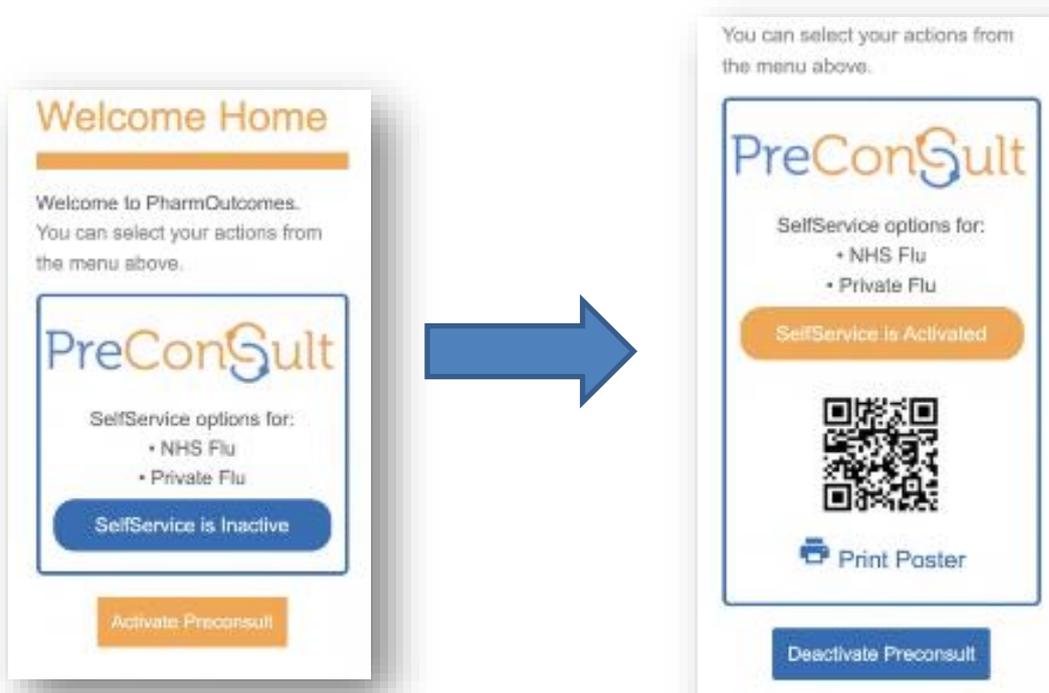


Seasonal Influenza Vaccination 2020/21 Community Pharmacy Advanced Service

Once logged in to PharmOutcomes, the user will arrive at the PharmOutcomes homepage.

If the pharmacy team plan to use PreConsult, the service must be activated. The activation buttons can be found in the left-hand side of the homepage. To activate the PreConsult App click the orange “Activate PreConsult” button as seen in the left image below. PreConsult is now activated.

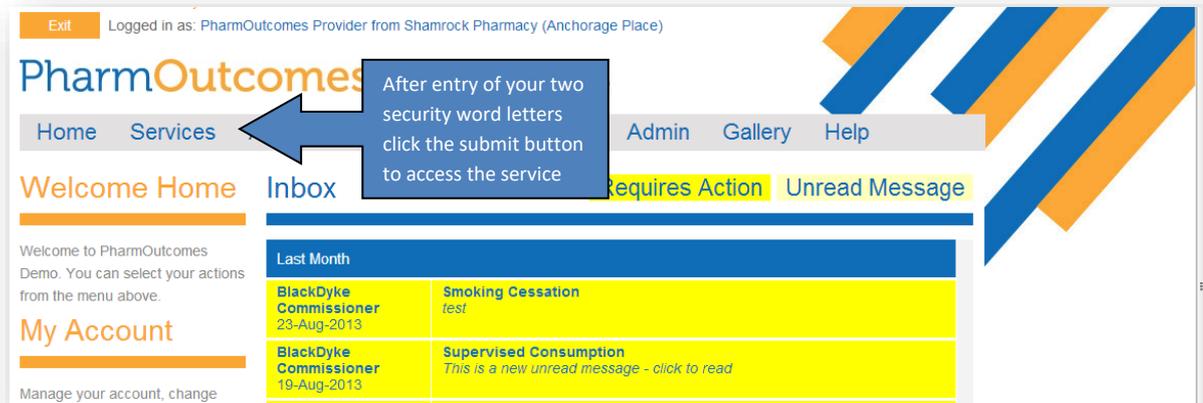


PreConsult can be used in several different ways to prepopulate the flu template with patient and eligibility information prior to the vaccination appointment. This reduces practitioner/patient contact time significantly.

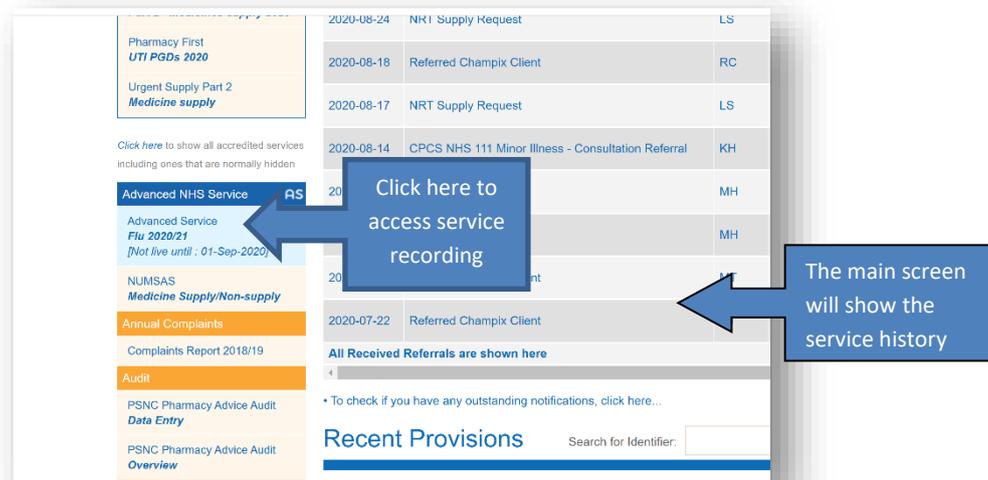
The PreConsult guide explains how partial records are managed. The PreConsult user guide can be accessed via the dedicated link in the flu template side bar. Please read this guide carefully to understand how this application works.

Accessing the service template

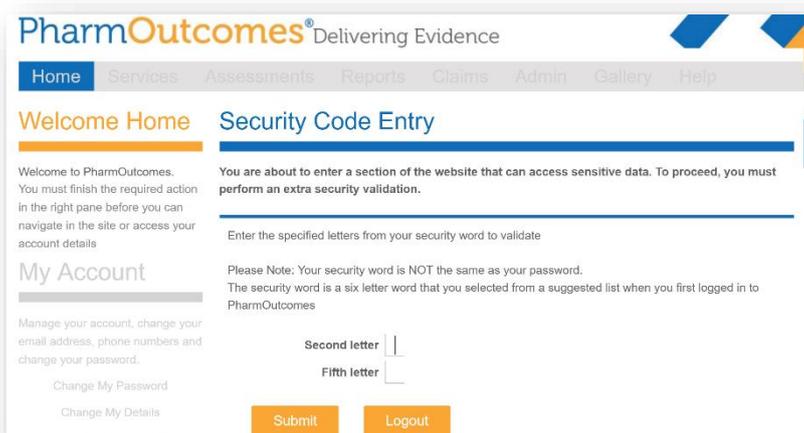
Clicking the “Services” tab takes the provider to the service delivery screen.



The ‘flu vaccination service is accessed via the link in the left-hand side bar under the orange heading “Provide Services”. To access the ‘flu template, click on the service link “Advanced Service – Flu 2020/21”.



