

DRAFT SCHEDULE 2 – THE SERVICES

A. Service Specifications ***SUBJECT TO CHANGE***

Service Specification Number	MO Emergency Provision of Medicines – 03
Service	Community Pharmacy: Locally Commissioned Service for the emergency provision of medicines – enhanced service
Commissioner Lead	Yousaf Ahmed, ICS Chief Pharmacist and Director of Medicines Optimisation on behalf of Thames Valley ICS
Provider Lead	
Period	1 October 2026- 30 September 2027
Date of Review	April 2027
Contract extension	1+1 years
Provider Lead name (capitals)	
Provider signature	
Provider date	

Version	Date	Change	Name
2.0	04/09/2026	Addition of links to training requirement. Addition of section of storage of stock and record keeping	Yinka Kuye

Document Purpose

This document describes the service requirements for the emergency provision of medicines enhanced service (from this point on referred to as emergency provision of medicines supply) through participating community pharmacies across the NHS Thames Valley Integrated Care System (ICS). The service supports timely access to urgent

medicines, including palliative and end-of-life care medicines and antiviral treatments, ensuring continuity of care and improved patient outcomes, providing support within the community.

1. Background

1.1 Introduction

[The NHS 10 Year Health Plan](#) sets out a vision for delivering more care in community settings, improving access to personalised care, and enabling people to receive treatment and support closer to home. This includes strengthening palliative and end-of-life care services, ensuring that patients can access timely treatment, symptom control, and support in a manner that promotes comfort, choice, dignity, and quality of life.

Some priority medicines, including palliative and end-of-life care medicines and antiviral treatments, are not routinely stocked by all community pharmacies due to their specialist nature, variable demand, or supply considerations. This can result in delays in accessing treatment and, in some cases, may contribute to avoidable hospital attendance or admission.

To support timely and equitable access to these medicines, NHS Thames Valley Integrated Care Board (ICB) has developed a locally commissioned emergency provision of medicines enhanced service delivered through a network of participating community pharmacies. The service aims to provide rapid and reliable access to an agreed range of priority medicines, including palliative and end-of-life care medicines and antiviral treatments, for patients requiring urgent treatment and support within the community.

To maximise the effectiveness of the service, healthcare professionals, including GPs, hospital clinicians, specialist teams, district nurses, palliative care nurses, and other prescribers, are encouraged to provide advance notice to community pharmacies whenever possible regarding anticipated prescribing requirements. This helps pharmacies proactively manage stock levels and maintain continuity of supply for patients.

Participating pharmacies are expected to actively monitor local demand, prescribing trends, and medicine utilisation patterns to support appropriate stockholding and ensure the ongoing availability of medicines included under the service for emergency provision of medicines supply.

Nothing within this specification, either by commission, omission, or implication, alters, replaces, or redefines the Essential, Advanced, or Additional Pharmaceutical Services set out within the Community Pharmacy Contractual Framework. The service must be delivered in a manner that promotes equality, diversity, and inclusion, ensuring equitable access for all patients regardless of age, disability, sex, gender reassignment, race, ethnicity, religion or belief, sexual orientation, pregnancy or maternity status, marriage or civil partnership status, or socioeconomic circumstances.

2. Aims and Intended 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 Aims of service

- To ensure access for people across NHS Thames Valley ICB to priority medicines, including palliative and end-of-life care medicines and antiviral treatments, by ensuring their prompt availability and continuity of supply during pharmacy opening hours.
- To support timely access to priority medicines, helping to improve patient outcomes, facilitate care closer to home, and reduce avoidable hospital admissions where delays in treatment may adversely affect patient care.
- To support patients, carers, and clinicians by providing up-to-date information, advice, and guidance relating to medicines included within the emergency provision of medicines enhanced service, and by signposting or referring to other services where appropriate.
- To provide, where required, expert pharmaceutical advice to healthcare professionals involved in the care of the patient or carer regarding the availability, supply, prescribing, and appropriate use of medicines covered by the service.
- To ensure the service remains responsive to the evolving needs of the local population. NHS Thames Valley ICB will regularly review the medicines covered by the emergency provision of medicines supply and may add, remove, or amend priority medicines and associated stockholding requirements to address identified service gaps, emerging healthcare needs, changes in clinical guidance, or new commissioning priorities.

3. Scope of Service

Service Description

The emergency provision of medicines supply is designed to ensure timely and equitable access to an agreed range of medicines for patients whose treatment needs may be urgent, time-critical and complex. This includes, but is not limited to, palliative and end-of-life care medicines, antiviral treatments, and other medicines identified by NHS Thames Valley ICB as requiring enhanced community pharmacy access.

In line with the NHS ambition to deliver more care in community settings and enable people to receive high-quality care closer to home, participating pharmacy contractors will maintain

agreed stock levels of priority medicines and commit to providing prompt access to these medicines during their core, supplementary, and, where applicable, Bank Holiday opening hours.

Pharmacies participating in the emergency provision of medicines supply are encouraged to support the NHS commissioned Bank Holiday opening arrangements where possible. While participation in Bank Holiday provision is not a mandatory requirement of the service, NHS Thames Valley ICB recognises the important role that Bank Holiday opening plays in maintaining timely access to priority medicines. When commissioning and maintaining the network of participating pharmacies, consideration may be given to contractors that are able and willing to provide Bank Holiday cover.

Bank Holiday provision operates on a flexible and proportionate basis, with participating pharmacies contributing to coverage as agreed, rather than being expected to open on every Bank Holiday.

Participating pharmacies will provide person-centred information, support, and professional advice to patients, carers, families, and healthcare professionals relating to medicines supplied under this service. Where appropriate, pharmacies will facilitate access to specialist services, support organisations, or other health and social care professionals to support coordinated, multidisciplinary care and improve patient outcomes.

NHS Thames Valley ICB, working collaboratively with local clinicians, Community Pharmacy Thames Valley, specialist services, primary care providers, community nursing services, acute trusts, and other stakeholders, will agree the medicines formulary and minimum stockholding requirements necessary to deliver this service (see Appendix 1). Details of the agreed formulary and participating pharmacies will be shared with relevant healthcare professionals and services, including GP practices, out-of-hours providers, community nursing teams, specialist services, community pharmacies, and hospital pharmacy departments.

The medicines list and associated stockholding requirements will be reviewed by NHS Thames Valley ICB to ensure they remain aligned with current clinical evidence, medicine availability, national guidance, local health priorities, and changing population needs. The service is intended to remain flexible and responsive, enabling additional medicines to be incorporated where gaps in provision are identified or where emerging healthcare priorities require enhanced access through community pharmacies. Significant amendments to stockholding requirements or the medicines formulary may require a review of the service specification.

Information regarding pharmacies participating in this service will be communicated across the health and care system to support effective referral pathways and improve patient access. Wherever possible, patients and carers should initially obtain prescribed medicines from their usual community pharmacy. However, this specialised service is designed for low-demand, time-critical medicines that are inefficient for every pharmacy to routinely stock due to the risk of expiry. Pharmacies commissioned under this service provide an important resilience and escalation pathway, ensuring rapid access to these specific priority medicines when a patient's regular pharmacy is unable to supply within a clinically appropriate timeframe.

Where access to medicines covered by this service cannot be secured through a community pharmacy during normal opening hours, healthcare professionals should follow locally agreed out-of-hours arrangements and referral pathways to ensure continuity of care and timely access to treatment.

This service is available to:

- Patients living within, or receiving care within, the NHS Thames Valley ICB area who present a prescription at a participating pharmacy.
- Any patient requiring timely access to medicines included within the emergency provision of medicines supply (Appendix 1), where supply through the service would support prompt treatment, continuity of care, and improved patient outcomes.
- Patients requiring urgent access to priority medicines, including palliative and end-of-life care medicines, antiviral treatments, and any other medicines approved for inclusion within the service by NHS Thames Valley ICB.

NHS Thames Valley ICB's strategic objective is to ensure that the service is provided equitably across its geography, supporting consistent and timely access to priority medicines, reducing variation in service provision, and improving patient outcomes and experience through accessible community pharmacy services, extended opening arrangements where appropriate, and a resilient network of participating providers.

Summary Statement

The emergency provision of medicines supply provides a responsive, reliable, and equitable framework for the supply of medicines identified as priorities by NHS Thames Valley ICB. The service supports the NHS vision for neighbourhood health, personalised care, prevention, and improved access to treatment closer to home by enabling timely access to medicines that may not routinely be available from all community pharmacies.

Through collaboration with healthcare partners, NHS Thames Valley ICB will maintain an appropriate network of participating pharmacies, agreed medicine stockholding requirements, and clear referral pathways to ensure that patients, carers, and healthcare professionals can access priority medicines and pharmaceutical support and advice, when they need them most. The service is designed to remain flexible and responsive to changing population needs, allowing new priority medicines to be incorporated where gaps in provision or emerging healthcare priorities are identified. By supporting timely access to treatment within community settings, the service helps reduce avoidable delays in care, improve patient experience, and contribute to better health outcomes across NHS Thames Valley ICB.

