

**SCHEDULE 1E**  
**SERVICE SPECIFICATION**  
**COMMUNITY PHARMACY BASED**  
**NYCC EMPLOYEE FLU VACCINATION SERVICE**

**Service Commencement Date: 1 April 2017**

**1. INTRODUCTION**

- 1.1. This Service Specification is part of and should be read in conjunction with the Public Health Service Contract and is for the delivery of a Flu Vaccination service to Service Users (eligible North Yorkshire County Council (NYCC) employees) by the Provider (Community Pharmacies). This Service is free of charge to the Service Users.

**2. EVIDENCE BASE/ BACKGROUND**

- 2.1. This Service forms part of the North Yorkshire Seasonal Winter Health Strategy and Implementation Plan. It contributes to a strategic response to improve and maintain health during the winter months by increasing flu immunisation uptake rates across the population.
- 2.2. Influenza (often referred to as flu) is an acute viral infection of the respiratory tract (nose, mouth, throat, bronchial tubes and lungs) characterised by a fever, chills, headache, muscle and joint pain, and fatigue. For otherwise healthy individuals, flu is an unpleasant but usually self-limiting disease with recovery within two to seven days.
- 2.3. The risk of serious illness from influenza is higher among children under six months of age, older people and those with underlying health conditions such as respiratory disease, cardiac disease or immunosuppression, as well as pregnant women. These groups are at greater risk of complications from flu such as bronchitis or pneumonia or in some rare cases, cardiac problems, meningitis and/or encephalitis. In severe cases, flu can kill.
- 2.4. Estimates of excess winter deaths potentially attributable to influenza in recent years in England and Wales range from 6 deaths in 2011-12 to 16,415 in 2014-15. The highest estimate in the past decade was the 2014-15 figures but the highest estimate in the past two decades was 21,497 for the 1999-2000 influenza season (PHE).
- 2.5. The impact of flu on the population varies from year to year and is influenced by changes in the virus that, in turn, influence the proportion of the population

that may be susceptible to infection and the severity of the illness, in terms of reducing hospital admissions.

- 2.6. The aim of the national flu immunisation programme is to offer protection against the effects of flu to as many eligible people as possible, particularly those most at risk. As much vaccination as possible should take place before the flu virus circulates. Protection can be achieved directly through individual immunisation, or indirectly through herd immunity.
- 2.7. The Local Authority will assist by promoting uptake of flu vaccination and in particular with those staff providing care for people in residential or nursing care through the use of local providers. Frontline health and social care workers have a duty of care to protect their service users from infection. As such they should be immunised against common serious communicable diseases (unless otherwise contraindicated). This includes getting vaccinated against flu.
- 2.8. Flu outbreaks can arise in health and social care settings with both staff and service users being affected when flu is circulating in the community. Immunisation should be provided to health and social care workers directly involved in the care of their patients or clients to protect them and to reduce the transmission of influenza within health and social care premises. This will also contribute to the protection of individuals who may have a suboptimal response to their own immunisations, and to avoid disruption to services that provide their care.
- 2.9. Vaccination of the staff can also reduce level of sickness absence, which at times of winter pressure, can have an adverse effect on the level of care to service users. The code of practice on the prevention and control of infections places a duty on the employer to ensure that as far as is reasonably practicable, the worker is free of and is protected from exposure to infections that can be caught at work and that all staff are suitably educated in the prevention and control of infection.

### **3. OUTCOMES**

- 3.1. Vaccination of healthcare workers against flu has been shown to significantly lower rates of flu-like illness, hospitalisation and mortality in the elderly in long-term healthcare settings. Vaccination of staff in acute care settings may provide similar benefits. Flu immunisation of frontline health and social care staff may reduce the transmission of infection to vulnerable patients, some of whom may have impaired immunity, increasing their risks of flu and who may not respond well to immunisation.

3.2. Vaccination of health and social care workers also helps reduce the level of sickness absenteeism that can jeopardise the NHS and care services. This is essential in the winter when pressures on these services increase and will contribute to keeping the NHS and care services running. This is particularly important when responding to winter pressures.

#### **4. AIMS AND OBJECTIVES**

4.1. The aim of the Service to be delivered by Providers is to:

- Increase access to and the provision of seasonal influenza immunisation for employees who have been identified by the Employer as eligible to receive the service.
- Increase the uptake of the influenza vaccine by eligible employees.
- Improve access to the flu vaccine by eligible employees by making it available at community pharmacies across the county council.
- Promote awareness of the vaccination programme.
- Improve public health by reducing flu transmission and infection across the population.
- Delivery of a user friendly non-judgemental client centred and confidential flu immunisation service through community pharmacies

#### **5. SCOPE OF THE SERVICE**

##### **5.1. Service Outline**

##### **5.1.1. Eligibility criteria:**

- Individuals eligible to access this service will be frontline health and social care employees employed by NYCC.
- The employee will present to the Provider an NYCC Employee Flu Immunisation Voucher, completed as required. (see Appendix 1)
- In addition, the employee must present their ID badge which shows their name and photograph.

- The voucher must clearly show the name and signature of the Manager confirming the employee's eligibility.

### 5.1.2. Exclusion criteria:

The following are **excluded** from the receiving the vaccine under this service

- Individuals eligible for vaccination through the NHS England flu programme
- A confirmed anaphylactic reaction to a previous dose of the vaccine, or
- A confirmed anaphylactic reaction to any component of the vaccine (other than ovalbumin).
- Acute illness at presentation. Minor illnesses without fever or systemic upset are not valid reasons to postpone immunisation. If an individual is acutely unwell, immunisation may be postponed until they have fully recovered.

### 5.2 Service description:

The service is effective from 1<sup>st</sup> September (or such later date) when vaccines are available until the end of February.

The NYCC employee will present to the Provider requesting flu vaccination. The Provider will confirm eligibility by checking the NYCC employee's staff identity card and accepting a fully completed NYCC Employee Flu Immunisation Voucher.

The Provider will gain informed consent for vaccination from the employee prior to the administration of the vaccine. This consent can be verbal.

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.

The Provider will administer the vaccine under the private PGD approved by NYCC. **NB.** The NHS advanced flu service PGD cannot be used to provide vaccinations under this service.

It is the responsibility of the Provider to ensure any inclusion and exclusion criteria are applied during provision of the service.

All vaccines are to be stored in their original packaging at between +2°C and +8°C and away from lighting, or otherwise in accordance with the manufacturer's instructions.

The employee receiving a vaccine will be given the relevant patient information leaflet

The Provider will inform the employee's GP practice that they have received a flu vaccine.

The Provider must maintain appropriate records in-line with the requirements of the PGD.

The Provider will ensure that details of the employee vaccinated are recorded onto PharmOutcomes in a timely manner and not later than one week of the vaccination. This will include

- Eligibility for the vaccination under the NYCC scheme
- Exclusion criteria if applicable
- Details of patient counselling/discussion
- Vaccination history
- Consent and vaccination details
- Notification to employee's GP

The Provider is not required to return the copy of the NYCC Employee Flu Vaccination voucher, but it should be retained for a period of 2 years should it be required for audit purposes.

## **6 STANDARDS**

### **6.1 Standards of the Service**

In order to provide this service, the Provider must have a private consultation room, which will be used to undertake vaccinations. The consultation must meet the minimum requirements set out below. The Pharmacy will ensure that:

- The consultation room meets GPhC standards for registered premises
- It is clearly designated for private consultations.
- Is large enough to allow the vaccination to be administered safely
- Provides sufficient workspace to undertake preparatory work
- Has immediate access to anaphylaxis pack and the facility to summon ambulance assistance without leaving the patient unattended

- Make arrangements for the removal and safe disposal of any clinical waste associated with this service

## **6.2 Governance standards**

Providers will comply with appropriate standards of clinical governance as outlined in The NHS (Pharmaceutical Services) Regulations 2012 Schedule 4 - Terms of Service of NHS Pharmacists (Part 4)

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.

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

## **7 Competence**

The practice will ensure that any Pharmacist providing the service is competent to do so. The Pharmacist must hold a valid and up to date registration to practice with the General Pharmaceutical Council (GPhC). In addition they must;

- have training that meets the requirements of the “National Minimum Standards for Immunisation Training”.
- demonstrate that they have the necessary knowledge and skills by completing the relevant community pharmacy seasonal flu vaccination advanced service Declaration of Competence (DoC) CPPE
- have up to date training in resuscitation

## **8 MONITORING/QUALITY/PERFORMANCE INDICATORS**

### **8.1 MONITORING**

The Provider will be monitored on the following:

- Availability of appropriate material to support the provision of advice to the client group
- Maintenance of accurate records

- Participation in the two-yearly review of service provision including any updated developments.
- The outcomes of any Service User experience surveys, feedback or complaints.
- A review of the number of occasions when an appropriately trained member of staff was not available to provide the services at the pharmacy.

## **8.2 QUALITY**

The provider must source a suitable private flu vaccination PGD in order to provide this service. This PGD must be adopted via the provider's internal governance route. The NHS advanced flu service PGD cannot be used to provide vaccinations under this service.

The provider must have a standard operating procedure (SOP) in place for this service, which includes procedures to ensure cold chain integrity and Infection Prevention and Control.

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

The provider 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.

The Provider 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.

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

The Provider should maintain appropriate records to ensure effective ongoing service delivery and audit.

## **9 INCIDENTS AND PATIENT SAFETY**

The following will be reported by the Practice via Outcomes4Health:

- All Serious Incidents within two (2) Business Days;
- All Patient Safety Incidents and Non-Service User Safety Incidents on a quarterly basis;

## 10 FINANCIAL

Providers will be paid according to the following schedule.

### **Per vaccination**

Cost of vaccine £5

VAT £1

Administration cost £7.74

**Total payment £13.74**

## 11 REFERENCES

Green book, Chapter 19 (Influenza) August 2015

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/456568/2904394\\_Green\\_Book\\_Chapter\\_19\\_v10\\_0.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/456568/2904394_Green_Book_Chapter_19_v10_0.pdf)

National minimum standards for immunisation training, HPA, June 2005

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/362171/National\\_Immunisation\\_Standards1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/362171/National_Immunisation_Standards1.pdf)



**Attention pharmacists:** Please note this is NOT part of the NHS staff vaccination scheme and therefore employees do NOT need a code to receive their flu jab. They only require this completed voucher and ID badge. Please call 01609 797404 if you have any queries.

## Employee Flu Immunisation Voucher

**Important:** This voucher is for use by employees in Front Line roles in Health and Adult Services only.

### *About the Employee*

Name

Payroll Number

Learning Disabilities Team

START Team

Mental Health Team

Locality Team

Signature

Date

### *About the Manager*

Name

I confirm this member of staff is eligible for the flu vaccine.

Signature

Date

### *About the Pharmacy*

Pharmacy Name and Address

Pharmacist Name

Signature

Date

### *Pharmacy Office Use*

This is the first and only use of this voucher.