



# 2023/24 Service Specification

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## Community Pharmacy Seasonal Influenza Vaccination Service

### Key Steps for Pharmacy 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 vaccinators providing vaccinations on behalf of the pharmacy is up to date, and that support staff are aware of the service and eligible cohorts as per Chief Medical Officer letter for 23/24 flu season.
- Ensure that all staff providing vaccinations on behalf of the pharmacy have signed the protocol authorisation sheets and that a clinical supervisor is recorded for the pharmacy. These records should be retained locally.
- Ensure you are aware of arrangements for supply and storage of vaccines including cold chain maintenance requirements
- Ensure you are familiar with the Vaccine Management Tool (VMT) recording system which will be used for recording patient consent, patient details and vaccination details
- Ensure stocks of recording forms and any other relevant paperwork that is unable to be completed electronically are inputted to VMT and retained.

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## 1. Service Description and Background

- 1.1. For most healthy people, influenza (flu) is an unpleasant but usually self-limiting disease. However, those with underlying diseases are at particular risk of severe illness if they catch it.
- 1.2. Flu is a key factor in NHS resilience. It impacts on those who become ill, the NHS services that provide direct care as a result, and on the wider health and social care system. The annual immunisation programme helps to reduce unplanned hospital admissions and pressure on A&E. It is therefore a critical element of the system-wide approach for delivering robust and resilient health and care services during winter.
- 1.3. This service will operate in Community Pharmacies within NHS Borders which have signed up and been accepted to participate. Accredited staff will administer influenza vaccine to eligible patients as a free NHS service under the national protocol.
- 1.4. During the seasonal flu vaccination campaign period, pharmacy staff will identify people eligible for flu vaccination and offer them the opportunity to be vaccinated if they have not already been vaccinated in this flu season. This service covers the eligible patients agreed with NHS Borders and as defined in the [Chief Medical Officer Letter](#) dated 18<sup>th</sup> April 2023.
- 1.5. The community pharmacy seasonal flu immunisation service will run from 1<sup>st</sup> October 2023 to 31<sup>st</sup> March 2024. Focus should be given to vaccinating eligible patients who are not eligible for a COVID booster between 1<sup>st</sup> October 2023 and 4<sup>th</sup> December; in order to maximise the impact of flu vaccination and facilitating capacity for those who are entitled to receive both COVID and flu to access the mass vaccination sites where they can receive their vaccines together.
- 1.6. The vaccination is to be administered to eligible patients, who do not have any contraindications to vaccination, under the national protocol which will be published on the NHS Community Pharmacy internet site under the flu service 2023-24 section.
- 1.7. This service will operate as per agreement and will be available for all community pharmacies across NHS Borders to sign up to.
- 1.8. NHS Borders reserve the right to decline a pharmacy under this service level agreement if the board has concerns about their ability to deliver pharmaceutical care services.

## 2. Aims and Intended Service Outcomes

2.1 The aims of this service are:

- a. to sustain and maximise uptake of flu vaccine in eligible groups by delivering the service from community pharmacies as agreed with NHS Borders
- b. to provide more opportunities and improve convenience for patients in eligible cohorts to access free NHS flu vaccinations.

### 3. Service Specification

- 3.1 The pharmacy contractor is required to offer eligible patients as agreed with NHS Borders the opportunity of receiving a NHS flu vaccination at the pharmacy. The pharmacy contractor will receive a payment per eligible vaccination delivered from NHS Borders. The vaccine is to be administered under the authority of the national protocol.
- 3.2 Pharmacies participating in this service must administer a **minimum** of 100 NHS flu vaccinations between 1<sup>st</sup> October 2023 and 8<sup>th</sup> December 2023. Failure to provide this level of vaccination will result in non-payment of the £250 service retainer fee.
- 3.3 Where the pharmacy have been unable to provide the service to this level NHS Borders reserve the right to decline the pharmacy from future years services and terminate the current service provided under this service level agreement.
- 3.4 The service is effective from 1<sup>st</sup> October 2023 and runs to 31<sup>st</sup> March 2024. Eligible patients should be vaccinated as early as possible after the vaccine becomes available and preferably by 8<sup>th</sup> December. Widespread immunisation may continue until January 31<sup>st</sup> 2024 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 31<sup>st</sup> January 2024. This should consider the level of flu-like illness in the community and the fact that immune response following immunisation takes about two weeks to fully develop.
- 3.5 The patient cohorts eligible for seasonal flu vaccination under this service are those in the eligible cohorts defined in the [Green Book chapter 19](#) and as agreed for delivery by community pharmacy in NHS Borders, see Appendix F
- 3.6 Eligible patients who are vaccinated at the pharmacy must be encouraged to attend for COVID vaccination if eligible at mass vaccination sites if even they have received flu vaccination. They should be reminded to tell the vaccinator at mass vaccination sites they have already had flu vaccination.
- 3.7 The seasonal flu vaccination to be administered under this service is detailed in the Chief Medical Officer letter.
- 3.8 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. Readings are to be taken and recorded from the thermometer on all working days. The Public Health Scotland Guidance for Vaccine Storage and Handling must be followed ([Available Here](#)). The vaccines should not be used after the expiry date shown on the product.
- 3.9 Facilities must be available to ensure appropriate hygiene levels are maintained throughout service delivery including the use of recommended PPE (Personal protective equipment) if required.

