

Service	Community Pharmacy DCC Employee Flu Vaccination Service Specification (Version 1. May 2024)
Authority Lead	Claire Jones, Public Health Pharmacy Adviser
Provider Lead	
Period	1 October 2024 – 31 March 2025
Date of Review	N/A

1.0 Purpose and scope

- 1.1 This service forms part of the Durham County Council (DCC) 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 Council workforce with the aim of maintaining Council services to residents.
- 1.2 This service is free of charge to service users.
- 1.3 This service specification (and accompanying patient group direction (PGD) has been written in such a way as to reflect the NHS Seasonal Influenza Vaccination Advanced Service and its accompanying service standards as much as possible.

2.0 Timescale

- 2.1 This specification covers 1 October 2024 to 31 March 2025.

3.0 Service aims

- 3.1 The aims of the service are to:
 - Increase access to and the provision of seasonal influenza immunisation for DCC employees who have been identified by DCC as eligible to receive the service (this includes staff at DCC-maintained schools but not academies).
 - Increase the uptake of the flu vaccine by eligible DCC employees.
 - Improve access to the flu vaccine for eligible DCC employees by making it available at community pharmacies across the county and in other suitable settings.

4.0 Service description

- 4.1 Before the service can commence, the provider must sign a contract variation letter with Adult and Health Services Commissioning (AHS.Commissioning@durham.gov.uk)

4.2 Service description

- The service is effective from 1 October (or such later date) when vaccines are available, until the end of March.
- The service can be delivered in two ways:
 1. DCC employee aged 18 – 64 years will present to the pharmacy premises after contacting the pharmacy to request a flu vaccination appointment. The provider will confirm eligibility by checking the DCC employee's staff ID. Note: DCC employees who present to the pharmacy premises for a vaccination and who fall into one of the eligible groups for the NHS seasonal influenza vaccination service 2024/25 at the time of the appointment should access the national NHS flu vaccination programme and PGD.
 2. The provider can vaccinate DCC employees aged 18 years and over (including those aged 65 years and over) who present off-site at DCC or DCC-maintained school premises (the off-site service allows for the vaccination of all employees including those also eligible for an NHS

vaccination). The provider will confirm eligibility by checking the DCC employee's staff ID and accepting a completed DCC Pharmacy Flu Consent Form to aid data collection off-site (Appendix 1).

- The seasonal flu vaccine to be administered under this service is one of the inactivated flu vaccines listed in the NHS England (NHSE), UK Health Security Agency (UKHSA) and Department of Health and Social Care (DHSC) seasonal influenza tri-partite letter.¹
- The provider will administer the vaccine under the private PGD approved by DCC (Note: 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. Procedures should be in place to record maximum and minimum fridge temperatures on working days.
- The service user should be signposted to / offered the relevant patient information leaflet.
- A record of the vaccination should be returned to the individual's GP practice via PharmOutcomes notification on the same day that it is administered unless exceptional circumstances apply.
- The provider must maintain appropriate records in line with the requirements of the PGD.
- The provider will ensure that details of the service user are recorded on PharmOutcomes. This will include:
 1. Employee details (e.g. name, address, DoB, GP practice).
 2. Eligibility for vaccination under the DCC service (confirmation that staff ID was shown) and confirmation of consent.
 3. Location of vaccination if off-site.
 4. Vaccination details (e.g. date of vaccination, registered practitioner name, BN, expiry date).
 5. Notification to employee's GP.
- To arrange for provision of vaccines at DCC or school premises, the provider will be contacted to find out if they can provide vaccinations at DCC premises on a certain date. DCC service managers / school head teachers will be advised that the minimum staff number booking an off-site session should be 15, and that the minimum premise standards required for vaccination are:
 - A private and clean room to ensure patient confidentiality. Any non-essential equipment or items should be moved to make more space and clear away any clutter. The registered practitioner will remove all waste generated by the flu clinic. Note: In addition, depending on national current infection control guidance: The room should be cleaned before and after use by the pharmacy including all surfaces such as door handles. The registered practitioner will wipe down surfaces between patients.
 - At least 10 foot x 10 foot, since enough space is needed for a person to comfortably lie down on the floor if required.
 - Two chairs and one bench / table (of materials that can be easily cleaned).
 - Socket if the pharmacy is using a portable fridge.
 - Handwashing facilities in the building.
 - Space for staff to wait for vaccination and following vaccination (as appropriate and depending on national current infection control guidance).

¹ <https://www.gov.uk/government/collections/annual-flu-programme>

4.3 Inclusion criteria

- Individuals eligible to access this service will be DCC employees (including DCC-maintained school staff but not academies) aged 18 years and over (including those aged 65 years and over at off-site clinics).
- The employee must present staff ID.
- The employee must consent to vaccination in line with the standards of the NHS community pharmacy seasonal influenza vaccination advanced service specification. The consent should cover the administration of the vaccine as well as advising the employee of information sharing that will take place for the appropriate recording of their vaccination in their GP practice record. The employee should also be informed that anonymous information regarding their vaccination will be shared with the Council via the PharmOutcomes data collection platform.
- In addition, for off-site vaccinations at a school or DCC premises only, the employee should pre-complete the relevant details in the Pharmacy Flu Consent Form (Appendix 1).

4.4 Exclusion criteria

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

- Staff who are aged less than 18 years of age.
- Staff receiving their vaccinations onsite at the pharmacy premises who are eligible for vaccination through the NHS flu vaccination programme at the time of the appointment - payment for these staff must be processed through the NHS Seasonal Influenza Vaccination Advanced Service and not through this service (Note: Staff aged 18 years and above who are eligible on the NHS but who are vaccinated off-site can receive their vaccination through this DCC service).
- A confirmed anaphylactic reaction to a previous dose of the vaccine, or a confirmed anaphylactic reaction to any component, ingredient or excipient 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.
- Staff who have already received an influenza vaccine for the current season.
- No valid consent given.
- No staff ID shown.

4.5 Access to the service

Geographic coverage within County Durham

Onsite at pharmacy premises.

Off-site at DCC or DCC-maintained school premises.

Days / hours of operation

The service will take place during normal business hours.

Location(s) of service delivery

The service can be provided:

- Off-site (i.e. not on the pharmacy premises) at the request of a school / DCC manager who will contact the pharmacy to confirm that the minimum staff numbers have booked that session (i.e. 15 staff members), and that the minimum premise requirements are available (Section 4.2).
- Onsite within the pharmacy setting (in an area of the pharmacy with suitable facilities and ensuring service user confidentiality), following an individual DCC employee booking an appointment with the pharmacy.

5.0 Standards

5.1 Standards of the service

Providers must ensure that vaccinations offered under this service are provided in line with Immunisation Against Infectious Diseases (The Green Book), which outlines all relevant details on the background, dosage, timings and administration of the vaccination and disposal of clinical waste.

Onsite at the pharmacy premises

In order to provide this service, the provider must have a consultation room or an appropriate space which allows infection control standards to be maintained and service user confidentiality and dignity to be respected.

Off-site vaccinations at a DCC or DCC-maintained school premises

To provide vaccinations away from pharmacy premises the provider will ensure that:

- Pharmacy SOPs are amended to cover such a provision.
- The responsible pharmacist at the registered pharmacy premises is professionally responsible for the safe delivery of this service. The pharmacist supervising delivery of off-site vaccinations must be linked and work closely with the responsible pharmacist and superintendent pharmacist through an appropriate governance framework.
- The registered practitioner professional indemnity insurance and the provider employer's liability insurance covers off-site flu vaccination.
- Appropriate arrangements for off-site clinical waste management will be made. Providers 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.
- The setting is appropriate for vaccination depending on the current national infection control measures and will ensure service user confidentiality (Section 4.2 for minimum premise standards).
- Suitable cold chain arrangements will be made for the transport of the vaccines. Vaccines should be taken from the pharmacy fridge and placed into an appropriate validated cool box (which will maintain the vaccines at a temperature between +2°C and +8°C) just before travel to the off-site location. The vaccines should be kept in their packaging and should be insulated from the cooling system within the cool box, e.g. using bubble wrap, to avoid the risk of freezing. Any unused vaccines should be returned to the pharmacy fridge within 8 hours of first removal.

5.2 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.
- The pharmacy will manage flu vaccinations in line with the latest national guidance including from UKHSA and NHSE.
- The vaccine will be administered by an appropriately trained, competent and registered practitioner, authorised under the DCC PGD.
- Prior to vaccination, a valid consent must be given by each service user. The consent should cover the administration of the vaccine as well as advising the

employee of information sharing that will take place for the appropriate recording of their vaccination in their GP practice record. The employee should also be informed that anonymous information regarding their vaccination will be available to the Council via the PharmOutcomes data collection platform.

5.3 Competence

The provider will ensure that any registered practitioner providing the service is competent to do so. The registered practitioner must hold a valid and up to date registration to practice. In addition, they must:

- Have training that meets the requirements of The National Minimum Standards and Core Curriculum for Immunisation Training for Registered Healthcare Practitioners at <https://www.gov.uk/government/publications/national-minimum-standards-and-core-curriculum-for-immunisation-training-for-registered-healthcare-practitioners>.
- Demonstrate that they have the necessary knowledge and skills by completing a vaccination Declaration of Competence (as either defined by CPPE at www.cppe.ac.uk/services/declaration-of-competence for registered pharmacists and pharmacy technicians, or by the UKHSA flu vaccinator competency assessment tool at <https://www.gov.uk/government/publications/flu-immunisation-training-recommendations>).
- Have up to date training in injection technique, resuscitation and anaphylaxis as described in the NHS Seasonal Influenza Vaccination Advanced Service.
- Maintain up to date knowledge of vaccine products and the latest national guidance on infection control (as applicable).
- Be authorised by name as an approved practitioner under the current terms of the PGD before working under its authority (i.e. by signing the PGD practitioner authorisation sheet).

5.4 Incidents and patient safety

- A summary of incidents or complaints should be reported to the service commissioner upon request. The provider will inform the commissioner with a summary of the incident/complaint(s) and an action plan for ensuring any such incidents/complaints can be avoided in the future, and how lessons have been learnt.

5.5 Quality

The provider must ensure that:

- The NHS Seasonal Influenza Vaccination Advanced Service is also provided by the pharmacy.
- The DCC flu vaccination PGD has been signed by all registered practitioners providing this service. This PGD must be adopted via the provider's internal governance route and authorisation declared via the PharmOutcomes template. The NHS Seasonal Influenza Vaccination Advanced Service PGD cannot be used to provide vaccinations under this service.
- A SOP is in place for this service, which includes procedures to ensure the service operates in line with the current national infection control procedures, and procedures for cold chain integrity particularly if vaccinations are provided away from the pharmacy premises (see Section 5.1).
- The registered practitioners providing the service are competent to do so (see Section 5.3).

- 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.
- Arrangements have been made for the removal and safe disposal of any clinical waste related to the provision of this service according to guidance in the Health Technical Memorandum 07-01: Safe and sustainable management of healthcare waste at <https://www.england.nhs.uk/publication/management-and-disposal-of-healthcare-waste-hm-07-01/>.
- Appropriate records to ensure effective ongoing service delivery and audit are in place.
- Confidentiality of all service users is maintained.
- A valid consent is given in line with the requirements in the NHS Seasonal Influenza Vaccination Advanced Service.
- Where a service user presents with an adverse drug reaction following vaccination and the supervising pharmacist believes this is of clinical significance, the GP practice should be informed.

5.6 Review / audit

- The provider may be requested to participate in an end of year service review as defined by Public Health.

6.0 Data collection and financial details

6.1 Data collection

- Claims will be processed via PharmOutcomes. All fields must be complete and accurate.

6.2 Costs

- Providers will be paid at the following rates:

Duty	Fee
Per vaccination administered	<ul style="list-style-type: none"> • Vaccine cost in accordance with the Drug Tariff price plus 20% VAT • £9.58 ex VAT
A half day off-site vaccination fee	<ul style="list-style-type: none"> • £120 ex VAT

- In the event of over claims being made, the Local Authority has the right to reclaim all monies.

6.3 Frequency of payment

- PharmOutcomes will generate monthly reports on the 15th working day of every month. Providers will be paid monthly which will be made by the Local Authority following sign-up to the service via the Public Health contract. There will be no requirement for pharmacists to send invoices. Any queries relating to payment must be made to Publichealth@durham.gov.uk.
- The system allows two months grace to enter data on to PharmOutcomes.

7.0 Notice period

7.1 A minimum of one months' notice is to be provided by either the provider or the Local Authority in the event of any decision to withdraw from this service before the stated expiry date.

DCC Supporting Officer

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Appendix 1: Copy of off-site staff flu vaccination consent form

Durham County Council Pharmacy Flu Vaccination Consent Form for flu vaccinations at DCC / school premises

Important: All staff attending the flu vaccination clinic organised with a pharmacy will:

- Bring staff ID to the clinic.
- Complete all the information in Employee details, Flu vaccination questions, and Employee consent to vaccination.

This annual service is available from 1 October to 31 March.

Employee details	
Employee name:	DOB:
Directorate: <input type="checkbox"/> Adult and Health Services <input type="checkbox"/> Children & Young Peoples Services <input type="checkbox"/> Neighbourhoods and Climate Change <input type="checkbox"/> Regeneration, Economy and Growth <input type="checkbox"/> Resources Unknown	Home address: Postcode:
Name of GP Practice:	
Location of flu vaccination clinic:	

Flu vaccination questions		
	Yes	No
Are you aware of an allergy to any of the ingredients in flu vaccines (e.g. an allergy to eggs can affect the choice of vaccine)?		
Do you have any bleeding disorders, such as haemophilia? (<u>Note</u> : This does not apply if you are taking blood thinning drugs such as warfarin)		
Have you ever had any significant health problems after having any previous vaccination?		

Note: Generally, if you have a high temperature you are unable to receive a flu vaccination, however if you have symptoms of a cold then you can receive the vaccine.

Employee consent to vaccination	
I agree to being given a flu vaccination by a trained and competent registered practitioner, and I confirm I have not already had a flu vaccination for this flu season. I am aware that the pharmacy will directly inform my GP Practice of this vaccination and that anonymised data will be available to the Council for audit and payment processes.	
Employee signature:	Date:

For completion by the pharmacy		
Name of vaccine:	Batch number:	Expiry date:
Any adverse effects and any other notes:		
Registration practitioner name:	Date of vaccination:	