3.2 Addressing inequalities.

The service aims to ensure equitable access to priority medicines across NHS Thames Valley ICB by ensuring their timely availability and continuity of supply when needed. Through a geographically distributed network of participating community pharmacies, the service seeks to reduce variation in access, support timely treatment, and improve outcomes for patients who require medicines that may not routinely be stocked by all pharmacies.

3.3 Service outline

- Pharmacy contractors who have signed up to provide this service agree to provide access to medicines included within the emergency provision of

medicines supply for any patient or carer presenting a valid NHS prescription for a medicine included in the agreed formulary (Appendix 1).

- Medicines included within the Emergency Provision of Medicines Service formulary shall be treated as urgent prescriptions.
- The purpose of the service is to provide rapid access to urgent medicines and minimise delays in treatment for patients with urgent clinical need.
- Pharmacy contractors will be expected to provide this service during all core and supplementary opening hours and where required, on Bank/Public Holidays when the pharmacy is open.
- The Pharmacy Contractor will hold the agreed list of urgent medicines and minimum stock quantities (Appendix 1) required to deliver this service. Medicines will be supplied against valid NHS prescriptions issued by authorised prescribers in accordance with the NHS Community Pharmacy Contractual Framework.
- If a participating pharmacy experiences unavoidable wholesale supply issues and cannot dispense a prescribed medicine within the required timeframe, they must signpost the patient or carer to another participating pharmacy.
- The pharmacy should contact the alternative pharmacy provider directly to confirm stock availability before referring the patient. A list of participating pharmacies will be available to all community pharmacies. Inclusion in the service does not guarantee stock availability on every occasion.
- Community pharmacists should proactively manage stock levels and plan for increases in demand for medicines included within the service, particularly during weekends, Bank Holidays, seasonal pressures and periods of increased clinical demand.
- Participating pharmacies are expected to maintain stock of all formulary items and exhaust all options to source them.
- The community pharmacist should notify the prescriber in the first instance if there is a supply issue affecting an item on a prescription. NHS Thames Valley ICB Medicines Optimisation Team should also be notified of any critical stock shortage or prolonged supply issues affecting medicines included within the service at tvicb.medicines@nhs.net Participating pharmacies may be required to hold agreed alternative products where long-term supply disruptions occur.
- NHS Thames Valley ICB will provide an upfront payment to participating pharmacies to support the purchase of stock required for this service, based on current Drug Tariff prices. This will remove the need for pharmacies to submit claims for expired stock held specifically as part of the service. Replacement stock supplied against NHS prescriptions will be reimbursed through the usual NHSBSA payment arrangements.
- Participating pharmacies must **undertake and document weekly reviews** of all medicines included within the Emergency Provision of Medicines formulary to ensure agreed stockholding levels are maintained, and any supply issues are identified promptly.
- The pharmacy contractor is responsible for maintaining the agreed minimum stockholding requirements for medicines included within the service.
- NHS Thames Valley ICB may request assurance declarations; stockholding returns or stock verification information at any time. Participating pharmacies must submit the requested information within one week of the request date.

- A formal Stock Check Declaration must also be submitted through PharmOutcomes in Quarter 2 (April) and Quarter 4 (October) as a condition of payment.
- Participating pharmacies should, wherever possible, engage with relevant quality improvement requirements of the Community Pharmacy Contractual Framework, including participation in the Pharmacy Quality Scheme (PQS), where applicable.
- NHS Thames Valley ICB will review the emergency provision of medicines supply as required to ensure that it continues to meet patient need, service demand and local healthcare priorities. This may include reviewing geographical coverage, stockholding requirements and the range of medicines included within the service.
- The pharmacy contractor shall notify NHS Thames Valley ICB Medicines Optimisation Team of any changes to the lead contact details for this service via tvicb.medicines@nhs.net
- If it is brought to NHS Thames Valley ICB's attention that a participating Community Pharmacy is not maintaining the agreed minimum stockholding requirements without reasonable justification, the pharmacy may be subject to review and may be asked to withdraw from the service.
- NHS Thames Valley ICB may undertake spot checks to verify compliance with the agreed stockholding requirements and the availability of medicines included within the service.
- When recommissioning the service, NHS Thames Valley ICB will seek expressions of interest from community pharmacies to participate in the emergency provision of medicines supply, ensuring sufficient capacity, appropriate geographical distribution, and continued access to priority medicines in line with the needs of the local population.

