

NHS Fife Community Pharmacy COVID Vaccination 22/23 Service Specification

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[Appendix A: Service Agreement Form](#)

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Key steps for contractors:

- Ensure you have read and understood the content of this service specification
- Ensure your standard operating procedure (SOP) is up to date and accurately describes your service model
- Ensure training of all pharmacists and staff legally permitted to work under the COVID protocol providing vaccinations on behalf of the pharmacy is up to date, and that support staff are aware of the service and eligible cohorts
- Ensure that all pharmacists on behalf of the pharmacy have signed and submitted copies of the NHS Fife Patient Group Direction (PGD) to fife.pgd@nhs.scot
- Ensure that staff legally permitted to work under the COVID protocol and their supervisor have signed annex B and returns a copy to fife.pgd@nhs.scot
- Ensure that Annex C of the COVID protocol is completed for each day that staff permitted to work under the COVID protocol provide patient vaccination
- Ensure you are aware of arrangements for supply and storage of vaccines including cold chain maintenance requirements
- Ensure you are familiar with the Vaccination Management Tool which will be used for obtaining patient consent, patient details and vaccination details

1. Service description and background

- 1.1 This service will operate in Community Pharmacies within NHS Fife which have signed up to participate. Accredited pharmacists will administer AstraZeneca COVID-19 (ChAdOx1-S [Recombinant]), or the Pfizer BNT162b2 vaccine to patients as a free NHS service under a PGD. Staff legally permitted to work under COVID protocols will administer AstraZeneca COVID-19 (ChAdOx1-S [Recombinant]), or the Pfizer BNT162b2 vaccine to patients as a free NHS service under COVID protocol and supervision of an accredited pharmacist.
- 1.2 During the COVID vaccination campaign period, this service covers the following eligible patients:
 - All patients identified for Community Pharmacy Vaccination through NHS Fife COVID Vaccination Pathway and according to the relevant Adult COVID CMO Letters
- 1.3 NHS Fife COVID Community Pharmacy COVID Vaccination service is targeted at the eligible groups identified below:
 - Substance use population, both in treatment and who attend for injection equipment provision, who have been unable to attend a COVID vaccination clinic arranged by the health board
 - Patients identified by addiction services or who attend with an addiction support worker
 - Patients who have been advised to attend by their housing support worker or who attend with a housing support worker
 - Patients who are known to have insecure housing or homeless status
 - Families and care support network of the above patients
 - Ethnic minority groups known to have lower uptake of vaccination, in particular White Polish, African and Gypsy Traveller; plus migrant/seasonal workers; plus those with disability or sensory impairment
- 1.4 Where the eligible patients within the groups identified in 1.3 have been fully targeted, the following groups can receive be included in the following way:
 - Patients who cannot attend their arranged COVID vaccination clinic appointment at centrally arranged hub clinics will be advised that they can access their vaccination at a community pharmacy
 - Patients who attend the community pharmacy without referral through the vaccination pathway should be encouraged to attend their pre-arranged clinic appointment, however the patient will be eligible for vaccination in the community pharmacy if the pharmacist believes there is a risk that the patient will not attend the clinic
- 1.5 Pharmacies will be able to offer the full primary course and booster doses to eligible patients identified
- 1.6 The vaccination is to be administered to eligible patients, who do not have any contraindications to vaccination, under the NHS Fife patient group

direction (PGD) or NHS Fife COVID protocol which will be published on the NHS Fife Intranet site and Fife Community Pharmacy internet site ([link](#))

2. Aims and intended service outcomes

2.1 The aims of this service are:

- a. to sustain and maximise uptake of COVID vaccine in eligible groups by delivering the service from community pharmacies
- b. to provide more opportunities and improve convenience for eligible patients to access free NHS COVID vaccinations

3. Service specification

- 3.1 The pharmacy contractor is required to provide eligible patients the opportunity of receiving a COVID vaccination at the pharmacy. The contractor will receive a payment per eligible vaccination delivered from NHS Fife. The vaccine is to be administered by an appropriately trained pharmacist under the authority of the NHS Fife PGDs or by appropriately trained staff legally permitted work under COVID protocols with supervision by an appropriately trained pharmacist.
- 3.2 The service is effective from April 2022 and runs to 31st March 2023.
- 3.3 NHS Fife COVID Community Pharmacy COVID Vaccination service is targeted at the eligible groups identified below:
 - Priority to be given to substance use population, who have been unable to attend a COVID vaccination clinic arranged by the health board
 - All other patients who have been unable to attend their arranged COVID vaccination clinic appointment at centrally arranged hub clinics should be encouraged to rebook another appointment time, however the patient will be eligible for vaccination in the community pharmacy if the pharmacist believes there is a risk that the patient will not attend the clinic
 - Pharmacies will be able to offer the full primary course and booster doses to eligible patients identified