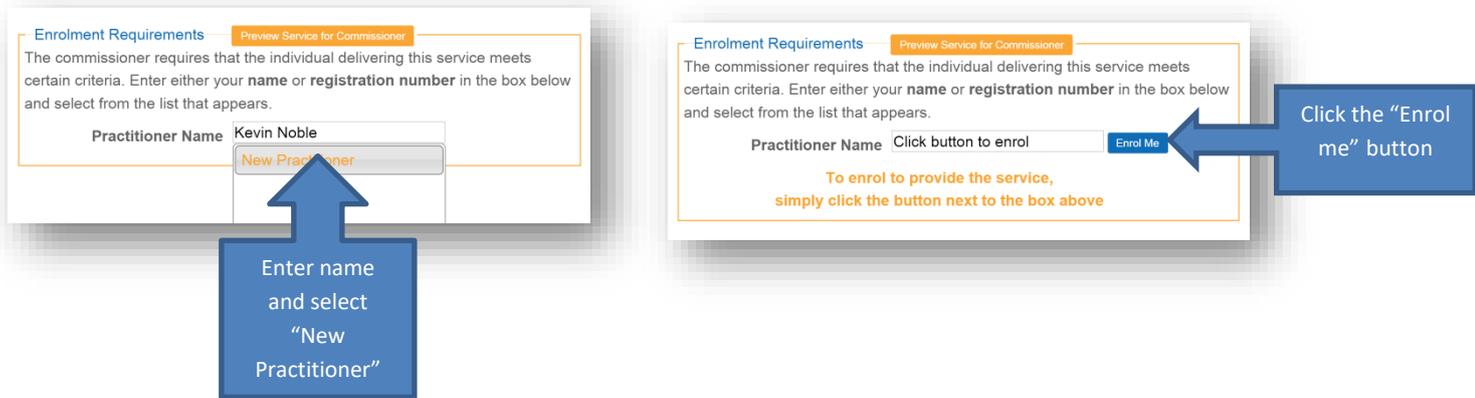
Because patient data is recorded you will be prompted to enter two digits from your security word. This is the word you will have chosen when you first logged in to the system.



Enter the letters from your security word and click the submit button. This takes the practitioner to the service delivery screen. (If you have forgotten or mislaid your security word information contact the help desk team).

Service enrolment

Practitioners must enrol to provide this service. Enrolment is completed once only; your name will then appear for selection in an approved practitioner list when you record vaccinations. To enrol, enter your name into the “Practitioner Name” field and select “New Practitioner”, the “Enrol Me” button will then appear.

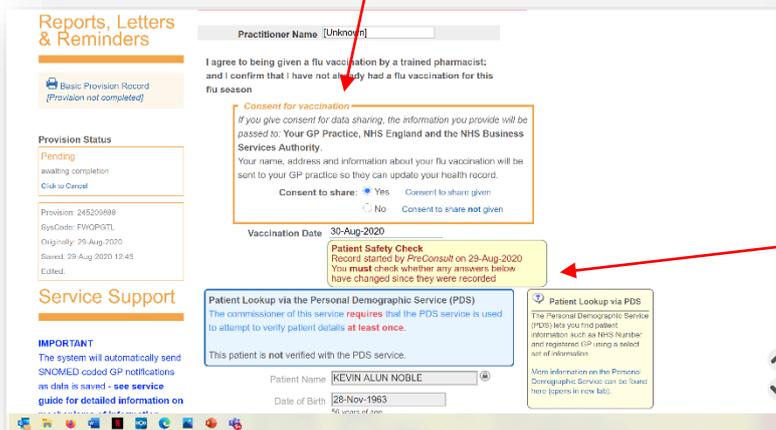


Clicking the “Enrol Me” button takes the practitioner to the enrolment screen – See enrolment guide available from the service screen side bar.

Service Delivery

Once successfully enrolled the practitioner will be able to access the data recording screen. Enter all required information.

The first question captures patient consent for service. This is a mandatory field. **This year there is no requirement to capture written consent.**



The vaccination date defaults to today's date as the system is designed to be used whilst patient facing but the date can be amended if required by clicking into the field and changing.

Please note the warning that appears in pre-populated records if PreConsult has been used. This will appear if the record pre-population took place on an earlier date. The alert highlights the need to check the data that has been pre-populated to ensure this reflects the patient's status on the day of vaccination i.e. it is still safe to vaccinate.

Patient validation via the Personal Demographic Service (PDS)

The 2020 service again carries out patient validation via the Personal Demographic service (PDS).

Patient validation via PDS will allow pre-population of data fields including the GP practice information.

To validate the patient, enter the date of birth, gender and family name information and click the blue “lookup via PDS” button.

If a match is found on PDS, details will be displayed. If the system reports no match can be found enter more information e.g. post code and try again.

sent to your GP practice so they can update your health record.

