

Flu and other vaccination services implementation guide



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NPA Flu and other vaccination service implementation guide

Introduction

Welcome to the NPA's flu and other vaccination service implementation guide. This guide is designed to help you understand how to implement flu or other vaccination services in your pharmacy. This flu season is anticipated to be the most demanding for pharmacies, with the government announcing its aim of vaccinating 30 million people in the 2020/21 flu vaccination season.

In order to be well prepared for this increased demand, we recommend that you prepare in advance. This year there will be additional factors to take into consideration due to the COVID-19 pandemic, meaning that social distancing and additional infection control measures will need to take place.

This guide provides you with a step-by-step approach to setting up your vaccination service and may also assist you in considering the set-up of other pharmacy services. In particular, it may help prepare you for delivering a potential COVID-19 vaccination in pharmacies. A confident and well-run flu vaccination service model can therefore be of benefit for this.

This guide contains:

- Changes to requirements for 2020-21
- Costing model to assess profits
- Links to NPA risk assessment plans
- Staff training guide
- Links to NPA promotional materials
- A guide to setting up an appointment booking system
- Links to NPA stock availability guidance

In addition to this guide, the following resources have been developed for you:

- Vaccination services resource pack which can be found under the 'flu updates' section here: <https://www.npa.co.uk/nhs-flu-service/>
- Flu pack – for NPA private PGD users, developed by Medical Prescription Services (MPS), the NPA's private PGD provider. This can be accessed on the learning management system once relevant training has been completed

New for 2020/21

Due to the COVID-19 pandemic, there have been some changes to the NHS flu service this season. These are summarised below.

Training

Public Health England in April 2020 issued [advice](#) on training requirements for the 2020/21 NHS flu vaccination service in Appendix B of the COVID-19 letter for community pharmacies. This is summarised below:

- All **new vaccinators** of the flu vaccination for the 2020/21 flu season will be required to undertake full face-to-face (F2F) training.
- Pharmacists who have previously delivered vaccinations for the flu immunisation programme and are due to do their **triennial face-to-face** training may (for this year only) undertake online refresher training. They will be required to do their F2F training next year at the latest. This would include individuals who last did full F2F vaccination training in 2017.
- If, as at 1 September 2020, a pharmacist has completed their **annual refresher training** in the previous 18 months (i.e. since 1 March 2019), they do not have to do the training again for the 2020/21 season (although they may do so if they wish). However, they must ensure that they are familiar with the various documents to support the season, including choice of vaccine and contents of the annual flu letter.

The NPA highly recommends that all pharmacists who will provide the flu vaccination service during 2020/21 undertake annual update training prior to commencing provision of the service. This training helps to ensure pharmacists have up-to-date knowledge in relation to the provision of flu vaccinations in 2020/21 and any related matters, such as where to access guidance on personal protective equipment (PPE).

NPA training advice can be found [here](#)

To book training- please click [here](#)

NHS expansion of eligible patients – in England only

PHE updated the eligibility criteria on 5 August 2020, in the annual national flu programme letter 2020 to 2021 which can be found [here](#). Subject to contractual negotiations, it is expected that pharmacies will be able to offer the NHS flu vaccination service to:

- household contacts of those on the NHS shielded patient list
- health and social care workers

- patients aged 50 - 64 (ONLY once all at risk groups have been prioritised and will not be eligible until November, to allow for this)

Care home vaccinations – in England only

As part of the same flu programme letter, it has been advised that pharmacies will also be allowed to vaccinate residential care/nursing home residents and staff in the care home setting.

Launch of a Community Pharmacy Vaccination Seasonal Influenza Vaccination Service (CPFV) – in Northern Ireland

The Health and Social Care Board (HSCB) announced, on 13 August, that a commissioned flu service will be available for community pharmacies to provide flu vaccinations to health and social care workers. The service will be available to pharmacies that meet certain criteria. Full details of the announcement can be found [here](#).

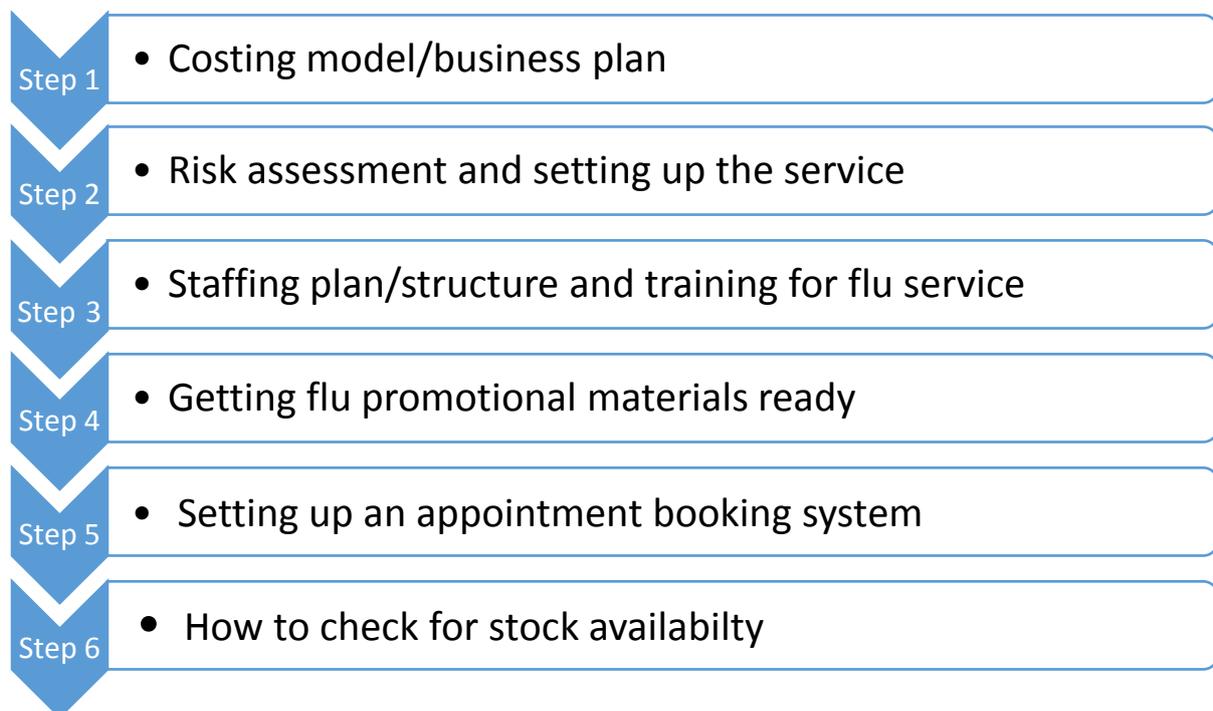
The national influenza immunisation programme 2020 to 2021 – in Wales

A national flu service in Wales had been announced for Wales. Full details of the service may be found [here](#). The training requirements for flu services in Wales may be found [here](#)

There is not an NHS Scotland pharmacy flu vaccination service across Scotland, however some local NHS Boards provide a funded NHS pharmacy service.

Steps needed to set up of a flu service

Follow the steps below to set up a successful flu/vaccination service



Step 1: Set up a business plan for the flu/other vaccination 2020/21 service

Costing model/business plan

As part of your plan to set up a flu/other vaccination service, we recommend you draw up a costing model. This year it is more vital than before to have an understanding of the costs of running the service as there are additional considerations to be made – for example, supply of personal protective equipment (PPE), extra time taken to clean the area between each appointments. There may be different locations where you want to deliver the vaccination service and each will pose different requirements which should be costed in your model; one off costs, such as screens, should be taken into account to show the true costs.

Please note – you will have to make separate costing plans for NHS and private vaccination services, including the flu service.

An Excel spreadsheet template for vaccination service costs can be accessed here:

[Template for vaccination service costs](#)

We recommend that you use the Excel spreadsheet provided to input the costs associated with the vaccination service you wish to set up. An example of the three categories of costs to consider can be seen in Figure 1. These include:

1. One off costs

The first section of the table is for costs incurred on a one-off basis – for example, training time for the vaccination service.

2. Purchase costs per consultation

The second section of the table is for costs associated with each vaccination appointment, such as the cost of the vaccine itself.

3. Costs for time associated with the service

The final section of the table is for costs related to the time taken to provide the service, such as the pharmacist's time during the vaccination service appointment.

As mentioned before, depending on your vaccination service operational model and location of vaccination, the costs will be different. Ensure that you create a separate model for each service model that you intend to use.

Category of cost	Components	Quantity	Unit Cost	Estimated cost
One off costs	Training time/set up time	1		£0.00
	Visors	1		£0.00
	Screens/portable screen	1		£0.00
	Laminated excipients list	1		£0.00
	Waste disposal equipment	1		£0.00
	Anaphylaxis kit	1		£0.00
	Marketing costs (Posters, leaflets etc)	1		£0.00
	Additional Pharmacist cover for the pharmacy?	1		£0.00
	Additional indemnity cover if offsite	1		£0.00
	Additional PPE requirements	1		£0.00
	Total of one-off costs			
Number of vaccinations which could be provided by service				2,000
Allocation of one-off costs per vaccination				£0.00
Category of cost	Components	Quantity	Unit Cost	Estimated cost per vaccination
Purchase costs per consultation	Mask	1		£0.00
	Gloves	1		£0.00
	Apron	1		£0.00
	Cleaning equipment	1		£0.00
	Vaccination			
	Hand sanitiser			£0.00
Total purchase costs per consultation				£0.00
Category of cost	Components	Quantity (mins)	Hourly rate	Estimated cost per vaccination
Time associated with service (£__ per hour of staff member)	Time to pre-screen	20	£15.00	£0.00
	Time for consultation, administer vaccine and go through post vaccination advice	20	£20.00	£0.00
	Time to clean consultation room/post test	20	£10.00	£0.00
Total costs of time associated with service				£0.00
Total purchase costs per consultation				£0.00
Total costs of time associated with service				£0.00
Allocation of one-off costs per vaccination				£0.00
Total cost per vaccination				£0.00

Figure 1. Illustration of the template for the costing model, found in the Excel document 'Template for vaccination service costs'

Business to business options

There are many business to business options which you could consider including:

1. Off-site vaccination service for businesses in your locality.
2. Bulk purchase of flu vaccine vouchers – employer distributes to their employees to come to your pharmacy to be vaccinated.
3. Discount code for local businesses – employer shares with their employee and they present it at your pharmacy.

Things to consider:

- Who are your local stakeholders/businesses? Are you in the city centre with many offices, who may be interested? Could local gyms, beauticians, or retailers benefit from a flu vaccination offering?
- Is there a local care home, fire station or other group of staff that would benefit from vaccinations?
- Could you set up a meeting with these stakeholders to discuss their needs and explain your flu/other vaccination service and other clinical services that they may benefit from?

Step 2: Risk assessment

The COVID-19 pandemic has changed the way we work. As the lockdown restrictions change, it is important that the relevant risk reduction measures implemented by the Government are followed.

This includes maintaining social distancing and appropriate hygiene measures to ensure safe delivery of pharmacy services, and service continuity. The levels of hygiene expected within a community pharmacy should be proportionate to the services offered. The key objective is to manage risks to patient safety, as well as your pharmacy team. It may be advisable to review existing risk management measures, including the measures in place to mitigate / reduce the risk of infection for all members of the pharmacy team.

To support you in conducting risk assessments and implement appropriate risk reduction measures as relevant to their pharmacy business, the NPA Pharmacy Services team has developed a *COVID-19: risk assessment and risk reduction template*, based on the UK Government's guidance on working safely during COVID-19. They have also developed a *COVID-19: Individual risk assessment pack*, which we recommend is followed for vaccinators and other staff members involved in the flu vaccination service. Both of these resources can be accessed [here](#).

Please contact the Advice and Support team if you have any queries.

Telephone 01727 891800 (Mon-Fri 9am to 6pm, Sat 9am to 1pm)

Email: pharmacyservices@npa.co.uk

Setting up the service – key considerations

Once you have conducted a risk assessment of the premises and have implemented actions to reduce the risk, it is important that you have a clear indication of the patient and pharmacist's journey, as part of your standard operating procedures (SOP), for the service. This will help staff members to understand exactly how to direct customers in the right way and ensure that you run an efficient and safe service.

The patient/pharmacist journey in your pharmacy will be determined at a local level. However, we have listed some things that may need to be considered when developing your SOP.

Key considerations:

- How will the patient book appointments?
- How will staff members book appointments?
- Can COVID-19 symptom pre-screening be conducted 24 hours before the vaccination?
- Can an appropriately trained member of staff conduct the pre-screening?

- Can the pharmacist conduct the COVID-19 symptom pre-screening and clinical screen for the vaccination service 24 hours before the appointment?
- How will the virtual pre-screening and clinical screening be conducted and does it comply with the terms and conditions or service specification of the PGD?
- How will patient confidentiality be maintained when conducting virtual screening?
- How will you verify the identity of the patient when conducting the consultation virtually?
- What information will you give the patient about what to expect when they come for their appointment and how to prepare? Preparation for the appointment may include wearing suitable clothing that allows exposure of the upper arm, wearing a mask/face covering before entering the pharmacy, knowing where to queue for the appointment, and to use hand sanitiser on arrival at the pharmacy.
- What further screening will occur when the patient arrives at the pharmacy (will you be performing temperature checks with reliable equipment?)
- Is there a designated area for patients to wait for vaccination appointments? Is this clearly marked?
- Have you got a clear procedure and specified person to disinfect the consultation room prior to each appointment?
- Will face masks be provided to patients or are they required to bring their own?
- How can you ensure minimal time is spent in the consultation room?

Always ensure the following:

- Appropriate PPE is available to use before each vaccination appointment
- An anaphylaxis kit/adrenaline is available in the consultation room, for each age group
- An excipients list is at hand (this could be printed and laminated for each vaccination to enable it to be disinfected after each patient use.)

Step 3: Staffing planning and training about the flu service

Staff planning for the flu service

Before launching the flu vaccine service in your pharmacy, it is essential that all members of staff have had adequate training, so that the service runs smoothly. The level of knowledge and training required by each staff member will vary, depending on their job role. We advise that you set up a training plan, detailing what you intend to train each staff member on and when, as shown in Table 1. This will help you to have an idea of the time that needs to be set aside for this to happen, pre-launch, and you can check it off before you start the flu service.

Table 1. Suggested levels of training for each staff member.

Staff role	Training required	Names	Date completed
Sales assistant /non-healthcare team member	<ul style="list-style-type: none"> - Overview of the vaccination service - Where to signpost customers enquiring about vaccinations - Directing customers to where to wait for their appointment 		
Medicines counter assistant	<ul style="list-style-type: none"> - Overview of the vaccination service - Vaccination criteria - Appointment booking procedure - COVID pre-screening question procedure (day before/upon arrival) - When to refer a query to a more senior team member 		
Dispensing assistant	<ul style="list-style-type: none"> - Overview of the vaccination service - Vaccination criteria - Appointment booking procedure - COVID pre-screening question procedure (day before/upon arrival) - When to refer a query to a more senior team member 		
Pharmacy technician/accuracy checking pharmacy technician/accuracy checker	<ul style="list-style-type: none"> - Overview of the vaccination service - Appointment booking procedure - COVID pre-screening question procedure (day before/upon arrival) - When to refer a query to a more senior team member 		

You can give the staff training guide, in the next section, to your pharmacy staff, to help them acquire the required knowledge of the flu service. According to their job role, you can direct them to the most appropriate sections of the guide. Please note, this guide is not

exhaustive, and you may have additional training requirements within your pharmacy setting.

Staff training guide

This section of the guide is for use by pharmacy support staff. Depending on your involvement with the flu service and role within the pharmacy, your pharmacist will direct you to the parts of this section that they require you to read to help you understand the flu service better. They may also give additional training to you, if they feel that further support is required.

Overview of the NHS/commissioned and private flu services

The administration of flu vaccinations has played a huge part of service delivery over the winter period in pharmacies over the last few years. There are two ways in which pharmacies provide flu vaccinations to their customers/patients – as an NHS/commissioned service, or as a private service. For both pathways, the pharmacist has to use a patient group direction (PGD), which is a legal document that allows the pharmacist to administer (inject) the vaccination to patients, under specific criteria.

The NHS PGD allows patients to obtain a flu vaccination free of charge. However, this is only if they fall into certain categories. The private PGD allows for a wider range of customers to obtain the flu vaccination, but they must pay for this and will still need to be screened for suitability by the pharmacist. It is important that you understand which flu vaccination services you provide in your pharmacy and the cost of them – please discuss this with your pharmacist.

Flu vaccination services usually start from September and run until March the following year. Your pharmacist will inform you when you have launched the service in your pharmacy. In the UK, the peak season for people to get the winter flu is October to March, so it is important that people get vaccinated as soon as possible, when the service starts, so that they can obtain protection from the vaccine when it is most needed.

What are colds and flu?

A cold is a collection of symptoms mainly affecting the chest, throat and nose. Most colds are caused by a range of viruses. Often a cold will start with a sore throat and/or a runny nose which later becomes blocked. Sneezing follows because the nose linings are irritated by the infection, and although most sufferers will feel hot they will rarely have a raised temperature.

Influenza or flu as it is commonly known, is a viral infection caused by an influenza virus, that affects the respiratory system. Flu usually occurs during the winter months from October to March and tends to last much longer than a cold. Flu can leave the person

feeling run down for many weeks after the main symptoms have gone. Table 2 summarises the main differences between the symptoms of colds and flu.

Table 2. Symptoms of cold and flu

Symptoms of colds	Symptoms of flu
Symptoms appear gradually	Symptoms appear rapidly
Feel hot but temperature rarely raised	Sudden fever of 38-40°C
Almost normal appetite	Poor appetite and feel sick
Headache is less common	Severe headache
Uncommon to get muscle aches and pains	Muscle aches and pains
Sore throat	Sore throat
Feel tired but not exhausted	Exhaustion

Influenza viruses (this section may be more suitable for pharmacy technicians)

Influenza viruses that affect humans can be divided into three main types — A, B, and C. With each type there are many different strains, which change over time. Influenza types A and B cause most clinical disease. Influenza A occurs more frequently and is more virulent. It is responsible for most major epidemics and pandemics. Influenza B often co-circulates with influenza A during the yearly outbreaks. Generally, influenza B causes less severe clinical illness, although it can still be responsible for outbreaks.

All types of the influenza virus attack cells within the upper and lower respiratory tract, which is obviously where most of the symptoms of influenza or flu occur. The influenza viruses are RNA viruses and can undergo spontaneous mutation fairly easily. This results in changes to their RNA and to their antigens. Usually, the mutated virus still has some similarity to earlier strains, so that people will still have partial immunity from exposure to influenza in previous years. However, if two different strains of influenza A co-infect the same host, this can lead to the genetic information recombining to produce a new subtype to which the population does not have immunity. This then has the potential to cause epidemics and pandemics.

Flu pandemics are global epidemics of a newly emerged strain of flu to which most people have little or no immunity. Pandemic flu differs from ‘ordinary’ flu in that:

- Ordinary flu occurs seasonally, allowing time to reliably predict the virus strain that will be circulating and administer a vaccine, whereas pandemic flu can occur at any time, allowing no time for a vaccine to be prepared as the virus is completely new.
- Ordinary flu affects the elderly and vulnerable groups most seriously, whereas pandemic flu can affect people of any age.

The symptoms of pandemic flu are similar to ordinary flu but are likely to be worse, resulting

in more severe illness and possibly death.

In addition to the cold and flu section of this guide the NPA has a factsheet *Red flag factsheet: Common cold*, which we recommend you reading and referring to. This can be accessed here: <https://www.npa.co.uk/wp-content/uploads/2019/11/Red-flag-factsheet-Common-cold.pdf>

About the flu vaccination

A flu vaccination helps protect a person from getting the flu, as it makes the body develop antibodies towards the strains of influenza virus that are in the vaccine. This means that if a vaccinated person is exposed to a strain of influenza virus contained in the vaccine, the body will protect them by releasing the antibodies for that strain of virus. However, if the person is exposed to a strain that was not in the vaccination, they can still develop the flu.

If the virus strains contained in the vaccination are a good match for the influenza viruses circulating that season, vaccinated people will have better the protection against the flu than unvaccinated people.

Flu vaccinations are made every year, from March onwards, following guidance from the World Health Organisation (WHO) on which strains of the flu virus they predict are going to be most prominent that winter. Find out more [here](#). They will usually contain a combination of two A strains and one or two B strains of the influenza virus. Most viruses used to make the vaccines are grown in hen eggs, which is why it is important for the pharmacist to check if the patient has an allergy to eggs, before vaccinating them. There are egg-free vaccines available (for example, Flucelvax® Tetra), which can be used instead.

Other over the counter counselling for customers

If you get customers presenting with cold or flu symptoms, as well as advising on symptom relief, you must advise on how to prevent spreading the virus. You may advise them to:

- Wash hands with warm soap and water regularly. A good training video on handwashing protocol can be found at: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Use a hand sanitiser to disinfect the hands when soap and water is not accessible
- When sneezing or coughing, to use a tissue to cover the mouth and nose
- Dispose of used tissues as soon as possible
- Wear a face covering, as this can also help reduce the spread of flu

NHS flu vaccination service criteria – for England

It is important that before the flu vaccination service begins in your pharmacy, you are aware which patients/customers can obtain a free NHS flu vaccination. Depending on where your pharmacy is based, there may be additional individuals eligible for a free vaccination. For example, in London, there is an Advanced flu service, which has additional categories of eligible patient groups (the criteria were not available when this document was developed).

The inclusion criteria for the national flu vaccination service in England, can be found in Appendix A of the annual national flu programme letter 2020 to 2021, which can be found [here](#).

It will be helpful to have this list accessible in your pharmacy, in case you get asked and need to advise a patient. However, in some circumstances, you may need to refer such queries to a more appropriately trained member of staff or the pharmacist. Discuss with your pharmacist what advice they are happy for you to give.

Appointment booking

Discuss with your pharmacist how patients can book a flu vaccination appointment in your pharmacy. They may use an appointment booking system like Travel Jab, for which there is a user guide in the Step 5 section of this guide. Make sure that you understand how to book an appointment for a patient and also how to direct patients to book appointments themselves, if they wish too.

COVID pre-screening

Depending on your job role, the pharmacist may ask you to screen a patient for COVID-19 symptoms prior to them attending their appointment or after they enter the pharmacy. Discuss with your pharmacist whether they want you to do this and, if so, how they want you to do this.

The NPA has created a vaccination pre-screening questionnaire, which may be downloaded [here](#). The following questions can be used as part of the pre-screening. However, the full document **must** be read and understood prior to undertaking any pre-screening activities within your pharmacy. The full document will guide you about what to do if the patient answers yes or no.

	Question	YES	NO
1	Have you tested positive for COVID-19 in the last 10 days?		
2	Are you waiting for a COVID-19 test or a test result?		
3	Have you been notified by NHS Test and Trace in the last 14 days that you are a contact of a person (with whom you do not live) who has tested positive with COVID-19?		
4	Do you have a high temperature or a fever or have had this symptom in the last 14 days?		
5	Do you have a new continuous cough or have had this symptom in the last 14 days?		
6	Do you have any change or loss of smell or taste from normal or have had this symptom in the last 14 days?		
7	Do you live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 14 days?		
8	Have you returned to the UK from abroad (non-exempt country) in the past 14 days?		

When to refer a query to a more senior team member

There will be occasions when your job role will not allow you to have the knowledge or expertise required to answer a certain query and you will have to refer to a more appropriately trained staff member.

Discuss with your pharmacist when you should refer a query to a more appropriate member of the team and who is suitable to answer each type of query. You should fill in the table below with what you have discussed with the pharmacist and refer to it when dealing with queries.

Query type	Staff Member to refer to
e.g. patient worried about allergy to some ingredients of vaccinations	Pharmacist

Step 4: Flu vaccination promotional materials and other communication to be arranged

Promotional materials

Once you have established your business plan for the flu season and know which services you will be delivering, it is advisable to develop and use promotional materials. The NPA has a range of materials that can be downloaded [here](#) . The promotional materials include:

- Flu vaccination poster
- Business card
- Facebook and Twitter banners
- TV screen display
- GP letter
- B2B promotional template letter

You may want to think about this now, so that you can arrange for materials to be printed via printing companies. The NPA's preferred business partner, Lyreco, can be used for this, as well as many more resources for your service set up. More details can be found [here](#) Having promotional material that will engage your patients early on will help drive uptake of the service in your pharmacy.

Effective conversations with patients who are eligible for NHS flu vaccinations, when handing out their prescriptions, may also be helpful. If they are interested, you can book an appointment in advance. This is particularly useful if patients do not realise the pharmacy can vaccinate, or if they need assistance in booking appointments.

Promotional materials that have been highly effective for some members are flyers attached to prescription bags,, leaflet drops in the local area and posters in the pharmacy. Speaking to local businesses to get their staff vaccinated and also to display your leaflets may also be helpful.

GP awareness

It is important to ensure that the GP practices close to your pharmacy are aware of the vaccination services that you will be providing. In the past, there have been occasions when pharmacies have been seen as a threat to a GP practice's services but this may be eliminated by having good communication with the practice before hand.

Building a rapport with the local practice may start with just helping them to understand how you can help take the burden off their practice during the flu season, which is more essential than ever this year.

The following template letter can be sent to local GPs, if you are unable to arrange a meeting in person.

[YOUR PHARMACY'S ADDRESS]

Dear [insert GP name],

Did you know [INSERT PHARMACIST NAME at INSERT PHARMACY NAME] is fully trained and qualified to provide flu vaccinations to support a wide range of patient groups via a patient group direction (PGD)? Encouraging your patients to visit our pharmacy for this service will hopefully help ease the workload on your practice and help deliver the large target of flu vaccination delivery set by Public Health England this year.

We have fully prepared our pharmacy and staff for delivering the flu vaccination service safely during the pandemic and have put the following measures in place to maintain infection control:

[INSERT LIST OF MEASURES THAT YOU HAVE IMPLEMENTED IN YOUR PHARMACY]

We also have a range of other clinical services that may help your patients and ease your workload as detailed below: [ADD TO OR DELETE FROM THE FOLLOWING LIST AS APPROPRIATE]

- Immunise your patients against flu via NHS or private PGDs
- Provide travel advice, travel medicines and travel vaccinations
- Supply medicines through oral PGDs covering medicines for the following conditions:
 - Asthma
 - Erectile dysfunction
 - Hair loss
 - Hay fever
 - Malaria prophylaxis
 - Oral contraception (combined)
 - Period delay
 - Psoriasis
 - Chlamydia
 - Smoking cessation
 - Weight loss
- Provide advice on reducing the risk of catching a cold, flu and other common ailments
- Treat the symptoms of a cold, flu and many other common ailments.

Please feel free to contact us if you require any further information.

Yours,

[INSERT NAME & PHARMACY NAME/ADDRESS HERE – INCLUDE ANY CONTACT DETAILS]

Step 5: Set up appointment booking system

To run an efficient flu service, it is essential to have a robust system in place to book appointments. This will ensure that time can be managed in the pharmacy efficiently and, for this year in particular, a system can be put in place to pre-screen prior to attending an appointment. This will help minimise patient contact and time taken in the consultation room.

Travel Jab is an NPA business partner that provides a free and easy to use appointment booking system for **flu** vaccinations. It may also be used for travel PGD services, but this would incur a fee. It will allow patients to book appointments in your pharmacy and go through NHS flu vaccination eligibility criteria, and it allows for the pharmacy to be alerted when new appointments are booked. If you wish to register to this free appointment booking system, please visit [here](#).

For step-by-step guidance on how to register, please [click here](#).

It is an easy to use visual, step-by-step guide, which can help yourself and your team to understand the full journey and therefore explain it to your customers easily.

Step 6:How to check for stock availability

During the flu vaccination season it had been common for vaccination stock availability to become limited. In the first instance, you should check with your wholesaler regarding the availability of vaccines. In order to assist you in keeping informed about flu vaccination stock, the NPA Pharmacy Services team will provide updated information on this page.

<https://www.npa.co.uk/nhs-flu-service/>