

Service Specification No.	TBC
Service	Supply of anti-viral medication by community pharmacy providers for the urgent treatment of influenza within NHS Frimley ICB
Commissioner Lead	NHS Frimley ICB
Provider Lead	Named community pharmacy premises
Period	1st September 2024-31st August 2026
Date of Review	31 st May 2026

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 community pharmacy within Frimley Health & Care ICS. The specification of this service is designed to cover the supply of medication following prescription of the treatment to a Frimley Health & Care patient by a clinician within Out of Hours GP Services within Frimley Health & Care ICS. There is a requirement to start treatment quickly in line with the recommendations included by NICE: [Overview | Amantadine, oseltamivir and zanamivir for the treatment of influenza | Guidance | NICE](#)

1.1.2 Background

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

This specification is to provide and deliver a supply of antivirals from designated community pharmacies in Frimley Health & Care ICS 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
- The 'in season' period 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 \(www.gov.uk\)](#)

[Influenza-like illness \(ILI\): managing outbreaks in care homes - GOV.UK \(www.gov.uk\)](#)

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

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

- To improve the access to these medicines when they are required by ensuring timely supply.

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.

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)	2 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 NHS Frimley ICB; 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 Pharmacy inclusion and exclusion criteria

The community pharmacy will be selected to 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 NHS Frimley ICB geographical boundary
- Meeting the core contractual obligations required by NHS England

Commented [JP1]: Will there be more than one - how many are being sought?

Commented [TL2R1]: We are looking for one

Commented [JP3R1]: If just one should this state A community pharmacy...

- The pharmacy must be prepared to arrange delivery of the antiviral medication to the required location if necessary – this could be to any site within Frimley ICB.
- Contracted hours will be for 7 days per week ideally.
- The pharmacy must keep each a minimum stock level of the drugs described in section 3.2.
- The pharmacy must be able to dispense and deliver the stock against either a FP10 prescription or PSD (patient specific direction) on the same day of receipt of the prescription or PSD if it is received in a timely manner before closing time (otherwise it should be dispensed/delivered the next day).

Commented [JP4]: Same day only if Rx's received in a timely manner before closure otherwise will not be able to dispense and deliver before the pharmacy closes. Otherwise will be next day.

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 recommend the use of antiviral medicines for exposed persons in at risk groups. Outside of times when the Chief Medical Officer has advised that seasonal influenza is circulating, prescribers 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. Patient specific directions will be used by clinicians in any out of season outbreak. Payment for stock dispensed and for dispensing fees will be claimed directly from Frimley ICB.

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 therefore will cease to operate at Level 1 and respond to presentation of NHS FP10 prescriptions. NHS FP10 prescriptions are submitted to the NHS Business Services Authority (NHSBSA) in the usual way. The ICB no longer requires a Locally Commissioned Service with community pharmacies. However, should the need arise for rapid access of a large volume of and delivery of antivirals i.e. outbreak in a care home, then the service prescribing the anti-virals will be notified of which pharmacy holds stock. Individual patients can access any pharmacy they wish or have their prescription sent to their nominated pharmacy.

3.5.3 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). Note that this stock can be used to respond to requirements of Level 1 (out of season) or 2 (NHS FP10) provision.
2. 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 frimleyicb.prescribing@nhs.net
3. Produce monthly claims for any antivirals dispensed under Level 1 (out of season) of this service promptly with maximum grace period of 3 months from provision to date of claim. Invoice template available in appendix 4. Invoicing instructions can be found in section 6.

Prescribing guidance

4. Advise the ICB on any situations where clarification has had to be requested e.g. contacting the prescriber should oseltamivir solution be prescribed to anyone under the age of 1 year old for example by emailing Frimleyicb.prescribing@nhs.net
5. Ensure that prescribing information and updates are forwarded to all relevant 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 people with renal impairment or other reasons for dose adjustment.

