



London pharmacy seasonal influenza vaccination service specification

September 2019



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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 2019 to 31 March 2020. Focus should be given to vaccinating eligible patients between 1 September and 31 January in order to maximise the impact.

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 objectives of this service are:
 - a. to identify pharmacists signed up to the national service specification that can deliver vaccinations to either b and/or c below
 - b. to deliver flu vaccinations to staff at NHS England & Improvement (NHSEI) London Region and Public Health England NHSEI embedded staff at Skipton House and Wellington House
 - c. to deliver flu vaccinations to the Greater London Authority, London councils and relevant bodies at events planned, organised and agreed at designated sites specifically during the 2019/20 flu season
 - d. to deliver flu vaccinations to homeless hostels
 - e. to deliver flu vaccinations to all care homes staff whom are not included in the National Advanced service e.g. cleaners, caterers and admin staff.



- 2.3 Staff working in hospital trusts and primary care settings 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 opportunity for them to be vaccinated at their local pharmacy. Pharmacies will be able to select the appropriate category for staff falling within this eligibility from the Sonar system.

Service specification

- 3.1 The Service will be known as the London Pharmacy Vaccination Service 2019/20 and compliments 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 and Improvement 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 signed up for 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 in order 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 31 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.
- 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

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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.
- 3.8 Patients who are eligible for other vaccinations should be referred to their GP practice for these vaccinations.
- 3.9 Each patient will be required to complete a consent form before being administered the vaccine. Pharmacy contractors must use the consent form set out in annex C. The consent covers the administration of the vaccine. The form also notifies the patient of the information flows that may take place as necessary for the appropriate recording in the patient's GP practice record and for the purpose of post payment verification.
- 3.10 Consent forms should be retained for an appropriate period of time but for the purposes of post-payment verification the forms should be kept for a minimum of two years after the vaccination takes place. As pharmacy contractors are the data controller it is for each contractor to determine what the appropriate length of time is, beyond two years. Decisions on this matter must be documented and should be in line with 'Records Management Code of Practice for Health and Social Care'.
- 3.11 Where consent 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.
- 3.12 The information contained in the Flu Vaccination Consent Form may be shared on request with NHS England and Improvement and NHS BSA for the purpose of post payment verification.
- 3.13 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 or secure electronic data interchange. <https://www.england.nhs.uk/wp-content/uploads/2018/02/approved-particulars-information-governance-2019.pdf>
- 3.14 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 relevant 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

Please note that Read V2 and CTV3 coding are no longer in use.

- 3.15 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.
- 3.16 The pharmacy contractor is required to report any patient safety incidents in line with the Clinical Governance Approved Particulars for pharmacies.
- 3.17 The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste 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. The consultation room which will be used to undertake vaccinations 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).
- 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 The pharmacy contractor must ensure that pharmacists providing the service are competent to do so. Pharmacists should demonstrate to the pharmacy contractor that they have the necessary knowledge and skills to provide the service by completing the vaccination services Declaration of Competence (DoC). Signing the DoC whilst not meeting the competencies may constitute or be treated as a fitness to practise issue. The pharmacy contractor must keep on the pharmacy premises copies of each DoC completed by pharmacists that they employ/engage to deliver the service.
- 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. Pharmacists providing the service should undertake face-to-face training for injection technique and basic life support (including administration of adrenaline for anaphylaxis) at least every three years.
- 4.5 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).
- 4.6 For premises requirements for off-site vaccinations please see annex A
- 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 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 would 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 C.
- 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 2019 and 31st March 2020.
- 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 on a monthly basis 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 Advanced flu 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, 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 enhanced London Pharmacy Vaccination Service will be paid via NHSBSA under Local Service 6.

Annex A: Responding to a request to vaccinate people off-site

Where a pharmacy receives a request the pharmacy contractor can agree to provide an off-site vaccination but before undertaking any off-site vaccinations they must submit a completed copy of the Notification of intent to provide off-site NHS flu vaccinations form (see below) to the local NHS England and Improvement team.

