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**Interim Community Pharmacy Seasonal Influenza Vaccination**

**Enhanced Service - Service Specification**

**2015/16**

1. **NHS England - North (Yorkshire and the Humber) (the Commissioner)**

Address: Alpha Court, Monk’s Cross, York YO32 9WN

**And the Provider: (the pharmacy)**

Trading as:

Address:

Contractor ODS code:

**2. Purpose**

The purpose of the Community Pharmacy Seasonal Influenza Vaccination Service is to increase uptake in the eligible adult population ensuring that all patients groups listed have choice of where and when to access ‘flu vaccination.

Patient eligible to receive the service are:

* people over 65 years
* adults aged 18 – 65 in a specified risk group
* pregnant women
* carers (with the exception of those formally employed as a carer – this is the responsibility of the employer)
* household contacts of the immunocompromised

Please also note that patients **under 18 years of age are excluded** under this service specification

The vaccination will be administered when appropriate to eligible patients under a Patient Group Direction (PGD). Relevant guidelines must be adhered to in order to undertake this service provision in line with [Immunisation against infectious disease: the green book](https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book). Any local PGD produced on behalf of and authorised by NHS England will only be valid for use with this agreement.

This is a short term agreement to enable Pharmacies to offer Flu Vaccinations to eligible people in advance of the launch of the National Advanced Service for Pharmacy Flu. This is separate and independent of the National Advanced Service for Pharmacy Flu that is expected to be offered shortly and which will supercede this agreement.

**3. Period**

This agreement is for the period of 1st September 2015 until the launch of the National Advanced Service for Pharmacy Flu. No further activity should be undertaken under this agreement once the National Advanced Service for Pharmacy Flu is made available. Claims made for vaccinations administered after the introduction of the national agreement will not be made.

**4. Termination**

One month’s notice of termination must be given if the pharmacy wishes to terminate the agreement before the given end date.

NHS England – North (Yorkshire and the Humber) 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.

This agreement will terminate with immediate effect once the National Advanced Service for Pharmacy Flu is made available.

**5. Obligations**

The pharmacy will provide the service in accordance with the specification (Schedule 1).

NHS England -North (Yorkshire and the Humber) will manage the service in accordance with the specification (Schedule 1).

Participating providers are registered to provide Enhanced Services and acknowledge this service will be delivered under the Community Pharmacy Contract Framework. Any provider who wishes to continue offering the Flu Service once the National Advanced Service has been offered must separately sign up via whatever process is agreed at a national level and must cease offering Flu Vaccinations under this agreement.

**6. Payments**

NHS England - North (Yorkshire and the Humber) will pay the following:

A fee of £7.64 will be paid for each Seasonal Influenza Vaccine administered where data is provided to the patient’s GP practice (within 1 working day of administration of the vaccine) and a claim is submitted in the manner described below. There will also be a payment towards the cost of the vaccine of £5.00 per immunisation given in accordance with the service specification in the manner described below. Any vaccinations under taken may only be claimed for once. Any patient claimed under this agreement must not be also claimed for under any National Advanced Service agreement.

Web-based system

The pharmacy will enter the service delivery information onto a web-based system PharmOutcomes and invoices and vaccines administered data will be generated automatically.

Monthly claims must be submitted within 5 working days following the end of the calendar month to which it relates. Late claims more than three months in arrears will not be considered for payment.

**7. Standards**

The service will be provided in accordance with the standards detailed in the specification (Schedule 1).

**8. Confidentiality**

Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

Any approaches by the media for comments or interviews must be referred to NHS England – North (Yorkshire and the Humber).

**9. Indemnity**

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.

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 NHS England.

**Schedule 1**

**Service Specification – Community Pharmacy Seasonal Influenza Vaccination Service**

**1. Service description**

During the seasonal influenza vaccination campaign period, pharmacy staff will identify people who fall within the agreed target groups who are a priority for influenza vaccination and will encourage them to be vaccinated, making the offer during the period from 1st September 2015 to 31st March 2016. Pharmacies should pay particular attention to target those patients who fall within all the at-risk groups, listed below, due to their general lower uptake levels when compared to those patients aged 65 years and over.

The immunisation programme should be focused between 1st September and 31st January.

Eligible patients who do not have any contra-indications to vaccination will be offered vaccination by a pharmacist. The vaccination will be administered under the authority of a PGD which has been adopted via the provider’s internal governance route and which will include the locally agreed eligibility criteria set out below.

**2. Aims and intended service outcomes**

2.1 To reduce the serious morbidity and mortality from influenza by immunising those most likely to have a serious or complicated illness should they develop influenza. This can avert the need for the patient to be hospitalised.

2.2 To improve choice and access for patients and the public to seasonal influenza vaccination services in primary care.

2.3 To increase the provision of seasonal influenza vaccination to all target groups, particularly hard to reach groups.

2.4 To reduce the level of circulating flu by interrupting transmission.

**3. Service outline**

3.1 Pharmacy staff will offer vaccination to people registered with a GP in Yorkshire and the Humber who fall within a target group for seasonal influenza vaccination listed below.

3.2 The Pharmacy should develop a proactive approach to offering the Influenza vaccine for example through a targeted health promotion campaign, e.g. display relevant posters in the window, provide leaflets or direct conversations with those in the target group.

3.3 Target groups for this seasonal influenza vaccination service are:

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| --- |
| * People aged 65 years or over (including those becoming age 65 years by 31st March 2016) * People aged from 6 months to less than 65 years of age with a serious medical condition such as:   + chronic (long-term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis   + chronic heart disease, such as heart failure   + chronic kidney disease at stage three, four or five   + chronic liver disease   + chronic neurological disease, such as Parkinson’s disease or motor neurone disease or learning disability   + diabetes   + splenic dysfunction   + a weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer)   + all pregnant women (including those who become pregnant during the flu season)   + people who are in receipt of carer’s allowance or those who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill   + consideration should also be given to the vaccination of household contacts of immunocompromised individuals who expect to share living accommodation on most days over the winter and therefore for whom continuing close contact is avoidable |

These people will be offered the opportunity of receiving an influenza vaccination at the pharmacy, at NHS expense, administered by a suitably trained pharmacist under the authority of a PGD.

3.4 Inclusion and exclusion criteria, detailed in the PGD, will be applied during provision of the service. Where contraindications, which are stated within the PGD, or concerns are raised that might preclude the administration of the vaccination, the patient should be referred to their GP for further advice or alternative vaccinations (e.g. vaccines suitable for people with egg allergy).

3.5 The guidance on vaccination contained in [Immunisation against infectious disease: the green book](https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book) must be adhered to when providing this service.

3.6 The consultation area or room used to undertake vaccination must comply with Pharmaceutical Services [Clinical Governance Premises Approved Particulars](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215093/dh_133311.pdf) and be suitable to provide vaccinations in a confidential manner and in such a way as to maintain patient dignity and decency including sufficient space to administer first aid if required.

3.7 The pharmacy contractor must have a standard operating procedure in place for this service, which includes Infection Prevention and Control (including hand hygiene, body fluid decontamination etc), and procedures to ensure cold chain integrity, such as storing vaccines in accordance with the manufacturer’s instructions and the use of maximum/minimum thermometers for the monitoring of refrigerator performance. In addition, a process must also be in place should the fridge temperature be found to be outside the normal range of +2 to +8°c, such as contacting the manufacturer of affected vaccines for advice on whether vaccines should be destroyed due to changes in quality, safety and efficiency. Each pharmacy should have a local incident reporting process to record details and learning points from any control drug incidents and occurrences resulting in breaks in vaccine cold chain and /or vaccine wastage. Pharmacies who report vaccine incidents must adhere to appropriate requests for further information by the commissioner.

3.8 The pharmacy must provide at its own expense the equipment and contracts required to provide the service, e.g. approved sharps bins, waste collections etc, to ensure safe disposal of equipment/devices used in the delivery of the service.

3.9 Each patient being administered a vaccine will be given the patient information leaflet about the vaccine.

3.10 Each pharmacist will complete a form on PharmOutcomes before administering a vaccine ensuring the patient has granted verbal consent to the administration of the vaccine and for the sharing of information about the administration of the vaccine with the patients GP practice.

3.11 The pharmacy contractor must maintain appropriate records to ensure effective ongoing service delivery and audit. Records should include the name, batch number, expiry date, dose, date, route & site and any contraindications or adverse reaction of the vaccine administered to each patient.

3.12 The pharmacy will ensure the form on PharmOutcomes is completed and posted, faxed (obtaining a fax sent receipt) or sent by secure email (nhs.net) to the patient’s GP practice on the same day that the vaccine is administered or on the following working day

3.13 By signing this agreement the provider consents for their participation in the service to be shared with other providers e.g. Maternity Services, Local Authorities, GPs etc to ensure maximum publicity to patients.

**4. Training and Premises Requirements**

4.1 The pharmacy contractor has a duty to ensure that the pharmacists/other staff involved in the provision of the service have the relevant knowledge and are appropriately trained in the operation of the service.

4.2 The pharmacy contractor should ensure that participating pharmacists meet the competence requirements of the PGD in operation at the pharmacy and any professional codes of practice/conduct.

4.3 Staff must be trained in the management of anaphylaxis in line with the Resuscitation Council Guidelines

4.34 The pharmacy contractor must ensure that staff are made aware of the risk associated with the handling of healthcare waste and the correct procedures are used to minimise those risks. A Sharps Injury procedure must be in place.

4.5 A risk assessment of premises/rooms should have been undertaken to ensure safe delivery of this service.

4.6 Premises must be able to contact emergency services if required.

**5. Service availability**

The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy’s opening hours. To encourage ease of access to the service it should be offered across a range of times including where possible Saturdays and Sundays.

**6. Quality Standards**

The pharmacy should co-operate with any locally agreed NHS England – North (Yorkshire and the Humber) led assessment of patient experience.

**7. Claiming payment**

The provider will access PharmOutcomes for the purpose of audit and claiming payments.

Relevant Pharmacy vaccination service information must include, for each vaccine administered, details of the GP practice the patient was registered with (has to be one based within Yorkshire and the Humber), date vaccine administered, confirmation that the patient GP has been informed (providing the details as stated 3.12 above and method of notification), confirmation of which eligibility criteria the patient fits into to be able to receive the vaccination as part of this agreement.

Pharmacies will not be reimbursed for vaccines administered to patients outside of the eligibility criteria set out above.

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**Interim Community Pharmacy Seasonal Influenza Vaccination**

**Enhanced Service - Service Specification Signed agreement**

**2015/16**

**Please return this form via email to** [**england.pharmacyreturns@nhs.net**](mailto:england.pharmacyreturns@nhs.net) **or post to Primary Care Contracting Team, NHS England, Unit 3, Alpha Court, Monks Cross, York, YO32 9WN.**

Copy and paste the section below into an email and enter your details as appropriate or print off and post back.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company name |  | | ODS code |  |
| Pharmacy name (if different) |  | | | |
| Address |  | | | |
| Telephone |  | | | |
| Email address |  | | | |
| I confirm that I have received the request from NHS England and the accompanying service level agreement and service specification for the provision of seasonal influenza immunisation vaccinations by community pharmacy. I agree to provide the service in a manner compliant with the requirements of the service level agreement and service specification.  I confirm that:   * All staff who will be vaccinating have received the appropriate training (including providing basic life support and responding to anaphylaxis). | | | | |
| Name: | | Job title: | | |