



**Community Pharmacy
Cheshire and Wirral**



Engage your Pharmacy Team

- ▶ “All team members got involved with promoting the service.” This is a phrase given by one of last year’s top performers and is absolutely key. Without everyone on board you will not be able to maximise the uptake of the service.
- ▶ Explain how important this service is for the pharmacy
- ▶ Explain how it will benefit your patients and the business
- ▶ Ensure all staff have done their relevant training and that the Pharmacists Declaration of Competence has been completed.
- ▶ Ensure all staff know the processes involved – you don’t want patients to lose confidence in the service by having staff who don’t fully understand the process, nor to be passed from pillar to post until there is someone who can help them.
- ▶ Ensure all staff know the differences between the NHS and private services, again to avoid confusion as to which service the patient has presented for.
- ▶ Show the team how to log onto PharmOutcomes and complete the first bit of the online form. The Pharmacist can then check the details and give the jab. This is particularly important for busy pharmacies with a lack of functioning ACT. If you have an ACT who mostly dispenses, think about how the structure of the pharmacy could change to allow them to accuracy check more.

Prepare your Pharmacy

- ▶ Put out posters both inside and outside the premises to highlight to patients about getting their flu jab in the pharmacy. Some will be provided to all participating pharmacies but there are others that can be printed off from the PSNC website.
- ▶ Do you have facilities for the disposal of sharps and a contract for their removal?
- ▶ Do you have space in your fridge for the vaccines? If not, have a sort through to make some.
- ▶ Does your consultation room look clean and clinical, or like a dumping ground? If the latter, it is time for a spring (well, late summer) clean. Vaccinations should be done under very clinical-looking areas. Ensure the surfaces in the consultation room (desk, sink, floor...) are regularly cleaned to maintain a professional and clinical appearance.
- ▶ Do you have a diary or other form of appointment booking system ready to make appointments at convenient times for the pharmacy?
- ▶ Have you got all of the equipment you need?

Mark EVERY Suitable Prescription

- ▶ Do a PMR search for patients on 'at risk' drugs then create flash notes to pop-up during the next dispense.
- ▶ Keep a list of 'at risk' drugs near the computer terminal so staff can refer to them whilst labelling scripts.
- ▶ Find a way to notify the staff member handing out the prescription that the patient is eligible for a flu jab. E.g. stickers on the bottoms of patient bags, slips of paper...
- ▶ On a weekly basis go through the shelves of uncollected prescriptions/retrieval systems and check all relevant scripts are marked to ensure none have slipped through the net.

Talk to EVERY Patient

- ▶ Have great conversations on Rx hand-out, asking ALL eligible patients if they know they are eligible and if they have booked an appointment yet with their surgery.
- ▶ As much as possible offer a jab there and then – this worked the best in the top-performers.
- ▶ If this is not possible let the patient choose a vaccine appointment – be aware some patients won't turn up to a pre-booked appointment. Take a phone number and contact them to re-arrange in the event of a no-show.

How to Deal with Queries over Vaccine Effectiveness

- ▶ The 2014/15 vaccine provided low effectiveness (around 3%)
- ▶ Usual vaccine effectiveness ~50% and has been for 10 out of the last 11 years.
- ▶ Caused by a drifted strain of flu A(H3N2) that emerged after the A(H3N2) vaccine strain had been selected.
- ▶ The vaccine still provided excellent coverage against the other strains
- ▶ Flu vaccination remains the best way to protect people from flu – if you don't get vaccinated you will have no protection. It is too early to suggest how effective this year's vaccine will be. A 3% chance is better than 0% chance of it being effective!
- ▶ The risks of not having the vaccination and contracting flu are far higher than that of an effective vaccine preventing at risk people from getting flu.