

NHS Highland Community Pharmacy

Vaccination Services

Service Level Agreement

September 2025

**Version History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Comments** |
| 1.0 | September 2025 | First version of “Umbrella” Service Level Agreement including NHS Highland Vaccination Services |
|  |  |  |
|  |  |  |
|  |  |  |

Contents

[1. Vaccination Services Description and Background 4](#_Toc200375581)

[2. Service Outline and Standard for Service Delivery from the Contracted Premises 5](#_Toc200375582)

[3. Service Availability 9](#_Toc200375583)

[4. Premise Requirements 10](#_Toc200375584)

[5. Training Requirements 12](#_Toc200375585)

[6. General IT Provision 13](#_Toc200375586)

[7. Data Collection and Reporting Requirements 15](#_Toc200375587)

[8. Monitoring and Evaluation 15](#_Toc200375588)

[9. Claims and Payment 16](#_Toc200375589)

[Appendix 1 – Contract Agreement Form 17](#_Toc200375590)

[Appendix 2 – Training Resources 18](#_Toc200375591)

[Appendix 3 – Vaccination Service Checklist 21](#_Toc200375592)

[Appendix 4 – Patient Feedback 22](#_Toc200375593)

[Service 1 – NHS Highland Influenza Vaccination Service 23](#_Toc200375594)

[Service 2 – NHS Highland Covid-19 Vaccination Service 25](#_Toc200375595)

[Service 3 – NHS Highland Travel Health Service 27](#_Toc200375596)

[3a. Patient Journey 29](#_Toc200375597)

[3b. Patient Clinical Record\* 31](#_Toc200375598)

[3c. Level 4 Service Pathway 39](#_Toc200375599)

# Vaccination Services Description and Background

* 1. This Service Level Agreement (SLA) covers the following vaccination programmes:
		+ NHS Highland Influenza Vaccination Service (Highland HSCP contractors only)
		+ NHS Highland Covid-19 Vaccination Service (Highland HSCP contractors only)
		+ NHS Highland Travel Health Service
	2. This Service Level Agreement (SLA) acts as a contract between NHS Highland and the pharmacy contractor and commits the contractor to provide the selected vaccination services as defined by, and using the appropriate documents provided in, the current version of the North of Scotland (NoS) Patient Group Directions (PGD).
	3. The Contractor will select the vaccination programme(s) to be provided at the premises using the Contract Agreement Form (Appendix 1).
	4. The most up to date version of the PGD for each relevant vaccine must be read in conjunction with this SLA. Services will be provided within the legal and ethical framework of pharmacy. Up to date versions of the NoS PGDs are held on the NHS Highland intranet ([link](https://intranet.nhsh.scot.nhs.uk/Org/CommNet/ADTC/PGDSG/Pages/Default.aspx?RootFolder=%2FOrg%2FCommNet%2FADTC%2FPGDSG%2FDocuments%2FLIBRARY%20OF%20PATIENT%20GROUP%20DIRECTIONS%20%28PGDs%29%2FPGDs%20covering%20medicines%20included%20in%20BNF%20chapter%2014%20%2D%20Vaccines%20and%20Immunological%20Products&FolderCTID=0x012000B6B6A375C8611E4CB3FC6B48944C272F&View=%7B87C86538%2D51F3%2D423B%2D99AC%2DE5E592D854FD%7D)) and NHS Highland Community Pharmacy website ([link](https://www.communitypharmacy.scot.nhs.uk/nhs-highland/pages/vaccinations/)).

# Service Outline and Standard for Service Delivery from the Contracted Premises

* 1. This SLA is effective from 1st September 2025 to 31st August 2028.
	2. The Contractor delivering the vaccination services must have signed up to this SLA, indicating the services to be undertaken and return the Contract Agreement Form (Appendix 1) to nhsh.cpsoffice@nhs.scot
	3. The notice period for changes to the provision of services under this SLA shall be **3 months** in writing by either party OR immediately if in breach of regulations pertaining to the Agreement.
	4. Every Healthcare Professional involved in the delivery of any of the vaccination services must have read this SLA, signed and agreed to act in accordance with the relevant PGDs, completed training as per the Contract Agreement Form (Appendix 1) and be professionally competent to deliver the service.
	5. The Healthcare Professional is required to assess patient eligibility for the NHS Highland Vaccinations Services in accordance with national and local guidance, available in the relevant PGD and in the TURAS Vaccination Management Tool (VMT). Vaccinations offered under these services are provided in line with Immunisation against infectious disease (The Green Book) ([link](https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book)) and the NoS PGDs, which outlines all relevant details on the background, dosage, timings and administration of the vaccination, and disposal of sharps waste.
	6. The Healthcare Professional administering the vaccine will be responsible for the provision of immunisation advice (both written and verbal) to the patient and/or parent/guardian if for a child. Each patient being administered a vaccine should be given a copy of the manufacturer’s patient information leaflet about the vaccine.
	7. The Healthcare Professional will be responsible for referring eligible patients who are excluded from treatment under the PGDs to other immunisation providers. Excluded patients can be referred to the Health Protection Team (HPT) by email (hpt.highland@nhs.scot) or telephone number 01463 704886.
	8. The Level 4 Service Pathway should be used to refer eligible patients who are high risk or excluded under the NoS PGDs and accessing the NHS Highland Travel Health Service (Service 3c – Level 4 Service Pathway).
	9. The Contractor will maintain accurate patient clinical records of the episodes of care (where applicable):
		+ - For adults aged 18 yrs and over: retain records for 8 yrs.
			- For a child: retain records until the 25th birthday or 26th birthday if the patient was 17 yrs when treatment finished
	10. The Contractor will be responsible for the provision of a user-friendly, client-centred, safe, non-judgemental, and confidential service.
	11. The Contractor providing the service will ensure that the premises used for immunisation meet the GPhC standards (Section 4).
	12. Each patient will be required to confirm consent before being administered a vaccine. 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. The patient must be notified that details of the vaccination will be shared with the GP Practice, NHS Highland and third-party data handlers (National Services Scotland, Public Health Scotland). 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 Highland.
	13. The Contractor, or member of staff administering the vaccine, will use the online TURAS Vaccination Management Tool (VMT) [(link)](https://learn.nes.nhs.scot/42708/turas-vaccination-management-tool), which will be made available by NHS Highland for this purpose where required, to capture data on the vaccination of each person. Access to this tool can be requested via the CPS office nhsh.cpsoffice@nhs.scot
	14. If the VMT is temporarily unavailable at the time of vaccination, the VMT standard offline form ([link](https://learn.nes.nhs.scot/44703/turas-vaccination-management-tool/offline-forms)) should be completed. The information must then be transferred to the online VMT as soon as available by a member of the Pharmacy team.
	15. The Contractor will display material within the premises advertising the service.
	16. The 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.
	17. The Public Health Scotland (PHS) Guidance for Vaccine Storage and Handling must be followed ([link](https://www.publichealthscotland.scot/media/18187/guidance-on-vaccine-storage-and-handling_2-march-2023.pdf)). The vaccines must not be used after the expiry date shown on the product. Further information can be found in the NHS Highland Cold Chain Policy [(link)](https://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Medicines%20Cold%20Chain%20%28Refrigeration%20and%20Cold%20Storage%29%20Policy.pdf#search=cold%20chain).
	18. The service provider will ensure that appropriate staffing arrangements are in place for the operation of this service.

 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”*

* 1. Contractors 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.
	1. Facilities must be available to ensure appropriate hygiene levels are maintained throughout service delivery including the use of recommended PPE.
	2. The 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. Where a patient presents with an adverse drug reaction following the initial vaccination and the Vaccinator believes this is of clinical significance, such that the patient’s GP practice should be informed, this information should be recorded and 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.
	4. Contractors are required to record and report any patient safety incidents. Any incidents should be reported to nhsh.cpsoffice@nhs.scot .
	5. Contractors are required to comply with arrangements that will be in place for the removal and safe disposal of any sharps waste generated in the provision of this service. Further information is available from nhsh.cpsoffice@nhs.scot .
	6. Any questions or comments regarding any aspect of the service from Contractors can be sent to nhsh.cpsoffice@nhs.scot .
	7. Any patient comments/ complaints should be directed to the Patient Relations Team nhshighland.feedback@nhs.scot .
	8. A process to gather patient feedback on NHS Highland vaccination services should be available. An MS Form titled Community Pharmacy Services – Vaccination Services is available for patients to complete and provide feedback on NHS Highland vaccination services (Appendix 4).

