

**Strategic Planning and Performance Group**

**Service Specification and guidance**  
**Community pharmacy COVID-19 lateral flow device**  
**distribution service**  
**Pharmacy Collect NI**  
**Phase 2**

**From: 1<sup>st</sup> April 2023**

**This document is correct at the time of publishing.**  
**In light of COVID-19, guidance may be subject to change.**  
**For access to all resources in relation to this service and to keep up**  
**to date, please visit**

[Community Pharmacy COVID-19 Lateral Flow Device Distribution Service \(Pharmacy Collect NI\)  
\(hscni.net\)](http://hscni.net)

Change History		
Version number	Change details	Date
V01.00		13/8/21
V01.1	Changes to box size: See 4.3.3 and 4.3.4	17/8/21
V01.2	Links added	24/8/21
V01.3	Changes relating to service change from submitting individual transactions to once weekly eform submissions 4.6.2	1/10/21
V01.4	Section added re recall: see 4.6.6	18/11/21
V01.5	4.3.1 Addition of text: Alternative supply routes may be implemented under the direction of the Department of Health NI.	11/1/22
V01.5	4.3.2 Addition of text: Test kits will be supplied free of charge to pharmacies providing the service as part of their standard deliveries from the wholesaler or alternative supply route.	11/1/22
V01.5	4.3.3 Addition of text: Brands of centrally procured test kits may change and be supplied in different sized cartons and contain varying numbers of test kits. Independent of the brand available, staff should be aware that these test kits are for distribution to the public and <b>should be separated from those obtained for community pharmacy staff use.</b>	11/1/22
V01.5	4.3.4 Rewording of text in line with current supply limits.	11/1/22
V01.5	4.3.5 Rewording of text: in line with current supply arrangements.	11/1/22
V01.5	4.5.7 Addition of text: Alternative collection sites may be viewed at the SiteFinder map at <a href="https://maps.test-and-trace.nhs.uk/">https://maps.test-and-trace.nhs.uk/</a>	11/1/22
V01.5	4.6.1 Addition of text: example at iv. Other	11/1/22
V01.5	4.6.4 Rewording of text to guide public to NI Direct and Addition of text: (Given that there are a number of brands of test kits available through this service, it is important that patients are advised to read the leaflet carefully as it may be different from previous kits they have used).	11/1/22
V01.5	4.7 Addition of text: 'or alternative supply route	11/1/22
V01.5	Annex A: amendments to Community Pharmacy COVID-19 Lateral Flow Distribution Service - summary	11/1/22

V01.6	Amended in line with requirements of Phase 2	11/4/22
V01.7	Amended in line with update to stock ordering arrangements	25/9/23
V01.7	Deletion of text 1.3: From the 23 <sup>rd</sup> of April the specification and eligibility for this service is changing.	25/9/23
V01.7	4.3.1 Update to section	25/9/23
V01.7	4.3.4 Update to section: new ordering system. Deletion of text 'Pharmacy contractors will be able to order up to a weekly order limit of 6 cartons (one carton per day, assuming a six-day working week).	25/9/23
V01.7	4.5.3 Deletion of text: Each box contains seven LFDs.	25/9/23
V01.7	4.5.5 Changes to reporting test results	25/9/23
V01.7	4.5.7 Changed when to if.	25/9/23
V01.7	4.6.2 Addition of links to eForm and BSO website	25/9/23
V01.7	4.6.4 Addition of link. Deletion of text.	25/9/23
V01.7	4.7.2 Addition of link to eForm	25/9/23
V01.7	5.4 Amendment of text: If there is a problem with the devices, the contractor should contact 119. Any queries relating to the provision of the Pharmacy Collect NI service should be referred to the local SPPG office. Queries relating to orders and LFT stock should be directed to Customer Support of the current supplier to the service	25/9/23
V01.7	Deletion of Appendix A	25/9/23

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# 1. Background

- 1.1 COVID-19 lateral flow antigen tests allow the detection of people with high levels of the COVID-19 virus, making them effective in identifying individuals who are most likely to transmit the virus, including those not showing symptoms. Increased use of lateral flow devices (LFD) can help identify more people who are highly likely to spread the virus, and therefore break the chain of transmission.
- 1.2 Research by NHS Test and Trace into routine mass testing shows participants prefer to access testing in the community. Pharmacists are trusted by their local communities and unfamiliar new points of access are less trusted.
- 1.3 From 1<sup>st</sup> September 2021 the Department of Health NI has made lateral flow devices (LFD) available for collection from community pharmacies under the Pharmacy Collect NI service. .

# 2. Service Aims

- 2.1 The purpose of the updated Community Pharmacy COVID-19 Lateral Flow Device Distribution Service (Pharmacy Collect NI) is to provide access to LFD test kits at community pharmacies for specified groups as directed by the Department of Health NI.
- 2.2 This service will work alongside existing COVID-19 testing routes.

# 3. Service Description

- 3.1 The updated Pharmacy Collect NI Service allows individuals who fall within the specific eligible groups outlined by the Department of Health NI (<https://www.nidirect.gov.uk/covid-pharmacy-collect>) to collect LFD test kits from community pharmacies, so they can undertake testing as per current Department of Health (DoH) advice.
- 3.2 People self-administer the tests away from the pharmacy e.g. at home. The pharmacy is not involved in the generation of test results, supporting the reporting of results or the next steps for the person taking the test.

3.3 Pharmacy team members will provide a patient information leaflet to people requesting the kits, when available.

## 4. Service Outline

### 4.1 Eligibility for service

4.1.1 The service allows individuals who fall within the specific eligible groups outlined by the Department of Health NI (at <https://www.nidirect.gov.uk/covid-pharmacy-collect> ) to collect LFD test kits from community pharmacies

### 4.2 Pharmacy eligibility for service

The service can only be provided from community pharmacies where the contractor:

4.2.1 Holds a contract with the Strategic Planning and Performance Group (SPPG - formerly HSCB) to deliver the service.

4.2.2 Ensures staff are trained, competent and available to deliver the service.

4.2.3 Has a suitable place away from members of the public to store test kits ordered from the distributor.

4.2.4 Ensures an updated Standard Operating Procedure (SOP) is in place to support delivery of the service in line with the service specification. All staff involved in the service will need to have read and understood their pharmacy's updated Standard Operating Procedure for the service.

### 4.3 Supply of LFD test kits to the pharmacy

4.3.1 Pharmacy contractors will need to order LFD test kits from the stipulated distributor.

4.3.2 Test kits will be supplied free of charge to pharmacies providing the service. Pharmacy contractors will need to be aware stock ordered may take several days to arrive, and should plan accordingly.

4.3.3 Brands of centrally procured test kits may change and be supplied in different sized cartons and contain varying numbers of test kits. Independent of the brand available, staff should be aware that these test kits are for distribution to the public and **should be separated from those obtained for community pharmacy staff use.**

4.3.4 How to order LFTs for distribution via Pharmacy Collect NI:

- Pharmacies should email a completed [order form](#) as an attachment to [pharmPPEorders@hscni.net](mailto:pharmPPEorders@hscni.net).
- All orders for Pharmacy Collect LFTs must be submitted by close of play on a Wednesday to be delivered by the following Tuesday.
- Any queries re: deliveries should be directed to the Customer Helpline Tel no 02895361301.
- Pharmacy Collect NI stock should be kept separate from LFTs for staff use and LFT stock available for sale in the pharmacy.

The weekly order limit is subject to review.

4.3.5 Local product recall provision will be in line with DoH requirements.

4.3.6 The quantities of test kit boxes ordered and supplied to the public will be monitored and reviewed as part of the post-payment verification process.

#### 4.4 Storage

4.4.1 Test kits need to be stored in conditions that will preserve the integrity of the swab. When storing for prolonged periods, test kits should be stored in a designated area away from direct sunlight, between 2°C and 30°C.

#### 4.5 Distribution service

4.5.1 The test kits will be provided free of charge to eligible people requesting them.

4.5.2 Contractors can supply one box of test kits per transaction.

4.5.3 There is no minimum age for use of LFD test kits.

- 4.5.4 The minimum recommended age for a person to collect LFD test kits is 18 years, but where necessary professional judgement can be applied by pharmacists making the supply.
- 4.5.5 Tests must be conducted and results registered away from the pharmacy, as explained in the instructions inside the test kit. People undertaking a test can contact 119 for assistance with using the kit. Results can be registered online or by calling 119 if the patient has difficulty reporting online. See <https://www.nidirect.gov.uk/covid-pharmacy-collect> for details.
- 4.5.6 If the pharmacy temporarily runs out of LFD test kits or experiences a demand for test kits it cannot meet at that time, the pharmacy should provide advice on the location of alternative collection sites.
- 4.5.7 The pharmacy must display the updated poster for the service and supply the patient information leaflets, if available.

#### 4.6 Making a supply:

- 4.6.1 The pharmacy staff will not have to assess patient eligibility for the service.
- 4.6.2 The total number of transactions must be entered onto the COVID-19 Pharmacy Collect NI Lateral Flow Test [eForm](#) which is available on the [BSO website](#). This eForm will be submitted to BSO once-weekly on a Monday for transactions carried out on the preceding 7 days.
- 4.6.3 This data will populate the payment claim; it will also be used for monitoring, reporting and service evaluation purposes:
- 4.6.4 As before, pharmacy staff must ensure the person collecting the test kits understands the following **key points**:
- i. Pharmacy teams should advise that if anyone tests positive on their LFD, they should follow the latest public health guidance on NI Direct.
  - ii. **A negative result does not guarantee someone does not have COVID-19. It is important to continue following government guidelines and restrictions.**
  - iii. Instructions on how to use the test and report your results are inside the box. (Given that there are a number of brands of test kits available through this service, it is important that patients are advised to read the leaflet carefully as it may be different from previous kits they have used).



