



Clinical Community Pharmacy Service – Seasonal Influenza

Service specification for the Seasonal Influenza element of the Clinical Community Pharmacy Service in Wales

Authors

Name	Role
Richard Evans	Community Pharmacy Advisor (ABUHB)

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1	First approved version	21 Feb 2022

1. INTERPRETATION

- 1.1. The definitions set out in The Pharmaceutical Services (Clinical Services) (Wales) Directions 2022 (or subsequent iterations of this document) apply to this specification.
- 1.2. “CCPS” means the Clinical Community Pharmacy Service, or one of the component services included within it.
- 1.3. “Local Health Board” (LHB) means the Local Health Board that the pharmacy in which the service is being provided is located.
- 1.4. “Patient” means any person in receipt of the service.
- 1.5. “Pharmacist” means a person registered in Part 1 of the GPhC register or in the register maintained under Articles 6 and 9 of the Pharmacy (Northern Ireland) Order 1976.
- 1.6. “Pharmacy” means any premises included on a health board pharmaceutical list where a pharmacist provides drugs or services as part of pharmaceutical services.
- 1.7. “Pharmacy Contractor” (or “Contractor”) means a person lawfully conducting a retail pharmacy business.

2. SERVICE AIM

- 2.1. To provide influenza immunisation for those patients in nationally and locally agreed at-risk groups. This is to support the wider provision of influenza immunisation and increase the proportion of at risk individuals who receive immunisation. Immunisation of those patients most likely to have a serious or complicated illness should they develop influenza will help to reduce morbidity and mortality.

3. SERVICE OUTCOMES

- 3.1. An increase in the number and location of sites providing influenza immunisation;
- 3.2. Increased immunisation uptake rates in identified target groups;
- 3.3. At risk patients, particularly those in hard to reach groups, receive influenza immunisation;
- 3.4. Improved convenience for patients.

4. SERVICE OUTLINE

- 4.1. The pharmacist shall identify patients who fall within nationally and locally agreed target groups for seasonal influenza immunisation in accordance with the

guidance provided by the Welsh Government in the Welsh Health Circular, or any additional guidance issued by the Health Board or specified in the Patient Group Direction (PGD) for this service;

- 4.2. The pharmacy contractor shall promote influenza immunisation to patients identified under 4.1 including providing information (which may be verbal or written) regarding the availability of influenza vaccination from their GP and from the pharmacy;
- 4.3. Where patients indicate that they have booked an appointment with their GP for vaccination, they should be encouraged to keep this appointment. Community Pharmacy vaccination should only be offered in these instances if the patient reports that they would have difficulty in attending a GP appointment;
- 4.4. The pharmacy contractor will offer influenza immunisation at the pharmacy, or off-site venue, administered by an accredited pharmacist under the authority of a Patient Group Direction (PGD), to patients identified in accordance with 4.1.;
- 4.5. The pharmacist shall ensure the patient has been provided with a copy of the Choose Pharmacy Information Governance leaflet and the patient must provide verbal consent to continue with the consultation and vaccination service prior to administering influenza immunisation and to sharing relevant information with the person with whom the patient is registered for general medical services and NHS Wales. In line with normal practice, where the patient is not known to the pharmacist, the pharmacist must take reasonable steps to ensure the identity of the patient;
- 4.6. The pharmacist shall maintain a complete and contemporaneous clinical record of service provision utilising the Choose Pharmacy application;
- 4.7. Where the module is unavailable because of technical issues, a paper copy of the record may be used to ensure continued service provision (for example using the paper Choose Pharmacy template), but must be added to choose pharmacy as soon as is practicable when the application becomes available;
- 4.8. The pharmacist shall administer influenza immunisation, where clinically indicated, to patients in accordance with 4.1 and the requirements described in the PGD, provided by the commissioning Health Board;
- 4.9. Where any patient presenting at the pharmacy cannot receive the influenza immunisation from the pharmacy for reason of ineligibility (e.g. they are not one of the agreed target groups, they do not meet the inclusion criteria set out in the PGD, or they meet any of the exclusion criteria set out in the PGD) the patient should be referred to their GP or a non-NHS influenza vaccination service as appropriate for further advice;