Clinical governance

6. 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.
7. Refer any necessary clinical queries to the prescriber.
8. 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.
9. The pharmacy will have a Standard Operating Procedure for this service and ensure that all staff involved in the service are aware of the standard operating procedure.
10. The pharmacy must have sufficient indemnity cover to support the provision of this service.
11. The Pharmacy must have a business contingency plan within contractual obligations to facilitate continuity of service.
12. All paperwork should be kept as per GDPR requirements referencing information governance principles. For example, patient specific directions should be kept for 8 years after last used.
13. Notify Frimley ICB urgently of any forced closures by emailing Frimleyicb.prescribing@nhs.net
14. Notify the ICB of any incident reports or concerns relating to antivirals in addition to in house procedures re incident reporting to frimleyicb.prescribing@nhs.net
15. Complete and return annual audit (appendix 5).

Supply

16. Out of season (level 1) requests for antivirals will be made using a patient specific direction (PSD) by an ICB appointed clinical assessor. In season (level 2), FP10s should be received and once dispensed should be submitted to NHSBSA for reimbursement in the usual way.
17. A record of the supply for each outbreak should be made using the notification sheet (appendix 3).
18. The pharmacy must dispatch antivirals as soon as possible after receipt of the request (on the same day where possible), providing that stock levels cover the number of prescriptions).
19. The pharmacy must arrange delivery to organisations with an outbreak in a manner which provides an audit trail of delivery and receipt. For example, the pharmacy's usual delivery arrangement or via a courier.
20. If the pharmacy is not able to dispense the prescription when presented, then they need to direct to 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.
21. When drugs held in stock expire or are dispensed, stock should be replenished 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. as soon as possible.

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 Committees 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
- Accident and Emergency Departments of local NHS hospitals
- NHS 111
- Locality Walk-in centres/Urgent care 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 Frimley 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/government/uploads/system/uploads/attachment_data/file/101422/influenza-treatment-and-prophylaxis-using-anti-viral-agents-2021.pdf)
- 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/government/uploads/system/uploads/attachment_data/file/114422/influenza-like-illness-ili-managing-outbreaks-in-care-homes-2023.pdf)
- Avian influenza: guidance for managing human cases. UK Health Security Agency, last updated February 2024 [Avian influenza: guidance for managing human cases - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/121422/avian-influenza-guidance-for-managing-human-cases-2024.pdf)
- Community pharmacy contractual framework [Community Pharmacy Contractual Framework: 2019 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/114422/community-pharmacy-contractual-framework-2019-to-2024.pdf)

- General Pharmaceutical Council. Standards for Pharmacy Professionals 2017
<https://www.pharmacyregulation.org/pharmacists/standards-and-guidance-pharmacy-professionals/standards-pharmacy-professionals>

5.2 Further information

- British National Formulary (BNF) [BNF \(British National Formulary\) | NICE](#)
- Summaries of Product Characteristics (SPC) [Home - electronic medicines compendium \(emc\)](#)

6. Pricing and Costs

6.1 Pricing

Frimley ICB agree to pay the following:

- Set up fee of £500.
- Annual retainer of £1,000 for pharmacies participating in the scheme.
- Payment for stock levels required to initiate the service at Drug Tariff price plus VAT.
- Reimburse the cost of medicines on the list which have expired (when applicable – initial stock order refunded to pharmacies). The reimbursement will be claimed by invoicing the ICB at the cost in the Drug Tariff (plus VAT) at the time of the claim. 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 list then the usual 'out of date' claims process should be followed. The removed items should not be re-ordered and any remaining undispensed stock (after 3 months) should be claimed as 'out of date/no longer in use'. Such changes will be communicated to the providers and timescales outlined.
- Payments for delivery are £11 per delivery for any delivery associated with supply within the pharmacies usual catchment area and delivery time. In mitigating circumstances, the pharmacy can utilise a courier or deliver themselves. Payments for deliveries in mitigating circumstances will be based on receipts for the delivery charges or at a rate of £0.56 per mile. Minimum payment £11.00. These should be claimed monthly.
- Items dispensed during the influenza season will be prescribed on FP10 and claimed for reimbursement from the NHSBSA in the usual way.
- Out of season then a PSD will be used and a dispensing fee of £15 per item supplied via PSD will be made.
- Payments will be made within 30 days of the invoice. A template is available at appendix 4.

