

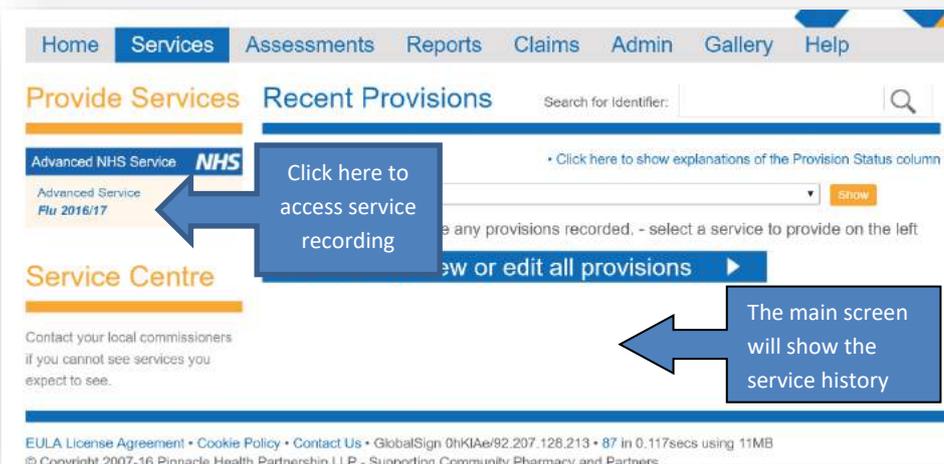
Seasonal Influenza Vaccination 2018/19 Community Pharmacy Advanced Service

Once logged in to PharmOutcomes (see guide “Home page and Login” on the Help tab) clicking the services tab takes the provider to the service delivery screen.



The main screen at this stage shows the service history, the left-hand side of the screen shows a list of services under the orange heading “Provide Services”.

These are the services the provider has been accredited to deliver. You will find the National Flu Service link here. To deliver a service, simply click on the service title in the list, in this case “Advanced Service – Flu 2017/18”. Clicking on the title will take the practitioner to the data capture screen.

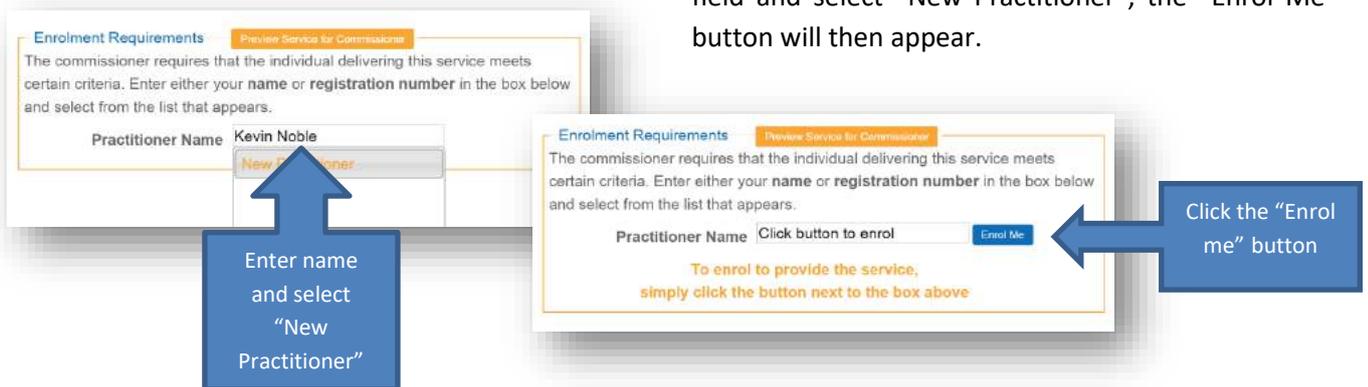


Because this service involves the recording of patient data you will be prompted to enter two digits from your security word. This is the word you will have chosen when you first logged in to the system.



Enter the letters from your security word and click the submit button. This takes the practitioner to the service delivery screen. (If you have forgotten or mislaid your security word information contact the help desk team).

Practitioners must enrol to provide this service. Enrolment is completed once only, your name will then appear for selection in the practitioner list when you enter it into the field. To enrol enter your name into the “Practitioner Name” field and select “New Practitioner”, the “Enrol Me” button will then appear.



Clicking the “Enrol Me” button takes the practitioner to the enrolment screen.

