

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	NHS England (North) Yorkshire & the Humber Enhanced National Service Specification VI02
Service	Public Health s7a Vaccination and Immunisations (the “ Service ”)
Commissioner Lead	NHS England - North (Yorkshire and the Humber) (the “ Commissioner ”)
Provider Lead	Barnsley Hospital NHS Foundation Trust (the “ Provider ”)
Period	1 April 2017 – 31 March 2019
Date of Review	Annually in March

1. Population Needs

1.1 National/local context and evidence base

NHS England derives its Public Health commissioning function from section 7a National Health Service Act 2016 (as amended).

The *Public Health Functions Agreement*, Department of Health and Public Health England (December 2015) (as amended)¹ sets out the agreements under which the Secretary of State delegates responsibility to NHS England for certain public health services (known as “**s7a Services**”). It aims to:

- improve public health outcomes and reduce health inequalities; and
- contribute to a more sustainable public health care system.

Although responsibility for commissioning s7a Services sits with NHS England; specialist public health staff employed with Public Health England (the “**Screening and Immunisation Team**”) are embedded into NHS England to provide accountability and system leadership for the commissioning of s7a Services².

NHS England (North) Yorkshire & the Humber (the “**Commissioner**”) is responsible for commissioning s7a Services for the population of Yorkshire and the Humber.

National service specifications in relation to s7a Services are published and updated annually. These service specifications include the context and evidence for all relevant s7a Services and can be accessed via the following link:

<https://www.england.nhs.uk/commissioning/pub-hlth-res/>

The following national service specifications (as updated from time to time) relate to vaccinations and immunisations required routinely, or to certain eligible groups and form part of the s7a Services:

- *Service Specification No.00 Core Specification National Immunisation Programme;*
- *Service Specification No.01 Neonatal Hepatitis B Immunisation Programme;*
- *Service Specification No.01a Pertussis Pregnant Women Immunisation Programme;*
- *Service Specification No.02 Neonatal BCG Immunisation Programme;*

¹ <https://www.gov.uk/government/publications/public-health-commissioning-in-the-nhs-2016-to-2017>

² Further information on the Screening and Immunisation Team can be found at <https://www.england.nhs.uk/wpcontent/uploads/2013/05/del-frame-local-op-model-130524.pdf>

- *Service Specification No.04 Immunisation Against Diphtheria, Tetanus, Poliomyelitis, Pertussis and Hib Programme;*
- *Service Specification No. 05 Rotavirus Immunisation Programme;*
- *Service Specification No.06 Meningococcal C (MenC) Containing Vaccine Immunisation Programme;*
- *Service Specification No.7 Hib/MenC Vaccination Programme;*
- *Service Specification No.8 Pneumococcal Immunisation Programme;*
- *Service Specification No.9 DTaP/IPV and dTaP/IPV Pre-school Booster Immunisation Programme;*
- *Service Specification No.10 Measles, Mumps and Rubella (MMR) Immunisation Programme;*
- *Service Specification No. 11 Human Papillomavirus (HPV) Programme;*
- *Service Specification No. 12 Td/IPV (Teenage Booster) Immunisation Programme,*
- *Service Specification No. 13 Seasonal Influenza Immunisation Programme*
- *Service Specification No.13A Seasonal influenza Immunisation programme for Children;*
- *Service Specification No.14 Shingles Immunisation Programme; and*
- *Service Specification No.31 Meningococcal Group B (MenB) Programme*

all the above in their most recent published form are available at:

<https://www.england.nhs.uk/commissioning/pub-hlth-res/>

they will hereafter, collectively be referred to as the “**National Vaccination and Immunisation Specifications**”. These vaccinations and immunisations are routinely delivered by numerous providers, including General Practitioners, School Vaccination and Immunisation Teams and Maternity Services. These providers are specifically commissioned to deliver these vaccinations and immunisations as per their contracting arrangements with the Commissioner.

The Commissioner acknowledges that in certain circumstances it is not possible for those who become eligible for the vaccinations described in the National Vaccination and Immunisation Specifications to access these in a timely manner via the commissioned provider, for example where this person is an inpatient in an acute setting. Therefore, this Service Specification has been developed to explain in what circumstances vaccinations are able to be given by the Provider and the governance surrounding delivery of these vaccinations/programmes. Delivery under this Service Specification aims to support good clinical practice during an episode of prolonged care/hospitalisation.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	✓
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	✓
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

2.2 Local defined outcomes

The following outcomes are expected to be achieved through the delivery of the Service outlined in this Service Specification:

- ensuring that individuals and communities are protected from vaccine preventable disease;
- reducing inequalities by ensuring equitable access to vaccination and immunisation for those unable to access routinely commissioned providers/services;
- achieving, maintaining or improving uptake;
- providing Service Users and where applicable, their Carers, appropriate and timely information relating to vaccination and immunisation programmes in a media which is understandable to them;
- ensuring Service Users have a good experience of care;
- minimising adverse physical, psychological and clinical aspects of vaccination and immunisation (e.g. anxiety, adverse reactions);
- identifying and addressing barriers to delivery; and
- minimising waste and environmental impact through efficient use of resources.

