Community Pharmacy Yorkshire Ambulance Service NHS Trust (YAS) Staff Influenza Vaccination Service (YAS Flu Service) Service Specification 2016
Locally Commissioned Community Pharmacy Service

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. As outlined in the Department of Health ‘Green Book’ immunisation should be provided to healthcare workers to protect them, reduce the transmission of influenza and to avoid disruption to services that provide patient care.

The purpose of the YAS Flu Service is to increase access and uptake of flu vaccination in YAS staff.

All YAS staff (including Community First Responders) are eligible for free flu vaccination under this service.

YAS staff who do not have any contra-indications to vaccination will be vaccinated by a pharmacist. The vaccination will be administered under the authority of a Patient Group Direction (PGD) which has been provided by the pharmacy contractor (the NHS advanced flu PGD cannot be used to vaccinate YAS staff).

Contents
1. Service Description .................................................................................................................. 2
2. Duration ..................................................................................................................................... 2
3. Selection Criteria ..................................................................................................................... 2
4. Premises ....................................................................................................................................... 2
5. The Service .............................................................................................................................. 3
6. Off-site Vaccination carried out at YAS bases ......................................................................... 3
7. Accessibility .............................................................................................................................. 4
8. Payment ....................................................................................................................................... 5
9. Training ....................................................................................................................................... 5
10. Duty of pharmacy contractors .............................................................................................. 5
11. Governance ............................................................................................................................. 6
12. Confidential information ......................................................................................................... 6
13. Indemnity ................................................................................................................................... 6
14. Termination .............................................................................................................................. 6
1. Service Description

1.1. The agreement is for the pharmacy to provide flu vaccination, where appropriate, to YAS staff and volunteers. The term YAS staff will be used in this agreement to refer to employees and volunteers.

1.2. YAS staff will be encouraged to attend the pharmacy for a vaccination by YAS management, clinical managers and wellbeing officers.

1.3. Pharmacies have the option of arranging with a YAS to visit staff bases and administer vaccinations.

2. Duration

2.1. This agreement is for the period 1st September 2016 to 31st December 2016.

3. Selection Criteria

3.1. The YAS Flu Service will cover the Yorkshire and Humber area to offer access to vaccination for the 6000 YAS staff. The number of pharmacies commissioned to provide the service will be limited to between 100 – 150.

3.2. The number of pharmacies per Local Pharmaceutical Committee (LPC) area will be based on population size and number of pharmacies within LPC the area.

<table>
<thead>
<tr>
<th>LPC</th>
<th>Number of pharmacies to be selected for service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humber</td>
<td>17 - 25</td>
</tr>
<tr>
<td>West Yorkshire</td>
<td>45 - 68</td>
</tr>
<tr>
<td>North Yorks</td>
<td>12 - 18</td>
</tr>
<tr>
<td>Rotherham</td>
<td>5 - 8</td>
</tr>
<tr>
<td>Doncaster</td>
<td>6 - 9</td>
</tr>
<tr>
<td>Barnsley</td>
<td>4 - 6</td>
</tr>
<tr>
<td>Sheffield</td>
<td>10 - 15</td>
</tr>
</tbody>
</table>

3.3. Pharmacies for this service will be selected on the following criteria:

- Location of pharmacy (including in relation to other pharmacies, population clusters)
- Pharmacy opening hours with access to YAS flu vaccination
  - Open after 7pm on a weekday
  - Open on Saturdays
  - Open on Sundays
- Pharmacy location in relation to YAS base
- Pharmacy able to offer vaccinations at YAS bases

4. Premises

4.1. In order to provide the service pharmacies must have a consultation room which meets the requirements of the NHS community pharmacy seasonal influenza vaccination advanced service.

4.2. The pharmacy has the option of arranging with YAS to vaccinate staff at YAS staff bases. A list of YAS bases can be found: [http://psnc.org.uk/rotherham-lpc/lpc-activity/services/yorkshire-ambulance-service-flu-vaccination-service/](http://psnc.org.uk/rotherham-lpc/lpc-activity/services/yorkshire-ambulance-service-flu-vaccination-service/). When providing vaccinations away from the pharmacy premises the pharmacy must follow appropriate cold-chain storage measures and ensure that the setting used to administer the vaccinations is appropriate.
5. The Service

5.1. YAS staff will present to the pharmacy requesting flu vaccination.

5.2. Flu vaccination should be offered to YAS staff as soon as the vaccine is available.

5.3. The pharmacy will check the YAS staff members staff identity card as evidence of eligibility for this service.

5.4. The pharmacist will gain informed consent for vaccination from the YAS staff member prior to the administration of the vaccine. This consent can be verbal.

5.5. The seasonal flu vaccination to be administered under this service is one of the inactivated flu vaccines listed in the NHS England, Public Health England and Department of Health seasonal influenza tri-partite letter.

