

Service Specification for Community Pharmacy

Private Flu Vaccination Service for Employers

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1. Service Objectives

To increase access to seasonal influenza immunisation for employees of CHL’s partner organisation(s) through delivery of a user-friendly, non-judgemental, client-centred and confidential scheme.

1.1. Aims

- Increase the uptake of the influenza vaccine in the employees of CHL’s partner organisation(s)
- Improve access to the influenza vaccine
- Promote awareness of the vaccination programmes
- Improve public health by decreasing infection across the population

This initiative compliments the National Seasonal Influenza Immunisation Programme which targets those patients in agreed clinical at-risk groups.

1.2. Expected Outcomes

- Reduction in number of employees with influenza infection
- Reduction in the impact of influenza infection on operational services of CHL’s partner organisation(s)

2. Service Overview

Employer-sponsored flu vaccination programmes have been proven to deliver a reduction in the number of employees with flu infection and a subsequent reduction in the impact on operational services.

CHL is:

- Providing a solution for organisations to vaccinate their staff flexibly with community pharmacy locations and onsite clinics
- Supporting the delivery of a coronavirus-considered vaccination process including reduced data capture (and therefore time) via face to face, PPE and socially distancing where possible at the point of vaccination
- Managing the set up and delivery with community pharmacies, providing one point of contact for the employer

There are two tiers of service provision:

- Tier 1 - employees attend a participating community pharmacy of their choice to be vaccinated when appropriate to them
- Tier 2 – employees can attend onsite clinics for vaccination which will be arranged by CHL and the employer collaboratively (in addition to tier 1)

3. Community Pharmacy Requirements & Responsibilities

The contractor will ensure that pharmacist(s) delivering services under this specification have been offered a hepatitis B vaccination. This is the responsibility of the contractor as the employer.

3.1. Suitable Area – Tier 1

The Community Pharmacy must provide a suitable area in which to undertake the vaccination and give advice within GPhC registered premises. The area must meet the following requirements:

- Patient and Pharmacist can sit down together if required
- They can talk at normal speaking volumes without being overheard by staff or customers
- Patient and Pharmacist can have a confidential conversation
- Area must be clean, tidy and professionally presented
- Be clean and should not be used for any storage or stock
- Be laid out and organised such that any materials or equipment on display is healthcare-related
- Be laid out and organised such that once a consultation begins, the patient's confidentiality is respected, and no member of staff who is not involved in the consultation is able to enter the area unless authorised by the pharmacist
- Large enough to administer a vaccine safely
- Sufficient workspace to allow for preparatory work, easy access to sharps container and storage of any documentation
- Immediate access to anaphylaxis pack and algorithm; in the event of a severe anaphylactic reaction, the pharmacy shall have the facility to call for ambulance assistance immediately without leaving the patient unattended
- Allows the management of any anaphylaxis or patient collapse, including putting the person into the recovery position and/or carry out basic life support; this may require that the door is opened but in all cases privacy and dignity must be maintained
- Allow the patient to be vaccinated, where necessary to remove and store any garments, with privacy and dignity maintained throughout

The availability of a suitable area can be reviewed as part of any service Commissioner quality or performance review.

3.2. Suitable area – Tier 2

Where vaccinations are undertaken off the pharmacy premises, the contractor must ensure:

- Sufficient vaccines are available at the clinic site to cover all expected patients
- Appropriate measures are taken to ensure the integrity of cold chain
- Immediate access to anaphylaxis pack and algorithm; in the event of a severe anaphylactic reaction, the pharmacy shall have a facility to call for ambulance assistance immediately without leaving the patient unattended
- Sharps bin and appropriate transportation and disposal arrangements are in place
- Appropriate PPE and cleaning equipment to ensure safe provision of the service
- Ensure access to a laptop or other suitable device to allow recording of vaccination on the eTool
- All requirements in this service specification are met

Where vaccinations are undertaken off the pharmacy premises, CHL and its partner organisation(s) will:

- Ensure a separate, private room shall be provided to maintain patient confidentiality, privacy and dignity throughout
- Ensure the room is big enough to allow for the safe administration of the vaccination
- Ensure the room is big enough to remove and store any garments, with privacy and dignity
- Ensure the room is big enough to allow the management of any anaphylaxis or patient collapse, including putting a person into the recovery position and/or carrying out Basic Life

Support. This may require that the door is opened but in all cases privacy and dignity must be maintained

- Ensure access to the internet for the pharmacist(s)

3.3. Training & Accreditation

Pharmacists providing this service shall meet the following criteria:

- Registered with the GPhC
- Work regularly for a contractor at a pharmacy that meets the premises criteria specified in this agreement
- Meets the National Minimum Standards and Core Curriculum for Immunisation Training for registered Healthcare Practitioners and
- Has completed the CPPE Declaration of Competence (DOC) for the NHS Seasonal Influenza Vaccination Advanced Service within the last 2 years
- Can access resuscitation update via e-learning module e.g. PHE
<https://corelearning.skillsforhealth.org.uk/local/sfhadmin/login/index>
- Has signed an authorised copy of the PharmaDoctor Patient Group Direction (PGD) for 2020/21 and a copy of this is available in the pharmacy
- Maintains clinical knowledge appropriate to their practice, keeping up to date and making themselves aware of appropriate literature

3.4. Standard Operating Procedure (SOP)

The Community Pharmacy Contractor must have appropriate and up to date Standard Operating Procedures (SOPs) to support the delivery of the service. These must always be available in the Community Pharmacy and all Pharmacy Team members delivering elements of the service must be familiar with their contents. SOPs must also be made available to the Commissioner or appointed agent upon request.

The Community Pharmacy contractor has a duty to ensure that Pharmacists and staff involved in the provision of the service are aware of and operate within the Standard Operating Procedures.

Service provision must be under the direction of a Pharmacist. If the Pharmacist is to delegate aspects of service provision to other members of staff the SOP must make reference to their role and responsibilities, highlighting steps in the procedure where referral to the Pharmacist is necessary.

Community Pharmacy contractors will review their Standard Operating Procedures for the service when there are any major changes in the law affecting the service or in the event of any incidents. In the absence of any of these events they will be reviewed every two years.

3.5. Service Availability and Equality & Diversity

Community Pharmacy contractors must ensure that the service is available throughout all of the pharmacy's NHS contracted hours (i.e. core and supplementary). If the Community Pharmacy contractor is unable to deliver the service owing to exceptional circumstances outside of their control, the pharmacy team must make arrangements with the patient for the consultation to be conducted at the next available opportunity within an appropriate time frame; or signposted to another provider if appropriate.

The Pharmacy Contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patients shall be excluded or experience 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 and in doing

so comply with the requirements of the Equality Act 2010. It is the responsibility of the service provider to make reasonable adjustments to meet the individual needs of its patients.

The service should be provided according to the terms of Accessible Information Standards (July 2016).

3.6. Health & Safety

In addition to the specific health and safety requirements for staff providing this service, the service provider shall comply with the requirements of the Health and Safety at Work Act 1974, the management of health and safety at work regulations 1999 and any other acts, regulation, orders or rules of law pertaining to health and safety.

3.7. Professional Responsibility & Continuing Professional Development

This service specification does not remove inherent professional obligation or accountability. All Pharmacists involved in providing this service must adhere to their professional code of conduct and at no point does this service abrogate their professional responsibility. Professional judgement must be used at all times.

It is the professional's responsibility to practice only within the bounds of their own competence.

The Responsible Pharmacist on each given day has overall responsibility for ensuring the service is delivered in accordance with this service specification.

Where there are concerns regarding individual poor performance in the delivery of this service, these will be addressed as a clinical governance matter.

3.8. Safeguarding

Community Pharmacy teams are reminded of their existing obligations to comply with local and national guidance relating to vulnerable adult procedures.

When dealing with all patients, Pharmacy teams have a responsibility to consider if there is a potential safeguarding issue (e.g. repeated requests for analgesia for similar or unrelated conditions), including raising awareness with the patient's GP if appropriate.

The Pharmacy team shall actively work to protect service users and their families from abuse and ensure that local multiagency safeguarding procedures are followed where there are any concerns of abuse in relation to any children or adults.

4. Service Description

4.1. Patient Eligibility

Individuals who are eligible to access this service are:

- Employees of CHL's partner organisation(s) listed in Appendix 1 who show appropriate evidence of their employer to the Pharmacist e.g. ID badge or letter on headed paper
- And who are included in the inclusion criteria in the PharmaDoctor PGD

4.2 Exclusion Criteria

The following groups are excluded from the vaccine under the terms of this specification:

- Known sensitivity to egg products or chicken protein
- History of true anaphylactic reaction to a dose of influenza vaccine or any of its components (check each SPC)
- If excluded for the reasons above, the patient should be referred to their GP for a more formal risk assessment

- Pharmacists should ensure that the exclusion criteria in the PharmaDoctor PGD are also observed (included in the eTool)
- Acute illness at presentation – postpone vaccination until recovered
- A patient who is eligible for a flu vaccination under the NHS Flu Service (see NHS Seasonal Influenza Vaccination Advanced Service Specification)

4.3 Patient Recruitment

Patients will be signposted to participating pharmacies for vaccination by their employer.

Patients will be required to complete a pre-vaccination questionnaire online prior to attending the pharmacy or clinic for vaccination. Patients will also be able to book an appointment with the participating pharmacy of their choice online via a patient-facing website. The links to access this information will be shared with patients by their employer.

Patients will only be vaccinated under this service specification when signposted from an employer listed in Appendix 1 with eligibility checks as in section 4.1.

4.4 Equipment

The contractor shall provide the equipment, at its own cost, required to deliver the service under this specification e.g. appropriate flu vaccine, anaphylaxis packs, sharps bins and arrangements for disposal of clinical waste.

Vaccines must be stored in a hardwired, lockable fridge or within a secure area of the pharmacy in line with manufacturer's guidelines.

The contractor is responsible for the procurement of sufficient stocks of the appropriate flu vaccine through its usual procurement process.

The contractor must ensure that suitable processes are in place to:

- Monitor and maintain the cold chain for vaccines
- Dispose of used sharps and waste
- Maintain hygiene and has suitable hand washing facilities
- Dealing with needle stick injuries and spillages
- Comply with current infection control guidelines including:
 - Appropriate PPE as per national recommendations
 - Ensure appropriate social distancing
 - Ensure clean down of consultation room and equipment between patients

4.5 Service Delivery: Tier 1

- Patient is given a code and links to the PharmaDoctor eTool patient-facing website by their employer
- Patient completes the pre-vaccination questionnaire and books an appointment slot with a participating pharmacy
- Pharmacist checks the pre-vaccination information prior to the patient appointment
- Patient attends the pharmacy for the vaccination
- Pharmacist checks eligibility and suitability for the vaccine
- Pharmacist administers the vaccine following the PharmaDoctor PGD and
- Pharmacist records the vaccination in the eTool
- Monthly, pharmacist records total activity levels in PharmOutcomes

4.6 Service Delivery: Tier 2

- CHL & its partner organisation(s) listed in Appendix 1 liaise with all parties, including the pharmacist and contractor to arrange dates, times and venues of clinics, share links for employee pre-vaccination information and confirm completion rates to the partner organisation periodically in the run up to the clinic

CHL's partner organisation(s) listed in Appendix 1:

- Share links for employees to complete pre-vaccination information online and ensure completion within an appropriate timescale prior to clinic date
- Identify & book venues ensuring sufficient space & wifi available, and criteria in section 3.2 is met
- Manage all employee communications regarding the clinic and pre-vaccination information
- Guarantee attendance of the required number of employees to vaccinate (min 50)
- Confirm all employees have completed the pre-vaccination information 2 working days prior to the clinic

The pharmacist delivering the clinic:

- Ensures all criteria listed in section 3.2 are in place
- Checks the pre-vaccination information prior to the clinic
- Checks eligibility and suitability for the vaccine
- Administers the vaccine following the PharmaDoctor PGD and
- Records the vaccination in the eTool
- Records total activity levels from the clinic in PharmOutcomes within 1 working day of the clinic date

4.7 Complaints

The Pharmacy will effectively manage any complaints using the Community Pharmacy's own internal complaints procedures which must be consistent with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, as amended.

The Pharmacy team will inform The Commissioner of any complaint relating to the service. The Pharmacy team will manage any incidents in line with the requirements of the NHS Contractual Framework for Community Pharmacy.

5 Data & Records

CHL will arrange appropriate access to the PharmaDoctor e-Tool for the purposes of recording patient pre-vaccination information and recording each vaccination provision.

CHL will arrange appropriate access to a brief PharmOutcomes for the purposes of invoicing.

The contractor and pharmacist(s) involved in the delivery of services under this specification agree to record all provisions in the PharmaDoctor eTool and aggregated volume data in PharmOutcomes.

5.1 Data Protection

All relevant records must be managed in line with Records Management Code of Practice for Health and Social Care.

Equipment used to store records should provide storage that is safe and secure from unauthorised access and which meets health and safety, and fire regulations, but which also allow maximum accessibility of the information commensurate with its frequency of use.

The contractor will treat as confidential and restrict access to records and documents containing information relating to individual patients managed under the terms of the service to personnel authorised to participate in the service and, in the appropriate circumstances, other health care professionals and agencies, in line with local confidentiality arrangements, including where appropriate, the need for the permission of the client to share the information.

All parties will comply with the Data Protection Act 2018 and other legislation covering access to confidential client information. The requirement for confidentiality will be balanced with the needs of the service user.

6 Quality

6.1 Quality Standards

Contractors agree to the following quality standards:

- Pharmacists have received appropriate training and accreditations
- Clearly documented complaints procedure in place
- Accurate and timely input of service delivery data

6.2 Performance Monitoring

The service provider will have an NHS dispensing contract with NHS England Greater Manchester and must fully comply with its Terms of Service under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended, for delivery of Essential Services.

The commissioner retains the right to audit any part of the service at any time to ensure continued quality.

The commissioner reserves the right to ask for evidence from the contractor that it is following the procedures outlined in this specification.

The service provider will co-operate with any commissioner-led assessment of service user experience or audit of the service in order to evaluate service provision and identify areas for service improvement.

The commissioner reserves the right to evaluate other health professionals' perception of the overall quality of the service

Changes to the level or quality of the service will not be introduced without prior agreement with the commissioner. Changes will be communicated and authorised in writing to all service providers.

7 Payment & VAT

It is the responsibility of the individual contractor to inform the commissioner of any change in ownership or account details which may affect payments for this service.

Prior to the provision of the service, the contractor must ensure that both their premises and Pharmacist(s) meet the requirements outlined in this Service Specification.

Payments will only be made to those contractors who have signed up to the Service Specification.

All payments will be made based on the data recorded and submitted through the PharmaDoctor eTool and PharmOutcomes®.

Invoices will be paid to the contractor by CHL upon receipt of funds from CHL's partner organisation(s) within 30 days.

7.1 Tier 1

For vaccinations delivered in the pharmacy, a fee of £19.50 will be paid to the contractor for each vaccination recorded on the eTool and in PharmOutcomes.

This fee is exempt from VAT.

Invoices will be generated on 5th January 2021 to include all activity from service commencement to 31st December 2020 and then again on 5th April to include all activity from 1st January 2021 to 31st March 2021.

7.2 Tier 2

A fee of £1000 will be paid to the contractor for the delivery of three 2-hour vaccination sessions. A maximum of 50 vaccinations will apply. For vaccinations above this number, a fee of £20 per vaccination will be paid.

An invoice will be generated following each clinic.

Appendix 1 – CHL’s partner organisations

The partner organisations listed below have contracted with CHL for participating pharmacies to deliver the services under this specification:

Greater Manchester Health and Social Care Partnership (GMHSCP)

<insert partner organisation>

<insert partner organisation>

<insert partner organisation>

<insert partner organisation>

