

Community Pharmacy Bradford Metropolitan District Council Influenza Vaccination Service (BMDC Flu Service) Service Specification 2023

Locally Commissioned Community Pharmacy Service

Flu is a key factor in care sector resilience. It impacts on those who become ill, the services that provide direct care as a result, and on the wider health and social care system. As outlined in the Department of Health 'Green Book' immunisation should be provided to healthcare workers to protect them, reduce the transmission of influenza and to avoid disruption to services that provide patient care.

The purpose of the BMDC Flu Service is to increase access and uptake of flu vaccination for all BMDC staff and eligible voluntary sector staff.

Only BMDC employees and voluntary sector staff who present with a valid voucher code are eligible for a free flu vaccination under this scheme.

Contents

1. Service Description	2
2. Duration	2
3. Premises.....	2
4. The Service	2
5. Off-site Vaccination carried out at BMDC sites	3
6. Accessibility	4
7. Payment	4
8. Training.....	4
9. Duty of pharmacy contractors	5
10. Governance.....	5
11. Confidential information.....	5
12. Indemnity.....	6
13. Termination	6
14. Expression of Interest & Assurance Checklist	7

1. Service Description

- 1.1. The agreement is for the pharmacy staff to provide flu vaccination, where appropriate, to Bradford council staff and staff working for Voluntary Community Sector Organisations (VCS) on presentation of a valid council issued flu voucher code.
- 1.2. All BMDC employees and eligible VCS care provider staff will be encouraged to attend the pharmacy for a vaccination by their managers. Pharmacies have the option of arranging an off-site visit to a BMDC site to administer vaccinations to eligible employees or to arrange with independent care providers to vaccinate eligible employees at the provider's premises. The Covid vaccination programme has evidenced that take up of vaccinations is greater when vaccines are taken to individuals and where they do not have to book in beforehand.

2. Duration

- 2.1. This agreement is for the period 1st October 2023 to 31st March 2024

3. Premises

- 3.1. In order to provide the service pharmacies must have a consultation room or other suitable area which meets the requirements of the NHS community pharmacy seasonal influenza vaccination advanced service.
- 3.2. The pharmacy also has the option of providing off-site vaccination – see section 5. When providing vaccinations away from the pharmacy premises the pharmacy must follow appropriate cold-chain storage measures and ensure that the setting used to administer the vaccinations is appropriate.

4. The Service

- 4.1. All eligible employees will present to the pharmacy with the required Flu Voucher code, issued by BMDC, requesting a flu vaccination.
- 4.2. Flu vaccination should be offered to all eligible employees as soon as the vaccine is available.
- 4.3. The pharmacy will check the individual's identity card plus BMDC issued flu voucher code as evidence of eligibility for this service.
- 4.4. The seasonal flu vaccination to be administered under this service is the appropriate inactivated flu vaccine as listed in the NHS England, UK Health Security Agency and Department of Health seasonal influenza tri-partite letter for 2023-24.
- 4.5. The vaccine must be administered under the PGD provided by the pharmacy. The NHS advanced flu service PGD cannot be used to provide vaccinations under this service.
- 4.6. It is the responsibility of the pharmacist to ensure the inclusion and exclusion criteria, detailed in the PGD, are applied during provision of the service.
- 4.7. All vaccines are to be stored in accordance with the manufacturer's instructions and all refrigerators in which vaccines are stored are required to have a maximum / minimum thermometer. Readings are to be taken and recorded from the thermometer on all working days. Where vaccinations are undertaken off the pharmacy premises, the pharmacy contractor must ensure that appropriate measures are taken to ensure the integrity of the cold chain.

- 4.8. Each eligible individual being administered a vaccine will be given the patient information leaflet about the vaccine.
- 4.9. The eligible individual should be encouraged to inform their GP practice that they have received a flu vaccine.
- 4.10. The pharmacy contractor must maintain appropriate records in-line with the requirements of the pharmacy PGD.
- 4.11. In addition to the records required by the PGD the pharmacy must keep a record of the voucher code and BMDC department or VCS organisation of the individuals who have received the vaccination under the scheme.
- 4.12. By signing this agreement, the provider consents for their participation in the service to be shared with other providers e.g. independent providers and other pharmacies to ensure maximum publicity.

5. Off-site Vaccination carried out at BMDC or other sites

- 5.1. Vaccinations can be carried out off site. The pharmacy must arrange this directly with the BMDC department or VCS organisation and organise a convenient time for the administration of the vaccine. Any extra costs incurred are the responsibility of the organising department or VCS organisation.
- 5.2. The pharmacy must ensure that the setting used to administer the vaccinations is appropriate.
- 5.3. The pharmacy must ensure they have sufficient Professional Indemnity insurance to provide off-site vaccinations to ensure that risks of providing vaccinations away from the pharmacy premises are indemnified.
- 5.4. Pharmacists should consider being accompanied by a trained pharmacy support assistant during visits. The primary role of the support assistant is to assist in the event of an emergency. They could also be responsible for general administrative tasks such as completion of documents.
- 5.5. The pharmacy should ensure they take sufficient consumables, as well as anaphylaxis kits, to the setting.
- 5.6. The pharmacy must ensure that the cold chain storage of the vaccines must be maintained at all times. This includes:
 - Check the packaging for any tampering or damage and confirm the vaccines have been appropriately stored and the cold chain has been maintained at +2°C to +8°C.
 - Required vaccines should be collected and removed from the drug fridge on the day of administration, just before use and transferred to an appropriate validated cool box (as supplied by a medical company) with the appropriate insulation to keep the temperature between +2°C to +8°C for transportation.
 - The vaccines should be kept in their packaging and insulated (for example using bubble wrap) from the cooling system to avoid the risk of freezing.
 - Any unused vaccines should be returned to the pharmacy fridge within 8 hours of first removal.
 - It is the pharmacist's responsibility to keep the vaccines stored between +2°C to +8°C at all times.

- 5.7. Pharmacy contractors must ensure that they meet the requirements of The Waste (England and Wales) (Amendment) Regulations 2012 in terms of transferring pharmaceutical waste from the site of vaccination back to the pharmacy premises for subsequent safe disposal.
- 5.8. The following documentation should be considered (this list is not exhaustive);
- Sufficient patient forms/ document
 - Sufficient patient information leaflets

6. Accessibility

- 6.1. The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours as far as possible
- 6.2. If due to unforeseen circumstances the pharmacy is unable to provide the service, the pharmacy should either
- signpost eligible individuals to another pharmacy who are able to provide the service to the patient. The pharmacy should ensure that the pharmacy to which the patient is being signposted is able to provide the service by phoning the pharmacy to check before the eligible individual leaves the pharmacy, or
 - arrange with the eligible individual a convenient time for them to return to be vaccinated
- 6.3. The pharmacy contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patient shall be excluded or experience particular 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.

7. Payment

- 7.1. The cost per item of service will include the cost of the vaccine administered paid at the same rate reimbursed by the NHS community pharmacy influenza vaccination advanced service (plus VAT) and an administration fee paid at the standard NHS flu vaccine payment for pharmacy contractors. This amount includes a contribution in recognition of expenses incurred by community pharmacies in providing this service. These include training, provision of a suitable PGD and disposal of clinical waste. Records of vaccination will be retained in accordance with the provider standard operating process (good practice recommends retaining for eight years).
- 7.2. Providers will record all activity on PharmOutcomes and invoices/claims will be generated monthly.
- 7.3. Monthly payment will be made to pharmacies based on activity recorded on PharmOutcomes.
- Provisions recorded after Friday 12th April 2024 will not be paid.

8. Training

- 8.1. Pharmacists carrying out the vaccinations must be trained in-line with the requirements of the NHS Advanced Flu Service.

- 8.2. Pharmacists must complete the training as specified within the PGD. This should, as a minimum, meet the requirements of the NHS advanced flu service.
- 8.3. Pharmacists should demonstrate that they have the necessary knowledge and skills to provide the service by completing the Vaccination Services Declaration of Competence (DoC) every two years. Signing the DoC whilst not meeting the competencies may constitute or be treated as a fitness to practise issue.
- 8.4. Pharmacists must also meet any additional training requirements as stated in the pharmacy flu PGD.

9. Duty of pharmacy contractors

- 9.1. The pharmacy contractor must source a suitable flu vaccination PGD in order to provide this service. This PGD must be adopted via the pharmacy's internal governance route. The NHS advanced flu service PGD cannot be used to provide vaccinations under this service
- 9.2. The pharmacy contractor must have a standard operating procedure in place for this service, which includes procedures to ensure cold chain integrity and Infection Prevention and Control.
- 9.3. The pharmacy contractor must ensure that pharmacists providing the service are competent to do so. The pharmacy contractor must keep on the pharmacy premises copies of each Declaration of Competence completed by pharmacists that they employ/engage to deliver the service.
- 9.4. The pharmacy contractor must ensure that employees 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.
- 9.5. The pharmacy contractor must ensure that employees 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.
- 9.6. The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste related to the provision of this service.
- 9.7. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

10. Governance

- 10.1. 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.
- 10.2. The Pharmacy will manage any incidents in line with the requirements of the NHS Contractual Framework for community pharmacy.

11. Confidential information

- 11.1. All parties will comply with the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000 and the General Data Protection Regulation 2018 All relevant paperwork must be managed in line with 'Records Management: NHS Code of Practice'

12. Indemnity

- 12.1. 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.
- 12.2. 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 BMDC.

13. Termination

- 13.1. Either party may terminate the agreement before the end date subject to providing one months' notice in writing.
- 13.2. BMDC 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.

14. Expression of Interest & Assurance Checklist

Section One - Expression of Interest

To express an interest in providing the BMDC Influenza Vaccination Service please complete the details below

Pharmacy Name	
Pharmacy OCS Code	
Address	
Postcode	
Lead contact for the service	
Pharmacy contact number	
Pharmacy email address	Please print
Able to offer an off-site vaccination service under the clauses outlined in Section 5 in the Expressions of Interest Service specification.	(YES/NO)

Section Two: Assurance Checklist

In order to meet the specific criteria for the service please complete the section below. If you answer 'NO' to any questions we will want to discuss your application further.

1 Does the pharmacy have private access to facilities to provide the flu vaccination?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
2 If YES* is there sufficient space within that facility to administer First Aid? E g manoeuvre patients into the recovery position	YES * <input type="checkbox"/> NO <input type="checkbox"/>
3 Does pharmacy have a pharmacy PGD to deliver flu vaccinations as outlined in Section 4 of the Service Specification?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
4 Does the pharmacy hold adrenaline stocks on site?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
5 Does the pharmacy have procedures in place for the storage of vaccines in accordance with manufacturer's instructions?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
6 Does the pharmacy have indemnity insurance (including to cover for off-site vaccinations where appropriate)?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
7 Does the pharmacy have a sharps collection service?	YES * <input type="checkbox"/> NO <input type="checkbox"/>
8 Will the pharmacy be ready to commence the service beginning of October 2023? (or as soon vaccinations become available after that date)	YES * <input type="checkbox"/> NO <input type="checkbox"/>
9 Can the pharmacy guarantee continuation of the service until 31 March 2024? (Dependent on vaccination supplies)	YES * <input type="checkbox"/> NO <input type="checkbox"/>
10 Does the pharmacy have trained staff to deliver vaccinations?(as outlined in Section 8 of the Service Specification)	YES * <input type="checkbox"/> NO <input type="checkbox"/>

Please complete and return the Expression of Interest & Assurance Checklist to Michael.horsley@bradford.gov.uk by **30th September 2023**