# Service Availability

* 1. The Contractor should seek to ensure that the service is available to be booked throughout the pharmacy’s contracted opening hours as far as possible.
	2. Vaccination clinics may be scheduled at the discretion of the Contractor but should not impede the normal core business of the pharmacy.
	3. The Contractor should ensure that locums or relief pharmacists are adequately trained, to ensure continuity of service provision as far as possible offering a variety of appointment options.
	4. If the pharmacy cannot offer the service at any given time the pharmacy staff should signpost patients appropriately to either a different time and/or date to re-present or to an alternative participating nearby contractor.
	5. The 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. Off-site provision of these vaccination services is out with the scope of these services and is not covered by this SLA.

# Premise Requirements

* 1. Community Pharmacy Contractors 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.
	2. Vaccinations under these services must only be carried out on the pharmacy premises.
	3. Key requirements include:
* A private, clinical area is available
* A pharmaceutical grade refrigerator is used to store vaccines
* Hand cleaning facilities are available
* Access to a clinical wash hand basin
* Washable floors
* Clinical workbench sufficient to prepare vaccine and layout ancillaries
* 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 seating for two people in waiting area from other patients and staff.
* Communication equipment – telephone, PC/tablet, WIFI, TURAS VMT access
* Sharps waste disposal
* Safe storage of documentation
	1. Adrenaline injection for the management of anaphylaxis must be available
	2. The Contractor will ensure that all vaccines are stored in line with both national and NHS Highland policies for the safe storage and handling of vaccines and are stored securely. This includes:
* The Public Health Scotland Guidance for Vaccine Storage and Handling must be followed ([link](https://www.publichealthscotland.scot/media/18187/guidance-on-vaccine-storage-and-handling_2-march-2023.pdf)).
* The NHS Highland Medicines Cold Chain Policy ([link](http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Medicines%20Cold%20Chain%20%28Refrigeration%20and%20Cold%20Storage%29%20Policy.pdf#search=cold%20chain)).
	1. If a vaccine or cold chain incident occurs the UK Health Security Agency (UKHSA) Vaccine Incident Guidance should be followed ([link](https://www.gov.uk/government/publications/vaccine-incident-guidance-responding-to-vaccine-errors)) and advice maybe sought from the Pharmacy Quality Assurance Team at Raigmore team by telephone 01463 704013 or email nhshighland.pharmacyqa@nhs.scot
	2. All staff involved in the service must adhere to the Public Health Scotland guidance on personal protective equipment (PPE) and environmental cleaning procedures [(link)](https://publichealthscotland.scot/our-areas-of-work/health-protection/infectious-diseases/covid-19/covid-19-health-protection-guidance/overview-and-latest-guidance/).
	3. The Contractor should ensure that they have reviewed the Service Specification and other associated documents.
	4. The Contractor must ensure that staff are appropriately trained and made aware of the risks associated with the handling and disposal of sharps waste and that correct procedures are used to minimise those risks.
	5. A needle stick injury SOP must be in place.
	6. The 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. Vaccination for Hepatitis B can be provided through the NHS Highland Occupational Health Teams. Requests for this can be sent via email to nhsh.ohadmin@nhs.scot .
	7. Vaccine sharps waste process must be included in an SOP and all relevant staff must be aware. Vaccine clinical waste from the service should be placed in sharps containers and can be uplifted by NHS Highland. These containers must be fully sealed and the information on the front of the container must be completed before they can be uplifted.
	8. A national requirement from Public Health Scotland (PHS) states that NHS vaccine waste must be recorded and reported. The Contractor must ensure that vaccine waste resulting from the NHS Highland Influenza and Covid-19 vaccination services is recorded. In NHS Highland this data is captured by Healthcare Professionals using an MS Form ([link](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5JmmTk1V3YOI1Ip3h_73Mh2vpUNTY3Vkg1WDUzMFFLS0VTNldSQlVINTUyUC4u)) and then reported by NHS pharmacy colleagues to PHS.
	9. A Vaccination Service Checklist in available (Appendix 3).

.

# Training Requirements

* 1. The 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. Contractors must ensure that those providing a vaccination service are competent to do so. Healthcare Professionals providing the service must be able to demonstrate to the Contractor that they have the necessary knowledge and skills to provide the service. The Contractor has a duty to ensure that all healthcare professionals and staff involved in the provision of the service are aware of and operate within the parameters of this SLA.
	2. By signing the authorisation sheet for the NHS Highland and NoS PGDs the Healthcare Professional 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 GPhC Fitness to Practice issue. Contractors must retain copies of each PGD completed by the Healthcare Professionals that they employ/engage to deliver the service on their premises. Contractors are asked to complete a Microsoft Form confirming that PGDs are signed and actioned. Microsoft Forms for each of the vaccination services are found here ([link](https://www.communitypharmacy.scot.nhs.uk/nhs-highland/pages/vaccinations/)).
	3. All Healthcare Professionals should maintain their skills, knowledge and their own professional level of competence in their area according to their individual Code of Professional Conduct. Training for all Healthcare Professionals, as authorised in the NoS PGDs, includes:
* The North of Scotland PGD module training on TURAS learn.
* Basic life support training to be undertaken either face to face or online. NHS Highland recommends that BLS training is undertaken annually.
* Immunisation training including adult and paediatric vaccination.
* Anaphylaxis management with training undertaken annually.
* If any training needs are identified these should be discussed with the Contractor.
* A list of mandatory training resources and further information is available (Appendix 2).

# General IT Provision

* 1. When a new Community Pharmacy team member undertaking Vaccinations requires access to the required IT systems, the Pharmacy Manager/Business lead is responsible for providing access to SWAN networked PCs and VMT for data recording and reporting and the Community Pharmacy Patient Management System for all staff involved in vaccination services in the Pharmacy.
	2. Access to clinical systems. The Community Pharmacy is responsible for requesting user accounts and passwords in the systems 1,2,3,5,6 listed below. Some are under the direct control of the Pharmacy Manager, some will require the Pharmacy Manager to complete a CPAR1 Form to authorise NHS Highland Access Management to link the professional role to the registered Pharmacy and apply the appropriate security groups. The CPAR1 Form is the Pharmacy Manager authorisation process to add the professional to the correct Pharmacy security group within NHS Highland IT system, ensuring that the Pharmacy maintain the governance for system access.

Mandatory:

|  |  |  |
| --- | --- | --- |
|  | **IT system** | **Additional Costs** |
| 1 | NHS SWAN NETWORK: Access request via CP AR1 | X NHSH Funded |
| 2 | NHS Highland EMAIL system: Access request for 365 account (essential for access to the National Vaccination system VMT via the national TURAS system – CPAR1) | X NHSH Funded |
| 3 | NATIONAL VACCINATION MANAGEMENT RECORD: National VMT system account for new Community Pharmacy Vaccinators joiner/leavers via nhsh.cpsoffice@nhs.scot   | X ScotGov Funded |
| 4 | COMMERCIAL COMMUNITY PHARMACY RECORD system (Proscript Connect/Pharmacy Manager/ Analyst/Columbus/RX Web/LS Pharmacy/Compass/PSA) – local system access in Pharmacy | X Pharmacy Funded |
| 5 | NATIONAL EMERGENCY CARE SUMMARY (ECS): Form CPAR1 to Access Management authorised by CP Services  | X NHSH Funded |
| 6 | NORTH OF SCOTLAND CARE PORTAL: Access to view patient past vaccination history, hospital letters, GP medication and allergy summary and National Emergency Care Record – Form CPAR1 to Access Management authorised by CP Services – WHEN AVAILABLE | X NHSH Funded |
| 7 | NATIONAL TURAS SYSTEM: Access gateway to the National Vaccination Management recording system (VMT no. 3 above)  | X NHSH Funded |

* 1. Access to Community Pharmacy IT Equipment (existing):

 The Pharmacy Manager is responsible for providing access to a SWAN connected computer system (desktop PC/, monitor, keyboard, mouse/laptop) within the Community Pharmacy. This may be within the existing consultation room at the Pharmacy.

