

NHS Flu Season 2017/18

There are **THREE big opportunities** for a flu intervention conversation with all of your regular patients each year. The highest performing flu volume pharmacies have found that it is key to plan, identify and **book in as many vaccinations as possible as early in the season as possible**. This is proven to drive the most successful results and was borne out by some huge increases in numbers last year when compared to previous years. This year should prove to be even bigger still if patients are engaged NOW in booking & securing their appointments.

Key actions to start this week: **4 weeks to go ...**

1. Ensure each pharmacy has a Flu diary fit for purpose for the season.
2. Every prescription being dispensed needs to be assessed for eligibility of the NHS Flu service and then flagged on PMR and bagged Rx awaiting collection.
3. Every patient should have a flu conversation on picking up their Rx.
4. Where patients are not eligible for the NHS service, then offer a Private service (if you deliver such a service) and again mark the PMR.
5. Book in patients for appointments from mid- September onwards and update PMR.
6. Repeat steps 2 – 4 for every patient for the next 4 weeks of the dispensing cycle.
7. Contact last years vaccinated patients and invite them to have the opportunity of booking an early appointment.
8. The second opportunity is to re-ask patients in 4 weeks' time at go-live. There is then one final opportunity a further 4 weeks later (mid-October) before the demand drops off dramatically in November.

Additionally, check out the [PSNC support for the Flu Vaccination Service 2017/18](#) web page for preparation info

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