3.4 Antiviral Medicines and Outbreak Arrangements

Antiviral medicines included within this emergency provision of medicines supply are intended solely to support timely access for individual patients. This service does not require participating pharmacies to supply antivirals for care home outbreaks or other organisational outbreak responses where treatment or prophylaxis is required.

In the event of an outbreak response:

Participating pharmacies are not required to provide stock under this standard service framework during an outbreak. In the event of an outbreak:

- **East Berkshire locality:** Direct patients, carers, care home staff, and healthcare professionals to East Berkshire Primary Care Out of Hours (EBPC).
- **Remaining Thames Valley footprint** (Berkshire West, Oxfordshire and Buckinghamshire): Direct individuals to designated *Emergency Provision of medicines supply PLUS+* service pharmacies, which are operationally commissioned to hold stock boxes specifically to support care homes during an outbreak.

Please note: there is no delivery requirement associated with the provision of this service. Care homes are expected to arrange collection.

Please refer to Appendix 2 for detailed local commissioning arrangements and pathways

Emergency Planning and Rest Centre Arrangements

This service is not commissioned to provide pharmaceutical support for local authority rest centres, evacuation centres, mass displacement incidents, or other civil contingency arrangements established in response to emergencies such as flooding, fire, industrial incidents or other major incidents.

Where medicines support is required as part of a local authority or multi-agency emergency response, alternative emergency planning arrangements will apply.

4. Applicable Service Standards

Applicable Standards

The pharmacy contractor is responsible for ensuring that:

- **Premises** – the service is provided from suitable premises that are safe, accessible, and fit for purpose.
- **Stock control and secure storage:** All stock allocated for this service must be managed and maintained in accordance with the [NHS SPS Principles of Medicines Inventory Management](#). For any Controlled Drugs (CDs) stocked or supplied under this service, contractors must adhere to the legislative safe custody requirements. See Community Pharmacy England's guideline for guidance: [Community Pharmacy England Controlled Drugs Storage Guidelines](#). Schedule 2 and relevant Schedule 3 CDs must be kept in a legally compliant, locked CD cabinet. To comply with [GPhC Management of Controlled Drugs standards](#), pharmacies must ensure all CD Standard Operating Procedures (SOPs) are signed by relevant staff, regularly reviewed.
- **Documentation and record keeping:** Service data and patient records must be processed and archived in compliance with the [NHS England Records Management Code of Practice](#). Also see [Community Pharmacy England Retention Guidelines](#). Furthermore, any transactions involving Schedule 2 CDs must be logged in a legally compliant CD Register. In line with the [NHS SPS Controlled Drugs Records in Pharmacy Guide](#) and the overarching **Royal College of Pharmacy Medicines, Ethics and Practice (MEP)** guidelines.
- **Essential Services of the NHS Community Pharmacy Contractual Framework** – all relevant requirements of the Community Pharmacy Contractual Framework are fully complied with.
- **Training requirements for participating pharmacies**

- **Initial Core Training:** At least one pharmacist involved in providing the service must complete the CPPE **Fundamentals of palliative care e-course** <https://www.cppe.ac.uk/programmes/l/palliative-ec-01> and its linked e-assessment <https://www.cppe.ac.uk/programmes/l/palliativeec-a-06> . This must be achieved within 12 months of the service's commencement date.
- **Annual Development:** Pharmacists must complete a minimum of one day of relevant training or continuing professional development (CPD) every year. This ongoing development must cover medicines included within the scope of the service (such as end-of-life and antiviral medications) and emergency medicine supply pathways. Contractors must ensure at least one pharmacist participating in the service completes the CPPE **Fundamentals of palliative care e-assessment** every 24 month.
- **Record keeping:** Pharmacies must keep physical or digital evidence of all completed training, which must be provided to the NHS Thames Valley ICB upon request.
- **Serious Incidents** – serious incidents relating to this service are reported to NHS Thames Valley ICB in accordance with local reporting requirements.
- **Infection Prevention and Control Guidance** – relevant national and local infection prevention and control requirements are adhered to.
- **Privacy and Dignity Guidance** – patients are treated with dignity, respect, and consideration for their privacy at all times.
- **Health and Safety** – all applicable health and safety requirements are met.
- **Information Governance Standards** – information governance, data security, and confidentiality standards are maintained.
- **Safeguarding Adults, Children and Looked After Children Guidance** – relevant safeguarding policies and mandatory training requirements are adhered to.
- **Chaperoning, Privacy and Dignity Guidance** – appropriate arrangements are in place and implemented where applicable.