* 1. IT Systems Training:

 The Contractor is responsible for ensuring the roles involved in the Community Pharmacy Vaccination Services have received appropriate VMT and Care Portal training when available. Training and training materials, including videos and help guides can be provided by the eHealth Facilitator Team prior to commencing vaccination work. VMT training is currently provided remotely via MS Teams and Turas. Care Portal training will also be provided in a similar model.

* 1. Computer User Management Business as Usual:

 The Pharmacy Manager is responsible for notifying NHS Highland Access Management for every change of staff with IT access and attached to the Community Pharmacy Location. Specifically for vaccination governance the Pharmacy Manager should follow the recommended service levels:

**JOINERS SOP**: For new staff/vaccinators joining, the Pharmacy Manager should submit a CPAR1 form a minimum of 14 days prior to the start date.

**LEAVERS SOP**: For staff leavers and/or movers the Pharmacy Manager should submit a CPAR1 form a minimum of 1 day prior to the leave date.

# Data Collection and Reporting Requirements

* 1. The Vaccination Management Tool (VMT) is available to record consultations and vaccination administration. The vaccinator is responsible for recording all NHS vaccinations onto the VMT. It is a requirement that appropriate patient care records are recorded by the Contractor. This is to enable verification for service provision and to provide information to NHS Highland for internal and external audit and evaluation.
	2. The VMT offline paper form should be used only when the online VMT is not available ([link](https://learn.nes.nhs.scot/44703/turas-vaccination-management-tool/offline-forms)). Paper forms should be transferred by pharmacy staff to the online VMT as soon as it is available. Paper offline forms should be retained for an appropriate period, 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 Contractors are operating as 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 ([link](https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/)).

# Monitoring and Evaluation

* 1. It is a requirement of the service that appropriate records are kept and maintained by the 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).
	2. In order toguarantee that the correct number of administered vaccinations is counted, the reimbursement and reporting procedure necessitates that the data on TURAS VMT be precise and complete. To ensure that every vaccination event is accurately documented, data moves between IT systems used for reporting and managing the immunisation program. This data aids in clinical decision-making therefore inaccurate information on the vaccine record, such as the incorrect batch code or product, should be fixed to guarantee the adjustment is reflected throughout the data gathering process. Where data flagged as potentially being inaccurate a request will be made by the NHS Highland data quality team for this data to be checked. An email will be sent from the CPS office to the Contractor to undertake any data checks that are required.
	3. A standard operating procedure(s) should be in place in the pharmacy to cover all aspects of service provision.

# Claims and Payment

* 1. Prior to provision of the service, the Contractor must ensure that both their premises and all vaccinators administering vaccinations meet the requirements outlined in this SLA.
	2. The VMT should be used at the time of vaccination for every patient to register details of the vaccination for the Health Board. Incomplete submissions will not be paid. This information may be used to audit claims received from the Contractor.
	3. The vaccine(s) used are expected to be that recommended by NHS Scotland. Additional costs related to the use of alternative vaccines will not be paid. Supplies of vaccine are accessed as per usual contractor procurement arrangements.
	4. Reimbursement for vaccine used will be via submission on a Universal Claim Form using the “Health board local services” tab.
	5. **Travel Health Only** – The Locally Negotiated Services (LNS) Monthly Claim Excel Spreadsheet should be used to claim for payments for this service including the risk assessment / consultations and vaccine administrations.
	6. **Influenza and Covid Only** – Payment will be automatically made using data from the VMT by the Community Pharmacy Services (CPS) office monthly. The CPS team will capture this information monthly and add the appropriate payment to the LNS Monthly Claim Excel Spreadsheet.
	7. Claims for payments for all vaccination services will be verified by data submitted via the Vaccination Management Tool.
	8. Payments will be made monthly as per usual contractor locally negotiated services.
	9. Claims by the Contractor to be reimbursed/remunerated for vaccines administered to patients outside of the eligibility criteria for this service will not be paid.

