



Coventry and
Warwickshire
Clinical Commissioning Group

Service Level Agreement for Community Pharmacy Antiviral Stockholding Scheme

Between

NHS Coventry & Warwickshire CCG

And

XXXXXX Pharmacy

THIS AGREEMENT is dated XXXXXX 2021

This agreement is for the period of:

START DATE	END DATE	DURATION
1 st April 2021	31 st March 2024	3 Years

Parties

- (1) **NHS COVENTRY & WARWICKSHIRE CCG (lead commissioner)**
- (2) **XXXXX Pharmacy** incorporated and registered (the provider).

DETAILS OF THE PARTIES	
NHS Lead Commissioner	Recipient
Altaz Dhanani Head of Medicines Optimisation NHS Coventry and Warwickshire CCG Westgate House Warwick CV34 4DE. E-mail: altaz.dhanani@nhs.net Tel: 024 7624 6007	XXXXX Pharmacy Enter details here
Contract Support Jo Evans Senior Contract Manager NHS Coventry and Warwickshire CCG Westgate House Warwick CV34 4DE 07825 364040 E-mail: joanne.evans12@nhs.net / Samantha.thorne6@nhs.net	

SERVICE SPECIFICATION

Service Specification No.	Version 1
Service	Coventry & Warwickshire Locally Commissioned Service – Community Pharmacy Antiviral Stockholding Scheme
Commissioner Lead	Head of Medicines Optimisation
Provider Lead	XXX Pharmacy
Period	April 2021 to March 2024
Date of Review	March 2022

1. Population Needs

1.1 NATIONAL CONTEXT AND EVIDENCE BASE

In June 2017 Dr David Geddes, NHS Head of Primary Care Commissioning, wrote to Clinical Commissioning Groups regarding the management and prescribing for localised community outbreaks of influenza in the out of season period:

<https://www.england.nhs.uk/wp-content/uploads/2017/06/localised-community-outbreaks-influenza-out-of-season-letter.pdf>

The letter stated

“Outside of times when the Chief Medical Officer and Chief Pharmaceutical Officer has advised that seasonal influenza is circulating, general practitioners are unable to prescribe antivirals under the General Medical Services regulations and alternative local commissioning arrangements need to be made”.

Currently no commissioned service exists within the Coventry & Warwickshire area for antiviral supply outside of the main influenza season where general practitioners are unable to prescribe antiviral medication. The CCG would like to commission a service from seven community pharmacy sites across Coventry and Warwickshire (two in South Warwickshire, two in Warwickshire North, two in Coventry and one in Rugby) to allow prompt access to antivirals in the case of seasonal flu outbreaks (the majority of these being in care home settings). In previous years, there have been between 5 and 10 care home flu outbreaks per year (with 20-30 outbreaks experienced in one particularly bad season in recent years). Timely access to antivirals for promptly managing care home outbreaks and avoiding preventable hospital admissions has been raised as a risk for Coventry and Warwickshire in recent times.

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 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

Preventative treatment and reduction in complications: Access to supply of anti-viral medication as directed by Public Health England guidance.

[PHE Guidance](#)

3. Scope

3.1 Aims and Objectives of Service

To improve prompt access and advice for patients who require antiviral medication for influenza treatment/prophylaxis.

“In season” flu -- when national surveillance indicates that influenza virus is circulating generally in the community. Usual route via an FP10 presented to the patients nominated pharmacy unless a large outbreak when patients may need to be directed to a specific pharmacy

“Out of season” flu -- outside the periods when national surveillance indicates that influenza virus is circulating generally in the community, there are no fixed dates.

3.2 Service description/care pathway

This service is aimed at the prompt supply of specialist medicines from participating community pharmacies, the demand for which may be urgent and/or unpredictable according to circulating levels or detection of localised outbreaks of influenza.

The service will be commissioned by Coventry and Warwickshire CCG for a period of 3 years to provide the following:

- Commitment to stock a defined list of antiviral medication and to ensure prompt access (see Appendix A)
- Commitment to adhere to the required opening times as detailed in this service specification. Any proposed changes to opening hours after commencement of this service must be notified to NHSE&I within 90 days and to the CCG Head of Medicines Management.
- The pharmacist will provide pharmaceutical advice to clinicians, patient or carers and may also refer patients to support groups or other health and social care professionals where appropriate.

The pharmacy must keep a stock of the specialised medicines at all times. Community Pharmacies will notify the CCG Head of Medicines Optimisation, if they are experiencing any difficulty in obtaining the required stock

3.3 Population Covered

The service will be available to all patients who are:

- registered with a GP practice in Coventry or Warwickshire;
- resident within Coventry and Warwickshire but not registered with any GP practice across the UK (this includes individuals of no fixed abode).

