

## 2024/2025 Seasonal Influenza and Covid Vaccination Service Level Agreement (SLA) Version 1

Community Pharmacy Seasonal Influenza and Covid Vaccination Service for:

- All adults aged 65 years and over
- Individuals aged 18 years and over who are in a clinical at risk group (as defined in tables 3 and 4 in the COVID-19 chapter of the Green Book), including pregnant women
- Frontline Health & Social Care Workers
- Staff in care homes for older adults

The following patients are eligible for Seasonal Influenza Only\*:

- Those aged 18-64 years with an eligible flu-only clinical risk condition
- Unpaid carers, including young carers under the age of 16 years
- Household contacts of those with immunosuppression
- School age pupils (primary and secondary)
- Children aged 2-5 (not at school)
- Children aged 6 months to 2 years at-risk
- Poultry workers
- Non-frontline NHS workers
- Asylum seekers living in Home Office hotel or B&B accommodation
- Those experiencing homelessness
- Those experiencing substance misuse

**We would like to reiterate that the Scottish Government has decided to end the offer to other extended groups which were added as part of the pandemic response, notably those aged 50-64, teachers, and prison staff.**

The following patients are eligible only for Live Attenuated Influenza Vaccine

- All children aged from 6 months to 18 years in clinical risk groups (if not eligible in accordance with \* above)
  - All children aged 2-5 years not yet at school
  - All primary school children (primary one to primary seven)
  - All secondary school pupils (years one to six)
- that have missed their seasonal flu are permitted from **Monday 16<sup>th</sup> December 2024**

Groups requiring vaccination may update dependent on JCVI advice, questions of patient eligibility can be checked using most up to date guidance in the Green Book chapter 14a

Exclusions:

- **Any specific exclusion criteria of the PGD**
- **People in long stay residential care homes**

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1. Key Steps for Contractors		
	1.1	Ensure you have read and fully understand the content of this SLA to ensure you follow the process. We have provided a good practice summary at <b>Appendix A</b> of this document which you might find useful.
	1.2	Ensure that a standard operating procedure (SOP) is in place that accurately describes your service model.
	1.3	Ensure training of all Practitioners providing vaccinations on behalf of the pharmacy is up to date and that support staff are aware of the service and of the patients who are eligible to take part. These are listed in <b>Appendix B</b> .
	1.4	Ensure that all Practitioners providing vaccinations on behalf of the pharmacy have submitted signed copies of the appropriate NHS Forth Valley Patient Group Direction (PGD) to Community Pharmacy Services, Forth Valley Royal Hospital, Stirling Road, Larbert FK5 4WR / email to <a href="mailto:FV.Communitypharmacysupport@nhs.scot">FV.Communitypharmacysupport@nhs.scot</a> .
	1.5	Make sure you know the requirements for the supply and storage of vaccines alongside maintenance of the cold chain are adhered to. An <b>optional</b> Vaccine Storage Self Audit module is attached at <b>Appendix C</b> , which you may find useful.
	1.6	Ensure you are familiar with the Vaccine Management Tool on TURAS which will be used for recording patient consent, patient details and vaccination details.
	1.7	Make sure you keep any relevant paperwork not being completed electronically securely in line with contractors GDPR and Information governance protocol.
2. Service Description and Background		
	2.1	The Community Pharmacy Seasonal Influenza and Covid-19 Vaccination Service is operating as part of the NHS Forth Valley Immunisation Team Flu and Covid Vaccine programme.

