The Services

Provision of Influenza Vaccination

Reference DN177395
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The following have already been provided within Dynamic Purchasing System for Community Health Improvement Services and as such, along with the above, will form the full contract when awarded:

- Contract Terms and Conditions
- Appendix A – General Specification
- Appendix H - Dispute Resolution
- Appendix I - Definitions and Interpretation
- Appendix J - DBS Check Documents
The Contract
Provision of Influenza Vaccination

1. Terms and Conditions

1.1. The terms and conditions ('Contract Terms and Conditions') are as agreed by entering into the Dynamic Purchasing System (DPS) for Community Health Improvement Services.

1.2. The document titled “Procurement Documents” and this document titled ‘The Services’ along with appendices listed below in 1.2.1 form part of the General Terms and Conditions of Contract ('General Conditions' - Section B) and the Special Terms and Conditions ('Special Conditions' – Section C) that apply to the contract awarded for the Services pursuant to the further competitive from DPS for Community Health Improvement Services.

1.2.1. Appendices as follows:

- Appendix A
  - General Specification 
  - Contract Specific Specification
- Appendix B Quality Outcome Indicators
- Appendix C Service User, Carer and Staff Surveys
- Appendix D Charges
- Appendix E Incidents Requiring Reporting Procedure
- Appendix F Information Provision
- Appendix G Service Quality Performance Report
- Appendix H Dispute Resolution
- Appendix I Definitions and Interpretation
- Appendix J DBS Check Documents

Ø As provided within the Dynamic Purchasing System
Ò As provided in this document with the further competition
2. Commencement and Duration

2.1. In accordance with clause A3:

2.1.1. The Contract shall take effect on 1st October 2016 (the `Commencement Date’)

2.1.2. The Provider shall provide the Services from 1st October 2016 (the `Service Commencement Date’)

2.1.3. The Contract shall expire automatically on 31st March 2017 (the `Expiry Date’, unless it is extended in accordance with clause 3 below or terminated earlier in accordance with the provisions of the Contract.

2.1.4. There is no guarantee of business under the contract as each year vaccination programme is subject to the three local authorities agreeing to run the programme, identifying eligible employees and issuing the vouchers.

3. Extending the Duration of Contract

3.1. The Council may extend the term of the Contract by a 2 years (the ‘Extension Period’) within 1 year increments, equating to a potential Contract term expiring on 31st March 2019. If the Council wishes to extend this Contract, it shall give the Provider at least 3 months written notice of such intention before the Expiry Date.

3.2. If the Council gives such notice, the Expiry Date will be extended by the period set out in the notice.

4. Service Review

4.1. The Contract will may be subject to future changes in policy and/or any alteration to the activity target and/or maximum activity number of service users on an annual maximum. Reviews in accordance with clause B18 (`Service Review’) and clause (`Review Meetings’).

4.2. The service specification will be subject to an annual review that may be updated to reflect changes in any future changes in national or local policy, for example, government guidance and legislation, industry professional standards, NICE guidance, Public Health England or Dorset County Council policy. Adequate notice will be given to the provider of any signification changes which may impact on the service provided and will ensure sufficient transition arrangements are secured to ensure service continuity

5. Charges and Payment

5.1. In accordance with clause B8 (`Charges and Payment’) the shall be as set out in Appendix D (`Charges’)

5.2. The frequency of claim for Charges and method to make claim for Charges shall be as set out in Appendix D (`Charges’).
Appendix A – Contract Specific Specification
Provision of Influenza Vaccination

1 Introduction

1.1 This Service Specification sets out the requirements for the provision of a Public Health Service for community-based influenza vaccination for eligible front line staff working/contracting for either Bournemouth Borough Council, Borough of Poole or Dorset County Council.

1.2 Flu is a key factor in NHS winter pressures. It impacts on those who become ill, the NHS services that provide direct care as a result, and on the wider health and social care system that supports people in at risk groups. The annual immunisation programme helps to reduce unplanned hospital admissions and pressure on A&E and is therefore a critical element of the system-wide approach for delivering robust and resilient health and care services during winter.

2 Scope of the Service

2.1 The Provider to administer the influenza vaccine under a locally agreed or private PGD by a suitably trained provider to eligible Local Authority Employees or Employees of Contractors contracted by either Bournemouth Borough Council; Borough of Poole; or Dorset County Council via a Voucher Scheme. The Provider shall acknowledge that the service is funding by the three local authorities.

2.2 Individuals who are eligible to access this service are:

- Local Authority Employees or Contractor Employees who present to the provider with a voucher and ID badge have been identified by their Employer as appropriate to receive the vaccine because they have a duty of care to protect their patients and service users from influenza infection. These are staff for whom their work involves contact with individuals or clients who may fall into “at risk” groups (see list below);

  - Chronic respiratory disease
  - Chronic obstructive pulmonary disease (COPD)
  - Chronic heart disease
  - Chronic kidney disease
  - Chronic liver disease
  - Chronic neurological disease
  - Diabetes
  - Immunosuppression
2.3 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 Patient Group Direction. 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 eligible for a Flu Vaccination through the NHS England Flu Programme.**
  This includes those who themselves have the following conditions or are within the following groups:

  - Aged over 65
  - Pregnant women
  - Chronic respiratory disease
  - Chronic obstructive pulmonary disease (COPD)
  - Chronic heart disease
  - Chronic kidney disease
  - Chronic liver disease
  - Chronic neurological disease
  - Diabetes
  - Immunosuppression

This can be identified by the questions asked on PharmOutcomes. Refer to participating GP or Pharmacy participating in NHS commissioned Seasonal Influenza Vaccination Service.
2.4 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)

2.5 Eligible Local Authority Employees or Contractor Employees will be advised by their Employer by being issued a voucher from their manager with an explanation of the process.

2.6 Eligible Local Authority Employees or Contractor Employees will be vaccinated between the beginning of October and the end of February; each yearly programme is subject to agreement and funding of the three local authorities.

2.7 Once the Employee has been confirmed as being eligible for a vaccination, the provider must ask the member of staff for their Voucher and look at their ID Badge as this will confirm their eligibility for the vaccination it will also support the evaluation of the initiative.

2.8 The Provider shall ensure that the Employee member complies with the vaccination requirements set out in this service specification and within the PGD for administration of the influenza vaccine.

2.9 The Provider shall assess the need and suitability for a client to receive the influenza vaccination in line with the Patient Group Direction (PGD) and the inclusion and exclusion criteria contained therein.

2.10 Patients with either egg allergy or patients excluded from the Patient Group Direction criteria for other reasons should be advised to discuss with occupational health for a more formal risk assessment.

2.11 Where deemed appropriate, the Provider shall administer the vaccination according to the legal requirements.

2.12 A full record of the consultation and administration of the vaccine shall be recorded on the PharmOutcomes platform.

2.13 Eligible Employees consent for vaccination and for sharing the information with the respective Local Authority and/or Public Health Dorset shall be recorded as part of the record of the vaccination on PharmOutcomes.

3 Service Requirement

3.1 The Provider shall offer a user-friendly, non-judgmental, client-centred and confidential service.

3.2 This service shall be made free of charge to the Employee at the Local Authority expense.

Dorset County Council
3.3 The service will be available out of hours. To ensure ease of access to the vaccination programme the service will be offered across a range of opening times including early evenings and at weekends [Saturday or both Saturday and Sunday].

3.4 Practitioners must be registered with their appropriate regulatory Council and work regularly for the provider that meets the premises criteria. For example, Pharmacist registered with the GPhC.

3.5 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).

3.6 Training must provide practitioners with the skills necessary for administering intra-muscular 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;

3.7 Where a minimum of 50 vaccinations have been delivered in the last 12 months, full training is not required, but completion of a refresher training course is required which should include recent national changes to the immunisation programme/schedule.