Consent to share: Yes Consent to share given No Consent to share not given

Warning: You cannot record a provision with a Vaccination Date that is before 01-Sep-2019 (the earliest Service provision date)

Vaccination Date: 29-Aug-2019

Patient Lookup via the Personal Demographic Service (PDS)
The commissioner of this service requires that the PDS service is used to attempt to verify patient details at least once.

Search by patient NHS Number

Please provide a minimum of the patients Date of Birth, Gender and Last Name. Press 'Lookup via PDS' to try and find the patients details.

Date of Birth: 28-Nov-1963
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Sex: Male Female

Family Name: Noble
Last Name

Given Name(s):
First Name or names

Postcode:

Lookup via PDS

GP Practice information

Patient's GP Practice: Start to type GP practice name and select from drop down list

try to filter results by "nearest first" ...
... nearest to either patient postcode (if found) otherwise your provider postcode.

GP Practice Information
Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.

For those eligible for the service that are not registered with a GP practice, enter "Not Registered" in the field below, an option will appear for selection.

Remember
The system will automatically email SNOMED coded GP notifications

If the GP field has not been populated via PDS validation, please be careful to enter the correct GP information. This is the GP practice

Sex: Male Female

Family Name: Noble
Last Name

Given Name(s):
First Name or names

Postcode:

Lookup via PDS

Patient Details

Family Name: NOBLE
Given Name(s): KEVIN ALUN
Date of Birth: 1963-11-28
Gender: male
NHS Number: 486 425 1835
Address: 20 Medina Breeze Walk, Newport, Isle of Wight
Postcode: PO30 2GS

Patient GP Details

GP Name: CARISBROOKE HEALTH CENTRE
GP ODS Code: J84011
GP Address: 22 CARISBROOKE HIGH STREET, NEWPORT, ISLE OF WIGHT
GP Postcode: PO30 1NR

Please confirm the above details with the patient and press "Confirm Patient" if they are correct. If they are incorrect, please amend the search criteria and try again. You can also fill in the patient details manually instead of using the PDS service.

Clicking the green “Confirm Patient” button will import all the displayed patient information held on PDS including the GP practice information.

If a match cannot be found on PDS the message below is displayed and the pharmacist can click the green “Don't use PDS” button to enter data manually.

Remember
The system will automatically email SNOMED coded GP notifications as data is saved only if a secure email address is held for the GP practice selected. If a secure email address is not held a hard copy MUST be printed and sent by other secure means on the day of vaccination or the following working day.

GP Postcode: PO30 1NR

You may unlink this PDS patient record from the provision by clicking "Unlink PDS record".

Unlink PDS record

Patient Name: KEVIN ALUN NOBLE

Date of Birth: 28-Nov-1963
55 Years of Age

Postcode: PO30 2GS
Address: 20 Medina Breeze Walk, Newport, Isle of Wight

NHS Number: 486 425 1835

Telephone number:

GP Practice information

Patient's GP Practice: Carisbrooke Health Centre, 22 Carisbrooke

try to filter results by "nearest first" ...
... nearest to either patient postcode (if found) otherwise your provider postcode.

GP Practice Information
Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.

For those eligible for the service that are not registered with a GP practice, enter "Not Registered" in the field below, an option will appear for selection.

If the GP field has not been populated via PDS validation, please be careful to enter the correct GP information. This is the GP practice that will be notified of this vaccination. Incorrect entry will result in misdirection of notification.

Location of service

Pharmacy
 Long-stay care home or long-stay residential facility
 Patient's home

Patient Identifiable section

Patient Lookup via the Personal Demographic Service (PDS)
The commissioner of this service requires that the PDS service is used to attempt to verify patient details at least once.

Please provide a minimum of the patients Date of Birth, Gender and Last Name. Press 'Lookup via PDS' to try and find the patients details:

Date of Birth: 28-nov-1963
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Sex: Male Female

Family Name: Mouse
Last Name

Given Name(s):
First Name or names

Postcode:

Lookup via PDS

Not Found. No match

GP Practice information

NB: The GP practice selected will be notified of vaccination electronically via secure email when data is saved. Please ensure the information entered is correct.

When a patient is validated against PDS, please note the orange “Summary Care Record” button that appears in the right-hand side of the screen. If a valid smart card is in a smart card reader connected to the computer you are working

on, clicking this button will take the pharmacist to the consent page of SCR to allow a view of the record for that patient if required.

as data is saved **only if a secure email address is held for the GP practice selected**. If a secure email address is not held a hard copy **MUST** be printed and sent by other secure means on the day of vaccination or the following working day.

“Unlink PDS record”:

Patient Name: KEVIN ALUN NOBLE
 Date of Birth: 28-Nov-1963 (55 Years of Age)
 Postcode: PO30 2GS
 Address: 20 Medina Breeze Walk, Newport, Isle of Wight
 NHS Number: 486 425 1835
 Telephone number:

Summary Care Record

GP Practice information

Patient's GP Practice: Carisbrooke Health Centre, 22 Carisbrooke
Start to type GP practice name and select from drop down list.
 try to filter results by "nearest first" ...
 ... nearest to either patient postcode (if found) otherwise your provider postcode

GP Practice Information
Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.
 For those eligible for the service that are not registered with a GP Practice, enter "Not Registered" in this field and an option will appear for selection.

Location of service
 Pharmacy
 Long-stay care home or long-stay residential facility
 Patient's home

If the GP field has not been populated via PDS validation, please be careful to enter the correct GP information. This is the GP practice that will be notified of this vaccination. Incorrect entry will result in misdirection of notification

Pharmacy intent to provide service off-site

Under the patient information fields there is a “location of service” question. This is set as default to “Pharmacy” but if you plan to offer flu’ vaccination services offsite, please ensure an appropriate selection is made to record off-site provision of service. **Please note: the service requirements have changed this year and there is no longer a need to notify of off-site provision.**

to cakes and biscuits

Remember
 The system will automatically send SNOMED coded GP notification as data is saved - see service guide for detailed information on mechanisms of information transfer. If a GP practice has neither an active MESH mailbox or a secure email address is not held, a hard copy **MUST** be printed and sent by other secure means on the day of vaccination or the following working day.

First Name or names:
 Postcode:

GP Practice information

Patient's GP Practice:
Start to type GP practice name and select from drop down list.
 try to filter results by "nearest first" ...
 ... nearest to either patient postcode (if found) otherwise your provider postcode

GP Practice Information
Practices with two split sites or branch surgeries are listed under the main practice site only. You can search using the practice code if you are unsure of the main practice site.
 For those eligible for the service that are not registered with a GP Practice, enter "Not Registered" in this field and an option will appear for selection.

location of service
 Pharmacy
 Long-stay care home or long-stay residential facility
 Patient's home
 Community venue

Patient's emergency contact
 Do you have details of a person that we can contact in the event of an emergency
 Emergency contact Yes No

Vaccination history and healthcheck

Recording an emergency contact

If a patient has an emergency contact, information should be recorded. The fields to record this information will only appear if the answer to the emergency contact question is “Yes”.

Patient eligibility for vaccination – Vaccination history and health check

The next section in the template manages any exclusions. Patients who have previously been vaccinated for this season or those who have reacted badly to previous vaccination are excluded from the service and should be referred in line with directions given in the PGD. If answers in this section indicate an exclusion applies, a warning is displayed, and the patient should be advised accordingly.

Record any identified allergies in the free text field

Eligible patient groups

Please note that there are new eligibility groups that have been added this year, see service specification.

Select the risk group that applies from the “Eligible patient group” question, only one can be selected. **If a patient is over 65 years and reports another risk factor, select over 65 years as the qualifying indication.** For patients with multiple morbidity the reason identified initially should be recorded.

Eligibility

Eligible patient group

- 65 years and over
including 64 year olds turning 65 years old by the end of March 2021
- Chronic respiratory disease
e.g. asthma, COPD or bronchitis requiring a steroid inhaler
- Chronic heart disease
such as heart failure
- Chronic kidney disease
at stage 3, 4 or 5
- Chronic liver disease
- Chronic neurological disease
e.g. Parkinson's disease, motor neurone disease
- Diabetes
- Immunosuppression
e.g. due to disease such as HIV/AIDS or treatments such as chemotherapy
- Asplenia or splenic dysfunction
- Pregnant woman
- Morbid obesity
BMI 40 or above
- Learning disability
- Person in long-stay residential care home/care facility
Does not include prisons, young offender institutions or halls of residence

Vaccine selection

Vaccine information advise and appropriate vaccine lists will be displayed depending on criteria entered e.g. age, egg allergy and degree of egg allergy. Information pop-ups will appear showing vaccine recommendations in line with NHS England directions. A different information pop-up will display depending on data entered.

In the example below the patient is under 65 and reports no egg allergy.

The vaccine recommendations displayed will vary depending on the risk group recorded.

The screenshot shows a patient information screen. A red circle highlights a blue box containing the following text: "The recommended vaccine for patients aged less than 65 years with associated co-morbidity and pregnant women is Standard egg-grown quadrivalent influenza vaccine (QIVe) OR cell-grown quadrivalent Influenza Vaccine (QIVc). These two vaccines are considered equally suitable for use in adults under 65 years of age." Below this box is a section titled "Vaccine administered" with radio button options for Fluorix Tetra (QIVe - split virion inactivated) - GSK, Flucelvax Tetra (Egg Free QIVc - surface antigen, inactivated) - Seqirus, Influenza Vaccine (QIVe - split virion, inactivated) - Sanofi Pasteur, and Influvac Sub-unit Tetra (QIVe - surface antigen, inactivated) - Mylan. At the bottom, there is a section titled "Advice to patient - The following points should be discussed" with bullet points about vaccine specificity, immunosuppression, and side effects. A "Patient Leaflet" download link is also visible.

The recommended vaccine for patients aged less than 65 years with associated co-morbidity and pregnant women is Standard egg-grown quadrivalent influenza vaccine (QIVe) OR cell-grown quadrivalent Influenza Vaccine (QIVc).

These two vaccines are considered equally suitable for use in adults under 65 years of age.

Please refer to service specification and PSNC website for information on recommended vaccines.

Recording vaccine administered

different limited vaccine list will be displayed depending on age entered, eligible risk group selected and/or if a patient declares egg allergy. The example below shows the list displayed for a patient under 65 has been entered with a

qualifying risk factor. No egg allergy has been declared so the list of quadrivalent vaccines appears for selection. On selection of vaccine the remaining vaccine data fields will appear i.e. expiry date, batch number and vaccination route etc

If egg allergy has been declared, for under 65's a low egg ovalbumin content vaccine list appears and must be used. For those recording severe egg allergy a limited list of one vaccine appears (Flucelvax) that is egg free. As there is no egg free adjuvanted trivalent vaccine available, for those reporting egg allergies that are over 65 years the list showing only Flucelvax (QIVc) is available.

NB: Please be aware of the need to consider subcutaneous injection for patients with bleeding disorders. An alert

appears to remind pharmacists of this consideration. Vaccines should only be administered via sub-cutaneous route if relevant training has been completed. See side note here for more information on sub-cutaneous administration.

The last two sections of this years' service are the adverse effects reporting and advice to patient fields. The advice side box has links to all relevant patient information leaflets.

NB: As most reactions will take place sometime after vaccination, the pharmacist must re-access the original patient record to note any reactions.

Recording an adverse event

From the "Services" page enter the patient name in the "Search for identifier" field and click the magnifying glass

Advanced NHS Service AS

2019-07-22	SCR Test Stage 2 (reference)	GAH	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-07-22	SCR Test Stage 2 (reference)	PUA	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-07-22	SCR Test Stage 2 (reference)	GAH	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-04-30	SCR Test Stage 2 (reference)	GH	[Referred]	Pending Referral Referred to you awaiting follow-up action

Service Centre

Contact your local commissioners if you cannot see services you expect to see.

Recent Provisions

Search for Identifier: Kevin Noble

View all provisions for: [dropdown] Show

Provisions in date order [>] Click to show Provisions ordered by most recently entered

Date	Service (stage)	Identifiers	User	Status
------	-----------------	-------------	------	--------

The patient records will be displayed. Re-

open the record by clicking on it. Scroll down the record to the adverse event reporting section

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Calendar Admin Help

Provision Search Search Results for: "kevin noble"

Date	Service (stage)	Identifiers	User	Status
2019-08-29	Advanced Service - Flu 2019/20	KAN	Pinnacle Support	Active
2019-04-11	Kirstie Referral Service	KN	Pinnacle Support	Active

Click here to return to services

Adverse events reporting

Has the patient suffered an adverse reaction to the vaccination?