2.2	This service will operate within identified NHS Forth Valley Community Pharmacies who have signed up to participate, allowing accredited practitioners to administer influenza and COVID vaccine to eligible patients as a free NHS service.
2.3	<p>Community Pharmacy will not be the default model of vaccine delivery for NHS Forth Valley. Contractors should identify patients who are eligible and offer vaccination if patient has not already been appointed by the NHS. NHS Forth Valley will appoint patients for vaccination based on clinical risk.</p> <p>Community Pharmacy Contractors have the ability to vaccinate any patient that is eligible. However should ensure vaccination does not impact daily operations within the pharmacy.</p> <p><b>Patients in residential care homes and individuals who cannot attend the pharmacy are not eligible. Please also ensure that any contraindications are observed.</b></p>
2.4	<p>The Community pharmacy seasonal vaccination service will run from <b>7<sup>th</sup> October 2024 to 31<sup>st</sup> March 2025</b> for influenza and <b>7<sup>th</sup> October 2024 to 31<sup>st</sup> January 2025</b> for covid.</p> <p>Immunisation is thought to be more effective when occurring prior to seasonal influenza outbreaks however vaccination can offer protection when given later in the season.</p>
2.5	The vaccination is to be administered to eligible patients meeting the criteria specified in the National Patient Group Direction (PGD) and who do not have any contraindications to vaccination.
<b>3. Aims and Intended Service Outcomes</b>	
The aims of this service are:	
3.1	To sustain and maximise uptake of seasonal influenza and Covid-19 booster vaccine, in specified eligible groups, by delivering the service from community pharmacies as an alternative option to Forth Valley Immunisation team mass vaccination clinics.
3.2	To utilise the widely distributed network of community pharmacies to provide more opportunities and greater convenience for eligible patients to access free NHS vaccinations.
3.3	To provide an easily accessible location for Paediatric patients to receive

		Intranasal Influenza Vaccine if patient has missed appointment.
<b>4.</b>	<b>Service Specification</b>	
4.1		NHS Forth Valley reserve the right to reject an application to participate in this service following review of the following: Previous failure to engage with signed SLA for Flu Immunisations; Failure to record Flu vaccinations via VMT, Pharmacy closure history
4.2		The Pharmacy Contractor is required to offer eligible patients the opportunity to receive a vaccination at the pharmacy. The Contractor will receive a payment per eligible vaccination from NHS Forth Valley. The vaccine is to be administered by an appropriately trained Practitioner operating under the approved National PGD or protocol.
4.3		The pharmacy-based service will be operational from <b>7<sup>th</sup> October 2024</b> with a focus on opportunistically vaccinating eligible patients prior to <b>8<sup>th</sup> December 2024</b> to maximise impact. Immunisation may continue until the end of <b>January 2025 (covid)</b> and <b>March 2025 (influenza)</b> in order to achieve maximum impact, but where possible, should be completed before flu starts to circulate in the community. This should take into account the level of flu-like illness in the community and the fact that the immune response following immunisation takes about two weeks to fully develop. Regular reports on the prevalence of flu like illness are provided by Health Protection Scotland (HPS) throughout the season. <a href="https://www.hps.scot.nhs.uk/publications/">(https://www.hps.scot.nhs.uk/publications/)</a>
4.4		The patient groups eligible for seasonal flu vaccination under this service must attend pharmacy to receive vaccine. This SLA does not permit offsite administration.
4.5		The seasonal flu vaccines to be administered under this service are those indicated by the Scottish Government Seasonal Influenza Vaccination Programme 2024-25. These vaccines should be obtained from NHS Forth Valley's Vaccine Holding Centre.
4.6		Pharmacy Contractors must ensure that vaccinations offered under this service are provided in line with Immunisation Against Infectious Disease (The Green Book), which outlines all relevant details on the background,

