**NHS HIGHLAND SERVICE LEVEL AGREEMENT**

**COVID-19 IMMUNISATION VIA COMMUNITY PHARMACY UNDER THE NHS HIGHLAND COVID VACCINATION PROGRAMME,**

**2023/24**

**1 Introduction**

**1.1** This Service Level Agreement (SLA) acts as a contract between NHS Highland and the pharmacy contractor and commits the contractor to provide the services as defined by, and using documents provided in, the NHS North of Scotland Patient Group Direction (PGD) for the Administration of Covid-19 Vaccines to Individuals Aged 18 Years and Over by Approved Healthcare Professionals. The PDG for the relevant vaccine must be read in conjunction with this SLA. Services will be provided within the legal and ethical framework of pharmacy.

**1.2** The objective of the Covid-19 immunisation programme is to protect those who are most at risk of serious illness or death should they develop Covid-19. Other objectives include reducing transmission of the infection, thereby contributing to the protection of vulnerable patients who may have a suboptimal response to their own immunisations, or where the vaccine is contraindicated.

**2 Background to Service**

**2.1** Immunisation is provided to reduce the transmission of Covid-19

* within health and social care premises,
* within vulnerable age groups and in the population as a whole,
* to contribute to the protection of individuals who may have a suboptimal response to their own immunisations

**2.2** It has been agreed that community pharmacies will **not** be the default delivery channel for COVID-19 Vaccination. Community pharmacies are asked to support the programme:

* by agreement with the Health Board to administer vaccinations to a defined population cohort. The arrangements and fees apply where community pharmacy contractors or trained members of their registered staff who are eligible to work under the PGD administer vaccinations directly, in which case a fee per dose will be made as above.

**2.3** The NHS Highland Covid-19 Community Pharmacy Immunisation service is targeted at the eligible groups identified below:

* People in the agreed age cohorts or at-risk groups who are unable to attend a Covid vaccination clinic arranged by their GP practice or the Health Board.

**2.4** Payment arrangements have been previously agreed between Scottish Government and Community Pharmacy Scotland in 2020/21 for Health Boards to enter local arrangements for the pharmacy contractors to participate in the delivery of the COVID-19 Vaccination Programme. Payments will be at the flat rate of **£12.58 per dose**, whether primary vaccination or booster. If this payment is updated nationally then the rate for this SLA will change to reflect the nationally agreed payment.

**3 Service Aims**

**3.1** To increase access to Covid-19 immunisation for eligible people within the population or at risk cohorts who meet the criteria outlined in section 2.3.

**3.2** To be able to provide accurate and up to date information about the disease and vaccine to people.

**4 Service Outline and Standard for Service Delivery from the Contracted Premises.**

**4.1** The contractor delivering the service must have signed up to this SLA and returned the contract agreement (Appendix 1) to [nhsh.cpsoffice@nhs.scot](mailto:nhsh.cpsoffice@nhs.scot)

**4.2** Every pharmacist and registered pharmacy employee involved in the delivery of the service must have read the SLA, read and signed the relevant PGD, completed anaphylaxis and basic life support training and the Covid specific training available on the TURAS Learn site <https://learn.nes.nhs.scot/37676/immunisation/covid-19-vaccines>*,* and be competent to deliver the service.

**4.3** An individual’s eligibility for immunisation will be assessed in accordance with national and local guidance, available in the PGD and in the TURAS Vaccination Management Tool.

**4.4** The community pharmacy contractor, or member of staff administering the vaccine, will be responsible for the provision of immunisation advice (both written and verbal) to the patient.

**4.5** Immunisation will be available, as required, to the identified eligible groups under the Community Pharmacy terms of the relevant North of Scotland Covid-19 Vaccination Administration PGD. To avoid wastage of vaccine, clinics must be drawn up to provide vaccination for the correct number of people to avoid wastage of the doses per vial in the vaccine being used. Vaccination clinics may be scheduled at the discretion of the pharmacy contractor but should not impede the normal core business of the pharmacy.

**4.6** The community pharmacy contractor, or member of staff administering the vaccine, will be responsible for referring eligible people who are excluded from treatment under the PGD to other immunisation providers e.g. GP or NHS occupational health services.

**4.7** The community pharmacy contractor will maintain patient medication records of the episodes of care.

**4.8** The community pharmacy contractor will be responsible for the provision of a user-friendly, client-centred, non-judgemental, and confidential service.

**4.9** The community pharmacy contractor providing the service will ensure that the premises used for immunisation meet the GPhC standards.

**4.10** The community pharmacy contractor, or member of staff administering the vaccine, willuse the online TURAS Vaccination Management Tool (the App), which will be supplied by NHS Highland for this purpose, to capture data on the vaccination of each person.

