

Version Control

Version No	Release Date	Comments
1	1/4/19	
2	17/9/20	<ul style="list-style-type: none">a) Period updated for winter 20/21b) 2.2. updated to provide extra detail around Hampshire County Council frontline workersc) 4.1.3 updated to specify ineligible individuals

SERVICE SPECIFICATION

All subheadings are for local determination and agreement.

Service Specification No.	Final
Service	Provision of Influenza Immunisation in Community Pharmacies and General Practice by voucher for qualifying Hampshire County Council staff.
Period	1 st September 2020 – 28 th February 2021. The service is commissioned annually. Future periods of service provision will be determined on a yearly basis and details of this will be shared as soon as possible.
Date of Review	n/a.

1. Introduction and Context

- 1.1 This Service will increase the provision of and access to seasonal influenza immunisation for eligible employees of Hampshire County Council. In particular, the **quadrivalent seasonal** influenza vaccine that the Joint Committee on Vaccinations and Immunisations (JCVI) recommend is issued to frontline health and social care workers.
- 1.2 The provision of a voucher mechanism to eligible Hampshire County Council staff is expected to facilitate flu vaccine uptake, especially among those working with vulnerable/at risk clients. This is to reduce the serious morbidity and mortality of influenza by immunising those who care for individuals who are more likely to have a serious or complicated illness should they develop influenza.
- 1.3 This Service compliments the National Season Influenza Immunisation Programmes which targets those cohorts that are in the agreed clinical at risk groups.
- 1.4 The aims and objectives of this Service are to:
- Increase uptake of the influenza vaccine in Hampshire County Council employees deemed eligible by their Employer (defined as those presenting with a printed HCC branded voucher)
 - Improve access to the influenza vaccine
 - Promote awareness of the vaccination programmes
 - Improve public health by decreasing infection across the population

2. Hampshire County Council Strategic Aims and Priorities and Outcomes

2.1 Strategic Aims and Priorities

HCC Strategic Aims

Hampshire maintains strong and sustainable economic growth and prosperity

We will achieve this by:

- Attracting increased inward investment and promoting Hampshire's global competitiveness
- Improving Hampshire's connectivity
- Supporting businesses to start and grow, helping to create more jobs
- Helping people into work and to develop and maintain skills
- Planning and delivering appropriate development

People in Hampshire live safe, healthy and independent lives

We will achieve this by:

- Enabling children and young people to get a good start in life
- Supporting people to live independently in their own homes
- Meeting people's eligible, statutory needs – ensuring people are cared for in the right place, for the right time and at appropriate cost
- Working to overcome inequalities
- Contributing to keeping you safer

People in Hampshire enjoy a rich and diverse environment

We will achieve this by:

- Enhancing and protecting Hampshire's heritage and culture
- Conserving and using natural resources efficiently
- Protecting and improving Hampshire's environment and quality of life
- Enabling people to live healthy lifestyles, and to access and enjoy Hampshire's countryside
- Maintaining the unique character of the county

People in Hampshire enjoy being part of strong, inclusive communities

We will achieve this by:

- Making it easy for people to find and access support within the community
- Strengthening the role of town and parish councils
- Supporting a thriving and diverse voluntary and community sector and body of volunteers
- Working with the Armed Forces and Veterans communities to enhance relationships with the local

2.2 Service Specific Outcomes

- To have increased the uptake of the seasonal influenza vaccine by eligible employees of Hampshire County Council frontline (defined as being a person presenting with an HCC branded voucher).
- To have demonstrably improved vaccination access to (demonstrated by uptake rates and data)
- To have raised awareness among the broader workforce of flu-vaccination benefits

3. Sustainability, Equalities, Social Value and Other Impacts

3.1 Sustainability

There are no potential impacts upon sustainability. The period of expected service provision,

demand for and availability (including expiry) of vaccine means this programme of work has a limited longevity so that sustainability over time does not present a risk.

3.2 Equalities

All eligible HCC frontline health and social care employees will be identified by line managers and offered the opportunity to access an influenza vaccination by 'voucher' (further details below). All employees already entitled to obtain free vaccination via NHS subsidised schemes will be expected to do so.

In order to ensure equality of geographical access to the service it is important that as many providers as possible agree to deliver this provision. Where an uneven distribution of participating providers occurs then this may present a barrier to uptake though provision would remain readily available elsewhere.

3.3 Social Value

Vaccination of employees protects them (and their families/household), their vulnerable clients and to a lesser extent the broader population from onward infection. This in turn reduces workforce absence, maintains productivity and populous wellbeing and reduces potential economic burden to business and households. These present social value but with intangible measures.

3.4 Other Impacts

None

4. Scope

4.1 Administration and Eligibility

- 4.1.1. The vaccine will be administered under a locally agreed or private Patient Group Direction (PGD) which allows for administering seasonal influenza vaccines, except those people exempt from or not eligible (under this scheme) for the flu vaccine.
- 4.1.2. Individuals who are eligible to access this service are Hampshire County Council employees who present to the provider with a voucher (printed email indicating 'voucher' with Hampshire County Council logo and line managers signature/initials).
- 4.1.3. The following groups are **not** eligible for the vaccine under the terms of this agreement:
 - **Known severe hypersensitivity to egg products or chicken protein.**
 - **History of true anaphylactic reaction to a dose of influenza vaccine** or to any of its components. This is different for each product. Check Summary of Product Characteristics for details by brand.

These exclusions are set out within the local PGD. If excluded for the reasons above, the individual should be referred back to their employer for a more formal risk assessment to look at the balance of risks through occupational health. This does not necessarily mean that vaccination will not be possible, but it will fall outside the remit

of this service.

- **Acute illness at presentation**

If this is the case, postpone vaccination until recovered.

- **Individuals who are already eligible for a Flu Vaccination through the NHS England Flu Programme.** This can be identified by the questions asked on PharmOutcomes. If this applies then the Pharmacist should refer to a GP or Pharmacy participating in the NHS commissioned Seasonal Influenza Vaccination Service.

- 4.1.4 Relevant guidelines must be adhered to in order to undertake provision of this service in line with Immunisation against Infectious Disease: The Green Book (2014). See link below:
<https://www.gov.uk/government/organisations/public-health-england/series/immunisation-against-infectious-disease-the-green-book>
- 4.1.5 Eligible Hampshire County Council employees will be vaccinated between 1st September 2018 - 28th February of each year this service is commissioned, as stated in the header of this service specification.
- 4.1.6 Eligible Hampshire County Council employees will be advised of their eligibility by their Employer. Eligible employees will be issued a voucher from their manager with an explanation of the Flu Vaccination process.
- 4.1.7 Once the employee has been confirmed as being eligible for a vaccination, the Provider must ask the employee for their Voucher and look at their ID Badge/HCC letter as this will confirm their eligibility and support evaluation of the initiative.
- 4.1.8 The provider shall ensure that the employee meets the vaccination requirements set out in this service specification and locally as agreed in 4.1.1
- 4.1.9 The Provider shall assess the need and suitability for a presenting Hampshire County Council employee to receive the influenza vaccination in line with the PGD and the inclusion and exclusion criteria contained therein.
- 4.1.10 A full record of the consultation and administration of the vaccine shall be recorded on the PharmOutcomes platform or any other platform offered/provided by this Authority.
- 4.1.11 Eligible employees' consent for vaccination and for sharing the information with Hampshire County Council shall be recorded as part of the record of the vaccination on PharmOutcomes, or any other platform offered/provided by this Authority.
- 4.1.12 The provider shall offer a user-friendly, non-judgmental, client-centred and confidential service.
- 4.1.13 This service shall be made free of charge to the employee at Hampshire County Council's expense.
- 4.1.14 There shall be as few restrictions as possible and therefore the service should be available throughout the provider's opening hours, including Saturdays and Sundays in accordance with the providers' usual opening times.

4.2 Responsibilities of the Provider

- 4.2.1 The Provider shall ensure that Practitioners involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 4.2.2 The provider shall ensure that participating practitioners meet the competence requirements of the PGD and understand the inclusion/exclusion criteria.
- 4.2.3 To ensure procurement of inactivated influenza vaccination (split virion or surface antigen) through the Provider's established procedures.
- 4.2.4 To ensure that suitable processes are in place to:
- monitor and maintain the cold chain for the vaccines
 - dispose of used sharps and waste
 - maintain hygiene and has suitable hand washing facilities
 - deal with needle stick injuries and spillages
 - comply with current infection control guidelines
- 4.2.5 To provide a suitable anaphylaxis treatment pack on the premises.
- 4.2.6 To ensure that practitioners providing the service have been offered Hepatitis B vaccination. This is the responsibility of the Provider as the employer.

4.3 LPC Agreement

- 4.3.1 The Hampshire & Isle of Wight Local Pharmaceutical Committee (LPC) support the proposed programme and have agreed the Service Specification.

5. Applicable Service Standards

- 5.1 Where national standards exist they shall be applied as appropriate and stated in the national standards.
- 5.2 Local standards

Training and Accreditation

- 5.2.1 Providers shall hold appropriate professional membership (for example, Practitioners will be registered with the GPhC or equivalent) and will meet the standards of this specification.
- 5.2.2 The Provider will ensure that any practitioner who is involved in administering a vaccine has successfully completed a training course that meets the requirements of the National Minimum Standards for Immunisation Training (published by the Health Protection Agency).
- 5.2.3 The individuals administering the vaccine shall be suitably trained, as set out in 5.2.2, and deemed competent to do so. The provider must have arrangements in place to ensure the competency of individuals to have skills necessary for administering intramuscular injection, including:

- Needle length and needle bevel – research findings on the significance of this;
- Body mass and choice of needle length;
- Intramuscular sites and the rationale for this choice;
- How to administer an intramuscular injection, including patient assessment, side effects and contraindications to influenza administration;
- Anaphylaxis – recognition and treatment.

5.2.4 The Practitioner has completed and passed a recognised Basic Life Support (BLS) training course in the past 12 months, or approved update training. BLS training must be undertaken every 3 years; this can be face to face or via e-learning.

5.2.5 The Practitioner can access resuscitation update via e-learning module, PHE e-learning module (online immunisation training modules is available Skills for Health Core Learning: <https://corelearning.skillsforhealth.org.uk/local/sfadmin/login/index.php> and NPA e-learning module or approved alternative update training).

5.2.6 The Practitioner has signed a copy of a PGD that complies with relevant legislation.

5.2.7 Providers should maintain clinical knowledge appropriate to their practice by attending relevant study days, courses and making themselves aware of appropriate literature

5.2.8 Premises and equipment

5.2.9 The consultation area or room shall be:

- clean and not used for storage of any stock (other than stock that is stored in closed storage units or stock that may be used, sold or supplied during a consultation – for example, hand wipes, syringe exchange stock etc.);
- laid out and organised so that any materials or equipment which are on display are healthcare related; and
- laid out and organised so that once a consultation begins, the employees' (patient's) confidentiality is respected, and no member of staff who is not involved in the consultation is able to enter the area unless authorised by the practitioner, such authority being given only if the confidentiality of the discussions during the consultation is preserved. Interruptions to the consultation must be kept to a minimum.

5.2.10 Vaccinations shall only take place in a consultation room which is large enough to allow:

- The vaccination to be administered safely;
- Sufficient workspace to allow for preparatory work, easy access to the sharps container, and easy storage of any paperwork;
- Immediate access to anaphylaxis pack and anaphylaxis algorithm; In the event of a severe anaphylactic reaction, the pharmacy shall have a facility to call for ambulance assistance immediately without leaving the patient unattended
- The individual to be vaccinated to, where necessary, remove and store any garments, with privacy and dignity, to allow safe vaccination;
- The management of any anaphylaxis or patient collapse, including putting a person into the recovery position and/or carrying out Basic Life Support. This may require that the door is opened but in all cases privacy and dignity must be maintained.

5.2.11 The Provider shall ensure that a suitable waste contract is in place to ensure the safe disposal of any waste and sharps generated as a result of this service.

5.2.12 The Provider shall provide the equipment, at its own cost, required to deliver the scheme, e.g. sharps bins and arrangements for disposal of clinical waste.

6. Quality Standards, Performance Measures

6.1 The Provider should review its standard operating procedures and the referral pathways for the service on an annual basis.

6.2 The Provider acknowledges that the service is funded by Hampshire County Council Public Health Department.

6.3 The Provider can demonstrate that pharmacists and staff involved in the provision of the service have undertaken training relevant to this service.

6.4 The Provider participates in any Hampshire County Council Public Health Department organised audit of service provision.

6.5 The Provider co-operates with any locally agreed Hampshire County Council Public Health Department led assessment of service user experience.

6.6 The Provider can demonstrate that clear and accurate records are kept and agrees to provide the necessary reporting information required by the authority

7. Price

7.1 Payment and reimbursement structure

A fee of £13.50 per quadrivalent seasonal influenza vaccine administered to a frontline health and social care employee working for Hampshire County Council, accessing the service through the eligible staff voucher offer

The vaccine is an integral part of the provision of that service. As such this is an exempt activity under schedule 9 of the VAT act 1994, and there is no requirement to account for any VAT element in the fee.

7.2 Claims for payment

Details of the consultation must be entered on to PharmOutcomes in a timely manner to meet claims deadlines.

Invoices for activity will be automatically generated by PharmOutcomes at the end of each month and processed by Hampshire County Council on a monthly basis.

Claims for activity more than 3 months old will not be paid.

Any queries relating to claims older than 3 months will not be considered.

Providers will not be remunerated for vaccines given to patients outside of the eligibility criteria.

No claim should be submitted more than one month after the end of this agreement

8. Appendices

Appendix A - Use of PharmOutcomes

The Provider shall ensure that all consultations are logged on PharmOutcomes to enable the Council to monitor activity and verify payments for Services provided.