

**Schedule 2 – Service Specification**

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21**

**Service Specification**



**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

**Contents**

1.0 Overview

2.0 Vision

2.1 Aims and objectives

2.2 Outcomes

3.0 Evidence base

3.1 National context

4.0 Service description

4.1 Local service delivery

4.2 Target population

4.3 Vaccine schedule

4.4 Requirements prior to immunisation

4.5 Education, training and support

4.6 Vaccine storage

4.7 Administration of vaccine

4.8 Record keeping and reporting requirements

4.9 Premises and equipment

4.10 Clinical waste and disposal of sharps

4.11 Infection prevention and control

5.0 Principles of service delivery

5.1 Geographic coverage / boundaries

5.2 Hours of operation

6.0 Quality and Clinical Governance Standards

7.0 Service review

8.0 Exit and suspension arrangements

Appendix 1 Application to provide community pharmacy influenza vaccination service

Appendix 2 Additional criteria for Providers offering off-site vaccination

# **Community Pharmacy Seasonal Influenza Vaccination Programme Winter 2020/21 Service Specification Cheshire West and Chester Borough Council**

## **1.0 Overview**

Cheshire West and Chester Borough Council are commissioning community pharmacies to offer seasonal influenza vaccination to Council employees. The service will also extend to care providers in the borough authorised by the Council to access the service. These will be listed on a dropdown menu on the data management system hosted by PharmOutcomes, used to record vaccinations. Eligible members of staff will be issued with a voucher by their employer which can be presented at participating pharmacies contracted by the Council, in exchange for an influenza vaccination.

This specification sets out the arrangements for front-line delivery, the expected service and quality indicators, and the standards associated with the programme.

The term "Service" is used throughout this document to refer to all the services required by the specification. The requirements apply across all the service provision encompassed in this specification.

## **2.0 Vision**

Our vision is to reduce serious morbidity and mortality from influenza by reducing the transmission of the virus to vulnerable residents, through maximising the uptake of influenza vaccinations in employees who work directly with people in a clinical risk group.

Vaccination is not compulsory, it is a responsible way of protecting a persons' own health as well as that of their family, people they work with and the community. By offering this contract to all community pharmacies, our vision is to improve local access to quality assured influenza immunisation services.

## **2.1 Aims and objectives**

The aim of the Community Pharmacy influenza vaccination programme is to protect those who are most at risk of serious illness or death should they develop influenza, by reducing the risk of transmission of infection from employees. This will be achieved by delivering an evidence based influenza vaccination programme, that is:

- safe, effective and of a high quality
- delivered and supported by suitably trained, competent healthcare professionals who participate in recognised on-going training and development in line with national standards
- delivered in accordance with national guidance
- supported by a regular and accurate data collection using PharmOutcomes

specifically aimed at:

- i) employees of Cheshire West and Chester Council; and
- ii) employees within schools based in West Cheshire

## **2.2 Outcomes**

In the context of health outcomes, the influenza vaccination programme aims to:

- protect the health of employees who work directly with people in a clinical risk group

# Community Pharmacy Seasonal Influenza Vaccination Programme

## Winter 2020/21 Service Specification

### Cheshire West and Chester Borough Council

- protect those who are most at risk of serious infection or death should they develop influenza
- reduce the transmission of infection
- achieve high coverage across eligible staff
- improve accessibility by increasing the number and location of sites providing influenza vaccination
- minimise adverse physical / psychological / clinical aspects of immunisation (e.g. anxiety, adverse reactions)

## 3.0 Evidence base

### 3.1 National context

*Immunisation against infectious disease* (known as 'The Green Book'), a UK document issued by Public Health England provides guidance and the main evidence base for all immunisation programmes. This service specification must be read in conjunction with The Green Book, Director of Immunisation letters, any official correspondence issued by the Department of Health and Public Health England, and any guidance issued by the Joint Committee on Vaccination and Immunisation (JCVI).

This service specification will be reviewed and amended in line with any new recommendations or guidance.

## 4.0 Service description

### 4.1 Local service delivery

The programme will operate from 15 September 2020 to 28th February 2021 and will be offered to all community pharmacies within the borough of Cheshire West and Chester.

### 4.2 Target population

The vaccination programme is open to employees of Cheshire West and Chester Borough Council and this year will be offered to all schools within West Cheshire, on a rechargeable basis. As in previous years, the programme may be extended to enable additional organisations to be able to access the service on a rechargeable basis. Permitted, authorised organisations will be listed on the data management system (PharmOutcomes).

The service will operate through a voucher scheme. All eligible staff accessing the service will be asked to present a voucher entitling them to a seasonal influenza vaccination.

**Due to the current pandemic many staff are working from home without access to a printer. Staff will therefore be advised to take a photograph or make a note of the 'Organisation' and 'Reference' codes on their voucher for the Pharmacist to record on PharmOutcomes.**

Pharmacies providing the service must ask staff for the 'Organisation' and 'Reference' Codes on the voucher. **It is important that these two codes are accurately recorded on PharmOutcomes.**

**Community Pharmacy Seasonal Influenza Vaccination Programme**  
**Winter 2020/21 Service Specification**  
**Cheshire West and Chester Borough Council**

### **4.3 Vaccine schedule**

It will be the Providers responsibility to:

- order appropriate supplies of vaccination from approved suppliers in accordance with a private Patient Group Direction (PGD). Please note that Pharmacy contractors cannot use the NHS PGD for this service.
- ensure sufficient appointments are available for individuals to receive vaccinations
- ensure that the cost of vaccine does not exceed the cost per vaccine as listed in the Directory of Medicines and Devices

### **4.4 Requirements prior to immunisation**

The Provider must:

- designate a senior member of staff within the pharmacy to have overall responsibility for the service
- identify staff time, including responsibility and accountability, to deliver the service
- ensure all staff are legally able to supply and / or administer the vaccine by working under the PGD
- provide proof of professional indemnity insurance
- have a standard operating procedure in place for the administration of influenza vaccination service
- ensure the pharmacy is 'covid-secure' in accordance with current national guidance

### **4.5 Education, training and support**

The Provider will ensure that any pharmacist who is involved in administering the vaccine has the required competencies and:

- completed relevant training / update training in the provision and administration of the vaccine and the handling and disposal of clinical waste, in accordance with national standards
- completed training / update training with regard to the recognition and initial treatment of anaphylaxis and CPR in accordance with national standards
- regular training and development is routinely available in line with national standards
- pharmacists involved in the delivery of this service should be advised that they should consider being vaccinated against Hepatitis B and be advised of the risks should they decide not to be vaccinated.

Pharmacists should ensure that they have also read the following chapters in the Greenbook:

- Chapter 5 - Immunisation by nurses and other health professionals

<https://www.gov.uk/government/publications/immunisation-by-nurses-and-other-health-professionals-the-green-book-chapter-5> (March 2013)

- Chapter 8 - Vaccine safety and adverse effects following immunisation

<https://www.gov.uk/government/publications/vaccine-safety-and-adverse-events-following-immunisation-the-green-book-chapter-8> (March 2013)

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

- Chapter 19 – Influenza

<https://www.gov.uk/government/publications/influenza-the-green-book-chapter-19> (April 2019)

Please note that the links to the above documents have been provided for convenience, however they may be updated during the season.

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, provided that 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 Provider, to provide any part of the service.

#### **4.6 Vaccine storage**

Effective management of vaccines is essential to ensure patient safety and reduce vaccine wastage. The Provider will ensure that it adheres to Public Health England's Green Book on the storage, distribution and disposal of vaccines, including:

- ensure all vaccines are delivered to an appointed place
- ensure that at least one named individual is responsible for the receipt and safe storage of vaccines in each pharmacy
- ensure that an approved vaccine refrigerator is available for the storage of all vaccines
- store all vaccines in accordance with the manufacturer's instructions
- ensure effective cold chain and administration protocols in place to reduce vaccine wastage to a minimum
- provide refrigerators in which vaccines are stored with a thermometer and ensure that readings are taken and recorded on all working days
- ensure there is a process in place to take remedial action if refrigerator readings are outside of the expected range
- report any cold chain failures to the Commissioner

#### **4.7 Administration of vaccine**

Eligible staff will receive a vaccination voucher. They will be advised to pre-book their vaccination appointment from the list of participating contracted pharmacies.

The Provider will ensure that the vaccine is administered in accordance with the following process in addition to the directions for influenza vaccination issued as part of the PGD:

Eligible staff present at pharmacy for seasonal influenza vaccine.

#### **Step 1 - Determine eligibility for CW&C BC funded / NHSE funded vaccine**

Staff presenting for a seasonal influenza vaccine will have:

1. A voucher (paper voucher, a photograph or a note of their voucher codes) issued by Cheshire West and Chester Borough Council; **and**
2. Employee ID card / email from their employer

# **Community Pharmacy Seasonal Influenza Vaccination Programme Winter 2020/21 Service Specification Cheshire West and Chester Borough Council**

In order to mitigate any risk of asymptomatic transmission of COVID-19, Providers may request the voucher codes verbally rather than take receipt of vouchers presented.

Please note that all CW&C Council staff are issued with a voucher regardless of their health status or age, therefore it is the Providers responsibility to make an assessment as to whether the person presenting will be vaccinated under the NHS England advanced service specification **or** the Cheshire West and Chester Council service specification.

For example:

- An employee aged 66 should be vaccinated and recorded in accordance with the national advanced service specification.
- An employee aged 40 with qualifying underlying health conditions should be vaccinated and recorded in accordance with the national advanced service specification.
- An employee aged 40 with no qualifying underlying health conditions should be vaccinated and recorded in accordance with the Cheshire West and Chester Council service specification.

## **Step 2 - Clinical assessment for suitability**

As set out within the PGD and supporting paperwork, determine that the member of staff meets the inclusion criteria.

## **Step 3 - Administer the vaccine**

Administer the vaccination as set out within the PGD and supporting paperwork.

## **Step 4 - Complete the consultation**

The PGD will specify what action (if any) to take following a vaccination.

## **Step 5 - Record the administration**

Complete the paperwork and records required by the PGD.

Record the activity on the relevant service area of PharmOutcomes (under NHS England **or** CW&C BC service area), ensuring that the voucher codes are accurately recorded (see Section 4.8 for further detail).

Pharmacists are reminded that they cannot delegate responsibility for any element of the PGD and must personally carry out the full consultation, administration and complete the required PGD records.

## **4.8 Record keeping and reporting requirements**

The Provider must complete and return to Cheshire West and Chester Borough Council, the 'Application to provide Community Pharmacy Influenza Vaccination service' held in Appendix 1. Please return the application form and proof of insurance electronically.

Upon assessment of application, Providers will be granted access to the CW&C BC service element of PharmOutcomes.

The Provider shall supply Cheshire West and Chester Borough Council with such information as it may reasonably request for the purpose of monitoring performance of its obligations under the plan.

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

The Provider will need internet access to record the details of vaccination in PharmOutcomes. The Provider will maintain an accurate record of vaccinations administered. **In particular, the Provider must accurately record the employing organisation and voucher reference codes:**



The image shows a form with two red boxes highlighting the 'Organisation:' and 'Ref:' fields. The form is part of a document with a blue header and footer, and a logo for Cheshire West at the bottom right. The form has several fields with dotted lines for input, and the 'Organisation:' and 'Ref:' fields are highlighted with red boxes. The Cheshire West logo is located at the bottom right of the form.

Wherever practicable, please check that the voucher is branded by Cheshire West and Chester Council, as the Commissioner cannot provide payment for neighbouring Local Authorities operating a similar vaccination programme.

Any information containing personal data must be held in accordance with Data Protection legislation.

The data management system (PharmOutcomes) will produce an invoice at the end of each month, therefore pharmacies will not need to invoice the Council.

Pharmacies will be reimbursed a fee of £10.08 per administered dose of the vaccine, plus the cost per vaccine as listed in the Directory of Medicines and Devices (<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dictionary-medicines-and-devices-dmd>), as agreed in consultation with the Local Pharmaceutical Committee – Community Pharmacy Cheshire and Wirral.

This payment structure is inline with NHS England payment arrangements for the national advanced service, which includes contribution in recognition of expenses incurred by pharmacies in providing this service such as training and disposal of clinical waste.

