Q – When will the service run?

The service will run from 4th November 2019 – 31st March 2020 (inclusive) as a pilot.

Q – What is the payment structure?

- One training fee of £110.00 will be reimbursed to each participating pharmacy upon submission of one completed copy of page 10 of the Declaration of Competence per pharmacy;
- £7.67 per administered dose of vaccine. Community Pharmacies will enter these details into NEO and the Board will make payment from this data – we will send further details on how to make these claims in due course.

Q – What do I need to do if I want to take part in the service?

The participant list is now closed and no further pharmacies can be accepted for this year’s pilot.

Q – Can any pharmacy deliver the service?

The service can be delivered by those pharmacists signed up to the NHS GG&C Flu Service from registered Community pharmacies (CP) premises in GG&C who have opted in to deliver the service.

Q – What paperwork do individual pharmacists need to complete?

To deliver the service, each pharmacist needs to:

- Sign and return the NHS GG&C Patient Group Direction (PGD);
- Read and understand the NHS GG&C 2019/20 Service Level Agreement (SLA);
- Complete the Declaration of Competence, once training is complete for retention in the pharmacy with 1 copy/pharmacy being returned to initiate payment of the training fee
- Ensure there is adequate provision of anaphylaxis treatment, as per the training.

Q – Which categories of patient are eligible for the service?

The service is available to:
- Patients aged over 65 registered with a GG&C GP
- At risk patients 18-65 registered with a GG&C GP
- Carers registered with a GG&C GP

Please see Appendix B of SLA for full details.

**Q – Which categories of patient are NOT eligible for the service?**

The service is not available to:

- Anyone under 18 – **The PGD covers administration to children, but this is not included in the current service.**
- Anyone age 18-65 and **not** in the At-Risk categories not explicitly identified above
- Anyone who has already been vaccinated for Flu in 2019/20 or has already made an appointment with their GP
- Anyone resident in a care home
- Anyone who is pregnant
- Anyone with a contra-indication
- Anyone not registered with a GP in NHS GG&C.

**Q – Can I vaccinate a patient that has already been vaccinated by their GP or who already has an appointment to be seen by their GP?**

No. Patients must not have already received a vaccine in this season.

See Para 2.5 of SLA for details.

**Q – How will patients be chosen?**

The service will be offered opportunistically to eligible patients when they visit participating community pharmacies in NHS GG&C.

**Q – Can I advertise the service?**

Promotion/advertising of the service is restricted to within the pharmacy in which the service will be provided. An A3 poster approved to promote the service is being issued to all participating pharmacies. The wording is similar to the general poster issued to all pharmacies in Scotland promoting the GP service. **Priority should be given to displaying the alternative version rather than one promoting the GP facility**

**Q – How will I get the vaccines?**

Movianto will deliver vaccine stock for the pilot direct to participating community pharmacies.

An initial drop of 50 vaccines will be made to all participating Community Pharmacies week commencing 28th October 2019.
A further delivery of vaccines can be requested if required, depending on vaccine availability. Further communications will be sent when more detail is available.

Q – **What should I be asking/giving patients?**

Patients need to:
- Complete a consent form ([Appendix D](#) – to be retained in pharmacy).
- Be given a copy of the manufacturer’s information leaflet about the vaccine
- Be invited and encouraged to complete the patient questionnaire ([Appendix E](#) – submit to CPDT on a monthly basis).

Q – **Will the Health Board provide training?**

No - Pharmacies need to:
- Arrange Pharmacist training with a Flu Training provider
  There are a number of organisations providing vaccination training for pharmacists. Those that NHS GG&C and CP GG&C are aware of are listed below for information (listing on this Key Facts document does not constitute endorsement of the course or provider by NHS GG&C and CP GG&C):
  - AAH Pharmaceuticals
  - Alliance Healthcare
  - Avicenna
  - Buttercups Training Ltd
  - Cambrian Alliance
  - Charles Bloo Training Ltd
  - ECG Training
  - Global Health Medical
  - LocumKey
  - National Pharmacy Association
  - Numark
  - PharmaDoctor
  - Rx Advisor Ltd
  - Sonar Informatics
  - Voyager Medical

Q – **How long should I keep documents that are required to be held in the pharmacy under the SLA?**

The following documents should be retained in the pharmacy:
- Appendix D – Consent Form;
- Declaration of Competency Document – 1 copy of page 9 for each pharmacist providing the service.

Store copies of all documents for a minimum period of seven years. Please refer to your own company policies for further details.

**See Para 4.10 of SLA for further information.**
Q – How do I inform the patient’s GP that a vaccination has been given?
We had hoped that a mechanism to communicate electronically with GPs would be available for the start of the service. This will now not happen for this year and participating contractors should instead use the pro-forma at Appendix F for this purpose. Public Health will work jointly with the Pharmacy Contracts team to share vaccine details with GP Practices on a regular basis.

Q – How will I dispose of clinical waste generated by the service?
Arrangements for the disposal of waste are currently being finalised. Further information will be provided in due course.

Q – Is there a process for the return of unused vaccines?
Arrangements for the return of unused vaccines are currently being finalised. Further information will be provided in due course.

Q – Can I undertake more than 100 vaccinations?
Further discussions are taking place on allowing participating pharmacies to administer more than 100 vaccinations. Once an agreement has been reached, notification will be sent to all participating pharmacies.

Q – Who should sign the DoC
A DoC should be signed by every pharmacist who will be involved in delivering vaccinations under this pilot. A copy of the page 9 of the DoC should be given to the pharmacist’s employing contractor who should keep the copy within the pharmacy for the specified period of time.

Q – How do I access the Training fee?
Submit a copy of the back page from one DoC document using the contact details provided. There is no need to send copies of the DoCs for every pharmacist involved in the service in your premises. These should be kept within the pharmacy.

Q – I am part of a multiple chain – how do I claim for the training fee?
If your company is part of a central sign up process i.e. if participation in a service is co-ordinated from a central point you do not need to submit a DoC to claim payment of the training fee. Payment of the training fee will be organised centrally.

All Paperwork and Appendices associated with the service can be found as separate documents by following the link below: