

COVID-19 and seasonal influenza vaccination programmes: Schedule 4C – Quality Requirements





Version 2.0, 31 January 2024

Updates to the previous version are highlighted in yellow.

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C. Local Quality Requirements

This Schedule 4 outlines the national quality requirements Providers must adhere to where commissioned under Schedule 2a of the NHS Standard Contract to deliver COVID-19 and/or Seasonal Influenza Vaccinations between 1 September 2023 and 31 August 2024. Vaccines administered must be in line with published JCVI advice and the UK Chief Medical Officers' recommendations. This Schedule is subject to amendments from time to time as the relevant vaccination programmes develop.

Quality Requirement	Threshold	Method of Measurement	Period over which the Requirement is to be achieved	Applicable Service Specification
Service User Experience	<p>Ensuring that Patients have a positive experience of care and an appropriate environment in which to be vaccinated.</p> <p>Responding to complaints and compliments in accordance with existing NHS contractual frameworks or the national complaints policy</p> <p>Reviewing service provision in line with service user experience.</p>	<p>Patient satisfaction survey to be developed locally.</p> <p>Evidence of Patient group input into the design of the services.</p> <p>Complaints and compliments data, themes and trends and evidence of lessons learned.</p>		
Reducing Inequalities and barriers to access	<p>Reduction in vaccine inequalities across different communities/groups/cohorts, including but not limited to: ethnic minorities, homeless and vulnerable people.</p> <p>Services are designed to meet the needs of diverse and/or seldom heard populations (including consideration to privacy and dignity, translation, accessibility, navigation, and access).</p> <p>The vaccination experience is designed and delivered to meet the needs of all individuals, including those</p>	<p>The Provider will evidence how they have attempted to vaccinate the different populations as commissioned in accordance with Schedule 2A, including verbal updates and data collection detailing the number of vaccines administered, and the number of vaccines not given, and including evidence of reasons for vaccine refusal.</p> <p>Providers to demonstrate reasonable adjustments.</p> <p>Providers to demonstrate collaborative working with commissioners to identify gaps.</p>		

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	<p>with visible and non-visible disabilities, and/or chronic health conditions. Reasonable adjustments are offered, and individual requests considered.</p> <p>Providers work with local systems to understand uptake and areas of health inequalities, identifying areas for improvement and taking action.</p>	<p>Regional reporting arrangements may be agreed between the Commissioner and the Provider.</p>		
<p>Safety and Quality of Service</p>	<p>Incidents involving vaccine errors, cold chain breaches or product quality defects must be managed in line with UKHSA's Vaccine Incident Guidance: Responding to vaccine errors</p> <p>Patient safety incidents are escalated in line with NHS contractual frameworks or the national Patient Safety Incident Response Framework (PSIRF).</p> <p>Adverse reactions are reported via the MHRA (Medicines & Healthcare products Regulatory Agency) Yellow Card Scheme</p>	<p>All service user safety incidents (including no harm incidents) uploaded to the National Reporting and Learning System (NRLS) asap and within 7 days (or for non-trust providers reported to the NRLS via eForm) and in line with local policies.</p> <p>Any incidents meeting Serious Incident Framework criteria reported to commissioners and via PSIRF or Strategic executive information system (StEIS) while transitioning to PSIRF within 48 hours.</p> <p>Monthly/quarterly (to be determined locally) report on all of the above to include timeliness of reporting and</p>		

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		<p>actively demonstrating a learning culture.</p> <p>All adverse drug reactions reported to the MHRA yellow card scheme.</p>		
<p>Safeguarding Vulnerable Adults and Children</p>	<p>100% Compliance with the Mental Capacity Act and Deprivation of Liberties requirements applicable to the service(s) and compliance with the relevant provisions of Service Condition 32 (Safeguarding Children and Adults).</p>	<p>Safeguarding Policies and Mental Capacity Act (MCA) Policies in place.</p> <p>Staff training levels (local determined training thresholds).</p> <p>Reporting of any safeguarding issues in line with the policies (locally managed).</p>		
<p>Healthcare Associated Infections</p> <p>For further information, please refer to NHS National Standard Contract Service Condition 21 for further details.</p>	<p>100% Compliance with the relevant provisions of Service Condition 21 (Antimicrobial Resistance, Healthcare Associated Infections and Influenza Vaccination).</p>	<p>Staff training levels (local determined training thresholds).</p> <p>Policy in place for Healthcare Associated Infections.</p> <p>Incident Reporting</p>		
<p>Medicines Management</p>	<p>All vaccines are handled safely and effectively</p>	<p>Evidenced in an annual report that demonstrates there are robust clinical governance, systems and processes in place to ensure the development, implementation and ongoing review of policies, procedures and tools for the safe and appropriate handling and use of vaccines from receipt through to</p>		

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		<p>administration, supply or disposal. As a minimum the report should demonstrate that standards are being met for the following:</p> <ul style="list-style-type: none"> • Vaccine related incidents are reported, and actions are taken to prevent recurrence; • Staff handling vaccines work within (and maintain) their competency, and have appropriate supervision and authorisations to perform their duties; • Risk assessments are completed at points of change in service delivery (e.g., when a new or additional vaccine is deployed); • Cold chain management is robust; • Stock management is reliable and ensures optimisation of vaccine supply; and • Legal parameters are adhered to for all vaccine handling tasks, including supply or administration. 		