

**SCHEDULE 2**

**Community Pharmacy Seasonal Influenza Vaccination Programme  
2023/24 Service Specification  
Cheshire West and Chester Council**

OFFICIAL

**Community Pharmacy Seasonal Influenza Vaccination  
Programme Winter 2023/24 Service Specification  
Cheshire West and Chester Council**

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# **Community Pharmacy Seasonal Influenza Vaccination Programme Winter 2023/24 Service Specification Cheshire West and Chester Council**

## **1.0 Overview**

Cheshire West and Chester Council is commissioning community pharmacies to offer seasonal influenza vaccination to Council employees. These will be listed on a dropdown menu on the data management system hosted by PharmOutcomes, used to record vaccinations. Staff members will access the scheme by presenting their identification to the Pharmacist recording this on PharmOutcomes.

This specification sets out the arrangements for frontline 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 morbidity and mortality from influenza by maximising the uptake of influenza vaccinations by staff. This particularly includes by vaccinating those working with vulnerable residents.

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 staff and the members of the public they work with, from ill-health as a result of developing influenza.

This will be achieved by delivering an evidence-based influenza vaccination programme that:

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

## **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
- 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
- increase the number and location of sites providing influenza immunisation
- minimise adverse physical / psychological / clinical aspects of immunisation (e.g. anxiety, adverse reactions)

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### **3.0 Evidence base**

#### **3.1 National context**

*Immunisation against infectious disease* (known as 'The Green Book'), a document issued by the UK Health Security Agency 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 the UK Health Security Agency, 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 1st September 2023 to 31<sup>st</sup> March 2024 and will be offered to all community pharmacies within Cheshire East Borough Council and Cheshire West and Chester Council areas.

#### **4.2 Target population**

The vaccination programme is specifically for employees of Cheshire West and Chester Council who are not eligible under the NHS flu vaccination scheme. It is particularly useful for those working directly with people in the Borough who are within those clinical risk groups that are vulnerable to the effects of flu illness.

The service will operate through all eligible staff accessing the service by way of presentation of their Council Identification (ID) Badge, or suitable letter of eligibility. Pharmacies providing the service must ask for the member of staff for their Council proof of identification. Pharmacies must record the employees details (including where available) their personal identification number on the data management system (PharmOutcomes).

#### **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 amount claimed per vaccination equates to a charge for administering the vaccine of XXXX (the same as the fee for the NHS seasonal flu vaccination service) + the drug tariff fee. This has been agreed in consultation with the Local Pharmaceutical Committee – (Community Pharmacy Cheshire and Wirral). This amount includes a contribution in recognition of expenses incurred by community pharmacies in providing this service. These include training and disposal of clinical waste.

#### **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

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- have a standard operating procedure in place for the administration of influenza vaccination service

## **4.5 COVID-19**

Pharmacists should ensure that they follow the most up to date procedures for delivering the service in a Covid secure manner by following the PPE advice found at:

[www.england.nhs.uk/coronavirus/secondary-care/infection-control/](http://www.england.nhs.uk/coronavirus/secondary-care/infection-control/) and carrying out the service in line with the training and premises requirements as set out in the Community Pharmacy seasonal influenza vaccination advanced service specification for 2023/24.

## **4.6 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 in the provision and administration of the vaccine or participated in update training in the provision and administration of the vaccine within the last 12 months
- completed training with regard to the recognition and initial treatment of anaphylaxis and CPR or participated in update training with regard to the recognition and initial treatment of anaphylaxis and CPR within the last 12 months
- regular training and development, taking into account national standards, is routinely available
- pharmacists involved in the delivery of this service should be offered immunisation for Hepatitis B by their employer

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

- Chapter 5 - Immunisation by nurses and other health professionals

[www.gov.uk/government/publications/immunisation-by-nurses-and-other-health-professionals-the-green-book-chapter-5](http://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

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

- Chapter 19 - Influenza

[www.gov.uk/government/publications/influenza-the-green-book-chapter-19](http://www.gov.uk/government/publications/influenza-the-green-book-chapter-19) (September 2022)

Please note that the links to the above documents have been provided for convenience, however, 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.

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## **4. 7 Vaccine storage**

Effective management of vaccines is essential to ensure patient safety and reduce vaccine wastage. The Provider will ensure that it adheres to the UK Health Security Agency'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.

## **4.8 Administration of vaccine**

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 influenza vaccine

### **Step 1 - Check eligibility for funded vaccine**

Confirm that staff presenting for an influenza vaccine:

1. Provide and present their Council Identification badge (or letter of eligibility)
2. Confirm their date of birth
3. The Pharmacist should record the Cheshire West and Chester Council details on PharmOutcomes

### **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.

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.

### **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 to take following a vaccination including the observations required post vaccination.

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

Complete the paperwork and records required by the PGD.

Record the activity on the data management system (PharmOutcomes) in the relevant area for Cheshire West and Chester Council employees.

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## **4.9 Record keeping and reporting requirements**

The Provider must complete and return to Cheshire West and Chester Council the application to provide Community Pharmacy Influenza Vaccination service held in Appendix 1.

Upon assessment of application, Providers will be set up as authorised users of the data management system (PharmOutcomes).

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

The Provider will need internet access to record the details of vaccination on the data management system (PharmOutcomes). The Provider will maintain an accurate record of vaccinations administered. Any information containing personal data must be held in accordance with Data Protection legislation.

Employees who present at a pharmacy that are eligible for an NHS England funded influenza vaccination for example, because they are aged 65 and over, or have a long-term health condition, should either be vaccinated under the NHS England community pharmacy vaccination scheme if the pharmacy is contracted to deliver this service, or be referred to their GP practice for vaccination. In these circumstances, please record as far as is practically possible on the Cheshire West and Chester Council element of PharmOutcomes that the employee has attended for vaccination prior to recording the details of vaccine administered on the NHSE element of PharmOutcomes.

The data management system (PharmOutcomes) will produce an invoice at the end of each month, therefore pharmacies will not need to invoice the Council. Providers must ensure that each Cheshire West and Chester Council identification number is recorded on PharmOutcomes.

Pharmacies must ensure that the cost does not exceed the combined combination of the vaccination administration fee and the drug tariff fee (see section 4.3). The service is a professional service which includes administration of a vaccine and is therefore zero rated for VAT purposes. The cost per vaccine has been agreed in consultation with the Local Pharmaceutical Committee - Community Pharmacy Cheshire and Wirral.

The service will end on 31<sup>st</sup> March 2024. Vaccines must not be administered after this date, even if a member of staff presents who would be eligible.

## **4.10 Premises and equipment**

The Provider must demonstrate:

- private facilities are available from which to administer the flu vaccination. This area must ensure the dignity and privacy of the patient is maintained
- 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
- there is access to a suitable area, which may be used for other general purposes within the pharmacy, where patients can sit comfortably for at least 15 minutes after being vaccinated should they wish to do so.

### **Off-site vaccination/Outreach**

Vaccinations will usually be carried out on the pharmacy premises in the consultation room. However, in order to maximise take up of vaccinations by staff, the Council may also choose to arrange outreach clinics at other locations in the community. This would involve a pharmacy providing vaccinations at a designated time and date. It may also involve a



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pharmacy making arrangements for an appropriate venue for this work. Interest in conducting outreach can be indicated by a Pharmacy in their initial application for this contract (Appendix 1).

In these circumstances, payment would work on the basis as in 4.3. However, the Council may guarantee a minimum figure for the total number of staff who would be vaccinated in order to share risk with the contracted pharmacy. Furthermore, the Council also reserves the right to pay a further 'top-up' amount in addition to this for costs incurred by the pharmacy in this work. This would relate to costs incurred in arranging premises/ staffing and administration.

The Council will follow procurement regulations and its constitution when identifying a pharmacy to conduct this work. This means that it may approach a pharmacy directly if the amount of work required is less than £10K.

The Provider must ensure that any vaccinations administered off-site are undertaken in an appropriate consultation room, meeting requirements for confidentiality and appropriate infection control measures including accessible hand washing facilities are in place. See Appendix 2 for further information.

#### **4.11 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

#### **4.12 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 Cheshire West and Chester Council area and the Borough of Cheshire East.



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## **5.2 Hours of operation**

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

## **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 2023/24 and will cease on 31<sup>st</sup> March 2024. Contracts will be awarded from August 2023 and will be valid to the end of March 2024 (subject to performance)

## **8.0 Exit and suspension arrangements**

### **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.

### **Suspension**

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

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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.

**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.

**Variation**

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

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**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**

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 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, pharmacy address and contact details	
I have enclosed proof of insurance (public liability, employers liability and medical	Yes <input type="checkbox"/> No <input type="checkbox"/>

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indemnity insurance)	
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)	

Please note: If you wish to participate in the 2023/2024 Community Pharmacy Seasonal Influenza Vaccination Programme, please provide an email address in order that contracts can be signed electronically via DocuSign. **DO we use docuSign?**

Signed.....

Position / Role.....

Date.....

Please return this form (Appendix 1) with proof of insurances electronically to: **CAN THIS GO TO COMMISSIONING?**

[lucie.george@cheshirewestandchester.gov.uk](mailto:lucie.george@cheshirewestandchester.gov.uk).

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## **Appendix 2 - Additional criteria for Providers offering off-site vaccination:**

### **Preparation and set up**

Please follow the principles as set out on the in the service specification and PGD.

Providers must notify their insurance provider that out of premises vaccinations will be provided to ensure that risks of providing vaccinations away from the pharmacy premises are indemnified.

Prior to the visit, pharmacists opting in to offer this service should contact the setting (details will be provided by the Commissioner) to organise a mutually convenient time for the administration of the vaccines.

Providers should consider being accompanied by a trained pharmacy support staff member during visits. The primary role of the support staff member is to assist in the event of an emergency but they could also be responsible for general administrative tasks such as completing consent forms, reviewing vaccination suitability, completion of documents and overseeing the waiting area, as well as being available as a chaperone if required.

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

### **Cold Chain**

Providers 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 in accordance with vaccine manufacturer instructions (this is usually +2°C to +8°C).
- Check the expiry date and ensure vaccines are not used beyond the expiry date shown on the product.
- On the mutually agreed date of offsite administration, vaccines should be collected from the drug fridge and transferred to an appropriate validated cool box (as supplied by a medical company) immediately prior to transportation.
- Vaccines should be transported to the care setting in a validated cool box with the appropriate insulation to keep the temperature between +2°C to +8°C.
- 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 ensure the vaccines are stored between +2°C to +8°C at all times.

### **Consultation room**

Providers must ensure that vaccinations administered off-site are undertaken in an appropriate consultation room, meeting requirements for confidentiality.

### **Infection Control Measures**

Providers must ensure that appropriate infection control measures in particular accessible hand washing facilities are in place.

### **Waste Arrangements**

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.