

Get ready for Flu'!

PharmOutcomes features for 2020/21 Flu' season plus more

With over 1.3 million flu' vaccinations recorded on PharmOutcomes last year, this year community pharmacy teams not only face the challenge of a likely increase in demand for vaccination but also face the very real challenges of delivering this service as safely as possible to protect themselves as well as the public.

Over the last 4 months, the team at Pinnacle have been working hard to focus on innovative solutions to support the delivery of the 2020/21 Community Pharmacy Seasonal Influenza Vaccination Advanced Service. This guide covers:

1. Key Service Features available to all
2. Add-ons available for pharmacy teams to support safe vaccination delivery

Key Service Features

The PharmOutcomes service template is again this year feature rich with functionality to support:

- **Recording practitioner competence** – The seasonal influenza vaccination template will again this year support practitioner declaration of competence via “Enrolment”. This declaration will need to be completed once only. The flu' template will be made available to support practitioner enrolment before the start of the campaign. For more information on enrolment see <https://media.pharmoutcomes.org/video.php?name=enrolment>

What can I do to make sure I'm ready? – Ensure you have visited the CPPE website at <https://www.cppe.ac.uk/mycppe/login> and completed the relevant Declaration of Competence (DoC). Make sure you electronically sign this before enrolling to deliver the service on PharmOutcomes before the flu' season begins. The DoC to support the Flu' vaccination service is yet to be confirmed but will be available as soon as possible.

- **Right Patient, Right GP - PDS validation of patient details** – Entry of patient information to the template is again supported by Personal Demographic Service (PDS) validation this year without the need for a smart card. This allows validation of patient information against personal details held on the NHS Spine, and for that information to be directly imported, when a match is confirmed, to the PharmOutcomes template. see <https://media.pharmoutcomes.org/video.php?name=PDSSCRFinal> for more information on patient validation via PDS.

How will this help me to deliver a good service? - Using PDS validation will ensure correct selection of the patients current GP practice that in turn ensures correct direction of the GP flu notification – see later under FHIR/MESH notifications for more about information transfer to GP.

- **Access to Summary Care Record (SCR)** – For patients validated against PDS, pharmacists will have quick access to the patient Summary Care Record via SCR 1-Click. Quick access is available via a convenient hang tab that will appear in the right-hand side of the service template. A valid smart card must be interested to a smart card reader attached to the computer you are working on to use this feature.

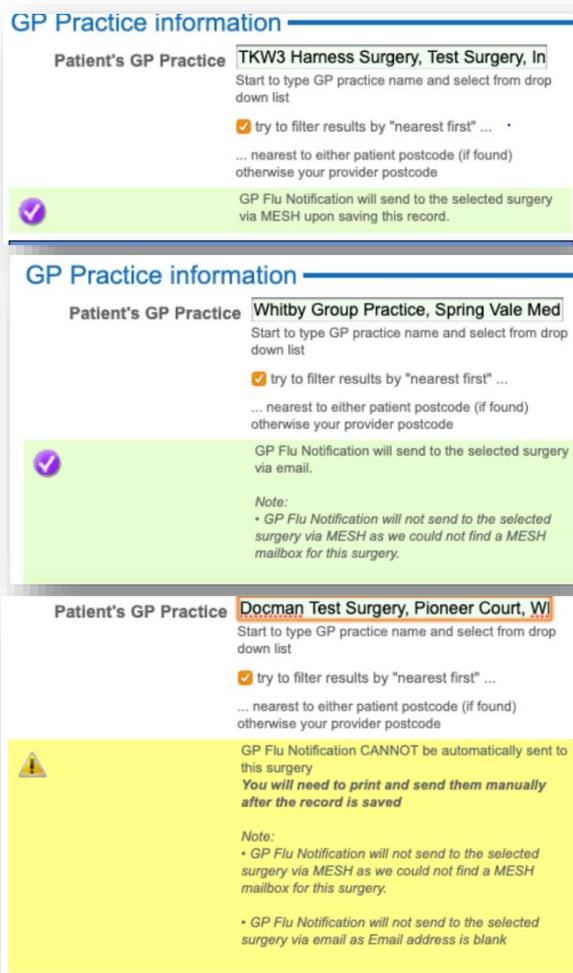
For more information see <https://media.pharmoutcomes.org/video.php?name=PDSSCRFinal>

How will this help me? – Convenient access to the patient Summary Care Record will support clinical checks if required.

- NEW for 2020/21 - Automated service claims directly transferred to NHS Business Services Authority.** This year contractor claims will be automatically transferred to the Manage Your service (MYS) portal for confirmation at the month end. This means that claim information will not need to be entered manually as this is automated for the 2020/21 season, simply check, and submit
- NEW for 2020/21 - Transfer of vaccine information to the patients GP Practice via FHIR/MESH – This is the Post Event Message (PEM) generated and sent by PharmOutcomes when a vaccination record is saved.** This year both main GP practice systems (SystemOne and EMIS web) will be live with “The Message Exchange for Social Care and Health” (MESH). This is the main **messaging** service used across health and social care and it works on the Spine infrastructure. This means all vaccination information will be transferred from PharmOutcomes, when a record is saved, as a FHIR message that is directed straight into a MESH mailbox at the GP practice. This means information will be directed straight to the GP practice system as first choice with nhs.net messages sent only where the GP practice cannot receive messages into a MESH mailbox. Pharmacy team members will be able to see the status of the GP Practice to receive MESH messages as this is displayed at the point of service provision. It is anticipated that most GP notifications will transfer as MESH messages this year.

How will this reduce my workload? – Because significantly more notifications will be sent automatically there will be less need for printing and posting these

Message displays visible in PharmOutcomes when GP practice has been populated.



- GP notification will send as MESH message
- No active MESH mailbox at practice so GP notification will send as nhs.net
- GP practice has neither an active MESH mailbox nor a secure nhs.net mail address set. prompt to print and send a hard copy of the GP notification to inform of vaccination.

Supporting safer vaccination

Add on services that are available as an option to support a safer workflow

We have been working hard to support Pharmacy teams with safer delivery of vaccine by reducing patient contact times and helping to manage workflow. There is some exciting new functionality that will be available this year to support Pharmacy teams with pre-population of service templates.

New! - PharmOutcomes pre-consult

New for the 2020/21 Flu' season. To speed up the vaccination process and to reduce time spent with the patient, this year for the first time, patients attending community pharmacies for a flu' jab will be able to pre-populate information about themselves in a few ways prior to vaccination. Whichever method of pre-population is used, patients are provided with the first part of the flu' form for completion before they sit down with the pharmacist to be vaccinated. This "pre-consult" template captures information such as patient demographics, risk group, emergency contact information along with allergy information and some medical history. The information saved in the App will be passed into the PharmOutcomes flu' template that will present at the top of the PharmOutcomes "Services" page appearing in a partially populated form. The information presented can then be reviewed by the pharmacist before continuing to record the remaining vaccination information.

This information can be entered by the patient in a few different ways:

1. Patients can use their smart phone device, after scanning a QR code at the pharmacy – Pinnacle Health will make a unique QR code available to each pharmacy. Scanning the QR code on a smart phone will make a flu' pre-consult form available to the patient in their smart phone. This will capture initial consultation information as described above.
2. For patients who do not have a smart phone the same information can be captured using the pre-consult App on a tablet device at the pharmacy. The tablet can be either handed to the patient for use or input by a pharmacy counter team member. To reduce contamination risk and the need for cleaning, it is envisaged that the latter will be the preferred option.

Whichever method is used, the information recorded at the pharmacy, when saved, will pre-populate the PharmOutcomes Flu' template that presents at the top of the Pharmacy "Services" page for the pharmacist to review and record the remaining service fields.

How will this help me? - *With much of the template pre-populated, the time spent with the patient will be dramatically reduced. The pharmacist will simply need to review, record vaccination administered and injection site and save the record.*

Is there a cost? – *This functionality is being made available to support pharmacies delivering the NHS Community Pharmacy Seasonal flu' vaccination service free of charge in areas that have an NHS flu licence.*

New! - Integration with the Patient Access App

New for the 2020/21 Flu' season. For Pharmacies who are signed up to Patient Access <https://pro.patientaccess.com/register/>, patients will be able to view NHS Flu' vaccination service availability at pharmacies and book appointments on line using the "Patient" App. Patients can scan service availability, select a preferred pharmacy, send an appointment request and pre-populate information about themselves, emergency contacts, risk group etc. When the patient hits send, the information will pre-populate the PharmOutcomes service template at the preferred pharmacy, and this will present at the top of the PharmOutcomes pharmacy "Services" page. The pharmacist will be able to see and accept the appointment in Patient Access and review the information sent prior to seeing the patient. More information will follow on this exciting development.

How will this help me? – The patient access calendar functionality will provide advanced notice of appointments allowing a more planned workflow. With much of the template pre-populated, the time spent with the patient will be dramatically reduced. The pharmacist will simply need to review, record vaccination administered and injection site and save the record.

Is there a cost? – This functionality is being made available to support pharmacies delivering the NHS Community Pharmacy Seasonal flu' vaccination service free of charge in areas that have an NHS flu licence.

Keep a look out for our regular Flu' update between now and the start of the Flu' season.