

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	CPS005
Title	Provision of antiviral medication for influenza-like illness
Nature of Service	Provision of antiviral medication through NHS community pharmacy providers within Surrey Heartlands ICB
Commissioning Lead	NHS Surrey Heartlands ICB
Contact details for commissioning lead	Monika Cunjamalay
Provider lead	Named Pharmacy
Start date – specification valid from	1 st November 2025
End date – specification valid until	31 st October 2027
Specification interim review date	Annual

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

This specification is to provide and deliver a supply of antivirals from designated community pharmacies in Surrey Heartlands including 'out of hours periods'. 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	✓

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 anti-virals can access the medicines promptly
- To support people, carers and clinicians by providing them with up-to-date information and pharmaceutical advice, from two community pharmacies within Surrey Heartlands geography.

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

Two 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, Christmas Day and Easter Sunday will either be covered by at least one site being open on rota or by 'on call' support (see section 3.5.2)
- The pharmacy must keep 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.

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 (PSDs) 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.

3.5.1 National pandemic flu arrangements

Community pharmacies will dispense pandemic stocks, which will be made available to pharmacies, should it be necessary for ICBs to commission this service in response to a National flu pandemic.

3.5.2 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 flu 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 specific direction (PSD) promptly with maximum grace period of 1 month from provision to date of claim. Invoice template available on PharmOutcomes (appendix 4) which should be submitted to sbs.apinvoicing@nhs.net.

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 Community Pharmacy Surrey and Sussex 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. [The pharmacy contractor is required to complete](#) and submit an annual audit form (appendix 5) to NHS Surrey Heartlands via PharmOutcomes.

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 by completing and submitting the notification sheet (appendix 3) to NHS Surrey Heartlands via PharmOutcomes.
20. The pharmacy must dispatch antivirals as soon as possible after receipt of the request (AND within 48 hours of symptom onset or within 48 hours 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 the Claim form available on PharmOutcomes (appendix 4) and which should be submitted to sbs.apinvoicing@nhs.net 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 November – 31st October) audit return form (appendix 5) to NHS Surrey Heartlands via PharmOutcomes on an annual basis (by the 30th November 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 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: [Influenza: treatment and prophylaxis using anti-viral agents - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/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: [Influenza-like illness \(ILI\): managing outbreaks in care homes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/influenza-like-illness-ili-managing-outbreaks-in-care-homes)
- Avian influenza: guidance for managing human cases. UK Health Security Agency: [Avian influenza: guidance for managing human cases - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/avian-influenza-guidance-for-managing-human-cases)
- Any other as appropriate to the services/staffing

5.2 Further information

- Surrey PAD: [Homepage - surrey.res.services](https://www.surrey.res.services/)
- 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 (for new service providers) <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	£515
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	£1000
Xmas Day & Easter Sunday on-call (one site only agreed with ICB) <ul style="list-style-type: none"> On-call cover Call out fee 	per call out	On-call cover for Christmas day £523 On-call cover provided Easter Sunday £523 £52
Dispensing fee	Per item supplied by PSD	£13
Delivery fee <ul style="list-style-type: none"> for outbreaks only 	Per delivery made	£11.50 minimum or £0.59per 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 on PharmOutcomes as seen in appendix 4 and should be submitted to sbs.apinvoicing@nhs.net.
- 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 on PharmOutcomes for expired stock (appendix 4). The completed invoice claim form (appendix 4) available on PharmOutcomes needs to be submitted 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 ([Provision of antivirals for influenza from Community Pharmacies-October 2025.pdf](#)) 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](#)

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: July 2025**

Place	Pharmacy name & address	Telephone number	Opening hours
	Boots UK Limited Leatherhead 11 Swan Court, High St, Leatherhead KT22 8AH ODS: FGR11, GPhC reg. No 1036665 Store Number 1403, pharmacy.FGR11@nhs.net	01372 372751	Mon: 9am-6pm Tue: 9am-6pm Wed: 9am-6pm Thu: 9am-6pm Fri: 9am-6pm Sat: 9am-6pm Sun: 10am-6pm Bank Holidays: 10am-4pm
	Miles Pharmacy 94 Chessington Road, Ewell Surrey KT19 9UR ODS:FJV56, GPhC reg. No. 9011598 pharmacy.FJV56@nhs.net	020 8393 1000	Mon: 9am-6.30pm Tue: 9am-6.30pm Wed: 9am-6.30pm Thu: 9am-6.30pm Fri: 9am-6.30pm Sat: 9am-4pm Sunday - closed Easter Sunday and Christmas Day (on- call only)

Appendix 3:

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

ALL SECTIONS ON THIS FORM MUST BE COMPLETED FOR EACH OUTBREAK NOTIFICATION AND SUBMITTED TO NHS SURREY HEARTLANDS VIA PHARMOUTCOMES

Pharmacy stamp name and address:

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This form should be completed for each outbreak notification and sent to the ICB via PharmOutcomes 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:

**Appendix 4:
INVOICE**

Antiviral stock and supply invoice claim form

This form should be completed and submitted to NHS Surrey Heartlands via PharmOutcomes to sbs.apinvoicing@nhs.net

NO patient identifiable data should be included. This includes any patient names, NHS numbers and addresses.

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

Pharmacy name and address:

Contact details:

	Name:
	Position:
	Email:
	Tel:

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

QUANTITY	DESCRIPTION (delete rows as necessary)	UNIT PRICE (£)	AMOUNT (£)
1	<u>Initial set up</u> (year one only)	515	
	<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>	1000	

	<u>Holiday cover</u> <i>As agreed with ICB in contract</i>		
	Christmas Day	523	
	Easter Sunday	523	
	Call out fee (Christmas Day or Easter Sunday)	52	
	<u>Dispensing fee</u>	£13	
	<i>Insert number of items dispensed</i>		
	<u>Delivery fee</u>		
	<i>Insert line for each delivery made to an outbreak setting</i>	<i>£11.50 minimum OR receipt for taxi/public transport to be provided OR £0.59 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 November – 31st October

Please return this FULLY completed form by the 30th November of each year to NHS Surrey Heartlands via PharmOutcomes.

Pharmacy name and address:

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

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.....
.....

- 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?

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.....
.....

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

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.....
.....

- 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:.....

Lead contact signature:.....

Lead contact email address:.....

Lead contact telephone number:.....

Date:.....