3. Scope

3.1 Aims and objectives of service

This Service Specification aims to ensure that those Services identified in the National Vaccination and Immunisation Specifications (referenced above) are able to be delivered by the Provider in accordance with the requirements of the Commissioner, this Service Specification and in line with the National Vaccination and Immunisation Specifications for those in the care of the Provider and eligible for delivery under this Specification.

The aims of the National Vaccination and Immunisation Specifications will be achieved through the Provider meeting the following objectives; if delivering any Service under this Specification:

- delivering an adaptable and responsive Service which meets the needs of any amendments to current vaccinations and immunisation programmes;
- delivering those elements of Immunisation programmes applicable to each Service User;
- ensuring vaccinations and immunisations are delivered in accordance with the National Vaccination and Immunisation Specifications;
- recording, electronically, in an accurate and timely manner details of the vaccination against the Service Users record held by the Provider; ensuring that this information is shared with the Child Health Information Service (where applicable) so the Child's Health Record is updated and notifying the Service Users General Practitioner of this information as part of the discharge letter/summary; and
- ensuring the Service is delivered by appropriately trained and competent staff.

3.2 Service description/care pathway

The vaccination and immunisation programmes and eligible cohorts which this Service Specification covers are identified in the National Vaccinations and Immunisation Specifications, identified above. In the delivery of these vaccinations and immunisations the Provider is to comply with national requirements and Guidance identified or referenced in the Vaccination and Immunisation Specifications (as updated from time to time); the most recent published versions available at:

<https://www.england.nhs.uk/commissioning/pub-hlth-res/>

By signing up to this Service Specification the Provider is entitled to deliver the vaccinations, identified above, in the event that it would be unreasonable in the opinion of the Provider's healthcare professionals caring for the Service User, for that Service User to access vaccination via the routine commissioned provider. By signing up to this Service Specification the Provider is not committing to deliver any vaccinations; but is committing to the terms of this Service Specification where the Provider chooses to deliver any of the referenced vaccinations. If the

Provider becomes aware that a patient in their care is eligible for a vaccination under this Service Specification, but is unable to deliver it; the Provider should appropriately sign post to the commissioned provider.

Incidents and Risk

The Provider will undertake the following in respect of incident management across Service:

- report to the local Screening and Immunisation Team any potential incidents, near misses, or issues within 1 Operational Day and in line with national guidance;
- ensure that incidents are reported, investigated and managed in accordance with national Guidance, regulations and local Provider policy. Where the incident involves multiple providers, the Provider will participate, as required, and support the identification of the lead organisation for the incident (management of incidents will include the completion and submission of a the relevant investigation form e.g. patient safety report form);
- have the appropriate skills to undertake and/or support robust root cause analysis of all incidents;
- have processes in place to support the management of complaints, compliments, incidents and serious incidents; and
- supply reasonable information regarding incidents and risks to the local Screening and Immunisation Team and the Commissioner; as requested.

In addition Provider is expected to undertake the following with respect to risk management across the Service:

- comply with appropriate statutory regulations;
- have a critical/serious incident policy (which incorporates managing incidents in vaccination programmes and national Guidance) in place and make sure all staff adhere to it and are aware of their individual roles and responsibilities within it; and
- have a robust system in place whereby Service Users, their Carers, other professionals and the public can raise concerns about delivery against this Service Specification and ensure there are adequate arrangements for the investigation and steps taken to address such concerns.

Continual service improvement

Where recommendations for action/improvement have been made as a result of an incident or any other relevant assessment/inspection, which relate to the Service the Provider will develop action plans within defined timescales and responsibilities in liaison with the local Screening and Immunisation Team, and the Commissioners and report on progress as requested.

Consent³

The Provider is responsible for gaining any required Consent for the delivery of the Service in a timely way for all Service Users in line with their local consent policy and any national Guidance or Commissioner policy.

In order to ensure informed Consent to treatment the Service User and/or Carer should be given appropriate information (in a suitable format) regarding the vaccination to be given; including, particular risks or side effects of the vaccine and risks of not receiving vaccination.

In Service Users not deemed to be competent to self-Consent, the Provider should contact their safeguarding lead to advise on steps to be undertaken to gain Consent.

³ Department of Health guidance around Consent can be accessed at the following links:
<http://www.dh.gov.uk/en/Publichealth/Scientificdevelopmentgeneticsandbioethics/Consent/index.htm>
<https://www.gov.uk/government/publications/consent-the-green-book-chapter-2>

A record of Consent decisions must be maintained electronically by the Provider in the appropriate Service User health record; either by documentation of the verbal consent obtained, or written signature of the Service User or Carer. The health professional providing and administering the vaccine should ensure that valid Consent is in place at the time that the vaccine is given.

Staff Competence

All of the standards in the National Vaccination and Immunisation Specifications must be adhered to in delivery of the Service. The Service must be delivered by an appropriately skilled, competent and experienced Staff. Administration of all vaccines must be carried out or overseen by clinically qualified staff that must have current registration with the relevant professional body e.g. Nursing and Midwifery Council ("**NMC**").

The Provider must ensure that:

- all relevant policies, protocols, patient group directions, patient specific directions and pathways are fit for purpose, subject to clinical audit, meet best practice / NICE Guidance / NMC standards and are regularly reviewed and updated;
- Staff whether on the NMC register, other professional register or non-registered, involved in administering the vaccine, have the necessary knowledge, skills and competencies as detailed in the national minimum standards for immunisation training or National Minimum Standards and Core Curriculum for Immunisation Training of Healthcare Support Workers, attending basic training and annual updates;
- if vaccinating, Staff access the training (basic and update) and development (taking account of national standards) that is available. Training is likely to include diseases, vaccines, delivery issues, consent, cold chain, vaccine management and anaphylaxis. See link to HPA training standards for staff who are vaccinators; *National minimum standards for immunisation training* (HPA June 2005)
http://www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1196942164323
- ensure that all Staff vaccinating are familiar with and have online access to the latest edition of the Green Book, noting clinical guidance may change and that the Green Book is updated frequently;
- ensure that all staff involved in the delivery of this Service are fully informed of and aware of new or changes to existing programmes/vaccines via Public Health England produced materials, training slides, awareness sessions, programme letters etc.; and
- ensure that all staff are legally able to supply and/or administer the vaccine by; working under an appropriate patient group direction ("**PGD**"); working from a patient specific direction ("**PSD**")/prescriptions, or working as an independent non-medical prescriber.

Identification, management and reporting of adverse reactions

In order to ensure safe delivery the Provider will ensure that there is a clinical assessment of all adverse reactions for Service Users undertaken for each cohort. All Staff involved in delivering this Service must be trained in identifying and managing adverse reactions in line with Green Book chapter 8 and local organisational policies. All Staff responsible for vaccinations must also be familiar with techniques for resuscitation of a Service User with anaphylaxis to prevent disability and loss of life. A protocol for the management of anaphylaxis and anaphylaxis treatment must always be available whenever vaccines are given:

<https://www.gov.uk/government/publications/vaccine-safety-and-adverse-events-following-immunisation-the-green-book-chapter-8>

Any serious adverse reaction to a vaccine should be documented in the Service Users clinical record, where applicable the Child's Health Records and notified via the discharge summary/letter to the Service User's General Practitioner).

The Provider is responsible for reporting any adverse reactions (other than those local reactions expected), any other vaccine related incident e.g. faulty device or vaccine via the Medicines and Healthcare products Regulatory Agency yellow card scheme accessible via the following website:

<http://www.mhra.gov.uk/Safetyinformation/Reportingsafetyproblems/Medicines/Reportingsuspectedadversedrugreactions/index.htm> .

Infection Control

The Provider will work with colleagues based with the Local Infection Prevention and Control Team ensuring compliance with all relevant infection prevention and control policies.

Any issues around secure, safe and appropriate arrangements for the delivery of the service should be raised immediately with the Commissioner. Advice and support will be provided by the Screening and Immunisation Team.

Local data management, recording information and reporting

Accurate electronic recording of all vaccines given and good management of all associated documentation is essential as per the National Vaccination and Immunisation Specifications.

The Provider must ensure that suitable secure systems are used to enable the electronic recording of the administration of vaccines and the transfer of data electronically to the local Child Health Information Service and/or General Practitioner in line with national requirements/Guidance.

