extended opening Monday to Saturday, 6 hours on a Sunday. Bank holidays and Easter Sunday within the 'out of season' period will be covered either by the pharmacy being open on rota or by 'on call' support.
7. Designated pharmacy is open 7am to 10pm Monday to Saturday and 8am to 6pm Sunday.

8. For the avoidance of doubt arrangements and funding for bank holidays is as below

Bank Holiday	Covered required under this specification	Comment
Christmas Day	No	
Boxing Day	No	
New Year day	No	
Good Friday	Dependent on date of CMO letter	Cover provided by 'on-call' support
Easter Sunday*	Dependent on date of CMO letter	Cover provided by 'on-call' support
Easter Monday	Dependent on date of CMO letter	Cover provided by 'on-call' support
May Day	Yes	Cover provided by 'on-call' support
End of May	Yes	Cover provided by 'on-call' support
August bank holiday	Dependent on date of CMO letter	Cover provided by 'on-call' support

\*Not a bank holiday but traditionally retail premises are closed

9. The pharmacy will deliver the antiviral medication to the required location – this could be to any site within the Ashford, Canterbury and Coastal, South Kent Coast or Thanet CCG geographical areas. Transport cost will be reimbursed
10. Antivirals may include those listed below and must be maintained at the levels indicated in Appendix 1. Stock levels are subject to change as part of service variations (Section 7)

Tamiflu	75mg
Tamiflu	2 x 30mg
Tamiflu	45mg
Tamiflu	30mg
Relenza	5mg blisters
Oseltamivir Solution	15mg / 1ml
Oseltamivir Solution	12mg / 1ml

## 2.2 Aims and Intended Service Outcomes

1. To improve the health outcome of patients suspected of having contracted influenza.
2. To optimise the distribution of antiviral medication to identified patients and ensure prompt delivery within the specification timescales.

## 2.3 Service Outline

1. The pharmacy will have a signed agreement with NHS Canterbury and Coastal CCG to provide this service.
2. The pharmacy will provide NHS Canterbury and Coastal CCG with a copy of their Business Continuity Plan to provide antivirals out of season.
3. The pharmacy will provide NHS Canterbury and Coastal CCG with a copy of their Standard Operating Procedure for the supply of antivirals out of season.
4. The pharmacy will nominate, and provide the names to NHS Canterbury and Coastal CCG, a member of staff who will be identified as the 'Out of Season Antiviral Stock Controller' along with those members of staff who will deputise in their absence.
5. On behalf of the pharmacy the out of season antiviral stock controller (or their deputy) will be responsible for supervising the ordering and stock rotation of all supplies of antivirals.
6. The out of season antiviral stock controller shall record the expiry dates of all antiviral stock and is responsible for ensuring that stock is used in date order, rotating stock to mitigate stock going out of date and notifying NHS Canterbury and Coastal CCG of all expired stock.

## 3 Supply

1. The request for antivirals may be made using either:
  - Private prescription including the direction 'supply under the CCG's specification for 'out of season' antivirals
  - Other authorised route (this may be internet based)
2. All PSDs for antivirals must be stored securely and made available, on request, to the CCG who commission this contract.
3. A record of the supply should be made on the Notification Sheet (Appendix 3) which must be sent through to the commissioning CCG (or entered on the PharmOutcomes portal) following either an outbreak or at the end of each month.
4. The pharmacy must dispatch antivirals on the same working day the request is received AND within four hours of receipt of the request.
5. Request received within 2 hours of the usual pharmacy closing time will be dispatched the following day within two hours after the opening hour (see section 10 for arrangements for Easter Sunday )
6. The pharmacy must provide a Medicines Administration Record (MAR) chart for each patient resident in a care home it is supplying antiviral medication for populated with patients name, and details of medication, strength and dose
7. The pharmacy must arrange delivery in a manner which provides an audit trail of delivery and receipt.

## 4 Quality Indicators

1. All completed documentation must be completed fully and received in a timely manner by the commissioning CCG.
2. The pharmacy must be able to demonstrate that pharmacists and all staff involved in the delivery of the service have undertaken CPD relevant to this service e.g. through the Centre for Pharmacy Postgraduate Education (CPPE) Influenza pack or specific training on their role if CPPE resources are not appropriate or available .
3. The pharmacy participates in any commissioning CCG directed audit of service provision.
4. The service should be available throughout the entire period the pharmacy is open.
5. The pharmacy must provide a current Business Continuity plan prior to at contract initiation
6. The pharmacy must provide a suitable 'Standard Operating Procedure' for this service with particular reference to delivery of this service by locums at contract initiation
7. The pharmacy must have an nhs.net email account which is regularly monitored, in which to send and receive relevant information to the clinical assessor, Public Health England, the commissioning CCG and the affected institution.

