



Counter Fraud and
Security Management Service



Antiviral Authorisation Vouchers

*Guidance for the use of antiviral authorisation
vouchers during the swine flu pandemic in
England*

Antiviral Authorisation Vouchers

Guidance for the use of antiviral authorisation vouchers during the swine flu pandemic in England

Prepared by Department of Health in collaboration with NHS Counter Fraud and Security Management Service

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The Voucher Scheme

Access to the antivirals in the National stockpile is being controlled by Listed Medicines Vouchers, also known as Antiviral Authorisation Vouchers.

The legislation that covers General Medical Services (GMS) Contracts and Personal Medical Services (PMS) Agreements is being amended to ensure that the Listed Medicines Vouchers can be used within these contractual frameworks.

Antiviral Authorisation Vouchers have been produced for GPs, delegated healthcare professionals or any other staff that has been authorised by a PCT according to the national protocol, to use during the swine flu pandemic.

If you are one of these authorised personnel, you will be able to use these vouchers to authorise antiviral supplies as soon as you receive them.

There are two types of Antiviral Authorisation Vouchers:

- for adults and children aged one year and over (AVA)
- for children under the age of one year (AVB)

Antiviral Authorisation Vouchers are for use in England only.

Once the National Pandemic Flu Service has been established, the majority of patients will be expected to use this service to access antiviral medicines. This service will provide the patient with a Unique Reference Number (URN) which needs to be provided to the ACP by the flu friend in order for them to receive the antiviral.

However, Antiviral Authorisation Vouchers will continue to be needed for patients under one year old, those who cannot access the National Pandemic Flu Service or prefer to consult their GP and on the rare occasions when clinical judgement indicates a need for antiviral medicines not fulfilled by the National Pandemic Flu Service.

- Children under the age of one:
Children under one year old are at particular risk of severe or complicated flu, and require liquid medicines in a tailored dose based on their weight. These children must be assessed by a GP or delegated healthcare professional who is experienced in the care of children, to establish if other medical care is needed in addition to authorisation of antiviral medicine. This medical assessment must not prevent or unduly delay antiviral authorisation.
- Other exceptional circumstances:
Some people may not be able to use the National Pandemic Flu Service because they have difficulty communicating or using the web or telephone. In exceptional circumstances, for some older children and adults a GP or delegated healthcare professional may need to authorise antiviral medicine. These groups could include patients from “hard to reach groups” (homeless people & refugees), “looked after children” or people requiring adjustment of their treatment due to side effects.

Benefits of the Voucher Scheme

- Use of the standard prescription form (FP10) is likely to cause confusion for patients and pharmacists as to whether a prescription charge is due.
Antivirals supplied from the national stockpile are exempt from prescription charges for all patients. The Antiviral Authorisation Vouchers make no reference to collecting prescription charges and require no declaration from the patient about exemption from charges.
- Antiviral Authorisation Vouchers may be signed by anyone authorised by the PCT allowing more flexibility and less pressure on GPs/healthcare professionals.
- Antiviral authorisation under the national protocol is not the same as issuing a prescription. Antiviral collection points can only supply antivirals. By using the dedicated Antiviral Authorisation Voucher the authoriser cannot use the voucher to prescribe other medicines that the patient would not be able to collect from the ACP.
- This system ensures consistency across England.

Currently local arrangements for the supply of antivirals vary across the country. The risks are that:

- Vouchers that have been developed within a PCT or a certain region might not be secure which could provide opportunities for individuals to obtain antivirals fraudulently for personal use or onward sale.
- Flu friends could be limited to specific Antiviral Collection Points (ACPs) as locally developed vouchers might not be recognised outside of their area of use. This might be particularly relevant to PCT / SHA border areas.

The new voucher scheme will help to mitigate those risks, as Antiviral Authorisation Vouchers:

- Are secure stationery using the same security features as an FP10. This significantly reduces the risk of fraud.
- Will improve patient safety as they:
 - Contain clear instructions for the authoriser that will ensure the correct antiviral and correct dose is issued.
 - Give clear instructions to collection point staff about which antiviral to supply and in which dose.
- The new system will allow collection from any convenient ACP.

