
Greater Manchester Community Pharmacy Enhanced Service: Measles Mumps & Rubella (MMR) Vaccination

(Commissioners may wish to commission a Community Pharmacy to deliver Measles, Mumps & Rubella (MMR) vaccinations for a time-limited period to support the response to the national incident over rising cases of measles).

Date: March 2024

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1. Introduction

This document sets out the arrangements for Pharmacy Contractors to offer to administer and provide doses of the MMR vaccine which have been determined to be required following the UK Health Security Agency declaring a national incident over rising cases of measles.

The Enhanced Service is urgently commissioned where there is a local population need, where Pharmacy Contractors can meet key requirements and where the Commissioner considers the Pharmacy Contractor is best placed to meet that need. The service will be provided as a local Enhanced Service (“an ES”), commissioned by NHS England.

Local Integrated Care Boards may be asked to support the Commissioner in the administration and management of this ES.

This ES is an MMR Vaccination Service which is an Enhanced Service referred to in direction 14 of the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 as amended.

This ES is subject to amendments from time to time as the measles outbreak situation develops.

2. Agreement between parties

The Commissioner commissions the Pharmacy Contractor to provide MMR vaccinations to patients in accordance with this ES.

The Pharmacy Contractor agrees to provide this ES, including any variations and updates from the Commencement Date until the End Date, unless terminated earlier in accordance with the terms of this ES.

The Pharmacy Contractor shall provide the services in accordance with the terms of this ES and in full compliance with their Terms of Service or Local Pharmaceutical Services contract terms, as applicable to the Pharmacy Contractor.

Commencement Date	<i>8th April 2024</i>
Commissioner	NHS England GM Piccadilly Place Manchester M13 BN <i>Address for service of notice: As above</i>

Pharmacy Contractor	[Insert Pharmacy Contractor name(s) (as set out in the relevant pharmaceutical list) and address]
Enhanced Service (ES)	Community pharmacy enhanced service: MMR vaccination
Designated Site	[insert address of the Designated Site]
Service Payment	Means the payment set out at paragraph 17.

This ES is specific to the Pharmacy Contractor and the Pharmacy Contractor may not sub-contract, assign, novate or otherwise seek to transfer any of its rights or obligations under this ES to any other party without the prior written permission of the Commissioner.

Except where it is expressly stated to the contrary, this ES does not give rise to any rights enforceable by any person who is not a party to it.

**Signed for and on behalf of the
Commissioner:**

**Signed for and on behalf of the
Pharmacy Contractor:**

Signature

Signature

.....

.....

Name

Name

.....

.....

Job title

Job title

.....

.....

Date

Date

.....

.....

For any enquiries or any reporting purposes please email england.gmsit@nhs.net

For any contracting enquiries please email england.gmphcontracts@nhs.net

3. Definitions

This Agreement is referred to as this “**ES**”.

3.1 In this ES:

- 3.1.1 “**Commissioner**” means the NHS England
- 3.1.2 “**Designated Site**” refers to the registered pharmacy premises of the Pharmacy Contractor and approved by the Commissioner as the premises from which the vaccination will be administered to Patients and as further described in this ES;
- 3.1.3 “**End Date**” means [31st March 2025] or any such later date notified by the Commissioner in accordance with paragraph 4.1 unless terminated earlier in accordance with paragraph 4.2 or otherwise in accordance with this ES;
- 3.1.4 “**GPhC**” means the General Pharmaceutical Council;
- 3.1.5 “**JCVI**” means the Joint Committee on Vaccination and Immunisation;
- 3.1.6 “**MHRA**” means the Medicines and Healthcare products Regulatory Agency;
- 3.1.7 “**Patient**” means those patients eligible to receive the vaccination in community pharmacy as set out in paragraph 7;
- 3.1.8 “**PGD**” means the Patient Group Direction for Measles, Mumps and Rubella vaccine;
- 3.1.9 “**Pharmaceutical List**” means the pharmaceutical list prepared, maintained and published by NHS England pursuant to regulation 10(2)(a) of the Pharmacy Regulations;
- 3.1.10 “**Pharmaceutical Services**” has the meaning set out in the Pharmacy Regulations;

3.1.11 “**Pharmaceutical Regulations**” means the National Health Service(Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended;

3.1.12 “**Point of Care System**” means a clinical system that has been provided by the Commissioner to record MMR vaccination events;

3.1.13 “**Terms of Service**” means the terms of service that the Pharmacy Contractor is required to adhere to as set out in the Pharmacy Regulations and this ES; and

3.1.14 “**UKHSA**” means the UK Health Security Agency.

3.2 In this ES words importing the singular include the plural and vice versa.

3.3 References to any body, organisation or office include reference to its applicable successor from time to time.

4. Duration

4.1 The Pharmacy Contractor shall provide this ES in accordance with its terms from the Commencement Date (8th April 2024) to the End Date (31st March 2025) unless it is terminated in accordance with paragraph 4.2.

4.2 This ES may be terminated on any of the following events:

4.2.1 by the Commissioner providing not less than 28 days' notice to the Pharmacy Contractor:

4.2.2 by the Pharmacy Contractor providing not less than 28 days' notice to the Commissioner, unless otherwise agreed by the Commissioner;

4.2.3 immediately on removal of either the Pharmacy Contractor from the Pharmaceutical List or, if there are more than one premises in relation to the Pharmaceutical List or, there are more than one premises in relation to the Pharmacy Contractor, the removal of the Designated Site from the Pharmaceutical List at or from which the Pharmacy Contractor provides the ES pursuant to this ES; or

4.2.4 immediately or on such notice as the Commissioner deems appropriate where the Pharmacy Contractor is unable to meet the requirements of this ES.

5. Service Description

- 5.1 This ES has been commissioned to support the response to the national incident over rising cases of measles and increase accessibility of MMR vaccinations.
- 5.2 MMR Vaccinations may be provided by Pharmacy Contractors to eligible Patients.
- 5.3 The Pharmacy Contractor must comply with all guidance published by the Commissioner relating to delivery of local vaccination services in community settings (as updated from time to time). England.gmsit@nhs.net will email providers with any updated requirements in addition to information held in this service specification and the MMR PGD.
- 5.4 Subject to paragraph 15.3, the Pharmacy Contractor may administer vaccinations in accordance with this ES from the Commencement Date.
- 5.5 Where appropriate¹ Pharmacy Contractors should advise the Patient (or carer) attending for vaccination at the Designated Site about other services that are available. This could include, but is not limited to, encouragement of the patient to register with a general practice (where they are not already registered), to receive subsequent doses (where relevant) and other vaccination and other health initiatives (as appropriate), the provision of health promotion materials, details of services and providers of those services in the local area, signposting to an online list of services in the local area and general advice and guidance.

¹ The Pharmacy Contractor is reminded that pursuant to Regulation 64(3)(a) of the Pharmacy Regulations, a distance selling pharmacy must not offer to provide pharmaceutical services, other than directed services, to persons who are present at (which includes in the vicinity of) the listed chemist premises. Where this prevents the Pharmacy Contractor from advising the Patient of the matters set out in this paragraph 4.5, the Pharmacy Contractor can advise the Patient via its established non-in person procedures.

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- 5.6 The Pharmacy Contractor must not use provision of this ES as an opportunity to attempt to influence or seek to persuade a Patient to change their choice of pharmacy, or to seek to change any prescription nominations the Patient may already have in place with other Pharmacy Contractors under the Community Pharmacy Contractual Framework.
- 4.7. The Pharmacy Contractor must not use provision of this ES as an opportunity to attempt to influence or seek to persuade a Patient (or carer) to participate in, or obtain, a Patient-funded service provided by the Pharmacy Contractor.

6. Aims and intended outcomes

6.1. The aims of this service are to:

- 6.1.1. maximise uptake of MMR vaccine by Patients by providing vaccination services from Pharmacy Contractors where a need is identified by the Commissioner;
- 6.1.2. administer MMR vaccines as recommended by the JCVI in line with the Green Book; and MMR PGD.
- 6.1.3. increase opportunities for Patients to receive MMR vaccinations in a range of settings.

¹ The Pharmacy Contractor is reminded that pursuant to Regulation 64(3)(a) of the Pharmacy Regulations, a distance selling pharmacy must not offer to provide pharmaceutical services, other than directed services, to persons who are present at (which includes in the vicinity of) the listed chemist premises. Where this prevents the Pharmacy Contractor from advising the Patient of the matters set out in this paragraph 4.5, the Pharmacy Contractor can advise the Patient via its established non-in person procedures.

7. Patient eligibility

7.1. The Pharmacy Contractor may vaccinate the following Patients:

- 7.1.1 Those who are resident and/or registered with a GP practice in the Greater Manchester area, those who are resident in the Greater Manchester area and not registered with a GP practice and

7.1.1.1 [Subject to paragraph 9.1), individuals aged 5 years and over and in the reasonable opinion of the Pharmacy Contractor the Patient would not otherwise receive a vaccination and the Contractor comply with the requirements in paragraph 7.2];

7.1.1.2 Pharmacies should focus their MMR delivery on those who are 16 years or older and are incompletely or un-immunised with MMR vaccine or of unknown vaccination status.

7.1.1.3 Please note MMR is a live vaccine and cannot be given to individuals who are contraindicated. Please refer to the MMR PGD for a full list of contraindicated individuals prior to vaccination.

7.1.1.4 Those who are pregnant should not receive the MMR vaccine. However, promotion of the MMR vaccine postnatally to eligible individuals should be emphasised in the pre conceptual and postnatal periods where appropriate. MMR vaccine should not be given within one month of becoming pregnant.

7.1.2 In line with the age cohorts and service specification, on commissioner request and dependant on changes to the current regulations, there may be a requirement to support a response to outbreaks.

7.2. If a Patient is vaccinated under the circumstances detailed in paragraph 7.1.1.1, the Pharmacy Contractor must notify the Patient's general practice advising them that the Patient has received the vaccination. This will be via PharmOutcomes.

7.3. The Pharmacy Contractor must:

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- 7.3.1 Ensure that the delivery of the vaccination services is accessible, appropriate and sensitive to the needs of all Patients;
 - 7.3.2 Ensure every effort is made to access the Patients vaccination record via the Summary Care Record to establish eligibility for any outstanding MMR1 and or MMR 2 vaccines.
 - 7.3.4 Ensure that vaccinations are provided in line with the PGD and the Green Book;
 - 7.3.5 Have a process in place to check any updates to the Green Book; and
 - 7.3.6 Only administer MMR vaccine to Patients under the provisions of this ES.
 - 7.3.7 Unless there is a documented or reliable verbal vaccine history, individuals should be assumed to be unimmunised and a full course of immunisations planned.
 - 7.4 If a prospective Patient (or carer) enquires about individual eligibility for the delivery of the vaccination services, the Pharmacy Contractor must be able to provide accurate and up to date information.
 - 7.5 The Pharmacy Contractor must ensure that any Patients who present are eligible for a vaccination as set out in this ES.
 - 7.6 Patients do not require an NHS number or GP registration to receive a vaccination and must not be denied vaccination on this basis.

8. Patient access

- 8.1 The Pharmacy Contractor must offer vaccinations through advertised walk-in clinics or alternative bookable arrangements to improve uptake or engagement with communities as agreed with the Commissioner. Processes must be put into place to support Patients with communication needs and/or encourage vaccination of Patients who experience other difficulties in accessing healthcare.

8.2. The Pharmacy Contractor must support high uptake of vaccinations and minimise vaccine wastage by:

8.2.1 making the availability and access routes to vaccination known to Patients (or carers) who are being provided with other pharmaceutical services at the Pharmacy Contractor's registered premises; and/or

8.2.2 contacting Patients (or carers) who did not turn up for booked appointments and supporting them to rebook or obtain vaccination elsewhere.

8.2.3 Local booking processes and systems should be followed if required.

9. Assessment and consent

9.1 The Pharmacy Contractor must:

9.1.1 have completed all clinical assurance (appendix 1) requested by the Commissioner and receive confirmation from the Commissioner that they are able to administer MMR vaccinations; and

9.1.2 have in place a process to ensure that they comply with all relevant clinical checklists published by the Commissioner including checklists relevant to the vaccination of all Patients set out at paragraph 7 (appendix 1).

9.2. The Pharmacy Contractor may administer vaccinations to Patients where the Patient has been assessed as competent to consent and does consent, or is not assessed as competent but does not object and consent is provided by somebody with parental responsibility.

9.3 Prior to administering a vaccination, the Pharmacy Contractor must ensure that:

9.3.1. a registered healthcare professional, trained in vaccine administration and familiar with the characteristics of the vaccine being administered, assesses the Patient as eligible and suitable clinically in accordance with law and guidance and as directed by the Commissioner. This assessment should include providing

reasonable information that the Patient may require to make a final decision on whether to proceed with the vaccination; and

- 9.3.2. informed Patient consent is obtained by a registered healthcare professional and the Patient's consent to the vaccination (or the name of the person who gave consent to the vaccination and that person's relationship to the Patient) must be recorded in accordance with law and guidance. Should the Patient decline the vaccination at any stage, this must also be recorded.
- 9.4 Patient consent may be obtained verbally and must cover the administration of the vaccine as well as advising the Patient (or carer) of information sharing that will take place for the appropriate recording of the vaccination. The Patient must also be informed that information relating to their vaccination may be shared with the Commissioner for the purposes of payment, post-payment verification, supply management and planning of future vaccination requirements.
- 9.5 Each Patient (or their carer) being administered a vaccine must be given written information about the vaccine as requested by the Commissioner. A copy of the manufacturer's patient information leaflet must also be provided to the Patient (or carer) (or the Patient may be directed to a web-based version of that leaflet where the Patient agrees).
- 9.6 The Pharmacy Contractor must record any vaccinations that have been administered using centrally supplied stock within PharmOutcomes. Refer to 7.3.

10. Vaccine administration

- 10.1. The Pharmacy Contractor must ensure that vaccinations offered pursuant to this ES are provided in line with guidance in immunisation against infectious disease (The Green Book²), including relevant details on the treatment of anaphylaxis and secure storage and disposal of clinical waste. Pharmacy Contractors must ensure that they have a process in place to check any updates to the Green Book.

² <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

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- 10.2. The Pharmacy Contractor must follow all current guidance published by the JCVI, NHS England, MHRA and/or UKHSA on:
- 10.2.1. which MMR vaccine is the most suitable for each Patient (for example porcine gelatine free MMR vaccine); and
 - 10.2.2 handling and manipulation of the vaccine.
- 10.3 In the event of a conflict between guidance issued by JCVI, NHS England, MHRA and/or UKHSA, the Commissioner shall confirm which guidance shall be adopted.
- 10.4 The Pharmacy Contractor must ensure the Patient receives the correct vaccine as is clinically appropriate as part of this service. The Pharmacy Contractor should also ensure that the Patient (or carer) has understood that failure to receive all routine doses may render vaccination less effective.
- 10.5 The Pharmacy Contractor must refer the patient to their GP if it becomes known that other vaccines are due or outstanding, and ensure that the Patient is clear on who to contact and by when for a 2nd dose of MMR. If relevant, and within the correct clinical guidelines in reference to the time between doses, MMR2 can be given in pharmacy under this specification if requested by the patient. 2nd doses are to be at least one month apart for the cohort identified in this service specification.

² <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

11. Vaccine handling and storage

Pharmacy Contractor's must order the MMR vaccine for administration in accordance with this ES through the usual ImmForm processes and procedures. All approved sites will have active Immform accounts.

- 11.1 Vaccines offered to Patients pursuant to this ES must be received, stored, and prepared in accordance with any conditions set by the MHRA in relation to each vaccine, and in line with the manufacturer's and the Commissioner's instructions and associated standard operating procedures. Receipt, storage, transport and preparation of vaccines used pursuant to this ES must also be undertaken with appropriate clinical oversight and in accordance with governance arrangements in place for this ES.