		dosage, timings and administration of the vaccination including disposal of clinical waste.
4.7		<p>The Pharmacy Contractor must have an SOP in place for this service, which includes procedures to ensure cold chain integrity. All vaccines are to be stored in accordance with the manufacturer's instructions and comply with Storage and Handling Guidelines. All refrigerators in which vaccines are stored are required to have a maximum/minimum thermometer. <b>Readings are to be taken and recorded from the thermometer twice daily on all working days.</b> The vaccines should not be used after the expiry date shown on the product. If a vaccine or cold chain incident occurs the Health Protection Scotland Vaccine Incident Guidance should be followed <a href="#">vaccine-incident-guidance-actions-to-take-in-response-to-vaccine-errors</a>. Any clinical vaccine incident should be reported using local procedures for incident reporting.</p> <p>The vaccine holding centre should be contacted if refrigerators are found to have been out with the recommended temperatures of +2.0°C and +8.0°C and the temperature variances cannot be accounted for, by routine fridge activity. (e.g. small temperature increase for short period of time due to vaccines being put away or the checking of stock expiry dates). Pharmacy Vaccine Service Tel: 01324 616 073/616 112 Email: <a href="mailto:FV.vaccineservice@nhs.scot">FV.vaccineservice@nhs.scot</a></p>
4.8		Facilities must be available to ensure appropriate hygiene levels are maintained throughout service delivery including the use of recommended PPE.
4.9		Each patient being administered a vaccine should be given a copy of the manufacturer's Patient Information Leaflet (PIL) about the vaccine.
4.10		Patients who are eligible for other vaccinations should be referred to NHS Forth Valley Immunisation Team, patients can contact on <a href="mailto:fv.vaccinationenquiries@nhs.scot">fv.vaccinationenquiries@nhs.scot</a> or 0800 130 3120 for example, missed pneumococcal or shingles vaccine.
4.11		<p>Each patient will be required to confirm consent before being administered the vaccine. Pharmacy contractors must use the consent statements set out in NHS Scotland's Vaccine Management Tool (VMT) available on TURAS to obtain the patient's consent.</p> <p>The consent covers the administration of the vaccine and recording of the administration. Information recorded on VMT will link with patients national GP record and will be viewable on GP file.</p>

		<b><u>Only vaccines administered under this SLA should be recorded via VMT. No private vaccinations should be recorded on VMT.</u></b>
4.12		Consent and record of vaccination should be completed on NHS Scotland's Vaccine Management Tool (VMT) available on TURAS, <b>the pharmacy contractor will ensure that this record is completed at the time of vaccination</b> or as soon as possible following the vaccination if VMT is unavailable, a sample can be found in Appendix F. This record must be electronically recorded on VMT as soon as possible to ensure clinical safety. If there are problems related to the ability to record vaccinations on VM (e.g. loss of WiFi), please contact the NHS facilitator to report this issue. Vaccinations will not be remunerated unless a record is made on VMT.
4.13		No paper consent forms should be used or retained for this service. All records must be inputted onto Vaccine Management Tool when system available again.
4.14		Where a patient presents with an adverse drug reaction following the initial vaccination and the Pharmacist believes this is of clinical significance, the patient's GP practice should be informed, as soon as possible either via the NHS Forth Valley Community Pharmacy <a href="#">SBAR</a> or by an alternative method of communication. Suspected adverse reactions must be reported to the MHRA via the Yellow Card Scheme on <a href="https://yellowcard.mhra.gov.uk">https://yellowcard.mhra.gov.uk</a> and Local Vaccines Pharmacist informed via <a href="mailto:fv.communitypharmacysupport@nhs.scot">fv.communitypharmacysupport@nhs.scot</a>
4.15		The Pharmacy Contractor is required to record and report any patient safety incidents using their normal reporting procedures.
4.16		The Pharmacy Contractor is required to comply with arrangements that will be in place for the removal and safe disposal of any clinical waste related to the provision of this service.
<b>5. Training and Premises Requirements</b>		
5.1		Under this service vaccinations will be administered on the pharmacy premises in a designated consultation room which must comply with the minimum requirements set out below: <ul style="list-style-type: none"> <li>the consultation room must be clearly designated as an area for confidential consultations</li> <li>it must be distinct from the general public areas of the pharmacy</li> </ul>

		<p>premises</p> <ul style="list-style-type: none"> <li>it must be a room where both the person receiving services and the practitioner providing those services are able to sit down together and talk at normal speaking volumes without being overheard by any other person (including pharmacy staff), other than a person whose presence the patient requests or consents to (such as a carer or chaperone)</li> <li>The consultation room must also meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises - <a href="https://www.pharmacyregulation.org/standards/standards-registered-pharmacies">https://www.pharmacyregulation.org/standards/standards-registered-pharmacies</a></li> </ul>
	5.2	Practitioners should demonstrate to the pharmacy contractor that they have the necessary knowledge and skills to provide the service by completing appropriate vaccination service training requirements as stipulated in the PGD or protocol. The professional signing the PGD paperwork accepts personal responsibility for having undertaken all the mandatory requirements for the PGD.
	5.4	The Pharmacy Contractor must ensure that practitioners providing the service are aware of the National Minimum Standards for vaccination and are compliant with the training requirements within those Standards that apply to individuals providing the service. Practitioner providing the service must undertake annual updates in training, either face-to-face or on line for injection technique. Basic life support (including administration of adrenaline for anaphylaxis) training must be completed every 18 months.
	5.5	The Pharmacy Contractor should ensure that they have reviewed <b>Section 4 - Service Specification</b> and its associated documents.
	5.6	The Pharmacy Contractor must ensure that staff are appropriately trained and 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.
	5.7	The pharmacy contractor must ensure that staff involved in the provision of this service are advised that they should consider being vaccinated against Hepatitis B and be advised of the risks should they decide not to be vaccinated. The responsibility for providing access to Hepatitis B immunisation remains with the contractor or employer.
	5.8	The Pharmacy Contractor and practitioner must ensure professional



		indemnity insurance is sufficient to cover this service.
	5.9	Vaccine waste from the pilot should be consigned to the dedicated containers provided and set aside for collection by the specialist waste contractor retained for this purpose.
	5.10	A good practice summary is available at <b>Appendix A</b> .

## 6. Service Availability

	6.1	The Pharmacy Contractor will limit promotion of the service to patients attending their pharmacy and only provide the service to those eligible to receive the vaccine in accordance with the SLA and National PGD or Protocol.
	6.2	The Pharmacy Contractor must ensure the service is accessible, appropriate and sensitive to the needs of all service users. No eligible patient shall be excluded or experience particular difficulty in accessing and effectively using this service due to their race, gender, disability, sexual orientation, religion or belief, gender reassignment, marriage or civil partnership status.
	6.3	Vaccinations can only be administered in the pharmacy. Off site vaccination is not covered in the service.

## 7. Data Collection and Reporting Requirements

	7.1	The Contractor must maintain appropriate records to ensure effective ongoing service delivery.
	7.2	Records of vaccination should be made on NHS Scotland's Vaccine management Tool (VMT) available on turas. It is essential all vaccinations are recorded at the time of vaccination. Only where technical issues prevent records being made should these records be made on paper.

## 8. Payment Arrangements

8.1	<p>Claims for payments for this service will be generated automatically via the VMT system. This will generate payment automatically and no paper claims are required. For any discrepancies in payment, queries should be made to NHS Forth Valley Pamela Calder, Primary Care Contracts Office  <a href="mailto:pamela.calder@nhs.scot">pamela.calder@nhs.scot</a></p>
8.2	<p>A set up fee of £250 will be paid to any contractor who has not previously engaged with this service provided the pharmacy administer a minimum of 50 vaccines.          Payment per dose of vaccine          Influenza vaccine £8.75          Covid-19 Vaccine £12.50          Additional costs related to use of alternative vaccines will not be paid unless communicated during the flu season.</p>
8.3	<p>Vaccines to be used for NHS patients must be ordered by contractors from NHS Forth valley.          The vaccines to be used will be supplied to contractors by NHS Forth Valley Vaccine Holding Center(VHC) from the Nationally procured stock and can be ordered using the order from in <b>Appendix E</b>          Please allow up to two weeks for delivery. Emergency deliveries may be provided depending on capacity of VHC</p>
8.4	<p>Under this service, the Pharmacy Contractor will not be reimbursed or remunerated for vaccines administered to patients outside of the eligibility criteria set out in <b>Appendix B</b>.</p>

## Appendix A: NHS Forth Valley Flu and COVID Community Pharmacy Vaccination Service - Summary

This good practice summary serves to act as an aide memoire to support your participation:

### Premises requirements

- ✓ Consultation room meeting the requirements.
- ✓ The NHS FV Vaccine Ordering, Storage and Handling Guidelines are followed.