3.4 Any acceptance and exclusion criteria and thresholds

Medicines to be kept in stock as part of this commissioned service will be defined by the CCG and subject to change within the timeframe of this contract. The detail of this service provision may be included within Multi-Agency Pandemic Flu Planning arrangements across CCG place areas.

3.5 Interdependence with other services/providers

Community pharmacies will be expected to liaise with other healthcare professionals in primary and secondary care and social care colleagues where appropriate.

4. Applicable Service Standards

4.1 Applicable national standards

- **NICE guidance** applicable in respect of prescribing guidance.
- **General Pharmaceutical Council (GPhC)** Community pharmacy contractors will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times. [General Pharmaceutical Council](#) (GPhC) inspects community pharmacy premises.
- **General Pharmaceutical Council (GPhC)** Individual pharmacist standards are required in order to maintain ongoing professional registration. Each pharmacy has a registered Superintendent pharmacist at directorship/ownership level and a Responsible Pharmacist is recorded at day to day management level in line with GPhC regulations
- **PHE guidance** on use of antiviral agents for the treatment and prophylaxis of seasonal influenza version 10.0, September 2020

The service shall be adapted or developed in response to new guidance, evidence-based practice 4 and policy, including those as set out above. Where a change in policy or guidance is likely to have a material impact on costs or practice, the Provider shall notify the Commissioner prior to any change in order to agree action as appropriate.

4.2 Applicable local standards

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 and operate within their company procedures.

Coventry & Warwickshire Area Prescribing Committee. The service will operate in line with Coventry & Warwickshire's APC Medicines Formulary available through <http://www.covwarkformulary.nhs.uk/>

5. Quality Requirements

5.1 Applicable quality requirements

The pharmacy contractor should ensure the following:

- All goods used in the performance of the agreement should be of a satisfactory quality and be fit for the purpose for which they are used
- The pharmacy has a complaints procedure for monitoring the procedures provided
- They Co-operates with any reasonable review of the client experience

6. Location of Provider Premises

6.1 Location(s) of Service Delivery

The Provider's Premises are located at NHS Community pharmacies commissioned to provide this service.

Geographical distribution of pharmacies will be such that enables prompt access to antivirals across Coventry and Warwickshire within normal pharmacy working hours.

6.2 Days/Hours of Operation

The service will operate during normal opening hours of the community pharmacy.

7. Reporting Requirements

7.1 Reporting Requirements

There will be no formal reporting requirements for this service, but a record will need to be made in the pharmacy of the numbers of antivirals supplied to support any financial claims (Appendix B). In the event of an incident in conjunction with the service there will be an expectation that the pharmacy will work with the CCG in understanding and learning from any such incident upon request.

8. Remuneration

Payments are made to pharmacy contractors as per the following schedule:

- An annual £50 professional fee will be made to each community pharmacy taking part in this service.
- The community pharmacy will order and maintain the required antiviral stockholding (Appendix A) and the CCG will remunerate the community pharmacy for the initial stockholding. Pharmacies should procure the antivirals via their usual wholesaler.
- Stock checks and updates will be requested at a frequency appropriate to the level of activity across CCG by email to the nhs.net email address of the pharmacy contractor to provide the CCG with assurances.
- This stock will be used both 'in season' where levels of circulating flu is such that FP10 prescribing for antivirals is 'switched on' and 'out of season' where levels of circulating flu are zero or at a minimum such that regular antiviral prescribing is not allowed via the FP10 route.
- "In season" (supply via FP10) - once dispensed via FP10 the Pharmacy will be required to order and replace stock used to ensure maintenance of the correct stock levels as determined in appendix A of this service specification. The dispensing of antivirals will be against FP10s which are reimbursed through the usual routes
- "Out of Season" – The CCG Head of Medicines Management will determine an appropriate supply arrangement with PHE and CCG colleagues and will agree and communicate with the providing Community Pharmacy to reimburse the cost of the drugs and a dispensing fee of £3.50(VAT Exempt). Stock purchased to replace initial funded stocks will be reimbursed by the CCG should they expire.
- Claims for any antivirals dispensed 'out of season' should be made monthly so prompt payment to the community pharmacy can be processed. A maximum grace period of 2 months from provision to date of claim will be allowed.

Payment will be made with regard to service provision and submission of a claimn-invoice in accordance with the current reporting arrangements. Noting the actual costs of acquiring the stock may vary depending on fluctuation in price (therefore invoices of actual costs are requested).