Standard Prescription Forms (FP10s) are Not Suitable to Authorise Antivirals

- Under General Medical Services Contract Regulations (GMS) and Personal Medical Services Agreement Regulations (PMS) the use of FP10s is restricted to use by prescribers to enable patients to receive pharmaceutical services. The supply of antivirals is not part of pharmaceutical services. As such, use of FP10s to order antivirals, is not a legitimate use of prescription forms.
- A prescription charge may be due if an FP10 is used but antivirals should be supplied free of charge.
- The current FP10 has no provision for patients to make a declaration that they are entitled to a free prescription in order to get their antivirals free of charge.
- FP10s can only be used by a prescriber registered with the NHS Business Services Authority but we need a wider range of staff who are able to assess patients and authorise antiviral medicines, where appropriate. In order to reduce pressure on GPs, vouchers can be used by any staff who have been authorised to do so.
- Medicines prescribed on FP10 prescription forms must be dispensed either through a registered pharmacy or a dispensing doctor practice. ACPs might however not necessarily be pharmacies. (Even if they are, they will not be working under pharmaceutical services when they supply antivirals from the national stockpile.)
- FP10s are normally submitted to the NHS Business Services Authority for reimbursement for the drug costs and for service provision but no reimbursement is due for antivirals, which have been purchased by the government and fees due for service provisions provided by the ACP (even if it is a pharmacy acting as an ACP) is for payment locally by the PCT.
- FP10s can be used for all medicines that patients require but antivirals are not being supplied through pharmaceutical services so if (as has happened) a patient's usual medicines are prescribed on the same form as an antiviral the patient may be unable to obtain all their medicines.
- FP10s are for the provision of dispensing of a drug, medicine or appliance under pharmaceutical services as provided for under the Pharmaceutical Service Regulations. Different supply routes and legal mechanisms apply to the supply of antiviral medicines and the use of the standard prescription form would undermine the established and secure processes that ensure that all other medicines and drugs are supplied safely through pharmaceutical services.

Accessing Antiviral Authorisation Vouchers

PCTs will be responsible for distribution of Antiviral Authorisation Vouchers to smaller sites such as GP surgeries, health centres or individuals that have been authorised by the PCT to issue antivirals. This should ensure a faster distribution than existing prescription form ordering routes. It will also enable the PCT to supply all authorised staff with Antiviral Authorisation Voucher and respond more flexibly to existing and emerging hotspots.

The re-ordering process is described in chapter "Ordering" in this guidance.

Completing Antiviral Authorisation Vouchers

Antiviral Authorisation Vouchers must be completed fully and accurately using legible handwriting and permanent dark ink.

Antiviral Authorisation Vouchers must be completed manually and are not designed to go through GP prescribing systems.

To reduce the risk of theft and misuse never pre-sign blank Antiviral Authorisation Vouchers. (Please refer to the chapter “Security of Antiviral Authorisation Vouchers”.)

Issuing authorisation vouchers for antivirals for adults and children aged one year and over (AVA)

Tamiflu

For children aged one year and over including adults, the authoriser must tick the required Tamiflu (oseltamivir) capsule size based on the child’s weight, or age band when weight is not known.

Zanamivir (for children over five years and adults)

Zanamivir is the preferred medicine for pregnant women and for patients with severe renal failure. Patients with renal failure may carry a ‘card’ or leaflet provided by their renal unit.

Issuing authorisation vouchers for antivirals for children under the age of one year (AVB)

There are two preparations of liquid oseltamivir for children under the age of one year. The authoriser must clearly circle the correct weight range for **both** preparations of oseltamivir.

The two preparations are of a different strength:

- Tamiflu suspension manufactured by Roche is presented as 12 mg in 1 ml
- Oseltamivir solution manufactured by designated hospital pharmacy manufacturing units is presented as 15 mg in 1 ml.

[Those authorising antivirals for children under the age of one should be aware that the 15 mg / ml solution is the preparation which is most likely to be supplied at collection points.]

Providing authoriser contact details (applies for voucher types AVA and AVB)

<p>Name of authorising GP or other delegated healthcare professional</p> <p>PCTs can authorise any staff to issue authorisation vouchers according to the national protocol</p>	<p>Prescribers Name</p> <p>Other authorised staff Name as well as the name of PCT providing authorisation</p> <p><u>Please note:</u> Authorisers who are not registered healthcare professionals should put a line through “of authorising GP or other delegated healthcare professional”</p>
<p>Address</p>	<p>Address of the authoriser including postcode</p>
<p>PCT Name</p>	<p>PCT area in which antivirals are being authorised</p>
<p>Telephone</p>	<p>Telephone number where the authoriser can be contacted</p>
<p>Practitioner PIN</p>	<p>Prescribers Provide their registration number (GMC registration number, NMC registration number or RPSGB registration number)</p> <p>Other authorised staff: Registered healthcare professionals provide their registration number as above Non healthcare professionals leave this field blank</p>
<p>Signature</p>	<p>Signature of the authoriser</p>
<p>Date</p>	<p>Date the antiviral has been authorised</p>

Upon completion, the form is given to the patient / flu friend to be taken to the collection point. The collection point staff will supply the ordered antiviral against the form and then retain the forms for the PCT.

Security of Antiviral Authorisation Vouchers

This part of the guidance provides detailed information on security measures and stock control requirements that can be applied to the security of Antiviral Authorisation Vouchers.

Antiviral Authorisation Vouchers are secure forms and should be given the same security considerations as other secure forms such as NHS prescription forms and controlled drug stationery. These forms are crown copyright and should not be reproduced. A copy of the Antiviral Authorisation Vouchers can be found at Annex A of this document. Guidance on the security of prescription forms is available at www.nhsbsa.nhs.uk/security.

Staff should treat Antiviral Authorisation Vouchers like a secure item. When not in use, store them in a locked cupboard in a secure room or area.

This part of the document provides guidance on the handling, distribution and ordering of Antiviral Authorisation Vouchers and covers the following:

- Actions for PCTs on receipt of Antiviral Authorisation Voucher stock
- Storage
- Onward Distribution from PCTs
- Stock Control
- Actions for staff issued with individual Antiviral Authorisation Vouchers
- Ordering
- Lost, stolen or missing Antiviral Authorisation Vouchers
- Fraudulent activity

Actions for PCTs on Receipt of Antiviral Authorisation Voucher Stock

PCTs should ensure that there are appropriate policies and procedures in place for the secure storage and distribution of Antiviral Authorisation Voucher stock. PCTs should consult their nominated Local Security Management Specialist (LSMS) for advice on this and any other security management issue around storage of Antiviral Authorisation Vouchers.

The recommended procedure for PCTs when taking delivery of Antiviral Authorisation Vouchers is as follows:

- Where possible, Antiviral Authorisation Vouchers should not be unloaded from delivery vehicles in public areas such as a reception area or public footpath.
- PCTs will have received details of the number of Antiviral Authorisation Vouchers to be delivered and before the delivery driver leaves, a full check should be made against the delivery note that the correct Antiviral Authorisation Vouchers and the correct number of boxes have been received.

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- Checks should then be made to ensure the packaging is sealed and unbroken. Only then should the delivery be signed for by the PCT representative.
- Once the delivery has been checked, the contents of the packaging should be examined. Specifically, serial numbers of Antiviral Authorisation Vouchers should be checked against the delivery note.
- Once the delivery has been checked and examined, the PCT should make a record of receipt of the delivery in line with local protocols for recording the delivery and onward storage of secure stationery.

Storage

The general arrangements for the management and secure storage of Antiviral Authorisation Vouchers should typically include:

- A clear and unambiguous audit trail of records and controls in place for Antiviral Authorisation Vouchers ensuring:
 - Antiviral Authorisation Vouchers are issued and distributed by designated staff members to authorised staff
 - Date when the Antiviral Authorisation Vouchers are issued
 - By whom the Antiviral Authorisation Vouchers are issued
 - To whom the Antiviral Authorisation Vouchers are issued
 - Ensure that a signature is recorded of the person distributing and receiving the Antiviral Authorisation Vouchers
 - Record of the number of Antiviral Authorisation Vouchers issued and their serial numbers
- Measures to ensure that all Antiviral Authorisation Voucher stock should be securely stored. Stock should be stored in a locked cupboard in a secure room or area with limited access to authorised staff only.
- Ensuring excess stock is not stored in patient or public areas nor left unattended in those areas.

