# Antiviral LES

**Service Specification**

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| **Service Specification No.** | Aiii |
| **Service** | Supply of antivirals via Patient Specific Directions (PSD) from community pharmacies during ‘out of season’ influenza outbreaks (Antiviral LES) |
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| **Provider Lead** | Community Pharmacy |
| **Period** | 1st April 2021 – 31st March 2023 |
| **Date of Review** | 31st March 2023 |

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| **1. Population Needs** |
| **National/local context and evidence base**The majority of influenza outbreaks occur during the influenza season following the Chief Medical Officer’s (CMO) alert authorising the prescribing of antivirals in primary care ‘in-season’. However, a small number of outbreaks may occur in the ‘out of season’ period which is defined as the period when the levels of circulating influenza are not yet epidemiologically significant for the CMO to issue their alert authorising antiviral medications on FP10 prescription. An outbreak situation is defined as two or more cases which meet the clinical case definition of Influenza like illness (or alternatively 2 or more cases of laboratory confirmed Influenza) arising within the same 48-hour period with an epidemiological link to the institutional environment, predominately care homes.This contract is for use in the incidence of a localised outbreak diagnosed and notified to Public Health England (PHE), outside the usual flu season.Note this contract does not apply when the Chief Medical Officer (CMO) has announced through a central altering system (CAS) alert that circulating levels of influenza in the community have reached the levels to make prescribing on FP10 prescription appropriate. |
| **2. Outcomes** |
| **NHS Outcomes Framework Domains & Indicators**

| **Domain 1** | **Preventing people from dying prematurely** | **X** |
| --- | --- | --- |
| **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** | **X** |
| **Domain 4** | **Ensuring people have a positive experience of care** | **X** |
| **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **X** |

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| **3. Scope** |
| **Aims and Intended Service Outcomes** To improve the health outcome of patients suspected of having contracted influenza.To optimise the distribution of antiviral medication to identified patients and ensure prompt delivery within the specification timescales.**Scope of Service** All pharmacies registered with the GPhC and holding an NHS England contract should be able to issue antivirals through this service, as long as they are able to do so in time for the patients to get the dose within the required time. Where indicated, oseltamivir antiviral treatment for influenza should be started as soon as possible, ideally within 48 hours of onset of symptoms. Therefore the process for clinical assessment and dispensing of antivirals needs to be completed in a very timely fashion. Oseltamivir prophylaxis should be started within 48 hours of exposure to a case; or after 48 hours on Public Health England (PHE) specialist advice only (36 hours if Zanamivir is used).It should be noted however that those pharmacies commissioned to provide the Specialist Medicines LES should hold small stocks of antivirals. When the pharmacy is presented with a Patient Specific Direction (PSD) (See appendix 1) for influenza medicines during the out of season period, the pharmacy should supply the course of treatment requested and then retain the PSD for their records. As for any other dispensing there should also be a record made in the patient’s medical record (PMR) in the pharmacy. The patient(s) will need to be treated with the prescribed flu treatment within the required time frames. On normal working days, if the medication is in stock, or when there are regular wholesaler deliveries available, it is expected that the antiviral will be supplied with “reasonable promptness” and supplied same day or next day as per any other medication. For situations where the pharmacy dispenses from stock or orders a supply of drug through normal wholesaler routes, the pharmacy can claim the list price of the drug supplied plus a dispensing / management fee of £10 for each initial patient on the PSD and then £5 for each additional patient thereafter listed on the PSD. For exceptional situations\* when the wholesaler emergency supply is necessary, the wholesaler urgent delivery fee can also be claimed.**Exceptional circumstances\*:** If the diagnosis and presentation of the prescription means that the normal wholesaler delivery will not allow initiation of first dose within 48 hours then the pharmacy should use the mainline wholesaler urgent supply facility to order the required medicines. It is anticipated that this will only be when prescribed on a bank holiday. The mainline wholesalers, Phoenix, Alliance and AAH will provide urgent courier facilities. These exceptional fees will be reimbursed by the CCG.If a pharmacy contractor agrees to provide this service, they must ensure that all staff working in the pharmacy when GP practices are closed (evenings, weekends, and bank holidays) are aware that they will be participating, and how to participate. |
| **4. Applicable Service Standards** |
| **Useful guidance**PHE guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza, September 2019<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833572/PHE_guidance_antivirals_influenza_201920.pdf> Please note updated PHE guidance on the use of antivirals will be available on the following website once published: <https://www.gov.uk/government/publications/influenza-treatment-and-prophylaxis-using-anti-viral-agents>  |
| **5. Applicable quality requirements** |
| * 1. **Applicable Quality Requirements (See Schedule 4A-C)**

The pharmacy reviews its standard operating procedures for the supply of antivirals in line with this service on an annual basis in line with national recommendations. The pharmacy is happy to liaise with BNSSG CCG to audit the service so that informed decisions can be made about how to improve it.BNSSG CCG will monitor supplies made through the out of season Flu period and may raise queries with the supplying pharmacy.Antivirals are supplied in a timely manner in line with national prescribing guidance i.e. NICE guidance* 1. **Clinical Incident Reporting**

Contractors must feedback any adverse incidents that occur to the commissioner via PharmOutcomes, the BNSSG Datix system or directly via bnssg.pc.contracts@nhs.net or lisarees1@nhs.net <https://bnssg-datix.scwcsu.nhs.uk/>Any serious incidents will be dealt with in accordance with the relevant provider/commissioner policies* 1. **Complaints Procedure**

**5.3.1** Any complaints from patients should be dealt with via the pharmacy’s own standard complaints procedure in the first instance. If the complaint is not resolved, the patient should direct their complaint to the BNSSG CCG Customer Services Team:Tel: 0117 900 2655 or 0800 073 0907 Email: bnssg.customerservice@nhs.netWrite to:Customer Services TeamNHS Bristol, North Somerset and South Gloucestershire CCGSouth Plaza,Marlborough Street,Bristol,BS1 3NX |
| **6. Location of Provider Premises** |
| **The Provider’s Premises are located at:** |

**Payment Schedule**

For patients that are normally exempt from prescription charges, BNSSG CCG will pay the pharmacy:

**a.**           The cost of the antiviral medicines (using dm+d)

**b.**           £10 for each initial patient on the PSD and then £5 for each additional patient thereafter listed on the PSD. This fee would be to cover the dispensing fees as well as to support the urgent nature of the dispensing.

For patients who are normally not exempt from prescription charges, the pharmacist will take a fee equivalent to the NHS prescription charge (currently £9.35 per item) and BNSSG CCG will pay the pharmacy:

**a.**           The cost of the medicines (using dm+d)

**b.**           £10 for each initial patient on the PSD and then £5 for each additional patient thereafter listed on the PSD. This fee would be to cover the dispensing fees as well as to support the urgent nature of the dispensing.

**c.**           Minus any NHS Prescription charge(s) collected

**Invoicing**

Pharmacies must complete a PharmOutcomes Emergency Supply Service - antiviral template for each supply. A monthly invoice will be generated automatically and sent to BNSSG CCG each calendar month (in arrears), checked and then submitted for payment. Claims for payment would initially be in paper format (see appendix 2) and then on the PharmOutcomes portal once activated unless otherwise advised.

**Appendix 1 - Patient Specific Direction (PSD) Template**

**FOR URGENT ATTENTION**

BNSSG Community pharmacy

 Prescriber Address:

Date:

**Patient Specific Direction (PSD)**

**Please arrange for the supply of:**

|  |  |  |
| --- | --- | --- |
| Antiviral Medication Name | Strength | Formulation |
|  |  |  |

**For the following patients:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Patient Name | Date Of Birth | NHS Number | Route | Dosage/ Frequency | Duration |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

