

COVID-19 and seasonal influenza vaccination programmes: Schedule (2A) 1 September 2023 to 31 August 2024



Version 2.0, 31 January 2024







Updates to the previous version are highlighted in yellow.



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COVID-19 and seasonal influenza vaccinations programmes: Schedule (2A) - 1 September 2023 to 31 August 2024

1 September 2023 to 31 August 2024

Service name	COVID-19 and seasonal influenza vaccination programmes: 1 September 2023 to 31 August 2024											
Service specification number												
Population for Services	<p><i>The Commissioner MUST select the relevant populations below for seasonal influenza and/or COVID-19 vaccination by the Provider in accordance with this Schedule 2A (tick as appropriate).</i></p> <p><i>The Provider is commissioned to deliver the vaccinations identified below to eligible Patients within the following populations:</i></p> <table border="1" data-bbox="411 909 1370 2054"> <thead> <tr> <th data-bbox="411 909 751 1234">Eligible population from which Patients are to be vaccinated for seasonal influenza and/or COVID-19 (as indicated):</th> <th data-bbox="751 909 1050 1234">COVID-19 vaccination (to 31 August 2024)</th> <th data-bbox="1050 909 1370 1234">Seasonal Influenza vaccination (to 31 March 2024 only)</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 1234 751 1429"><i>Service Users which are long stay inpatients (21 days and above)</i></td> <td data-bbox="751 1234 1050 1429" style="text-align: center;">  <i>[This is mandatory – do not amend]</i> </td> <td data-bbox="1050 1234 1370 1429" style="text-align: center;">  <i>[This is mandatory – do not amend]</i> </td> </tr> <tr> <td data-bbox="411 1429 751 2054"><i>Service Users which may be short stay inpatients or outpatients or other Service Users who present, typically in acute settings, and who do not have access to vaccinations in primary care settings such as Patients which are homeless and those not</i></td> <td data-bbox="751 1429 1050 2054"></td> <td data-bbox="1050 1429 1370 2054"></td> </tr> </tbody> </table>			Eligible population from which Patients are to be vaccinated for seasonal influenza and/or COVID-19 (as indicated):	COVID-19 vaccination (to 31 August 2024)	Seasonal Influenza vaccination (to 31 March 2024 only)	<i>Service Users which are long stay inpatients (21 days and above)</i>	 <i>[This is mandatory – do not amend]</i>	 <i>[This is mandatory – do not amend]</i>	<i>Service Users which may be short stay inpatients or outpatients or other Service Users who present, typically in acute settings, and who do not have access to vaccinations in primary care settings such as Patients which are homeless and those not</i>		
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	<i>registered with a general practitioner</i>		
	<i>Service Users resident in other settings at locations (inclusive of community and housebound Patient settings) agreed with the Commissioner and confirmed in writing</i>		
	<i>Service Users of Provider maternity services (as per JCVI guidance for the relevant vaccine eligibility)</i>	 <i>[This is mandatory – do not amend]</i>	
	<i>Service Users of Provider services or Patients which are immunosuppressed (as per JCVI guidance for the relevant vaccine eligibility)</i>	 <i>[This is mandatory – do not amend]</i>	
	<i>Non-Service Users (otherwise known as public cohorts)</i>		
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	<i>and confirmed in writing</i>																										
Service aims and desired outcomes	<p>The aims of this service are to administer vaccines as recommended by the JCVI and in accordance with the Green Book.</p> <p>NHS Outcomes Framework Domains & Indicators</p> <table border="1"> <thead> <tr> <th></th> <th></th> <th>COVID-19</th> <th>Seasonal influenza</th> </tr> </thead> <tbody> <tr> <td>Domain 1</td> <td>Preventing people from dying prematurely</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Domain 2</td> <td>Enhancing quality of life for people with long-term conditions</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Domain 3</td> <td>Helping people to recover from episodes of ill-health or following injury</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Domain 4</td> <td>Ensuring people have a positive experience of care</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Domain 5</td> <td>Treating and caring for people in safe environment and protecting them from avoidable harm</td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>					COVID-19	Seasonal influenza	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	✓	✓
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Service description and Designated Site(s) from which it will be delivered	<p>[Designated Site(s) (for COVID-19 vaccinations) to be added by Commissioner]</p>																										

1. Introduction

- 1.1. This schedule 2A Service Specification of the Particulars of NHS Standard Contract 2023/24 has been developed to support the delivery of agreed vaccination services by the Provider. **This Service Specification shall continue to 31 August 2024 where it is part of a multi-year contract which continues to or beyond 31 August 2024 and otherwise the Commissioner and the Provider agree that this shall become a Schedule 2A Service Specification of the Particulars of the NHS Standard Contract 2024/25.** This specification is not applicable to General Practitioners, Pharmacy Contractors or Detained Estates.
- 1.2. This Schedule is subject to amendments from time to time as the relevant vaccination programmes develop and is subject to Ministerial Decision.
- 1.3. No part of this Schedule by commission, omission or implication defines or redefines any relevant legislative provisions that may apply.
- 1.4. The relevant vaccination programmes are based on collaborative working and a system-wide approach to service delivery. There will be key interdependencies with, vaccine supply chain, Commissioner (NHSE) regional teams, ICSs and other providers commissioned to support the vaccination programme.
- 1.5. Commissioners and Providers within Integrated Care Systems will need to have a workforce management model to enable deployment of the additional vaccination workforce to support the delivery of the seasonal flu and COVID-19 campaigns, delivering the four workforce management objectives set out within the [20230308 workforce management model objectives v1.0 - COVID-19 Vaccination Programme - FutureNHS Collaboration Platform](#).
- 1.6. Related Schedules include Schedule 3 (Payment), Schedule 4 (Local Quality Requirements) and Schedule 6A (Reporting Requirements).

2. Commonly Used Terms

- 2.1. In this Schedule:
 - 2.1.1 "**DHSC**" the Department of Health and Social Care;
 - 2.1.2 "**Designated Site**" premises nominated by the Provider and approved by the Commissioner (NHSE) in accordance with the Designation

Process as the premises from which the COVID-19 vaccination will be administered to Patients. The Designated Site(s) are set out at the start of this Schedule and may include additional agreed locations in accordance with paragraph 4.2.4. The Designated Site is only applicable in relation to the administration of COVID-19 vaccinations;

- 2.1.3 **“Designation Process”** the Site Designation Process which is undertaken to ensure that any Designated Sites meet the specified site criteria and which may be updated and amended as required from time to time and is an integral part of this Service;
- 2.1.4 **“Flu Letter”** the annual flu letter available at the following website as updated from time to time: [National flu letter 2023/24](#);
- 2.1.5 **Immunisation against infectious disease: Green Book (“Green Book”)** available at the following website as updated from time to time: <https://www.gov.uk/government/publications/influenza-the-green-book-chapter-19> for flu, and [COVID-19: the green book, chapter 14a - GOV.UK \(www.gov.uk\)](#);
- 2.1.6 **“JCVI”** the Joint Committee on Vaccination and Immunisation;
- 2.1.7 **“MHRA”** the Medicines and Healthcare products Regulatory Agency;
- 2.1.8 **“Ministerial Decision”** a decision issued by the Secretary of State for Health and Social Care;
- 2.1.9 **“National Booking Service” or “NBS”** the national system used by Patients to book COVID-19 vaccination appointments;
- 2.1.10 **“NHS Digital”** the part of NHS England which was previously the Health and Social Care Information Centre;
- 2.1.11 **“NICE”** the National Institute for Health and Care Excellence;
- 2.1.12 **“Patient”** those Service Users who are eligible to receive the relevant vaccination by the Provider in accordance with paragraph 4 and who are eligible for vaccinations in accordance with the relevant JCVI cohort, the Green Book and the Flu Letter which has been announced and authorised by the Commissioner (NHSE);
- 2.1.13 **“Point of Care System”** means the National Immunisation and Vaccination System, which is a clinical system that has been authorised

by NHS Digital to record COVID-19 and seasonal influenza vaccination events, unless exceptionally agreed in writing with the Commissioner. The vaccination event data will feed back to general practitioner systems and be used for national reporting;

- 2.1.14 "**Service User**" in accordance with the General Conditions, is someone for whom the Commissioner has statutory responsibility and who receives Services under the NHS Standard Contract;
- 2.1.15 "**Services**" the provision of seasonal influenza and/or COVID-19 vaccinations to Patients only in the populations as set out at the start of this Schedule;
- 2.1.16 "**Surge**" an operational response for the management of a rapid short-term increase in capacity for COVID-19 vaccination as a consequence of a new variant or a specific instruction to vaccinate or revaccinate a defined population. It is a system change in line with JCVI Guidance to ensure the defined population in England is offered and has access to a COVID-19 vaccination; and
- 2.1.17 "**UKHSA**" the UK Health Security Agency.