## 5 Confidentiality

Any clinical provider (which term includes its employees, agents and all others authorised by it) shall respect the confidentiality of all information relating to patients, carers or other users of the service. Community Pharmacies will comply with [Guidance to support the standards for pharmacy professionals](#) General Pharmaceutical Council May 2017 Caldicott, the Data Protection Act 1998 and all other relevant legislation.

This requirement does not preclude appropriate sharing of information where proper legal authority for such sharing exists.

## 6 Standards

All clinical providers will be expected to adhere to the standards set out in this specification.

Pharmacies must demonstrate that they are meeting the essential standards of quality and safety set out within the standards for pharmacy professionals and registered pharmacies set out by the General Pharmaceutical Council  
<https://www.pharmacyregulation.org/standards>

Compliance with relevant NICE guidance is also required.

The provider must ensure that NHS infection control standards comply with *The Health Act 2006: Code of practice for the prevention and control of healthcare*

*associated infections* and *NICE clinical guidelines* on infection control and prevention of healthcare-associated infection in primary and community care. [NICE guidance](#)

Providers are responsible for ensuring that all personnel working with vulnerable groups undergo an enhanced [Disclosure and Barring Service](#) (DBS) check. Activity associated with working in vulnerable people's own homes is regarded as 'regulated activity' as defined in the [Disclosure and Barring Service](#) regulations. It is currently an offence to allow anyone who will be involved in regulated activity to start employment without checking with the DBS for anyone who is currently barred and on the vulnerable adults barred list or children's barred list.

All all relevant staff for the service must be aware of and adhere to the

- Kent & Medway Safeguarding Vulnerable Adults Multi-Agency Policies, Protocols & Guidance which can be found at <http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-protection>
- and
- Kent & Medway Safeguarding Children Procedures, which can be found at <http://www.kscb.org.uk>

Providers are responsible for ensuring that all personnel are issued with and display at all times appropriate identification in the course of their duties relating to this service. [Photographic](#) identification must [be](#) issued and displayed at all times [by in-house delivery drivers](#)

## 7 Variations

All variations to this specification must be formally agreed between the commissioning CCG and the pharmacy provider and confirmed in writing prior to commencement of the service.

## 8 Termination

Termination of this agreement may not take place within the first six months, except for reasons of clinical quality or performance.

The commissioning CCG may terminate the service by giving not less than three months' notice in writing to the provider.

The provider may terminate the service by giving not less than three months' notice in writing to the CCG.

## 9 Data to be created and provided by the Pharmacy

- Confirmation monthly
  - Contact details of the member of staff who is identified as the 'Out of Season Antiviral Stock Controller' along with those members of staff who will deputise in their absence
  - A suitable 'Business Continuity Plan' is in place
  - A suitable 'Standard Operating Procedure'. Is in place with particular reference to delivery of this service by locums



- Completion of Appendix 2 of this specification for reimbursement of stock within one month of receipt
- Completion of Appendix 3 of this specification for each outbreak notification received from the CCG's clinical assessor at the end of the calendar month the outbreak occurs or within 2 working days
- A copy of the delivery receipt
- Completion of Appendix 4 to claim for dispensing fees following each episode of dispensing at the end of the calendar month the outbreak occurs or within 2 working days

## 9 Commissioning CCG Responsibilities

1. Ensure that the pharmacy is kept informed of developments as the outbreaks occur.
2. Provide advice and guidance on infection control.
3. Ensure that activity levels in each pharmacy are monitored closely so that contingency arrangements can be actioned to support pharmacies, including the opening of further antiviral holding pharmacies if necessary.
4. Maintain a list of which clinical providers are providing the assessment specification and the route they will use to ensure the PSD is received at the contracted pharmacy.
5. Maintain a list of all designated pharmacies in Kent and contact details
6. Provide a key contact for any queries relating to this service.

