Service Level Agreement for Pharmacy as a full Antiviral Collection Point (ACP) during pandemic situation

SLA between:

**Service Provider:** Community Pharmacies in Warwickshire

**Commissioner:** Warwickshire PCT
Westgate House, Market Street, Warwick CV34 4DE

Warwickshire LPC endorsement:

17th August 2009

Warwickshire PCT endorsement:

12th August 2009 – Swine Flu Group

Date of Development:

12th August 2009

Background (with evidence of need):

**Introduction**
The World Health Organisation (WHO) warning system for pandemic flu has six phases. When phase six is reached this acknowledges the spread of the virus amongst populations globally at which point a pandemic is declared. In a Mitigation phase, one or more local distribution centres (Antiviral Collection Points or ACPs) will then be operational to distribute antivirals for up to 24 hours each day over a 7 day period. NHS Warwickshire has prepared a plan to deal with the distribution of antiviral drugs once this phase is activated. However, whilst the numbers of people needing access to antivirals is small, community pharmacy is ideally placed to function as an ACP.

**Description of Enhanced Service:**

**Background**
Pharmacies around Warwickshire will be identified to hold PCT stocks of antivirals (Tamiflu and Relenza) to be issued in line with national guidance for operating as an ACP. This will include issue against a valid Unique Reference Number (URN) that has been issued by the National Pandemic Flu Service (NPFS) or an Antiviral Authorisation Voucher (AVA or AVB) which will have been issued by a GP or other appropriate healthcare professional.

Antivirals may also be issued following receipt of an FP10 annotated with “Convenient Stationery” and prescribed in line with current HPA/DH guidance.

The Pharmacy will received supplies of:
Tamiflu® (oseltamivir) at strengths of 30mg, 45mg, 60mg and 75mg (suitable for ages from 1 year to adult)
Suspension 12mg/1ml and/or Solution 15mg/1ml (suitable for age under 1 year)
Relenza® (Zanamavir).

The nature of a flu pandemic is such that information and advice changes and often at short notice. Pharmacies should be aware of the need to keep up to date on the current situation via their own reference sources and from the PCT.
### Responsibilities and Roles

**Pharmacy undertakes to:**

1. Provide the service detailed in the SLA
2. Develop and follow a Standard Operating Procedure for this service
3. Accept a Unique Reference Number (URN) that has been issued by the NPFS and make the necessary checks of patient and representative identification
4. Access the NPFS IT system at [https://cps.pandemicflu.direct.gov.uk](https://cps.pandemicflu.direct.gov.uk) to establish the antiviral required and issue accordingly, attaching a pre-printed label completed with details of the patient name, date and ACP (ie name of pharmacy)
5. Accept a National Antiviral Authorisation Vouche r (AVA or AVB) written by any GP in England and issue the required antiviral, attaching a pre-printed label completed with details of the patient name, date and ACP
6. Accept an FP10 if annotated with the words “convenient stationery” and issue the required antiviral (NB the use of FP10s should be replaced by AV vouchers over time), attaching a pre-printed label completed with details of the patient name, date and ACP
7. When accepting an AV voucher or FP10 for antiviral liquid, ensure that an appropriate dose has been prescribed and then issued, according to the age of the patient. If an inappropriate dose has been prescribed, the pharmacist should liaise with the prescriber, requesting a replacement FP10/voucher or annotating the FP10/voucher according to professional judgement
8. Where Tamiflu 12mg/ml is prescribed, substitute with oseltamivir solution 15mg/ml and make the appropriate dose adjustments in preference to supply of Tamiflu suspension, according to stock levels held
9. Ensure that Tamiflu suspension 12mg/1ml or oseltamivir solution 15mg/1ml is only issued to patients under 1 year old. If an FP10/voucher is presented for Tamiflu suspension or oseltamivir solution for a patient aged over 1 year, the prescriber should be contacted if possible and advised that the appropriate strength of capsules will be issued. A replacement FP10/voucher need not be supplied but the pharmacist should endorse with details of their professional decision
10. Advise patients or their representatives how the medicines should be taken, including explanation of dosing via an oral syringe for children under 1 year old
11. Supply a general information leaflet with each antiviral issued
12. Not collect an NHS prescription fee
13. Record all issues of antivirals using Appendix 1
14. Carry out a daily stock count of all antiviral stock and record on Appendix 1
15. Record and report any significant events relating to the ACP using Appendix 2
16. Ensure that all paperwork is returned to the PCT daily, at the end of each working day via fax, including a nil return
17. Hold pharmaceutical stock in a safe and secure manner, using professional judgement
18. Ensure that an FP10 is not submitted to the PPA for payment
19. Retain the FP10/ AV voucher safely and securely in the pharmacy. The PCT may request to see these at any time
20. Contact the PCT Flu Operations Centre on 01926 478127 (in office hours) or 07595 412485 (out of office hours) for support and advice
21. Give one month’s written notice if the SLA is to be terminated

