

Service Specification No.	TBC version 0.06 17/11/23
Service	Provision of antiviral medication through NHS community pharmacy providers within Surrey Heartlands ICB
Commissioner Lead	NHS Surrey Heartlands ICB
Provider Lead	Named community pharmacy premises
Period	Up to two years within time period 1 st Nov 2023 – 31 st Oct 2025
Date of Review	31 st October 2025

1. Population Needs

1.1 National/local context and evidence base

1.1.1 Introduction

This locally commissioned service (LCS) specification outlines the specialised service to be provided by a limited number of community pharmacies in Surrey Heartlands. The specification of this service is designed to cover the storage and supply of antiviral medicines for *influenza-like* illness when supply cannot be made in a timely manner through routine dispensing routes.

1.1.2 Background

The Influenza season is defined by the Chief Medical Officer's (CMO) letter issued each year.

This specification is to provide and deliver a supply of antivirals from designated community pharmacies in Surrey Heartlands to cover influenza-like illness during:

- An 'out of season' outbreak of influenza as notified by the UK Health Security Agency (UKHSA) Health Protection Team
- Out of hours periods both 'in season' and 'out of season'
- The 'in season' period in exceptional circumstance where the institution's usual pharmacy cannot provide the medication in a timely manner
- This will include the supply of antivirals for persons exposed to highly-pathogenic avian influenza (HPAI).

To support implementation of national guidance from UKSHA and Public Health England.

[Influenza: treatment and prophylaxis using anti-viral agents - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/influenza-treatment-and-prophylaxis-using-anti-viral-agents)

[Influenza-like illness \(ILI\): managing outbreaks in care homes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/influenza-like-illness-ili-managing-outbreaks-in-care-homes)

[Avian influenza: guidance for managing human cases - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/avian-influenza-guidance-for-managing-human-cases)

In the event of NHS Surrey Heartlands being required to implement mitigation procedures due to spread of virus and a national decision then this service will be suspended

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

- Preventing ill health and keeping people well

3. Scope

3.1 Aims and objectives of service

3.1.1 Aim:

To reduce the risk of complications from and spread of influenza-like illness by providing access to treatment and prophylaxis in a timely manner when routine routes of supply will cause clinically unacceptable delay.

3.1.2 Objectives:

- To ensure that people with influenza-like illness, assessed as requiring treatment or prophylaxis with antivirals can access the medicines promptly
- To support people, carers and clinicians by providing them with up to date information and pharmaceutical advice, from a choice of locations within Surrey Heartlands geography (at least one per place will be commissioned)

3.2 Medicines covered

Each provider will be required to stock (as a minimum) the following items:

Drug	Preparation	Volume
Oseltamivir	75mg capsules (x10)	50 original pack
Oseltamivir	45mg capsules (x10)	20 original pack
Oseltamivir	30mg capsules (x10)	50 original packs
Oseltamivir	6mg/ml powder for oral solution (x65ml)	10 original packs
Zanamivir	5mg/dose inhaler (x20 blisters)	10 original packs 2 blisters = 1 dose

3.3 Population covered

The service will be open to:

- Adults and children, identified on clinical assessment as having influenza-like illness that requires treatment or prophylaxis with antiviral medication; AND
- registered with a GP practice within Surrey Heartlands; or
- resident within Surrey Heartlands but not registered with any GP practice across the UK (this includes individuals of no fixed abode); or
- are within a staff-group of the institution subject to an outbreak.

This service specification applies to health protection incidents and outbreaks in community settings, examples of which are listed in the table below (note this list is not exhaustive):

Care homes Residential schools for disabled children/young people Asylum seeker initial accommodation Bridging hotels Community hospitals

3.4 Inclusion and exclusion criteria

Community pharmacies will provide the service based on opening hours, Bank Holiday cover and delivery coverage. An expression of interest form is available at appendix 1 to apply for service provision. Appointed sites are listed in appendix 2.

3.4.1 Essential criteria

To provide the service, the pharmacy must be able to meet the following requirements:

- Be located within Surrey Heartlands ICB geographical boundary
- Meeting the core contractual obligations required by NHS England
- Operate a medicines delivery service. The pharmacy will arrange delivery of the antiviral medication to the required location – this could be to any site within Surrey Heartlands
- Contracted hours will be for a minimum of extended opening Monday to Saturday. At least one site must be open for at least 6 hours on a Sunday. Bank Holidays and Easter Sunday within the ‘out of season’ period will either be covered by at least one site being open on rota or by ‘on call’ support (see section 3.5.4)
- The pharmacy must keep each a minimum stock level of the drugs described in section 3.2
- Must be able to provide a means of immediate contact due to the time limitation of antiviral provision.

3.5 Service description/care pathway

The service requires the pharmacy to stock, supply and deliver antiviral medication for:

3.5.1 Level 1 (out of season)

The ICB will commission primary care professionals to respond to localised outbreaks, assess patients and if indicated prescribe the use of antiviral medicines for exposed persons in at risk groups. Outside of times when the Chief Medical Officer and Chief Pharmaceutical Officer has advised that seasonal influenza is circulating, independent prescribers in community are unable to prescribe antivirals under the General Medical Services regulations and alternative local commissioning arrangements need to be made. The ICB at this stage is responsible for healthcare assessment of individuals and contacts, drug costs and any professional service arrangements with pharmacies. It is likely that patient specific directions will be used by clinicians in any out of season outbreak.

3.5.2 Level 2 (In season)

Once a Chief Medical Officer (CMO) Alert is issued, GPs and prescribers working in primary care are allowed to prescribe antiviral medicines for the prophylaxis and treatment of influenza at NHS expense. Community pharmacies will respond to presentation of NHS FP10 prescriptions however may not hold enough supply to accommodate an outbreak situation. Surrey Heartlands ICB have therefore agreed to commission the use of patient specific directions in season for outbreaks. Practices will be signposted to the community pharmacies that are holding antiviral stock in sufficient quantities, should the need arise for rapid access of a large volume of and delivery of antivirals i.e. outbreak in a care home. Individual patients can access any pharmacy they wish or have their FP10 prescription sent to their nominated pharmacy.

3.5.3 Level 3 National pandemic flu arrangements

At October 2023 details of how community pharmacies will dispense pandemic stocks and operate at this stage are not known. Information will be released when this Level of activity is required as commissioned and directed by NHS England. The activity in relation to Level 3, should it be necessary for the ICB to commission this level with access to pandemic stocks, will be made available to pharmacies through a contract variation to this contract.

3.5.4 Community pharmacy service summary

To provide the service, the pharmacy must be able to meet the following requirements:

Stock management

1. To store and manage a ‘segregated’ full range of antivirals as agreed with the ICB (section 3.2).
2. Advise the ICB if stock levels in section 3.2 are not sufficient, particularly in season when there can be simultaneous outbreaks.
3. Advise the ICB if stock becomes unobtainable with no date expected for delivery whereby the minimum stock levels cannot be kept routinely. This should be communicated by email to syheartlandsicb.mo-admin@nhs.net
4. Produce monthly claims for any antivirals dispensed under a patient group direction promptly with maximum grace period of 1 month from provision to date of claim. Invoice template available in appendix 4.

Prescribing guidance

5. Receive latest prescribing guidance and any advice for antiviral prescribing; and advise the ICB on specific situations where requested e.g. contacting prescribers should oseltamivir solution be prescribed to anyone over the age of 1 year old for example.
6. Ensure that prescribing information and updates are forwarded to all members of the pharmacy team including any locum pharmacy staff (where practicable). Be familiar with dosing arrangements for prophylaxis and treatment doses including in that of special patient groups.

Clinical governance

7. Pharmacies should be aware of the need to keep up to date on the current influenza situation via their own reference sources and from the ICB/NHS England. People with symptoms will have been assessed by a healthcare professional using e.g. a HPA algorithm (updated regularly and available at www.hpa.org.uk) since there will be guidance issued at national level.
8. Refer any necessary clinical queries to the prescriber.
9. Receive and implement national NHSE advice on infection control measures to safely provide this service as updated and where it is applicable to pharmacy premises.
10. Ensure that all pharmacy and medicines counter staff are offered and can access flu vaccination.
11. The pharmacy will have and maintain a Standard Operating Procedure and ensure that all pharmacy and medicines counter staff involved in the service are aware of standard operating procedure.
12. The pharmacy must demonstrate it has sufficient indemnity cover to support the provision of this service.
13. Be able to produce business contingency plans within contractual obligations to facilitate continuity of service.
14. All paperwork should be kept as per private prescription requirements referencing information governance principles.
15. Notify Surrey Heartlands ICB and Surrey and Sussex Community Pharmacy urgently of any forced closures through syheartlandsicb.mo-admin@nhs.net and lpc@communitypharmacys.co.uk
16. Notify the ICB of any incident reports or concerns relating to antivirals in addition to in house procedures re incident reporting to syheartlandsicb.mo-admin@nhs.net
17. Complete and return annual audit (appendix 5).

Supply

18. Requests for antivirals in an outbreak will be made using a patient specific direction (PSD) by an ICB appointed clinical assessor.
19. A record of the supply for each outbreak should be made using the notification sheet (appendix 3)
20. The pharmacy must dispatch antivirals as soon as possible after receipt of the request (AND within 48 hrs of symptom onset or within 48 hrs of contact with index case)
21. The pharmacy must arrange delivery to organisations with an outbreak in a manner which provides an audit trail of delivery and receipt. This can be either the pharmacy's usual delivery arrangement or via a courier
22. If the pharmacy is not able to dispense the prescription when presented, then they need to find another community pharmacy that is able to fill the prescription. This should be done by telephoning another community pharmacy to ensure they have the medication in stock, it should not be assumed that because a community pharmacy is on the service list they can supply on every occasion.
23. When drugs held in stock expire - stock should be replenished as soon as possible and a claim can be made by the pharmacy to the ICB via Claim form (appendix 4) to cover the cost and replacement of these drugs

On-call

24. One site will be reimbursed to provide on-call cover for Christmas Day and Easter Sunday. This will require an on-call contact number to be provided the Surrey Heartlands ICB to communicate to clinical assessors as necessary.
25. The on-call pharmacy will provide cover from 10am-4pm on the two days.

3.6 ICB responsibilities

- The ICB will promote awareness of the service with prescribers and other healthcare professionals including the Acute Trusts.
- The ICB will regularly review the service and drug choice to ensure that it reflects the availability of new medicines and changes in practice or guidelines.
- The ICB will disseminate information on the service to other health care professionals in order that they can signpost patients to the service.
- The ICB and the Local Pharmaceutical Committee will disseminate information on the service to other pharmacy contractors in order that they can signpost patients to the service.

3.7 Interdependence with other services/providers

The list of pharmacies prepared to offer this service is to be made available to the following service providers:

- GP Practices
- On-call out of hours service provider for GP practices (Practice Plus Group)
- Accident and Emergency Departments of local NHS hospitals
- NHS 111
- Locality Walk-in Centres
- Hospices

The above providers under core contractual requirements will assess and arrange treatment of patients who are ill, or who believe themselves to be ill, with influenza like illness as this will fall within the definition of essential medical services and we would expect patients to be managed as such, in line with the requirements set out in provider contracts.

In addition to the above listed service providers, the following organisations will be made aware of the community pharmacies participating in this scheme:

- Other community pharmacies
- ICB Medicines Optimisation Team
- ICB Emergency Planning, Resilience and Response team

3.6 Monitoring and Audit

- The provider should audit the standards of the service on an annual basis to ensure compliance with the LCS requirements and identify areas for improvement, which the provider would need to address.
- The provider is required to submit an annual (1st April – 31st March) audit return form (appendix 5) to the ICB's Medicines Optimisation Team (MOT) on an annual basis (by the 30th April of each year).
- The level of service provided will be monitored by such means as required by Surrey Heartlands ICB.
- The provider should obtain feedback on the service from the patients who use it. This feedback should be reviewed by the provider and where appropriate, changes should be made in order to improve the quality of the service. If feedback obtained is related to changes in this LCS, this should be given to the ICB.

4. Training and Competence

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols. This includes all locum pharmacists

5. Applicable Service Standards

5.1 Applicable national standards

Applicable standards include but are not limited to:

- Guidance on the use of antiviral agents for the treatment and prophylaxis of seasonal influenza. UK Health Security Agency, last updated December 2021 [Influenza: treatment and prophylaxis using anti-viral agents - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/influenza-treatment-and-prophylaxis-using-anti-viral-agents)
- Guidance on the management of outbreaks of influenza-like illness (ILI) in care homes. Public Health England, last updated July 2023 [Influenza-like illness \(ILI\): managing outbreaks in care homes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/influenza-like-illness-ili-managing-outbreaks-in-care-homes)
- Avian influenza: guidance for managing human cases. UK Health Security Agency, last updated November 2021 [Avian influenza: guidance for managing human cases - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/avian-influenza-guidance-for-managing-human-cases)
- Community pharmacy contractual framework [Community Pharmacy Contractual Framework: 2019 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/community-pharmacy-contractual-framework-2019-to-2024)
- General Pharmaceutical Council. Standards for Pharmacy Professionals 2017 https://www.pharmacyregulation.org/sites/default/files/standards_for_pharmacy_professionals_may_2017_0.pdf
- Any other as appropriate to the services/staffing

5.2 Further information

- Surrey PAD [Prescribing Advisory Database \(res-systems.net\)](https://res-systems.net)
- British National Formulary (BNF) [BNF \(British National Formulary\) | NICE](https://www.bnf.co.uk/)
- Summaries of Product Characteristics (SPC) [Home - electronic medicines compendium \(emc\)](https://www.medicines.org.uk/emc/)

6. Pricing and Costs

6.1 Pricing

Surrey Heartlands ICB agree to pay the following:

Initial set up <ul style="list-style-type: none"> • Service implementation and clinical governance - review requirements of service specification and creation of Standard Operating Procedure • Service training requirements 	Year 1 only	£490
Initial stock As per section 3.2	Year 1 only	As per Drug Tariff
Annual retainer <ul style="list-style-type: none"> • Staff briefing and training to all staff members on service requirements • Clinical governance reporting & monitoring • Individual staff training time on service requirements/PSD's/SOP • Service requirements including stock check form and stock communication • Completion of post-outbreak data collection form • Service audit completed for the ICB and health professional stock and service communication 	one off per year	£956
Xmas Day & Easter Sunday on-call (one site only agreed with ICB) <ul style="list-style-type: none"> • On-call cover • Call out fee 	one off per year per call out	£1000 £50
Dispensing fee	Per item supplied by PSD	£12
Delivery fee <ul style="list-style-type: none"> • for outbreaks only 	Per delivery made	£11 min. or £0.56 per mile or receipt
Replacement stock <ul style="list-style-type: none"> • Reimbursement for drugs supplied by PSD • Expired stock 		As per drug tariff

- Payments will be made within 30 days of the invoice. A template is available at appendix 4.
- Should, following a review, items be removed from the drug list then the usual 'out of date' claims process should be followed for the next 6 months. The removed items should not be re-ordered and any remaining undispensed stock (after 6 months) should be claimed as 'out of date/no longer in use'. Such changes will be communicated to the providers and timescales outlined.

6.2 Claims

- Each community pharmacy contracted to provide this service will receive payment from the ICB following receipt of the invoice claim form for expired stock (appendix 4) via NHS Shared Business Services.

The Provider must submit an invoice to SBS via an e-Invoicing platform in accordance with SC 36.49 with the invoice claim form as an attachment to the electronic invoice. E-Invoicing guidance can be found here:

<https://www.sbs.nhs.uk/supplier-invoicing>

The invoice claim form

- Must be completed FULLY,
- Must be scanned legibly,
- Must have all sections of the form completed by **typing** and **NOT handwritten** (other than the signature).

Providers transitioning to e-Invoicing may continue to submit invoice claim forms on paper but only with the written permission of the Commissioner.

Invoice claim forms that are submitted on paper:

- Must be completed FULLY,
- Must be legible as they will be scanned by SBS,
- Must not be printed on dark paper or in purple ink as this will spoil the scanning process,
- Must have all sections of the form completed by **typing** and **NOT handwritten** (other than the signature),
- Must NOT have staples as this may create problems when the form is scanned by SBS and
- Must be addressed to **SURREY HEARTLANDS ICB, QXU PAYABLES M895, PO Box 312, LEEDS, LS11 1HP**, and emailed in pdf format to SBS.APinvoicing@nhs.net

Personal identifiable data must not be included with any invoice or any on documentation relating to claims for payment sent to the Commissioner

7. Termination

The provider may terminate this agreement by giving NHS Surrey Heartlands ICB 3 months' notice in writing of its intention to do so. Such notice, once given, may only be withdrawn with the agreement of NHS Surrey Heartlands ICB who shall not be required to agree.

NHS Surrey Heartlands ICB may terminate this agreement:

- By giving 3 months' notice of termination in writing. Such notice, once given, may only be withdrawn with the agreement of the provider who shall not be required to agree.
- By giving any period of notice it considers appropriate, including none, if it considers this to be necessary in the interests of patient safety.
- If it is brought to the ICB's attention that a provider has breached the requirements as set out in this service specification, then the provider may be asked to withdraw from providing the service.

8. Location of Provider Premises

The Surrey PAD (<https://surreyccg.res-systems.net/PAD/>) contains the list of providers who are commissioned to provide this service. Search oseltamivir or zanamivir

9. References

1. Guidance on the use of antiviral agents for the treatment and prophylaxis of seasonal influenza. UK Health Security Agency, last updated December 2021 [Influenza: treatment and prophylaxis using anti-viral agents - GOV.UK \(www.gov.uk\)](#)
2. Guidance on the management of outbreaks of influenza-like illness (ILI) in care homes. Public Health England, last updated July 2023 [Influenza-like illness \(ILI\): managing outbreaks in care homes - GOV.UK \(www.gov.uk\)](#)
3. Avian influenza: guidance for managing human cases. UK Health Security Agency, last updated November 2021 [Avian influenza: guidance for managing human cases - GOV.UK \(www.gov.uk\)](#)
4. Electronic Medicines Complete. Summary of Product Characteristics for oseltamivir products [Search Results - \(emc\) \(medicines.org.uk\)](#)
5. Electronic Medicines Complete. Summary of Product Characteristics for zanamivir products [Search Results - \(emc\) \(medicines.org.uk\)](#)
6. British National Formulary. Oseltamivir [Oseltamivir | Drugs | BNF | NICE](#)
7. British National Formulary. Zanamivir [Zanamivir | Drugs | BNF | NICE](#)

Appendix 1:

Expression of interest to provide an antiviral stock and supply service within NHS Surrey Heartlands ICB

ALL SECTIONS ON THIS APPLICATION FORM MUST BE COMPLETED

Pharmacy stamp (including name and address): Opening hours:

	Mon:
	Tue:
	Wed:
	Thu:
	Fri:
	Sat:
	Sun:
	Bank Holidays:

Pharmacy service questions	Circle either Yes or No
Please provide contact telephone number(s) that will be answered without delay: 1) _____ 2) _____ <i>This is required for prescribers to inform the pharmacy that a PSD will be emailed and requires immediate attention to meet the clinical requirements of antiviral supply.</i>	
Please confirm that the pharmacy can provide a delivery service that covers the whole Surrey Heartlands geography - If No – please provide detail of what can be covered:	Yes / No
Please confirm if the pharmacy can provide an on-call service for Christmas Day and Easter Sunday - On-call is classed as being available to provide the service between 10am-4pm - If Yes Please provide on-call contact details that can be held by the ICB for communication to clinical providers as necessary: Oncall contact name: Telephone number to be used:	Yes / No

I wish to provide this service and on appointment, I will ensure that the requirements as set out in the service specification are adhered to when providing this locally commissioned service.

Lead contact name (BLOCK CAPITALS):.....

Lead contact position:.....

Lead contact signature:.....

Lead contact email address:.....

Lead contact telephone number:.....

Date:.....

Please return this completed form to:

Medicines Optimisation Team at syheartlandsicb.mo-admin@nhs.net

- On receipt of the completed application form, the Medicines Optimisation Team will review all expressions of interest received and appoint up to two pharmacies Should there be multiple EOIs received, preference will be given based on the following criteria:
 - **Opening hours:** Pharmacies with longer opening hours including Sundays
 - **National holiday coverage:** Pharmacies that are routinely open on Bank Holidays and/or are willing to cover Christmas Day and Easter Sunday
 - **Delivery:** Pharmacies that can provide a delivery to the whole of Surrey Heartlands geography

- You will be contacted to confirm the decision made in relation to you expression of interest.

Appendix 2:

**Current Community Pharmacy Providers of the antiviral stock and supply service within
NHS Surrey Heartlands ICB**

Date:

Place	Pharmacy name & address	Telephone number	Opening hours

Appendix 3:

**Data collection form for the antiviral stock and supply service within NHS Surrey
Heartlands ICB**

ALL SECTIONS ON THIS APPLICATION FORM MUST BE COMPLETED FOR EACH OUTBREAK NOTIFICATION

Pharmacy stamp (including name and address):

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This form should be completed for each outbreak notification and sent to the ICB within 1 month of the outbreak

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 PSDs to pharmacy					
Time and date PSDs arrived at pharmacy					
Number of patients and staff requiring antivirals	Oseltamivir				Zanamivir
	75mg	45mg	30mg	6mg/ml	5mg/dose
Time and date antivirals sent to institution					
Name and position of the person signing for receipt of the antivirals at the delivery location					

Lead contact name (BLOCK CAPITALS):.....

Lead contact position:.....

Lead contact signature:.....

Lead contact email address:.....

Lead contact telephone number:.....

Date:.....

Please return this completed form to:

Medicines Optimisation Team at syheartlandsicb.mo-admin@nhs.net with subject heading Antiviral Supply LCS.

Page 2 of 2 (data collection form template)

Antiviral stock and supply invoice claim form

Requirements of this form

- **NO patient identifiable** data should be included. This includes any patient names, NHS numbers and addresses.
- All sections of the form should be **typed** and **NOT handwritten** (other than the signature).

Please note that payment will not be made unless this form has been completed FULLY in the line with the requirements above

Pharmacy stamp (including name and address): **Contact details:**

	Name:
	Position:
	Email:
	Tel:

Billing address	Invoice date:
XXRMAKAY SURREY HEARTLANDS ICB, QXU PAYABLES M895 PO Box 312, LEEDS, LS11 1HP	*Invoice number:

QUANTITY	DESCRIPTION (delete rows as necessary)	UNIT PRICE (£)	AMOUNT (£)
1	<u>Initial set up</u> (year one only)	490	
	<u>Initial drug stock</u> <i>Use current drug tariff price</i>		
50 OP	Oseltamivir 75mg x 10 caps		
20 OP	Oseltamivir 45mg x 10 caps		
50 OP	Oseltamivir 30mg x 10 caps		
10 OP	Oseltamivir 6mg/ml x 65ml		
10 OP	Zanamivir x 20 blisters		
1	<u>Annual retainer</u> <i>Insert year covered</i>	956	
	<u>Holiday cover</u> <i>As agreed with ICB in contract</i>		
	Christmas Day	500	
	Easter Sunday	500	
	Call out fee (Christmas Day or Easter Sunday)	50	
	<u>Dispensing fee</u> <i>Insert number of items dispensed</i>	£12	
	<u>Delivery fee</u>		

	<i>Insert line for each delivery made to an outbreak setting</i>	<i>£11 minimum OR receipt for taxi/public transport to be provided OR £0.56 per mile own transport</i>	
	<u>Replacement stock</u> <i>Use current drug tariff +VAT</i> Reimbursement for drugs supplied by PSD <i>Insert drug name, presentation and quantity</i> Expired stock <i>Insert drug name, presentation and quantity</i>		
TOTAL DUE			

*Invoices received without an invoice number will be returned. NHS Shared Business Services is able to process invoice numbers of up to 39 alphanumeric characters.

Appendix 5:

Annual audit return form 1st April – 31st March

Please return this FULLY completed form by the 30th April of each year to:

Medicines Optimisation Team at syheartlandsicb.mo-admin@nhs.net

Pharmacy stamp (including name and address):

- Please confirm that your standard operating procedures for this service have been updated within the last 12 months:

- Please confirm that that you have obtained feedback on the service from the organisations who use in order to improve the quality of the service provided?
.....

- If any of the patient feedback obtained was related to changes in this LCS, please include this below:
.....

- Please confirm that pharmacists (including locum pharmacists) and staff involved in the provision of the service have been appropriately trained, are aware of and operate within local protocols relevant to this service:
.....

Lead contact name (BLOCK CAPITALS):.....

Lead contact position (BLOCK CAPITALS):.....

Lead contact signature:.....

Lead contact email address:.....

Lead contact telephone number:.....

Date:.....