This form sets out the requirements which must be complied with when providing off-site vaccinations. Additional points which pharmacy contractors should consider when planning the provision of off-site vaccinations include:

- A.1 Pharmacists should consider being accompanied by a trained pharmacy support staff member during visits. The primary role of the support staff member is to assist in the event of an emergency, but they could also undertake administrative tasks and, where necessary, act as a chaperone.
- A.2 Pharmacy contractors must ensure that they meet the requirements of The Waste (England and Wales) (Amendment) Regulations 2012 in terms of transferring pharmaceutical waste from the site of vaccination back to the pharmacy premises for subsequent safe disposal.

Maintaining the cold chain

Pharmacists must ensure that the cold chain storage of the vaccines is maintained.

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Vaccines should be taken from the pharmacy fridge and placed into an appropriate validated cool box (which will maintain the vaccines at a temperature between 2 °C and 8°C) just before travel to the off-site location.

The vaccines should be kept in their packaging and should be insulated from the cooling system within the cool box, e.g. using bubble wrap, to avoid the risk of freezing. Any unused vaccines should be returned to the pharmacy fridge within 8

Name of pharmacy	
Pharmacy address	
Town/City	
Postcode	
Telephone number	
ODS code	F
The above pharmacy wishes to provide off-site flu vaccinations requested by NHSE. I/we confirm that:	
<input type="checkbox"/>	Pharmacists administering vaccines off-site will have a valid DBS certificate.
<input type="checkbox"/>	Pharmacists administering vaccines off-site will have completed the Vaccination Services Declaration of Competence, including the additional competencies section for off-site vaccinations.
<input type="checkbox"/>	The pharmacy's professional indemnity insurance covers off-site flu vaccination.
<input type="checkbox"/>	Appropriate arrangements for off-site clinical waste management will be made.
<input type="checkbox"/>	Suitable settings for provision of vaccinations will be used, e.g. patient confidentiality will be maintained.
<input type="checkbox"/>	Appropriate infection control procedures will be able to be undertaken in the off-site location.
<input type="checkbox"/>	Suitable cold chain arrangements will be made for the transport of the vaccines.
Signed	
Print Name	
Date	

hours of first removal.

Notification of intent to provide off-site NHS flu vaccinations

Pharmacy contractors who wish to provide the service off-site should send a completed copy of this form to the local NHS England and Improvement team prior to providing off-site vaccinations. No acknowledgment of the receipt of the form is

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required by the contractor before they provide an off-site vaccination.

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Annex B: 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"/> NHS England & Improvement (NHSEI) London Region and Public Health England NHSEI embedded staff at Skipton House and Wellington House <input type="checkbox"/> Greater London Authority, London councils and relevant bodies at events planned, organised and agreed at designated site <input type="checkbox"/> Homeless hostels <input type="checkbox"/> All care homes staff whom are not included in the National Advanced service e.g. cleaners, caterers and admin staff	<input type="checkbox"/> Primary Care staff – members who work in a Pharmacy, GP, Dentist or Optician under the NHS (please circle) <input type="checkbox"/> Hospital Trust staff Trust Name: _____ <input type="checkbox"/> Care Home staff Care Home Name: _____
Additional comments (e.g. any adverse reactions to the vaccination and action taken/recommended to manage the adverse reaction)		
Pharmacy name		
Address		
Telephone		

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Vaccination details									
Name of vaccine/ manufacturer*	Apply vaccine sticker if available	Date of vaccination*				Pharmacy stamp			
Batch Number*		Injection site*	<input type="checkbox"/> Left upper arm <input type="checkbox"/> Right upper arm						
Expiry Date*		Route of administration*	<input type="checkbox"/> Intramuscular <input type="checkbox"/> Subcutaneous						
Location (if not in the pharmacy)*	<input type="checkbox"/> <input type="checkbox"/>								
Any adverse effects*									
Advice given and any other notes									
Administered by* (pharmacist name)		Signature*			GPhC number*				