

FINAL SERVICE SPECIFICATION

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| SERVICE | Supervised LfD Testing (Community Pharmacy ATS) |
| AUTHORITY LEAD | Jeni Beard |
| PROVIDER LEAD | Helen Musson (Community Pharmacy Hertfordshire – Herts LPC) |
| PERIOD | 1st July 2021 – 31 st March 2022 |
| DATE OF REVIEW | August 2021 & January 2022 |

POPULATION NEEDS

1.1 National/local context

As part of Hertfordshire’s approach to tackling the COVID-19 pandemic, Hertfordshire County Council have established a Community Testing Programme which offers free regular lateral flow (rapid) testing (LFT) to those who are asymptomatic (showing not symptoms) and can therefore spread it unknowingly. Regular lateral flow testing has an important role to play in helping to identify these cases and twice weekly testing is currently recommended by the government.

The County Council launched its community testing offer in December 2020 through a range of services including large fixed sites. The programme has so far successfully delivered over 79,000 tests and identified 420 positive cases which would otherwise have gone undetected.

In March, the government introduced its universal testing offer which has made home self-testing kits widely available to the general public. Pharmacies have played a key role in the expansion of home testing through the Pharmacy Collect service which has enabled members of the public to pick up free home test kits from participating local pharmacies.

This has significantly reduced the need for high volume, large scale asymptomatic test sites. The County Council has subsequently taken the decision to close its fixed community test sites by the end of June and continue with its flexible outreach model designed to reach under-represented groups and those least likely to engage with regular testing.

Whilst home/self-testing is clearly a popular option, we are aware that there are still sections of the local population who will prefer to, or need to, take a supervised test (self-swab observed by a trained operative) for several reasons. For example:

- A lack of confidence or understanding as to how to perform self-testing
- Physical or mental disabilities and/ or medical conditions which make self-testing more difficult or create anxieties around conducting a test. See Running your test site page 80 Appendix C.
- Difficulties with registering test results including a lack of familiarity with the digital technology required to complete the process.
- The need for an externally verified result to evidence observed test carried out

In order to ensure that our community testing programme continues to meet these needs and that twice weekly testing is accessible to all, the County Council is now looking to commission a new local supervised LfD testing service. Building on the successful role that pharmacies have already played in distributing home test kits and advising the public on their use, we are seeking to commission a supervised testing service from our community pharmacy network.

This service will be run at the discretion of the individual pharmacy. It will be within normal pharmacy opening hours and can be operational for hours of its choosing although this must be communicated to the commissioner in advance. The pharmacy can choose to take walk in’s or run its own appointment system. This service is for those specified in section 3.3.

2. PURPOSE

2.1 Aims and intended outcome of the service

The Service objectives are:

- To identify positive asymptomatic cases of COVID-19 and advise to self-isolate.
- To reduce COVID-19 transmission to other people.
- To support those who struggle or are unconfident to test themselves at home to access testing.
- To ensure that supervised testing remains accessible to disproportionately impacted and underrepresented groups (referenced below).
- To improve awareness of key COVID-19 messages and mitigating health harm in higher risk residents.

3. SCOPE

3.1 Service description/pathway

This service requires the Community Pharmacy to deliver a supervised testing service for asymptomatic residents, using an LFT device.

- The service will be delivered in Community Pharmacies across Hertfordshire, operating up to 7 days per week, within usual pharmacy opening hours
- The pharmacy will deliver the service in line with this specification and any current or future guidance.
- The Community Pharmacy will provide support and advice to the resident, including referral to other services where required.
- The Community Pharmacy must be able to demonstrate that all staff delivering this service are competent to provide the service and have undertaken the DHSC online training module evidenced to public health via a screen shot to pharmacytesting@hertfordshire.gov.uk
- The Community Pharmacy should have Risk Assessments in place for staff and premises (Appendix C). These should include the strict use of appropriate Infection Prevention Control measures (IPC), crowd management and appropriate and safe use of consultation rooms, including waiting for tests or test results.
- Pharmacies will offer a user friendly, non-judgmental, resident centred, confidential service.