Enter name and GPhC details into the required fields. There are two parts to the enrolment, confirmation of service specification and completion of the CPPE declaration. Clicking “Confirmed” displays a tick to confirm the requirements are met.

NB: You must login to your CPPE profile (My Profile) and tick a box to allow information access by PharmOutcomes. The competency declaration requirements have recently changed and now require the completion of an acknowledgement stage (Stage 5) confirming the date that a competency declaration has been signed – see enrolment guide. The DOC this year has also been changed to a new “Vaccination services “ DOC

Once successfully enrolled the practitioner will see the data recording screen. Enter all required information.

Note the NHS number field can be recorded as “Unknown” if the patient does not have this information but please try to obtain this either from your PMR system or the SCR.

Patient consent and pharmacy intent to provide service off site

The patient consent question appears under the demographic fields. Consent MUST be recorded before a record can be saved. Under the consent question you will find the “location of service” question. This is set as default to “Pharmacy” but if you plan to offer flu’ vaccination services offsite, selection of another location will reveal a prompt to complete the relevant notification – see service specification for more information on this process. See link to notification form in left hand side bar of service screen.

Consent information box

Reminder prompt to submit notification of intent to provide service off site

The GP Practice question is a “Look-up” field. Type in the name of the GP practice and select from the drop down list that appears.

As GP practice name is entered, a drop down list appears for selection of appropriate practice

NB: The GP practice selected will be notified of vaccination electronically via secure email when data is saved. Please ensure the information entered is correct.

GP Practice notification status

The GP practice entered into the system will be notified of the vaccination administration by secure email **only if that practice has provided a secure nhs.net email address for receipt of notifications.** If they have not, a notification must be printed after saving data and sent securely by other means. **It is imperative that the correct GP details are entered as incorrect entry will result in misdirection of notifications.**

To support this years' service the PharmOutcomes team have colour coded the GP question. This means on selection of a practice, the pharmacist will see a display informing if a secure email is held and the notification will automatically send. Please read the text carefully as this will state if a notification needs to be printed and a hard copy sent manually.

In this example the GP practice shown in the top image will receive a secure email notification as they have provided an nhs.net address for this purpose but the practices in the middle and lower images will not and a hard copy will need to be printed and sent securely by other means. The reason will be displayed. The middle practice have not verified the email address provided as correct and the bottom practice have not provided an email address at all. **GP's must be notified of all vaccinations.**

Please enter the name of the GP practice.
NB: Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.
For those in risk groups that are not registered with a GP Practice, enter "Not Registered" in the field below, an option will appear for selection.

GP Practice

 Notifications for GP Notification Letter will be queued to send by email after the record is saved.
Start to type GP practice name and select from drop down list

Please enter the name of the GP practice.
NB: Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.
For those in risk groups that are not registered with a GP Practice, enter "Not Registered" in the field below, an option will appear for selection.

GP Practice

 Notifications CANNOT be automatically sent to this surgery for: GP Notification Letter
You will need to print and send them manually after the record is saved
Reason: Surgery email is not yet verified for notifications.
Start to type GP practice name and select from drop down list

Please enter the name of the GP practice.
NB: Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.
For those in risk groups that are not registered with a GP Practice, enter "Not Registered" in the field below, an option will appear for selection.

GP Practice

 Notifications CANNOT be automatically sent to this surgery for: GP Notification Letter
You will need to print and send them manually after the record is saved
Reason: Email address is blank
Start to type GP practice name and select from drop down list

If a patient has an emergency contact, information should be recorded. The fields to record this information will only appear if the answer to the emergency contact question is "Yes" i.e. they have one to record.

Remember
The system will automatically email SNOMED coded GP notifications as data is saved **only if a secure email address is held for the GP practice selected.** If a secure email address is not held a hard copy **MUST** be printed and sent by other secure means on the day of vaccination or the following working day.

GP practice that will be notified of this vaccination. Incorrect entry will result in misdirection of notification

For those eligible for the service that are not registered with a GP Practice, enter "Not Registered" in the field below, an option will appear for selection.