Adverse reaction? Yes No
NB. This does not include induration, erythema etc.

Reaction severity

Mild
 Moderate
 Severe

Description of reaction

Additional notes

Advice to patient - The following points should be discussed

- Vaccine is specific to influenza and will not protect against other viruses that cause respiratory disease
- Effect of immunosuppression - Individuals may not make a full immune response to vaccine
- Side effects - Erythema, induration, site pain, infrequently anaphylaxis
- Advise on action to take if adverse reaction
- Advise when next dose is due - I.e. Single immunisation for each annual influenza season
- Provide PIL
- Advise on action if vaccine postponed i.e. when to return
- If excluded advise on appropriate action to take
- If the individual is eligible for PPV23 on the NHS and has not received it, pharmacists should signpost them to their GP or an appropriate provider to receive the vaccine on the NHS

Patient Leaflet

Download the relevant patient information leaflet below:

- Fluarix Tetra
- Quadrivalent Influenza Vaccine Split Virion Inactivated
- Quadrivalent Influenza vaccine Tetra MYL
- Quadrivalent Influvac sub-unit Tetra
- Quadrivalent Influenza Vaccine (split virion inactivated) Sanofi Pasteur
- Adjuvanted Trivalent vaccine - Seqvivo
- Fluceivax Tetra

Answering the question "Adverse Reaction?" – "Yes" will reveal further question fields for completion. Re-saving the record will send an updated GP notification to inform of the adverse event.

Recording advice

Bullet points detail all necessary advice for the patient. Tick the box to confirm all necessary advice has been provided.

Advice to patient - The following points should be discussed

- Vaccine is specific to influenza and will not protect against other viruses that cause respiratory disease
- Effect of immunosuppression - Individuals may not make a full immune response to vaccine
- Side effects - Erythema, induration, site pain, infrequently anaphylaxis
- Advise on action to take if adverse reaction
- Advise when next dose is due - I.e. Single immunisation for each annual influenza season
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- If the individual is eligible for PPV23 on the NHS and has not received it, pharmacists should signpost them to their GP or an appropriate provider to receive the vaccine on the NHS

Patient Leaflet

Download the relevant patient information leaflet below:

- Fluarix Tetra
- Quadrivalent Influenza Vaccine Split Virion Inactivated
- Quadrivalent Influenza vaccine Tetra MYL
- Quadrivalent Influvac sub-unit Tetra
- Quadrivalent Influenza Vaccine (split virion inactivated) Sanofi Pasteur
- Adjuvanted Trivalent vaccine - Seqvivo
- Fluceivax Tetra

Advice provided

Yes
Tick to indicate information provided

Important Claim Information

PharmOutcomes will automatically populate your service claim for submission via the Manage Your Service (MYS) Portal. The claim will be available for submission at the end of each month - You can access MYS here To register for MYS click here

GP Practice notification of vaccination administration – changes for 2020

For each vaccination record saved in PharmOutcomes, the system will automatically generate a GP notification in line with the NHS England National Service Specification. This will be sent to the patient’s GP Practice when data is saved.

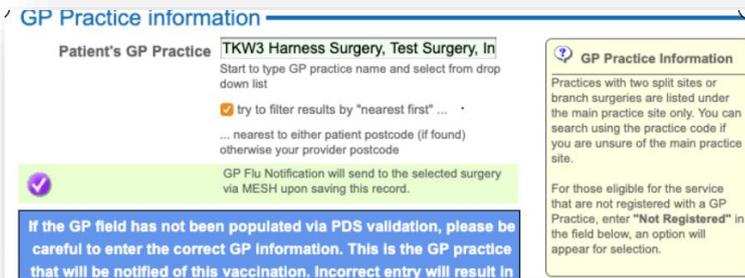
The GP notification mechanism this year has changed to include FHIR/MESH messages as follows:

- Pass 1:** Following work with NHS Digital, and as the preferred route for GP practice notifications, PharmOutcomes will attempt to send all Flu notifications to GP practices as a **FHIR message** to be managed within the GP practice system using the **Message Exchange for Social Care and Health (MESH)**.

For those practices that have an active MESH mailbox, this means the information will pass directly into the practice system for appropriate management and GPs will no longer need to monitor a separate NHS mail in box.

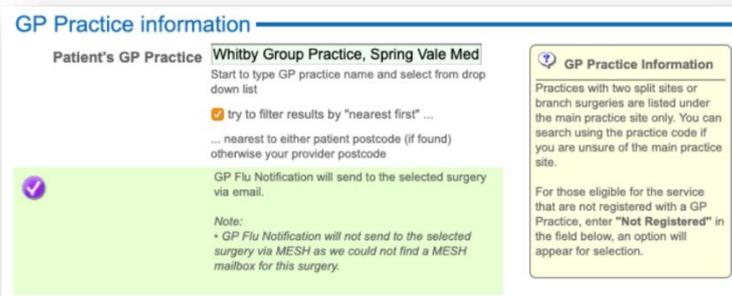
MESH is NHS England’s preferred mechanism of information transfer.

When a GP practice has an active MESH mailbox in place, the message shown here will appear in the PharmOutcomes screen on GP practice selection.



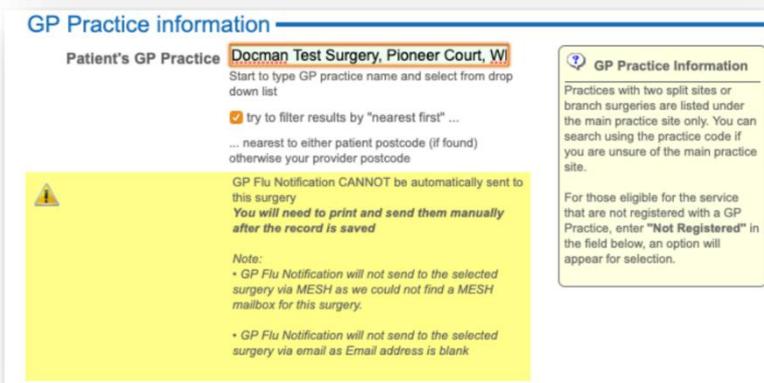
- Pass 2:** If PharmOutcomes is unable to send the notification via FHIR/MESH this will be recognised by the system

and the GP notification will send to a **secure nhs.net email** if the GP practice has set and verified this as in previous years. The display message that will appear is shown here.



- Pass 3:** If PharmOutcomes is unable to send via FHIR/MESH and does not hold a verified secure nhs.net email

address for the GP Practice for receiving Flu notifications, the pharmacy will be prompted to print and securely send a **hard copy** notification to the GP practice by post or other secure means. In this case the message that appears is as seen below.

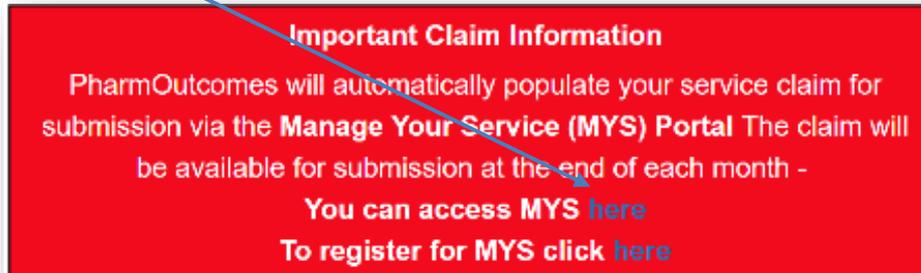


NB: MESH messages can only be sent for patients that have been validated against PDS, if manual entry is made then the GP notification will send via NHS mail.

Service Claims – Changes for the 2020-21 'flu season

NB: Please read the information box at the end of the consultation detailing the claim process. All claims this year must be made via the **Manage Your Service application (MYS)**.

This year PharmOutcomes will populate the MYS portal with claim information for validation and submission by the contractor. Click the links to either access or register for MYS



Important Claim Information

PharmOutcomes will automatically populate your service claim for submission via the **Manage Your Service (MYS) Portal** The claim will be available for submission at the end of each month -

You can access MYS [here](#)

To register for MYS click [here](#)