

2026/2027 Seasonal Influenza and Covid Vaccination Service Level Agreement (SLA) Version 1

Community Pharmacy Seasonal Influenza Vaccination Service for:

Adult programme*

- All those aged 65 and over
- All those aged 18 to 65 years in defined risk groups. This includes:
 - those in clinical at-risk groups set out in [Influenza: the green book, chapter 19 - GOV.UK](#)
 - those experiencing homelessness
 - those experiencing substance misuse
 - asylum seekers living in Home Office hotel or B&B accommodation
 - all prisoners within the Scottish prison estate
 - pregnant women
- Frontline health and social care workers
- All NHS staff
- Poultry workers & bird handlers (*eligibility information in Annex A*)
- Cattle & Swine workers (*eligibility information in Annex B*)
- Unpaid carers and young carers
- Household contacts of those with immunosuppression

Childhood programme

The following patients that have missed their seasonal flu are permitted from **7th December 2026** 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 (age as of 01/09/2026)
- All primary school children (primary one to primary seven)
- All secondary school pupils (S1 to S6)

Community Pharmacy Seasonal Covid Vaccination Service for:

- All adults aged 75 years and over
- Individuals aged 6 months and over who are immunosuppressed (as defined in tables 3 and 4 in the [COVID-19: the green book chapter - GOV.UK](#)).

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 Appendix A 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 Appendix 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 FV.Communitypharmacysupport@nhs.scot .
	1.5	Make sure you know the requirements for the supply and storage of vaccines and understand how to maintain the cold chain. An optional Vaccine Storage Self Audit module is attached at Appendix C , which you may find useful.
	1.6	Ensure you are familiar with the Vaccine Management Tool (VMT) on TURAS which must 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. At no point should NHS stock be used for private vaccinations.
	2.3	Immunisation Service will be the default model of vaccine delivery for NHS Forth Valley, however patients who attended a community pharmacy for the 2025/26 flu and/or covid vaccinations will not receive a letter asking them to attend their local hub/rural clinic at a scheduled appointment time, rather they will receive a prompt letter asking them to attend for vaccination. This will leave it up to these patients to choose the most convenient way for them to receive vaccination. If data shows that they have not attended by November 2026, they will be appointed by letter to attend their local vaccination hub or rural clinic. In addition to this, contractors should continue to 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 eligibility and clinical risk. 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. Patients in residential care homes and individuals who cannot attend the pharmacy (housebound) are not eligible. Please also ensure that any contraindications are observed.
	2.4	The Community pharmacy seasonal vaccination service will run from 12th October 2026 to 31st March 2027 for influenza and 12th October 2026 to 31st January 2027 for covid. Immunisation is known to be more effective when occurring prior to seasonal influenza outbreaks however vaccination will still offer protection when given later in the season.
	2.5	Vaccination(s) can 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.
3.	Aims and Intended Service Outcomes	
	The aims of this service are:	
	3.1	To sustain and maximise options for the 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 expand the number of community pharmacies that sign up to the SLA, in particular focusing on those pharmacies located within the highest deprivation areas, as defined by the Scottish Index of Multiple Deprivation (SIMD 1 & 2)
	3.4	To provide an easily accessible location for Paediatric patients to receive Intranasal Influenza Vaccine after a certain point in the programme if patient has missed appointment.
4.	Service Specification	
	4.1	NHS Forth Valley reserve the right to reject an application to participate in this service following based on: • Previous failure to engage with signed SLA for Flu/Covid Immunisation • Failure to record Flu/Covid vaccinations via VMT • Pharmacy closure history • Evidence of inappropriate free vaccinations being given to patients who are not eligible.
	4.2	The Pharmacy Contractor is required to offer only eligible patients the opportunity to receive a vaccination at the pharmacy. The Contractor will receive a payment per eligible vaccination from NHS Forth Valley, once documented on VMT. The vaccine must be administered by an appropriately trained authorised Practitioner operating under the approved National PGD or protocol.
	4.3	The pharmacy-based service will be operational from 12th October 2026 with a focus on opportunistically vaccinating eligible patients prior to 31st December 2026 to maximise impact. Immunisation may continue until 31st January 2027 (covid) and 31st March 2027 (influenza) 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. Data and surveillance - Influenza - Infectious diseases - Health protection - Population health - Public Health Scotland
	4.4	The patient groups eligible for seasonal flu/covid vaccination under this service must attend pharmacy to receive vaccine. This SLA does not permit offsite administration.
	4.5	The seasonal flu/covid vaccines to be administered under this service are those indicated by the Scottish Government Seasonal Influenza & covid Vaccination Programme 2026-27. These vaccines must 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, along with guidance on disposal of clinical waste.
	4.7	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 pharmaceutical refrigerators in accordance with the manufacturer's instructions and comply with Storage and Handling Guidelines. All pharmaceutical refrigerators in which vaccines are stored must have a maximum/minimum thermometer which reads to two decimal places. Readings are to be taken and recorded from the thermometer twice daily on all working days. The vaccines must 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 vaccine-incident-guidance-actions-to-take-in-response-to-vaccine-errors. Any clinical vaccine incident must be reported using local procedures for incident reporting. 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: FV.vaccineservice@nhs.scot
	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 (for example, missed pneumococcal or shingles vaccine) should be referred to NHS Forth Valley Immunisation Team - patients can contact to book an appointment by emailing fv.vaccinationenquiries@nhs.scot or calling 0800 130 3120
	4.11	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. The consent covers the administration of the vaccine and recording of the administration. Information recorded on VMT will link with patient's national GP record and will be viewable on GP file. <u>Only vaccines administered under this SLA should be recorded via VMT.</u> <u>DO NOT record private vaccinations on VMT.</u>
	4.12	Consent and record of vaccination must be completed on NHS Scotland's Vaccine Management Tool (VMT) available on TURAS. The pharmacy contractor must ensure that this record is completed at the time of vaccination or as soon as possible following the vaccination if VMT is unavailable. In the case of the latter, a handwritten record sheet can be completed (sample can be found in Appendix F). This record must be electronically recorded on VMT as soon as possible to ensure clinical safety and must only be used in the event of VMT being unavailable (e.g. loss of WiFi network). If such issues occur, please contact the NHS facilitator to report this issue. Vaccinations will not be remunerated unless a record is made on VMT.

	4.13	Do not use or retain paper consent forms for this service. All records must be entered onto VMT when the system is available. Ensure any paper consent forms containing patient identifiable information are destroyed in confidential waste or as per local information governance procedures.
	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 SBAR or by an alternative method of communication. Suspected adverse reactions must be reported to the MHRA via the Yellow Card Scheme on https://yellowcard.mhra.gov.uk and the Specialist Vaccines Pharmacist (Suzanne.smith2@nhs.scot) informed along with the following email fv.communitypharmacysupport@nhs.scot?
	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 for the removal and safe disposal of any clinical waste related to the provision of this service.
5. Training and Premises Requirements		
	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: • The consultation room must be clearly designated as an area for confidential consultations • It must be distinct from the general public areas of the pharmacy premises • 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) • The consultation room must also meet the General Pharmaceutical Council (GPhC) Standards for Registered Premises - https://www.pharmacyregulation.org/standards/standards-registered-

		pharmacies
	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.
	5.3	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. Practitioners providing the service must undertake annual updates in training, either face-to-face or online for injection technique. Basic life support training (including administration of adrenaline for anaphylaxis) must be completed every 12 months.
	5.4	The Pharmacy Contractor should ensure that they have reviewed Section 4 - Service Specification and its associated documents.
	5.5	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.
	5.6	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.
	5.7	The Pharmacy Contractor and practitioner must ensure professional indemnity insurance is sufficient to cover this service.
	5.8	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. Any vaccine waste (including waste from multi-dose vials) must be recorded on the Microsoft form using this link: Vaccine Wastage

		This also includes waste at the end of the programme.
	5.9	A good practice summary is available at Appendix A .

6.	Service Availability	
	6.1	The Pharmacy Contractor will limit promotion of the service to patients attending their pharmacy and must 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 must 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, such as loss of internet connection, prevent records being made should these records be made on paper. If paper is used, transfer to VMT must be completed at the earliest convenience and paper records destroyed as per confidential waste procedures.
8.	Payment Arrangements	
	8.1	Claims for payments for this service will be generated automatically via the VMT system - no paper claims are required. For any discrepancies in payment, queries should be made to Pamela Calder, NHS Forth Valley Primary Care Contracts Office pamela.calder@nhs.scot

	8.2	A set-up fee of £250 will be paid to any contractor who has not previously engaged with this service provided the pharmacy administers a minimum of 30 vaccines. Payment per dose of vaccine Influenza vaccine £8.93 Covid-19 Vaccine £12.75 Additional costs related to use of alternative vaccines will not be paid unless communicated during the flu season.
	8.3	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 Appendix E Please allow up to two weeks for delivery. Emergency deliveries may be provided depending on capacity of VHC.
	8.4	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 Appendix B.

9. Communication		
	9.1	The Pharmacy Contractor will only utilise information obtained from the National Communications Toolkit provided by NHSFV to advertise and promote vaccination uptake, whether displayed within the pharmacy or on any social media platforms. Pharmacies should not create their own social media posts but can share the NHS communications and state they are providing the vaccination service and how to access.

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 **12th October 2026 to 31st January 2027 (covid)** and **31st March 2027 (influenza)** with a focus on vaccinating eligible patients **between 12th October and 31st December 2026**, 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's VHC.
- ✓ All practitioners providing the service must have had appropriate training covering injection technique and basic life support, including CPR and administration of adrenaline for anaphylaxis.
- ✓ Practitioners providing the service must be competent to do so and have received appropriate training or update as per vaccination requirements on an annual basis.
- ✓ All pharmacists providing vaccinations on behalf of the pharmacy must submit a signed copy of the NHS FV Patient Group Direction (PGD) before commencing the offer of vaccination to patients

Patient eligibility*

Community Pharmacy Seasonal Influenza Vaccination Service for:

Adult programme*

- All those aged 65 and over
- All those aged 18 to 65 years in defined risk groups. This includes:
 - those in clinical at-risk groups set out in [Influenza: the green book, chapter 19 - GOV.UK](#)
 - those experiencing homelessness
 - those experiencing substance misuse
 - asylum seekers living in Home Office hotel or B&B accommodation
 - all prisoners within the Scottish prison estate
 - pregnant women
- Frontline health and social care workers
- All NHS staff
- Poultry workers & bird handlers (*eligibility information in Annex A*)
- Cattle & Swine workers (*eligibility information in Annex B*)
- Unpaid carers and young carers
- Household contacts of those with immunosuppression

The following patients that have missed their seasonal flu are permitted from **7th December 2026** are eligible only for Live Attenuated Influenza Vaccine

Childhood programme

- 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 (age as of 01/09/2026)
- All primary school children (primary one to primary seven)
- All secondary school pupils (S1 to S6)

The following patients that have missed their seasonal flu are permitted from **7th December 2026** are eligible only for Live Attenuated Influenza Vaccine

Community Pharmacy Seasonal Covid Vaccination Service for:

- All adults aged 75 years and over
- Individuals aged 6 months and over who are immunosuppressed (as defined in tables 3 and 4 in the [COVID-19: the green book chapter - GOV.UK](#)).
- ✓ 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
- ✓ **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 only**.
- ✓ 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 Vaccination Service for:

Adult programme*

- All those aged 65 and over
- All those aged 18 to 65 years in defined risk groups. This includes:
 - those in clinical at-risk groups set out in [Influenza: the green book, chapter 19 - GOV.UK](#)
 - those experiencing homelessness
 - those experiencing substance misuse
 - asylum seekers living in Home Office hotel or B&B accommodation
 - all prisoners within the Scottish prison estate
 - pregnant women
- Frontline health and social care workers
- All NHS staff
- Poultry workers & bird handlers (*eligibility information in Annex A*)
- Cattle & Swine workers (*eligibility information in Annex B*)
- Unpaid carers and young carers
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Childhood programme

The following patients that have missed their seasonal flu are permitted from **7th December 2026** 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 (age as of 01/09/2026)
- All primary school children (primary one to primary seven)
- All secondary school pupils (S1 to S6)

Community Pharmacy Seasonal Covid Vaccination Service for:

- All adults aged 75 years and over
- Individuals aged 6 months and over who are immunosuppressed (as defined in tables 3 and 4 in the [COVID-19: the green book chapter - GOV.UK](#)).

Exclusions:

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

Appendix C: NHS Forth Valley Flu Vaccination Service – Vaccine Storage Self Audit 2026/2027

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 +2.0°C and +8.0°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 Cold Chain 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)	

Pharmacy Name and Address:	
Contractor Code:	
Phone Number:	

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 \(2026\) - 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 checked and refrigerated immediately on receipt.

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

The pharmacy complies with all the above good practice recommendations:

☐

The pharmacy does not comply with the following areas (please provide numbers)

☐

.....

Name (Block Capitals)

Signature.....

Date.....

Section B

	Criteria	Yes	No	Details
Staff Responsibilities				
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?			
Documentation				
4	Are guidelines prominently displayed for reference?			
Temperature Monitoring				
5	Is there a procedure in place for at least 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 +2.0°C to +8.0°C)			
Contingency Arrangements				
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?)			<u>Please specify</u>
Stock Control				
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

Fridge Number	Fridge 1	Fridge 2	Fridge 3	Fridge 4	Fridge 5
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					
Logger Number Used					
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 2026/27

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					
- This order form may only be used for vaccines being administered as per the national programme. - Completed orders should be emailed to fv.vaccineservice@nhs.scot 7 days in advance of clinic. - Any requests being submitted less than 7 days in advance must be followed up with a phone call to ensure the order can be processed. Incomplete orders will not be accepted					
Site Requesting Stock	Clinic/Pharmacy/School Name				
	Delivery Address (schools give as much detail as possible)				
Date and Time Vaccines Are Required		Clinic Telephone Number			
Vaccines Required					
Brand/Manufacturer Name	Product	Age group	Pack Size	Quantity of <u>doses</u> required	
Fluenz Trivalent	Influenza vaccine (live attenuated, nasal)	2 years – 18 years	10 pre-filled applicator		
Seqirus	Cell-based trivalent Influenza Vaccine (TIVc)	6 months – 64 years	10 pre-filled syringes		
Seqirus	Adjuvanted Trivalent Influenza Vaccine (aTIV)	65 years +	10 pre-filled syringe		
Moderna	Spikevax XFG 0.1mg/ml 5 dose vial	18 years +	10 vial pack		
PAEDIATRIC AND ALLERGY COVID VACCINE WILL BE INCLUDED ON VERSION 3 OF THIS FORM					
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

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