6.2 Claims

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

The Provider must submit an invoice to SBS via an e-Invoicing platform 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-einvoicing>

Providers transitioning to e-Invoicing may continue to submit invoice claim forms by emailing pdf version to SBS via sbs.apinvoicing@nhs.net. Guidance on how to submit invoices in this way can be found here:

<https://www.sbs.nhs.uk/supplier-information/submitting-invoices/>

Invoice claim forms that are submitted as pdfs:

- Must be completed fully,
- Must be legible as they will be scanned by SBS
- Must not be scanned 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 be addressed to:

Commented [JP5]: and delivery time. - e.g. maybe Sat in delivery area but driver only works M-F.

XXDCotterell
NHS FRIMLEY ICB
QNQ PAYABLES N085
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 or to SBS.

7. Termination

The provider may terminate this agreement by giving NHS Frimley 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 Frimley ICB who shall not be required to agree.

NHS Frimley 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

Within Frimley ICB

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 \(www.gov.uk\)](https://www.gov.uk/government/publications/influenza-treatment-and-prophylaxis-using-anti-viral-agents)
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 \(www.gov.uk\)](https://www.gov.uk/government/publications/influenza-like-illness-ili-managing-outbreaks-in-care-homes)
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 \(www.gov.uk\)](https://www.gov.uk/government/publications/avian-influenza-guidance-for-managing-human-cases)
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 influenza anti-virals medicines stock supply service within NHS Frimley Health & Care ICS

ALL SECTIONS ON THIS APPLICATION FORM MUST BE COMPLETED

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

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

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:

- Frimley Health & Care ICB: frimleyicb.prescribing@nhs.net
On receipt of the completed application form, the Medicines Optimisation Team will review all expressions of interest received and appoint a pharmacy within North East Hampshire & Farnham or Surrey Heath. Longer opening hours will be given preference if there are multiple applications.
- 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 Frimley ICB**

Date: xx/xx/xxx

Place	Pharmacy name & address	Telephone number	Opening hours

Appendix 3:

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

ALL SECTIONS ON THIS FORM MUST BE COMPLETED FOR EACH Month a Supply has been made

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

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

Pharmacy contact position:.....

Pharmacy contact signature:.....

Pharmacy contact email address:.....

Pharmacy contact telephone number:.....

Date:.....

Please return this completed form to:

Medicines Optimisation Team at frimleyicb.prescribing@nhs.net with subject heading Flu Antiviral Supply LCS.

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 and pharmacy stamp).

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 XXDCotterell NHS FRIMLEY ICB QNQ PAYABLES N085 PO BOX 312 LEEDS LS11 1HP	Invoice date: *Invoice number:
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QUANTITY	DESCRIPTION (delete rows as necessary)	UNIT PRICE (£)	AMOUNT (£)
1	Set up fee	500	
1	Annual retainer	1000	
	Initial drug stock <i>Use current drug tariff price + VAT</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		
	Dispensing fee for PSD items only <i>Insert number of items dispensed</i>	15	
	Delivery fee Within usual delivery area Outside of usual delivery area <i>As per receipt / £0.56 / mile (£11 minimum)</i>	11	
	Replacement stock <i>Use current drug tariff +VAT</i> Reimbursement for drugs supplied by PSD <i>Insert drug name, presentation and quantity</i>		

Commented [JP6]: Just needs adding set-up fee line in.

	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 Frimlevicb.prescribing@nhs.net

Pharmacy stamp (including name and address):

- Please confirm that your standard operating procedures for this service have been updated within the last 24 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?
.....

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

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

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

Pharmacy contact signature:.....

Pharmacy contact email address:.....

Pharmacy contact telephone number:.....

Date:.....