

Flewsy Newsy



WELCOME

Welcome to the first in a series of regular updates on the Community Pharmacy Flu Immunisation Programme currently underway within NHS Greater Glasgow & Clyde Health Board in a pilot phase. The content aims to cover items of topical interest collated from a variety of sources including community pharmacy participants, patients, Pharmacy Services, Suppliers, Health Board and other NHS personnel.

Please feel free to forward your comments and observations to david.thomson@ggc.scot.nhs.uk on an ongoing basis as part of the evaluation process.

FLEW OFF TO A FLYING START!

The programme commenced on 4 November with the majority of participants fully up to speed and poised to play an active role in this key development. Most locations had provided a flu service in the past with patients meeting the costs themselves, several opting for the convenience and ease of access proffered by the community pharmacy network despite being eligible to receive the vaccine free of charge. This initiative, utilising and building on that expertise, has attracted additional participants with a total of 189 of our 291 (65%) locations now operational. **In that first week a total of 252 patients were recorded through NEO as being immunised.**

STOCK SUPPLY

Our hope that all sites would have received their initial allocation of stock by the 4 November start date wasn't quite achieved. Slippage in the overall delivery schedule due to later than anticipated availability affected a small number of pharmacies and was resolved by 6 November. We are advised that all locations should now be in receipt of their initial order of 50 vaccines and 50 corresponding leaflets. Please call 0141 201 6042 or email GG-UHB.cpdevteam@nhs.net in the first instance should this not be the case.

Additional stock is available once your initial allocation of 50 has been depleted. Pharmacies will be required to contact Movianto directly on **telephone number 01234 248 623** with the orders subsequently verified by National Services Scotland and the Community Pharmacy Development Team. This follows a similar procedure already established to replenish GP stock.

& JUST A FEW TEETHING TROUBLES THAT WE NEED TO RESOLVE.....

To be expected and anticipated with any new service and relatively minor in the scheme of things..... if they are resolved at the outset. It vindicates the need for the service to operate as a pilot to test the resilience and capacity within community pharmacy to take on this type of facility. The following instances have been received from a variety of sources and are listed in no particular order:-

- **Details of the patient's GP not entered on to the NEO system** – cannot complete the data sharing loop by notifying the GP that their patient has been vaccinated. Please ensure that details of the patient's GP are entered on the NEO Influenza Vaccination Service Report. This information could be obtained when verifying that a patient is registered with a GP in NHS GG&C. Vaccination of a patient registered with a GP outwith NHS GG&C will attract no payment.
- **Verifications of payments claimed** - The service will be subject to a post verification exercise in keeping with other contractor groups and the services they provide. Payments may be withheld where insufficient information has been recorded to substantiate that claim. All the more reason to ensure that specific details such as the GP and the inclusion criteria are recorded.
- **Details of the 'Eligibility' criteria for patient's aged between 18 and 64 not entered** – Please ensure that details of the condition that makes them eligible to receive an NHS vaccination are entered.
- **Patient Information Leaflets (PILs)** – a pack of 50 PILs relevant to the QIVc vaccine should have been received along with your vaccines. Several pharmacies report receiving leaflets that refer to another vaccine. **Please contact 0141 201 6050** if you have been sent the wrong leaflets.

- **Promotion of the service** –we are required to observe the arrangement that the service can only be promoted within the pharmacy by opportunistically enquiring whether eligible patients have already been vaccinated or have made an appointment with their GP to be vaccinated. Those answering 'no' to both questions could then be vaccinated by that Pharmacist in that registered pharmacy. Posters have been issued to participating pharmacies for display in-house and carry the message '*Speak to the pharmacist about how to get your flu vaccination*'. Several pharmacies have contacted local surgeries to advise GP's that they are participating in the pilot which has been well received in some locations, less so in others.

This information has already been circulated to the GP network and details also shared with the Practice Manager's Forum. As the pilot is designed to test the capacity within the community pharmacy network, any promotion of this facility as an NHS service should be confined to what has been agreed with Local Medical Committee. Some GPs may have referred patients to the pharmacy service but since this is not part of the agreed protocol it cannot be relied upon as a dependable mechanism to recruit unvaccinated patients.

- **Maintenance of cold chain** – NHS England has issued guidance on the transfer of vaccines between participants placing emphasis on the availability of an accurate temperature record to demonstrate the product has been maintained in the cold chain at between 2°C and 8°C. Some very relevant and useful information can be found in Annex C of the Service Level Agreement.

Gentle Reminders.....

1. **Electronic transfer of information** - Since the NEO system is up and running all transactions are now recorded electronically with the information forwarded to the Public Health Team each Friday for collation and scrutiny. Pharmacies **DO NOT** send activity data to GP's. Appendix F in the Service Level Agreement (SLA) is obsolete and must not be used.
2. **Completion of necessary paperwork to comply with legislative requirements – Copies of these documents are urgently required:**

2.1– Patient Group Directions (PGD)

Pharmacists in a number of sites have still to despatch a signed copy of the last page of the PGD giving them authority to supply and administer a Prescription Only Medicine to the cohort of patients specified in the document. Pharmacists actively vaccinating patients and where we are not in receipt of the necessary PGD are in breach of the Human Medicines Regulations 2012 legislation and the consequent penalties arising.

2.2 – Declaration of Competence (DoC)

Individual Pharmacists providing the service within a pharmacy should have completed page 9 of the DoC signifying competence to practice having completed the necessary training. These are then retained in the pharmacy by the contractor who now completes page 10 of the document confirming the competence of all participants involved in providing this service. This document is then forwarded to the CPD Team office and attracts a payment of £110.00 towards training costs. Several are still to be received and need to be forwarded to the CPD Team as a matter of urgency.

