

NHS HIGHLAND SERVICE LEVEL AGREEMENT

INFLUENZA IMMUNISATION VIA COMMUNITY PHARMACY UNDER THE NHS HIGHLAND INFLUENZA VACCINATION PROGRAMME, 2024/25

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 current version of the North of Scotland Patient Group Direction for the Administration of Inactivated Influenza Vaccine 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 this year's influenza immunisation programme is to protect those who are most at risk of serious illness or death should they develop either influenza or 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 influenza;
- 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, and
 - to avoid disruption to services that provide their care.
- 2.2** NHS Highland has determined that community pharmacies will **not** be the default delivery channel for Influenza Vaccination unless directly negotiated between the pharmacy contractor and the Board where there is a gap in provision in the locality. Community pharmacies are asked to support the programme by administering vaccinations by agreement with the Health Board where staff groups or patient groups require follow up having been unable to attend the clinics arranged by the Health Board. 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 detailed in 2.4 and 2.5 below.

- 2.3 The NHS Highland Community Pharmacy Influenza Immunisation service is targeted at the eligible groups identified within the Seasonal Influenza Chief Medical Officer letter [Seasonal influenza \(flu\) immunisation programme 2024-25: confirmation of adult and child cohorts \(scot.nhs.uk\)](https://www.scot.nhs.uk/seasonal-influenza-immunisation-programme-2024-25)
- Eligible patients who have been unable to attend an Influenza vaccination clinic arranged by the Health Board **will be directed to contact the nearest participating pharmacy of their choice to make an appointment.**
- 2.4 Payment will be **£250 set up fee and £9.50 per administered dose of vaccine**, unless a nationally negotiated fee is introduced, whereupon this will be used instead. Any payments already made when a national fee is introduced will be adjusted to reflect the nationally agreed fee.
- 2.5 Payment for co-administration of both the influenza and covid vaccines for an individual patient on the same day will result in a combined rate of **£18.00** in place of an individual fee per administered doses.

3 Service Aims

- 3.1 To increase access to Flu immunisation for eligible staff groups involved in direct patient care in order to contribute to the achievement of Board immunisation targets, and to 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
- 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 the required anaphylaxis and basic life support training, completed the seasonal flu training on the Turas Learn site ([Seasonal flu | Turas | Learn \(nhs.scot\)](https://www.nhs.uk/learn/turas/seasonal-flu)) 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** 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. Excluded patients can be referred to the Health Protection Team on telephone number 01463 704886.
- 4.6** The community pharmacy contractor will maintain patient medication records of the episodes of care.
- 4.7** The community pharmacy contractor will be responsible for the provision of a user-friendly, client-centred, non-judgemental, and confidential service.
- 4.8** The community pharmacy contractor providing the service will ensure that the premises used for immunisation meet the GPhC standards.
- 4.9** The community pharmacy contractor, or member of staff administering the vaccine, will use the online Turas Vaccination Management Tool (VMT), which will be made available by NHS Highland for this purpose where required, to capture data on the vaccination of each person. (<https://learn.nes.nhs.scot/42708/turas-vaccination-management-tool>)
- 4.10** The community pharmacy contractor will be responsible, where appropriate, for counselling the client on other related "Keep well in winter" messages.
- 4.11** The community pharmacy contractor will ensure that vaccines are stored in line with national policies for the safe storage and handling of vaccines, as set out in the Green Book and PGD.

4.12 Health and Care Staffing Act

The Health and Care (Staffing) (Scotland) Act 2019 ("the Act") places requirements on the Health Board stating that:

"In planning and securing the provision of health care from another person under a contract agreement must have regard to

- a) The guiding principles for health and care staffing, and*
- b) The need for the person from whom the provision of health care is to be secured to have appropriate staffing arrangements in place"*

- 4.13** The service provider will ensure that appropriate staffing arrangements are in place for the operation of this service.
- 4.14** Community pharmacies providing an NHS immunisation service must also ensure that they have:
- 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 an NHS Highland 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 in accordance with agreed national standards, including the Vaccination Management Tool training on Turas.
- 6.2** Anaphylaxis training should be undertaken annually. E-learning is available on TURAS Learn site [Anaphylaxis : recognition and management of anaphylaxis | Turas | Learn \(nhs.scot\)](https://www.turas.scot.nhs.uk/learn/anaphylaxis)
- 6.3** Basic life support training updates are required to be undertaken either face to face or online. NHS Highland recommends that BLS training is undertaken annually.
- 6.4** All staff involved in the vaccination service must adhere to the Public Health Scotland guidance on personal protective equipment (PPE) and environmental cleaning procedures.

- 6.5** The community pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within the parameters of this SLA.

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 Vaccination Management Tool (VMT).
- 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** VMT 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. This information may be used to audit fees paid to the contractor.
- 8.2** Payment will be automatically made using data from the VMT by the community pharmacy services office on a monthly basis. 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 from the NHS Highland central stock can be ordered directly from Movianto once your participation in the programme has been verified to National Services Scotland. Ordering information will be provided on receipt of the signed SLA. Should further supplies over and above original allocations be required over the course of the programme, the CPS office should be emailed on nhsh.cpsoffice@nhs.scot with an indication of the additional requirement.

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:

Declaration and agreement to provide Influenza vaccination from community pharmacy	
<input type="checkbox"/> I confirm that this pharmacy is ready to deliver Influenza immunisations. <input type="checkbox"/> The pharmacy premises meet the required standards outlined in section 5	
The Pharmacist(s) and/or registered staff working in this pharmacy is/are competent to deliver the Influenza vaccination service as they have completed the required training:	
<input type="checkbox"/> Vaccination and VMT App training <input type="checkbox"/> BLS / anaphylaxis Learning <input type="checkbox"/> Have read and understood PGD (supply signature page of PGD) <input type="checkbox"/> Indemnity cover to deliver vaccinations	
Additional staff members working in this pharmacy have completed:	
<input type="checkbox"/> Anaphylaxis eLearning	
Contractor Code	Pharmacy Stamp / Pharmacy Address
Name of pharmacist(s) (block capitals)	
Signed _____ Date _____	

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

Community Pharmacy Services, Assynt House | Beechwood Park | Inverness | IV2 3BG