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| **Service** | **Community Pharmacy - Influenza Immunisation for Sefton Local Authority and Sefton CCG’s Employees – Service Specification** |
| **Commissioner Lead** | **Charlotte Smith / Alan McGee, Public Health, Sefton Council** |
| **Provider Lead** | **Sefton Community Pharmacies** |
| **Period** | **October 2022 to January 2023** |

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| 1. **Purpose** | | | | | |
| * 1. **General Overview**   Rate of influenza activity were extremely low throughout 2020/21 and while activity continues to remain low there is considerable risk of resurgence as social contact returns to pre-pandemic levels. The potential for co-circulation of influenza, covid-19 and other respiratory viruses remains significant throughout the winter of 2022/23 and could add substantial pressure to NHS and social care services as respiratory viruses circulate.  Influenza vaccination is one of the most effective interventions available to reduce pressure on the care sector over the winter period. Influenza impacts on the people who become ill, the services that provide direct care and on the wider health and social care system. As outlined in the Department of Health ‘Green Book ’immunisations should be provided to healthcare workers and other front-line staff, to protect them, reduce the transmission of influenza and avoid disruption to services that provide patient care.  Guidance set out by the Department of Health, Chief Medical Officers Flu Letter, 22nd April 2022 (amended 22nd April 2022) outlines eligibility for all individuals with an underlying health condition, plus anyone aged 50 – 64 without an underlying health condition (including those who will turn 50 years of age before March 31st, 2023) and secondary school age children; years 7, 8 and 9 to receive flu vaccinations under the NHS National vaccination programme.  The guidance encourages NHS flu vaccination providers to prioritise the most vulnerable individuals in the first instance, offering vaccinations under the NHS programme for healthy 50 – 64-year-olds from 15th October 2022. Similarly, additional Secondary School pupils, years 10 and 11 will be eligible for NHS vaccination subject to vaccine availability.  **Sefton Council staff flu vaccination programme 2022** will be available to all Sefton Council employees, staff from Sefton state funded schools (including transport services to special educational settings). Sefton NHS employees (**formerly South Sefton and Southport and Formby CCGs**), staff working for Agilisys at Sefton Council and staff working for Sandway Homes will be eligible to access the staff flu programme.  Vaccinations will be provided in pharmacy settings and will be free for staff who book and present with an e-voucher and staff ID or letter to confirm staff are working in special educational needs transport. The initiative will complement the National NHS Season Influenza Immunisation Programme. Where staff are eligible for vaccination under the NHS Seasonal Influenza Vaccination Service, vaccination should be provided under the terms of the NHS service either from participating Community Pharmacies or General Practice.  **1.2 Aims**   * Promote awareness and encourage uptake of influenza vaccinations in line with NHSE & I aspirations * Provide timely access to the influenza vaccine for identified employees, within the Sefton Local Authority boundary. * To maintain business continuity by protecting staff in all settings. * Manage uptake by offering the influenza vaccine in community pharmacy settings * Improve public health by decreasing infection across the population   **1.3 Objectives**   * + To deliver an accessible and confidential vaccination programme via Community pharmacy-based pharmacies.   **1.4 Expected Outcomes Including Improving Prevention**   * Reduction in number of employees with infection * Reduction in the impact on operational services * Reduced transmission of Influenza to service users * The | | | | | |
| 1. **Scope** | | | | | |
| **2.1 Service Description**  The agreement is for the Provider (pharmacy) to offer immunisation against influenza to those identified as being eligible by Sefton Local Authority. The service will operate from 3rd October 2022 until 31st January 2023. All those entitled to a free flu vaccination can attend any participating pharmacy by arrangement and/or by presenting a Sefton Council flu voucher, with ID or confirmatory letter.  Providers should, in accordance with their Patient Group Direction (PGD) offer immunisation from the beginning of the scheme until the end of the scheme as stated unless a shortage of vaccines disrupts delivery. Providers will work under PGD’s developed by their own organisation or a PGD under which they are authorised to work under. The NHS Seasonal Flu PGD cannot be used for this scheme.  Vaccinations will be provided in pharmacy settings in a suitable confidential area in line with the current guidance for pharmacies.  Eligibility  Individuals who are eligible to access this service are:   * Employees of Sefton Council and Sefton NHS (formerly South Sefton and Southport and Formby CCGs) who present to the pharmacy [the ‘Contractor’] with an electronic voucher and ID badge. * Employees of Sefton state funded Schools (including transport services to special educational settings) who present to the pharmacy [the ‘Contractor’] with an electronic voucher and ID badge. * Employees of Agylisis and Sandway Homes who present to the pharmacy [the ‘Contractor’] with an electronic voucher and ID badge.   Exclusion Criteria  Please see the Patient Group Directions (PGD) for clinical exclusions.  In addition:  Those groups eligible for the NHS Flu Service are also **excluded** and should instead be offered the NHS Flu Service either in the pharmacy or at their GP practice.  Exclusions can be identified using the questions asked on PharmOutcomes.  Relevant guidelines must be adhered to in order to undertake provision of this service in line with: Immunisation Against Infectious Disease: The Green Book (2014) <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>  It is a requirement of the scheme that the Provider undertakes, in accordance with their patient group directive  Administration  The administration of the influenza vaccine shall be provided under a private PGD and will reflect guidance within Green Book and current Flu Letter.  The provision of vaccine will take place in a registered pharmacy premises and will be carried out by a suitably trained pharmacist.  Eligible Employees will be vaccinated between the 3rd October 2022 to 31st January 2023  All Sefton Council, Sefton NHS staff (formerly South Sefton and Southport and Formby CCGs), School staff, Agylisis and Sandway Homes staff, who are not eligible for the NHS Flu Vaccination Programme can receive the vaccination as part of this scheme.  The pharmacist must ask the employee for their Voucher and ID Badge or confirmatory letter as this will confirm their eligibility for the vaccine, it will also support the evaluation of the initiative. Attendance with e-voucher or confirmatory letter will be recorded on PharmOucome.  The pharmacist will ensure that the employee meets the vaccine requirements set out in this service specification and within their own private PGD for administration of the influenza vaccine.  The pharmacist will assess the need and suitability for a client to receive the influenza vaccine in line with the Patient Group Direction (PGD) and the inclusion and exclusion criteria contained therein.  Patients with either egg allergy or patients excluded from the Patient Group Direction criteria for other reasons should be advised to discuss with their General Practitioner for a more formal risk assessment.  Where deemed appropriate, the pharmacist will administer the vaccination according to the legal requirements.  A full record of the consultation and administration of the vaccine will be recorded on the PharmOutcomes platform as well as completing any paperwork required by the pharmacies own private PGD if the patient is vaccinated on the pharmacy premises.  Employees consent for the vaccine and for sharing the information with Sefton Council will be recorded as part of the record of the vaccine on PharmOutcomes.  Where the employee attends with a voucher but proceeds to have a vaccination through the NHS flu vaccination programme the employees attendance will be recorded on PharmOutcomes to support evaluation of the programme.  **2.2 Accessibility, fairness and equity of provision**  The pharmacy must maintain appropriate, accurate records to ensure effective ongoing service delivery and audit. Records will be confidential and should be stored securely and for a length of time in line with local NHS record retention policies:   * The service will be non-stigmatising and non-discriminatory, providing fair and equitable access. The service will comply with the Equality Act 2010. * There will be provided with as few restrictions as possible and therefore, the service should be available throughout the pharmacy opening hours. To encourage ease of access to the vaccination programme the service should be offered across a range of times including Saturdays and Sundays in accordance with the pharmacies usual opening times.   **2.3 Essential links to other services / care pathways**  The service will ensure links to: -   * General practice * Safeguarding Team | | | | | |
| 1. **Service Delivery** | | | | | |
| **3.1 Competencies and Training**  Pharmacists providing this service will meet the following criteria:   * The pharmacist providing the service is registered with the GPhC * The pharmacist works regularly for a Contractor at a pharmacy that meets the premises criteria specified in this agreement   The pharmacy Contractor will ensure that any pharmacist who is involved in administering a vaccine has successfully completed a training course that meets the requirements of the National Minimum Standards and Core Curriculum for Immunisation  Training for Registered Healthcare Practitioners Revised February 2018 and Flu immunisation training recommendations August 2022.  Immunisation training standards for healthcare practitioners - GOV.UK (www.gov.uk)  [Flu immunisation training recommendations - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/flu-immunisation-training-recommendations)  The pharmacy Contractor will be able to demonstrate competency by meeting the requirements in the relevant CPPE Declaration of Competence.  Pharmacists can access resuscitation updates via e-learning module, on-line immunisation training modules are also available on Skills for Health Core Learning:  [Better skills, better jobs and better health - Skills for Health Sector Council](https://www.skillsforhealth.org.uk/)  The Pharmacist has signed an authorised copy of a Private Patient Group Direction for the Administration of the 2022/23 influenza Vaccines by Community Pharmacists.  Pharmacists should maintain clinical knowledge appropriate to their practice by attending relevant study days / courses and making themselves aware of appropriate literature.  Where interruption of the service is unavoidable, the identified pharmacist(s) will ensure that support staff and any replacement pharmacists are aware of the details of the scheme and are able to correctly signpost to another participating pharmacy. If signposting to another authorised pharmacy, they must ensure that the service is available at that time. A list of participating pharmacies and telephone contacts will be provided by the Commissioner.  **3.2 Service model**  The pharmacy contractor must:   * Ensure that all pharmacists providing this service have completed the appropriate Declaration of Competence * A standard operating procedure (SOP) must be produced and reviewed as required     **3.3 Termination**  The Council may terminate the Order by giving written notice to the Contractor with immediate effect if the Contractor commits a material Default and if:  i. the Contractor has not remedied the Default to the satisfaction of the Council within ten (10) Working Days, or such other period as may be specified by the Contracting Body, after issue of a written notice specifying the Default and requesting it to be remedied; or  ii. the Default is not, in the opinion of the Council, capable of remedy.  The Council may terminate the Order at any time by giving 30 days written notice to the Contractor. | | | | | |
| 1. **Referral, Access and Acceptance Criteria** | | | | | |
| **4.1 Geographic coverage / boundaries**  Community Pharmacies in the Sefton Council boundary.   * 1. **Location(s) of service delivery** * Suitable Pharmacies in the Sefton Council boundary. The pharmacy must have a suitable confidential consultation area in line with national guidance for pharmacies administering vaccines. | | | | | |
| **5 Premises and Equipment** | | | | | |
| **5.1 Premises**  **Community Pharmacy provision**  The consultation area or room will be compliant with current GPhC standards for service delivery. It should be:   * Clean and should not be used for storage of any stock (other than stock that is stored in closed storage units or stock that may be used, sold or supplied during a consultation – for example, hand wipes, emergency hormonal contraception, needle and syringe exchange stock, etc); * Laid out and organised and that any materials or equipment which are on display are healthcare related; and * Laid out and organised so that once a consultation begins, the patient’s confidentiality is respected, and Interruptions to the consultation must be kept to a minimum. * Cleaned between patients meeting the latest guidance infection prevention and control and personal protective equipment guidance:   <https://www.england.nhs.uk/publication/national-infection-prevention-and-control/>  [COVID-19: guidance for health professionals - GOV.UK (www.gov.uk)](https://www.gov.uk/government/collections/wuhan-novel-coronavirus)  Vaccinations will only take place in a consultation space which allows for:   * The vaccination to be administered safely, providing privacy and confidentiality * Sufficient workspace to allow for preparatory work, easy access to the sharps container, and easy storage of any paperwork * Immediate access to anaphylaxis pack and anaphylaxis algorithm; In the event of a severe anaphylactic reaction, the pharmacy shall have a facility to call for ambulance assistance immediately without leaving the patient unattended * The individual to be vaccinated to, where necessary, remove and store any garments, with privacy and dignity, to allow safe vaccination * The management of any anaphylaxis or patient collapse, including putting a person into the recovery position and/or carrying out Basic Life Support. This may require that the door is opened but in all cases privacy and dignity must be maintained   **5.2 Equipment**  The pharmacy will provide all equipment (at its own cost) required to deliver the scheme, e.g. anaphylaxis packs, sharps bins and arrangements for disposal of clinical waste  The vaccines must be stored in a hardwired, lockable fridge or within a secure area of the pharmacy, in line with manufacturer’s guideline  The pharmacy must ensure that suitable processes are in place to:   * monitor and maintain the cold chain for the vaccines; * dispose of used sharps and waste; * maintain hygiene and have suitable hand washing facilities. * for dealing with needle stick injuries and spillages. * comply with current infection control guidelines.   The pharmacy must provide a suitable anaphylaxis treatment pack. | | | | | |
| **6 Service Responsibilities** | | | | | |
| **6.1 The Pharmacy (Contractor)**  To ensure that any approaches by the media for comments or interviews must be referred to Sefton Council Corporate Communications Team.  To ensure that pharmacists providing the service have been offered hepatitis B vaccination. This is the responsibility of the contractor as the employer.  **6.2 Sefton Council (Commissioner)**  To fund and monitor the service and to ensure prompt payment of claims.  To evaluate the impact of the service to inform future commissioning decisions. | | | | | |
| 1. **Baseline Performance Targets – Quality, Performance & Productivity** | | | | | |
| **Performance Indicator** | **Threshold** | **Method of Measurement** | **Frequency of Monitoring** | | |
| **Quality - Key Performance Indicators and Outcome Indicators** |  |  |  | | |
| Pharmacists and staff involved in the training have received the appropriate training and accreditations | 100% | Assurance Statement | | Prior to commencing service | |
| Clearly documented complaints procedure in place | 100% | Assurance Statement | | Complaints and incidents to be reported to the commissioner | |
| Accurate and timely input of service delivery | 100% | Assurance Statement | |  | |
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| 1. **Community Pharmacy Contractual Framework** | | | | | |
| **8.1 Community Pharmacy Contractual Framework**  The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.  No part of this specification by commission, omission or implication defines or redefines essential or advanced services. | | | | |
| **9. Activity** | | | | |
| **9.1 Activity and Monitoring**  The pharmacy will ensure that the necessary documentation, as detailed in this service specification, is maintained and made available to the commissioner to enable the service to be monitored and for the purpose of post payment verification, this will be done by the pharmacy entering each service delivery onto PharmOutcomes, accurately and in a timely manner. | | | | |
| * 1. **Finance** | | | | |
| **10.1 Financial Structure**  Payment and reimbursement structure  For in pharmacy vaccinations: A fee of £17.50 will be paid to the Contractor for each eligible employee vaccinated.  The vaccine is an integral part of the provision of that service. As such this is an exempt activity under schedule 9 of the VAT act 1994, and there is no requirement to account for any VAT element in the fee.  **The fee of £17.50 includes all costs associated with the delivery of vaccinations, including but not limited to, procurement of vaccines, venue costs, PPE and cleaning costs**.  Claims for payment  Details of vaccinations provided in the pharmacy must be entered on to PharmOutcomes by the 5th of the month, following service delivery, in order to be processed that month.  Invoices for activity will be automatically generated by PharmOutcomes on the 7th of each month and processed by the commissioner or its agent.  Claims for activity more than 3 months old will not be paid.  Any queries relating to claims older than 6 months will not be considered.  **Pharmacies will only be remunerated for vaccines where the above pathway is followed and all PharmOutcomes data is completed**  No claim should be submitted more than one month after the end of this agreement.  Any queries, please email [SeftonStaffFlu@sefton.gov.uk](mailto:SeftonStaffFlu@sefton.gov.uk) | | | | |