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- 11.2 Vaccines are allocated to the Pharmacy Contractor operating specific Designated Sites, and the Pharmacy Contractor must not share the vaccine with other providers providing a similar vaccination service or move the vaccine to other Designated Sites. Dependant on changes to the current regulations, pharmacies may be requested by the commissioner to allow vaccines to be used in a roving delivery model.
- 11.3 Vaccines will be supplied to the Designated Site. The Pharmacy Contractor will be responsible for the supply of all consumables as may be required (for example needles, syringes, PPE and items related to Infection Prevention and Control). The Pharmacy Contractor must be available to accept vaccine deliveries at the Designated Site according to the delivery schedule provided by UKHSA.
- 11.4 Contractors will be consulted prior to allocation decisions being made by the commissioner
- 11.5 The Pharmacy Contractor must agree with the Commissioner the number of appointments/walk in clinics that will be made available by the Pharmacy Contractor for the administration of the vaccination in the proceeding period and the vaccine(s) that the Commissioner will endeavour to supply. See also 8.2.2.
- 11.6 The Pharmacy Contractor will only receive Service Payments in respect of activity delivered and recorded on PharmOutcomes.
- 11.7 The Pharmacy Contractor must ensure that any refrigerator used to store vaccines has sufficient space to store different vaccine types, with separation (including in relation to the provision of centrally supplied MMR vaccine and any other vaccines) to reduce the risk of selection errors and ensure traceability, and sufficient airflow to maintain effective cooling. All refrigerators in which vaccines are stored must have a thermometer that records maximum and minimum temperatures appropriate to the vaccine being administered. Readings must be recorded from that thermometer on all working days and appropriate action taken when readings are outside the recommended temperature. The Pharmacy Contractor is expected to follow best practice for cold chain and use an approved data logger.
- 11.8 Appropriate procedures must be in place to ensure stock rotation, monitoring of expiry dates to ensure that wastage is minimised and stock holdings of

vaccine remain low to support the maximisation of vaccinations to the population.

11.9 Vaccine stock updates and wastage must be reported via Immform as is reasonably requested by the Commissioner.

11.10 The Pharmacy Contractor must report any incidents, including cold chain breaches via the local policies and process including updating the commissioner. A proforma (See appendix 2) should be completed in full and returned via email from a secure (i.e. NHS.net) email account to gmhscp.gmtop@nhs.net and copy in england.gmsit@nhs.net

12. Record keeping

12.1 The Pharmacy Contractor must maintain appropriate records to ensure effective ongoing delivery and governance of this ES.

12.2 The Pharmacy Contractor must adhere to guidance provided by the Commissioner on the recording of the vaccination event and the sharing of data. PharmOutcomes should be used to document on the patients record and the PharmOutcomes system will automatically notify the GP.

12.3 The Pharmacy Contractor must adhere to defined standards of record keeping ensuring that clinical records are made as soon as is reasonably possible after the vaccination is administered and before the end of the same day that the vaccination was administered and that the Patient's general practice is notified of the vaccination having taken place. The Pharmacy Contractor must ensure that any staff recording the vaccination have received relevant training to be able to update records appropriately and accurately.

12.4 Where a Point of Care System is provided by the Commissioner, then:

12.4.1 the defined standards of record keeping referred to in paragraph 12.3 must include use of robust user and access management processes to ensure high levels of security, including frequent updates to system access levels to add users who join the site team or remove accounts where staff leave employment or do not have shifts scheduled at the site.

12.4.2 where the Point of Care System is unavailable due to exceptional circumstances beyond the control of the Pharmacy Contractor, then the record of vaccination events must be added to the Point of Care System as soon as possible after the Point of Care System becomes available again. The Commissioner must be notified if this will result in records of vaccinations being added to the Point of Care System on a different day than the vaccinations were administered.

12.5 The Pharmacy Contractor must maintain appropriate records, including records in relation to paragraphs 11.7, 11.8, 12, and 13 of this ES.

13. Governance and accountability

13.1 The Pharmacy Contractor must have a named Clinical Lead for this ES within their organisation/pharmacy whose name shall be made available to the Commissioner on request. The Clinical Lead must be a pharmacist, registered with the GPhC, and trained in vaccinations (including having a clear understanding of the requirements of this ES). The Clinical Lead will be the lead contact for this ES for contractual and professional matters.

13.2 The Responsible Pharmacist at the registered pharmacy premises is professionally responsible for the safe delivery of the ES at the Designated Site. If the Responsible Pharmacist is unable to provide sufficient supervision of the ES, for example due to workload, an on-site pharmacist(s) supervising the Designated Site must be linked and work closely with the Responsible Pharmacist and Superintendent Pharmacist through an appropriate governance framework. This on-site supervising pharmacist must be registered with the General Pharmaceutical Council and trained in vaccinations, including a clear understanding of this ES. A record must be maintained of who that person is at the Designated Site at all times and made available to the Commissioner on request.