Applicable local Standards

- Participating pharmacies will maintain the agreed stockholding requirements for medicines included within the emergency provision of medicines supply (Appendix 1) and take reasonable steps to ensure continuity of supply.
- Participating pharmacies will have appropriate systems in place to monitor stock levels and manage replenishment of medicines included within the service to minimise the risk of stock shortages.
- Priority medicines supplied through the service will be dispensed in accordance with the NHS Community Pharmacy Contractual Framework and all relevant legal, clinical and professional requirements.
- Where a participating pharmacy is unable to supply a medicine included within the service within the required timeframe, reasonable efforts should be made to identify an alternative participating pharmacy and facilitate onward referral of the patient or carer.

- Pharmacy contractors will work collaboratively with prescribers, NHS Thames Valley ICB, other community pharmacies and relevant healthcare professionals to support timely patient access to medicines covered by this service.
- Participating pharmacies should proactively plan for periods of increased demand for medicines included within the service, including weekends, Bank Holidays, seasonal pressures and periods of increased clinical need.
- Pharmacy contractors must notify NHS Thames Valley ICB of any significant or prolonged supply issues affecting medicines included within the service and cooperate with any agreed mitigation measures, including the use of suitable alternative stock where appropriate.
- Pharmacy contractors must maintain accurate records relating to medicines supplied through the service and provide information upon request to NHS Thames Valley ICB for service monitoring, evaluation, audit purposes and post payment verification.
- Pharmacy contractors are expected to maintain up-to-date Standard Operating Procedures (SOPs) that support the safe, effective and consistent delivery of the emergency provision of medicines enhanced service.
- Pharmacy contractors must ensure that pharmacists, including locums and relevant members of the pharmacy team are appropriately trained and competent to deliver the requirements of the service, including awareness of the medicines included within the formulary and local referral pathways.
- Participating pharmacies should, where possible, engage with relevant quality improvement initiatives within the Community Pharmacy Contractual Framework, including the Pharmacy Quality Scheme (PQS) 2026/27 and any successor schemes.
- Participating pharmacies must cooperate with any service reviews, audits, stock verification exercises or assurance activities undertaken by NHS Thames Valley ICB in relation to the emergency provision of medicines supply.
- Pharmacy contractors must notify NHS Thames Valley ICB of any changes that may affect delivery of the service, including changes to opening hours, premises, ownership, lead contacts or service capacity.
- Pharmacy contractors should maintain business continuity arrangements to minimise disruption to patient access and ensure continuity of the service wherever reasonably practicable.
- NHS Thames Valley ICB may review and amend the medicines included within the emergency provision of medicines supply in response to changing population needs, emerging clinical priorities, national guidance, medicine availability or identified gaps in provision. Participating pharmacies will be expected to implement agreed changes within the required timescales.

4.1 Applicable national standards

- National Community Pharmacy Contractual Framework (CPCF), including the requirements relating to Essential Services, self-care, and signposting.
- The pharmacy contractor must have sufficient indemnity cover to support the provision of this service. Schedule of indemnity should be made available upon request.

- Compliance with the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, Freedom of Information Act 2000, and all other relevant information governance requirements.
- Applicable standards, guidance, and requirements issued by relevant professional, regulatory, statutory, or commissioning bodies.
- Standards set by the General Pharmaceutical Council (GPhC).
- NICE Guidance on End-of-Life Care is also useful to refer to: <https://www.nice.org.uk/search?q=End+of+life+care>
- National Institute for Health and Care Excellence (NICE). (2021). *End of life care for adults* (QS13): <https://www.nice.org.uk/guidance/qs13>
- National Palliative and End of Life Care Partnership. (2021). *Ambitions for Palliative and End of Life Care: A national framework for local action 2021-2026*. NHS England.
- <https://www.england.nhs.uk/publication/ambitions-for-palliative-and-end-of-life-care-a-national-framework-for-local-action-2021-2026/>
- *Guidance on use of antiviral agents for the treatment and prophylaxis of seasonal influenza*: <https://www.gov.uk/government/publications/influenza-treatment-and-prophylaxis-using-anti-viral-agents/guidance-on-use-of-antiviral-agents-for-the-treatment-and-prophylaxis-of-seasonal-influenza>

4.2 Quality requirements

- All activities undertaken as part of the service specification will be provided by a pharmacist registered with the General Pharmaceutical Council
- Community Pharmacies must comply with all the National Quality Requirements as set out in the NHS Standard Contract
- Community Pharmacy providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics, and performance at all times
- Pharmacists providing the service must comply with the GPhC standards for Pharmacy Professionals
- Pharmacy contractor must have a system in place to investigate all incidents. In the event of an untoward incident NHS Thames Valley ICB recommends using the national NHS Learn From Patient Safety Events service (LFPSE) to contribute to a national NHS wide data source to support learning and improvement [Learn from patient safety events \(learn-from-patient-safety-events.nhs.uk\)](https://www.nhs.uk/learn-from-patient-safety-events/)
- Serious incidents related to this service must also be reported to the NHS Thames Valley ICB tvicb.medicines@nhs.net
- Clinical Governance arrangements for this service are as set out in Schedule 5 of

the NHS Standard Contract. In addition, the provider is required to provide evidence to an effective system of clinical governance and put in place appropriate and effective arrangements for quality assurance, continuous quality improvement and risk management

- Where appropriate, patient satisfaction feedback about the service should be offered to all patients accessing this service and quality improvements should be made as an outcome of this feedback
- The pharmacy contractor must have a standard operating procedure (SOP) describing how the pharmacy contractor will deliver and meet all the requirements of this service, which must be made available to NHS Thames Valley ICB on request
- The pharmacy contractor shall ensure that any paperwork relating to the service, local procedures and guidelines issued by NHS Thames Valley ICB are easily accessible to all staff, including locums, within the pharmacy. This includes appropriate local End of Life guidelines and the list of participating pharmacies

If changes are made to the pharmacy contract i.e., opening hours are reduced or change in lead contact details, NHS Thames Valley ICB must be notified, so coverage can be reviewed.

5. Audit and Monitoring

5.1 Service Performance Requirements

Participating pharmacies will:

- Maintain the agreed minimum stockholding levels at all times.
- Undertake and document weekly stock reviews of all medicines included within the service formulary.
- Cooperate with any stock verification exercises or audit activity undertaken by NHS Thames Valley ICB.
- Submit any stockholding declaration or assurance return requested by NHS Thames Valley ICB within one week of the request date.
- Notify NHS Thames Valley ICB within two working days of any significant stock shortages affecting service delivery.
- Submit stock holding declarations every six months as a condition of payment

5.2 Reporting Requirements

The pharmacy contractor is responsible for maintaining the agreed minimum stockholding requirements for medicines included within the emergency provision of medicines supply (Appendix 1) and is expected to review stock levels at least twice yearly to ensure effective and continuous service delivery. A Stock Check Declaration should be completed

in Quarter 2 (April) and Quarter 4 (October) and submitted with the payment claim to NHS Thames Valley ICB via PharmOutcomes.

5.3 Record Keeping

NHS Thames Valley ICB is responsible for maintaining a current list of pharmacies participating in the emergency provision of medicines supply and for communicating this information to relevant stakeholders, including out-of-hours providers, community pharmacies, GP practices, community services, hospital teams, and other appropriate healthcare professionals.

5.4 Annual Review

In addition to the biannual stock checks, pharmacy contractors should review their Standard Operating Procedures (SOPs), business continuity arrangements, and local referral pathways relating to the emergency provision of medicines supply at least every two years, or sooner where there are significant changes to the service, formulary, or local requirements.

Pharmacists and pharmacy team members involved in delivering the service should be able to demonstrate completion of continuing professional development (CPD) relevant to the medicines and clinical areas supported by the service. This may include training relating to palliative and end-of-life care, antiviral medicines, medicines optimisation, or other therapeutic areas included within the emergency provision of medicines enhanced service.

5.5 Training

The pharmacy contractor has a duty to ensure that all staff involved in delivering the service are familiar with the service requirements and any associated local and national guidance. All staff must be appropriately trained and possess the knowledge, skills, and competence required to support the safe and effective delivery of the service. The pharmacy contractor must ensure that all staff involved in the service, including locum pharmacists, are aware of and operate in accordance with local protocols and Standard Operating Procedures.

The Pharmacy contractor must read and sign the Specification for the Community Pharmacy Emergency Provision of Medicines Supply service. A copy of the signed agreement, once authorised by NHS Thames Valley ICB, should be retained and made available as evidence of participation in the service upon request.