# Appendix 1 – Contract Agreement Form

**Service Level Agreement**

**Community Pharmacy Vaccination Services**

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

I have read and understood the NHS Highland Vaccination Service Specification and agree to provide the service in accordance with the terms set out:

* I confirm that this Pharmacy Contractor is ready to provide the following immunisations service(s) (please tick accordingly):
	+ NHS Highland Influenza Vaccinations (Highland HSCP only)
	+ NHS Highland Covid-19 Vaccinations (Highland HSCP only)
	+ ~~NHS Highland Travel Health Service~~ (currently under review)
* I confirm that the premises meet the required standards outlined in section 4 of the NHS Highland Community Pharmacy Vaccination Service Specification.

The trained vaccinator(s) working at this site are competent to deliver this service(s) and can provide evidence for the following:

* The mandatory training requirements (Appendix 2)
* Covered by indemnity arrangements to provide vaccinations
* Signed signature page of PGD and agreed to act in accordance with relevant PGDs
* Submitted MS Form response for the individual Vaccination PGDs to the Community Pharmacy Services office

|  |  |  |
| --- | --- | --- |
| Pharmacy Contractor Representative Name (block capitals): |  | Signature: |
| Contractor Code: |  | Date: |  |
| Trading name of pharmacy: |  |

Please return by e-mail (using contractor generic mailbox) to: nhsh.cpsoffice@nhs.scot

# Appendix 2 – Training Resources

The trained vaccinator(s) working at this site are competent to deliver this service(s) and can provide **evidence of completion of the training requirements** below (where applicable):

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Frequency** | **Recommended training** | **Additional Training** |
| **Mandatory** |  |  |  |
| NoS PGD module training | One off module (revisit when updates) | NES TURAS – Patient Group Directions (PGDs)[Patient group directions (PGDs) | Turas | Learn](https://learn.nes.nhs.scot/45104/pharmacy/patient-group-directions-pgds) |  |
| Adult and Paediatric Basic Life Support (BLS) | Annually | NES TURAS or equivalent | Face to face BLS training available via NHS Highland (at cost, contact CPS office for details) |
| Anaphylaxis management (for additional staff members) | Annually | NES TURAS or equivalentAnaphylaxis: recognition and management of anaphylaxis [(link)](https://learn.nes.nhs.scot/43315/clinical-and-care-skills-zone/anaphylaxis/anaphylaxis-recognition-and-management-of-anaphylaxis). | Resus Council UK – Addition information on anaphylaxis following vaccination:[Anaphylaxis guidance for vaccination settings | Resuscitation Council UK](https://www.resus.org.uk/about-us/news-and-events/anaphylaxis-guidance-vaccination-settings) |
| Immunisation training includingAdult and Paediatric vaccination training | As required | NES TURAS – Immunisation - [Immunisation | Turas | Learn](https://learn.nes.nhs.scot/12751/immunisation)NES TURAS – Core Learning Resources[Core Learning Resources | Turas | Learn](https://learn.nes.nhs.scot/82079) | UKHSA The Green Book - For guidance when administering vaccines[Immunisation against infectious disease - GOV.UK](https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book)Shadowing / administration with local vaccination teamsPrivate vaccination training courses such as ECG Training |
| Promoting Effective Immunisation Practice (PEIP) | Once off | NES TURAS eLearning: Promoting Effective Immunisation Practice (PEIP) [PEIP for registered healthcare practitioners | Turas | Learn](https://learn.nes.nhs.scot/74663) | UKHSA The Green Book – Ch. 3 Storage, Distribution and Disposal of Vaccines[Storage, distribution and disposal of vaccines: the green book, chapter 3 - GOV.UK](https://www.gov.uk/government/publications/storage-distribution-and-disposal-of-vaccines-the-green-book-chapter-3)NHS Highland Medicines Cold Chain Policy (intranet page)[Microsoft Word - id1349 - Medicines Cold Chain \_Refrigeration and Cold Storage\_ Policy.docx](http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Medicines%20Cold%20Chain%20%28Refrigeration%20and%20Cold%20Storage%29%20Policy.pdf#search=cold%20chain)  |
| Infection Prevention and Control  | Once off | NES TURAS – Why infection prevention and control matters[Why infection prevention and control matters | Turas | Learn](https://learn.nes.nhs.scot/2989/infection-prevention-and-control-ipc-zone/sipcep-foundation-layer/why-infection-prevention-and-control-matters/why-infection-prevention-and-control-matters) |  |
| Safe Sharps Disposal | Once off | NES TURAS – Safe Disposal of Waste (including sharps)[Safe disposal of waste | Turas | Learn](https://learn.nes.nhs.scot/3000/infection-prevention-and-control-ipc-zone/sipcep-foundation-layer/safe-disposal-of-waste/safe-disposal-of-waste) |  |
| Adult and Child Protection Modules | Every 3 years | NES TURAS – Public ProtectionAdult Support and ProtectionChild Protection[Public Protection | Turas | Learn](https://learn.nes.nhs.scot/64316) |  |