13.3 All persons involved in the provision of this ES (whether delivering vaccinations directly or supervising others providing vaccinations) must adhere to all relevant professional standards, regardless of the setting.

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- 13.4 The Pharmacy Contractor must have systems in place to ensure that key information in relation to the delivery of this ES can be communicated and acted upon in a timely manner.
- 13.5 There is an expectation that this ES will operate as part of the wider NHS system in providing MMR vaccinations, and the Pharmacy Contractor must work with local specialist pharmacy colleagues and the screening & immunisation team to obtain advice and guidance where necessary.
- 13.6 The Pharmacy Contractor must ensure that it has in place appropriate indemnity and/or insurance arrangements that provide adequate cover, including but not limited to clinical negligence cover, in relation to the delivery of this ES, and that the indemnity and/or insurance arrangements provide such cover for all clinical professionals and other staff working in connection with the delivery of the services pursuant to the ES.
- 13.7 The Pharmacy Contractor must ensure that all staff are trained as appropriate to their role in delivering services in accordance with this ES and in line with paragraph 14.
- 13.8 The Pharmacy Contractor must report any Patient safety incidents via NHS England » Learn from patient safety events (LFPSE) service. This is in accordance with the clinical governance requirements of the Pharmacy Contractor's Terms of Service or Local Pharmaceutical Services contract (as appropriate). The Pharmacy Contractor must also copy in england.gmsit@nhs.net when reporting patient safety incidents.
- 13.9 Where a Patient experiences an adverse drug reaction or presents with an adverse drug reaction following the vaccination and the Pharmacy Contractor believes this is of clinical significance such that the Patient's general practice should be informed, this information should be shared with the general practice as soon as possible, and a 'Yellow Card'³ report submitted.
- 13.10 The Pharmacy Contractor must co-operate with others in so far as it is reasonable, including any other person responsible for the provision of services pursuant to the campaign, or for the provision of any subsequent doses of the vaccine after the termination of this ES, in a timely and effective

way and give to others such assistance as may reasonably be required to deliver the services under this ES.

³ <https://yellowcard.mhra.gov.uk/>

14. Training

14.1 Vaccinations must be administered by an appropriately trained member of staff authorised under an appropriate legal mechanism (for example the UKHSA Patient Group Direction).

14.2 Pharmacy Contractors will be expected to oversee and keep a record to confirm that all staff have undertaken training prior to participating in the administration of vaccinations.

14.3 All persons involved in the preparation of vaccine must be appropriately trained in and have appropriate workspace to do so.

14.4 All persons involved in the administration of the vaccine must have:

14.4.1 completed the required immunisation training⁴, including the additional MMR specific training modules, including those available on the e-learning for healthcare website;

14.4.2 the necessary experience, skills and training to administer vaccines in general, including completion of the general immunisation training, including those available on e-learning for healthcare and face-to-face administration training, where relevant;

14.4.3 the necessary experience, skills and training, including training with regard to the recognition and initial treatment of anaphylaxis;

14.4.4 where a healthcare professional is administering the vaccine:

14.4.4.1 read and understood the clinical guidance available and published in the Green Book⁵;

⁴<https://www.gov.uk/government/publications/national-minimum-standards-and-core-curriculum-for-immunisation-training-for-registered-healthcare-practitioners>

⁵ <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

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- 14.4.4.2 understood and be familiar with any relevant Patient Group Direction for the MMR vaccines; and
 - 14.4.4.3 ensure that registered healthcare professionals were involved in the preparation (in accordance with the manufacturer's instructions) of the vaccine(s); and
- 14.5 The Pharmacy Contractor must ensure that relevant staff are aware of, and take steps to reduce, risks associated with the handling of different vaccine types.
 - 14.6 The Pharmacy Contractor must ensure that staff are appropriately trained and understand what their role in the delivery of this ES requires, including working within the relevant systems and processes set out by the Pharmacy Contractor and understanding how to report concerns should any be identified.
 - 14.7 The Pharmacy Contractor must ensure that staff are made aware of the risks associated with the handling and disposal of clinical waste and that correct procedures are used to minimise those risks. A needle stick injury procedure must be in place.

