NHS
Westminster

Vaccination Services in Community Pharmacy

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Objective of Workshop

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- Overview of the vaccination services commissioned from Pharmacies
- Why we chose to commission pharmacies
- What we did and why we did it
- Lessons learnt
- Future plans

Pharmacy in NHS Westminster

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- Registered Population 244,000
- 12.7 years difference in male life expectancy between the least and most deprived wards
- 93 Pharmacies & 47 GP Practices
- Highest concentration of pharmacies per head of registered population in the country
- 60% operate on low dispensing volume
- 50% trade 7 days weeks/12 hour days
- High prevalence of private health services

Vaccination Services

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- Seasonal Flu 2006
- HPV 2009
- *Swine Flu? 2010*

Other London PCTs commissioning pharmacies

- *Seasonal Flu – 7 PCTs*
- *HPV – none*
- *Swine Flu – 5 PCTs*

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Primary Care Trust

How will you avoid the flu this year?

Get the flu jab

If you suffer from asthma, diabetes or a number of chronic illnesses, flu can cause you serious medical complications.

The flu jab is free if:

- you are 65 or over
- you are a carer
- you live in a residential or nursing home

Or if you have any of the following (aged 6 months or over):

- a chronic heart or chest complaint, including asthma
- chronic kidney or liver disease
- diabetes
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- stroke / TIA (transient ischaemic attack)
- multiple sclerosis or any other chronic neurological disease

Produced by Westminster Primary Care Trust

www.westminster-pct.nhs.uk

Ask your GP, pharmacist or practice nurse about getting your free flu jab today

Why Flu Vaccination services in Pharmacies?

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- Starting point in our journey was Seasonal Flu Vaccinations
- Why? - Increase capacity for service provision
- Why? - Complement GP Practice based services
- Historically - variable uptake of Seasonal Flu Vaccinations in GP Practices – some not reaching target
- Commissioned a pilot service from local pharmacies where GP Practices were not reaching target.
- Service Evaluation

Seasonal Flu Pharmacy LES History

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2006/07

- 5 pharmacies – 89 patients vaccinated

2007/08

- 24 pharmacies – 275 patients vaccinated

2008/09

- 26 pharmacies – 982 patients vaccinated

2009/10

- 39 pharmacies 1000 patients by 1st November

Developing the Seasonal Flu Service

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- Pragmatic approach
- Developed the training - moved to *in-house* delivery
- Developed the premises requirements
- Worked closely with LPC
- Support from engaged commissioners
- Revised promotional material
- Support communication between GPs & Pharmacies

Key Features of Pharmacy LES

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- Admin fee is the same as for GPs £7.51
- Incentive for at risk groups
- Defined minimum pharmacy premises requirements
- Patients must be registered with a NHSW GP, minimum of 16yrs of age
- Pharmacies communicate record of vaccination to GP with 24hrs
- Pharmacies utilise fax and NHS mail

Key Features of Pharmacy LES

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- Pharmacist attends mandatory PCT training
- IM administration – minimum of 2 supervised administrations required as part of competency.
- Defined accessibility
- Defined a minimum level of activity for competency and remuneration
- Defined KPIs

Reporting

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- Each Vaccine given in the Pharmacy is reported back to the GP Practice via fax or NHS.net
- Vaccines given in the pharmacy count towards overall incentive payment for GP Practices.

What have we learned?

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- Effectively advertise the service to patients
- Good Communication!
- Pharmacy service starts at the same time as the GP service
- Visit pharmacy premises to ensure they are appropriate
- Pharmacy support staff vital to success
- Focus on at risk groups – incentives
- Pharmacies can provide a vaccination service
- Share learning

Future Plans

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Support for Community Services

- Domiciliary Service
- Care Home service

Support for Occupational Health

- Include PCT staff in service
- Other independent providers e.g. Dental staff

- **IT- NHS mail – paperless service**

Local HPV Website
www.hpv123.org

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HPV Vaccination
Target Population

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12 -16 year olds

Administered in schools

Based on School Population

16 -18 year olds

Administered in the community – GPs & Pharmacies

Population based on Registered and Resident

Why Commission Pharmacies?

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- PCT already commissioning seasonal flu vaccinations & sexual health services in pharmacies
- Utilising the PCT investment in training pharmacists
- GP “LES Overdose” – concerns about GP engagement
- High level of engagement among pharmacy providers
- Improving access & patient choice
- “Stimulating the market”
- Innovative - supported by Senior Commissioners & School Nursing Leads

HPV Pharmacy LES

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- HPV *Catch up* Program 16-18yr old girls who have left school and can't access the school based service
- Service provided opportunistically or by appointment
- Commissioned 8 pharmacies
- Pharmacies using NHS mail & texting clients
- Marketing strategy aimed at young people – website, text, e-mail
- Providing young people with more choice and access in their local community
- GP LES as well – joint marketing

Pharmacy Criteria for Inclusion

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- Competent in administering vaccinations as part of a NHS service
- Competent in the provision of sexual health advice to young people as part of a NHS service
- Premises – N3 connectivity, able to support NHS mail
- Premises – PCT approved private consultation area
- Defined accessibility - available for minimum of 4 sessions per week (session = 4hours)
- Continuity – named pharmacists available for the duration of the service

Service Innovation

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- Pharmacy LES is unique in the NHS
- PCT won a National Award for Service Innovation in Community Pharmacy (The Pharma Awards)
- Establish a new supply route for vaccine stock into community pharmacies
- PCT issued pharmacies with NHS mail accounts
- Pharmacies required to text patients
- Electronic transfer of information between GP & pharmacy – “Paper lite” Service

Reporting

NHS Westminster

- Each Vaccine given in the Pharmacy is reported back to the GP Practice and the PCT via NHS.net
- Information is cross checked to ensure accuracy of records
- Vaccines given outside of GP Practices count towards overall incentive payment for GP Practices.
- Review of Uptake in November 09

What Have We Learned?

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- Activity in 50% pharmacies commissioned
- Pharmacists can provide the service
- PCT investment in training pharmacists is paying off
- Patients are returning for 2nd doses
- Stock management system works
- There is a demand – non-residents NHSW attempting to access the service
- Pharmacies receiving GP referrals

The Future – Swine Flu

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- Same concept as seasonal flu service
  - Complementary to GP service
  - Additional capacity
  - Patient choice
- Designed pharmacy seasonal Flu LES to be easily adapted to include swine flu
- Have not commissioned a service to date ...watching how capacity and uptake develop.

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Thank you for attending the workshop
Happy to take Questions?

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