## 10 Finance Details

The payment for this service will comprise of component parts:

1. A fee of £40.00 per month for the submission of a report confirming all of the following:
  - current contact details of the member of staff who is identified as the 'Out of Season Antiviral Stock Controller' along with those members of staff who will deputise in their absence
  - a suitable 'Standard Operating Procedure' is in place with particular reference to delivery of this service by locums
  - a suitable 'Business Continuity Plan' is in place
  - the number of outbreaks for which antivirals have been supplied to and details as set out in Appendix 3
2. a 'standby by' fee of £50 for cover on required bank holidays and a £50 fee in the event of a call out.
3. reimbursement of stock at levels set out in Appendix 1 at List price minus 5% on completion of Appendix 2

4. A fee of £2.00 per supply of antiviral medication on completion of Appendix 4 following each episode of supply per outbreak and a copy of the delivery receipt
5. The pharmacy provider will be paid the standard NHS mileage allowance (Currently 56p a mile) per mile to transport the antiviral medication to the affected institution using a method of delivery which provides an audit trail of delivery and receipt on completion of. Appendix 5- Claim for transport costs
6. Any payment received under this service specification will be made gross and it is the pharmacy provider's responsibility to ensure that any tax, pension or national insurance obligations are met from the payment received.
7. Submissions will be on paper format until service is uploaded on PharmOutcomes portal when submission will be on that portal

## 11 Signature Sheet

This document constitutes the agreement between NHS Canterbury and Coastal CCG and Paydens Group to provide the service **East Kent Community Pharmacy Service to Supply Anti-virals during an 'Out of Season' Influenza Outbreak** at Paydens Pharmacy, Canada Road, Deal, CT14 7EQ.

### Signature on behalf of the Pharmacy:

Signature & Name (please print)	Pharmacy Name/Stamp	Date

### Signature on behalf of NHS Ashford and NHS Canterbury and Coastal CCG:

Signature & Name (please print)	Position	Date

## APPENDIX 1 Stock levels to be held

Medication	Dose	Stock level to be held
Tamiflu	75mg	60
Tamiflu	2 x 30mg	None
Tamiflu	45mg	10
Tamiflu	30mg	80
Relenza	5mg blisters	5
Oseltamivir Solution	15mg / 1ml	None
Oseltamivir Solution	12mg / 1ml	None

## APPENDIX 2 Reimbursement of stock ordered

	Number of packs received	List price	Total cost	Expiry date*	Date received
Tamiflu 75mg x10					
Tamiflu 45mg x10					
Tamiflu 30mg x10					
Oseltamivir Soln 15mg/ml xOP					
Oseltamivir Soln 12mg/ml xOP					
Relenza original pack					
Total cost					
5% cost					
Cost minus 5%					
Claim				Total	
Date of claim					

\*Must have minimum of 3 years expiry date unless written confirmation from CCG's Medicine Management lead that a shorter period is acceptable

**APPENDIX 3 To be completed for each and every outbreak notification.**

Pharmacy Name							
Pharmacy Code							
Name of person completing form							
Position of person completing form							
Contact details of person completing form							
Time and date outbreak notified to pharmacy							
Name of requesting clinical assessor and contact details							
Name of institution, address and post code							
Name of key contact at location							
Key contact's position at location							
Telephone number of key contact at location							
Method of sending PSD's to pharmacy (if email what email address was used)							
Time and date PSD's sent to pharmacy							
Number of patients and staff requiring antivirals	T75mg	T60mg	T45mg	T30mg	Soln 15mg/ml	Soln 12mg/ml	Relenza
Time and date antivirals sent to institution							
Name and position of the person signing for receipt of the antivirals at the delivery location							

#### APPENDIX 4- Claim for dispensing fees

Date of outbreak										
Institution delivered to										
Number of patients and carers requiring antivirals per preparation	T75 mg	T60 mg	T45mg g	T30mg g	Soln 15mg/ml	Soln 12mg/ml	Relenza	Total	Fee per dispensing £2	Total claim

#### APPENDIX 5- Claim for transport costs

Date of outbreak										
Institution delivered to										
Distance travelled in miles										
Reimbursement 56p per mile										
Total claim										

\*current NHS mileage allowance (56p a mile Aug 2017)

Either send completed form after each and every outbreak to:

- [accg.eastkentprescribing@nhs.net](mailto:accg.eastkentprescribing@nhs.net) Medicine Management email address
- Or complete details on PharmOutcomes portal once activated