



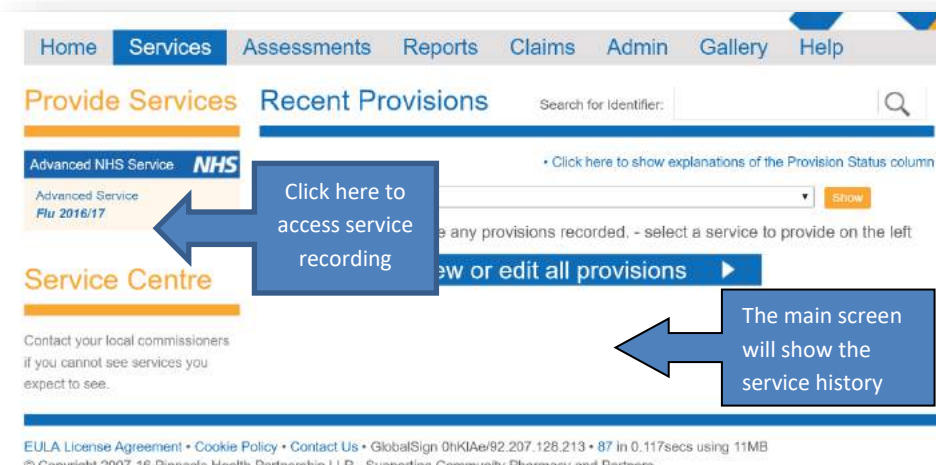
Seasonal Influenza Vaccination Community Pharmacy Advanced Service

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 - See Fig 1 below



Fig 1 - After login click the services tab

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 here. To deliver a service, simply click on the service title in the list, in this case “Advanced Service – Flu 2016/17” - See Fig 2



Select the Flu service from the service list by clicking on the title. This will take the practitioner to the data capture screen.

Fig 2. Service 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.

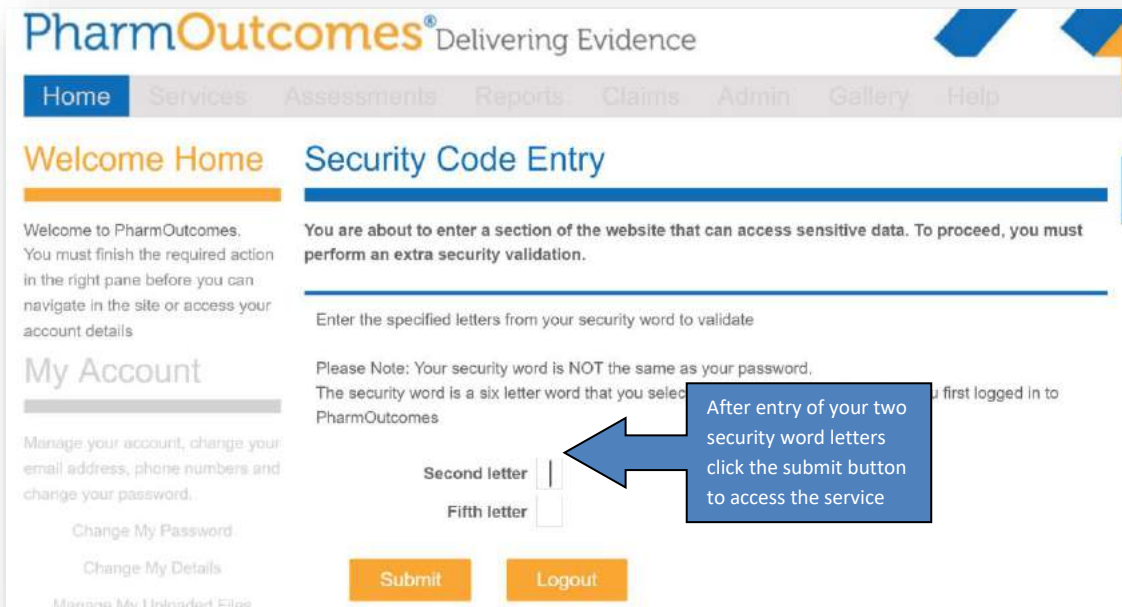


Fig 3 - Security screen appears when patient data is captured in any service

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

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.