**Appendix 1 - Application to provide Community Pharmacy Influenza Vaccination service to eligible employees**

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| **CONTACT DETAILS** | |
| Name of organisation |  |
| Trading as (name of pharmacy) |  |
| Address of pharmacy  (where vaccination service will be provided) |  |
| Postcode |  |
| Name of person with overall responsibility for the service |  |
| Telephone Number |  |
| Email address |  |
| **ASSURANCE ARRANGEMENTS** | |
| Person(s) Trained to administer influenza vaccination |  |
| GPhC number(s) of Pharmacist(s) administering vaccine |  |
| Date attended most recent training |  |
| Was this initial / refresher training? |  |
| Details of training organisation |  |
| Details of Patient Group Direction that you will be working under (Please note that you cannot use the NHS PGD for this service) |  |
| I have enclosed proof of insurance (public liability, employers liability and medical indemnity insurance) | Yes ❑ No ❑ |
| I have checked with my insurance provider that I am covered to provide off-site vaccination e.g. in special educational needs schools | Yes ❑ No ❑ |
| I have a standard operating procedure in place for the administration of the influenza immunisation service | Yes ❑ No ❑ |
| **PAYMENT DETAILS** | |
| Please note - Payment will be made to your local pharmacy unless otherwise indicated | |
| Invoices will be generated via PharmOutcomes therefore you do not need to generate your own invoice.  If you are part of a group / chain and prefer invoices to be generated against one Purchase Order Number, please state here | Yes I would prefer one PO number ❑ No ❑ |
| If you are part of a group / chain and wish for payment to be made centrally through your head office, please provide:   * Name of organisation * Head office address * Postcode   (NB if this is not listed on the Council’s approved supplier list you will be asked for further information) |  |

Signed…………………………………………………………………………………………………

Position / Role…………………………………………………………………………………………

Date……………………………………………………………………………………………………

Please return this form (Appendix 1) [SeftonStaffFlu@sefton.gov.uk](mailto:SeftonStaffFlu@sefton.gov.uk)

**Appendix B**

**Definitions**

The following expressions shall have the following meanings:

**‘Agreement Price’** means the price (exclusive of any applicable VAT), payable to the Contractor under the Agreement as set out in the Order, for the full and proper performance by the Contractor of its obligations under the Agreement;

**‘Confidential Information’** means any information in this Agreement and of either party which forms the subject matter of patent, copyright, registered design or other protected propriety right, information of the other party designated as “Commercially Sensitive Information” or information which is by its nature clearly confidential;

**‘Contracting Officer'** means the representative of Sefton Council appointed to act on its behalf;

**‘Contractor'** or **“Pharmacy’** or **‘Pharmacy Contractor’** or **‘Pharmacist’** means the person, firm or company appointed by the Council to supply the Services under this Agreement and Order, shall include the Contractor's employees, personal representatives, successors and permitted assigns;

**‘Contractor Employees’** or **‘Pharmacy Employees’** means all persons employed by the Contractor together with the Contractor’s servants, agents, Contractors and sub-contractors used in the performance of its obligations under the Order and this Agreement;

**‘Council’** means Bolton Council, as the responsible body for Public Health;

**‘Default’** means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or the Employees in connection with or in relation to the subject-matter of the Order in respect of which such Party is liable to the other;

**`Local Authority Employees’** means a person employed by Sefton Council, Sefton NHS (formerly South Sefton or Southport and Formby CCG) Sefton Schools including Special Educational Needs Schools, Special Educational Needs Settings and Special Educational Needs Transport Services

**‘Order’** means an order for Services served by the Council on the Contractor and as instructed via PharmOutcomes;

**‘Party’** means the Council or the Contractor;

**‘Premises’** means any location where the Services are delivered as set out in the Order;

**‘Public Health Sefton’** means the local authority of Sefton Borough Council;

**`Services’** means the services to be provided by the Contractor as set out in the Specification;

**‘Specification’** means the scope of the Services to be provided pursuant to the Order and this Agreement and set out in the Specification