These medicines are required as part of the urgent management of an influenza outbreak declared by PHE Avon Gloucestershire and Wiltshire Health Protection Team (telephone 0300 303 8162) at the following location:

|  |  |
| --- | --- |
| **Name of care home / school (where applicable)** |  |
| **Patient address (e.g. care home / school)** |  |
| **Telephone contact details for care home/school** |  |

|  |  |
| --- | --- |
| **Prescriber name (PRINT)** |  |
| **Prescriber signature** |  |
| **Prescriber GP Practice/ Organisation** |  |
| **Qualification of registered health professional e.g. GP or NMP**  |  |
| **Professional Registration number** |  |
| **Prescriber contact number** |  |

**Appendix 2.1**

**ANTIVIRAL INVOICE**

**TO:**

BNSSG CCG

15C Payables Code: M485

Phoenix House

Topcliffe Lane

Wakefield

WF3 1WE

**INVOICE NUMBER: xxxxxxxxxxxxxx**

**INVOICE DATE: xx/xx/xxxx**

**SHIP TO:**

Contact name

Pharmacy name

Street Address

City

County

Postcode

**COMMENTS OR SPECIAL INSTRUCTIONS:**

[Insert details here if applicable]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ACCOUNT NUMBER** | **P.O. NUMBER/ Contact Reference** | **REQUISITIONER** | **DELIVERY NOTE** | **TERMS** |
| If applicable | **XXDCAMPBELL** | If applicable | If applicable | 30 days |

|  |  |  |  |
| --- | --- | --- | --- |
| **QUANTITY** | **DESCRIPTION** | **UNIT PRICE** | **TOTAL** |
|  | Antiviral supply by Patient Specific Direction following ‘out of season’ influenza Outbreak in …………………………………………………….Drug tariff price of Drugs + £10 per item for each initial patient on the PSD and then £5 for each additional patient thereafter listed on the PSD. |  |  |
| Mainline wholesaler emergency courier delivery charge (if applicable) |  |
| Payable to: [XXXXXXXXXXXX]Bank Account: [XXXXXXXXX]Remittance Address: [Email or postal address]If you have questions concerning this invoice contact [Name, Email, Telephone]VAT Registration Number: (if applicable) | **SUB-TOTAL** |  |
| **VAT** |  |
| **SHIPPLING/HANDLING** |  |
| **TOTAL DUE** |  |

**Appendix 2.2**

**Community Pharmacy claim form for supply of amantadine, oseltamivir or zanamavir during out-of-season influenza outbreaks**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date of dispensing** | **Patient NHS number** **(if available)** | **GP practice of patient** | **Item and quantity supplied** | **Cost of drug supplied (Drug tariff price – dm+d)** | **Courier cost (for urgent deliveries)** | **Dispensing fee**  | **Total cost** |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |
|  |  |  |  |  |  | £10/£5 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Pharmacist name (PRINT)** |  | **Pharmacist signature** |  |
| **Pharmacy address/stamp** |  |

**Appendix 3**

**Pathway for the supply of antivirals from community pharmacies during ‘out of season’ influenza outbreaks**

PHE notified of an outbreak in the ‘out of season’ influenza period and liaises with a prescriber about the need for antivirals

\**as per April 2021*

If the diagnosis and presentation of the prescription means that the normal wholesaler delivery will not allow initiation of first dose within 48 hours then the pharmacy should use the mainline wholesaler urgent supply facility to order the required medicines. It is anticipated that this will only be when prescribed on a bank holiday.

The Pharmacy will invoice the CCG using PharmOutcomes. The CCG will reimburse the cost of the medicines plus pay £10 for each initial patient on the PSD and then £5 for each additional patient thereafter listed on the PSD. This fee would be to cover the dispensing fees as well as to support the urgent nature of the dispensing.

(The reimbursement will minus any NHS Prescription charge(s) collected)

The Pharmacy will take a fee equivalent to the NHS prescription charge (currently £9.35 per item\*) from the patient if they pay for their prescription

Prescriber writes a Patient Specific Direction (PSD) and gives to patient or carer who then takes to a community pharmacy.

Pharmacy dispenses the PSD in a timely manner, providing the patient labelled medication and advice on how to take. The pharmacy should retain the PSD for their records and make a record in the patient’s medical record (PMR) in the pharmacy.