Please use thig guide to help you through this year’s flu service. It is not meant to replace any national guidance so please ensure you refer to the service specification and PGD.

**Background to service**

The Flu Vaccination service will be nationally recommissioned through pharmacy for at risk patients for the 2019/20 flu season. This will provide a great opportunity to upskill your pharmacists and pharmacy teams whilst providing an additional service revenue source. Remuneration for each dose will be **£9.58 plus reimbursement of the vaccine cost**. In addition, the flu vaccination service may provide the opportunity to increase your pharmacy's footfall by potentially bringing in new patients that may not have previously engaged with your pharmacy services.

**Before you begin**

Whilst the flu jab service is an extension to the traditional pharmacy role, as it has been commissioned as an advanced service there is a lot of support and training available to facilitate service delivery. Information on training and service requirements may be found on the PSNC website at the following location: <https://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-faqs/>

Please also see the ‘Flu – before you begin’ checklist, available on the [LPC website](http://www.liverpool-lpc.org.uk/advanced-services/nhs-flu-vaccination-service/).

**Reporting and claiming**

It is important that reporting is completed through PharmOutcomes. If your GP is registered on PharmOutcomes their notification may also be supplied by this method. In the event that they are not, PharmOutcomes will invite you to print the notification and send manually. Please note pharmacies are no longer allowed to send GP notifications by fax. In addition to the GP notification, reporting via PharmOutcomes ensures the impact of flu vaccination commissioning through community pharmacy is available to support re-commissioning for future years.

Whilst it is important to report via PharmOutcomes, it is essential to note that **payment is not claimed electronically through this portal**.

For the 2019/20 flu season claiming may be conducted by: -

**1.**  Register via [NHSBSA Manage Your Service](https://psnc.org.uk/services-commissioning/nhsbsa-manage-your-service-mys-application/) portal . Claims for payment for the service must be made electronically, using the [Manage your Service (MYS) application](https://services.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login) on the NHSBSA website. Contractors are encouraged t[o](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/manage-your) register for MYS [a](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/manage-your)s soon as possible to ensure they are registered for when they come to claim payment for vaccines administered during September 2019.

Claims will be accepted by NHSBSA within six months of administration of the vaccination or by 31st August 2020, whichever date is earlier, in accordance with the usual Drug Tariff claims process. Later claims will not be processed.

**Hints & Tips**

Below is some additional information that may support you in safe and effective delivery of the Flu Vaccination Service.

* Be clear on which vaccines are recommended for each patient group. It is really important that patients receive the correct vaccine for their age range.
	+ Patient 65+ years = aTIV/QIVc
	+ Patients 18 - 64 in an at risk group = QIVe/QIVc
* The PSNC has full guidance on the steps required to offer the nationally commissioned flu vaccination service at the following location: <https://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-faqs/>
* Consider commencing bag stuffing to inform target patients.

**Running the service in pharmacy**

The following patient journey gives an overview of the steps taken when delivering the service in pharmacy. Please note this is not a replacement for an in pharmacy SOP, but provides a guide to the key steps in operational delivery of the service.

**Flu Vaccination Service - Before you begin checklist**

The below checklist gives you some key points to consider and complete before initiating the Flu Vaccination Service, there are additional rows left blank for you to include any local steps you wish your teams to complete.

|  |  |
| --- | --- |
| Activity | Completed (sign and date) |
| All pharmacists offering service have completed their Declaration of Competence. (available on CPPE website) Whilst it is a requirement that this is completed every two years, as the service specification and PGD are updated annually it is best practice to review this on an annual basis. |  |
| Pharmacists have read and printed out flu vaccination service specification (available from: <https://www.england.nhs.uk/publication/community-pharmacy-seasonal-influenza-vaccine-service/> ) |  |
| Ensure an SOP is in place for running the service within the pharmacy and this has been read by all members of the team. |  |
| Conduct an audit of the room in which the vaccinations will be conducted to ensure it is fit for purpose. |  |
| Order required consumables (this may include gloves, adrenaline, sharps bins and equipment to support adverse events) |  |
| Order required influenza vaccines. (For patients over 65 years this will be either adjuvanted trivalent or Quadrivalent vaccine (aTIVa and QIVc), for patients under 65 years who fall into an at risk group the recommended vaccines is the quadravalent vaccine (QIV and QIVc). Ensure the pharmacy has appropriate cold storage capacity for vaccines ordered. |  |
| Each pharmacist offering the service has signed their own copy of the PGD. |  |
| The authorising manager declaration has been completed. |  |
| Ensure staff are familiar with the service, consider a team briefing to discuss how you aim to deliver the service in the pharmacy. |  |
| Ensure the team are able to use PharmOutcomes effectively to record vaccinations completed and notify GPs (please note this will not be used to claim payment electronically) |  |
| Point of Sale packs to be ordered and put up. |  |
| Finally, do ensure you are giving the correct vaccine to the correct patient group! |  |