

# Enhanced Service Specification

**Shingles (catch-up) vaccination programme 2020/21**

NHS England and NHS Improvement



## Enhanced Service Specification

### Shingles (catch-up) vaccination programme

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#### **Equalities and health inequalities statement**

"Promoting equality and addressing health inequalities are at the heart of NHS England's values. Throughout the development of the policies and processes cited in this document, we have:

- given due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it;
- given regard to the need to reduce inequalities between patients in access to, and outcomes from, healthcare services and in securing that services are provided in an integrated way where this might reduce health inequalities."

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**Please be aware that all aspects of this service specification outline the requirements for this programme. As such, commissioners and practices should ensure they have read and understood all sections of this document as part of the implementation of this programme.**

**Practices are advised that to ensure they receive payment, particular attention should be paid to the payment and validation terms. Practices will need to ensure they understand and use the designated clinical codes as required to ensure payment.**

**Other formats of this document are available on request. Please send your request to: [england.gpcontracts@nhs.net](mailto:england.gpcontracts@nhs.net)**

## 1 Introduction

- 1.1 All GP practices must provide essential services and those additional services they are contracted to provide to all their patients. This enhanced service (ES) specification outlines more specialised services to be provided. The specification of this service is designed to cover the enhanced aspects of clinical care, all of which are beyond the scope of essential services. No part of the specification by commission, omission or implication defines or redefines essential or additional services.
- 1.2 This ES<sup>1</sup> is directed at GP practices<sup>2</sup> delivering vaccination and immunisation services in England.
- 1.3 This ES is agreed between NHS England and NHS Improvement, the British Medical Association (BMA) and the General Practitioners Committee (GPC) England.

## 2 Background

- 2.1 In March 2010, the Joint Committee on Vaccination and Immunisation (JCVI) recommended that routine shingles (herpes zoster) vaccination should be added to the adult programme for patients aged 70 to 79. In the first year of the programme (2013/14), shingles vaccination was offered routinely for patients aged 70 with a single catch-up cohort, targeting patients aged 79 on 1 September 2013. In the second year of the programme, the catch-up programme was extended offering a single dose of shingles vaccine to patients aged 78 and 79 on 1 September 2014.
- 2.2 This programme is for the vaccination of patients from their 78<sup>th</sup> birthday at the time of vaccination. Patients eligible for vaccination under this programme since it was introduced, remain eligible for vaccination until their 80<sup>th</sup> birthday.
- 2.3 Eligible patients can be opportunistically immunised at any point in the year. One single vaccination offers protection against shingles.

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<sup>1</sup> Section 7a functions are described as 'reserved functions' which are not covered by the 'enhanced services delegated to CCG' category in the delegation agreement. NHS England remains responsible and accountable for the discharge of all the Section 7a functions. As this vaccination is defined as a Section 7a function, this agreement cannot be changed or varied locally.

<sup>2</sup> Reference to 'GP practice' in this specification refers to a provider of essential primary medical services to a registered list of patients under a GMS, PMS and APMS contract.

- 2.4 Further details on the background, dosage, timings and administration of the vaccination can be found in the Green Book<sup>3</sup>.

### 3 Aims

- 3.1 The aim of this ES is to support commissioners in commissioning shingles vaccination from GP practices in order to prevent cases of the disease.

### 4 Process

- 4.1 This ES begins on 1 April 2020 until 31 March 2021.
- 4.2 Commissioners will invite GP practices to participate in this ES before 30 April 2020. All practices who participate in this ES must respond to and accept the commissioners' offer no later than 30 June 2020. The agreement should be recorded in writing with their commissioner.
- 4.3 Payment and activity recording will be managed by the Calculating Quality Reporting Service (CQRS)<sup>4</sup> and all practices must sign-up to CQRS – no later than 30 June 2020<sup>5</sup> whether or not they intend to deliver the ES in order to ensure that they can claim payment once this becomes an essential service.

### 5 Service specification<sup>6</sup>

- 5.1 The requirements for GP practices participating in the ES are outlined within this section.
- 5.2 **Provide shingles vaccination** to all eligible patients registered at the GP practice; unless contra-indicated.
- a. Eligible patients are those who:
- i. are registered patients; and
  - ii. are aged 78 or 79 but not 80 years at the time of vaccination;  
or

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<sup>3</sup> Green Book. Chapter 28.a. <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

<sup>4</sup> Further guidance relating to CQRS and GPES will be provided by NHS Digital when services are updated.

<sup>5</sup> Practices will be required to sign-up to CQRS in order for payment to be calculated and processed.

<sup>6</sup> Commissioners and practices should ensure they have read and understood all sections of this document as part of the implementation of this programme and to ensure accurate payment.

- iii. were previously eligible for vaccination under this programme but have not yet been vaccinated and are under 80 years of age (as individuals remain eligible until they turn 80 years; and<sup>7</sup>
- iv. have not previously had any shingles vaccination.

- b. Patients should be vaccinated on an opportunistic basis, or when they self-present at the GP practice and request vaccination
- c. Immunisation is contra-indicated where the patient has previously had a confirmed anaphylactic reaction to a previous dose of the vaccine, or to any component of the vaccine<sup>8</sup>.
- d. Vaccination must be delivered during the period of this ES, namely between 1 April 2020 and 31 March 2021.
- e. Vaccination must be with the appropriate vaccine and dosage: practices should ensure that the correct dosage is administered as clinically appropriate.

**5.3 Take all reasonable steps to adhere to defined standards of record keeping ensuring that the medical records of patients receiving the shingles vaccination are kept up-to-date** with regard to their immunisation status and in particular, include:

- a. any refusal of an offer of immunisation.
- b. where an offer of immunisation was accepted and:
  - i. details of the consent to the immunisation (including persons that have consented on the patient's behalf and that person's relationship to the patient must also be recorded),
  - ii. the batch number, expiry date and title of the vaccine,
  - iii. the date of administration,
  - iv. where two vaccines are administered in close succession the route of administration and the injection site of each vaccine,
  - v. any contra-indication to the vaccination or immunisation,
  - vi. any adverse reactions to the vaccination or immunisation<sup>9</sup>.

**5.4 Ensure that all healthcare professionals who are involved in administering the vaccine have:**

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<sup>7</sup> Practices are asked to vaccinate patients eligible in previous years as a priority, as these patients will no longer be eligible when they turn 80 years.

<sup>8</sup> See Green Book for full details relating to contra-indications.

<sup>9</sup> This should be reported via the yellow card scheme. <https://yellowcard.mhra.gov.uk/>

- a. referred to the clinical guidance available,
  - b. the necessary experience, skills and training, including training with regard to the recognition and initial treatment of anaphylaxis.
- 5.5 **Ensure that all vaccine ordering is conducted in line with national guidance**, including adherence to any limits on stocks to be held at any one time. The vaccine for this programme will be supplied centrally, ordered from ImmForm as per other centrally supplied vaccines.
- 5.6 **Ensure that all vaccines are stored in accordance with the manufacturer's and Public Health England<sup>10</sup> instructions**, that all refrigerators in which vaccines are stored have a maximum/minimum thermometer, that the readings are taken and recorded from that thermometer on all working days and that appropriate action is taken when readings are outside the recommended temperature.
- 5.7 **Services will be accessible, appropriate and sensitive to the needs of all service users**. No eligible patient shall be excluded or experience particular difficulty in accessing and effectively using this ES due to protected characteristics as outlined in the Equality Act (2010) – this includes Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.
- 5.8 **Practices will monitor and report all activity information via ImmForm on a monthly basis**. The activity information shall include a monthly count of all eligible patients who received shingles vaccination in the relevant month. This information will be used by NHS England and NHS Improvement and Public Health England for monitoring coverage, payment purposes, population coverage, uptake achievement and national reporting.
- 5.9 **Practices who agree to participate in this ES must indicate acceptance on CQRS** to enable CQRS to calculate the monthly payment achievement and practices must input data manually into CQRS until GPES is available.
- 5.10 **Practices who do not intend to deliver the ES must still indicate acceptance on CQRS by 30 June 2020** in order to ensure payment once this becomes an essential service.
- 5.11 **Where the patient has indicated they wish to receive the vaccination but is physically unable to attend the practice** (for example is housebound) the

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<sup>10</sup> PHE's ordering, storing and handling protocol  
<https://www.gov.uk/government/publications/protocol-for-ordering-storing-and-handling-vaccines>

practice must make all reasonable effort to ensure the patient is vaccinated.

## 6 Monitoring

- 6.1 Commissioners must monitor services and calculate payments under this service using CQRS, wherever possible. GPES will provide information, using the defined clinical codes, on the number of patients on the practices registered list, who have attained 78 or 79 but not 80 years of age at the time of vaccination, or those previously eligible for vaccination under this programme who remain eligible until they turn 80 years and who are recorded as being vaccinated against shingles during the period 1 April 2020 to 31 March 2021 .
- 6.2 If the automated collection via GPES is not available for any reason, Practices must manually input data into CQRS, until such time as GPES<sup>11</sup> is available again. For information on how to manually enter data into CQRS, see the NHS Digital website<sup>12</sup>. Alternatively, Practices may choose to wait until the automated collection is available again and claim payment later.
- 6.3 When GPES is available, each GPES data collection will capture data for all payment and management information counts and report on activities from the start of the reporting period e.g. 1 April to the end of the relevant reporting month. The reporting month will be the month prior to the month in which the collection is run e.g. if the collection month is May, the reporting month will be April.
- 6.4 When collections begin, GPES will provide to CQRS the monthly counts.
- 6.5 Practices should ensure that they only use the relevant clinical codes included in the supporting Business Rules (<http://content.digital.nhs.uk/qofesextractspecs>) and should also re-code patients where necessary. This will allow CQRS to calculate achievement and payment and for commissioners to audit payment and service delivery. Commissioners and practices should refer to the supporting Business Rules to ensure that they have the most up-to-date information on management counts and clinical codes.

## 7 Payment and validation

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<sup>11</sup> When GPES becomes available it will be communicated via NHS Digital.

<sup>12</sup> NHS Digital. <https://digital.nhs.uk/article/279/General-Practice-GP-collections>

- 7.1 Payment is available to participating GP practices under this ES as an item of service payment of £10.06 per dose to eligible patients.
- 7.2 GP practices will only be eligible for payment for this ES in circumstances where all of the following requirements have been met:
- a. The GP practice is contracted to provide vaccine and immunisations as part of additional services.
  - b. All patients in respect of whom payments are being claimed were on the GP practices registered list at the time the vaccine was administered, and all of the following apply:
    - i. The GP practice administered the vaccine to all patients in respect of whom the payment is being claimed.
    - ii. All patients in respect of whom payment is being claimed were within the cohort (as per the service specification section) at the time the vaccine was administered.
    - iii. The GP practice did not receive any payment from any other source in respect of the vaccine (should this be the case, then the commissioner may reclaim any payments as set out in the annex).
    - iv. The GP practice submits the claim within six months<sup>13</sup> of administering the vaccine (commissioners may set aside this requirement if it considers it reasonable to do so<sup>14</sup>).
- 7.3 Claims for payments for this programme should be made monthly, after the final completing dose has been administered. Where claims are entered manually, this should be within 12 days of the end of the month when the completing dose was administered. Where there is an automated data collection, there is a five day period following the month end to allow practices to record the previous month's activity before the collection occurs. Activity recorded after the collection period is closed (five days), will not be collected and recorded on CQRS. Practices must ensure all activity is recorded by the cut-off date to ensure payment.
- 7.4 Payment will be made by the last day of the month following the month in which the practice validates and commissioners approve the payment.
- 7.5 Payments will begin provided that the GP practice has manually entered and declared achievement, or GPES<sup>15</sup> has collected the data and the practice has

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<sup>13</sup> Consistent with payment claims for other vaccination programmes which are covered by the SFE

<sup>14</sup> By exception only, for example where payment processes are made manually without CQRS and take longer to complete.

<sup>15</sup> See 'Process' section for information relating to sign-up and automated collection.

declared such data<sup>16</sup>. The first payment processed will include payment for the same period.