15. Premises requirement

The Pharmacy Contractor shall not change the location of the Designated Site without the prior written agreement of the Commissioner.

- 15.1 Vaccinations administered in accordance with this ES must be administered at the Designated Site. At the request of the commissioner (and dependant on changes to current regulations), the vaccines may be requested in the future to be delivered at any suitable & assured location.
- 15.2 Dependant on any changes to current regulations, in the future an agreement may be made between the Pharmacy Contractor and the commissioner to provide vaccines at another suitable & assured location. If changes to current regulations do occur and vaccines can be provided at another suitable location the pharmacy contractor must ensure there is an on-site pharmacist supervising delivery of the service (or delivering the vaccination service themselves) and that vaccinators:

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- 15.2.1 are delivering vaccines in accordance with the relevant PGD have professional indemnity that covers off-site vaccinations
 - 15.2.2 continue to adhere to all professional standards relating to vaccinations
 - 15.2.3 follow appropriate cold-chain storage measures
 - 15.2.4 ensure that the setting used to administer the vaccinations is appropriate (including ensuring patient confidentiality as appropriate)
 - 15.2.5 appropriately dispose of any clinical waste or personal protective equipment used during the vaccination process.
- 15.3 Prior to service commencement in accordance with paragraph 5.4 and throughout the term of this ES, the Commissioner shall be entitled to access and inspect the Designated Site to undertake an assessment of the readiness of the Designated Site and the Pharmacy Contractor to deliver the services as set out in this ES or to ensure that the services are being delivered in accordance with this ES. The Commissioner may authorise other organisations to act on its behalf in undertaking such an assessment visit. The Pharmacy Contractor will be notified by the Commissioner in advance of any visit and the details of who will undertake that visit.
- 15.4 Vaccinations must only be offered where suitable facilities are available and Patient dignity and confidentiality can be respected. The minimum requirements include:
- 15.4.1 meeting the GPhC premises standards;
 - 15.4.2 the area where vaccines are administered must be distinct from the general public areas;
 - 15.4.3 maintenance of infection prevention and control standards; and
 - 15.4.4 there is a suitable area where Patients can be observed after vaccination as advised by the MHRA or if necessary for that individual. This area must have:
 - 15.4.4.1 access to appropriate equipment such as adrenaline/anaphylaxis kits; and

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- 15.4.4.2 personnel suitably trained in basic life support techniques, and in recognising and responding to anaphylaxis, to provide care should the Patient suffer an adverse reaction to the vaccination.
- 15.6 Where vaccinations are to be administered to those under 18 years of age, the Pharmacy Contractor must ensure that the relevant vaccinator has a Disclosure and Barring Service (DBS) certificate.
- 15.7 The Pharmacy Contractor must ensure appropriate processes are in place to dispose of any clinical waste, vaccine packaging and PPE used during the vaccination process.
- 15.8 The Pharmacy Contractor is required to comply with reasonable requests from the Commissioner or waste disposal company to facilitate the safe and secure removal and safe disposal of clinical waste and PPE related to the provision of this service (including where the vaccination is undertaken off the pharmacy premises).

16. Service availability

- 16.1 The Pharmacy Contractor may be required to operate regular clinics in the evenings, at weekends and on bank holidays to meet the needs of the local population as agreed by the Commissioner. Where operational hours are proposed outside of the core and supplementary hours included on the Pharmaceutical List, the Pharmacy Contractor must notify the Commissioner. Actual delivery hours shall be agreed with the Commissioner having regard to the size of the local population eligible for vaccination and available vaccine supply.
- 16.2 The Pharmacy Contractor must ensure that they have in place suitable arrangements to prevent the disruption of other services or obligations placed on the Pharmacy Contractor by the Community Pharmacy Contractual Framework, and to ensure that the consultation room remains available, when required, for patients other than those requiring vaccination.
- 16.3 In the event that the Pharmacy Contractor needs to temporarily suspend the administration of vaccinations in accordance with this ES, this shall be agreed with the Commissioner.