**4.11** The community pharmacy contractor will ensure that Covid-19 vaccines are stored in line with national and NHS Highland policies for the safe storage and handling of vaccines and are stored securely*.*

**4.12** Community pharmacies providing a Covid-19 immunisation service must also ensure that they have:

* Adequate staff provision to ensure dispensary functions and pharmaceutical services are not compromised due to the immunisation service.
* Appropriate administrative support to manage the arrangement of the initial and follow up appointments for second vaccination, and assistance to patients.
* Additional trained staff who can identify, support, and take first steps in the event of an adverse event.
* Have indemnity cover for staff involved in the service delivery.

**5 Pharmacy Premises Criteria**

Community pharmacies providing the NHS Highland Covid-19 immunisation service must have a private, enclosed clinical area suitable for vaccine administration within the community pharmacy, external to the dispensary area, which complies with GPhC standards.

Key requirements are:

* Access to a clinical wash hand basin.
* Washable floors.
* Clinical workbench sufficient to prepare vaccine and layout ancillaries.
* Access to a refrigerator appropriate for storing vaccines.
* Chair(s).
* Minimum floor area as specified by national/local criteria for clinical treatment room (sufficient to lay patient down in the event of an adverse event).
* Minimum of seating for two people in waiting area.
* Safe storage of documentation.

**6 Training Requirement**

**6.1** The community pharmacy contractor will ensure that all staff, including locums, involved in delivering the vaccination programme participate in appropriate immunisation training (including update training and specific Covid-19 vaccination training) in accordance with agreed national standards.

**6.2** Covid specific training available on the TURAS Learn site found here - <https://learn.nes.nhs.scot/37676>

**6.3** Anaphylaxis and basic life support training updates are required to be undertaken.

**6.4** All staff involved in the vaccination service must adhere to the Health Protection Scotland guidance on personal protective equipment (PPE) and environmental cleaning procedures. <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-primary-care/>

**7 Monitoring & Evaluation**

**7.1** It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and to provide information to NHS Highland for internal and external audit and evaluation purposes should this be requested. This will be done by use of the TURAS Vaccine Management Tool.

**7.2** A standard operating procedure(s) should be in place in the pharmacy to cover all aspects of service provision.

**8 Claims and Payment**

**8.1** Fees will be paid for the administration of Covid-19 vaccine to the identified eligible staff/ patient groups as defined by the national agreement outlined in PCA(P)(2020) 26 - Community Pharmacy Covid-19 Vaccination Programme until such time as this is updated.

**8.2** The App should be used at the time of vaccination per patient to register details of the vaccination for the Health Board. Incomplete submissions will not be paid.

Claims for service provision should be made using the NHS Highland Community Pharmacy Local Services Monthly Claim Form. Community pharmacy services staff will capture this information monthly and add the appropriate payment to the additional monthly claims sheet. Payment of the £250 set up fee will be paid alongside the first vaccination payments.

**8.3** A supply of vaccine will be sent directly to the pharmacy or via Raigmore pharmacy. Should further supplies be required over the course of the programme, the CPS office should be emailed on [nhsh.cpsoffice@nhs.scot](mailto:nhsh.cpsoffice@nhs.scot)

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**APPENDIX 1. CONTRACT AGREEMENT**

**NHS Highland reserves the right to cancel this SLA and withdraw this service following an agreed period of notice. The contractor signing this SLA has the same right.**

**Please complete the declaration below:**

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| --- | --- | --- |
| Winter Booster Campaign 2023/24  Declaration and agreement to provide Covid-19 vaccination from  ............................................ community pharmacy | | |
| * **I** **confirm that this pharmacy is ready to deliver Covid-19 immunisations.** * **The pharmacy premises meet the required standards outlined in section 5**   **The Pharmacist(s) working in this pharmacy is/are competent to deliver the covid-19 vaccination service as they have completed the required training:**   * **Vaccination training** * **BLS / anaphylaxis Learning** * **Have read and understood PGD (supply signature page of PGD)** * **Indemnity cover to deliver vaccinations**   **At least two additional staff members working in this pharmacy have completed:**   * **Anaphylaxis eLearning** | | |
| Signature | | Name of pharmacist(s) (block capitals) |
| Trading name of pharmacy | | |
| Contractor Code | Pharmacy Stamp / Pharmacy Address | |
| Date of declaration | | |

**Please sign this document, retain for your records, and submit a copy by email to** [**nhsh.cpsoffice@nhs.scot**](mailto:nhsh.cpsoffice@nhs.scot) **or by post to:**

**Community Pharmacy Services**

**Assynt House | Beechwood Park | Inverness | IV2 3BG**