



2018/19 Community Pharmacy Contractual Framework National Clinical Audit

Flu vaccination for people with diabetes

October 2018

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1. Introduction

- 1.1 This year NHS England has decided that a national clinical audit will be undertaken by all community pharmacy contractors, focussed on the provision of seasonal flu vaccination to people with diabetes.

2. Background to the audit topic

- 2.1 For most healthy people, influenza (flu) is an unpleasant but usually self-limiting disease. However, older people, pregnant women and those with underlying diseases, such as diabetes, are at particular risk of severe illness if they catch flu.
- 2.2 Flu is also a key factor in NHS resilience; it impacts on those who become ill, the NHS services that provide direct care as a result, and on the wider health and social care system. The annual immunisation programme, which most community pharmacies participate in, helps to reduce unplanned hospital admissions and pressure on A&E. It is therefore a critical element of the system-wide approach for providing robust and resilient health and care services during winter.
- 2.3 People with type 1 diabetes, type 2 diabetes requiring insulin or oral hypoglycaemic drugs and diet-controlled diabetes are all eligible for an NHS seasonal flu vaccination from a community pharmacy or their registered general practice.
- 2.4 The Community Pharmacy Contractual Framework includes a requirement to participate in a single annual audit set by NHS England. It also includes a requirement that opportunistic healthy lifestyle advice and public health advice will be provided to patients receiving prescriptions who appear to have diabetes.

3. Purpose of the audit

- 3.1 The audit for 2018-19 will focus on people with diabetes (type 1 diabetes and type 2 diabetes requiring insulin, oral hypoglycaemic drugs or diet-controlled) and provision of public health advice to them by pharmacy staff to encourage their engagement with the flu vaccination programme.
- 3.2 We know that, of the identified clinical at-risk groups for flu vaccination (i.e. the eligible cohorts aged 18-64, that are not based on age criteria only), adults with diabetes have the highest flu vaccination uptake levels (65.2% in 2017/18), however this still falls short of the long-term ambition of a minimum 75% uptake rate for all eligible adults, recommended by the World Health Organization.
- 3.3 The audit will be largely focused on patients receiving medicines and supplies for management of their diabetes, although any person with diabetes who uses the pharmacy during the audit period could participate in the audit.
- 3.4 The aims of the audit are:

- To assess the frequency of provision of public health advice to people with diabetes on the importance of them receiving a flu vaccination; and
- To determine why some people with diabetes are not vaccinated against flu, so that this insight can help inform future work by NHS England and individual community pharmacies to increase the vaccination coverage of this group in future years.

3.5 The audit standard is:

70% of people with diabetes identified by the pharmacy staff during the dispensing of a prescription or in another way, are offered public health advice on the importance of them receiving a flu vaccination.

3.6 Resources that can be used to promote the uptake of flu vaccinations are available on the PSNC website¹.

4. When should the audit be completed?

- 4.1 The audit should be conducted during October to December 2018 (finishing no later than 16 December) and the duration should be one week, or if required, a longer period in order that a minimum of ten patients per community pharmacy are covered by the data collection.
- 4.2 The audit will be conducted during this period as it is an ideal time to ensure that people with diabetes are reminded of the importance of receiving a flu vaccination, potentially from the pharmacy, if the Community Pharmacy Seasonal Influenza Vaccination Advanced Service is being provided.
- 4.3 Undertaking the audit is a contractual requirement; if a pharmacy contractor does not undertake the audit, it is a breach of their contractual responsibilities.

5. Undertaking the audit

5.1 To undertake the audit, you should:

- a) Choose a week in October, November or December 2018 when you will commence the data collection (please ensure you complete the audit no later than 16 December).
- b) Print out a copy of the data collection sheet. This may have been emailed to you by your local NHS England team or you can download it from <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/pharmacy-resources/>

¹ <https://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-promoting-the-service-to-patients/>

Data collection sheet

2018/19 Community Pharmacy Contractual Framework National Clinical Audit - Flu Vaccination for people with diabetes - data collection sheet		Patient									
		A	B	C	D	E	F	G	H	I	J
Did they have a flu vaccination in the 2017/18 flu season?	Yes										
	No										
	Not sure / Don't know										
If not, did they give a reason why? Multiple responses are allowed to this question	Didn't realise that having diabetes entitled them to an NHS flu vaccination										
	Didn't think they needed one / didn't want one										
	Didn't know where to obtain a flu vaccination										
	Couldn't access vaccination at their general practice because of timing of clinics or another access issue										
	Afraid of needles										
	Concerned about adverse effects / thought the flu vaccination would make them ill										
	Other										
Has the patient already had a flu vaccination in the 18/19 flu season or do they plan to have one?	Yes or already had one										
	No										
Age (years)	Don't know										
	18-24										
	25-34										
	35-44										
	45-54										
	55-64										
Gender	65+										
	Female										
	Male										
	Intersex										
	Prefer not to say										
Ethnicity	White										
	Mixed/Multiple ethnic group										
	Asian/Asian British										
	Black/African/Caribbean/Black British										
	Other ethnic group										
Type of diabetes	Type 1										
	Type 2										
Years since diagnosis	<1 year										
	1-5 years										
	6-10 years										
	10+ years										

Number of people using the pharmacy (during the audit period) who are identified as having diabetes:
Record using the 'five-bar gate' method

Total:

- c) Collect the data described below on the data collection sheet for one week, or if required, a longer period in order that a minimum of ten patients are covered by the data collection. You may be able to obtain some of the data from the information on the person's prescription or your records; the rest of the information will need to be obtained through a conversation with the patient.

Information to be collected through the audit period

Number of people using the pharmacy who are identified as having diabetes.

Number of people using the pharmacy who are identified as having diabetes who are given public health advice on the importance of them receiving a flu vaccination and for each patient:

Age (18-24, 25-34, 35-44, 45-54, 55-64, 65+)

Gender (Female, Male, Intersex, Prefer not to say)

Ethnicity (White; Mixed/Multiple ethnic group; Asian/Asian British; Black/African/ Caribbean/Black British/Other ethnic group)

Type of diabetes (Type 1, Type 2)

Years/period since diagnosis (<1yr; 1-5yrs; 6-10yrs; 10yrs+)

Did they have a flu vaccination in the 2017/18 season? (Yes, No, Not sure)

If not, reason why? Multiple responses are allowed to this question

- Didn't realise that having diabetes entitled them to an NHS flu vaccination
- Didn't think they needed one / didn't want one
- Didn't know where to obtain a flu vaccination
- Couldn't access vaccination at their general practice because of timing of clinics or another access issue
- Afraid of needles
- Concerned about adverse effects / thought the flu vaccination would make them ill
- Other
- Didn't wish to say

Has the patient already had a flu vaccination in the 18/19 flu season or do they plan to have one? (Yes or already had one, No, Don't know)

People who should be asked to participate in the audit are those aged 18 years and over with diabetes who are eligible for an NHS-funded flu vaccination, i.e. those with type 1 diabetes and type 2 diabetes requiring insulin, oral hypoglycaemic drugs or diet-controlled.

There are several ways for pharmacies to identify people who could participate in the audit:

- provision or ordering of regular diabetes medicines and other supplies, such as needles and blood glucose test strips;
- PMR 'flag' indicating that a patient has been prescribed a medication for diabetes for the first time;
- patient request for medicines or condition advice;
- as part of a healthy lifestyle brief intervention; and
- as part of a conversation relating to any Advanced, Enhanced or locally commissioned service.

A record of the number of people that used the pharmacy who were identified as having diabetes, regardless of whether they were given advice on vaccination or not, should be kept; there is space to do this at the bottom of the data collection sheet, using the 'five-bar gate' method.

- d) Once you have completed the data collection, visit <https://pharmacy-flu2018.nhsdatacollection.org/> and enter your data from the data collection sheet onto the web-based form.

6. Actions to be taken following the submission of your data

6.1 Once you have submitted your audit data on the <https://pharmacy-flu2018.nhsdatacollection.org/> website, pharmacy contractors should:

- consider your compliance with the audit standard and whether there are changes to your processes which could improve compliance levels for provision of advice on flu vaccination to people with diabetes; and
- consider the information provided by NHS England (see below) on trends in relation to people with diabetes that did not previously have a flu vaccination and potential actions which pharmacy contractors could take ahead of the 2019/20 flu vaccination campaign to increase vaccination uptake in that patient group. The contractor should then consider whether there are any changes to their procedures which could be made.

6.2 A record of these actions can be made using the template in Annex A.

6.3 Once all pharmacies have submitted their audit data, NHS England will:

- examine data from PharmOutcomes, Sonar & ImmForm on community pharmacy administered flu vaccinations for people with diabetes, to assess if there has been any change in vaccination uptake via community pharmacies in 2018/19 compared to 2017/18.
- examine the data on the reasons given for why patients did not get vaccinated in 2017/18 to identify any trends and potential actions which NHS England, Public Health England (PHE) or pharmacy contractors could take ahead of the 2019/20 flu vaccination campaign to increase vaccination uptake in that patient group. The findings will be communicated to pharmacy contractors and will also be discussed with PHE to inform planning for the 2019/20 season. NHS England hope to be able to communicate these findings in spring 2019.

Thank you for taking part in this audit. If you require further guidance on this audit, please contact your local NHS England team or your Local Pharmaceutical Committee.

Annex A: Pharmacy contractor review of the audit results

The audit standard was:

70% of people with diabetes identified by the pharmacy staff during the dispensing of a prescription or in another way are offered public health advice on the importance of them receiving a flu vaccination.

In this pharmacy _% of people with diabetes identified by the pharmacy staff during the dispensing of a prescription or in another way were offered public health advice on the importance of them receiving a flu vaccination.

Discuss with your pharmacy team any changes which could be made to your processes to improve compliance levels for provision of advice on flu vaccination to people with diabetes and record them below:

Discuss with your pharmacy team the information provided by NHS England on trends in relation to people with diabetes that did not previously have a flu vaccination and consider actions which you could take and any changes to procedures you could make ahead of the 2019/20 flu vaccination campaign to increase vaccination uptake in that patient group and record them below:

