

London Pharmacy Seasonal Influenza Vaccination Service Specification

September 2022

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1. Service description and background

- 1.1 For most healthy people influenza (flu) is an unpleasant but usually self-limiting disease. However, older people, pregnant women and those with underlying diseases are at particular risk of severe illness if they catch it.
- 1.2 Flu is a key factor in NHS resilience. It impacts on those who become ill, the NHS services that provide direct care as a result and on the wider health and social care system. The annual immunisation programme helps to reduce unplanned hospital admissions and pressure on A&E. It is therefore a critical element of the system-wide approach for delivering robust and resilient health care services during the winter period.
- 1.3 The service will run from 1 September 2022 to 31 March 2023. Focus should be given to vaccinating eligible patients between 1 September and 31 November to maximise the impact¹

2. Aims and intended service outcomes

- 2.1 The aims of this service are:
 - a. to provide more vaccination opportunities and improve convenience to access flu vaccinations.
 - b. to reduce variation and provide consistent levels of population coverage.
- 2.2 The scope of this service is:
 - a. to identify pharmacists signed up to the community pharmacy advanced service specification that can deliver vaccinations to the cohorts below.
 - b. to deliver flu vaccinations to health inclusion groups including, but not limited to, homeless individuals, asylum seekers and undocumented and documented migrants.
- 2.3 Staff working in hospital trusts should be vaccinated routinely by their occupational health provider. However, in instances where they are unable to attend a session, and the provider is not holding anymore, there will be an opportunity for them to be vaccinated at their local pharmacy by showing their NHS ID. Pharmacies will be able to select the appropriate category for staff falling within this eligibility from the SONAR system.

¹ <https://www.gov.uk/government/publications/national-flu-immunisation-programme-plan/national-flu-immunisation-programme-2022-to-2023-letter>

3. Service Specification

- 3.1 The Service will be known as the London Pharmacy Seasonal Influenza Vaccination Service 2022/23 and complements the National NHS England Flu service specification under the advanced services of the contractual framework. This local London service can be provided by any pharmacy in London that is also signed up to delivering the National Advanced Flu service. The cost will be met by NHS England London. The vaccine is to be administered by an appropriately trained pharmacist under the authority of a **private PGD**.
- 3.2 Eligibility criteria
- Must be already providing the National Advanced Service first.
 - Must have met the Community Pharmacy assurance framework.
 - Must be compliant with Information Governance.
 - Must be a Community Pharmacy on the London Pharmaceutical list
 - Must meet the Premises requirements in the specification.
- 3.3 Eligible patients should be vaccinated as soon as the vaccine is available. Widespread immunisation may continue until December to achieve maximum impact, but where possible, should be completed before flu starts to circulate in the community. However, flu can circulate considerably later than this and pharmacists should apply clinical judgement to assess the needs of individual patients who are eligible for vaccination under this service to receive immunisation beyond January. This should take into account the level of flu-like illness in the community and the fact that the immune response following immunisation takes about two weeks to fully develop.
- 3.4 The seasonal flu vaccination administered under this service is one of the inactivated flu vaccines listed in the NHS England, Public Health England and Department of Health and Social Care annual Flu Plan.
- 3.5 Pharmacy contractors must ensure that vaccinations offered under this service are provided in line with Immunisation against infectious disease (The Green Book), which outlines all relevant details on the background, dosage, timings and administration of the vaccination, and disposal of clinical waste. Pharmacy contractors must ensure that vaccination is offered in line with any JCVI guidance on the required interval between, or co-administration of vaccinations under this service and other vaccination types.
- 3.6 The pharmacy contractor must have a standard operating procedure (SOP) in place for this service which includes procedures to ensure cold chain integrity. All vaccines are to be stored in accordance with the manufacturer's instructions and all refrigerators in which vaccines are stored are required to have a maximum / minimum thermometer. Readings are to be taken and recorded from the thermometer on all working days. Where vaccinations are undertaken off the pharmacy premises, the pharmacy contractor must ensure that appropriate measures are taken to ensure the

integrity of the cold chain. The vaccines should not be used after the expiry date shown on the product.