It is recommended that pharmacists working within pharmacies participating in the service undertake relevant training and continuing professional development appropriate to the medicines and patient groups covered by the service. Where specialist medicines are included within the formulary, pharmacists should access relevant educational resources and training opportunities to support the safe, effective, and person-centred delivery of care. Existing resources, including those relating to palliative and end-of-life care, remain valuable for pharmacies holding medicines within those therapeutic areas.

6. Payment and Claims

6.1 Fees and Claiming

Payment Arrangements

Each community pharmacy commissioned to provide the emergency provision of medicines supply will receive a service payment from NHS Thames Valley ICB in recognition of the requirement to maintain agreed stockholding levels and deliver the service specification.

The annual service payment is £1,100 per pharmacy, payable in two instalments of £550. Payments will be made at six-monthly intervals, subject to the pharmacy submitting the required Stock Check Declaration via PharmOutcomes. Submission of the declaration confirms that the pharmacy continues to meet the service requirements, including the agreed stockholding levels. Failure to submit the required declaration will result in the associated six-monthly payment not being made.

For those participating in the emergency provision of medicines supply **PLUS+** service there will be an additional annual fee of £150 for the stockholding of additional oseltamivir medication and supply for care home outbreaks.

In addition, NHS Thames Valley ICB will provide an upfront payment, upon receipt of an invoice, to support the purchase of the initial stockholding required to deliver the service. The value of this payment will be based on current Drug Tariff prices and is intended to support pharmacies in maintaining access to medicines included within the emergency provision of medicines enhanced service. Community pharmacies will replenish stock supplied against NHS FP10 prescriptions from the agreed formulary (Appendix 1) through normal dispensing processes and will be reimbursed via the usual NHS Business Services Authority (NHSBSA) payment arrangements.

Where REPLENISHED medicines held specifically to meet the stockholding requirements of the service expire during the contract period, pharmacies may claim the associated VAT cost. Where the same medicine expires on more than one occasion during the contract period, NHS Thames Valley ICB may consider reimbursement of the medicine cost in addition to the associated VAT, subject to review of stockholding and usage data.

To receive payment, pharmacy contractors must be registered with NHS Shared Business Services (NHS SBS) as a supplier to NHS Thames Valley ICB. Details of the registration process will be provided to participating pharmacies following confirmation of their inclusion in the service.

Submit invoice to:

Yousaf Ahmad

NHS Thames Valley ICB
S0E4D0 Payables N295
PO Box 312

For more information on how to submit invoices please see the SBS website:
<https://www.sbs.nhs.uk/article/6448/Submitting-invoices>

Summary

Initial Stockholding Payment

NHS Thames Valley ICB will provide participating pharmacies with a one-off upfront payment, following receipt of a valid invoice, to support the purchase of the initial minimum stockholding requirements specified in Appendix 1. The payment value will be based on current Drug Tariff prices at the commencement of the contract and is intended to ensure that participating pharmacies can establish and maintain the required stockholding for the emergency provision of medicines enhanced service.

Thereafter, medicines supplied against NHS prescriptions will be replenished through routine dispensing activity and reimbursed via the usual NHS Business Services Authority (NHSBSA) payment mechanisms.

VAT on expired stock

Where medicines held specifically to meet the minimum stockholding requirements of the emergency provision of medicines supply expire before use during the contract period, participating pharmacies may submit a claim to NHS Thames Valley ICB via PharmOutcomes, for reimbursement of the irrecoverable VAT associated with replenished stock, supported by appropriate evidence of disposal and replacement purchase.

Where the same medicine expires on more than one occasion during the contract period despite the pharmacy maintaining the agreed stockholding requirements and following appropriate stock management practices, NHS Thames Valley ICB may, at its discretion, reimburse the acquisition cost of the expired medicine in addition to any irrecoverable VAT, subject to review and approval.

6.2 Late or inaccurate claims

Pharmacy contractors whose claims are at variance with expectations may be asked to submit additional evidence to support past or future claims.

Where a pharmacy contractor is aware of any delay or inaccuracy in claims they should notify the Medicines Optimisation Team tvicb.medicines@nhs.net without undue delay.

Any overpayments will be recovered over a reasonable timeframe in agreement with the pharmacy contractor

Past underpayments (which must be supported by appropriate evidence) where claims are delayed by less than 6 months or fall within the same financial year (April-March), will be honored. Delayed claims falling outside these timeframes will be managed on a discretionary basis

NHS Thames Valley ICB reserves the right to check pharmacy contractors' held information at any time to support post-payment verification.

