

London Imms Service Provider Briefing 11th November 2015

1) Vaccination Figures

Many congratulations to the London providers this year – By 11th Nov 2015 you have reached and gone beyond (119,500) the total number of vaccinations (117,500) you did in London last year. We have been set a target of 125,000 vaccinations in London by Christmas and I do think this will actually be possible by the end of November. Also, London is contributing well to the national Flu service target of 0.5million.

The Pharmacy London Imms team met with the NHSE team today and we have been asked to relay to you all some important priority groups to target in particular, over the next few weeks. These are:

- *The under 65's in clinical risk groups of Asthma & COPD and Diabetes*
- *Continue to target Carers (specific resources for targeting this particularly group available on PSNC website) and*
- *pregnant women*

Your help with targeting (utilising the whole team and every means available) these groups as a priority over the next few weeks will be appreciated – obviously continue to engage all groups covered within the service specification for PPV and Flu

2) Payments

Pharmacy teams will be well aware by now of the processes for claiming for activity for both the services. These are outlined below as a refresher:

National Service – Flu	London Service – Flu and PPV
<p>Claim Form – Pre-populated claim form avail on Sonar on 1st of each month for all activity during previous month. Need to download, check, print, sign and manually submit in Script bundle to NHSBSA by 5th of month to submit for payment Invoice will also appear on Sonar to help with reconciliation & VAT purposes</p>	<p>Claim Form -- Auto submission to NHSE-L for payment. Claim details avail on Sonar by 7th of following month to view and check. Invoice detailing claim amounts including VAT component can be downloaded & printed to facilitate reconciling payments received and for VAT purposes</p>
<p>Payments – in three monthly arrears (same as for prescriptions). The payments will be made by the BSA in line with Drug Tariff VIC as for any other Advanced Service and will show on the Schedule of payments under the payment headings 'Flu Reimbursement Payment' for vaccine costs and 'Flu Remuneration Payment' for administration fees. Note: National cohorts of eligible patients (blue groups on Sonar) vaccinated on or after 17th Sept will be covered by the National service payments. Previous to this date, activity will be covered by London</p>	<p>Payments – will be made monthly and appear on NHS BSA Sched of payments – listed on the back under Local Service No 15. Activity carried out in Sept was submitted by 7th Oct and payments should have been received in schedule of payments dated 1st Nov and so on. Note: All activity (incl over 65's etc) carried out before 17th Sept will have been included in London Flu claims</p>

Any pharmacy / branch who has not yet received payment for LONDON Flu & PPV activity during September, MUST contact their LPC and raise awareness (after checking their last Sched of payments from NHS BSA as above)

3) Flu Service web based Appointment Service

All Pharmacy teams are reminded that the flu service web based appointment service has been available to all healthcare professionals and all members of the public for the last two years. In fact this year the URL www.londonflu.co.uk is on every London Immunisation Service poster that each of you should have on display.

This booking service is free for all patients groups. It is being widely used by Healthcare professionals eligible for a flu vaccination under the London flu service but also by many others. The patient picks a pharmacy from a selection of provider pharmacies matched to their postcode - and makes a tentative appointment. The pharmacy receives an email and a fax from Sonar alerting the pharmacy to the booking. The pharmacy teams can view the booking on Sonar and follow up with the patient to confirm or re-arrange for when they can come in for the vaccination.

The first important action is for **each pharmacy provider / branch is to update their e-mail and fax numbers on sonar.**

The information on the appointment detailing the patient details can be transferred automatically to populate the patient vaccination record form for the consultation.

It is imperative that the pharmacy teams in London follow these patients up and don't leave them high & dry as it provides a very unprofessional impression of our service in London. The commissioner is extremely keen to see we reverse the current situation, which has resulted in a few complaints due to non-follow ups by pharmacy teams to a booking made via this system. Attached is a **Flu Appointment System user guide** that you can get your teams familiar with to ensure you don't miss any opportunities and get adverse publicity for the London immunisation service.

Finally, keep up the great work you have been doing – much appreciated by all those involved in setting up and running this service; but above all for keeping Londoners protected this winter to the level that would not be possible without this important contribution from our pharmacy teams.

Thank you and best wishes

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