- 3.10 Each patient being administered a vaccine should be given a copy of the manufacturer's patient information leaflet about the vaccine. Patients who are eligible for other vaccinations should be referred to clinics for these vaccinations, for example, COVID 19 booster vaccination.
- 3.11 Each patient will be required to confirm consent before being administered the vaccine. Pharmacy contractors must use the consent statements set out in the VMT system to obtain the patient's consent. The consent covers the administration of the vaccine. Patients should be advised that their details will be shared electronically with the GP Practice and NHS Borders.
- 3.12 If Wi-Fi or internet connection issues prevent use of the VMT to record vaccination, a paper version can be used to capture vaccination details. The most up to date version can be found [here](#).
- 3.13 Where hard copy forms are used details must be entered onto the VMT tool as soon as practicable and ideally within 24 hours of vaccination to ensure timely transfer of information to GP Practice systems. The forms should be retained for seven years, as the pharmacy contractor is the data controller..
- 3.14 Where consent forms are scanned into a third-party data transfer software solution, care must be taken to ensure that the scanned copy is of a good quality and is a true copy of the original.
- 3.15 The information contained in the IT system may be shared on request with NHS Borders Contracts Team for the purpose of post payment verification.
- 3.16 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.
- 3.17 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.
- 3.18 Pharmacy contractors are required to record and report any patient safety incidents. Any incidents should be reported to [cp.flu@borders.scot.nhs.uk](mailto:cp.flu@borders.scot.nhs.uk)
- 3.19 Pharmacy 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.
- 3.20 Pharmacy contractors may advertise NHS flu vaccination service for eligible cohorts on internet /social media following approval of the advertisement to be used from the NHS Borders vaccination team.

Any pharmacy contractor who fails to have their personal advertisement approved will have their contract for flu service delivery terminated immediately.

NHS Borders plans to promote the community pharmacy service directly in the period October to November 2023 using social media.

3.21 Any questions or comments regarding any aspect of the service from pharmacy contractors can be sent to [cp.flu@borders.scot.nhs.uk](mailto:cp.flu@borders.scot.nhs.uk). Any patient comments/complaints should be managed as per the pharmacy's internal complaints policy in the first instance. If the pharmacy is unable to resolve the complaint the patient should be directed to the NHS Borders Vaccine Enquiries phone line on 01896 809250.

## **4. Training and Premises Requirements**

4.1 In order to provide the service, pharmacies must have a consultation room. The consultation room, which will be used to undertake vaccinations, must comply with the minimum requirements set out below:

- the consultation room 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 a room 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).
- 4.2 The consultation room must also meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises.
- 4.3 Vaccinations under this service will be carried out on the pharmacy premises unless in exceptional circumstances which should be discussed in advance with the NHS Borders Pharmacy Primary and Community Care Lead.
- 4.4 Pharmacy contractors must ensure that vaccinators providing the service are competent to do so. Vaccinators must be able to demonstrate to the pharmacy contractor that they have the necessary knowledge, skills and competencies to provide the service. Undertaking this service whilst not meeting the necessary competencies may constitute or be treated as a reason for referral to the GPhC as a concern.
- 4.5 All vaccinators delivering flu vaccination must undertake vaccination training including anaphylaxis management. The pharmacy contractor must ensure that vaccinators providing the service are aware of the vaccination training available on TURAS and are compliant with the training requirements and self-declaration for vaccinators. Vaccinators 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 an accredited vaccination training organization or NHS Borders. Adrenaline for the management of anaphylaxis must be available at all times.
- 4.6 All vaccinators must complete the Vaccination Management Tool (VMT) training module available on TURAS. This is essential to ensure accurate recording of any vaccination administered. Access to VMT should be requested via [cp.flu@borders.scot.nhs.uk](mailto:cp.flu@borders.scot.nhs.uk)
- 4.7 The Public Health Scotland guidance on Vaccine Storage and Handling must be followed. If a vaccine or cold chain incident occurs, the Health Protection Scotland Vaccine Incident Guidance should be followed [vaccine-incident-guidance-actions-to-take-in-response-to-vaccine-errors](#) The pharmacy contractor should ensure that they have reviewed the Service Specification and other associated documents.
- 4.8 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. The HSE provide some guidance [here](#).
- 4.9 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. Where appropriate hepatitis B vaccine should be provided under a pharmacy contractor's occupational health scheme or accessed from a private vaccination service if this is not available.

