**NHS Fife Community Pharmacy Seasonal Influenza Vaccination 23/24 Service Specification for:**

* All patients identified for Community Pharmacy Vaccination through the NHS Fife Influenza Vaccination Pathway and according to the 23/24 Adult Influenza CMO Letter

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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 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 providing vaccinations on behalf of the pharmacy have signed and submitted copies of the NHS Fife Patient Group Direction (PGD) to fife.pgd@nhs.scot
* 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
* Ensure stocks of consent forms and any other relevant paperwork that is not being completed electronically.

# Service description and background

* 1. This service will operate in Community Pharmacies within NHS Fife which have signed up to participate. Accredited pharmacists will administer influenza vaccine to patients as a free NHS service under a PGD.
  2. During the seasonal flu vaccination campaign period, this service covers the following eligible patients:
* All patients identified for Community Pharmacy Vaccination through NHS Fife Influenza Vaccination Pathway and according to the 23/24 [Adult Influenza CMO Letter](https://www.sehd.scot.nhs.uk/cmo/CMO(2023)05.pdf)
  1. NHS Fife Influenza Vaccination Pathway will identify patients eligible to receive their flu vaccination at community pharmacy in the following way:
  + Patients who cannot attend their arranged flu 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 any 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
  + Patients who arrange to receive their flu vaccination through the private community pharmacy flu vaccination service but are evidently eligible for a free vaccination can be provided with their vaccination free of charge under this service specification
  + Any phasing of programme delivery advised by either Scottish Government or NHS Fife should be adhered to

* 1. The community pharmacy seasonal flu immunisation service will run from 11th September 2023 to 31 March 2024.
  2. 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) which will be published on the Fife Community Pharmacy internet site.

# Aims and intended service outcomes

* 1. The aims of this service are:

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

# Service specification

* 1. The pharmacy contractor is required to provide eligible patients the opportunity of receiving a flu 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 PGD.
  2. **The service is effective from 11th September and runs to 31st March 2024**. Widespread immunisation may continue until January 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 judgment to assess the needs of individual patients who are eligible for vaccination under this service to receive immunisation beyond 31st January 2024. This should take into account the level of flu-like illness in the community and the fact that immune response following immunisation takes about two weeks to fully develop.
  3. NHS Fife Influenza Vaccination Pathway will identify patients eligible to receive their flu vaccination at community pharmacy in the following way:
  + Patients who cannot attend their arranged flu 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 any 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
  + Patients who arrange to receive their flu vaccination through the private community pharmacy flu vaccination service but are evidently eligible for a free vaccination can be provided with their vaccination free of charge under this service specification
  + Any phasing of programme delivery advised by either Scottish Government or NHS Fife should be adhered to
  + To protect core service delivery, provision of NHS Flu vaccination should not be actively advertised by individual Community Pharmacies and should not appear on social media and the internet. Advertising and communications to the public for flu vaccination availability will be made by NHS Scotland and NHS Fife. Participation will be searchable on NHS inform and included within NHS board patient referral pathways

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

* 1. The seasonal flu vaccination to be administered under this service is indicated by the Scottish Government seasonal influenza vaccination programme 2023-24
  2. 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. 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](https://www.hps.scot.nhs.uk/web-resources-container/guidance-on-vaccine-storage-and-handling/)). The vaccines must not be used after the expiry date shown on the product.
  4. Facilities must be available to ensure appropriate hygiene levels are maintained throughout service delivery including the use of any recommended PPE
  5. Each patient being administered a vaccine should be given a copy of the manufacturer’s patient information leaflet about the vaccine.
  6. 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](https://learn.nes.nhs.scot/42708/turas-vaccination-management-tool)) 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.
  7. If VMT is not available at the time of vaccination, the VMT offline form ([link](https://learn.nes.nhs.scot/44703/turas-vaccination-management-tool/offline-forms)) should be completed and information transferred to the VMT as soon as available.
  8. 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.
  9. 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.
  10. Contractors are required to record and report any patient safety incidents. Any incidents should be reported to fife.fifepharmacycommpharm@nhs.scot
  11. 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.
  12. 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 Team [patientrelations.fife@nhs.scot](mailto:patientrelations.fife@nhs.scot)