- 3.7 Each patient being administered a vaccine should be given a copy of the manufacturer’s patient information leaflet about the vaccine or be directed to a web-based version of the leaflet.
- 3.8 Prior to vaccination, consent must be sought from each patient. This consent should cover the administration of the vaccine as well as advising the patient of information sharing that will take place for the appropriate recording of the vaccination in their GP practice record. The patient should also be informed that information relating to their vaccination may be shared with NHS England and NHS Improvement. Patient consent should be recorded in the pharmacy’s clinical record for the service.
- 3.9 Patients who are eligible for other vaccinations should be referred to their GP practice for these vaccinations.
- 3.10 The pharmacy contractor will ensure that a notification of the vaccination is sent to the patient’s GP practice on the same day the vaccine is administered or on the following working day. This should be undertaken via secure email (refer to 3.11) or secure electronic data interchange. If an electronic method to transfer data to the relevant GP is used and a problem occurs with this notification platform the pharmacy contractor should ensure a hard copy of the paperwork is sent to the GP practice. The information sent to the GP practice should include the following details as a minimum:
 - a. the patient’s name, address, date of birth and NHS number (where known)
 - b. the date of the administration of the vaccine
 - c. the applicable SNOMED CT code – see Table 1 below
 - d. any adverse reaction to the vaccination and action taken/recommended to manage the adverse reaction
 - e. reason for patient being identified as eligible for vaccination

All paperwork must be managed in line with ‘Records Management Code of Practice for Health and Social Care’

Table 1: Applicable SNOMED CT codes for notification to the GP practice

Code Type	Code	Description
SNOMED CT	955691000000108	Seasonal influenza vaccination given by pharmacist

- 3.11 Where a patient presents with an adverse drug reaction following the initial vaccination and the pharmacist believes this is of clinical significance, such that the patient’s GP practice should be informed, this information should be shared with the GP practice as soon as possible either via the GP Practice Notification Form or if that has already been sent to the GP practice, by an alternative method of communication.
- 3.12 The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.

- 3.13 The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste and personal protective equipment related to the provision of this service (including where the vaccination is undertaken off the pharmacy premises).

4. Training and premises requirements

- 4.1 In order to provide the service, pharmacies must have a consultation room. Vaccinations can be offered in any area of the pharmacy where suitable facilities are available, and patients' confidentiality is able to be respected. However, the vaccination must take place in the consultation room wherever the patient expresses this preference. The consultation room must comply with the minimum requirements set out below:
- the consultation room must be clearly designated as an area for confidential consultations
 - it must be distinct from the general public areas of the pharmacy premises
 - it must be a room where both the person receiving services and the pharmacist providing those services are able to sit down together and talk at normal speaking volumes without being overheard by any other person (including pharmacy staff), other than a person whose presence the patient requests or consents to (such as a carer or chaperone)
 - It must be a room where infection control standards can be maintained
- 4.2 The consultation room must also meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises. <https://www.england.nhs.uk/wp-content/uploads/2018/02/approved-particulars-premises.pdf>
- 4.3 Where vaccinations are undertaken off the pharmacy premises, the pharmacy contractor must: continue to adhere to all professional standards relating to vaccinations; follow appropriate cold-chain storage measures; ensure that the setting used to administer the vaccinations is appropriate (including ensuring confidentiality as appropriate); appropriately dispose of any clinical waste or personal protective equipment used during the vaccination process. Additionally, where vaccinations are undertaken in the patient's own home (including a care home), contractors must ensure that vaccinators have a valid DBS certificate.
- 4.4 The pharmacy contractor must ensure that pharmacists providing the service are aware of the National Minimum Standards in relation to vaccination training and are compliant with the training requirements within those Standards that apply to pharmacists providing the service, as set out in the vaccination services DoC. The pharmacy contractor must keep on the pharmacy premises copies of each DoC completed by any registered pharmacy professional that they employ/engage to deliver the service.
- 4.5 The pharmacy contractor must ensure that individuals providing the service are aware of the National Minimum Standards in relation to vaccination training and are compliant with the training requirements within those Standards that apply, Including

the requirements for the face to face training and refresher training for injection technique and basic life support (including administration of adrenaline for anaphylaxis). Annual updates should be undertaken to ensure knowledge and practice remain current. Face to face training for injection technique and basic life support (including administration of adrenaline for anaphylaxis) should be undertaken every three years.