|  |
| --- |
| **Additional Training Resources**  |
| Self-appraisal tool for returning immunisers | As required | Knowledge and self-appraisal tool for immunisers to assess competence[Promoting a safe and effective immunisation service - A Self Appraisal Tool for Clinical Staff and Managers with a responsibility for immunisation](https://nesvleprdstore.blob.core.windows.net/nesndpvlecmsprdblob/52839853-bd21-4ccf-900e-1b99b5624586_Promoting%20a%20safe%20and%20effective%20immunisation%20service-201029.pdf?sv=2018-03-28&sr=b&sig=X4soXvLwDgekhhVnTqBJl1ITg61tlZp89RkZTeNkU2c%3D&st=2025-06-06T11%3A45%3A52Z&se=2025-06-06T12%3A50%3A52Z&sp=r) |  |
| Proficiency document for Vaccines | As required | Knowledge and self-appraisal tool for immunisers and to assess competence[Proficiency Document for Vaccine Administration by Registered Healthcare Practitioners](https://nesvleprdstore.blob.core.windows.net/nesndpvlecmsprdblob/f5d2b6a7-4c32-4185-96be-62fc0a82683b_Reg%20HCP%20Vaccination%20Proficiency%20document%20V1.1%20021222%20FINAL.pdf?sv=2018-03-28&sr=b&sig=gO%2B945djOjD2403CnBjwKGNuPzkT5JjUMBI4KhhNT2Y%3D&st=2025-06-06T11%3A45%3A15Z&se=2025-06-06T12%3A50%3A15Z&sp=r) |  |
| Proficiency document for Travel Health | As required | Knowledge and self-appraisal tool for immunisers and to assess competence [Proficiency Document for Travel Health Vaccine Administration by Registered Healthcare Practitioners](https://nesvleprdstore.blob.core.windows.net/nesndpvlecmsprdblob/a9697e76-06b9-48e4-9065-2b1fe35a7118_Travel%20Health%20Proficiency%20Document%20V1.pdf?sv=2018-03-28&sr=b&sig=QpeJvJRRyihcBMLoiKbF1WQYmMEA6OocV1SY5gEkROY%3D&st=2025-06-06T11%3A39%3A17Z&se=2025-06-06T12%3A44%3A17Z&sp=r) |  |
| TURAS Vaccination Management Tool User Guide | As required | NES TURAS[Turas Vaccination Management tool | Turas | Learn](https://learn.nes.nhs.scot/42708)NHSH VMT Video Tutorial [VMT Tutorial - YouTube](https://www.youtube.com/watch?v=a8MwqUVzdNs)  | eHealth Facilitator Training |
| Vaccine Specific Training | As required | NES TURAS[Vaccine specific learning | Turas | Learn](https://learn.nes.nhs.scot/82652) | The Green Book – vaccine specific chapters[Immunisation against infectious disease - GOV.UK](https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book) |