# Training and premises requirements

* 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 this is not always possible. 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).
  2. The clinical area must meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises.
  3. Vaccinations under this service will be carried out on the pharmacy premises.
  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 Flu PGD the pharmacist will be declaring their competence to provide the service. Signing the PGD whilst not meeting the required competence may constitute or be treated as a Fitness to Practice issue. Contractors must retain copies of each PGD completed by Pharmacists that they employ/engage to deliver the service on their premises.
  5. All pharmacists delivering flu vaccination must undertake immunisation training including anaphylaxis management. The contractor must ensure that Pharmacists providing the service are aware of the National Minimum Standards within the [Public Health Scotland Self appraisal tool](https://learn.nes.nhs.scot/38994/immunisation/knowledge-self-appraisal-tool-for-immunisers) in relation to vaccination training and are compliant with the training requirements within those Standards that apply to Pharmacists providing the service. Pharmacists providing the service should undertake face to face training for injection technique and basic life support (including administration of adrenaline for anaphylaxis). The training must be delivered by a recognised private immunisation training organisation. Adrenaline injection for the management of anaphylaxis must be available.
  6. The [HPS Guidance for Vaccine Storage and Handling](https://www.hps.scot.nhs.uk/web-resources-container/guidance-on-vaccine-storage-and-handling/) must be followed. If a vaccine or cold chain incident occurs the [Health Protection Scotland Vaccine Incident Guidance](https://publichealthscotland.scot/publications/vaccine-incident-guidance-responding-to-errors-in-vaccine-storage-handling-and-administration/vaccine-incident-guidance-responding-to-errors-in-vaccine-storage-handling-and-administration-version-1/#section-1) should be followed and advice must be sought from the Pharmacy Governance team by calling 01383 565347
  7. The pharmacy contractor should ensure that they have reviewed the Service Specification and other associated documents.
  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.
  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.
  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.
  11. A service checklist is available at Appendix B

# Stock Ordering Process

# Stock will be provided from AAH via a wholesaler supply model, orders should be placed via the normal route and arrangements will be confirmed prior to commencement of the programme. Allocations will be set by NHS Fife and reviewed where necessary throughout the programme.

# Service availability

* 1. The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy’s contracted opening hours as far as possible.
  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.
  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.
  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.
  5. Off site provision of this vaccination service is out with the scope of this service.

# Data collection and reporting requirements

* 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](https://learn.nes.nhs.scot/44703/turas-vaccination-management-tool/offline-forms)). 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.

# Payment arrangements

* 1. Prior to provision of the service, the pharmacy contractor must ensure that both their premises and all pharmacists administering NHS flu vaccinations meet the requirements outlined in this service specification.
  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.
  3. Payment will be £8.75 per administered dose of vaccine or at the same level as any nationally agreed payment. 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 will be accessed as per national procurement arrangements.
  4. A contractor participation fee of £266 will be paid on receipt of a signed service agreement and first administered vaccination claim.
  5. Payments will be made twice during the programme. Claims made for vaccinations given in September, October, November or December will be paid in January 2024. Claims made for vaccinations given in January February or March will be paid in April 2024.
  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 Influenza Vaccination

I have read and understood the Flu 2023/24 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 |  | |

## Please list below the names and TURAS usernames of those requiring access to the Vaccine Management Tool (VMT). Please note that this information is required even if you have had access to the VMT in previous years.

|  |  |
| --- | --- |
| Name | TURAS username |
|  |  |
|  |  |
|  |  |

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

[fife.fifepharmacycommpharm@nhs.scot](mailto:fife.fifepharmacycommpharm@nhs.scot)

## Appendix B: Community Pharmacy Checklist

Pharmacy Checklist

* Pharmacist

competent to deliver immunisation

has read and signed the PGD(s)

has completed immunisation training

has had required training in CPR and anaphylaxis

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 flu 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