- 4.6 The pharmacy contractor should ensure that they have reviewed the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, which govern the provision of the service, as well as the Service Specification (this document).
- 4.7 The pharmacy contractor must ensure that staff are appropriately trained and made aware of the risks associated with the handling and disposal of clinical waste and that correct procedures are used to minimise those risks. A needle stick injury procedure must be in place.
- 4.8 The pharmacy contractor must ensure that staff involved in the provision of this service are advised that they should consider being vaccinated against Hepatitis B and be advised of the risks should they decide not to be vaccinated.

5. Service availability

- 5.1 The Pharmacy contract should ensure that locums, relief pharmacists, and other staff are adequately trained, so as to ensure continuity of service provision.
- 5.2 If the pharmacy temporarily or permanently ceases to provide the service, they should update their NHS website profile to reflect that the service is not available from the pharmacy as soon as possible. The pharmacy should also notify Sonar to temporary cease bookable appointments for the service where applicable.
- 5.3 The pharmacy contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patient shall be excluded or experience particular difficulty in accessing and effectively using this service due to their race, gender, disability, sexual orientation, religion or belief, gender reassignment, marriage or civil partnership status, pregnancy or maternity, or age.

6. Data collection and reporting requirements

- 6.1 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery.
- 6.2 All London Pharmacies signed up to the London flu SLA must use SONAR to maintain patient records. This information should be sent to the GP that the patient is registered with. If Pharmacies are experiencing issues with their SONAR system throughout the season, the minimum requirements for the information which should

be included in a contractor's record of provision of the service to a patient are the mandatory sections indicated within the Flu Vaccination Record Form which is set out in Annex B.

- 6.3 Where record forms are scanned into either a patient's notes or into a third-party data transfer software solution, care must be taken to ensure that the scanned copy is of a good quality and is a true copy of the original.

7. Payment arrangements

Financial Specifications

- Payment arrangements under the scheme will apply to persons immunised between 1st September 2022 and 31st March 2023.
- NHS England shall, in consideration of the pharmacist providing the services, pay the Provider the appropriate fee for the activity carried out.
- Payment to the Provider by NHS England and Improvement will be made monthly on receipt of fully completed claims (NB: an automated claim system will be operated via SONAR for this).
- NHS England shall notify the Provider as soon as practicable if it considers a claim submitted by the Provider is incorrect or that the stated services have not been provided in accordance with this Agreement and in such circumstances NHS England and Improvement shall be permitted to withhold any payment, subject to the outcome of any dispute resolution, due where there has been
 - A breach of the agreement
 - A cessation of the service
 - A shortfall or deficiency in service provision
- NHS England and Improvement has the right to claim back any overpayments where it is demonstrated that the Provider was not entitled to those payments.
- The Provider will be paid a fee for each vaccination administered – See the fee structure below.
- The Provider will be reimbursed the cost of the vaccine at the list price (Drug Tariff). An allowance at the applicable VAT rate will also be paid.

Fee structure

The funding for the National Community Pharmacy Advanced Influenza Service and Local Enhanced London Vaccination (Flu component) service **are different** – see below:

Pharmacy contractors will receive remuneration of £8.08 per administered dose plus an additional fee of £1.50 per vaccination to recognise expenses incurred by the pharmacy in

providing this service. This is a total of £9.58 per administered and reporting. Additionally, in recognition of the added work involved in managing the bookings via www.londonflu.co.uk and targeting the particular groups for focus in London, namely the unregistered, homeless, asylum seekers, documented and undocumented migrants, patients with mental health and learning disabilities and carers, and, for providing a referral service for carers to local carer agencies, an addition of 48p per vaccination will be payable on ALL vaccinations covered by the London service.

In total pharmacies will receive £10.06 per administered dose of vaccination (seasonal Flu and PPV) as well as reimbursement of vaccine costs (as in the Drug Tariff <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff>) with the added element for VAT. Fees for co-administered vaccines will also be at the same rate.

Payments for all vaccinations via the Local Pharmacy Seasonal Influenza Vaccination Service will be paid via NHSBSA under Local Service 6.