### Service Specification

- ✓ The service runs from **7<sup>th</sup> October 2024** to **31<sup>st</sup> January 2025 (covid)** and **31<sup>st</sup> March 2025 (influenza)** with a focus on vaccinating eligible patients **between 7<sup>th</sup> October and 8<sup>th</sup> December 2024**, to maximise impact.
- ✓ Pharmacies should promote that patients who have been appointed by NHS should attend appointment.
- ✓ Vaccines used in this service must be ordered by contractor from centrally held stock within NHS Forth Valley.
- ✓ All practitioners providing the service have had appropriate training covering injection technique and basic life support, including CPR and administration of adrenaline for anaphylaxis.
- ✓ Practitioners providing the service are competent to do so and have received the appropriate training or update as per vaccination requirements on an annual basis.
- ✓ All pharmacists providing vaccinations on behalf of the pharmacy have submitted a signed copy of the NHS FV Patient Group Direction (PGD)

Community Pharmacy Seasonal Influenza and Covid Vaccination Service for:

- All adults aged 65 years and over
- Individuals aged 18 years and over who are in a clinical at risk group (as defined in tables 3 and 4 in the COVID-19 chapter of the Green Book), including pregnant women
- Frontline Health & Social Care Workers
- Staff in care homes for older adults

The following patients are eligible for Seasonal Influenza Only:

### Patient eligibility\*

- Those aged 18-64 years with an eligible flu-only clinical risk condition
- Unpaid carers, including young carers under the age of 16 years
- Household contacts of those with immunosuppression
- School age pupils (primary and secondary)
- Children aged 2-5 (not at school)
- Children aged 6 months to 2 years at-risk
- Poultry workers
- Non-frontline NHS workers
- Asylum seekers living in Home Office hotel or B&B accommodation
- Those experiencing homelessness

- Those experiencing substance misuse

The following patients are eligible only for Live Attenuated Influenza Vaccine

- All children aged from 6 months to 18 years in clinical risk groups (if not eligible in accordance with \* above)
  - All children aged 2-5 years not yet at school
  - All primary school children (primary one to primary seven)
  - All secondary school pupils (years one to six)  
that have missed their seasonal flu are permitted from **Monday 16<sup>th</sup> December 2024**
- ✓ Groups requiring vaccination may update dependent on JCVI advice, questions of patient eligibility can be checked using most up to date guidance in the Greenbook chapter 14a
  - ✓ **People in long stay residential care or homes are excluded from the service.**
  - ✓ To receive the vaccine, patients must:
    - Be registered with a GP in Scotland
    - Not already have had the vaccine or made an appointment with NHS Forth Valley
    - Not have any contraindication to receiving the vaccine
    - Give consent

#### **Data collection and reporting requirements (documentation)**

- ✓ A patient's GP is informed of the vaccination via NHS Scotland's Vaccine Management Tool(VMT).
- ✓ If a patient presents with a clinically significant adverse drug reaction following administration of the vaccine the GP should be informed.
- ✓ The pharmacy contractor records and reports any clinical patient safety incidents or cold chain incidents to their company through the normal channels.

#### **Payment**

- ✓ The service is a free service to eligible patients.
- ✓ Claims will be paid from data pulled from VMT.
- ✓ Payments will be made monthly.
- ✓ Pharmacy contractors will not be reimbursed or remunerated for vaccines administered to patients outside the eligibility criteria.

## Appendix B: NHS FV Flu and Covid Vaccination Service – Patient Groups Included in this service

Community Pharmacy Seasonal Influenza and Covid Vaccination Service for:

- All adults aged 65 years and over
- Individuals aged 18 years and over who are in a clinical at risk group (as defined in tables 3 and 4 in the COVID-19 chapter of the Green Book), including pregnant women
- Frontline Health & Social Care Workers
- Staff in care homes for older adults

The following patients are eligible for Seasonal Influenza Only:

This service covers:

- Those aged 18-64 years with an eligible flu-only clinical risk condition
- Unpaid carers, including young carers under the age of 16 years
- Household contacts of those with immunosuppression
- School age pupils (primary and secondary)
- Children aged 2-5 (not at school)
- Children aged 6 months to 2 years at-risk
- Poultry workers
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The following patients are eligible only for Live Attenuated Influenza Vaccine

- All children aged from 6 months to 18 years in clinical risk groups (if not eligible in accordance with \* above)
- All children aged 2-5 years not yet at school
- All primary school children (primary one to primary seven)
- All secondary school pupils (years one to six)  
that have missed their seasonal flu are permitted from **Monday 16<sup>th</sup> December 2024**

## Vaccine Storage Self Audit 2023/2024

**Contractors are encouraged to complete this audit**

### **Effective Management of Vaccines**

The national Vaccine Transformation Programme, which commenced in April 2018, will see all GP-practice led and hosted immunisation services migrating to alternative service models by March 2022 provided that a safe and sustainable service is in place.