4.10 Vaccine waste from the service should be disposed of in line with waste guidance.

4.11 A service checklist is available at Appendix B.

## **5. Stock Orders Process**

5.1 Stock will be provided from National Procurement and allocations distributed via AAH.

5.2 When National Procurement allocations run out supply will be made available from the BGH Pharmacy.

5.3 Order processes are communicated as per Appendix E. Pharmacy contractors who did not take part in the service in 2022-23 will be added to the National Procurement ordering list as soon as practicable

## 6. Service Availability

6.1 The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours as far as possible.

6.2 Where the pharmacy have been unable to maintain core hours and provision of services in the last 12 months NHS Borders reserve the right to decline the pharmacy under this service level agreement.

6.3 The pharmacy contractor should ensure that locums or relief pharmacists are adequately trained, to ensure continuity of service provision across the opening hours of the pharmacy as far as possible.

6.4 If the pharmacy cannot offer the service at any given time the pharmacy staff must signpost patients appropriately to either a different time/ date to re- present or to an alternative participating nearby pharmacy contractor or NHS Borders clinic.

6.5 Where an appointment has been provided for the service every effort must be made to honor the appointment time

6.6 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.

6.7 The pharmacist in charge must not allow provision of flu vaccination to interfere with provision of other core pharmacy services from the premises

6.8 If a planned flu vaccination clinic has to be cancelled for any reason, pharmacy staff must inform [cp.flu@borders.scot.nhs.uk](mailto:cp.flu@borders.scot.nhs.uk)

## 7. Data Collection and Reporting Requirements

7.1 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery.

- 7.2 All NHS influenza vaccine administered must be recorded using the vaccine management tool (VMT)
- 7.3 You should capture vaccination events at the point of care. If you experience Wi-Fi or connection issues you can use a paper version of the patient's vaccination record. The standard offline form for Turas Vaccination Management should be used in clinics where the vaccinator screens and vaccinates a patient. It includes space for the vaccinator to add their name, signature and professional registration number. An example form is available at [here](#) and in Appendix C. The most up to date version can be accessed at <https://learn.nes.nhs.scot/44703/turas-vaccination-management-tool/offline-forms>
- 7.4 Where record forms are scanned either into a patient's notes or into a third-party data transfer software solution, care must be taken to ensure that the scanned copy is of a good quality and is a true copy of the original.

## 8. Payment Arrangements

- 8.1 Prior to provision of the service, the pharmacy contractor must ensure that both their premises and all vaccinators delivering NHS flu vaccinations meet the requirements outlined in this service specification.
- 8.2 Claims for payments for this service will be generated electronically via the VMT system. This will generate payment automatically and no paper claims are required. There is a claim form in Appendix D should VMT become unavailable for any reason.
- 8.3 Payment will be £8.27 per vaccination and a £250 retainer fee subject to service delivery of 100 vaccines before the 8<sup>th</sup> of December 2023. Supplies of vaccine are accessed as per national procurement arrangements.
- 8.4 Payments will be made on a quarterly basis. Claims made for vaccinations given in October, November or December will be paid in January 2024. Claims made for vaccinations given in January February or March will be paid in May 2024.
- 8.5 The £250 retainer fee will be reclaimed from any pharmacy contractor failing to meet the requirements of this service level agreement.

## Appendix A: Service Agreement Form

### Service Agreement

### Community Pharmacy Seasonal Influenza Vaccination Service

NHS Borders Representative	Signature	Name(Block Capitals)
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I have read and understood the Flu 2023/24 Service Specification and agree to provide the service in accordance with the terms set out

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

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

[Cp.flu@borders.scot.nhs.uk](mailto:Cp.flu@borders.scot.nhs.uk)

## Appendix B: Community Pharmacy Checklist

### Pharmacy Checklist

#### Vaccinators

- Competent to deliver immunisation.
- Has read and signed the Protocol and a clinical supervisor is appointed for the session.
- Has completed immunisation training and signed self-declaration.
- Has had required training in basic life support and anaphylaxis.
- Has appropriate occupational Hep B immunisations.
- Is competent with standard hand hygiene procedure.
- Has read the SPC for the product(s).

