

Antiviral LES

Service Specification

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	1 st April 2023 – 31 st March 2025
Date of Review	31 st March 2025

1. Population Needs			
National/local context and evidence base			
<p>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.</p> <p>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.</p> <p>This contract is for use in the incidence of a localised influenza outbreak diagnosed and notified to UK Health Security Agency (UKHSA), outside the usual flu season.</p> <p>Note this contract does not apply when the Chief Medical Officer (CMO) has announced through a central alerting system (CAS) alert that circulating levels of influenza in the community have reached the levels to make prescribing on FP10 prescription appropriate. The only exception to this is where there is specific agreement from the ICB to support a large outbreak in season.</p>			
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
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 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 receive 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 UK Health Security Agency (UKHSA) 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, 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 ICB.

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

- NICE Technology Appraisals (TA158 and 168) recommend that during localised outbreaks of influenza in the out of season period, antivirals may be used for treatment or post-exposure prophylaxis in at-risk people living in long-term residential or nursing homes, whether or not they are vaccinated.
<https://www.nice.org.uk/Guidance/ta158>
<https://www.nice.org.uk/Guidance/ta168>
- UKHSA guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza, Version 11.0, November 2021
<https://www.gov.uk/government/publications/influenza-treatment-and-prophylaxis-using-anti-viral-agents>
- Guidelines for PHE health protection teams on the management of outbreaks of influenza-like illness (ILI) in care homes, Version 5.0 November 2020

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/932991/Guidelines_for_the_management_of_outbreaks_of_influenza-like_illness_in_care_homes_05_11_2020.pdf

5. Applicable quality requirements

5.1 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 ICB to audit the service so that informed decisions can be made about how to improve it.

BNSSG ICB 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.

5.2 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

5.3 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 ICB Customer Services Team:

Tel: 0117 900 2655 or 0800 073 0907

Email: bnssg.customerservice@nhs.net

Write to:

Customer Services Team
 NHS Bristol, North Somerset and South Gloucestershire ICB
 South 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 ICB 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 £9.65 per item) and BNSSG ICB 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 ICB 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:

Patient Specific Direction (PSD)

Date:

Please arrange for the supply of:

Antiviral Medication Name	Medication Strength	Medication 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 UKHSA 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		Expiry Date of PSD			

****Please use a separate PSD for each different formulation or strength of medication. All details with wet signature must fit on one page. More than one signed PSD may be required**

Appendix 2.1

ANTIVIRAL INVOICE

TO:
 BNSSG ICB
 QUY Payables Code: N095
 Phoenix House
 Topcliffe Lane
 Wakefield
 WF3 1WE

INVOICE NUMBER: [XXXXXXXXXXXXXXXXXX]

INVOICE DATE: [xx/xx/xxxx]

SHIP TO:

Contact name

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: [XXXXXXXXXXXXXXXXXX] Bank Account: [XXXXXXXXXX] 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	
			SHIPPING/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	
						£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



**as per April 2023*