3.3 Population covered

The eligible population includes all those eligible for vaccinations as per the National Vaccinations and Immunisations in the care of the Provider.

3.4 Any acceptance and exclusion criteria and thresholds

The Provider should not deliver to those who are able to access their vaccinations from the routinely commissioned provider in a timely manner. The Provider should only deliver if it is deemed that it is not possible the Service User to access the vaccination and immunisation via the commissioned route in a timely manner.

The following are excluded from the Service:

- those outside the national scheduled immunisation programme age ranges;
- those for whom no valid Consent is available for the programme and where the Service User is not considered able to self-consent;
- those where vaccination is contraindicated; and
- those not within the eligible population as defined in para 3.3 or excluded as per this paragraph.

3.5 Interdependence with other services/providers

Service delivery is dependent upon systematic relationships between stakeholders. The Provider must develop close working relationships with all agencies and stakeholders who may be involved with the programme including:

- Child Health Information Service(s);
- 5 to19 Healthy Child Programme Teams and services;
- health visitors;
- General Practitioners;
- LAC teams;
- social care teams;
- NHS England;
- Clinical Commissioning Groups; and
- Public Health England Screening and Immunisation Teams (embedded within NHS

England).

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

The Provider will comply with all the applicable national requirements identified or referenced in the National Vaccination and Immunisation Specifications (as updated from time to time).

In addition, the following national standards also apply:

- Department of Health Immunisation Against Infectious Disease 'Green Book' (2006) and web site updates <https://www.gov.uk/government/organisations/public-health-england/series/immunisation-against-infectious-disease-the-green-book>
- Core curriculum for immunisation training (Health Protection Agency) <http://www.hpa.org.uk/Publications/InfectiousDiseases/Immunisation/0506CoreCurriculumforImmunisationTraining/>
- National Standards for Immunisation Training (Health Protection Agency) http://www.hpa.org.uk/web/HPAweb&HPAwebStandard/HPAweb_C/1204100464376
- National minimum standards for immunisation training for Health Care Support Workers http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb_C/1317135227218
- Patient group directions http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Healthservicecirculars/DH_4004179
- Medicines practice guidelines -Patient Group Directions (02 August 2013; last updated: 12 February 2014) <http://www.nice.org.uk/mpc/medicinespracticeguidelines/mpg2.isp>
- NMC Guidelines for the administration of medicines <http://www.nmc-uk.org/Documents/NMC-Publications/NMC-Standards-for-medicines-management.pdf>
- Improving Immunisation Uptake (NICE 2009) <http://www.nice.org.uk/PH21>
- Guidance Protocol for ordering, storing and handling vaccines <https://www.gov.uk/government/publications/protocol-for-ordering-storing-and-handling-vaccines>
- DH Standards for Better Health http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4086665
- Department of Health, Public Health England and NHS England Joint letter (2013) *Changes to the schedule for meningococcal serogroup C conjugate vaccine* <https://www.gov.uk/government/organisations/public-health-england/series/immunisation>
- Healthy Child Programme 5 – 19 Years http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/publicationsandstatistics/publications/publicationspolicyandguidance/dh_107566
- Public health England Immunisation information <https://www.gov.uk/government/collections/immunisation>
- Data collection system to record uptake rates, ordering vaccine and reporting cold chain <https://www.gov.uk/government/collections/immform>
- The new vision for Nursing and the six Cs:
 - Show care and compassion in how we look after people;
 - Find the courage to do the right thing, even if it means standing up to senior people to act for a child or family's best interests in a complex and pressured environment;
 - Demonstrate commitment to our clients and profession;
 - We make sure we communicate well at all times
 - And finally, demonstrate competence in all that we do.

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

The Provider will comply with all the applicable national requirements identified or referenced in the National Vaccination and Immunisation Specifications (as updated from time to time).

In addition the following also apply:

- NMC Standards for Medicines Management (2010); and
- the Code: Professional standards of practice and behaviour for nurses and midwives (2015)

4.3 Applicable local standards

All local standards the Provider is expected to adhere to will be referenced in this Contract under which this Service Specification sits.

The Commissioner will share any other applicable local standards as agreed from time to time in writing with the Provider.

The Provider must comply with local children's safeguarding board policies and procedures and local children's partnership policies and procedures for multi-agency working.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4 Parts A-C)

5.2 Applicable CQUIN goals (See Schedule 4 Part D)

6. Location of Provider Premises

The Provider's premises are located at:
Barnsley Hospital
Gawber Road
Barnsley
S75 2EP

7. Individual Service User Placement

Not applicable