5.6. The vaccine must be administered under the PGD provided by the pharmacy. The NHS advanced flu service PGD cannot be used to provide vaccinations under this service.

5.7. It is the responsibility of the pharmacist to ensure the inclusion and exclusion criteria, detailed in the PGD, are applied during provision of the service.

5.8. 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. Where vaccinations are undertaken off the pharmacy premises, the pharmacy contractor must ensure that appropriate measures are taken to ensure the integrity of the cold chain.

5.9. Each YAS staff member being administered a vaccine will be given the patient information leaflet about the vaccine.

5.10. The YAS staff member should be encouraged to inform their GP practice that they have received a flu vaccine.

5.11. The pharmacy contractor must maintain appropriate records in-line with the requirements of the pharmacy PGD.

5.12. In addition to the records required by the PGD the pharmacy must keep a record of the YAS staff ID badge number, name, date of birth, date of vaccination and usual working site / YAS base.

5.13. The pharmacy contractor will ensure that details of the YAS staff vaccinated are recorded onto PharmOutcomes in a timely manner and within one week of the vaccination.

5.14. By signing this agreement the provider consents for their participation in the service to be shared with other providers e.g. YAS sites and other pharmacies to ensure maximum publicity.

6. Off-site Vaccination carried out at YAS bases

6.1. Vaccinations under can be carried at YAS staff bases. The pharmacy must arrange this directly with the YAS base and organise a convenient time for the administration of the vaccine.

6.2. The pharmacy must ensure that the setting used within the YAS base to administer the vaccinations is appropriate.

6.3. The pharmacy must ensure they have sufficient Professional Indemnity insurance to provide out of premises vaccinations to ensure that risks of providing vaccinations away from the pharmacy premises are indemnified.
6.4. Pharmacists should consider being accompanied by a trained pharmacy support staff member during visits. The primary role of the support staff member is to assist in the event of an emergency. They could also be responsible for general administrative tasks such as completion of documents and overseeing the waiting area, as well as being available as a chaperone if required.

6.5. The pharmacy should ensure they take sufficient consumables, as well as anaphylaxis kits, to the setting.

6.6. The pharmacy must ensure that the cold chain storage of the vaccines must be maintained at all times. This includes:

- Check the packaging for any tampering or damage and confirm the vaccines have been appropriately stored and the cold chain has been maintained at +2°C to +8°C.
- Required vaccines should be collected and removed from the drug fridge on the day of administration, just before use and transferred to an appropriate validated cool box (as supplied by a medical company) with the appropriate insulation to keep the temperature between +2°C to +8°C for transportation.
- The vaccines should be kept in their packaging and insulated (for example using bubble wrap) from the cooling system to avoid the risk of freezing.
- Any unused vaccines should be returned to the pharmacy fridge within 8 hours of first removal.
- It is the pharmacist’s responsibility to keep the vaccines stored between +2°C to +8°C at all times.

6.7. Pharmacy contractors must ensure that they meet the requirements of The Waste (England and Wales) (Amendment) Regulations 2012 in terms of transferring pharmaceutical waste from the site of vaccination back to the pharmacy premises for subsequent safe disposal.

6.8. The following documentation should be considered (this list is not exhaustive);

- Sufficient patient forms/document
- Sufficient patient information leaflets

7. Accessibility

7.1. The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy’s contracted opening hours.

7.2. If due to unforeseen circumstances the pharmacy is unable to provide the service, the pharmacy should either

- signpost YAS Staff to another pharmacy who are able to provide the service to the patient. The pharmacy should ensure that the pharmacy to which the patient is being signposted is able to provide the service by phoning the pharmacy to check before the YAS staff member leaves the pharmacy, or
- arrange with the member of staff a convenient time for them to return to be vaccinated

7.3. 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, pregnancy or maternity, or age.
8. Payment

8.1. YAS will pay a fee of £12 per vaccination administered. This payment includes the administration fee, flu vaccine, training and PGD costs.

8.2. Payments will be made based on the information recorded on PharmOutcomes. PharmOutcomes will automatically generate a monthly invoice and send this to YAS for processing.

8.3. Details of the YAS staff vaccination should be added to PharmOutcomes within a week of the vaccine administration. Claims submitted which relate to vaccinations over 1 month old will not be paid.

8.4. Payment will be made to pharmacies by YAS on a monthly basis.

9. Training

9.1. Pharmacists carrying out the vaccinations must be trained in-line with the requirements of the NHS Advanced Flu Service.

9.2. Pharmacists must complete the training as specified within the PGD. This should, as a minimum, meet the requirements of the NHS advanced flu service; face-to-face training (including injection technique and basic life support) at least every 2 years.

