

## Seasonal Influenza Vaccination Advanced Service – maintaining a COVID-safe approach

### Provision in the pharmacy (consultation room)

Considerations	Questions to consider, possible actions or mitigations
Promoting the service	<ul style="list-style-type: none"> <li>Encouraging all patients vaccinated in the previous season to return.</li> <li>Set up an appointment diary to manage the volume and allow early booking, having considered the current operating practice for the pharmacy and reflected on what days of the week and times of day will be best to provide the service.</li> </ul>
Minimising patient time in the pharmacy	<ul style="list-style-type: none"> <li>Advise patients to pre-fill any forms before attending the pharmacy. The ability for patients to complete their pre-vaccination questionnaire online, in advance of visiting the pharmacy would help with this (Sonar and PharmOutcomes have both developed patient-facing functionality to allow this approach).</li> <li>When confirming their appointment, advise patients on suitable clothing to wear to drive further efficiency in the time taken to provide the service and the need to wear a face covering. Advise the patient that a chaperone can be provided or can attend with the patient. However, if this is not required by the patient, advise them to avoid being accompanied by someone else, due to any restrictions on the number of people allowed into the pharmacy at any one time. Also advise them to avoid carrying unnecessary items, e.g. shopping bags. Patient should also be advised not to attend if unwell.</li> <li>Patients should be encouraged to arrive during specified timeslots (with some capacity for early/late arrivals).</li> <li>Consider whether part of the pre-vaccination consultation could be conducted by phone or video consultation prior to the appointment in the pharmacy? Consent and confirmation of certain information will still be needed before administration of the vaccine.</li> <li>Consider the time required for post-vaccination checks. Advice from the <a href="#">UK Guidance on Best Practice in Vaccine Administration</a> - Observation of the Patient indicates 'there is no clearly defined time limit during which most reactions occur following immunisation. If true anaphylaxis or fainting does occur, it is most likely to occur within 10 minutes following vaccination'. <a href="#">Practical and clinical guidance for vaccine administration</a> from the Royal College of Nursing (RCN) - Observation times after administering a vaccine states, 'the majority of reactions will occur within two minutes and some occur hours later. The advice from the RCN is that there is no need to keep patients waiting unless this is specifically indicated in the summary of product characteristics for a particular vaccine'.</li> <li>Consider how queues could be managed to separate or flag to pharmacy staff patients coming for flu vaccinations from patients visiting for other pharmacy services.</li> </ul>
Confidence of the team to provide the service	<ul style="list-style-type: none"> <li>Conduct a risk assessment for the pharmacy (including use of the consultation room) in light of COVID-19 and consider vaccination requirements as additional points in the risk assessment.</li> <li>Offer to conduct individual risk assessments with each practitioner to assess the level of risk the service may pose to them.</li> <li>Encourage team involvement in planning, risk assessment and risk mitigation.</li> <li>Consider what approach you would take if a practitioner refuses to offer the service or it is deemed unsafe, due to their individual risk assessment.</li> </ul>

Considerations	Questions to consider, possible actions or mitigations
	<ul style="list-style-type: none"> <li>Consider how you can further reassure your team on infection control, e.g. by using additional measures such as support staff made available to clean the consultation room in between patients, disinfecting foggers and UVC lighting.</li> </ul>
<b>Consultation room layout</b>	<ul style="list-style-type: none"> <li>What is the best layout to provide maximum social distance during the consultation, while ensuring ease of vaccination?</li> <li>Review furniture, e.g. chairs and work surfaces, to ensure they are constructed of materials that can be easily cleaned.</li> <li>Is there space to put a patient's belongings so as not to potentially contaminate anything else?</li> <li>Can chaperones be accommodated while still allowing social distancing?</li> </ul>
<b>Length of time in the consultation room</b>	<ul style="list-style-type: none"> <li>Walk-in requests: if the pre-screening questionnaire needs to be completed in the pharmacy, a member of staff could complete the form on the patient's behalf before entering the consultation room. Could this be done on a tablet device rather than paper, for efficiency reasons and as it could be easily disinfected before the next use?</li> <li>Is this a re-vaccination, or a new vaccination, as the level of information required by the patient may vary – a recap of key points, versus a full explanation?</li> <li>What is the most efficient consultation and service provision flow to adopt? This will depend on several factors, particularly the layout of the room as well, availability of a post-vaccination waiting area (where required), other pressures on pharmacist time or on the wider need for use of the consultation room.</li> </ul>
<b>Minimising patient handling of information and literature</b>	<ul style="list-style-type: none"> <li>Print a large print version of the excipient lists for the vaccines you are using to display within patient view to allow easy reading without the need for the patient to hold the information. If possible, laminate the excipient lists to enable easy cleaning.</li> <li>Check if a QR code could be generated for web-based versions of Patient Information Leaflets (PIL) to save handing patients a paper leaflet or email them a link in advance of the appointment or immediately post-vaccination.</li> </ul>
<b>Infection control in the room</b>	<ul style="list-style-type: none"> <li>Email or text patients before appointments to remind them not to attend if they are displaying symptoms of COVID-19 or self-isolating. Explain the process which will be followed in the pharmacy and any other points they need to be aware of, such as wearing a face covering.</li> <li>Ask patients to sanitise their hands before entering the room.</li> <li>Where patients arrive without a face covering offer to provide them with a face mask.</li> <li>Wipe down chairs, surfaces, keyboard / keyboard cover, pens (if used) between patients.</li> <li>Plan daily and post-provision cleaning of the room. What is the most efficient way to do this? A visible cleaning process could help improve patient confidence.</li> <li>Pharmacies with multiple consultation rooms could consider alternating use between patients, so that a member of staff may clean after each vaccination.</li> </ul>
<b>Additional data capture</b>	<ul style="list-style-type: none"> <li>Consider what additional data needs to be captured during the consultation and how this can be undertaken efficiently.</li> </ul>

## Provision in the pharmacy (outside the consultation room but elsewhere within the premises)

Over and above the considerations for provision in the pharmacy, contractors may also want to consider the below points if they intend to provide the service in this way:

Considerations	Questions to consider, possible actions or mitigations
<b>Identifying a suitable space</b>	<ul style="list-style-type: none"> <li>• How will confidentiality be maintained? Do you need a screen to provide visual privacy? How will auditory privacy be maintained?</li> <li>• Are there other rooms in the pharmacy that could be used for the consultation?</li> <li>• What IT equipment and infrastructure would be needed for provision of the service outside the consultation room and is that available or feasible?</li> <li>• How will patients be informed of how the service provision has been changed in line with minimising infection risk and what to expect when they arrive for vaccination?</li> <li>• Verbal confirmation should be obtained that the patient is happy to be vaccinated in the proposed location.</li> <li>• SOPs will need to be amended to cover provision of the service at this location.</li> </ul>
<b>Main service operations</b>	<ul style="list-style-type: none"> <li>• Can normal services operate while vaccines are being administered in this way?</li> <li>• Considering the number of people who can safely be in the pharmacy, do you need to operate periods of the day or week for flu vaccination only (if this is allowed under the regulations)?</li> </ul>

## Off-site provision

Over and above the considerations for provision in the pharmacy, contractors may also want to consider the below points if they intend to provide the service in this way:

Considerations	Questions to consider, possible actions or mitigations
<b>Identifying a suitable venue</b>	<ul style="list-style-type: none"> <li>• What facilities are there near the pharmacy which could be used?</li> <li>• What is the cost of use of these venues, what funding for hiring of external venues will be available from NHSE&amp;I and therefore would it be economic to use?</li> <li>• How will patients be informed of how the service provision has been changed in line with minimising infection and what to expect when they arrive for vaccination?</li> <li>• What is the minimum number of patients needed to make off-site provision a success?</li> </ul>
<b>Managing access to the service</b>	<ul style="list-style-type: none"> <li>• Appointment only, or can facilities be provided to support walk-in patients?</li> <li>• Pre-filling of any forms before attending the venue. The ability of patients to complete their pre-vaccination questionnaire online, in advance of visiting the venue.</li> <li>• What would patient flow look like?</li> <li>• How would confidentiality / privacy be maintained?</li> </ul>
<b>Infection control</b>	<ul style="list-style-type: none"> <li>• What pre-cleaning is needed?</li> <li>• What cleaning between patients is needed?</li> <li>• Is there enough PPE to support this scale of service provision?</li> </ul>

Considerations	Questions to consider, possible actions or mitigations
	<ul style="list-style-type: none"> <li>How would hand hygiene be maintained for the pharmacist and for patients accessing the service?</li> <li>What post-vaccination session cleaning would be required?</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>A risk assessment will need to be carried out on the potential venue.</li> <li>Review of how resuscitation may be provided.</li> <li>Do you have an additional anaphylaxis kit if provision is to continue in the pharmacy?</li> <li>Is there space for people to wait in their cars or elsewhere post-vaccination?</li> <li>What arrangements would be made for disposal of clinical waste, including transfer of waste from the site of vaccination back to the pharmacy premises for subsequent safe disposal?</li> <li>SOPs will need to be amended to cover provision of the service at this location.</li> </ul>
<b>Indemnity</b>	<ul style="list-style-type: none"> <li>Does your indemnity insurance cover this sort of provision?</li> <li>Does your employer's liability insurance cover your staff off-site at this venue?</li> </ul>
<b>Data Entry</b>	<ul style="list-style-type: none"> <li>What IT equipment and infrastructure would be needed for provision of the service outside the pharmacy?</li> <li>Will internet access be available at the venue or do you need mobile access?</li> </ul>
<b>Patient Safety</b>	<ul style="list-style-type: none"> <li>Additional consideration should be given in conducting risk assessments to the safety considerations for post-vaccination monitoring of patients in more unusual off-site settings such as car parks. In the unlikely event someone had an extreme reaction and needed CPR, the risk assessment needs to consider what the pharmacist might need to be able to do and how that would work in that setting.</li> </ul>
<b>Other points to consider</b>	<ul style="list-style-type: none"> <li>How many support staff would be required to support the provision of the service at the chosen site and what would be their roles?</li> <li>How would the cold chain be maintained at the chosen site?</li> </ul>

### Domiciliary (housebound) patients

Over and above the considerations for provision in the pharmacy, contractors may also want to consider the below points if they intend to provide the service in this way:

Considerations	Questions to consider, possible actions or mitigations
<b>Managing access to the service</b>	<ul style="list-style-type: none"> <li>Appointment only – how can provision be maximised to provide several vaccinations in the time provided outside the pharmacy?</li> <li>The ability of patients to complete their pre-vaccination questionnaire online, in advance of the pharmacist visiting their home.</li> <li>Ensure the process which will be undertaken at the patient's home is explained to them in advance, so they know what to expect.</li> </ul>
<b>Infection control</b>	<ul style="list-style-type: none"> <li>Is the required PPE available to support this provision?</li> <li>How would hand hygiene be maintained for the pharmacy professional?</li> <li>How will the absence of COVID-19 infection in the patient be confirmed prior to attendance at the patient's home?</li> <li>Will a temperature check of the patient be needed before vaccination?</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>A risk assessment of the service would need to be carried out.</li> <li>SOPs must detail provision of service at a patient's home and the role of any staff members in that location.</li> </ul>

Considerations	Questions to consider, possible actions or mitigations
	<ul style="list-style-type: none"> <li>Does another member of the pharmacy team need to accompany the pharmacist? If not, do lone working arrangements need to be reviewed?</li> <li>What if a chaperone is needed?</li> </ul>
<b>Patient Safety</b>	<ul style="list-style-type: none"> <li>Additional consideration should be given in conducting risk assessments to the safety considerations for post-vaccination monitoring of patients. In the unlikely event someone had an extreme reaction and needed CPR, the risk assessment needs to consider what the pharmacy professional might need to be able to do and how that would work in this setting.</li> <li>Do you have an additional anaphylaxis kit if service provision is to continue in the pharmacy?</li> <li>Does the pharmacist providing the service have a valid Disclosure and Barring Service (DBS) certificate in place? (Within the last 3 years)</li> </ul>
<b>Indemnity</b>	<ul style="list-style-type: none"> <li>Does your indemnity insurance cover this sort of provision?</li> <li>Does your employer's liability insurance cover your staff off-site at this venue?</li> </ul>
<b>Data Entry</b>	<ul style="list-style-type: none"> <li>What IT equipment and infrastructure would be needed for provision of the service outside the pharmacy?</li> <li>Will internet access be available at the venue or do you need mobile access?</li> </ul>

### Provision in Care Homes

Over and above the considerations for provision in the pharmacy, contractors may also want to consider the below points if they intend to provide the service in this way:

Considerations	Questions to consider, possible actions or mitigations
<b>Identifying a suitable space</b>	<ul style="list-style-type: none"> <li>Where will the vaccines be administered in the home? Will a separate room be required?</li> <li>How will patients be informed of how the service provision will operate?</li> </ul>
<b>Managing access to the service</b>	<ul style="list-style-type: none"> <li>Consider options for pre-completion of any forms before the pharmacist attends the care home.</li> <li>What would patient flow look like in the home?</li> <li>How would confidentiality / privacy be maintained?</li> </ul>
<b>Consent</b>	<ul style="list-style-type: none"> <li>How is consent obtained for patients who are unable to verbally consent?</li> <li>Who can give that consent if the patient is unable to? What is needed to confirm this?</li> </ul>
<b>Infection control</b>	<ul style="list-style-type: none"> <li>Have all pharmacy staff attending the care home been fully vaccinated against COVID-19?</li> <li>What pre-cleaning is needed for this location?</li> <li>What cleaning between patients is needed?</li> <li>Are there <u>additional</u> PPE requirements in the care home? Would patients be expected to wear face coverings?</li> <li>How would hand hygiene be maintained for the pharmacist and for patients accessing the service?</li> <li>Is the required PPE available to support this provision?</li> <li>Are there any COVID-19 cases in the home?</li> <li>Will a temperature check of patients be needed before vaccination?</li> <li>How would isolating patients be picked up on a different occasion?</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>A risk assessment will need to be carried out on the premises.</li> </ul>

<b>Considerations</b>	<b>Questions to consider, possible actions or mitigations</b>
	<ul style="list-style-type: none"> <li>● Risk assessments and safety considerations need to include storage of vaccines and deliveries of vaccines and any equipment to the home.</li> <li>● SOPs must detail provision of the service at a care home and the role of staff members in that location.</li> </ul>
<b>Patient Safety</b>	<ul style="list-style-type: none"> <li>● Additional consideration should be given in conducting risk assessments to the safety considerations for post-vaccination monitoring of patients. In the unlikely event someone had an extreme reaction and needed CPR, the risk assessment needs to consider what the pharmacist might need to be able to do and how that would work in this setting.</li> <li>● Do you have an additional anaphylaxis kit if service provision is to continue in the pharmacy?</li> <li>● Does the pharmacist providing the service have a valid Disclosure and Barring Service (DBS) certificate in place? (Within the last 3 years)</li> </ul>
<b>Indemnity</b>	<ul style="list-style-type: none"> <li>● Does your indemnity insurance cover this sort of provision?</li> <li>● Does your employer's liability insurance cover your staff off-site at this venue?</li> </ul>
<b>Data Entry</b>	<ul style="list-style-type: none"> <li>● What IT equipment and infrastructure would be needed for provision of the service outside the pharmacy?</li> <li>● Will internet access be available at the venue or do you need mobile access?</li> </ul>