The service will end on 28th February 2021. Vaccines must not be administered under the CW&C BC service specification after this date.



**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

## **4.9 Premises and equipment**

The Provider must ensure:

- private facilities are available from which to administer the flu vaccination. This area must ensure the dignity and privacy of the patient is maintained. Vaccinations can be offered in any area of the pharmacy where suitable facilities are available and patient confidentiality is able to be respected. However, the vaccination must take place in the consultation room wherever the patient expresses this preference.
- there is sufficient space within the private facilities in which to:
  - administer vaccination in accordance with accepted standards of safe immunisation practice; and
  - administer first aid - for example, to manoeuvre patients into the recovery position safely
- stocks of adrenaline are held on site

### **4.9.1 On / Off-site vaccinations**

Vaccinations will usually be carried out in the pharmacy however, where the Provider indicates that they would be willing to offer 'off-site' vaccinations (for example in special educational needs schools), the Provider must:

- ensure that vaccinators have professional indemnity that covers off-site vaccinations;
- continue to adhere to all professional standards relating to vaccinations
- follow appropriate cold-chain storage measures
- ensure that the setting used to administer the vaccinations is appropriate (including ensuring patient confidentiality as appropriate)
- appropriately dispose of any clinical waste or personal protective equipment used during the vaccination process

The national NHS England advanced service specification provides further detail regarding the above.

Providers should ensure that they have ordered and take sufficient vaccines, as well as anaphylaxis kits, to the setting.

Providers may consider being accompanied by another trained member of staff from the pharmacy to:

- assist in the event of an emergency
- help with general administrative tasks such as completing consent forms, reviewing vaccination suitability, completion of documents
- being available as a chaperone if required

Please note that no additional funding such as travel expenses will be provided for vaccinations administered off-site.

A list of pharmacies who have indicated that they are willing to offer an off-site vaccination service will be compiled by the Commissioner and forwarded to settings (i.e. primarily special educational needs schools). Settings will be advised to make direct contact with pharmacies from the list to arrange a mutually agreed date / time.

Due to the current pandemic, the majority of council employees are working from home and will therefore be encouraged to access vaccination at their nearest community pharmacy.

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

Mainstream schools (new to the programme this year) will be offered the option to 'opt in' for their staff to be able to access the vaccination programme. Schools that choose to opt in will receive flu vaccination vouchers to present within community pharmacy. Off-site vaccinations are not being offered to mainstream schools.

#### **4.10 Clinical waste and disposal of sharps**

The Provider shall ensure:

- a clinical waste contract is in place for the safe disposal of sharps and clinical waste
- staff are made aware of the risks associated with the handling of clinical waste and the correct procedures to minimise those risks
- a needle stick injury procedure is in place

#### **4.11 Infection prevention and control**

The Provider will ensure appropriate standards for the prevention and control of infection are in place. This will include:

- providing a clean, safe environment and appropriate hand washing facilities
- agreeing to undertake infection prevention audits when required
- ensuring staff undertake infection prevention and control training
- ensuring all clinical procedures are carried out in accordance with local and national guidance
- ensuring decontamination of equipment/medical devices is undertaken in accordance with local and national guidance

### **5.0 Principles of service delivery**

The service will be based on the following principles and values:

- easily accessible to all service users
- responds flexibly to an individual's needs and circumstances
- responds positively to the cultural, religious, ethnic, language, gender, sexual, disability and age related needs of an individual
- works within clinical governance and Caldicott guidelines, ensuring that confidentiality is assured and maintained at all times; and
- that there is a single system of clinical governance in place with clear and robust accountability

#### **5.1 Geographic coverage / boundaries**

This contract is being offered to all community pharmacies within the Borough of Cheshire West and Chester.

#### **5.2 Hours of operation**

The Provider will offer the vaccination service within normal pharmacy operating hours.