Patient's emergency contact

Do you have details of a person that we can contact in the event of an emergency

Emergency contact Yes No

Name

Telephone

Relationship to patient

Medical History and Eligibility

Please note any allergies

Eligibility selection
Please select the eligibility reason below NB: See note on vaccine recommendations that will appear beneath the "Exclusions and cautions" question below

Eligible patient group

65 years and over
Including 64 year olds turning 65 years old by March 2019

Risk Groups
Further information on risk groups can be found on page 18 of the PGD. You can access the PGD via the link in the left hand side bar or by clicking [here](#)

Emergency contact fields appear if the patient informs they have one to record

Record any identified allergies in the free text field then select the risk group that applies from the “Eligible patient group” question, only one can be selected. If a patient is over 65 years and reports another risk factor, select over 65 years as the qualifying indication. For patients with multiple morbidity the reason identified initially should be recorded. Note link to the PGD, for reference if required, in side text box. Now confirm that no exclusions apply in the “Exclusion criteria” question. If exclusions are recorded, alerts are displayed, and the vaccine fields will not appear to allow vaccination recording as patients reporting any exclusion criteria **MUST NOT** be vaccinated. Note the warning for those reporting febrile illness. In this case vaccination must be postponed.

Only when the exclusion question is answered “No exclusions apply” will the service template allow advancement.

Eligibility selection
Please select the eligibility reason below NB: See note on vaccine recommendations that will appear beneath the “Exclusions and cautions” question below

Eligible patient group

- 65 years and over (including 64 year olds turning 65 years old by March 2019)
- Chronic respiratory disease
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease
- Diabetes
- Immunosuppression
- Asplenic/splenic dysfunction
- Pregnant woman
- Person in long-stay residential care home or care facility
- Carer
- Household contact of immunocompromised individual
- Morbid obesity (BMI of 40 or above)
- Social care worker (employed by a registered residential care home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza)
- Hospice worker (employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza)

Exclusions and cautions

Exclusion criteria - Tick if any apply

- Febrile illness - delay vaccination
- Confirmed anaphylactic reaction to previous vaccine
- Confirmed anaphylactic reaction to any vaccine component
- Have received a dose of influenza vaccine for current season
- No exclusions apply

DO NOT VACCINATE THIS PATIENT
You have recorded that exclusions apply. If this is not the case, please correct your data entry above.
DO NOT VACCINATE THIS PATIENT

Vaccine selection

When confirmation of “No exclusions apply” has been recorded under the heading “Exclusions and Cautions” an information pop-up will appear showing vaccine recommendations in line with NHS England directions.

Exclusions and cautions

Exclusion criteria - Tick if any apply

- Febrile illness - delay vaccination
- Confirmed anaphylactic reaction to previous vaccine
- Confirmed anaphylactic reaction to any vaccine component
- Have received a dose of influenza vaccine for current season
- No exclusions apply

The recommended vaccine in those aged 65 years and over (including those aged 64 years but turning 65 by the 31st March 2019) is **Adjuvanted Trivalent Influenza Vaccine (aTIV)**. QIV should not be routinely offered to those aged 65 years and over. In the event that aTIV is not available, and is highly unlikely to become available, QIV may be offered as a second line option. Consideration should be given as to whether the individual may be able to access the recommended vaccine from other providers before offering a second line option.

Non-adjuvanted trivalent influenza vaccine (TIV) is not one of the recommended vaccines for 2018/19 but may be administered where the recommended vaccine choice, aTIV, is not available, and is highly unlikely to become available. Consideration should be given as to whether the individual may be able to access the recommended vaccine from other providers before offering a second line option.

The recommended vaccine in those aged 65 years and over (including those aged 64 years but turning 65 by the 31st March 2019) is Adjuvanted Trivalent Influenza Vaccine (aTIV). QIV should not be routinely offered to those aged 65 years and over. In the event that aTIV is not available, and is highly unlikely to become available, QIV may be offered as a second line option. Consideration should be given as to whether the individual may be able to access the recommended vaccine from other providers before offering a second line option.

Non-adjuvanted trivalent influenza vaccine (TIV) is not one of the recommended vaccines for 2018/19 but may be administered where the recommended vaccine choice, aTIV, is not available, and is highly unlikely to become available. Consideration should be given as to whether the individual may be able to access the recommended vaccine from other providers before offering a second line option.

The vaccine recommendations displayed will vary depending on the risk group recorded. Please refer to service specification and PSNC website for information on recommended vaccines and when alternatives can be used.

Recording vaccine administered

A different vaccine list will be displayed depending on eligible risk group selected and if a patient reports severe egg allergy. The example below shows the list displayed when “65 years and over” as a risk group has been recorded with no egg allergy declared. If Adjuvanted Trivalent vaccine is selected for use (the recommended vaccine for this patient group), the remaining vaccine fields will appear i.e. expiry date, batch number and vaccination route etc. If incorrect vaccine selection is made for the risk group selected, an alert will be displayed to highlight that the wrong vaccine has been selected.

Primary or domestic influenza vaccination should be given to all patients for whom the individual may be able to access the recommended vaccine from other providers before offering a second line option.

Caution if client has egg allergy
Reported egg allergy? Yes No

Vaccine details

Vaccine administered

- Adjuvanted Trivalent - Fluzel - Surface antigen inactivated
- Quadrivalent - Fluaxix Tetra split virion inactivated virus - GSK
- Quadrivalent - Influenza Vaccine (split virion, inactivated) - Sanofi
- Quadrivalent - Influenza vaccine split virion inactivated - MASTA
- Quadrivalent - Influenza vaccine Tetra MYL - Mylan (BGP)
- Quadrivalent - Influvac sub-unit Tetra - Mylan (BGP)
- Trivalent - Imuvac
- Trivalent - Influvac sub-unit
- Trivalent Influenza vaccine MYL

Expiry date
Expiry is always 1st of month
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Batch number

Injection site Right deltoid Left deltoid

Vaccine administration route
NB: Is subcutaneous route required? - Check bleeding disorders. Please note, in this context, bleeding disorder does not mean patients on aspirin or therapeutically controlled warfarin management - see info in right hand side box.

Vaccination route Intramuscular Subcutaneous
See note in side box.

Record notes/adverse event below.
Notes/adverse effects

Notes recorded here will be included in the GP notification

Advice to patient - The following points should be discussed

Once vaccine is selected the other vaccination fields will appear

Vaccine details

Vaccine administered

- Adjuvanted Trivalent - Fluzel - Surface antigen inactivated
- Quadrivalent - Fluaxix Tetra split virion inactivated virus - GSK
- Quadrivalent - Influenza Vaccine (split virion, inactivated) - Sanofi
- Quadrivalent - Influenza vaccine split virion inactivated - MASTA
- Quadrivalent - Influenza vaccine Tetra MYL - Mylan (BGP)
- Quadrivalent - Influvac sub-unit Tetra - Mylan (BGP)
- Trivalent - Imuvac
- Trivalent - Influvac sub-unit
- Trivalent Influenza vaccine MYL

Warning - Are you sure?
You have not selected the recommended vaccine for this risk group. Adjuvanted TIV (Fluzel) should be administered to patients aged 65 and over and Quadrivalent vaccine (QIV) for patients under 65 years.
Non adjuvanted trivalent influenza vaccine (TIV) is not one of the recommended vaccines for 2018/19 but may be administered where the recommended vaccine choices, QIV or ATIV as applicable, are not available, and are highly unlikely to become available. Consideration should be given as to whether the individual may be able to access the recommended vaccine from other providers before offering a second line option.
Practitioners should ensure they inform the patient the vaccine is not one nationally recommended for them. Healthcare practitioners should ensure they explain to the patient the possible lower efficacy of the vaccine being offered to them, why it is being offered instead of the recommended vaccine and why it may still offer protection against seasonal flu, or attenuate the progression of the infection should they get it.

Expiry date
Expiry is always 1st of month
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Batch number

Injection site Right deltoid Left deltoid

Subcutaneous Administration
Recommended by the JCVI for patients with bleeding disorders. Pharmacists must be trained to administer via this route. Influenza vaccines licensed for intramuscular or subcutaneous administration may alternatively be administered by the subcutaneous route. Subcutaneous administration is covered by this PGD where the pharmacist is trained and competent in administration via the subcutaneous route.
Note: Fluaxix Tetra and Fluzel are not licensed for subcutaneous administration. It should only be administered intramuscularly under this PGD.

Yellow Card Reporting
If you need to make a report to MHRA via the Yellow Card reporting system, you can access this service here.

Incorrect vaccine selected alert

The system will allow the practitioner to continue as there may be a need to use a second line vaccine if shortages of the recommended vaccine occur.

Please refer to the NHS guidance on vaccine selection that can be found via the link on the service page of PharmOutcomes “Vaccine information for healthcare practitioners”.