- 7.6 Payment under this ES, or any part thereof, will be made only if the GP practice satisfies the following conditions:
- a. the GP practice must make available to commissioners any information under this ES, which the commissioner needs and the GP practice either has or could be reasonably expected to obtain,
  - b. the GP practice must make any returns reasonably required of it (whether computerised or otherwise) to the payment system or CQRS, and do so promptly and fully; and,
  - c. all information supplied pursuant to or in accordance with this paragraph must be accurate.
- 7.7 If the GP practice does not satisfy any of the above conditions, commissioners may, in appropriate circumstances, withhold payment of any, or any part of, an amount due under the ES that is otherwise payable.
- 7.8 If the GP practice does not satisfy any of the above conditions, commissioners may, in appropriate circumstances, withhold payment of any, or any part of, an amount due under this ES that is otherwise payable.
- 7.8.1 If a commissioner makes a payment to a GP practice under this ES and:
- a. the contractor was not entitled to receive all or part thereof, whether because it did not meet the entitlement conditions for the payment or because the payment was calculated incorrectly (including where a payment on account overestimates the amount that is to fall due);
  - b. the commissioner was entitled to withhold all or part of the payment because of a breach of a condition attached to the payment, but is unable to do so because the money has already been paid; or
  - c. the commissioner is entitled to repayment of all or part of the money paid,
- commissioners may recover the money paid by deducting an equivalent amount from any payment payable to the GP practice, and where no such deduction can be made, it is a condition of the payments made under this ES that the contractor must pay to the commissioner that equivalent amount.
- 7.8.2 Where the commissioner is entitled under this ES to withhold all or part of a payment because of a breach of a payment condition, and the commissioner

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<sup>16</sup> Practices are reminded that they are responsible for checking their 'achievement' is accurate before they 'declare' it on CQRS.

does so or recovers the money by deducting an equivalent amount from another payment in accordance with paragraphs 5 and 6 of this annex, it may, where it sees fit to do so, reimburse the contractor the amount withheld or recovered, if the breach is cured.

- 7.9 As the vaccine is centrally supplied, no claim for reimbursement of vaccine costs or personal administration fee apply.
- 7.10 Commissioners are responsible for post payment verification. This may include auditing claims of practices to ensure that they meet the requirements of this ES.

## **Provisions relating to GP practices that terminate or withdraw from this ES prior to 31 March 2021 (subject to the provisions below for termination attributable to a GP practice split or merger)**

- 8 Where a GP practice has entered into this ES but its primary medical care contract subsequently terminates or the GP practice withdraws from the ES prior to 31 March 2021, the GP practice is entitled to a payment in respect of its participation if such a payment has not already been made, calculated in accordance with the provisions set out below. Any payment calculated will fall due on the last day of the month following the month during which the GP practice provides the information required.
- 9 In order to qualify for payment in respect of participation under this ES, the GP practice must provide the commissioner with the information in this ES specification or as agreed with commissioners before payment will be made. This information should be provided in writing, within 28 days following the termination of the contract or the withdrawal from the ES agreement.
- 10 The payment due to GP practices that terminate or withdraw from the ES agreement prior to 31 March 2021 will be based on the number of vaccinations given to eligible patients, prior to the termination or withdrawal.

## **Provisions relating to GP practices who merge or split**

- 11 Where two or more GP practices merge or are formed following a contractual split of a single GP practice and as a result the registered population is combined or divided between new GP practice(s), the new GP practice(s) may enter into a new or varied agreement to provide this ES.
- 12 The ES agreements of the GP practices that formed following a contractual merger, or the GP practice prior to contractual split, will be treated as having terminated and the entitlement of those GP practice(s) to any payment will be assessed on the basis of the provisions of paragraph 8 of this annex.
- 13 The entitlement to any payment(s) of the GP practice(s), formed following a contractual merger or split, entering into the new or varied agreement for this ES, will be assessed and any new or varied arrangements that may be agreed in writing with the commissioner, will begin at the time the GP practice(s) starts to provide such arrangements.

- 14 Where that new or varied agreement is entered into and the arrangements begin within 28 days of the new GP practice(s) being formed, the new arrangements are deemed to have begun on the date of the new GP practice(s) being formed. Payment will be assessed in line with this ES specification as of this date.

### **Provisions relating to non-standard splits and mergers**

- 15 Where the GP practice participating in the ES is subject to a split or a merger and:
- a. the application of the provisions set out above in respect of splits or mergers would, in the reasonable opinion of the commissioner, lead to an inequitable result; or,
  - b. the circumstances of the split or merger are such that the provisions set out in this section cannot be applied,
- commissioners may, in consultation with the GP practice or GP practices concerned, agree to such payments as in the commissioners opinion are reasonable in all circumstances.