



South Tyneside Council

**Pharmacy Based Employee
Seasonal Flu Immunisation Programme
Service Specification
2019**

1. Background

The annual guidance letter for the flu immunisation programme for 2019/20, 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.

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.

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 South Tyneside Council employees with direct client contact working in the Council’s Care, Well-Being and Learning service (Service Users).

The flu vaccination Service is to be administered by pharmacies acting under a private Patient Group Direction (PGD) covering the delivery of flu vaccinations.

Eligible Service Users are defined as those who (1) present with a South Tyneside Council Letter and ID (see Appendix 1), (2) who do not meet the NHS eligibility criteria for vaccination and (3) have no contraindications for vaccination.

2. Aims

Aims of delivery of the Service:

To sustain and maximise uptake of flu vaccination amongst South Tyneside Council employees and commissioned care providers by providing more convenient pharmacy based and pharmacy outreach opportunities.

3. Outcome and Outputs

Desired outcomes:

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

Desired outputs:

- Increased uptake of seasonal flu vaccination amongst Service Users employed by South Tyneside Council and commissioned care providers.

4. Delivery

Contract Term:

The Commencement Date of the Contract is 01 October 2019 up to and including 31 March 2020. There is no provision to extend the Term.

Service description the Provider must adhere to:

- Supply the Service User with a vaccine client information leaflet, prior to vaccination
- Offer administration of influenza vaccination to eligible Service Users on presentation of a valid South Tyneside Council Letter and ID.
- 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, including the vaccination of health and social care staff defined as:
 - Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
 - Health and care staff, employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
- The Provider should record any suspected adverse reaction to the Medicines & Healthcare Regulatory Agency (MHRA) using the Yellow Card reporting scheme at www.yellowcard.gov.uk.
- 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.
- Vaccinations must be administered in a consultation room or dedicated space to allow Service User privacy.
- 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.
- 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.
- 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-infectiousdisease-the-green-book>

- Ensure vaccinations are recorded using the Pharmoutcomes template that accompanies this Service.

Service Standards:

- The Service must be provided within the locality of South Tyneside throughout the duration of the opening hours of the Provider.
- 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.
- The Provider must maintain appropriate clinical governance procedures, in particular, Providers shall have in place;
 - Appropriate standard operating procedures;
 - Appropriate induction, training and development for Staff;
 - An appropriate incident reporting system and compliance with South Tyneside Council's Safeguarding Adults from Abuse, Multi-Agency Policy and Procedures (Appendix 2);
 - A complaints procedure; and
 - Safeguarding procedures.
- 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-infectiousdisease-the-green-book> . Any breaches in vaccine cold chain must be reported to the vaccine manufacturer for advice.
- It is the responsibility of each pharmacy to liaise direct with South Tyneside residential, nursing and domiciliary social care staff providers to agree entry to premises for vaccine purposes.

Exclusion Criteria:

- Service Users eligible for vaccination through the NHS seasonal flu vaccination scheme. Including health and social care staff, defined as:
 - Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
 - Health and care staff, employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
- Those presenting without valid Council ID and Letter, see Appendix1
- Service Users with any contraindications, as detailed within the Provider's private PGD.

5. Reports and Contract Management

The Provider must provide:

Accurate data recorded on Pharmoutcomes for each Service User (regardless of administration of vaccine via the NHS programme or the Council scheme) to enable the Council to ascertain uptake rates and disaggregate uptake to individual teams.

Vaccination data (date of vaccination administration, name and number of pharmacist who administered it)

The Provider must retain Council Letters that are presented by Service Users for 12 months from the Commencement Date of the Contract for audit purposes.

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 Letters to the Council at the end of the season (January 2020).

The Provider will be required to undertake occasional audits that are sensible, reasonable and agreed in advance between the Council and the Provider.

The pharmacy must co-operate with any assessment of service user experience specified by South Tyneside Council.

6. Pricing

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

£10.00 per flu vaccination administered

£50.00 per offsite clinic session (up to 2 hours)

£150.00 per offsite clinic (up to 6 hours)

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 – Council Letter



South Tyneside Council

Dear Pharmacist

Free Flu Vaccinations

The bearer of this letter is an employee of South Tyneside Council who is entitled to a free flu vaccination when accompanied by their personal ID from their employer.

Any individual who is eligible for the national programme will need to be recorded as such, including health and social care staff.

Please ensure all relevant information is recorded on PharmOutcomes including the relevant staff team, this will help in the evaluation of the programme.

Please ensure all relevant information is recorded on PharmOutcomes including the relevant staff team, this will help in the evaluation of the programme.

This letter will need to be retained by the pharmacist to support the audit process that will take place at the end of the flu programme (see service specification section 5).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tom Hall'.

Tom Hall
Director of Public Health
South Tyneside Council
Town Hall and Civic Offices
Westoe Road
South Shields
NE33 2RL

Appendix 2 – South Tyneside Council Safeguarding Adults – Multi agency Policy and Procedure

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

<https://www.southtyneside.gov.uk/article/55986/Polices-and-procedures->

2. Signature Sheet

- 2.1 This document constitutes the agreement between the pharmacy and the South Tyneside Council with regard to the **Service Specification for Seasonal Flu Immunisation Programme under a Private Patient Group Direction.**
- 2.2 By signing up to this Specification, you are agreeing that you fully comply with the Terms of Service as outlined in the NHS Pharmaceutical Services Regulations 2013 and agree to comply with the full terms and conditions as outlined in this Service Level Agreement.
- 2.3 Failure to comply with the full terms and conditions as outlined in this Service Specification may result in suspension of the scheme. Before any suspension the provider and commissioner will discuss the reason for the suspension to identify a possible resolution.

NAME AND ADDRESS OF PHARMACY:

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Names of Pharmacists undertaking the service

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Signature on behalf of the Pharmacist:

Signature	Name	Date

Please return completed SLA to caroline.hall@southtyneside.gov.uk