If egg allergy has been declared a low egg ovalbumin content vaccine must be used, there is no adjuvanted trivalent vaccine available for those reporting egg allergies meaning the quadrivalent low egg ovalbumin vaccines should be used in all risk groups declaring egg allergy. A list of low egg ovalbumin content vaccine is displayed when this risk is recorded.

NB: Please be aware of the need to consider subcutaneous injection for patients with bleeding disorders. An alert appears to remind pharmacists of this consideration. Vaccines should only be administered via sub-cutaneous route if relevant training has been completed. See side note here for more information on sub-cutaneous administration.

Once all vaccine information has been entered, the consultation can be saved after acknowledgement that relevant advice has been provided by ticking the advice provided tick box. Please note the links in the side boxes to the yellow card reporting system if this is necessary and to patient information leaflets. Please also note the free text fields to

record adverse events and other relevant clinical notes.

The screenshot shows a web-based form for recording a seasonal influenza vaccination. At the top, there are radio buttons for 'Intramuscular' and 'Subcutaneous', with 'Subcutaneous' selected. Below this is a text area for 'Notes/adverse effects' and a 'Record notes/adverse event below.' section. To the right, there are two side boxes: 'Yellow Card Reporting' and 'Patient Leaflet'. The 'Yellow Card Reporting' box contains a warning that subcutaneous administration is not licensed and a link to the MHR website. The 'Patient Leaflet' box lists various vaccine types. Below these is a section for 'Advice to patient' with several bullet points. A 'Tick to indicate information provided' section has a 'Yes' option selected. At the bottom, there are two information boxes: a blue one about consent forms and a red one about claim information. A 'Save' button is at the bottom right.

Link to MHRA website Yellow Card reporting

Tick box to confirm all relevant advice provided

Claim information

NB: Please read the information boxes at the end of the consultation detailing the patient questionnaire and claim process.

GP Notifications, Patient Consent and Patient Satisfaction Survey

When data has been successfully saved you will see a confirmation box like the one below. This also contains links to various service documents:

GP Notification – Please note the status reported here. If a secure email address is held for a GP practice the system



will automatically send this when data is saved. A message appears under the GP Notification Letter link – “Queued to send by secure email”.

If a secure email has not been provided for a GP practice a hard copy notification must be printed and sent by other secure means. In the example above a hard copy would be necessary as the message status shows a secure email address is not held for the

practice selected in service delivery.

Patient Consent Form – Click the link to this document and print to collect patient signature as required in the service specification.

Patient Questionnaire – This should be completed on line using the NHSBSA link. You can also print a hard copy of the form if required using the link in the left hand side bar to pass to the patient for completion.

PharmOutcomes support to managing pharmacy service claims

Payment arrangements are clearly set out in the national service specification. Pharmacy teams are required to submit a monthly claim to the NHS BSA by the 5th of the month following service delivery. PharmOutcomes cannot automatically submit claims for season influenza vaccinations as it can with local services, but a system generated pre-populated submission form will be made available on your claims screen for print off and submission in line with service requirements. These will be available on the 1st of each month for print off and submission.

This year there are two options for submission of claim information:

1. Print of the NHSBSA claim form for seasonal influenza vaccinations from the PharmOutcomes claim tab, sign and submit with your monthly prescription bundle
2. Use the NHSBSA webform.

DO NOT submit claim information via both mechanisms as this will result in investigation by the NHSBSA and delay your payment.

Accessing the flu' claim form

The seasonal influenza vaccination submission form can be accessed from the "Claims" tab at your pharmacy. This will appear as a highlighted claim along with other claims for local service delivery on the 1st of each month. **Please be aware that you need to print this claim and include with your prescription bundle at the point of monthly submission to be paid for vaccinations administered.**

2015-08-31	Clinical Commissioning Group	CCF/00000061	£214.72		• View Claim • Download PDF • View Clair
2015-08-31	Isle of Wight Council	CCF/00000062	£328.46		• View Claim • Download PDF • View Clair
2015-09-30	NHS Advanced Service - Flu Vaccination This claim is not sent automatically. You will need to print and include with your prescriptions and FP34C.	FP34C Paper Claim	£886.50		• View Claim • Download PDF •
2015-09-30	Isle of Wight Clinical Commissioning Group	CCF/00000064	£1,150.26		• View Claim • Download PDF • View Clair

Pre-populated claim form appears for printing at the beginning of each month