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

## **6.0 Quality and Clinical Governance Standards**

The Provider will ensure that patients receive a quality service whilst in their charge, ensuring the following quality standards are in place:

- ensure adherence to best practice, and commitment to continually improving the service
- meet all clinical standards, legislative guidance and local procedures as required
- meet all applicable statutory reporting requirements. The Provider will provide evidence of compliance to the Council as / when requested to do so
- ensure that appropriate risk management and incident reporting procedures are in place
- ensure appropriate systems are in place to report Serious Untoward Incidents (SUI's) to the Commissioner
- ensure all clinical procedures are carried out in accordance with local and national guidance

In addition, the Provider will have a sound governance framework in place covering the following:

- clinical governance
- information governance including records management, information security and confidentiality
- equality and diversity
- human rights
- safeguarding
- service user complaints
- failsafe procedures
- communications
- ongoing risk management
- health and safety
- insurance and liability
- medicines management

## **7.0 Service review**

This service specification is for the financial year 2020/21 and will cease on 31 March 2021. Contracts will be initially awarded on a 12 month basis and will be reviewed in relation to funding and performance.

## **8.0 Exit and suspension arrangements**

### **8.1 Termination**

Either party may terminate this agreement with immediate notice if the other party refuses or fails to carry out any of its obligations, provided that the matter complained of is incapable of rectification or it has not been rectified within 14 days to the reasonable satisfaction of the non-defaulting party.

### **8.2 Suspension**

The service will be suspended if at any time the Provider is unable to provide services in line with the eligibility criteria.

**Community Pharmacy Seasonal Influenza Vaccination Programme**  
**Winter 2020/21 Service Specification**  
**Cheshire West and Chester Borough Council**

Before any suspension the Provider and the Commissioner will discuss the reason for the suspension, identifying any possible resolution.

If the matter is not resolved, the Commissioner will issue a suspension notice to the Provider within 7 days.

If for any reason, service provision or patient safety is compromised in any way, the contract will be suspended pending the outcome of a full and transparent investigation, following which the agreement will either terminate or be reinstated.

### **8.3 Exit Arrangements**

Either party can provide 2 weeks notice to exit the scheme. Before issuing an exit notice, the parties will meet to discuss the reason for termination.

If after this meeting the reason for termination is not resolved, then the relevant party will issue an exit notice.

### **8.4 Variation**

The service may be varied if the Provider and Commissioner agree this in writing.

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

**Appendix 1 - Application to provide Community Pharmacy Influenza Vaccination service to eligible Cheshire West and Chester Council employees and other organisations authorised by Cheshire West and Chester Council to use the service**

<b>CONTACT DETAILS</b>	
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	
<b>ASSURANCE ARRANGEMENTS</b>	
Person(s) trained in accordance with national standards to administer influenza vaccination	
GPhC number(s) of Pharmacist(s) administering vaccine	
Details of Patient Group Direction that you will be working under (Please note that you cannot use the NHS PGD for this service)	
I would be interested in providing off-site vaccination (for example in special educational needs schools / local authority owned care homes).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please indicate any preferences for example, maximum distance you would be prepared to travel / preferred availability (day or time to deliver off-site vaccinations).  This information will be shared with settings along with name of pharmacy,	

**Community Pharmacy Seasonal Influenza Vaccination Programme  
Winter 2020/21 Service Specification  
Cheshire West and Chester Borough Council**

pharmacy address and contact details	
I have enclosed proof of insurance (public liability, employers liability and medical indemnity insurance)	Yes <input type="checkbox"/> No <input type="checkbox"/>
I have checked with my insurance provider that I am covered to provide off-site vaccination e.g. in special educational needs schools	Yes <input type="checkbox"/> No <input type="checkbox"/>
I have a standard operating procedure in place for the administration of the influenza immunisation service	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>PAYMENT DETAILS</b>	
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 <input type="checkbox"/>  No, I would prefer a separate PO number for each pharmacy <input type="checkbox"/>
If you are part of a group / chain and wish for payment to be made centrally through your head office, please provide: <ul style="list-style-type: none"> <li>• Name of organisation</li> <li>• Head office address</li> <li>• Postcode</li> </ul> (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) with proof of insurances electronically to:  
Helen.Stott@cheshirewestandchester.gov.uk. If you are unable to return this form electronically, please contact Helen.Stott@cheshirewestandchester.gov.uk to discuss alternative options.