FUNDING ARRANGEMENTS

Funding Agreement

The CCG has agreed to fund:

Professional Fee	£50 per annum
Initial stock	As detailed in Appendix A Cost £652.50 plus VAT and carriage costs
Out of Season usage	Cost of drugs plus dispensing fee £3.50
Out-of-date stock	As charged

Claim form included shown in Appendix B

Claim Process

Claim form shown in Appendix B should be completed and electronically submitted to the contracting team via email.

Email address: warnoccg.contracting@nhs.net

Prior to payment all claims will be verified by Medicines Optimisation

Agreement End Date

The agreement end date will be 31st March 2024.

The agreement may be terminated, without penalty, if the Commissioner or the Provider gives the other party 3 months' notice, in writing, of their intention to do so.

The Commissioner reserves the right to give immediate notice of termination of the service if a pharmacy fails to carry out its obligations under the terms of this agreement.

This Agreement has been signed by both parties as shown below:

SIGNED by

Altaz Dhanani

**Signing as the Co-ordinating
Commissioner for
NHS Coventry & Warwickshire CCG**

Signature

Head of Medicines Optimisation

Title

XXXXXX 2021

Date

SIGNED by

**for
and on behalf of
XXXX Pharmacy**

.....
Signature

.....
Title

.....
Date

Appendix A – Antiviral Stock List per Pharmacy

Medication	Minimum Stockholding (Packs)	Unit Cost (Drug Tariff February 2021)	Total Cost (Exc VAT)
Oseltamivir (Tamiflu) 75mg capsules	20	£15.41	£308.20
Oseltamivir (Tamiflu) 30mg capsules	6	£7.71	£46.26
Oseltamivir (Tamiflu) 45mg capsules	30	£15.41	£462.30
Oseltamivir 6mg/ml powder for oral solution	2	£10.27	£20.54
Total			£837.30

Prices are exclusive of VAT and does not include any carriage charges.

Appendix B Service claim form

Pharmacy name _____
Pharmacy address _____

Provider's stamp

Please tick the appropriate box/boxes:

- Claim in respect of initial stock purchases (please complete section A)
- Claim in respect of Professional Fee (please complete section B)
- Claim in respect of dispensing antivirals 'out of season' (please complete section C)
- Claim in respect of out-of-date stock (please complete Section D)

Please submit the claim form via email to warnoccg.contracting@nhs.net

DRAFT

Section A - Claim in respect of initial stock purchases

Medication	No of packs purchased	Cost £	Vat £	Special Carriage Cost (If applicable) £	Total Cost Claimed
Oseltamivir (Tamiflu) 75mg capsules					
Oseltamivir (Tamiflu) 30mg capsules					
Oseltamivir (Tamiflu) 45mg capsules					
Oseltamivir 6mg/ml powder for oral solution					
Total					

- I confirm that the products listed above are claimed in respect of stock medicines purchased to provide the Antiviral Stockholding Scheme locally commissioned service
- I attach a copy of the drug delivery note/invoice in support of my claim (I acknowledge that no payment will be made for this claim in the absence of documentary evidence of purchase)

Print name _____

Print name _____

Signature _____

Date ____/____/____

Section B – Professional Fee Claim

Professional fee claim in respect of service provision for the Antiviral Stockholding Scheme locally commissioned service

I confirm that:

- _____ pharmacy has provided the Antiviral Stockholding Scheme locally commissioned service for the period April 2021 to March 2022
- I confirm that the service has been provided in full compliance with the service specification

Print name _____

Designation _____

Signature _____

Date ___/___/___

Section C - 'Out of Season' Antiviral Dispensing Claim

Medication	No of Items Dispensed – 'Out of Season'	Cost £	Vat £	Dispensing Fee(s) £	Total Cost Claimed
Oseltamivir (Tamiflu) 75mg capsules					
Oseltamivir (Tamiflu) 30mg capsules					
Oseltamivir (Tamiflu) 45mg capsules					
Oseltamivir 6mg/ml powder for oral solution					
Total					

I confirm that:

- _____ pharmacy has provided the Antiviral Stockholding Scheme locally commissioned service for the period April 2021 to March 2022
- I confirm that the service has been provided in full compliance with the service specification
- I claim payment to the provision of the Antiviral service for the above-named pharmacy.

Print name _____

Designation _____

Signature _____

Date ___/___/___

Section D – Out of Date Stock claim

Product	Expiry Date	Price
Total		

- I confirm that the products listed above as “out of date” will be destroyed. The drugs were stocked to provide the Antiviral Stockholding Scheme locally commissioned service

Print name _____

Designation _____

Signature _____ Date ____/____/____