**PCT undertakes to:**

1. Ensure that the pharmacy receive replacement stock of antivirals, leaflets and labels as required
2. Ensure that the pharmacy is kept informed of developments as the flu pandemic progresses
3. Provide advice and guidance on infection control and supply appropriate personal protective equipment
4. Ensure that activity levels in each pharmacy are monitored closely so that contingency arrangements can be actioned to support pharmacies (eg supply of PCT support staff) and open further ACPs (eg more pharmacies or library-based ACPs) as required in each geographical area
5. Maintain a list of pharmacies who sign up to this SLA and ensure that this is updated appropriately
6. Provide a contact for any queries relating to this service
7. Manage a system for delivering antivirals to patients who have no representative (see Appendix 3)
8. Provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment
9. Effect prompt payment via the PPA
10. Give one month’s written notice if the SLA agreement is to be terminated

**Audit arrangements:**

Adherence to this SLA will be monitored via a process agreed with the LPC, as part of the NHS Warwickshire’s ongoing quality assurance process

**Summary of Payments Available:**

£4.00 per antiviral issue
£500 retainer payment per year
Acceptance of SLA and claim for annual retainer payment:

Please note that the PCT has the right to withdraw this Service Level Agreement if the requirements are not being met, giving one month’s written notice. If the Pharmacy wishes to withdraw from the scheme, three months’ written notice is required.

Claim for £500 annual retainer payment - I declare that this claim is true to the best of my knowledge, I understand that action may be taken against me if I make an incorrect claim and I consent to the disclosure of relevant information on this form for the purposes of fraud prevention, detection and investigation.

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<thead>
<tr>
<th>Pharmacy details:</th>
<th>PCT details:</th>
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<tr>
<td>Pharmacist Signature:</td>
<td>PCT Signature:</td>
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<td>Pharmacist Name:</td>
<td>Position of signatory:</td>
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<td>Position of pharmacist signatory:</td>
<td>Date:</td>
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<td>Date of acceptance:</td>
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A signed copy of this agreement will be kept by the Pharmacy and PCT

**Pharmacy Details**

To be completed and returned with signed Service Level Agreement

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<th>Pharmacy Details</th>
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<td>Pharmacy name</td>
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<td>Pharmacy address</td>
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<td>Pharmacy OCS code (PPA code)</td>
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<td>Phone number</td>
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<td>Fax number</td>
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<tr>
<td>Email address</td>
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<tr>
<td>Pharmacist RPSGB registration number</td>
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<td>Named contact at pharmacy</td>
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### Community Pharmacy AV Issue and Claim form

**Pharmacy name**  
**Date**

1. Use the tally chart to record number of issues made against URNs that have been processed on the NPFS IT system:

<table>
<thead>
<tr>
<th>AV</th>
<th>T 75mg</th>
<th>T 60mg</th>
<th>T 45mg</th>
<th>T 30mg</th>
<th>Relenza</th>
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<td><strong>Totals</strong></td>
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2. Use the chart to record all issues of antivirals made against vouchers (or FP10s) and to record issues of antivirals made against URNs only if the IT system is down:

<table>
<thead>
<tr>
<th>Time (00:00)</th>
<th>Gender (M/F)</th>
<th>Age (yrs)</th>
<th>Antiviral (T75, T60, T45, T30, R10, S12, S15)</th>
<th>URN (only if IT system is down)</th>
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3. Daily stock check - count ALL stock at the end of the day:

<table>
<thead>
<tr>
<th>T 75mg</th>
<th>T 45mg</th>
<th>T 30mg</th>
<th>Relenza</th>
<th>Soln 15mg/ml</th>
<th>Susp 12mg/ml</th>
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Yesterday's count  
Today's count

I declare that the claim relating to data entered above is true to the best of my knowledge, I understand that action may be taken against me if I make an incorrect claim and I consent to the disclosure of relevant information on this form for the purposes of fraud prevention, detection and investigation.