Contraindications to the vaccine are listed in the PGDs, Protocols and in the Summary of Product Characteristics (SPC) for each specific vaccine

- 3.4 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.
- 3.5 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. Maximum / minimum and actual temperature readings are to be taken and recorded from the thermometer on all working days. The HPS Guidance for Vaccine Storage and Handling must be followed ([link](#)). The vaccines must not be used after the expiry date shown on the product.

- 3.6 Facilities must be available to ensure appropriate hygiene levels are maintained throughout service delivery including the use of recommended PPE.
- 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 Each patient will be required to confirm consent before being administered the vaccine. Pharmacy contractors must use the consent statements set out in the Vaccination Management Tool(VMT) ([link](#)) to obtain the patient's consent. The consent covers the administration of the vaccine and sharing the patient's details with the GP Practice and NHS Fife. This 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 by NHS Fife.
- 3.9 If VMT is not available at the time of vaccination, the VMT offline form ([link](#)) should be completed and information transferred to the VMT as soon as available.
- 3.10 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery and post payment verification. Section 7 details the required records that must be kept as part of provision of the service.
- 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 by contacting the practice directly. Adverse events should be reported to the Commission on Human Medicines via the yellow card scheme.
- 3.12 Contractors are required to record and report any patient safety incidents. Any incidents should be reported to fife.fifepharmacycommpharm@nhs.scot
- 3.13 Contractors must make every effort to avoid waste and should ensure that once a vial is punctured that they have a plan in place to use all six doses within the six hour expiry window
- 3.14 Contractors should report any unavoidable waste via the NHS Scotland approved waste app.
- 3.15 Contractors are required to comply with arrangements that will be in place for the removal and safe disposal of any clinical waste generated in the provision of this service.
- 3.16 Any questions or comments regarding any aspect of the service from contractors can be sent to fife.fifepharmacycommpharm@nhs.scot. Any patient comments/ complaints should be directed to the Patient Relations

4. Training and premises requirements

- 4.1 In order to provide the service, pharmacies must have a suitable clinical area in which to provide a vaccination service. A consultation room is the preferred area but it is recognised that using this space during the COVID pandemic may not be desirable. The clinical area must comply with the minimum requirements set out below:
- the clinical area 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 an area 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 clinical area must also meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises.
- 4.3 Vaccinations under this service will be carried out on the pharmacy premises.
- 4.4 Contractors must ensure that Pharmacists providing the service are competent to do so. Pharmacists must be able to demonstrate to the contractor that they have the necessary knowledge and skills to provide the service. By signing and returning the authorisation sheet for the NHS Fife COVID PGD or annex B and C of the COVID protocol, the pharmacist will be declaring their competence to provide the service. Signing the PGD or protocol whilst not meeting the required competence may constitute or be treated as a Fitness to Practice issue. Contractors must retain copies of each PGD and protocol completed by Pharmacists and legally permitted staff working under COVID protocols that they employ/engage to deliver the service on their premises.
- 4.5 All pharmacists and staff legally permitted to work under the COVID protocol involved in delivering COVID vaccination must undertake COVID immunisation training. Pharmacist delivering and supervising delivery must be trained in anaphylaxis management. Information on requirements for

competency can be found on the TURAS learn platform ([link](#)). The contractor must ensure that Pharmacists providing the service are aware of the National Minimum Standards ([link](#)) in relation to vaccination training and are compliant with the training requirements within those Standards that apply to Pharmacists providing the service. Pharmacists and staff legally permitted to work under the COVID vaccination providing the service should undertake face to face training for injection technique and basic life support. Pharmacists devliering and supervising vaccination must also undertake face to face traiing for administration of adrenaline for anaphylaxis. The training must be delivered by a recognised immunisation training organisation. Adrenaline injection for the management of anaphylaxis must be available.