3. Duration

- 3.1. This Schedule shall come into force on 1 September 2023 and shall continue until 31 August 2024 unless it is terminated in accordance with paragraph 3.5
- 3.2. The Expected Service Commencement Date for COVID-19 vaccination services under this Schedule shall be the date announced in the Programme communications for the administration of COVID-19 vaccinations.
- 3.3. The Expected Service Commencement Date for seasonal influenza vaccination services under this Schedule shall be the date announced in the Programme communications for the administration of seasonal influenza vaccinations.
- 3.4. Where there is, in the reasonable view of the Commissioner (NHSE) a requirement to increase capacity at pace to respond to a Surge, the Provider shall agree with the Commissioner (NHSE) their role in the system wide response to the Surge, both in terms of increased volume and rapid timeframe for the administration of the vaccinations.

- 3.5. The Commissioner Notice Period for this service is 42 days. The Commissioner Earliest Termination Date is 13 October 2023.

4. Service Delivery Specification

- 4.1. The Provider shall only provide the Services which it is commissioned to provide in accordance with this Schedule. Nothing in this Schedule shall interfere with the obligations placed on the Provider by SC21.4 or permit the Provider to provide any other vaccination services.
- 4.2. Provided always that the Provider is commissioned to provide the relevant Services, the Provider:
- 4.2.1. must ensure that any Patient who remains an inpatient under the Providers care for 21 days or more is, before their discharge, offered and (if that offer is accepted) provided with both seasonal influenza and COVID-19 vaccination;
 - 4.2.2. must ensure that any Patient who is also either a maternity services or immunosuppressed Patient is offered and (if that offer is accepted) provided with both seasonal influenza and COVID-19 vaccination;
 - 4.2.3. must make reasonable endeavours to offer and administer opportunistic vaccination to Patients who remain inpatients under the Providers care for less than 21 days and outpatients who present, typically in acute settings, and who not have access to vaccinations in primary care settings such as Patients which are homeless and those not registered with a general practitioner;
 - 4.2.4. may be required to make arrangements to vaccinate Patients in other locations, such as in the Patient's home, a long-stay care home, or a long-stay residential facility as requested by the Commissioner (NHSE) and agreed by the Provider;
 - 4.2.5. may, subject to written agreement with the Commissioner (NHSE), be commissioned to offer complex vaccination clinics.
- 4.3. The Provider:
- 4.3.1. must comply with all relevant guidance issued by JCVI, the Commissioner (NHSE), DHSC, MHRA, NICE and/or UKHSA. In the

- event of a conflict between guidance issued by these organisations, NHS England shall confirm which guidance shall be adopted;
- 4.3.2. must only vaccinate Patients included in the relevant JCVI Cohort for the vaccine to be administered and which has been announced and authorised by the Commissioner (NHSE) as eligible for vaccination;
 - 4.3.3. must ensure that bookable and non-bookable (or "walk-in") appointments are made available to non-Service Users;
 - 4.3.4. may, for Service Users, use Local Booking Systems;
 - 4.3.5. must use the Point of Care System for screening (including) querying eligibility, JCVI cohort, date of last relevant vaccination(s) and suitable vaccine type, vaccination event data capture (including product and batch details and quality data); and recording any adverse reactions within 7 days from point of delivery, in line with Schedule 6A;
 - 4.3.6. may, for non-Service Users be required to operate clinics in the evening, at weekends and on bank holidays to meet the needs of the local population as agreed with the Commissioner (NHSE). Actual delivery hours shall be agreed with the Commissioner (NHSE) to meet Patient requirements, JCVI guidance on dosing intervals, the size of the local population eligible for vaccination and available vaccine supply;
 - 4.3.7. must provide details of vaccinations available in accordance with SC21.5;
 - 4.3.8. must, for non-Service Users, offer bookable appointments for COVID-19 vaccinations for Patients on the National Booking Service and may, for non-Service Users be required to offer bookable appointments for seasonal influenza/co-administration for Patients on the National Booking Service if requested by the Commissioner;
 - 4.3.9. should advertise non-Service User "walk-in" clinics and advertise the availability of walk-in opportunities on the Commissioner (NHSE) agreed Designated Site finder website (to be confirmed in operational guidance) as appropriate and which shall be maintained in-line with current guidance; and
 - 4.3.10. ensure that staff have access to the booking platform information to support check-in of Service Users in line with the following guidance at [National Booking Service - training and onboarding - NHS Digital](#)