There must be a sufficient level of privacy and safety in which to provide the service the pharmacy can choose to use a consultation room or a separate dedicated area away from the consultation room, in which case the standard open plan models will be more appropriate as set out in Appendix F

3.2 Service Outline

The Community Pharmacy will deliver a supervised testing service for asymptomatic residents in line with the specification and any relevant national guidance.

The Community Pharmacy will provide a comprehensive, quality service to eligible residents that covers the core components set out in the specification, including:

- Ensure that residents register their personal details on the government website <https://www.gov.uk/report-covid19-result> either themselves, or if not possible then the Community Pharmacy should provide support. Guidance of how to register set out in slide 5 appendix C.
- Ensure that those providing the service use appropriate PPE as set out in slide 44 appendix C and page 35 appendix A.

- Provide guidance and supervision of the self-swabbing in line with slide 16 appendix C and reference in page 27 appendix A.
- Inform the resident that they will receive their result via text and/or e-mail to the account used for registration. Alternatively, they can call 119 to get their result. In the event the person does not speak English, translation services are also available via 119.
- Prepare the test and analyse the result (slide 20 appendix C and page 29 appendix A).
- Upload test details on PharmOutcomes by using the last 4 digits of the test barcode to be able to identify the member of the public.
- Upload the residents result on the National Government Portal (slide 27 appendix C and page 31 appendix A)
- Safely dispose of the LFT and related waste in line with page 36 of appendix A and slide 51 of appendix C.
- Report stock levels monthly in order to maintain stock – Pharmacytesting@hertfordshire.gov.uk
- The time should be used as an opportunity to Make Every Contact Count (MECC), to support residents to reduce their vulnerability to the impact of COVID-19 and wider illness i.e. through referral to health lifestyles and services available in Hertfordshire including stop smoking, weight management, and mental health wellbeing.

Referrals

Residents will self-refer and walk in to access the service. Pharmacy staff may inform a resident to come back at another time for a test at the pharmacy's discretion.

There will be no requirement for active promotion by Community Pharmacy, however Community Pharmacy are able to opportunistically suggest a test and if appropriate encourage regular testing e.g. twice per week. The public health testing team can provide posters for internal store promotion if required.

Business Continuity

Pharmacies must have a robust business continuity plan in place.

- Pharmacies must ensure they always have an adequate supply of LFTs, PPE and related materials to be able to deliver the service. The LFTs and PPE will be provided by Hertfordshire County Council, but advance notice of additional need should be provided at least a week in advance.
- The Community Pharmacy must inform locum pharmacists of the service and expected requirements in advance of them providing cover. Locum pharmacists must also be aware of local protocols in relation to emergency situations, serious incidents and safeguarding.

Underpinning Knowledge

- Pharmacy staff delivering the service must have completed the relevant training (see section 5).
- The training will include Infection, Prevention and Control (IPC) including the donning of, wearing of and doffing of Personal Protection Equipment. PPE should be changed daily for all staff except for gloves which are single use. Masks are to be worn at all times and aprons are to be put on just prior to processing.

Core Competencies

- Those providing the service must have a good understanding of:
 - COVID-19, including symptoms, terminology and approaches to testing e.g. LFT/PCR.
 - Non-Pharmaceutical Interventions (NPIs) that reduce the transmission of coronavirus e.g. wearing of face coverings, social distancing and good hand hygiene.
 - Healthy Lifestyles and services available in Hertfordshire.
 - Effective and courteous communication with residents. Be aware of how and when to refer/signpost residents and when to ask for support

3.3 Population covered (inclusion criteria)

The pharmacies will focus and prioritise the disproportionately impacted and underrepresented groups specified below, however, they can provide the LFT test for any resident who requests one, including any adults (aged 16 and above only).

Tests must only be administered where appropriate consent is obtained as follows:

- Young people aged 16-17 are able to consent to their own medical treatment without parent or guardian present and therefore can self-swab if considered capable to do so

Disproportionately impacted groups:

- Areas of socio-economic deprivation
- Occupations with high exposure risk
- Areas of high population density
- Multi-generational and high occupancy households
- People with disabilities or impairments
- Men

Underrepresented groups:

- Low income households
 - People with drug and alcohol dependencies
 - Ethnic minority groups disproportionately impacted by COVID-19
 - Gypsy, Roma, Traveller communities
 - Migrants, Asylum Seekers and Refugees
 - Sex Workers
 - People experiencing homelessness and rough sleepers
 - People with religious barriers to testing
 - Survivors of domestic abuse
- As part of the local testing service and in accordance with [national policy](#), test sites can offer LFD testing to their staff twice per week. Tested staff should be treated the same way as regular participants and follow the same protocols as outlined in the service specification.

3.4 Interdependencies with other services

Community Pharmacies delivering the service are required to be aware of other Community testing services (PCR and LFT) and other related services and programmes e.g. COVID-19 vaccinations.

3.5 Information Technology

Community Pharmacies will be provided with a test site 'code' for the government website portal, this identifies the pharmacy as a test site and will be required for the logging of results via an internet connection.

3.6 Consent

Informed consent must be obtained from all participants prior to undertaking any testing procedures. It must be made clear that the service is free of charge and participation is entirely voluntary, that there is no requirement to provide a reason for a decision not to take part in testing and that such a decision will not incur any penalty. The pharmacy is responsible for checking the participant understands the service and an agreement of what will happen if the test is positive e.g. requirement for self-isolation see section 11.16 in appendix A. ***So long as the pharmacy member of staff supporting the testing has followed social distancing and PPE guidelines they will not need to self-isolate.***

The participant being tested will issue their consent verbally and this will be captured on PharmOutcomes.

3.7 Premises

The Community Pharmacy may use an appropriate consultation room or may choose to set up testing in a dedicated area away from the consultation room guidance on page 22 appendix A slide 3 appendix B. It needs to be 'Covid-secure' and should be cleaned in between tests in line with existing IPC standards and guidance e.g. Community Pharmacy Resident Safety Group guidance.

3.8 The responsibility of the Commissioner

To facilitate delivery of this service Hertfordshire County Council will:

- Provide all testing materials e.g. LFTs, PPE (Requests for more stock to be sent to pharmacytesting@hertfordshire.gov.uk)
- Provide all DHSC training and guidance needed to set up as a testing site.
- Set the service up on PharmOutcomes for data submission.
- Provide details of relevant referral points which pharmacy staff can use to signpost service users who require further support.
- Provide health promotion material to pharmacies which is relevant to the service users.

4. QUALITY STANDARDS

4.1 This list is not exhaustive and it is expected that the provider will keep up-to-date with the latest documentation and guidance and incorporate into their practice.

- DHSC – training programme referenced in the LFD clinical framework
- Community Pharmacy Contractual Framework, including Clinical Governance.
- Clinical Governance Requirements for Community Pharmacy" PSNC & NHS Employers (March 2012).

- The pharmacy is expected to operate the scheme in accordance with the code of Ethics and Professional Standards, as laid down by the Royal Pharmaceutical Society of Great Britain.

4.2 Applicable local standards

- The named pharmacist has, and shall hold, the responsibility for providing the service described within this document.
- Locum pharmacists must be made aware of this service and the procedures, in advance of them providing the cover. All records must be kept up to date and the Responsible Pharmacist must be aware that they will ultimately be held accountable. It shall not be acceptable that a locum be employed in the knowledge that they do not wish to provide the service.
- Community Pharmacies must ensure and will be responsible for ensuring that the appropriate arrangements are made to cover the service, and the staff who are employed in its function.
- The pharmacy is expected to review its standard operating procedures regularly.
- The pharmacy can evidence to public health that staff involved in the provision of the service have undertaken all mandated training. Evidence to be sent to Pharmacytesting@hertfordshire.gov.uk
- The pharmacy participates in an audit of service provision when requested by the Council.