Annex A: NHS Pharmacy Seasonal Influenza Vaccination Service - Notification of administration of flu vaccination to Patient's GP Practice

To (GP practice name)	
Patient name	
Address	
Patient DOB	
NHS number (where known)	
This patient was administered seasonal influenza on: / /	
To ensure that your records are complete, record this as: Influenza vaccination given by other healthcare provider SNOMED CT 955691000000108	
Eligible patient group (please only tick one box. To indicate the reason the patient was initially identified as being eligible)	<input type="checkbox"/> Homeless <input type="checkbox"/> Asylum Seekers, Documented Migrants, Undocumented Migrants <input type="checkbox"/> Gypsy, Roma and Traveller communities <input type="checkbox"/> Sex Workers <input type="checkbox"/> Those experiencing mental health issues <input type="checkbox"/> Victims of modern slavery <input type="checkbox"/> Those experiencing drug and alcohol dependencies <input type="checkbox"/> Any other health inclusion group based on local need <input type="checkbox"/> Hospital Trust staff Trust Name: _____
Additional comments (e.g. any adverse reactions to the vaccination and action taken/recommended to manage the adverse reaction)	
Pharmacy name	
Address	
Telephone	

Annex B: NHS Flu Vaccination Service – Record

Form

* indicates sections that must be completed

Patient's details												
First name*												
Surname*												
Address*												
Postcode												
Telephone												
Date of birth*												
GP Practice*												
Patient's emergency contact												
Name												
Telephone												
Relationship to patient												
Any allergies												
Eligible patient group*	<input type="checkbox"/> Homeless <input type="checkbox"/> Asylum Seekers, Documented Migrants, Undocumented Migrants <input type="checkbox"/> Gypsy, Roma and Traveller communities <input type="checkbox"/> Sex Workers <input type="checkbox"/> Those experiencing mental health issues <input type="checkbox"/> Victims of modern slavery <input type="checkbox"/> Those experiencing drug and alcohol dependencies <input type="checkbox"/> Any other health inclusion group based on local need <input type="checkbox"/> Hospital Trust staff Trust Name: _____											

**Please check section 2.2 for further clarification of the eligible patient group described in Annex B*

Annex C: Eligibility for Health Inclusion Groups

To support and enable access amongst those who are most at risk and experience inequalities, the flu vaccine will be free for all patients within health inclusion groups. This is in line with both PHE guidance, existing protocols for the COVID evergreen offer and our own MECC (make every contact count) initiative.

Inclusion health groups are those who are socially excluded, typically experience multiple overlapping risk factors for poor health, experience stigma and discrimination and not consistently accounted for in electronic records – including, but not limited to, the below:

- Those experiencing homelessness
- Gypsy, Roma and Traveller communities
- Sex Workers
- Those with learning disabilities
- Those experiencing mental health issues
- Those within detained estates or in contact with justice systems
- Vulnerable migrants
- Asylum Seekers
- Victims of modern slavery
- Those experiencing drug and alcohol dependencies
- Any other health inclusion group based on local need

Ref: <https://www.gov.uk/government/publications/inclusion-health-applying-all-our-health>

It is important to recognise that clinical vulnerability and barriers to access apply to all health inclusion groups. A universal offer for these groups will avoid administrative barriers, challenges with delivery within larger settings and overcome any lack of medical records.

Clinical judgement will need to be employed with individual patients to determine underlying health conditions and risk levels. General principles can be found here: [Vaccination of individuals with uncertain or incomplete immunisation status - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status)

With potential reduced immunity in our populations and the known the high incidence being seen in New Zealand and Australia, this flu season is anticipated to be more serious with expected higher numbers of cases and increased hospitalisations. Delivery to those at higher risk and / or in congregate settings will be of particular importance.

National Flu Letter

“We also need to support those who are living in the most deprived areas, from ethnic minorities and other underserved communities to have as high uptake as the population as a whole. High quality dedicated and interculturally competent engagement with local communities, employers, faith and advocacy groups will therefore be required. Providers should therefore ensure they have robust plans in place for tackling health inequalities for all underserved groups to ensure equality of access to the influenza vaccine. Efforts should be made to show improvement in coverage in those groups who were more than 5% lower than the national average.”