4.4. The Provider must ensure that:

- 4.4.1. in relation to COVID-19 vaccinations, it collaborates with any national, regional and system processes in relation to COVID-19 vaccine stock forecasting, supplying and ordering and reporting arrangements, which will include complying with the processes and requirements set out in any relevant Standard Operating Procedures;
- 4.4.2. in relation to seasonal influenza vaccinations, Providers will purchase and manage stock in-line with relevant Standard Operating Procedures and provide regular and accurate data collections as requested by the Commissioner (NHSE) and ensure that sufficient stocks of influenza vaccines are ordered for the expected Patients;
- 4.4.3. Patients do not require an NHS number or GP registration to receive a vaccination and must not be denied vaccination on this basis;
- 4.4.4. where the Provider signs up to use the National Booking Service it complies with the conditions of sign up;
- 4.4.5. Patients who receive vaccinations are suitable clinically to receive the vaccination in accordance with law and guidance;
- 4.4.6. it complies with any relevant clinical checklists shared by the Commissioner;
- 4.4.7. informed Patient consent is recorded in the Point of Care System and in accordance with law and guidance;
- 4.4.8. all staff are familiar with, have online access to the latest edition of and comply with the Green Book;
- 4.4.9. it advises Patients where required of any current policy as recommended by the JCVI in relation to the timing or the administration of vaccinations;
- 4.4.10. in line with GC5.5, every member of Staff has received proper and sufficient training and instruction in relation to the administration of vaccination to the Patient; and
- 4.4.11. COVID-19 vaccine wastage is kept to an absolute minimum through delivery and deployment and wastage is reported nationally, in line with Schedule 6A.

- 4.5. For business continuity reasons, the Provider may be required to store and/or distribute vaccine on behalf of the Commissioner (NHSE) and on instruction from the Commissioner (NHSE).
- 4.6. The Provider must adhere to defined standards of record keeping as set out in Schedule 6A ensuring that the vaccination event is recorded on the same day that it is administered, within the Point of Care System;
- 4.7. The Provider must comply with communications and messaging aimed at targeting Patients and provided by the Commissioner (NHSE). It must use this to support local communications and strategies to support the uptake of vaccinations.
- 4.8. The Provider must seek Patient consent to, or advise them about, the handling of information about them (which will include the sharing that will take place for the appropriate recording of the vaccination in their general practice record) including advising the patient that information may be anonymised and used by the Commissioner (NHSE) (or their agents) for the purposes of service delivery, evaluation and research.
- 4.9. The Provider shall attend immunisation working groups/programme boards as may be required by the Commissioner (NHSE) and shall provide Safety and Quality of Service Performance Reports in accordance with Schedule 6A.

5. Site Designation

- 5.1. This paragraph 5 shall not apply in relation to the administration of seasonal influenza vaccinations.
- 5.2. The Provider must have nominated and have access to one or more Designated Sites from which vaccinations must be administered unless otherwise agreed in writing with the Commissioner (NHSE) and must comply with the Site Designation Process.
- 5.3. The Commissioner (NHSE) shall determine whether any proposed premises meets (and is likely to continue to meet) the requirements of the Site Designation Process while having regard to issues of Patient access and value for money.
- 5.4. The decision and sign-off that a site is ready and able to operate at the required standard, and that they can safely handle and administer specific vaccines, is

the responsibility of a named Commissioner (NHSE) Regional Senior Responsible Officer (SRO)/Regional Director of Commissioning (RDC).

- 5.5. The Provider must provide assistance and information such as is required for the Commissioner (NHSE) or authorised organisations acting on their behalf to carry out their assessment of site readiness, and vaccine. This may include access to inspect the vaccination site if required. The Provider will be notified by the Commissioner (NHSE) in advance of any visit and the details of who will undertake that visit.
- 5.6. Any amendments, additions or removal of Designated Sites shall be undertaken in accordance with the Designation Process at the discretion of the Commissioner (NHSE) Regional Senior Responsible Officer (SRO)/Regional Director of Commissioning (RDC).
- 5.7. Where consent is provided to deliver vaccinations away from a Designated Site, the Provider must:
 - 5.7.1. ensure that appropriate measures are taken to ensure the integrity of the cold chain as well as meeting all other relevant standards; and
 - 5.7.2. follow Guidance by the Commissioner (NHSE) on roving and mobile models.