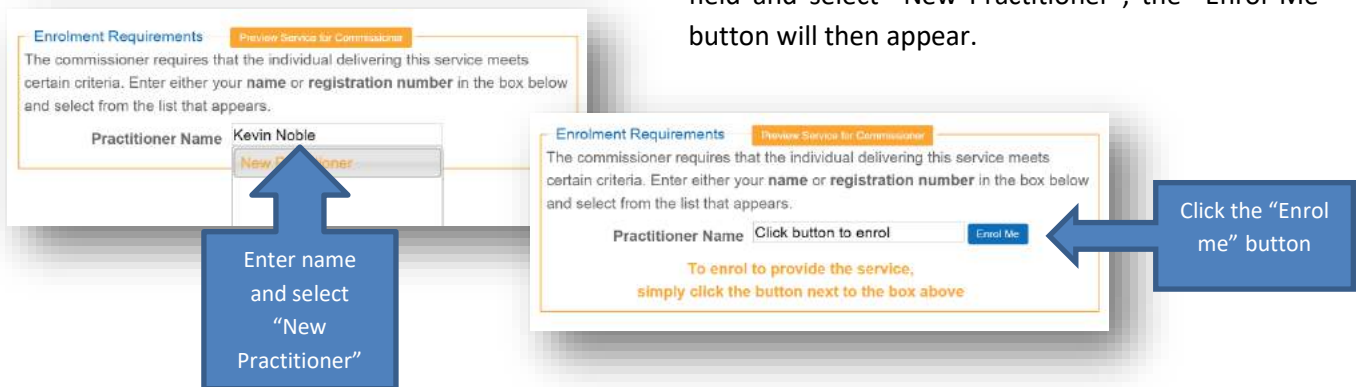


Fig 4 – Enrolment screen

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, the BSA declaration and completion of the CPPE declaration. Clicking confirmed displays a tick to confirm the requirement is met, see Fig 5

Fig 5 – Completing enrolment

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.

Once successfully enrolled the practitioner will see the data recording screen – Fig 6

Enter all required information.

Fig 6 – Data capture screen

Note the NHS number field can be recorded as “Unknown” if the patient does not have this information.

The screenshot shows a 'Patient identifiable section' with the following fields: Patient Name (John Jones), Date of Birth (17-Sep-1989), Postcode (PO39 0AZ), Address (Hilton House, Granville Road, Totland B.), NHS Number (Unknown), and Telephone number (0782477666). Below this is a 'GP Practice' dropdown menu with 'brookside' entered. A blue callout box with an arrow pointing to the dropdown menu contains the text: 'As GP practice name is entered, a drop down list appears for selection of appropriate practice'. The dropdown list includes several practice names such as 'Rusington Surgery, Rusington Medical Practice, Shire North', 'Brookside Health Centre, Queens Road, Freston, Southampton', 'Brookside Practice, Brookside Surgery, Brookside, Southampton', 'Brookside Surgery, Stretton On Dunsmore, Nr Rugby, Warwickshire CV23 9NH (M84616)', 'Dr P Meredith'S Practice, Brookside Medical Centre, Heol Afon Taf, Troedyrhiw, Merthyr Tydfil C', and 'Dr Ak Srivastava'S Practice, Brookside Surgery, 25 Bridge Street, Troedyrhiw, Mid Glamorgan C'.

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.

NB: The GP practice selected will be notified of vaccination when an electronic notification is sent. Please ensure the information entered is correct

Fig 7 – Data capture screen

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 see Fig 8. 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.**

The figure shows three examples of notification status messages:

- Top example (Green background):** Shows a green checkmark icon. The message states: '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.' The GP Practice field contains 'Brookside Health Centre, Queens Road,'.
- Middle example (Yellow background):** Shows a yellow warning icon. The message states: '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.' The GP Practice field contains 'Medina Healthcare (Wootton), Brannon 1'.
- Bottom example (Yellow background):** Shows a yellow warning icon. The message states: '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.' The GP Practice field contains 'Westminster Diabetes Centre, 4B Maida'.

Fig 8 – Colour coded GP question

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 See Fig 9.

Fig 9 – Recording an emergency contact

The next question is the consent question. Patients must consent to service delivery. This means you will not be able to save data if the answer to the consent question is “No”. Various pop-up information fields will appear when some questions are completed to provide further information in line with directions in the PGD.

Fig 10. Further information displayed if consent is not recorded

Egg Allergy if declared can be verified by asking about tolerance to cakes and biscuits.

Remember
The system will automatically email read 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.

Eligible patient group

- Aged over 65
- Chronic respiratory disease
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease
- Diabetes
- Immunosuppression
- Splenic dysfunction
- Pregnant woman
- Person in long-stay residential or home
- Carer
- Household contact of immunocompromised individual

Select risk group

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 initially identified reason must be recorded.

Fig 11- Risk groups

Record any exclusion criteria that may apply. Those reporting febrile illness on the day should have their vaccination delayed, see pop-up directions to support PGD directions. For patients who report any exclusion you will notice a red message displayed clearly stating that the patient must not be vaccinated Fig 12.

Exclusions and cautions

Exclude if any apply

- Febrile illness - delay vaccination
- Confirmed anaphylactic reaction to previous vaccine
- Confirmed anaphylactic reaction to any vaccine component
- Previous severe anaphylactic reaction to egg that has required intensive care
- Occupational health provision of influenza vaccine (see note in right hand side box)
- None of the above

NB: Occupational health
Provision of influenza vaccine Health and social care staff directly involved in the care of their patients or clients - vaccination should be provided via the employer's occupational health arrangements. This is outside the remit of this PGD

Record any exclusion criteria. NB: This will affect vaccine selection

Where patients report febrile illness they should not be vaccinated on that day. Please reschedule vaccination

Only when “None of the above” is selected to confirm no exclusions apply will the vaccination fields become available to record the service delivery.

Fig 12 – Recording exclusions and information fields

Exclusions and cautions

Exclude if any apply

- Febrile illness - delay vaccination
- Confirmed anaphylactic reaction to previous vaccine
- Confirmed anaphylactic reaction to any vaccine component
- Previous severe anaphylactic reaction to egg that has required intensive care
- Occupational health provision of influenza vaccine (see note in right hand side box)
- None of the above

NB: Occupational health
Provision of influenza vaccine Health and social care staff directly involved in the care of their patients or clients - vaccination should be provided via the employer's occupational health arrangements. This is outside the remit of this PGD

Information alerts will appear to support the practitioner

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

Occupational health provision of influenza vaccine (see note in right hand side box) PGD

None of the above

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

Selecting “No” here will reveal full vaccine list

Vaccination details

Select vaccine type used

- Fluarix Tetra - Split virion inactivated virus (GSK)
- Imuvac - Surface antigen, inactivated virus (MASTA)
- Inactivated Influenza Vaccine (Split virion) BP - (MASTA)
- Influvac - Surface antigen, inactivated virus (Mylan/BGP)
- Imuvac - Surface antigen, inactivated virus (Mylan/BGP)
- Influenza vaccine, surface antigen, inactivated (Mylan/BGP)
- CSL Inactivated Influenza Vaccine (Split virion) Pfizer
- Enzira - Split virion inactivated virus (Pfizer vaccines)
- Inactivated Influenza Vaccine (Split virion) BP (Sanofi/MSD)
- Agrippal - Surface antigen, inactivated virus (Seqirus)

Once confirmation has been recorded that no exclusions apply, a further question appears addressing cautions in use. If the provider records as patient is not allergic to eggs a full vaccine list will appear to select the vaccine in use at your pharmacy. Selection of the vaccine will then reveal all other relevant fields to capture batch number, expiry date, site and route of administration.

Fig 13 – Recording the vaccination

Once vaccine is selected the other vaccination fields will appear

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

Batch number

Vaccine administration route
NB: Is subcutaneous route required? - Check bleeding disorders e.g. is patient taking warfarin

Injection site Right deltoid Left deltoid

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

Subcutaneous Administration
Recommended by the patients with bleeding disorders. Pharmacists must be trained to administer via this route. Administration of Fluadep SC route is off label and patients should be informed of this.

Adverse Reactions
NB: Due to its black triangle status, adverse effects following vaccination with Fluadep should be reported via the National Reporting System and Yellow Card Scheme

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

Fig 14- Recording batch number, expiry date and route

For patients who report egg allergy that has never caused severe anaphylaxis, vaccination can take place using a low ovalbumin content vaccine. Recording an answer of “Yes” to the egg allergy question will reveal a shortened list of vaccines that all have egg ovalbumin content less than 0.12mcg/ml. Again selection of vaccine will reveal the other vaccine fields.

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

Vaccination details

Egg Allergy
NB: With the exception to those who report severe anaphylaxis to egg (see note in exclusions), individuals with less severe egg allergy can be immunised using inactivated influenza vaccine with ovalbumin content less than 0.12 mcg/ml. These are shown in the vaccine list below. If you do not have any of this vaccine type please refer patient.

Select vaccine type used

Fluorix Tetra - Split virion inactivated virus (GSK)
 Inactivated Influenza Vaccine (Split virion) BP - (MASTA)
 Inactivated Influenza Vaccine (Split virion) BP (Sanofi/MSD)

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

Batch number

Vaccine administration route
NB: Is subcutaneous route required? - Check bleeding disorders e.g. is patient taking warfarin

Injection site Right deltoid Left deltoid

Vaccination route Intramuscular Subcutaneous
See note in side box

Record notes/adverse event below.

Subcutaneous Administration
Recommended by the JCVI for patients with bleeding disorders. Pharmacists must be trained to administer via this route. Administration of Fluorix-Tetra by deep SC route is off label and patients should be informed of this.

Adverse Reactions
NB: Due to its black triangle status, adverse effects following vaccination with Fluorix Tetra should be reported via the National Reporting System and Yellow Card Scheme

Recording egg allergy will reveal a shortened list of vaccines with low ovalbumin content

NB: If you do not hold stocks of an appropriate vaccine, patients reporting egg allergy should be signposted in line with PGD directions.

Fig 15 – Managing patients reporting egg allergy

Complete all remaining fields that include vaccine expiry date, batch number, injection site and vaccination route, then save data by clicking the orange “Save button Fig 16 below.

Record notes/adverse event below.
Notes/adverse effects: [Text area]
Notes recorded here will be included in notification

Record adverse reaction here

should be reported via the National Reporting System and Yellow Card Scheme

Advice to patient - The following points should be discussed

Advice provided - Tick to indicate discussion

- Vaccine is specific to influenza and will not protect against other viruses that cause respiratory disease
- Effect of immunosuppression
Individuals may not make a full immune response to vaccine
- Side effects - Erythema, induration and site pain
Less common anaphylaxis
- Advise on action to take if adverse reaction
- Advise when next dose is due
I.e. Single immunisation for each annual influenza season
- Provide patient information leaflet - See link in side box
- If administration is postponed, advise when to return
- When data is saved print and supply patient questionnaire
- If excluded advise on appropriate action
- Other [Text area]
If Other please specify

Any other notes: [Text area]

Patient Leaflet
Download the relevant patient information leaflet below:
 •Fluarix Tetra here
 •Imuvac distributed by [link]
 •Influvac (Mylan/BGP) here
 •Imuvac (Mylan/BGP) here
 •Inactivated Influenza Vaccine (Pflizer) here
 •Enzira here
 •Agridipal here

Links to patient information leaflets

Record any immediate adverse reactions in the field provided. An information leaflet should be given to all patients. Please note links to various information leaflets in side box for use if required.

Record advice using the tick box question that has been designed to detail required information for patients specified in the PGD.

Tick the boxes relevant to your discussion but use this as an aide memoire list to inform those discussions

Fig 16 – Saving data and useful links

GP Notifications, Patient Consent and Patient Satisfaction Survey

When data has been successfully saved you will see a confirmation box like the one below Fig 17. 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.

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Gallery

Advanced Service - Flu 2015/16 provision successfully entered and saved

The following system generated provision report letters are available

- Basic Provision Record
- GP Notification Letter >>
- Patient Consent Form

Note status of GP notification. Here a secure email address for the GP has not been provided so a hard copy must be printed and sent

Provide Services Recent Provisions

Search for Identifier:

Last Entries	Service (stage)	Identifiers	User	Status
2015-09-17	Advanced Service - Flu 2015/16	JJ	Kevin Noble	Active Click to Cancel
2015-09-16	FHC - Stage 2 - LNG 1500mg	Fliz+	Pembe Hassan-Hicks	Claimable

Fig 17 – Service alerts

Patient Consent Form – Click the link to this document and print to collect patient signature.

Patient Questionnaire - Click the link to the patient questionnaire form to print and pass to 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 in line with the FP34C process. PharmOutcomes **cannot** automatically submit claims as 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.

The submission form should be printed and included with your monthly prescription bundle.

Accessing the 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 by the 5th of the 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 • View Clair
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

Fig 18 – Seasonal influenza claim form can be printed at the beginning of each month for submission to NHS BSA