- 4.10. Where any patient presenting at the pharmacy cannot receive the influenza immunisation from the pharmacy for reason of service unavailability (e.g. there is no accredited pharmacist available) the patient should be invited to re-attend at the next available time at which the service will be available from the pharmacy, be advised of another pharmacy providing the service or be referred to their GP for further advice;
- 4.11. Using the “Seasonal Flu Vaccination” letter generated by the Choose Pharmacy application, the pharmacist will provide details of patients receiving influenza immunisation through the service to the person with whom the patient is registered for general medical services as soon as is practical and **in any case not later than 5 working days after the patient has been vaccinated**. Where a copies of the consultation record are able to be electronically transmitted to the patient’s GP via the Choose Pharmacy application (eSummaries) the eSummary may be sent in preference to the paper record.
- 4.12. Where vaccinating Health Board staff, a paper copy of the form should be provided to Health Board staff members receiving the vaccination.
- 4.13. The pharmacist will offer a user-friendly, non-judgmental, patient-centred and confidential service.

5. PROVIDER RESPONSIBILITIES

Contractors

- 5.1. Contractors wishing to provide this service will indicate this through submission of a Premises Listing Form to the NHS Wales Shared Services Partnership

On-site provision

- 5.2. Within the pharmacy, the contractor shall ensure that the service is only provided from an area in the pharmacy which:
 - 5.2.1. is a clearly designated area for provision of services which is distinct from the general public areas of the pharmacy; unless the pharmacy is closed to other members of the public, in which case the service may be provided from any part of the pharmacy providing conditions 5.2.2 to 5.2.7 continue to be met;
 - 5.2.2. is an area where both the patient receiving the service and the pharmacist can sit down together and talk at normal speaking volumes whilst maintaining an appropriate level of confidentiality from other visitors to the pharmacy or any other person, including pharmacy staff;
 - 5.2.3. is an area which ensures the dignity and privacy of the patient is maintained;

- 5.2.4. is of an appropriate size and layout to facilitate the carrying out vaccination in accordance with accepted standards of safe immunisation practice including the management of any potential adverse effect, including provision of basic life support and anaphylaxis management;
- 5.2.5. has suitable facilities to ensure adequate hand hygiene can be maintained;
- 5.2.6. has suitable arrangements in place with their Local Health Board for the safe disposal of sharps and clinical waste;
- 5.2.7. allows access to the Choose Pharmacy application to enable contemporaneous record keeping using the seasonal influenza vaccination module. Paper records may be kept temporarily should the system be unavailable due to technical fault etc. but the electronic record must be updated as soon as is practicable.

Off-site provision (see appendix 1)

- 5.3. Contractors may provide the service “off-site” to eligible patients. In such cases the service must be provided from an area which:
 - 5.3.1. allows both the patient receiving the service and the pharmacist to sit down together and talk at normal speaking volumes whilst maintaining an appropriate level of confidentiality from other visitors to the off-site premises or by any other person, including pharmacy staff or staff at the off-site premises;
 - 5.3.2. ensures the dignity and privacy of the patient is maintained;
 - 5.3.3. is of an appropriate size and layout to facilitate vaccination in accordance with accepted standards of safe immunisation practice including the management of any potential adverse effect, including provision of basic life support and anaphylaxis management;
 - 5.3.4. has suitable facilities to ensure adequate hand hygiene can be maintained;
 - 5.3.5. has suitable arrangements in place for the safe disposal of sharps and clinical waste;
 - 5.3.6. allows the keeping of temporary, confidential and contemporaneous paper records to enable updating of the electronic choose pharmacy record as soon as is practically possible and before the end of the next working day, or afford remote access to the Choose Pharmacy application.
 - 5.3.7. In addition to the provisions outlined above the contractor should ensure there are appropriate procedures in place to enable safe transfer of vaccines (including maintenance of the cold chain), patient records and clinical waste

and sharps between the pharmacy and the premises where the service is provided. This should have regard to:

- 5.3.8. Safe transport and storage that meets the requirements of the Summary of Product Characteristics for the vaccines used;
- 5.3.9. Safe transport and storage of sharps and clinical waste including compliance with any relevant regulation;
- 5.3.10. Secure and confidential transport and storage of patient clinical records and procedures to ensure that consent is documented and records maintained in line with this service specification. "Off-site" movements of patient records should be included in the contractor's Information Governance policy.

Out of hours provision

- 5.4. To facilitate the provision of "flu clinics" by pharmacy contractors, the service may be provided in the pharmacy or off-site, outside of normal pharmacy opening hours. In all cases, the standards for service provision remain as laid out in this document.

General provisions

- 5.5. The contractor should inform local GP practices as soon as possible that they intend to provide the Flu Vaccination service during the relevant season;
- 5.6. The contractor shall ensure that all records of vaccinations provided are kept safely and securely;
- 5.7. The contractor shall ensure that pharmacists have indemnity insurance covering their role in the provision of the service;
- 5.8. All support staff shall be fully informed and suitably trained in relation to their involvement in the service, which may include the provision of any part of the service provided on behalf of an accredited pharmacist, if they are competent and it is legal for them to do so. For the purpose of this agreement, staff shall include any person or persons employed or engaged by the contractor, to provide any part of the service;
- 5.9. The contractor shall have awareness of, and ensure the service is provided in accordance with any relevant nationally agreed standards, this will specifically include, but not be limited to, having in place procedures for dealing with needle stick injuries, syncope and resuscitation;
- 5.10. The contractor shall ensure that all standards required by the General Pharmaceutical Council, so far as they relate to pharmacy owners and superintendent pharmacists, are met;

- 5.11. The contractor shall notify the relevant Local Health Board, of circumstances that result in the temporary unavailability of the service for any period that would preclude patients from access to any supply due to them in that period;
- 5.12. The contractor shall ensure that any publicity material not directly supplied by the Health Board or Public Health Wales states that the service is “funded by NHS Wales”;
- 5.13. The contractor shall participate in any reasonable review of the service required by the Local Health Board;
- 5.14. The contractor shall ensure that the service is provided only by pharmacists who:
 - 5.14.1. Meet the requirements set out by Health Education and Improvement Wales (HEIW) for the provision of the influenza immunisation service; and
 - 5.14.2. Have completed a face-to-face Basic Life Support competence assessment with an HEIW recognised provider in the previous 13 months; and
 - 5.14.3. Have their names included in the All Wales Pharmacy Database for the service; and
 - 5.14.4. Have been offered vaccination against hepatitis B; and
 - 5.14.5. Have a NADEX account that enables access to the Choose Pharmacy application; and
 - 5.14.6. Have successfully completed an enhanced Disclosure and Barring Service check; and
 - 5.14.7. Have signed the PGD agreement form issued for the service by the Local Health Board.

Pharmacists

- 5.15. Pharmacists shall ensure that they meet the requirements set out in 5.14 above;
- 5.16. Pharmacists shall sign a copy of the PGD agreement form at each pharmacy premises where they provide the service;
- 5.17. Pharmacists providing the service will have indemnity insurance covering the provision of the service.

Appendix 1: Providing vaccination off premises or in an area within the pharmacy outside the consultation room

When providing vaccination services away from the pharmacy premises, or in an alternative location to the consultation room, it is important that the pharmacist considered the information governance, infection prevention and control, and clinical governance measures that are needed to ensure the safe and effective running of the service.

The below checklist is provided as guidance to help with this process and any contractors using these flexibilities would be expected to be able to provide, on request, written evidence of the steps taken to address each of these items.

- Appropriate transportation arrangements to maintain the vaccine cold chain are in place which uses a validated cool box with maximum/minimum thermometers.
- Immunisation will be carried out by a pharmacist (or other permitted vaccinator) meeting the relevant NHS accreditation requirements.
- Appropriate hygiene and infection prevention measures will be in place to enable sanitisation / cleaning of hands between every patient.
- Appropriate personal protective equipment will be available
- Immunisation will take place in an appropriate area where the patient can sit down and confidentiality can be maintained.
- A suitable area will be available for patients to be observed following vaccination, where required.
- Appropriate arrangements are in place for clinical record documentation including mechanisms to maintain confidentiality and ensure prompt transmission of information regarding vaccination to the patient's GP
- Appropriate arrangements for the management of anaphylaxis will be in place, including adrenaline and emergency telephone access.
- Appropriate arrangements for the management of clinical waste will be in place (including transportation back to the pharmacy).
- Suitable indemnity arrangements will be in place.
- Information is provided to the patients GP in a timely fashion
- Choose Pharmacy flu vaccination records are updated on the same or the next working day of vaccination taking place (where applicable)