- iv. **It is important to report your results, whether positive or negative** (see <https://www.nidirect.gov.uk/covid-pharmacy-collect> - if a person indicates that they have not previously reported their results, it is particularly important to reiterate the importance of doing so for the new tests being supplied).
- v. You must make a note of the lot number of the test kit used, in case you need to report any incidents related to the device, test instructions, harm or injury. The instructions inside the box give details on how you can report any incidents.

4.6.5 Pharmacy staff must provide a Pharmacy Collect NI patient leaflet with the kit when available.

4.6.6 If a pharmacy is contacted by a person with a query about the device, test instructions, harm, injury or results, it should direct them to 119 as above, and report any incidents as described in Section 7.

4.6.7 To comply with DoH product recall requirements, in the event of a recall notice for LFD kits being issued, pharmacy contractors must:

- Respond in line with all instructions in the DoH recall notice.
- Quarantine any affected stock immediately and comply with follow-up instructions which could include returning or destroying affected stock.

4.6.8 In the event of a recall, contractors must display information on any safety recalls/concerns using posters. A template poster to provide information to the public about a recall is available on BSO website if needed and can be adapted as required. Where a pharmacy can share this information using social media channels, that communication route to the public can also be used.

#### 4.7 Service records:

4.7.1 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery.

4.7.2 On supply of LFD test kits to service users, data must be recorded as detailed above and submitted via the Covid-19 Pharmacy Collect NI Lateral Flow Test [eForm](#) to BSO for payment.

4.7.3 Pharmacy Contractors must print and/or save a copy of the submitted Covid-19 Pharmacy Collect NI Lateral Flow Test e-record form for the pharmacy records and have available for post payment verification if required.

- 4.7.4 SPPG (formerly HSCB) would remind Community Pharmacies to review their information governance arrangements if additional devices (e.g. tablets/laptops etc.) are used. As Data Controllers, Community Pharmacies must process data in line with data protection principles outlined in GDPR. Further guidance on this can be found on the ICO website at the following link: [SME web hub – advice for all small organisations | ICO](#)
- 4.7.5 Records must be retained securely in line with the Department of Health Retention Policy identified in the document 'Good management, Good Records' which can be viewed at [Good Management, Good Records - Disposal Schedule | Department of Health \(health-ni.gov.uk\)](#) and outlines the requirements for retention and disposal of community pharmacy held records.
- 4.7.6 Should the SPPG request access to service records, the pharmacy contractor will be required to submit all records within 14 days of receipt of the request.

## **5. Service availability**

- 5.1 The contractor must seek to ensure that the service is available throughout the pharmacy's core and supplementary opening hours.
- 5.2 The contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patient should be excluded or experience particular difficulty in accessing and effectively using this service due to their race, gender, disability, sexual orientation, religion or belief, political opinion, gender reassignment, marriage or civil partnership status, pregnancy or maternity, or age.
- 5.3 The contractor must have a standard operating procedure (SOP) for provision of the service and all pharmacy staff involved in the provision of the service must be familiar with the SOP.
- 5.4 If there is a problem with the devices, the contractor should contact 119. Any queries relating to the provision of the Pharmacy Collect NI service should be referred to the local SPPG office. Queries relating to orders and LFT stock should be directed to Customer Support of the current supplier to the service

## **6. Pharmacy staff**

6.1 The service may be provided by all pharmacy staff who have been trained and are competent to provide the service.

## **7. Clinical governance**

7.1 The pharmacy is required to report any patient safety incidents in line with the agreed normal processes used within the pharmacy for reporting safety incidents. The pharmacy should also make Yellow Card reports to MHRA, as necessary (see guidance at <https://coronavirus-yellowcard.mhra.gov.uk>).

## **8. Payment arrangements**

8.1 Payments for this service will be calculated from the submissions detailed in paragraph 4.6.2 and will be processed monthly by BSO.

8.2 The pharmacy contractor should monitor and record the number of transactions completed on a monthly basis for verification against BSO payments.

8.3 Payment will not be made for submitted paper based record forms.

8.4 Payment for provision of the service will be a service fee of £1.50 per transaction. This payment will be based on declarations submitted by the contractor on the eForm.

## **9. Other terms and conditions**

9.1 The pharmacy contractor shall not publicise the availability of the service other than using any materials specifically provided by the SPPG other than with the prior agreement of the SPPG or in any way which is inconsistent with the professional nature of the service.

9.2 The pharmacy contractor shall not give, promise or offer to any person any gift or reward as an inducement to or in consideration of his/her registration with the service.

9.3 The pharmacy contractor shall not give, promise or offer to any person engaged or employed by him any gift or reward or set targets, against which that person will be measured, to recruit patients to the service.

9.4 The pharmacy contractor shall ensure that service provision is in accordance with professional standards.