3.8 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 updated every 3 years; this can be face to face or via e-learning.

3.9 Practitioners can access resuscitation update via e-learning module, PHE e-learning module (On-line 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.

3.10 The Provider has signed an authorised copy of the Public Health Dorset Patient Group Direction for the Administration of the 2016/17 Influenza Vaccines or has signed a private Patient Group Direction.

3.11 Providers should maintain clinical knowledge appropriate to their practice by attending relevant study days, courses and making themselves aware of appropriate literature.
3.12 The consultation area or room shall be:

- clean and should not be 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, emergency hormonal contraception, needle and syringe exchange stock etc.);
- laid out and organised that any materials or equipment which are on display are healthcare related; and
- laid out and organised that once a consultation begins, the 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.

3.13 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 provider 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.

3.14 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

3.15 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.

4 Responsibilities of the Provider

4.1 To operate in accordance with all Acts of Parliament, statutory regulations or other such laws, recommendations, guidance or practices as may affect the provision of services.
4.2 To ensure that practitioners involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. The provider shall ensure that participating practitioners meet the competence requirements of the PGD and understand the inclusion criteria.

4.3 To ensure procurement of inactivated influenza vaccination (split virion or surface antigen) through the practitioners established procedures.

4.4 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,
- for dealing with needle stick injuries and spillages
- comply with current infection control guidelines

4.5 To provide a suitable anaphylaxis treatment pack on the premises.

4.6 To ensure that any approaches by the media for comments or interviews must be referred to Public Health Dorset Communications Team.

4.7 To ensure that practitioner providing the service have been offered hepatitis B vaccination. This is the responsibility of the contractor as the employer.

5 Responsibilities of Public Health Dorset on behalf of Bournemouth, Dorset and Poole Councils

5.1 To fund and monitor the service and to ensure prompt payment of claims.

5.2 To evaluate the impact of the service to inform future commissioning decisions

6 Positive and negative feedback procedure

6.1 Any complaints from the Eligible Employees should be dealt with via the provider’s own complaints procedure that meets the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 in the first instance.

6.2 Unsatisfactory performance as identified through service audit, user assessment of the service, complaints or other means will be referred to Public Health Dorset for investigation and may result in the suspension and/or termination of the service by Public Health Dorset.

7 Clinical incident reporting

7.1 Any adverse incidents that occur must be reported to Public Health Dorset.
8 Pharmacy providers only: Community Pharmacy Contractual Framework

8.1 The Provider must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.

8.2 No part of this specification by commission, omission or implication defines or redefines essential or advanced services.

9 Monitoring and Review

9.1 The Provider will ensure that the necessary documentation, as detailed in this service specification, is maintained and made available to the Council to enable the service to be monitored and for the purpose of post payment verification.
**Appendix B – Quality Outcome Indicators**  
Provision of Influenza Vaccination

*In accordance with clause B3 (Service and Quality Outcome Indicators) of the Contract, the Provider must comply with the Quality Indicators below:*

<table>
<thead>
<tr>
<th>Quality Indicators - General</th>
<th>Performance Area</th>
<th>Performance Criteria</th>
<th>Target [if applicable]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fit for Purpose</td>
<td>Providing service level in accordance with the Contract</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Continual Improvement / Innovation</td>
<td>Identify and/or work with Council in identifying opportunities to introduce / implement innovation to the Contract delivery</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Change Management</td>
<td>Respond effectively / pro-active approach to change management</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost Indicators - General</th>
<th>Performance Area</th>
<th>Performance Criteria</th>
<th>Target [if applicable]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pricing Stability</td>
<td>Pricing in accordance with the Contract</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Invoice Accuracy</td>
<td>Invoices provide accurate cost information</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Cost Reduction Initiatives</td>
<td>Identify and/or work with Council in identifying initiatives which could result in cost reductions being achieved</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Value Indicators - General</th>
<th>Performance Area</th>
<th>Performance Criteria</th>
<th>Target [if applicable]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic, Social and Environment</td>
<td>Identify opportunities and/or work with Council to support social value in terms of the local economy, local communities and environment.</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
## Service Indicators - General