- 4.6 The HPS Guidance for Vaccine Storage and Handling must be followed ([link](#)). If a vaccine or cold chain incident occurs the Health Protection Scotland Vaccine Incident Guidance should be followed [vaccine-incident-guidance-actions-to-take-in-response-to-vaccine-errors](#) and advice must be sought from the Pharmacy Governance team by calling 01383 565347
- 4.7 The pharmacy contractor should ensure that they have reviewed the Service Specification and other associated documents
- 4.8 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.
- 4.9 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.
- 4.10 Vaccine waste from the service should be placed in NHS Fife provided sharps containers for uplift by NHS Fife. These containers must be fully sealed and the information on the front of the container must be completed before they can be uplifted. Vaccine waste must be reported via the national vaccination waste app.
- 4.11 A service checklist is available at Appendix B

5. Stock Ordering Process

- 5.1 An initial supply will be provided from National Procurement and distributed by Movianto.
- 5.2 Should further supply be required over the course of the programme, an email request should be submitted two weeks in advance of anticipated need to fife.fifepharmacycommpharm@nhs.scot

6. Service availability

- 6.1 The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours as far as possible.
- 6.2 The pharmacy contractor should ensure that locums or relief pharmacists are adequately trained, so as to ensure continuity of service provision across the opening hours of the pharmacy as far as possible.
- 6.3 If the pharmacy cannot offer the service at any given time the pharmacy staff should signpost patients appropriately to either a different time/ date to re-present or to an alternative participating nearby contractor.
- 6.4 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.
- 6.5 Off site provision of this vaccination service is out with the scope of this service.

7. Data collection and reporting requirements

- 7.1 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery. The Vaccination Management Tool should be used to collect data, paper forms should be used only where VMT is not available ([link](#)) Data from paper forms should be transferred to the VMT as soon as it is available. Paper 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 three 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 three years. Decisions on this matter must be documented and should be in line with national and local policies.

8. Payment arrangements

- 8.1 Prior to provision of the service, the pharmacy contractor must ensure that both their premises and all pharmacists administering NHS COVID vaccinations meet the requirements outlined in this service specification.
- 8.2 Claims for payments for this service will be informed by data submitted via the Vaccination Management Tool. This will generate payment automatically and no paper claims are required.
- 8.3 Payment will be £12.58 per administered dose of vaccine in accordance with the national agreement outlined in PCA(P)2020)26 ([link](#)) or at the same level as any nationally agreed uplift. The vaccine used is expected to be that recommended by NHS Scotland. Additional costs related to use of alternative vaccines will not be paid. Supplies of vaccine are accessed as per national procurement arrangements
- 8.4 A contractor participation fee of £250 will be paid on receipt of a signed service agreement and first administered vaccination claim.
- 8.5 Payments will be made on a quarterly basis
- 8.6 Claims for pharmacy contractor to be reimbursed or remunerated, under this service, for vaccines administered to patients outside of the eligibility criteria will not be paid

Appendix A: Service Agreement Form

Service Agreement Community Pharmacy Seasonal COVID Vaccination

I have read and understood the COVID 22/23 Service Specification and agree to provide the service in accordance with the terms set out

Contractor Representative	Signature	Name (block capitals)
Trading name of pharmacy		
Contractor Code		
Date		

Return by e-mail (using contractor generic mailbox) to:

fife.fifepharmacycommpharm@nhs.scot

Appendix B: Community Pharmacy Checklist

Pharmacy Checklist

- Vaccinator
 - competent to deliver immunisation
 - has read and signed the PGD(s)/Protocol(s)
 - has completed immunisation training
 - has had required training in CPR and anaphylaxis (pharmacist only)
 - has appropriate occupational immunisations
 - is competent with standard hand hygiene procedures
 - has read the SPC for the product

- Product
 - Product is fit for use
 - Recommended COVID vaccines available

- Resources
 - Copies of the PGD(s) are available
 - Copies of standard reference texts are available
 - A telephone is available
 - PPE is available
 - Vaccine supplies and sharps bins are available
 - Standard operating procedures for cold chain/ fridge monitoring and vaccine incident management
 - Adrenaline / Epinephrine is available

- Premises
 - A private clinical area is available
 - A pharmaceutical grade refrigerator is used to store vaccine
 - Hand cleaning facilities are available
 - The cleanliness of the clinical area is maintained
 - Appropriate PPE is available