



Community Pharmacy Seasonal Influenza Vaccination Service 2020-21

An NHS national enhanced service

Part A of this document describes the specification and standards pertaining to the provision of the community pharmacy enhanced service in **XXXX XXXX XXXX** Health Board.

Part B of this document contains the agreement form for the community pharmacy seasonal influenza vaccine enhanced service in **XXXX XXXX XXXX** Health Board.

INTERPRETATION

In this document:

Patient means any person in receipt of the service;

Pharmacist means a person who is registered in Part 1 of the GPhC register or in the register maintained under Articles 6 and 9 of the Pharmacy (Northern Ireland) Order 1976;

Pharmacy means any premises included on a health board pharmaceutical list where drugs or services are provided by a pharmacist as part of pharmaceutical services;

Pharmacy contractor (or contractor) means a person lawfully conducting a retail pharmacy business.

Part A

1. SERVICE AIM

- 1.1. To provide influenza immunisation for those patients in nationally and locally agreed at risk groups. This is to support the wider provision of influenza immunisation and increase the proportion of at risk individuals who receive immunisation. Immunisation of those patients most likely to have a serious or complicated illness should they develop influenza will help to reduce morbidity and mortality.

2. SERVICE OUTCOMES

- 2.1. An increase in the number and location of sites providing influenza immunisation;
- 2.2. Increased immunisation uptake rates in identified target groups;
- 2.3. At risk patients, particularly those in hard to reach groups, receive influenza immunisation;
- 2.4. Improved convenience for patients.

3. SERVICE OUTLINE

- 3.1. The pharmacist shall identify patients who fall within nationally and locally agreed target groups for seasonal influenza immunisation in accordance with the guidance provided by the Welsh Government in the Welsh Health Circular, or any additional guidance issued by the health board and specified in the Patient Group Direction (PGD) for this service;
- 3.2. The pharmacist shall promote influenza immunisation to patients identified under 3.1 including providing information (which may be verbal or written) regarding the availability of influenza vaccination from their GP and from the pharmacy;
- 3.3. Where patients indicate that they have booked an appointment with their GP for vaccination they should be encouraged to keep this appointment. Community pharmacy vaccination should only be offered in these instances if the patient reports difficulty in attending the GP appointment;
- 3.4. The pharmacy contractor will offer influenza immunisation at the pharmacy or off-site venue, administered by an accredited pharmacist under the authority of a Patient Group Direction (PGD) to patients identified in accordance with 3.1.;
- 3.5. The pharmacist shall ensure the patient has been provided with a copy of the Choose Pharmacy Information Governance leaflet and provides consent to continue with the consultation and vaccination service prior to administering influenza immunisation and to sharing relevant information with the person with whom the patient is registered for general medical services and NHS

Wales. Where the patient is not known to the pharmacist, the pharmacist must take reasonable steps to ensure the identity of the patient;

- 3.6. The pharmacist shall maintain a complete and contemporaneous electronic record of service provision utilising the Choose Pharmacy application to ensure effective ongoing service delivery and audit. Where the module is unavailable because of technical issues, a paper copy of the record may be used to ensure continued service provision, but must be added to the electronic as soon as is practicable when the module is available;
- 3.7. The pharmacist shall administer influenza immunisation, where clinically indicated, to patients in accordance with 3.1 and the requirements described in the PGD provided by the commissioning health board;
- 3.8. Where any patient presenting at the pharmacy cannot receive the influenza immunisation from the pharmacy for reason of ineligibility (e.g. they are not one of the agreed target groups or they do not meet the inclusion criteria set out in the PGD, or they meet any of the exclusion criteria set out in the PGD) the patient should be referred to their GP or a non-NHS influenza vaccination service as appropriate for further advice;
- 3.9. Where any patient presenting at the pharmacy cannot receive the influenza immunisation from the pharmacy for reason of service unavailability (e.g. there is no accredited pharmacist available) the patient should be invited to re-attend at the next available time at which the service will be available from the pharmacy, be advised of another pharmacy providing the service or be referred to their GP for further advice;
- 3.10. Using the "Seasonal Flu Vaccination" letter generated by the Choose Pharmacy application, the pharmacist will provide details of patients receiving influenza immunisation through the service to the person with whom the patient is registered for general medical services as soon as is practical and **in any case not later than 5 working days after the patient has been vaccinated.** Where a copies of the consultation record are able to be electronically transmitted to the patient's GP via the Choose Pharmacy application (eSummaries) the eSummary may be sent in preference to the paper record.
 - 3.10.1 In areas where health board staff are included in the PGD for the service, a paper copy should be provided to health board staff members receiving the vaccination.
- 3.11. The pharmacist will offer a user-friendly, non-judgmental, patient-centred and confidential service.

4. PROVIDER RESPONSIBILITIES

Contractors

- 4.1. Contractors wishing to provide the service shall apply to their Local Health Board;

On-site provision

- 4.2. Within the pharmacy, the contractor shall ensure that the service is only provided from a consultation area which:
- 4.2.1. Must be a clearly designated area for confidential discussion which is distinct from the general public areas of the pharmacy unless the pharmacy is closed to other members of the public, in which case the service may be provided from another part of the pharmacy providing conditions 4.2.2 to 4.2.7 continue to be met;
 - 4.2.2. Must be an area where both the patient receiving the service and the pharmacist can sit down together and talk at normal speaking volumes without being overheard by other visitors to the pharmacy or by any other person, including pharmacy staff;
 - 4.2.3. Must be area which ensures the dignity and privacy of the patient is maintained;
 - 4.2.4. Must be of an appropriate size and layout to facilitate a pharmacist carrying out vaccination in accordance with accepted standards of safe immunisation practice including the management of any potential adverse effect;
 - 4.2.5. Must have suitable facilities to ensure adequate hand hygiene can be maintained;
 - 4.2.6. Must have suitable arrangements in place with their Local Health Board for the safe disposal of sharps and clinical waste;
 - 4.2.7. Must allow access to the Choose Pharmacy application to enable contemporaneous record keeping using the seasonal influenza vaccination module. Paper records may be kept temporarily should the system be unavailable due to technical fault etc. but the electronic record must be updated as soon as is practicable.

Off-site provision

Contractors may provide the service "off-site" to eligible patients. In such cases the service may be provided from an area which:

- 4.2.8. Must be an area where both the patient receiving the service and the pharmacist can sit down together and talk at normal speaking volumes without being overheard by other visitors to the off-site premises or by any other person, including pharmacy staff or staff at the off-site premises;
- 4.2.9. Must be area which ensures the dignity and privacy of the patient is maintained;
- 4.2.10. Must be of an appropriate size and layout to facilitate a pharmacist carrying out vaccination in accordance with accepted standards of

safe immunisation practice including the management of any potential adverse effect;

- 4.2.11. Must have suitable facilities to ensure adequate hand hygiene can be maintained;
- 4.2.12. Must have suitable arrangements in place for the safe disposal of sharps and clinical waste;
- 4.2.13. Must allow the keeping of temporary, confidential and contemporaneous paper records to enable updating of the electronic Choose Pharmacy record as soon as is practically possible and before the end of the next working day, or afford remote access to the Choose Pharmacy application.

In addition to the provisions outlined above the contractor should ensure there are appropriate procedures in place to enable safe transfer of vaccines, patient records and clinical waste and sharps between the pharmacy and the premises where the service is provided. This should have regard to:

- 4.2.14. Safe transport and storage that meets the requirements of the Summary of Product Characteristics for the vaccines used;
- 4.2.15. Safe transport and storage of sharps and clinical waste including compliance with any relevant regulation;
- 4.2.16. Secure and confidential transport and storage of patient clinical records and procedures to ensure that consent is documented and records maintained in line with this service specification. "Off-site" movements of patient records should be included in the contractor's Information Governance policy.

Out of hours provision

To facilitate the provision of "flu clinics" by pharmacy contractors, the service may be provided outside of normal pharmacy opening hours. In all cases the standards for service provision remain as laid out in this document.

General provisions

- 4.3 The contractor should inform local GP practices as soon as possible that they intend to provide the Flu Vaccination service during the financial year e.g. 2020/21;
- 4.4. The contractor shall ensure that all records of vaccinations provided are kept safely and securely;
- 4.5. The contractor shall ensure that pharmacists providing the service have indemnity insurance covering the provision of the service;
- 4.6. All support staff shall be fully informed and suitably trained in relation to their involvement in the service which may include the provision of any part of the

service provided on behalf of an accredited pharmacist, provided that they are competent and it is legal for them to do so. For the purpose of this agreement, staff shall include any person or persons employed or engaged by the contractor, to provide any part of the service;

- 4.7. The contractor shall have awareness of, and ensure the service is provided in accordance with any relevant nationally agreed standards, this will specifically include, but not be limited to, having in place procedures for dealing with needle stick injuries, syncope and resuscitation;
- 4.8. The contractor shall ensure that all standards required by the General Pharmaceutical Council, so far as they relate to pharmacy owners and superintendent pharmacists, are met;
- 4.9. The contractor shall ensure that, prior to entering into any agreement to provide the service, they are satisfactorily complying with his or her obligation under Schedule 4 to the Pharmaceutical Services Regulations to provide pharmaceutical essential services and have a system of clinical governance that is acceptable;
- 4.10. The contractor shall notify the relevant Local Health Board, of circumstances which result in the temporary unavailability of the service for any period which would preclude patients from access to any supply due to them in that period;
- 4.11. The contractor shall ensure that any publicity material not directly supplied by the health board or Public Health Wales states that the service is "funded by NHS Wales";
- 4.12. The contractor shall participate in any reasonable review of the service required by the Local Health Board;
- 4.13. The contractor shall ensure that the service is provided only by pharmacists who:
 - 4.13.1. Meet the requirements of the Health Education and Improvement Wales (HEIW) National Enhanced Service Accreditation (NESA) Process and the HIEW accreditation for the provision of the influenza immunisation service 2020/21; and
 - 4.13.2. Have either:

Attended a face to face training event covering Basic Life Support and the management of anaphylaxis between the dates of 1st April 2019 and 31st March 2020;

Or

Attended a face to face training event covering Basic Life Support and the management of anaphylaxis between the dates of 1st April 2018 and 31st March 2019 and Completed an online Basic Life Support "refresher" course provided by an HEIW listed provider;

Or

Completed a face to face Basic Life Support competency assessment in combination with face to face or online learning provided by an HEIW listed provider between the 1st April 2020 and the date of application for inclusion in the All Wales Pharmacy Database for the service;

And

- 4.13.3. Have their names included in the All Wales Pharmacy Database for the service; and
- 4.13.4. Have been offered vaccination against hepatitis B; and
- 4.13.5. Have a NADEX account that enables access to the Choose Pharmacy application; and
- 4.13.6. Have successfully completed an enhanced Disclosure and Barring Service check; and
- 4.13.7. Have signed the PGD agreement form issued for the service by the Local Health Board.

Pharmacists

- 4.14. Pharmacists shall ensure that they meet the requirements set out in 4.13 above;
- 4.15. Have a current certificate demonstrating compliance with 4.13.1;
- 4.16. Pharmacists shall sign a copy of the PGD agreement form at each pharmacy premises where they provide the service;
- 4.17. Pharmacists providing the service shall have indemnity insurance covering the provision of the service.

5. LOCAL HEALTH BOARD RESPONSIBILITIES

- 5.1. Local Health Boards, or their authorised officers, shall determine the fees and allowances payable in respect of the service;
- 5.2. The Local Health Board shall enter into a Service SLA with all pharmacies commissioned to provide the service. The format of the SLA may be determined locally but its content shall not contain additional requirements over and above the provisions of this specification;
- 5.3. The Local Health Board, or its authorised officer, shall provide details of services, this will include any relevant telephone numbers, to which providers can signpost patients requiring further assistance. The Local Health Board will also have in place reasonable measures to ensure that pharmacies and other stakeholders are aware of local service provision;

- 5.4. The Local Health Board will put in place appropriate arrangements to communicate the service to the target population;
- 5.5. The Local Health Board, or its authorised officer, shall ensure that procedures are in place to facilitate effective communication and referral between providers and appropriate local NHS services;
- 5.6. The Local Health Board, or its authorised officer, shall support the resolution of difficulties so far as they relate to issues within the control of the Local Health Board;
- 5.7. The Local Health Board, or its authorised officer, shall support the handling of any complaints or issues relating to the service so far as they relate to issues within the control of the Local Health Board;
- 5.8. The Local Health Board will make available a PGD for the provision of the service.

6. WELSH GOVERNMENT RESPONSIBILITIES

- 6.1. The Welsh Government shall make provision for the Choose Pharmacy application or any replacement mechanism to be available to each pharmacy providing the service;
- 6.2. The Welsh Government shall make provision for the details of each pharmacy providing the service to be included in the All Wales Pharmacy Database;
- 6.3. The Welsh Government shall make provision for the details of each pharmacist, approved to provide the service, to be included in the All Wales Pharmacy Database and shall ensure reasonable access for contractors wishing to verify the accreditation of pharmacist;
- 6.4. The Welsh Government will make available a suitable consent form to obtain patient consent for participation in the service and sharing of information. The consent form will include a declaration that the patient has not received flu vaccination for the current flu season from any other provider;
- 6.5. The Welsh Government shall make provision for the fees and allowances payable for provision of the service to be published in the Drug Tariff;
- 6.6. The Welsh Government shall make provision for an appropriate level of service performance information to be available to, the contractor, Local Health Boards and other organisations of NHS Wales (e.g. Public Health Wales NHS Trust), and to Community Pharmacy Wales;
- 6.7. The Welsh Government will develop a list of approved training providers that can be used to support this service;
- 6.8. The Welsh Government will make available a template PGD for the provision of the service.

7. CONFIDENTIALITY AND DATA PROTECTION

The Provider will ensure that any Named Person shall not, whether during or after their appointment, disclose or allow to be disclosed to any person (except on a confidential basis to their professional advisers) any information of a confidential nature acquired by the Provider or any Named Person in the course of carrying out their duties under this Agreement, except as may be required by law or as directed by the Commissioner.

The Provider must protect personal data in accordance with the provisions and principles of Data Protection Act and the Confidentiality: NHS Wales Code of Practice, and must ensure that all staff that have access to such data are informed of, and comply with this requirement.

The Provider shall at all times ensure that appropriate technical and organizational security measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

The Provider must be aware that the any information held by the Welsh Government, Local Health Boards or their authorised officers, may be subject to disclosure under the Freedom of Information Act.

8. AUTHORISED OFFICERS

For the purpose of the service the Welsh Government and Local Health Boards shall inform the provider immediately, in writing, of the details of any officer authorised to act on its behalf. Any notice, information or communication given by the authorised officer shall be deemed to have been given by the Welsh Government or Local Health Board as the case may be.

9. REVIEW VARIATION AND TERMINATION

The service specification shall be reviewed at least annually.

Variation to the service specification, Competency and Training Frameworks and the Choose Pharmacy application can only be made with the agreement of the Welsh Government and only following consultation with Community Pharmacy Wales.

Contractors will be notified of any variations to the service specification in writing. No variation to the specification will be made until 90 days after that notice is received.

Providers, as signatories to the SLA, may cease to provide the service by giving notice in writing to the Local Health Board. In the event of such notice the service will be terminated 90 days after that notice is received.

10. FEES AND ALLOWANCES

- 10.1. The contractor shall receive a professional fee on each occasion a flu vaccine is administered in the course of the service. Fees will be published in the Drug Tariff;
- 10.2. The contractor shall receive reimbursement for the cost of any flu vaccination administered in the course of the service;
- 10.3. Contractors shall submit all claims using the Choose Pharmacy application;
- 10.4. Fees and allowances shall be paid monthly in arrears;
- 10.5. Claims for payment shall be subject to Local Health Board arrangements for Post Payment Verification;
- 10.6. Fees for the provision of the service are based on the requirements of the Community Pharmacy National Enhanced Services Competency and Training Framework.

11. DOCUMENTATION

All records shall be made for the service via the NHS Choose Pharmacy application. Paper documentation for use when the service is unavailable is available from the Local Health Board.

Part B



**COMMUNITY PHARMACY ENHANCED SERVICE:
Seasonal Influenza Vaccination Service 2020-2021.**

Service Level Agreement

I/we agree to participate in the **XXXX XXXX XXXX** Health Board Seasonal Influenza Vaccination Service under the Pharmaceutical Services (Advanced and Enhanced Services) (Wales) Directions 2005 Part 4 (1) between 1st September 2020 and 31st March 2021, in accordance with the service specification.

I/We intend to provide the service (please tick all that apply)

From pharmacy premises only []

At residential care homes (with or without nursing) []

Off-site []

Outside of normal pharmacy opening hours []

Pharmacy Name: _____

Pharmacy Address: _____

Signed by the Contractor or their representative.

Signed _____ Date _____

Print name _____

GPhC Registration Number _____

Agreed on behalf of the Local Health Board

Signed

**XXXXXXXXXXXXX
Commissioner**

Date commissioned: ___/___/20_____

Please return this form to:

