



Specification

**Gateshead Council Pharmacy Based Employee
Seasonal Flu Vaccination Voucher Service**

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1. Background

- 1.1. The annual guidance letter for the flu immunisation programme for 2017/18, published on 20 March 2017, clearly states “front line health and social care workers should be provided with flu vaccination by their employer”. Immunisation provides employee health and business continuity benefits as well as protecting vulnerable service users. The Health and Social Care Act 2008 and Health and Safety at Work Act 1974 set out the statutory duty of employers to ensure, so far as is reasonably practicable, that care workers are free of and are protected from exposure to infections that can be caught at work.
- 1.2. Frontline health and social care providers have a duty of care to protect their patients and service users from infection. Flu outbreaks can occur in health and social care settings with both staff and their patients/service users being affected.
- 1.3. Within Gateshead Council there are just over 1000 eligible front line employees located across the geographical area delivering care in a range of settings including (but not limited to) residential care, homecare, supported accommodated, children’s homes, special schools and day centres.
- 1.4. During the seasonal flu vaccination campaign period (1st October to 31st March) pharmacy providers will be asked to offer the flu vaccination Service to eligible Gateshead Council employees with direct client contact working in the Council’s Care, Well-Being and Learning service (Service Users).
- 1.5. The flu vaccination Service is to be administered by pharmacies acting under a private Patient Group Direction (PGD) covering the delivery of flu vaccinations.
- 1.6. Eligible Service Users are defined as those who (1) present with a Gateshead Council Voucher (see Appendix 1), (2) who do not meet the NHS eligibility criteria for vaccination and (3) have no contraindications for vaccination.

2. Aims

2.1. Aims of delivery of the Service:

- 2.1.1. To sustain and maximise uptake of flu vaccination amongst Gateshead Council eligible employees (Service Users) by providing more convenient pharmacy based opportunities.

3. Outcome and Outputs

3.1. Desired outcomes:

- 3.1.1. Protection of Service Users against seasonal flu infection
- 3.1.2. Prevention of sickness absences of Service Users as a result of seasonal flu
- 3.1.3. Protection of vulnerable people from the health consequence of seasonal flu

3.2. Desired outputs:

- 3.2.1. Increased uptake of seasonal flu vaccination amongst Service Users employed by Gateshead Council

4. Delivery

4.1. Contract Term:

- 4.1.1. The Commencement Date of the Contract is 01 October 2017 up to and including 31 March 2018. There is no provision to extend the Term.

4.2. Service description the Provider must adhere to:

- 4.2.1. Supply the Service User with a vaccine client information leaflet, prior to vaccination
- 4.2.2. Offer administration of influenza vaccination to eligible Service Users on presentation of a valid Gateshead Council Voucher.
- 4.2.3. The Provider will check eligibility under the NHS Seasonal Flu programme and where possible, administer the flu vaccine through the NHS programme rather than this Council voucher scheme. The Provider will retain the voucher in any event and report the voucher number for monitoring purposes only.
- 4.2.4. The Provider should record any suspected adverse reaction to the Medicines & Healthcare Regulatory Agency (MHRA) using the Yellow Card reporting scheme at www.yellowcare.gov.uk.
- 4.2.5. Vaccination must be administered under a private PGD (already in place with the Provider). All pharmacists involved in delivery of vaccinations must be competent to do so.
- 4.2.6. Vaccinations must be administered in a consultation room or dedicated space to allow Service User privacy.
- 4.2.7. All pharmacists involved in delivery of the Service must be aware of risks associated with handling and disposal of sharps. The Provider must have a needle stick procedure in place. Staff involved in the provision of this Service should be advised by the Provider that they should consider being vaccinated against Hepatitis B and be advised of the risks should they decided not to be vaccinated.

4.2.8. Ensure appropriate consent is obtained from Service Users and recorded prior to administration. This will be recorded on Pharmoutcomes and must include confirmation of any exclusions or contraindications, information regarding vaccination and adverse effects.

4.2.9. Ensure vaccinations are delivered in line with national guidance and manufacturer's instructions, including;

Immunisation against infectious disease Chapters 2-9 and 19
<https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

4.2.10. Ensure vaccinations are recorded using the Pharmoutcomes template that accompanies this Service. This includes the voucher number, the date the vaccination was administered and the name and GhPC number of the pharmacist who administered the vaccine. Other information (such as consent, batch number, expiry date, site of administration etc.) will be recordable and used for internal pharmacy purpose and GP notification but will not be required reported to the Council.

4.3. Service Standards:

4.3.1. The Service must be provided within the locality of Gateshead throughout the duration of the opening hours of the Provider.

4.3.2. The Provider must ensure the Service is accessible, appropriate and sensitive to the needs of all Service Users. No Service User shall be excluded or experience difficulty in accessing and effectively using this Service due to their race, gender, disability, sexual orientation, religion or belief, gender reassignment, marriage or civil partnership status, or age.

4.3.3. The Provider must maintain appropriate clinical governance procedures, in particular, Providers shall have in place;

4.3.3.1. Appropriate standard operating procedures;

4.3.3.2. Appropriate induction, training and development for Staff;

4.3.3.3. An appropriate incident reporting system and compliance with the Gateshead Council's Safeguarding Adults from Abuse, Multi-Agency Policy and Procedures (Appendix 2);

4.3.3.4. A complaints procedure; and

4.3.3.5. Safeguarding procedures.

4.3.4. The Provider must ensure all vaccinations are stored in accordance with manufacturer's instructions and national guidance including Chapter 3 Immunisation against infectious diseases:

<https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book> Any breaches in vaccine cold chain must be reported to the vaccine manufacturer for advice.

4.4. Exclusion Criteria:

4.4.1. Service Users eligible for vaccination through the NHS seasonal flu vaccination

scheme.

4.4.2. Those presenting without a valid Council voucher, see Appendix1.

4.4.3. Service Users with any contraindications, as detailed within the Provider's private PGD.

5. Reports and Contract Management

5.1. The Provider must provide:

- 5.1.1. Accurate voucher numbers on Pharmoutcomes for each Service User (regardless of administration of vaccine via the NHS programme or the Council voucher scheme) to enable the Council to ascertain uptake rates and disaggregate uptake to individual teams.
- 5.1.2. Vaccination data (date of vaccination administration, name and GhPC number of pharmacist who administered it)
- 5.1.3. The Provider must retain Council vouchers that are presented by Service Users for 12 months from the Commencement Date of the Contract for audit purposes.
- 5.1.4. Activity reports from Pharmoutcomes will be generated automatically at the end of each month and accessed by the Council. However, in the event that Pharmoutcomes is not available the Provider must supply the retained Council vouchers to the Council at the end of the season (January 2018).
- 5.1.5. The Provider will be required to undertake occasional audits that are sensible, reasonable and agreed in advance between the Council and the Provider.

Schedule 1 - Pricing

In consideration of the Provider delivering the Service, the Council will pay the Provider;

£10.00 per flu vaccination administered.

The Provider shall submit to the Council on a monthly basis all information as required in the Specification.

It is the responsibility of the Provider to ensure that all data entered onto Pharmoutcomes is accurate and up to date by the end of each month. Any delay in submitting data may result in a delay in payment.

The Council shall pay the Provider the price following verification of the online claims, within 30 days of the end of the month.

The Price shall remain as set out in this Schedule during the Contract Term.

Appendix 1 – Example Voucher



NOTES

- Voucher number will not give personally identifiable data; this will be to team level only
- Size of voucher is approximately A6 (10 x 15cm)

Appendix 2 – Gateshead Council Safeguarding Adults – Multi-agency Policy and Procedure

The Policy and Procedure can be accessed via the following link:

[Gateshead Council Safeguarding Adults Multi-Agency Policy and Procedure](#)