**Pharmacist name:**

**RPSGB Reg No:**

**Pharmacist signature:**

This sheet must be faxed at the end of each day to: Kate Butler on 01926 495074
# FAX Flu Issues/Incidents for PCT Flu Operations Centre

<table>
<thead>
<tr>
<th>To:</th>
<th>Denise Goddard/ Margaret Russell</th>
<th>Fax to:</th>
<th>01926 478124 (confidential fax line)</th>
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<tbody>
<tr>
<td>From Pharmacy:</td>
<td>Contact Telephone Number:</td>
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<td>From Named Individual:</td>
<td>Contact Fax Number:</td>
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<td>Contact Telephone Number:</td>
<td>Contact E-mail:</td>
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<td>Date:</td>
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### Issue/Incident Details:
(include date, time, brief description of event)

### Any relevant patient details:
(name, dob, FluURN)

### What action the pharmacy has taken:
(Brief description)

### Any action the pharmacy would like the PCT Flu Operations Team to take forward:

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Please e-mail or fax this back to the PCT Flu Operations team on: 
[margaret.russell@warkpct.nhs.uk](mailto:margaret.russell@warkpct.nhs.uk)  
[denise.goddard@warkpct.nhs.uk](mailto:denise.goddard@warkpct.nhs.uk)

Confidential fax: 01926 478124  PCT general fax: 01926 495074  
Telephone contact: 01926 478127  or 01926 493491 ext 627/226/490
Appendix 3

GUIDANCE NOTES FOR ANTIVIRAL COLLECTION POINT PHARMACIES AND SYMPTOMATIC PATIENTS WITH NO ‘FLU FRIEND’

The Service
• There may be a small number of patients who do not have a flu friend to collect medication for them. **This is only in very exceptional circumstances.**
• During weekly, working hours, there are a small number of county council volunteers who are willing to collect, and deliver medication from the pharmacy/antiviral collection point to the patient.
• There is no expectation that the pharmacy will use their own delivery services.

Summary of the Process:

**Action for the Pharmacy**
• Ensure that the patient has already contacted the national flu line and has a URN, or that the patient has contacted their GP and there is a voucher at the GP Surgery.
• Try and encourage the patient to find an asymptomatic friend or relative who could collect.
• Discourage the patient attending the pharmacy themselves.
• Tell the patient to contact the **PCT Flu Operations Centre (Monday to Friday, 9.00 am to 5.00 pm) 01926 478127.** Late notification may result in a delivery the next day.
• Issue the antiviral to a volunteer ‘flu friend’ as detailed below using the national process/voucher system to record the issue. The ‘flu friend’ will not have patient ID; see below.

**Action for the PCT**
• The PCT will obtain relevant details from the patient and will notify the County Council Secretariat requesting assistance of a Flu Friend volunteer.

**Action for the Council**
• The Secretariat will appoint a Flu Friend from the approved list (held confidentially within the Secretariat). The Secretariat will provide the Flu Friend with all the relevant information:

**Action for the ‘Flu Friend’ Volunteer**
• (Only if necessary) - Collect the voucher from the Patients GP.
• Collect the Patient’s medication from the ACP/Pharmacy using the Patients unique reference no/ voucher from their GP. The flu friend volunteer will produce their own ID.
• The flu friend will **not** have the patient’s ID with them, as this would require an extra journey. It has been agreed that they will inform you of the type of ID they will be checking when they deliver the antiviral. The pharmacy will just tick the appropriate box on the electronic system ie passport in order to be able to proceed on the electronic system.
• The flu friend will then deliver the medication, and leaflet, managing the risk as appropriate, and checking ID.
• The flu friend will confirm with the council that the drugs have been delivered, and at what time, who in turn will inform the PCT, and the process will be closed.

Any issues can be reported to the PCT on the fax/email system to the flu operations centre.
Flu Operations Centre Telephone - 01926 478127