Onward Distribution from PCTs

Delivery of the Antiviral Authorisation Vouchers to subsequent smaller sites, health centres, GP surgeries, other authorised individuals etc is the responsibility of the PCT. When arranging these deliveries, PCTs should ensure they are made to designated staff within a designated time slot, so that late deliveries can be followed up on the same day. This will allow for any discrepancies to be highlighted quickly. Deliveries should be made in the appropriate secure transport and should as far as possible, ensure that there is the shortest distance possible from the delivery vehicle to the premises to minimise the risk of theft and prevent attacks or assaults on staff.

PCTs should utilise existing secure mechanisms in place to distribute prescription forms and apply them to the distribution of Antiviral Authorisation Vouchers. When delivering Antiviral Authorisation Vouchers onwards from the PCT, the same delivery procedures should be

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followed as described in the section “Actions for PCTs on receipt of Antiviral Authorisation Voucher stock” within this chapter.

Stock Control

Clear and unambiguous records on Antiviral Authorisation Voucher stock received and distributed should be maintained at all times. The following procedures are recommended:

- The PCT should keep a record of the serial numbers of the Antiviral Authorisation Voucher pads, including where, when (date/time) and to whom the pads have been distributed. The serial number on the Antiviral Authorisation Vouchers is positioned at the bottom right hand side of the form.
- There should be a regular stock-take of Antiviral Authorisation Vouchers to identify any losses.

Templates for stock control are available in Annex B-D of this document.

Actions for Staff Issued with Individual Antiviral Authorisation Vouchers

If issued with individual Antiviral Authorisation Vouchers, keep a note of all the serial numbers of all the vouchers in your possession and at the end of your session/working day.

To reduce the risk of theft and misuse:

- Limit the number of individual vouchers you carry on your person.
- Never pre-sign blank Antiviral Authorisation Vouchers.

Staff on home visits should keep Antiviral Authorisation Vouchers secure. Ideally on their person at all times or, if they must leave items in their vehicle, ensure that they are out of sight. Antiviral Authorisation Vouchers should not be left in vehicles overnight.

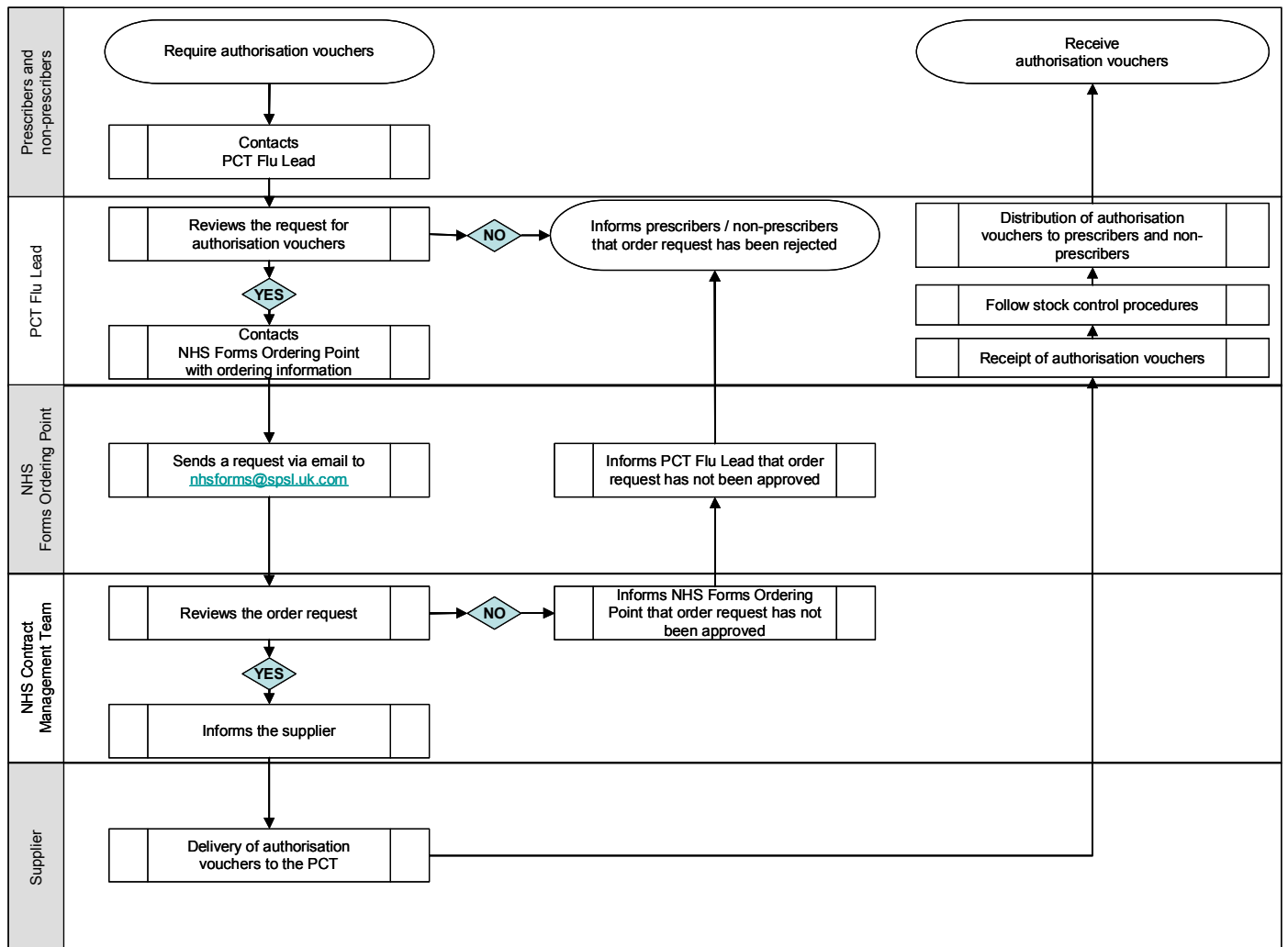
Antiviral Authorisation Vouchers should never be left on a desk in an unlocked room, particularly where the public or unauthorised personnel have access to them.