5. EDUCATION & TRAINING FOR PARTICIPATING PHARMACIES

Community pharmacies providing the end-to-end COVID-19 testing service, using an LFT device must complete training prior to performing any elements of the testing service with eligible residents. Training is accessed online and via the link below. Test site staff will need to register using the below token code on the provided URL. Once an account is set up, test site staff will be able to access the online training at any time. Each module takes 15-30 minutes.

National LFT process training videos link: <https://go.tessello.co.uk/TestDeviceTraining/>

Token code: 3wkcVi4UTX

- The following must be completed as a minimum:
 - Infection prevention and control
 - How to give guidance on self-swabbing LFD test
 - How to process LFD test
 - How to log results
 - Clinical Governance
- Further details of the training modules are available can be found in Appendix B.

6. INFORMATION GOVERNANCE, CONFIDENTIALITY INFORMATION AND DATA PROTECTION

The Department of Health and Social Care (DHSC) is the data controller for all sites. The community pharmacy contractor is the data processors acting under the instruction of DHSC.

The community pharmacy contractor and staff shall not, whether during or after their appointment, disclose or allow to be disclosed to any person (except on a confidential basis to

their professional advisers) any information of a confidential nature acquired by the pharmacy under this agreement, except as may be required by law.

The community pharmacy contractor must protect personal data in accordance with the provisions and principles of the Data Protection Act legislation and must ensure the reliability of the staff that has access to such data. All participating Community Pharmacies will be compliant with Data Security and Protection requirements.

7. CONTRACT MONITORING

7.1 Monitoring and Review

The Provider shall ensure that the necessary data, as detailed in this service specification, is populated on PharmOutcomes in a timely manner to enable the service to be monitored and for the purpose of post-delivery payment verification.

Commissioners may undertake a visit to the Pharmacy to inspect the provision of the service and to ensure that the Pharmacy is meeting the service specification terms. These may include 'mystery shopping' to check adherence to IPC and other measures in place to the risk to staff and residents.

7.2 Activity/Audit Record

The Pharmacy shall ensure that all consultations are logged on PharmOutcomes to enable the commissioner to monitor activity and verify payments for services provided.

Expected reporting activities are:

- Confirmation of each test completed via PharmOutcomes
 - Test result – positive, negative, void

8. SERVICE SPECIFICATION REVIEW

8.1 It is recognised within this specification that the service may be subject to change due to a range of national and local policy initiatives. For example, government guidance and legislation, industry professional standards, NICE Guidance, Public Health England or local policy.

8.2 The Service Specification shall be reviewed on a regular basis, in partnership with the LPC, to reflect the changes in legislation. Adequate notice will be given to the Pharmacy of any significant changes which may impact on the service provided and will ensure sufficient transition arrangements are secured to ensure service continuity.

9. FINANCIAL INFORMATION

9.1 Payment and Reimbursement

Payments will be made at a fee of £12+ VAT for each completed service with data uploaded to the national database and PharmOutcomes. Invoiced quarterly.

There is no formal limit on number of individuals tested at the moment, however this will be periodically reviewed, and pharmacies will be notified by public health if this changes. Individuals must be allowed to conduct the swabbing process at their own pace and must not be hurried.

| Useful Resources | | |
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| Appendix A | Standard operating procedure (SOP) for mass testing for COVID-19 using lateral flow technology (adapted from national template SOP). |  Microsoft Word Document |
| Appendix B | Setting up your test site including training requirements |  Adobe Acrobat Document |
| Appendix C | Running your test site |  Adobe Acrobat Document |

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