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Criteria</th>
<th>Target [if applicable]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsiveness</td>
<td>Consistently good response to Council enquiries and requests.</td>
<td>100%</td>
</tr>
<tr>
<td>Complaints</td>
<td>Complaints or disputes are minimal. Where they occur they are dealt with effectively without the need for escalate and corrective action is taken if required.</td>
<td>100%</td>
</tr>
<tr>
<td>Management Information</td>
<td>The required management information is provided in the agreed format and within the agreed timeline.</td>
<td>100%</td>
</tr>
<tr>
<td>Communication</td>
<td>Maintains effective communication channels with the Council.</td>
<td>100%</td>
</tr>
</tbody>
</table>

## Service Indicators – Contract Specific

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Performance Criteria</th>
<th>Target [if applicable]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Availability</td>
<td>Service is available out of hours, across a range of times including evenings and weekends [Saturday or both Saturday and Sunday].</td>
<td>100%</td>
</tr>
<tr>
<td>Operating Procedures</td>
<td>Review of standard operating procedures and the referral pathways for the service on an annual basis</td>
<td>100%</td>
</tr>
<tr>
<td>Training</td>
<td>All staff have undertaken training relevant to this service</td>
<td>100%</td>
</tr>
</tbody>
</table>

The Parties must review and discuss performance of the Contract including Quality Outcome Indicators and consider any other matters reasonably required by either Party at Review Meetings which shall be held in the form and intervals determined by the Council; in accordance with clause B19 (Review Meetings)
Appendix C – Service User, Carer and Staff Surveys
Provision of Influenza Vaccination

In accordance with clauses B4 (Service User Involvement) and B7 (Staff) of the Contract the Provider shall:

Carry out Service User Surveys and Staff Surveys, as and when requested by the Council.
Appendix D – Charges
Provision of Influenza Vaccination

_In accordance with clause B8 (Charges and Payment) of the Contract, the Provider shall information in respect of payment (see Appendix F) is provided to the Council._

**Frequency of Invoices / Claims**
The Provider shall provide information in respect of payment to the Council at the end of each calendar month, as agreed with the Council.

The Council will make payment of the Charges based on the information provided as set out below:

**Activity and Charges**

<table>
<thead>
<tr>
<th>Description of Activity</th>
<th>Charge</th>
<th>VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017 Programme&lt;br&gt;Influenza Vaccination, including all on costs and delivery</td>
<td>£ 12.00</td>
<td>Excluding</td>
</tr>
<tr>
<td>Vaccinations to be delivered within the period beginning of October and end of February, subject to agreement and funding by the three local authorities.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix E – Incidents Requiring Reporting Procedure
Provision of Influenza Vaccination

No additional requirements in respect of clause B11 (Incidents Requiring Reporting).
Appendix F – Information Provision

Provision of Influenza Vaccination

In accordance with clause B14 (Information) of the Contract, the Provider must provide the Council the information specified below to measure the quality, quantity or otherwise of the Services.

The Provider shall have internet access in place at all times and shall use appropriate electronic systems to record all consultations and activity and ensure that claims for payment for provision of this service can be collected through the electronic system as stipulated by the Council below.

Pharmacies

Such organisations shall access PharmOutcomes (link below); unless otherwise stipulated by the Council.

https://www.pharmoutcomes.org/pharmoutcomes/

Other Providers

Such organisations shall access Outcomes4Health (link below); unless otherwise stipulated by the Council.

https://outcomes4health.org/o4h/
Appendix G – Service Quality Performance Report
Provision of Influenza Vaccination

In accordance with clause B18 (Service Review) of the Contract the Provider provide the following:

The Provider shall ensure that the necessary documentation, as detailed in the specification, is maintained and made available to the Council to enable the service to be monitored and for the purpose of post payment verification.