All stolen, missing or lost Antiviral Authorisation Vouchers must be reported to the authorising PCT.

Please also refer to the chapter “Lost, stolen or missing Antiviral Authorisation Vouchers” in this guidance.

Ordering

7.1 The flow chart below explains the re-ordering process for Antiviral Authorisation Vouchers.



Lost, Stolen or Missing Antiviral Authorisation Vouchers

Problems with the delivery

If the Antiviral Authorisation Voucher stock does not arrive on the due date, the intended recipient should notify the suppliers of the missing authorisation voucher forms, so that enquiries can be made at an early stage.

This can be done by either:

- Ringing the suppliers help line on **0845 610 1112** or
- Emailing nhsforms@spsl.uk.com

The designated person at the PCT should also be notified.

If the stock is expected from the PCT to a GP surgery then the designated person within the surgery should also be notified.

If there are any irregularities at delivery stage, the delivery driver should be asked to remain on-site whilst the supplier is contacted to check the details of the delivery.

If the delivery arrives and the boxes appear unsealed or the seal is broken, do not sign for this. Return the consignment and contact the supplier immediately.

Missing Antiviral Authorisation Vouchers

At PCT level

If missing Antiviral Authorisation Vouchers cannot be accounted for, the matter should be reported to the:

- Designated person,
- LSMS and
- Police as required.

At GP surgeries

If there is an issue of missing Antiviral Authorisation Vouchers at GP surgeries, they should notify the PCT and designated person locally (if available).

For individual authorised staff

If there is an issue of missing Antiviral Authorisation Vouchers for individual authorised staff, they should notify the authorising PCT and designated person locally (if available).

Fraudulent Activity

Antiviral Authorisation Vouchers have the same security features as prescription forms.

If it is suspected that a presented Antiviral Authorisation Voucher is forged:

- Notify the police,
- Local Counter Fraud Specialist and
- Contact the NHS Counter Fraud Service on **0800 028 40 60**

Annex A

AUTHORISATION VOUCHER – ANTIVIRALS FOR ADULTS AND CHILDREN AGED 1 YEAR AND OVER

GP/DELEGATED HEALTHCARE PROFESSIONAL AUTHORISATION VOUCHER

For the supply of antiviral medicines, Tamiflu® (oseltamivir) or Relenza® (zanamivir) as indicated in the table below:

Name of patient: Age: yrs

Date of birth: Age: yrs

I have today assessed the above patient. I confirm that he/she has an influenza-like illness.