# Appendix 3 – Vaccination Service Checklist

* **Vaccinator:**
	+ Competent to deliver immunisation
	+ Has read and signed the PGDs
	+ Has completed adult and paediatric immunisation training
	+ Has had required training in adult and paediatric BLS and anaphylaxis within the last 12 months
	+ Has been offered appropriate occupational immunisations
	+ Is competent with standard hand hygiene procedures
	+ Has read the SPC for the products
	+ NHS login/email address in use (To access TURAS)
	+ Has access to Emergency Care Summary (ECS) for accessing allergy status and completed ECS training
	+ Care Portal access (when available)
	+ Has VMT account setup and completed VMT training
* **Product**
* Product is fit for use
* Recommended vaccines are available
* Cold Chain Compliance in place
* **Resources**
* Copies of the PGDs and relevant SOPs are available
* Copies of standard reference texts are available
* A telephone is available
* PPE is available
* Vaccine supplies and sharps bins are available
* Relevant Standard Operating Procedures (SOPs) in place for vaccination service including cold chain/ fridge monitoring, needlestick injury, sharps waste processes and vaccine incident management
* Adrenaline / Epinephrine is available

# Appendix 4 – Patient Feedback

Patient feedback for the NHS Highland Community Pharmacy Vaccination Services can be recorded via the following Microsoft Form:

**Community Pharmacy Service – Vaccination Services**

Link to form: <https://forms.office.com/e/uNizGZySj0>



# Service 1 – NHS Highland Influenza Vaccination Service Autumn/Winter 2025/2026

**Service Aims and Objectives**

* To increase access to Influenza immunisation for:
	+ Eligible staff groups involved in direct patient care to contribute to the achievement of Board immunisation targets.
	+ Eligible people within the population or at-risk cohorts who meet the criteria outlined in the Seasonal Influenza annual CMO letter ([link](https://www.publications.scot.nhs.uk/)).
* The service should be provided in line with the current North of Scotland PGD: Administration of Inactivated Influenza Vaccine by Approved Healthcare Professionals.
* To be able to provide accurate and up to date information about the disease and vaccine to people.
* The objective of the annual influenza immunisation programme is to protect those who are most at risk of serious illness or death should they develop either influenza. 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.
* The Influenza Vaccination Service will be reviewed annually.

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. 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.

**Vaccine Supply**

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.

**Payment**

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 of **£10 per administered dose** will be paid 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.

Payment of the **£265 set up fee** will be paid alongside the first vaccination payments on an annual basis.

Payment for the co-administration of both the influenza and covid vaccines for an individual patient on the same day will result in **a combined rate of £20.00** in place of an individual fee per administered doses.

# Service 2 – NHS Highland Covid-19 Vaccination Service Autumn/Winter 2025/2026

**Service Aims and Objectives**

* To increase access to Covid-19 immunisation for eligible people within the population or at risk cohorts who meet the criteria outlined in the CMO Winter Programme – Seasonal Flu and Covid-19 vaccination ([link](https://www.publications.scot.nhs.uk/)).
* The service should be provided in line with the current North of Scotland PGD: Administration of Covid-19 Vaccines to Individual Aged 18 years and Over by Approved Healthcare Professionals
* To be able to provide accurate and up to date information about the disease and vaccine to people.
* 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.
* Due to multidose vials of Covid-19 vaccine being supplied, clinics should be arranged to provide vaccination to the maximum number of patients to avoid and reduce vaccine wastage.
* The Covid-19 Vaccination Service will be reviewed annually.

It has been agreed that community pharmacies will **not** be the default delivery channel for Covid-19 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 patient groups require follow up having been unable to attend the clinics arranged by the Health Board. Eligible patients who have been unable to attend a Covid-19 vaccination clinic arranged by the Health Board will be directed to contact the nearest participating pharmacy of their choice to make an appointment.

**Vaccine Supply**

A supply of vaccine from the NHS Highland central stock will be ordered directly from Movianto by the vaccination pharmacist 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.

**Payment**

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.

Payment will be **£265 set up fee (annual)** and the flat rate of **£13.30 per dose administered**, 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.

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 £20.00** in place of an individual fee per administered doses.

# Service 3 – NHS Highland Travel Health Service

The Travel Health Service element of this SLA is currently under review and to be agreed by the Community Pharmacy Highland Committee and Community Pharmacy Services Team. This section will be updated thereafter.