7. Termination of Contract

Unless otherwise notified, this Locally Commissioned Service will remain in place until 30 September 2027. During the term of the contract, either NHS Thames Valley ICB or the pharmacy contractor may terminate participation in the service by providing a minimum of three months' written notice.

As NHS Thames Valley ICB will provide an upfront payment to support the purchase of the initial stockholding requirements for the emergency provision of medicines supply, pharmacy contractors will not be eligible to claim separate reimbursement for stock held solely to meet the service requirements, except where explicitly permitted under the service specification.

By signing this agreement, the pharmacy contractor acknowledges that if they withdraw from or terminate the service within six months of commencement, NHS Thames Valley ICB may require repayment of all or part of the initial stockholding payment, subject to review of the stock purchased and remaining service commitments.

NHS Thames Valley ICB reserves the right to require immediate suspension of the service where it has reasonable grounds to believe that continuation of the service may pose a risk to patient safety, service quality, or contractual compliance.

If NHS Thames Valley ICB becomes aware that a participating pharmacy is persistently failing to maintain the agreed minimum stockholding requirements set out in Appendix 1, without a valid justification and without notifying NHS Thames Valley ICB, the pharmacy may be subject to review and may be removed from the service, with no entitlement to future service payments.

The emergency provision of medicines enhanced service, and its associated formulary may be reviewed by NHS Thames Valley ICB at any time during the contract period to ensure that the service continues to meet local population needs, commissioning priorities, medicine availability, and national guidance. This may include amendments to the medicines included within the service, stockholding requirements, payment arrangements, or service delivery model.

Contract extension

The contract shall be for an initial term of one year, with the commissioner holding the sole discretion to extend the agreement for one further year by giving one month's written notice prior to the initial term's expiry; during the extended period ONLY, either party may terminate the contract at any time by giving one month's written notice.

Appendices:

Appendix 1: Drug list: Emergency Provision of Medicines supply - enhanced service

Palliative Care/ End of Life emergency drug List (to be stocked by all pharmacy contractors participating in the service):

Drug name	Strength	MINIMUM Quantity
Alfentanil injection	500mcg/ml	10 x 2ml ampoules
Cyclizine	50mg/ml	10 x 1ml ampoules
Dexamethasone injection	3.8mg/ml OR 3.3mg/ml	10 x 1ml ampoules
Diclofenac injection	75mg/3ml	10 x 3ml ampoules
Haloperidol injection	5mg/ml	10 x 1ml ampoules
Hyoscine butyl bromide injection	20mg/ml	20 x 1ml ampoules
Levetiracetam injection	500mg/5ml	10x5ml ampoules
Levomepromazine injection	25mg/ml	20 x 1ml ampoules
Metoclopramide injection	10mg/2ml	10 x 2ml ampoules
Midazolam injection	10mg/2ml	20 x 2ml ampoules
Morphine sulphate injection	10mg /1ml	20 x 1ml ampoules
Morphine sulphate injection	30mg/1ml	10 x 1ml ampoules
Morphine sulphate oral solution	10mg/5ml	2 x 100ml
Octreotide injection	100 micrograms/ml	10 x 1ml ampoules
Oxycodone injection	10mg/ml	20 x 1ml ampoules
Oxycodone oral solution	5mg/5ml	1 x 250ml
Phenobarbital injection	200mg/ml	10 x 1ml ampoules
Sodium chloride 0.9% injection	0.90%	10 x 10ml ampoules
Water for injection	BP	20 X 10ml ampoules

Anti-viral treatment drug List (to be stocked by all pharmacy contractors participating in the service):

Drug name	Strength	MINIMUM Quantity
Oseltamivir capsules	75 mg	10 boxes (original packs)
Oseltamivir capsules	30 mg	5 boxes (original packs)
Oseltamivir liquid	6mg/ml	5 bottles

Service Extension: Emergency Provision of Medicines supply PLUS+ service (Outbreak Support)

Drug name	Strength	MINIMUM Quantity
Oseltamivir capsules	75 mg	60 boxes (original packs)
Oseltamivir capsules	30 mg	30 boxes (original packs)
Oseltamivir liquid	6mg/ml	10 bottles

Appendix 2: Emergency Provision of Medicines PLUS+ - enhanced service

List of participating pharmacies commissioned to hold Antiviral Outbreak Stock Boxes

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