17. Payment arrangements

- 17.1 Claims for payment in accordance with this ES must be made by invoice to the Commissioner by no later than the 5th day of the month immediately following the administration of the vaccination to the Patient. Any claims that are submitted more than three months following administration of the vaccination will not be processed and the Pharmacy Contractor will not receive payment for those vaccinations.
- 17.2 Payments will be made according to the NHS Business Services Authority FP34 Schedule of Payments. Claims will show on payment schedules under the 'Local Enhanced Service – MMR vaccinations code 27' header.
- 17.3 In consideration of the Pharmacy Contractor's provision of this ES and in accordance with the terms of this ES, the Commissioner will pay an item of service payment of **£10.06** per administration of a vaccination to each Patient.
- 17.4 The vaccines made available under this ES will be provided to the Pharmacy Contractor free of charge via Immform, and therefore no reimbursement of the cost of the vaccine is payable. No delivery charges will be made.
- 17.5 Claims submitted in accordance with this ES will only be paid where:
- 17.5.1 the Patient in respect of whom payment is being claimed was eligible for vaccination and authorised by the Commissioner at the time the vaccine was administered;
 - 17.5.2 the Pharmacy Contractor has used a vaccine supplied in accordance with the campaign;
 - 17.5.3 the administration of the vaccination has been recorded in line with guidance provided by the Commissioner;
 - 17.5.4 the Pharmacy Contractor did not receive and did not expect to receive any payment from any other source in respect of the vaccine or vaccination; and

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- 17.5.5 the claim for payment was submitted in accordance with paragraph 17.1.
- 17.6 If the Pharmacy Contractor does not satisfy all relevant provisions of this ES, the Commissioner may determine to withhold payment of all, or part of, an amount due under this ES that is otherwise payable.
- 17.7 The Pharmacy Contractor must comply with any reasonable requests to facilitate post payment verification. This may include auditing claims to ensure that they meet the requirements of this ES.
- 17.8 If the Commissioner makes a payment to a Pharmacy Contractor under this ES and:
- 17.8.1 the Pharmacy Contractor was not entitled to receive all or part thereof, whether because it did not meet the entitlement conditions for the payment or because the payment was calculated incorrectly;
 - 17.8.2 the Commissioner was entitled to withhold all or part of the payment because of a breach of a condition attached to the payment, but is unable to do so because the money has already been paid; or
 - 17.8.3 the Commissioner is entitled to repayment of all or part of the money paid, the Pharmacy Contractor agrees that the Commissioner may recover the money paid by deducting an equivalent amount from any payment payable to the Pharmacy Contractor, and where no such deduction can be made, it is a condition of the payments made under this ES that the contractor must pay to the Commissioner that equivalent amount.

18. Suspected measles

18.1 If an individual attends the pharmacy setting displaying symptoms that are suggestive of measles, please follow the guidance in the following link;

[NHS England » Guidance for risk assessment and infection prevention and control measures for measles in healthcare settings](#)

Appendix 1- Assurance documentation

Draft

Appendix 2 – Incident reporting proforma

Local area feedback and complaints ↑						
Mark with a cross which area of concerns this is related to (you can choose more than one box)						
Clinical Issue	Medicines Management	Contractual	Safeguarding	Discharge Management	Contractor to Contractor	
Does the concern/issue relate to a specific NHS-commissioned service Advanced or Locally Enhanced/Commissioned or Programme/Pilot provided by or within a Community Pharmacy?					Yes	
					No	
If so, please state which service does your concern/issue relate to (if known)						
Details of issue/concern						
Name of community pharmacy / pharmacies involved						
Address / ODS code of the community pharmacy / pharmacies premises						
Date of issue/concern						
Urgency – is the patient at high, medium or low risk of harm or immediate danger as a result of the issue/concern you are reporting?			HIGH			
			MEDIUM			
			LOW			
Initials/DOB of the patient affected. NHS number if known, and details of medication (if applicable and if consent given by patient, if not please direct as above).						
Name of Reporting Officer (and organisation, where applicable)						
Contact Number of Reporting Officer						
Email address of Reporting Officer						
Overview of the issue/concern (including dates if known)						
Action taken so far:						
Is/are the community pharmacy/pharmacies aware of the issue/concern?			Yes			
			No			
If not, why have you not contacted the community pharmacy to discuss the issue/concern with them directly?						
If yes, please provide details of the discussions you have had with the pharmacy/pharmacies, including the date(s) of those discussions, and any conclusions/agreed <u>outcomes</u>						