London Community Pharmacy Seasonal Flu Vaccination Enhanced Service 2013-14 Service Guidance
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Introduction

Pharmacy flu vaccination services have been commissioned in previous years across some London Boroughs. This year, Pharmacy London (a forum of 12 of the London Local Pharmaceutical Committees that represent the interests of pharmacist contractors across the capital) have been working with commissioners at NHS England (NHSE), London Region to develop a pan-London Community Pharmacy Flu Vaccination service. Authorised pharmacies across all the three London Area Team Boroughs will be able to provide an NHS flu vaccination enhanced service. This will mean that patients who live, work or access services in any of the London Boroughs will be able to access the service from a participating pharmacy.

The aim of the service is to provide influenza immunisation for patients aged 65 years and over, and those under 65 years in other at-risk groups. This is to reduce serious morbidity and mortality from flu by immunising those most likely to have a serious or complicated illness should they develop the flu virus. Patients in the above groups will receive the vaccination free of charge, and the pharmacy will receive payment by NHSE.

The pan London NHS service will start on 23rd September 2013 (or as soon as you receive flu vaccination stock AND have signed the NHS PGD). The details of which pharmacies will be providing the NHS flu service will also be available to patients on www.myhealth.london.nhs.uk.

Getting this service right is really important. Last year, only 46% of the eligible population received a flu vaccination in London. NHSE want at least 75% of the eligible population vaccinated, and see community pharmacy as a way to increase access to this service for patients, and to complement the service provided by the GPs, to ensure London meets its target this year.

This opportunity also presents London Community Pharmacists with a great responsibility to deliver a fantastic flu service. The rest of the country will be watching what community pharmacy in London delivers, and will base future commissioning decisions based on the opportunity the London Region of NHSE has given us. Your LPC will be monitoring performance at least weekly, and it is imperative that all participating pharmacies play their part as this could pave the way for future services.

Delivering a successful service

Hints and tips to maximise success for the NHS flu service;

- Read this guide carefully
- Understand who you can and can’t vaccinate under the NHS service
- Brief your entire pharmacy
- Assess every single patient that brings in a prescription- and check whether they are eligible for an NHS flu vaccination
- Start pre-booking appointments
1. Operational Guidance- Getting Ready

<table>
<thead>
<tr>
<th>Action to take</th>
<th>When</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use this pack to help brief all members of your pharmacy team</td>
<td>ASAP</td>
<td>Pharmacist or designated person</td>
</tr>
<tr>
<td>Go through the implementation checklist (page 6) to ensure you are ready to deliver the service</td>
<td>ASAP</td>
<td>All accredited pharmacists</td>
</tr>
<tr>
<td>Arrange for the provision of clinical waste bins, and subsequent collection of clinical waste. You should have these in place for the provision of a private flu vaccination service/other pharmacy services.</td>
<td>Before the service is due to commence</td>
<td>Pharmacist or designated person</td>
</tr>
<tr>
<td>Ensure you have your NHS posters on display. These will be sent directly to your pharmacy addressed to the pharmacist in a cardboard tube. If the posters don’t arrive, please contact your LPC</td>
<td>23rd September</td>
<td>Pharmacist or designated person</td>
</tr>
<tr>
<td>Ensure that all accredited pharmacists can access the Sonar system. (please see guidance in document for more details)</td>
<td>23rd September</td>
<td>Authorised pharmacist</td>
</tr>
</tbody>
</table>

This document should be used as a guide only to support your set up for the NHS flu service. Individual pharmacists are responsible for their own practice in accordance with the specifications set out in the NHS PGD document and the Service Level Agreement.
2. **NHS Flu Implementation Checklist**

You should only start the NHS service once all the elements below are completed.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date Completed</th>
<th>Pharmacist Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Training</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Pharmacists <strong>MUST</strong> have attended and completed an NHSE approved training course that meets the National Minimum Standards for Immunisation. (see section 6 for more details)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Pharmacists <strong>MUST</strong> have completed and passed a recognised basic life support training course in the past 12 months, or approved alternative update training (which can be face to face or via e-learning)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All pharmacists should keep a copy of their Basic Life Support certificate and vaccination competency assessment form in the pharmacy (these should have been given to you by your training provider)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check the understanding of the wider Pharmacy team with respect to the service and the eligibility criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All pharmacies must have suitable premises and consultation room facilities with wash hand basin nearby</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Each accredited pharmacist to sign the NHS flu PGD and keep a copy in the pharmacy available for inspection. YOU DO <strong>NOT</strong> NEED TO SEND ANY DOCUMENTS TO NHSE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacist to sign the NHS flu SLA and keep a copy in the pharmacy available for inspection. YOU DO <strong>NOT</strong> NEED TO SEND ANY DOCUMENTS TO NHSE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All pharmacies must participate in the London wide Seasonal Flu Health campaign (more details in the guide)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All pharmacists must check that their training allows them to vaccinate all the patient groups on the NHS PGD</td>
<td></td>
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</table>
3. The NHS Flu Service

Introducing Seasonal Flu Jabs in the Pharmacy

Identify patient who will be eligible for a free NHS seasonal flu jab, by;
• Checking the Patient Medication Record
• Identifying age/at risk group on presentation of a prescription

Introduce the seasonal flu vaccination service, by;
• Hi xxxx, how are you today? I can see from your records/prescription that you are entitled to a free flu vaccination to help protect you against flu this winter.
• Do you usually get a flu jab each year?

Have you booked your flu jab with your GP yet?
• Explain the importance and benefits of getting the flu vaccination as early as possible
• Address any concerns that the patient may have about getting vaccinated

Yes  
 Explain the benefits of getting vaccinated;
• That flu is a common infection, and most flu outbreaks happen in late Autumn or winter and therefore it is important to get vaccinated early on
• The importance of having a flu vaccination if in an at risk group
• Reduce risk of hospital admissions this winter

No

If the patient would like, offer to vaccinate at the pharmacy, whilst they wait for a Rx/other service.
• Encourage patient to let their GP know that they have received a flu vaccination from the pharmacy, and that the pharmacy will also let their GP know that they have had a flu vaccination, so the GP can update their records
• If the patient doesn’t have time/is not able to be vaccinated that day, remind them to make an appointment with their GP surgery, or book an appointment at the pharmacy at their convenience as soon as possible.
4. NHS Patient Proforma
This is the form that you and the patient will need to complete. Copies of this form will be available on the Sonar site. **NB. This form must be completed before vaccination takes place.**

### Community Pharmacist Administration of Influenza Vaccination under Patient Group Direction

| Pharmacy Name & Address | Health & Wellbeing Board Area/Borough |

#### Patient’s Details

| Surname | Forename(s) | NHS No. (if known) | Date of Birth |

#### Patient Address:

**Patient consent**
I have read the information leaflet and confirm that none of the exclusion criteria apply. I consent to receive the seasonal influenza vaccine and to my details being sent to my GP and NHS England (London Region).

Signed: ........................................... Date: .................

#### GP’s Details

| GP Name | Surgery Name |

| Surgery Address |

| Surgery Phone Number (if known) |

#### Reason for Vaccination (Check details with Patient Group Direction)

1. [ ] Age 65 years or over OR
2. Aged 13 – 65 years and in one of the clinical risk groups below:
   - [ ] Chronic respiratory disease
   - [ ] Chronic heart disease
   - [ ] Chronic kidney disease
   - [ ] Chronic liver disease
   - [ ] Chronic neurological disease
   - [ ] Diabetes mellitus
   - [ ] Immunosuppression
3. [ ] Main carer of an elderly or disabled person, OR
4. [ ] Pregnant woman, OR
5. [ ] Living in long-stay residential/nursing home or other long-stay facility, OR
6. [ ] Household contact of immunocompromised individual(s)
7. [ ] Staff employed by NHS organisation [ ] Staff employed by NHS Contractor
8. [ ] Social care staff

For staff, employer’s name: ............................................

If aged 13 to 17 years, reason for not being eligible for FluM.......

#### Reasons for Exclusion (Check details with Patient Group Direction)

- [ ] Current acute febrile illness
- [ ] Previous severe reaction to vaccination
- [ ] Vaccine already administered this year
- [ ] Hypersensitivity to egg or excipients
- [ ] Other reason (please specify) ........................................
- [ ] Patient declined vaccination. Reason given: ..................

#### Administration Details

| Site of administration | Date Administered | Time Administered |

| Left arm | Right arm | Other (e.g. subcutaneous) |

Name of Pharmacist Administering Vaccine: ........................................... Signature: ...........................................

Copy to patient’s GP (within 24 hours); retain copy for pharmacy records.

YOU DO **NOT** NEED TO SEND ANY DOCUMENTS TO NHSE
5. Eligible Patient Groups for the NHS Flu Service

<table>
<thead>
<tr>
<th>NHS PGD Patient Groups Included in NHS PGD</th>
<th>Important Points to note</th>
</tr>
</thead>
<tbody>
<tr>
<td>All those aged 65 years and over (defined as those aged 65 years and over on 31st March 2014 (i.e. born on or before 31st March 1949))</td>
<td>It is important that you read the NHS PGD and ensure that that the training you have received enables you to vaccinate the relevant patient groups. Please note, for those pharmacists who are also providing a private flu vaccination service, you will be using two PGDs (one for your private patients, and one for your NHS patients). It is your responsibility to ensure that you are familiar with the differences between both PGDs, and that you vaccinate against the directions in the relevant PGD. You should also be aware of any limitations in your training, in accordance with the NHS PGD.</td>
</tr>
<tr>
<td>All those aged 13 years to 65 years <strong>AND</strong> in a clinical risk group; • Chronic respiratory disease • Chronic heart disease • Chronic kidney disease • Chronic liver disease • Chronic neurological disease • Diabetes mellitus (type 1 or 2) • Immunosuppression</td>
<td>Please ensure that your training enables you to vaccinate the eligible patient groups. If there are elements that your training doesn’t cover (e.g. subcutaneous vaccination of patients that have a bleeding disorder)- then you should not vaccinate this patient group and refer the patient back to their GP.</td>
</tr>
<tr>
<td>Main carers of an elderly/disabled person</td>
<td>Please see document in the ‘community pharmacy seasonal flu’ for some notes from NHSE regarding the key differences between the NHS PGD and other private PGDs. This should prompt you to consider any limitations with your training.</td>
</tr>
<tr>
<td>Frontline health and social care workers</td>
<td></td>
</tr>
<tr>
<td>Pregnant women at any stage of pregnancy</td>
<td></td>
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</tbody>
</table>
6. Training for the NHS flu service

Training providers that meet the National Minimum standards for immunisation training and that have been approved by NHSE include:

- ECG (used by Numark and some CCA companies)
- Novartis/AAH
- Burrage Ayres (used by Pharmacy PGD)
- Pharmadocor
- Charles Bloe Ltd (used by the NPA)
- The Pharmacy Training company
- Clockwork Medical Health Centre

You should have available for inspection for any monitoring visits;

- Copy of your basic life support training certificate from your training provider
- Copy of your vaccination training certificate from your training provider
- Copy of your vaccination competency assessment form if provided by your training provider as evidence of your training.

7. Key Documents/ Paperwork you will need for the NHS service

<table>
<thead>
<tr>
<th>Key documents for NHS Flu</th>
<th>Where do you get this information from</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed copy of NHS PGD for every accredited pharmacist.</td>
<td>Will be available on the Sonar site</td>
</tr>
<tr>
<td>NHS Service Level Agreement for each NHS flu store</td>
<td>Will be available on the Sonar site</td>
</tr>
<tr>
<td>Patient Proforma</td>
<td>Will be available on the Sonar site</td>
</tr>
<tr>
<td>Patient Satisfaction Survey</td>
<td>Will be available on the Sonar site</td>
</tr>
<tr>
<td>Copy of your basic life support training certificate</td>
<td>This should have been given to you at the end of your face-to-face vaccination training day. Please contact your trainer if you require a copy</td>
</tr>
<tr>
<td>Copy of accredited pharmacist vaccination competency assessment</td>
<td>This should have been given to you at the end of your face-to-face vaccination training day. Please contact your trainer if you require a copy</td>
</tr>
<tr>
<td>London wide Seasonal flu health promotion campaign. This will act as one of your 6 contractual health campaigns</td>
<td>Will be available on the Sonar site. You will also get information sent to you from NHSE</td>
</tr>
<tr>
<td>IT platform user guide</td>
<td>Will be available from Sonar/ Webstar (depending on the IT platform you are using)</td>
</tr>
<tr>
<td>Script to introduce the seasonal flu vaccination service</td>
<td>Will be available on the Sonar site</td>
</tr>
<tr>
<td>Patient Satisfaction Survey</td>
<td>Will be available on the Sonar site</td>
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</tbody>
</table>

Please note, these documents are available on the ‘Community Pharmacy Seasonal Flu Zip document’ sent out by your LPC, and will be on the Sonar site for those contractors using Sonar. YOU DO NOT NEED TO SEND ANY DOCUMENTS TO NHSE.
8. Guidance on service specification/ general operations of the service

8.1 Premises
You should ensure that your premises and consultation area meets the specifications in the Service Level Agreement (SLA).

8.2 Pharmacist Accreditation
All pharmacists providing the NHS flu service, must have been trained by one of the approved training providers (please see section 6). The pharmacy should have available for inspection in the pharmacy, all relevant documentation relating to the individual’s accreditation (see section 7).

Guidance for pharmacists who have not vaccinated before
If you haven’t vaccinated before, as per guidance in the National Minimum Standards of Vaccination HPA document, new vaccinators should either be observed and assessed;

- in practice by an experienced health professional or one of the approved training providers or
- on sign-off of the HPA Immunisation Competency Assessment (or suitable alternative) by a suitably experienced mentor/assessor.

If you haven’t vaccinated before, and require support in being observed and assessed in practice, please contact your LPC, who will look to arrange some support for you.

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**Immunisation Competency Assessment**

A competency assessment tool for use by all staff involved in advocating/advising and/or delivering immunisations to children and adults.

- Overview: A list of competency statements. (Staff who have an advisory role need only complete the competencies highlighted in grey (1,2,4,5,7,8)).
- Complete each task (track progress in the Self-Assessment column), either Meet or Exceeds the competency.
- If you fail to Meet or Exceed you indicate further study, practice or change is needed. Keep a record of this plan in the box below, or on an additional sheet if necessary.
- When you meet or exceed, indicate you believe you are performing at the expected level of competence, or higher.

**Mentor:**
- Use this checklist to clarify responsibilities and expectations for those who administer vaccines.
- Panel, review the memories assessment listing any areas that are identified as needing to be improved and the relevant action plans.
- Ensure that the performance is in line with the panel and provide immunisations to several patients and complete a score on the Mentor Exercise document.
- If improvement is needed, help the immuniser to develop an action plan that will help them achieve the level of competence you expect with a review date for further assessment.
- If they are competent in all areas please complete the form below.

**Resources:**
- Health Protection Agency (HPA) Immunisation training resources for healthcare professionals.
- http://www.hpa.org.uk/PA/Pub/Prof/Training/TrainingMaterials/TrainingResources/10410108295/
- Department of Health Immunisation Pages (including link to Immunisation Against Infectious Diseases 2006—Green Book)

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**Record Action Plans Here:**

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**Statement of Competence**

(To be completed once all competencies are met)

I agree that I am competent in all aspects of immunisation in my current role.

Name & Title:
Signature:
Date:
Review date:

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**To be completed by Immunisation Mentor/Assessor**

I agree that ......................................................... is competent in all aspects of immunisation in their current role.

Mentor Name & Title:
Workplace:
Signature:
Date:
8.3 Hepatitis B Vaccination for Pharmacy Staff
Any pharmacist providing a vaccination service is advised to consider being vaccinated against Hepatitis B.

8.4 Vaccine Supply and Ordering process
You should order your vaccine stock through your usual supplier(s)/ordering route(s). Vaccine stock will be re-imbursement to you by NHSE.

8.5 Clinical Waste/Sharps disposal
All pharmacies providing a private flu service should make arrangements for clinical waste, sharps disposal and collection of waste.

8.4. The administration of Adrenaline
Please refer to your SOPs and training that you received regarding the administration of adrenaline. You should ensure that you have a copy of the most recent version of the Anaphylaxis Algorithm, produced by the Resuscitation Council (UK) (which can be downloaded from http://www.resus.org.uk/pages/anaalgo.pdf)

Claiming for Adrenaline
NHSE will re-imburse pharmacies for the purchase of 2 x adult and Junior Adrenaline pens. This will be done via each contractor making a declaration on the Sonar site at the end of the first month of activity. Should you have to make use of the Adrenaline pens, you will have to complete and submit an incident form to NHSE, giving details of any anaphylactic reaction(s), together with yellow card report(s) if necessary. These are professional requirements and must be completed. You may claim for a replacement pen(s) on the invoice for the period in which the incident took place.

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8.5 Cold Storage
As per SLA and individual SOPs as part of providing a flu vaccination service.

8.5 Consumables/Equipment to provide the flu vaccination service
Contractors will need to ensure that they obtain their own equipment/consumables to safely provide the flu vaccination service. Consumables will not be re-imbursed by NHSE.

9 Pricing Information
Contractors will be paid a fee of £7.51 per vaccination administered plus the cost of the vaccine reimbursed at £5.90 per vaccination plus VAT at the prevailing rate.

Sonar will make available an invoice at the end of every month, based on the activity that the pharmacy does. This invoice will be sent to NHSE for payment. Payment will be seen on your monthly PPD statement.

10. Marketing materials

You will receive an A2, A3 and A4 copy of the poster above. All London pharmacies providing the NHS flu service will be send the same posters, so that patients recognise the NHS Pharmacy Flu service.

The posters will be sent directly to pharmacies in a cardboard tube by 23rd September- please keep a look out for them.

NHSE will also be distributing these posters to public places (e.g. libraries, schools, swimming pools), to increase awareness of the service
11. Recording Data

Please see information available in the ‘Community Pharmacy seasonal flu’ documents sent by your LPC

11.1 Sample Screenshot of flu vaccination recording page

Please see below an example of what the page looks like.

![Sample Screenshot](image)

To minimise the risk of patients receiving double immunisation, you must ensure that details of those who have been immunised are returned to the patient’s GP **within 24 hours of immunisation**. Pharmacists must also inform GPs of patients who decline immunisation; Information must be transmitted or provided in a secure manner.

Consent

You MUST ensure that you gain patient consent for the service. This must involve getting a signature from the patient. This can be done directly onto the patient proforma in the allocated space.

If you record all required information directly onto the system at the time of vaccination, you will still need to obtain the patient’s signed consent. The ‘Community Pharmacy seasonal flu’ documents include a patient consent form, that you can use to capture signed consent if you are not using the paper copy of the patient proforma. Absence of signed patient consent will be taken very seriously by NHSE.
12. Patient Satisfaction Survey
You should give every patient that you vaccinate a patient satisfaction survey to complete. This will be available on the Sonar system to print out. The aim is to get as much patient feedback back as possible, to support future commissioning.

Please keep the completed patient satisfaction surveys safe in the pharmacy. Further information on what to do with this information will be sent out in due course,

YOU DO NOT NEED TO SEND ANY DOCUMENTS TO NHSE. PLEASE KEEP COMPLETED COPIES IN THE PHARMACY.
13. Storage of Paperwork
You will need to keep signed copies (either hard paper copy/electronic copy with a signature) of the
patient proformas securely for 8 years from the date of vaccination. Should you receive a monitoring
visit, you may be required to show these records to NHSE.
YOU DO NOT NEED TO SEND ANY PAPERWORK TO NHSE. YOU SHOULD KEEP ALL PAPERWORK IN
THE PHARMACY.

14. GP Engagement
NHSE will be informing all Clinical Commissioning Groups (CCGs), Local Medical Committees (LMCs)
and Directors of Public Health. The Local Pharmaceutical Committees (LPCs) in London, will also
follow up with CCGs and GPs in their boroughs.

15. Participating Pharmacies
It is only pharmacies that are in the following boroughs that will be participating in the NHS flu
service;
- Hillingdon
- Brent
- Harrow
- Ealing
- Hounslow
- Hammersmith & Fulham
- Kensington & Chelsea
- Westminster
- Camden
- Islington
- Barnet
- Enfield
- Haringey
- City of London
- Hackney
- Newham
- Tower Hamlets
- Redbridge
- Waltham Forest
- Havering
- Barking & Dagenham
- Bromley
- Bexley
- Greenwich
- Southwark
- Lambeth
- Lewisham
- Wandsworth
- Sutton & Merton
- Croydon
- Richmond & Twickenham
- Kingston

Details of all participating pharmacies will be made available on www.myhealth.london.nhs.uk
16. Vaccinating in Care Homes

The service level agreement and PGD does mention vaccinating in care homes, ensuring a risk assessment by competent and authorised pharmacists is carried out. The vaccinations must be done in accordance with the PGD.

As part of the risk assessment, contractors should consider the following (this list is not exhaustive);

- Facilities in the care home setting to vaccinate
- Transport of vaccine stock and storage (ensuring that vaccine stock is transported and stored under the appropriate requirements, maintaining vaccine cold storage)
- Sharps/clinical waste disposal (contractors will be expected to organise this themselves)
- Safe storage of sharps/clinical waste
- Adrenaline provision
- Record keeping/patient proformas/patient consent
- Consumables

It is a professional requirement for individual contractors responsibility to deliver this service competently and safely if they decide to undertake this activity. Please note, no additional funding will be available for providing an offsite service. Any additional costs associated with providing an offsite service will be for the individual contractor to bear.

Local Authorities may contact pharmacies to have extra contractual arrangement for vaccinating local authority staff. This will be using the NHS PGD.

17. Pharmacy Seasonal Health Campaign

To complement the NHS flu vaccination service, there will be a London wide seasonal flu health campaign that all community pharmacies in London will need to support. This campaign will be one of the 6 public health campaigns that community pharmacy will have to do as part of their contractual obligations.

The full details of the pharmacy health campaign will be sent from NHSE in due course, supported by communication from your LPC. An introductory specification is included in your ‘Community Pharmacy seasonal flu’ documents.
Appendix 1

Frequently Asked Questions

Q. The NHS PGD states that I can vaccinate children aged 13, 14, 15, however I haven’t had the appropriate basic life support training for children. What should I do?

Please check with your training provider whether your training covers basic life support for children. **If not, you should NOT vaccinate children in this age group, and should refer to the patient’s GP.**

Q. The NHS PGD states that patients with bleeding disorders, especially those on anticoagulant treatment should be vaccinated via the subcutaneous route, not the IM route. My training only covered vaccinating via the IM route. What should I do?

You should only provide vaccinations based on what you have been assessed as competent to do. **If you have not been trained to vaccinate via the subcutaneous route, then you should NOT vaccinate the patient, and refer to their GP.**

Q. I provided an NHS service last year. Do I have to complete refresher training this year?

Yes. You will have to have had update/ refresher training within the last 12 months.

Q. I’m trained to provide a private flu service. What training do I need to provide the NHS service?

A. In addition to all the requirements to provide a private you will also need to the following;

- Each individual pharmacist must read, understand and sign a copy of the NHS PGD (PGD for the administration of trivalent seasonal inactivated influenza vaccine by pharmacists during the 2013/14 season).
- Each contractor must read, understand and sign a copy of the NHS Service Level Agreement

If you have not vaccinated before, please follow the guidance in section 8.2, or contact your LPC for further advice.

Q. Do patients need to pay for the NHS flu service?

No. The NHS flu service is free for any patient that fit within the inclusion criteria stated on the NHS PGD.

Q. I have two flu PGDs- an NHS PGD and a private PGD from my training provider. Which one should I use?

A. If you are providing both an NHS and a private service, you will need to use both PGDs. It is really important that you understand the differences between both PGDs, and only vaccinate under the criteria stated on the relevant PGD.

You should be aware of any gaps in your training which doesn’t allow you to vaccinate all the eligible patient groups via the NHS PGD.
Q. What is the definition of a carer for the NHS Flu service?
A. For the purpose of the NHS flu service, carers are defined as those who are in receipt of a carer’s allowance, or those who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

Q. Do I need to see proof/evidence for carer’s allowance?
A. You should be satisfied by asking the relevant questions that the patient is a carer, that is in receipt of a carer’s allowance, or is the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

Q. What is the guidance around inclusion of care home staff?
A. Care home staff, whose role is to care for an elderly or disabled person whose welfare may be at risk if the carer falls ill, will be entitled to an NHS flu vaccination.

Q. What constitutes front line health and social care worker staff?
A. Front line health and social care workers include staff that provide NHS services and come into close contact with patients, and therefore may be at risk. This could include pharmacy staff (Pharmacists, Dispensers, key Healthcare Assistants). Staff that work elsewhere in the store would not be entitled to a free NHS vaccination unless they fall into an at-risk group.

Q. Do eligible patients need to have proof/evidence that they can receive an NHS vaccination?
A. NHS staff that work for NHS England will be issued with either a ‘flu voucher’ or letter from the NHS stating that the staff member is eligible for an NHS flu vaccination, and acts as evidence that they are entitled to a free NHS flu vaccination. You should accept this voucher, and vaccinate under the NHS PGD. You should staple the voucher to the patient’s patient proforma for monitoring purposes. As we receive from NHSE, we will send out to contractors and example of what this looks like.

For other health and social care worker staff, you should ascertain by asking the relevant questions, to make a professional judgement on whether they are entitled to an NHS flu vaccination.

Q. What do I have to do in the event of a patient incident?
A. You should follow the guidance in your SOP for dealing with incidents. You will need to inform NHSE of any incidents.

Q. How will the pharmacy get paid for the service?
A. The data that is entered onto the IT system about the patients you have vaccinated, will generate an invoice at the end of every month. This invoice will automatically be sent to NHSE, who will pay you directly. You should see payment come in via your monthly PPD statement.

Q. How are GPs notified when we have done a flu jab?
A. The system enables you to submit the patient data to the patient’s GP. The system will generate a fax directly to the GP. The system will also alert you if the fax has not been transmitted so that you
can re-submit the details. If you cannot resubmit, you MUST contact your IT platform provider ASAP to notify them so that they can notify the GP practice on your behalf.

Q. Can I only vaccinate those patients who live in the borough the pharmacy is in?

A. No. You can vaccinate anyone that falls into one of the included categories.

Q. Does the patient have to be registered with a GP?

A. They should ideally be registered with the GP, although if they do fall into one of the inclusion criteria you can still vaccinate them if they are not registered with a GP. You should annotate the patient proforma to state this, along with any advice given for the patient to register with a GP.

Q. I have never vaccinated before, do I need any additional supervision?

A. The guidance to provide the NHS flu service, requires those pharmacists who haven’t vaccinated before to be observed and assessed by an experienced mentor/vaccinator. Should you require any support with this, please contact your LPC.

Q. What do I do if the patient presents with an FP10 prescription for a flu vaccination?

A. You should dispense the prescription as normal for the patient.

Q. What do I do if a patient wants to make a complaint?

A. You should follow the same procedures as with any other patient complaint (as part of your NHS contractual requirements) and try and resolve locally.

Q. Do I have to ask every patient to complete the patient survey?

A. You should ask every patient to complete the patient survey. The reason for this is that the NHS would like to know how patients rate the community pharmacy service, and this information will be used in the decision making for future services.

Q. Do I need to send any information off to NHS England?

A. No. You should keep all paperwork (signed PGD, signed SLA, all patient proformas) in-store. It is really important that NO information is sent anywhere, as will contain patient identifiable information which should be kept confidential. You should however keep all information organised properly, available for inspection for any monitoring visits by NHSE. **PLEASE DO NOT SEND ANY PAPERWORK TO NHSE.**