Thermolabile medicines, such as vaccines, should be maintained in the cold chain at a temperature between 2°C and 8°C and breaks in the cold chain can result in significant costs, some of which may be avoidable.

The storage and handling of vaccines are, therefore, important and the attached self-audit aims to support Community Pharmacies to proactively manage this risk. The NHS FV Vaccine Storage, Handling and Management Guidelines recommend completion of an annual audit including temperature mapping of fridges. This provides Contractors with reassurance about the performance of fridges although this may not be required if fridges are serviced annually.

### ***Notes for completion of the audit***

It is recommended that you complete all sections in one go to ensure accuracy of results. Use the details section to provide further information. Place a temperature logging device in each fridge for at least 48 hours during the working week. Devices and instructions for their use are enclosed with the logger. A copy of the previous month's temperature readings for each fridge should be attached to each of the appropriate logger return form.

**Number of fridges in pharmacy: .....**

Section A: signed to confirm full compliance or details provided	
Section B: completed	
Section C: completed for each fridge	
Loggers (Remember to record when logger was placed in fridge)	
Temperature readings for each fridge (previous month & during audit)	

<b>Pharmacy Name and Address:</b>	
<b>Contractor Code:</b>	
<b>Phone Number:</b>	

**Please retain this audit if completed.**

### **Section A**

**Please read the following and sign to confirm compliance with good practice recommendations. Any areas of non compliance should be fully explained.**

All staff handling vaccines are trained in the importance of maintaining the cold chain. This includes the recording of temperatures (actual, maximum & minimum temperatures and resetting the thermometer). Deputy arrangements are in place to ensure continuity of service. Twice daily recording is recommended.

A pharmaceutical fridge is required. The fridge is situated away from any direct heat source and is only used to store pharmaceutical items It is maintained regularly and defrosted according to manufacturer instructions e.g. element kept dust free. The integrity of fridge door seals is checked when cleaning to ensure they are undamaged and free from dirt and dust so they can function optimally. The Green Book Guidance is readily available for reference [The Green Book \(2022\) - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Temperature records are reviewed at the end of each month to assess any temperature drift. At least two years of records are kept readily available to enable review. Only the minimum quantity of vaccine required for use is removed from the fridge. Any unused vaccine is returned to fridge, clearly marked and used for subsequent session only. Stock rotation is carried out to ensure shortest expiry data is used first. Expiry dates are checked regularly, at least once a month and records are kept. Items with a short shelf life are

highlighted to be used first. Vaccines being stored in the bottom of the fridge are stored in wire baskets and raised above floor level. (Vaccines should not be stored on the floor of the fridge or in enclosed “salad” drawers). Expired/spoiled vaccines are disposed of appropriately, including flu vaccines. Vaccine deliveries are refrigerated immediately on receipt.

**To be completed by the individual with overall responsibility for vaccine management in the pharmacy.**

The pharmacy complies with all of the above good practice recommendations:	<input type="checkbox"/>
The pharmacy does not comply with the following areas (please provide numbers) .....	<input type="checkbox"/>
Name .....	(Block Capitals)
Signature.....	
Date.....	



## Section B

	Criteria	Yes	No	Details
<b>Staff Responsibilities</b>				
1	Have all staff involved with the recording of daily temperatures been trained in the operation of the thermometer? i.e. reading actual, maximum and minimum temperatures and resetting the thermometer			
2	Are daily temperature readings reviewed by an authorised individual at monthly intervals? (identifies whether procedures are being followed consistently and any temperature drifts)			
3	Have staff involved in vaccine management undertaken training in cold chain management?			
<b>Documentation</b>				
4	Are guidelines prominently displayed for reference?			
<b>Temperature Monitoring</b>				
5	Is there a procedure in place for <b>at least</b> daily recording of temperatures, ideally twice daily?			
6	Is the thermometer reset after each reading taken? (daily temperature records show this has been done by displaying a variation in temp)			
7	Is action taken in event of abnormal temperatures? (i.e. temperature recording sheet used to record reason and what action taken if temperatures outside 2°C-8°C)			
<b>Contingency Arrangements</b>				
8	Are procedures in place for adequate alternative storage to maintain the cold chain if required? (i.e. an available pharmaceutical fridge large enough to hold present stock and monitored to satisfy requirements?)			<b><u>Please specify</u></b>
<b>Stock Control</b>				
9	Is less than 50% of the internal volume of the fridge filled? (i.e. the main body of the fridge should			

	only be partially filled (around 50%) and even at maximum stock level is not more than two thirds (66%) filled to allow circulation of air).			
10	Are procedures in place to prevent over ordering?			

**Section C**

**Please complete for all fridges in the pharmacy**

<b>Fridge Number</b>	<b>Fridge 1</b>	<b>Fridge 2</b>	<b>Fridge 3</b>	<b>Fridge 4</b>	<b>Fridge 5</b>
Date audit conducted					
Manufacturer					
Model/Serial Number					
Fridge Location					
Is Fridge kept locked or sited in a locked room? ( Y / N )					
Fridge purpose e.g. travel vaccine, medicines, contingency - Please specify					
<b>Logger Number Used</b>					
Date / Time In:					
Date / Time Out: (Note: record these on your temperature records)					

**Remember to clearly identify the appropriate temperature records and logging device used for each fridge**

**Appendix D: Service Level Agreement Form**

**Service Level Agreement  
Seasonal Influenza and Covid Vaccination Service 2024/25**

I have read and understood the Seasonal Influenza and Covid Vaccination Service Level Agreement and agree to provide the service in accordance with the terms set out.

Contractor Representative	Signature	Name (block capitals)
Trading name of pharmacy		
Contractor Code		
Date		

**Return by e-mail (using contractor generic mailbox) to:**

Pamela.calder@nhs.scot

or

**Return by post to:**

*Pamela Calder, Pharmacy Contracts Officer  
Primary Care Contractor Services  
NHS Forth Valley,  
Suite 2  
Carseview  
Castle Business Park  
Stirling*

## Appendix E: Vaccine Order Form

NHS Forth Valley Vaccine Holding Centre Request Form				
<ul style="list-style-type: none"> <li>This order form may only be used for vaccines being administered as per the national programme.</li> <li>Completed orders should be emailed to <a href="mailto:fv.vaccineservice@nhs.scot">fv.vaccineservice@nhs.scot</a> a minimum of 7 days in advance of clinic.</li> <li><b>Incomplete orders will not be accepted</b></li> </ul>				
Site Requesting Stock	Community Pharmacy Name			
	Delivery Address			
Date and Time Vaccines Are Required		Telephone Number		
Vaccines Required				
Brand/Manufacturer	Product	Age group	Pack Size	Quantity of doses required
Fluenz Trivalent	<b>Influenza vaccine (live attenuated, nasal)</b>	2 years – 18 years	10 pre-filled applicator	
Seqirus	<b>Cell-based Quadrivalent Influenza Vaccine (QIVc)</b>	6 months – 64 years	10 pre-filled syringes	
Seqirus	<b>Adjuvanted Quadrivalent Influenza Vaccine (aQIV)</b>	65 years +	10 pre-filled syringe	
Moderna	<b>Spikevax JN.1.01mg/ml dispersion for injection</b>	18 years +	1 x 5 dose vial	
Registered Member of Staff Requesting Stock	Name	Job Title	Contact Number	Date
Any other information?				
Pharmacy Use Only				
Issued by		Picked by		Checked by

Pharmacy Vaccine Service  
 Vaccine Holding Centre  
 Falkirk Community Hospital

Fv.vaccineservice@nhs.scot  
 01324 616112



### Appendix F

This record should only be used as an interim if VMT not available. Records **must** be recorded on VMT to receive payment. Vaccinations can be added retrospectively using Under Record retrospective vaccination. The following table provides all information required to update records retrospectively.

Date of Admin	Date of Birth	Last Name	First Name	Group for vaccination	Any Vaccine in the last 6 months	Patient Suitable	Consent Given	Vaccine	Batch Number	Dose	IM or Subcut	Site of injection	Notes