I therefore authorise the supply of:

Tamiflu® (oseltamivir) capsules as indicated in the table below

Age of patient	Weight in kg (child only – preferred if available)	Capsule size	Dose	Please tick the required capsule size (if Tamiflu® is authorised)
Aged from one year to under 3	Less than 15kg	30mg capsules	ONE capsule to be taken twice a day for 5 days	
Aged from 3 years to under 7	15 – 23kg	45mg capsules	ONE capsule to be taken twice a day for 5 days	
Aged from 7 years to under 13	23 – 40kg	30mg capsules	TWO capsules to be taken twice a day for 5 days	
Aged 13 years and over (adult dose)	Over 40kg	75mg capsules	ONE capsule to be taken twice a day for 5 days	

OR: Relenza® (zanamivir) dry powder inhaler

Age group	Dose	Please tick (if Relenza® is authorised)
Children over 5 years old and adults	TWO 5mg inhalers to be inhaled (using the 'Diskhaler') twice a day for 5 days	

GPs/HEALTHCARE PROFESSIONALS: ONLY TICK ONE BOX

Name of authorising GP or other delegated healthcare professional:

Address:

Telephone: PCT name:

Signature: Practitioner PIN:

Date:

XXXXXXXXXXXX

AVA 0709

AUTHORISATION VOUCHER – ANTIVIRALS FOR CHILDREN UNDER THE AGE OF 1 YEAR

GP/DELEGATED HEALTHCARE PROFESSIONAL AUTHORISATION VOUCHER AND ADVICE TO ISSUING STAFF

Supplies of oseltamivir for children under the age of 1 year are available in two forms, of different strengths: solution (15mg in 1ml) and suspension (12mg in 1ml). Depending on stock levels, either or both may be available at antiviral collection points.

GPs/HEALTHCARE PROFESSIONALS: CIRCLE THE REQUIRED DOSE FOR BOTH PREPARATIONS

Dose for both products is 2mg/kg given twice a day for 5 days

ISSUING STAFF: PLEASE ISSUE ONLY ONE OF THESE PREPARATIONS

For the supply of oseltamivir

Name of child:

Date of birth:

Postcode:

Weight: kg

I have today assessed the above child. I confirm that he/she has an influenza-like illness. I therefore authorise the supply of oseltamivir solution OR suspension in the dose indicated in the table.

Name of authorising GP or other delegated healthcare professional:

Address:

PCT name: Telephone:

Practitioner PIN:

Signature: Date:

OSELTAMIVIR solution 15mg in 1ml	
Weight range in kg	Dose to be given in ml
3.0 – 3.6	0.4
3.7 – 4.3	0.5
4.4 – 5.0	0.6
5.1 – 5.7	0.7
5.8 – 6.4	0.8
6.5 – 7.1	0.9
7.2 – 7.8	1.0
7.9 – 8.5	1.1
8.6 – 9.2	1.2
9.3 – 9.9	1.3
10.0 – 10.6	1.4
10.7 – 11.3	1.5
11.4 – 12.0	1.6

TAMIFLU® suspension (oseltamivir) 12mg in 1ml	
Weight range in kg	Dose to be given in ml
3.0 – 3.5	0.5
3.6 – 4.1	0.6
4.2 – 4.7	0.7
4.8 – 5.3	0.8
5.4 – 5.9	0.9
6.0 – 6.5	1.0
6.6 – 7.1	1.1
7.2 – 7.7	1.2
7.8 – 8.3	1.3
8.4 – 8.9	1.4
9.0 – 9.5	1.5
9.6 – 10.1	1.6
10.2 – 10.7	1.7
10.8 – 11.3	1.8
11.4 – 11.9	1.9
12.0 – 12.5	2.0

XXXXXXXXXXXX

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Annex D

Authorisation Vouchers log sheet of distributed items to individual authorised staff

Designated Person in Charge.....

Date of use	Taken by: (Name)	Given to: Staff name, Registration PIN ¹	Given to: Signature	Name of prescriber OR Name of PCT providing authorisation	No. of pads issued	Serial numbers issued	Serial numbers returned

¹ Registration PIN is only required for registered healthcare professionals



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