9.3. Pharmacists should demonstrate that they have the necessary knowledge and skills to provide the service by completing the community pharmacy seasonal flu vaccination advanced service Declaration of Competence (DoC). Signing the DoC whilst not meeting the competencies may constitute or be treated as a fitness to practise issue.

9.4. Pharmacists must also meet any additional training requirements as stated in the pharmacy flu PGD.

10. Duty of pharmacy contractors

10.1. The pharmacy contractor must source a suitable flu vaccination PGD in order to provide this service. This PGD must be adopted via the pharmacy’s internal governance route. The NHS advanced flu service PGD cannot be used to provide vaccinations under this service. A small number of YAS staff are aged under 18 and this should be taken into consideration when sourcing the PGD.

10.2. The pharmacy contractor must have a standard operating procedure in place for this service, which includes procedures to ensure cold chain integrity and Infection Prevention and Control.

10.3. The pharmacy contractor must ensure that pharmacists providing the service are competent to do so. The pharmacy contractor must keep on the pharmacy premises copies of each Declaration of Competence completed by pharmacists that they employ/engage to deliver the service.

10.4. 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.

10.5. 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.

10.6. The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste related to the provision of this service.

10.7. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
11. Governance

11.1. The pharmacy will effectively manage any complaints using the pharmacy own internal complaints procedures which must be consistent with the NHS’ and Local Authority Social Services and National Health Service Complaints (England) Regulations.

11.2. The pharmacy will manage any incidents in line with the requirements of the NHS Contractual Framework for community pharmacy.

12. Confidential information

12.1. All parties will comply with the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

12.2. All relevant paperwork must be managed in line with ‘Records Management: NHS Code of Practice’

13. Indemnity

13.1. The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

13.2. Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to YAS.

14. Termination

14.1. Either party may terminate the agreement before the end date subject to providing one months’ notice in writing.

14.2. YAS may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.
Service Specification Agreement

Commissioner: Yorkshire Ambulance Service NHS Trust, Trust Headquarters, Springhill 2, Brindley Way, Wakefield 41 Business Park, Wakefield WF2 0XQ

Provider:

Pharmacy name: 
Address: 
Postcode: OCS code: F 
Contact Number: Email: 

This document constitutes the agreement for Community Pharmacy Yorkshire Ambulance Service NHS Trust (YAS) Staff Influenza Vaccination Service (YAS Flu Service).

Please tick

<table>
<thead>
<tr>
<th>The pharmacy agrees to provide the YAS Flu Service in accordance with the service specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>The pharmacy consents to the sharing and processing of service activity data with YAS, Community Pharmacy West Yorkshire and the LPC of the pharmacy contractor for the purpose of evaluating the service and making service payments</td>
</tr>
<tr>
<td>The pharmacy has a consultation room that meets the requirements of the Medicines Use Review (MUR) Service</td>
</tr>
<tr>
<td>The pharmacy understands that they must source a suitable flu vaccination PGD in order to provide this service and that the NHS advanced flu service PGD cannot be used.</td>
</tr>
</tbody>
</table>

The above named pharmacy will undertake this Local Service in accordance with the service aims and requirements as set out in the service specification.

This agreement will be in force from 1st September 2016 to 31st December 2016.

Signature on behalf of the Pharmacy: 
Please ensure you follow your company’s process for signing of contracts and agreements.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GPhC No

Signature on behalf of the Commissioner: 

<table>
<thead>
<tr>
<th>Signature</th>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE COMPLETE THE REVERSE OF THIS FORM- Selection Criteria
### Pharmacy Selection – YAS Flu Service

<table>
<thead>
<tr>
<th>Pharmacy Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy ODS:</td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacy opens after 7pm on a weekday and will be providing the YAS flu service at this time</strong></td>
<td>☐</td>
</tr>
<tr>
<td><strong>Insert pharmacy weekday closing time</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacy opens on a Saturday will be providing the YAS flu service at this time</strong></td>
<td>☐</td>
</tr>
<tr>
<td><strong>Insert pharmacy Saturday opening hours</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacy opens on a Saturday will be providing the YAS flu service at this time</strong></td>
<td>☐</td>
</tr>
<tr>
<td><strong>Insert pharmacy Sunday opening hours</strong></td>
<td></td>
</tr>
<tr>
<td>Pharmacy intends to offer flu vaccinations at YAS bases</td>
<td>☐</td>
</tr>
</tbody>
</table>

Insert any additional information in the box below

*The pharmacy does not need to meet all the criteria above to apply to provide the service. YAS will use the location of pharmacies along with the selection criteria to choose which pharmacies are commissioned to provide the service.*

---

**All applications to provide the service must be received by Friday 12th August.**

Please return to Rotherham LPC by one of the following methods:

**By post:**  Rotherham LPC c/o Alison Ellis  
The Dovecote, 1a Main Street, East Leake, LE12 6LE

**By email:**  lpcrotherham@gmail.com

**By fax:**  01509 734322