#### Product

- Product is stored appropriately and is within expiry date.
- Recommended flu vaccines available.

#### Resources

- Copies of the Protocol are available.
- Copies of standard reference texts are available.
- A telephone is available.
- PPE if required is available.
- Vaccine supplies and sharps bins are available.
- Standard operating procedures for cold chain/fridge monitoring and vaccine incident management.
- Adrenaline 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.

## **Appendix C: NHS Community Pharmacy Seasonal Influenza Vaccination Service – Record of Administration of Flu Vaccination and Consent (only required if VMT not available)**

### **Standard offline form**

Use this form for clinics where the vaccinator screens and vaccinates a patient. It includes space for the vaccinator to add their name, signature and professional registration number.

### **Standard offline form**

### **Clinical assessor and vaccinator offline form**

Use this form for clinics that are operating with the clinical assessor (screening) and vaccinator (vaccinating) model. It includes space for both the clinical assessor and vaccinator to add their name, signature and professional registration number (if appropriate).

### **Clinical assessor and vaccinator offline form**

## Appendix D: Flu Vaccination Service Claim Form (only to be used if VMT not available)

### NHS BORDERS COMMUNITY PHARMACY CLAIM FORM INFLUENZA IMMUNISATION SERVICE

<b>CONTRACTOR CODE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<b>Section A</b> – Immunisations administered for the month of	
Number of claims submitted for	
Influenza Vaccination	
<b>TOTAL</b>	
Completed Client Consent Forms may be requested for the purpose of payment verification.	

<p><b>Payment</b></p> <p>Fee applicable as per any national remuneration package or local agreement</p> <p>Claims should be submitted by the 1st of the month to:</p> <p>CP Flu Team, NHS Borders Vaccine Hub, SPPA Building</p> <p>Report details of any patient safety incidents here:</p>
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<p>I declare that the information I have given on this form is correct and complete and I understand that if it is not, action may be taken against me. I acknowledge that my claim will be authenticated from appropriate records, and that payment will be made to my Pharmacy, which will be subject to Payment Verification.</p> <p>Where NHS Borders is unable to obtain authentication, I acknowledge that the onus is on me to provide documentary evidence to support this claim.</p>	
<p>Signed by .....</p> <p>Date .....</p>	<div style="border: 1px solid black; padding: 10px; min-height: 100px;"> <p><b>Pharmacy Stamp</b></p> </div>

**FOR OFFICE USE ONLY**

<p><b>Received by Vaccine Transformation Programme</b></p> <p>Passed for</p> <p>Signed</p>	<div style="border: 1px solid black; padding: 10px; min-height: 60px;"> <p><b>Date Stamp</b></p> </div>
Date	

## Appendix E: Ordering Processes

Vaccinations will be primarily ordered via AAH Pharmaceuticals.

AAH Link Code	Product Description	Pack Size	Cohort
AQI0017S	ADJUVANTED QUADRIVALENT INFLUENZA VACCINE	10	Over-65s
QIV0008Y	CELL BASED QUADRIVALENT INFLUENZA VACCINE	10	Under-65s



## Appendix F: Agreed Adult Flu Cohorts

<u>Eligible Groups</u>	<u>NHS Borders</u>
All patients aged 65 years and over.	✓
Chronic respiratory disease aged 18 year or older	✓
Chronic heart disease aged 18 year or older.	✓
Chronic kidney disease aged 18 year or older	✓
Chronic liver disease aged 18 year or older.	✓
Chronic neurological disease aged 18 year or older	✓
Diabetes and Adrenal Surpression aged 18 year or older.	✓
Immunosuppression aged 18 year or older.	✓
Asplenia or dysfunction of the spleen.	✓
Pregnant women.	X
People in long-stay residential care or homes.	X
Unpaid carers and young carers.	✓
Frontline Social Care Staff.	✓
NHS Employees.	X
Morbid obesity (class III obesity)*.	✓
NHS Independent Contractors and their teams.	✓
Nursery, Primary and Secondary school Teachers and support staff.	✓
Prison Officers and support staff.	✓
Those aged 50-64 years (by the 31 March 2024)	✓
Those experiencing drug or alcohol addiction.	✓
Rough sleepers and those experiencing homelessness in temporary accommodation.	✓

\*Class 3: BMI of 40 or higher.