

Director of Public Health

Board Paper No. 13/44

Report of the Director of Public Health :
Staff Flu Vaccination Programme in NHSGGC in 2013/14

Recommendations:

The NHS Board is asked to receive and note the content of the report and in particular:

- Note the arrangements that are in place to offer flu vaccine to all directly managed staff within the Board area.
- Note the new system for electronic data collection from staff vaccinated during this season
- Note the communications strategy to inform staff about the benefits of vaccination and clinic arrangements.

Background

The Public Health Protection Unit (PHPU) has been working very closely with NHSGGC Occupational Health Service since the 2010/11 flu season to deliver the annual flu vaccination programme for NHSGGC staff. Over the last 2 years, the uptake rate has improved from approximately 24% in 2010/11 to around 40% in 2012/13. This is still below the 50% target set by the Scottish Government. Lessons have been learnt over the last 3 years and it is hoped that we can continue to build on the successes of the last few years and further improve our uptake in the coming season 2013/14. A multi-disciplinary planning group has been formed to coordinate and plan for the year 2013/14:

The main objectives of this year's campaign are:

- To identify and reflect key success factors of the previous staff flu vaccination programmes in the delivery plan for the 2013/2014 programme to improve the efficiency and effectiveness of our approach
- To continue to improve the uptake rate from 2010/11 season onwards beyond the 40% level achieved last year.
- To try to achieve the Scottish Government target of 50% uptake. The definition of "front line staff" and an associated "inclusion/exclusion" list has proven too difficult to implement in real terms so most Health Boards in Scotland have simply opened the programme to all staff. This is the approach taken in NHS GGC with our uptake rate based on an "all staff" population denominator (37,500 for NHS GGC).
- To promote "Peer Immunisation" in NHS GGC, where clinical (nursing/medical) staff can arrange to vaccinate colleagues in the same team/department/ward. The aim is for Peer Immunisation to become the primary access route to flu vaccination for NHS GGC clinical staff. This would mean that Occupational Health appointments will ultimately be scaled down and vaccination clinics available mainly to those who work in non-clinical departments across the Board.
- To test the new electronic data collection system to minimise administrative work and also to get timely uptake data by Directorate

Staff Flu Vaccination Programme 2013/2014 Programme Briefing Document

Document History

<i>Version</i>	<i>Date</i>	<i>Author</i>	<i>Summary of Changes</i>
1.0	12/08/2013	Eddie McArdle	
1.1			
1.2			

Authorisation

	<i>Name</i>	<i>Title</i>	<i>Date</i>
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Reviewed by	Dr Syed Ahmed	PHPU Clinical Director	12/08/2013
Approved by	Dr Linda de Caestecker	Director of Public Health	

1. Introduction

The Public Health protection Unit (PHPU) has been working very closely with the NHSGGC occupational Health Service since the 2010/11 flu season in delivering the annual flu vaccination programme for NHSGGC staffs. Over the last 2 years, the uptake rate has improved from approximately 24% in 2010/11 to around 40% in 2012/13. This is still below the 50% target set by the Scottish Government. Lessons have been learnt over the last 3 years and it is hoped that we can continue to build on the successes of the last few years and further improve our uptake in the coming season 2013/14. A multi-disciplinary planning group has been formed to coordinate and plan for the year 2013/14:

2. Planning Team Members

Member	Department	Job Title
Syed Ahmed	Public Health Protection Unit	Immunisation Coordinator
Lyndsay Houston	Public Health Protection Unit	Health Protection Nurse Specialist
Rina Duff	Public Health Protection Unit	Acting Immunisation Programme Manager
Eddie McArdle	Public Health Pharmacy	Project Administrator
Karen Pawelczyk	Public Health Pharmacy	Pharmacy Technician
Rona Wall	Occupational Health Services	Occupational Health Service Manager
Andy Letham	Occupational Health Services	Occupational Health Nurse
Lesley Graham	Occupational Health Services	Personal Secretary
Andy Bell	Facilities Management	Facilities Project Manager
Brian Johnston	Facilities Management	Transport Manager
Susan Carden	Communications	Internal Communications

3. Programme Objectives

- (a) To identify and reflect key success factors of the previous staff flu vaccination programmes in the delivery strategy of the 2013/2014 programme, where possible, improving/re-engineering approach.
- (b) To continue the stepped uptake rate improvement from 2010/11 season onwards with aim to improve upon the approximately 40% uptake rate achieved last year.
- (c) To achieve or surpass the government-set uptake target for "front-line staff" (50%), and for all NHS GGC staff. The definition of "front line staff" and an associated "inclusion/exclusion" list has proven too difficult to implement in real terms, therefore, most, if not all Health Boards in Scotland have simply opened the programme to "all staff", with uptake rate based on an "all staff" population denominator (37,500 for GGC).
- (d) To push further the concept of "Peer Immunisation" in NHS GGC, where clinical (nursing/medical) staff can arrange to vaccinate colleagues in the same team/department/ward, with aim to further improve uptake via this roll out approach. The ultimate aim is for Peer Immunisation to become the primary access route to flu vaccination for NHS GGC clinical staff, with Occupational Health appointments available where preferred and ultimately to scale down and reduce the vaccination clinics to only those who work in non-clinical departments across the Board.
- (e) To work with identified "flu champions" across NHS GGC to promote flu vaccination in NHS healthcare staff, focussing on Peer Immunisation as the primary access route.
- (f) To continue innovation in marketing & awareness approaches.

4. Scope

- (a) All NHS GGC employees are included within the cohort of the staff flu vaccination programme = 37,500 staff.
- (b) The programme will not be restricted or complicated by defining “front line staff only” for NHS employees.
- (c) All NHS-independent contractors, including GPs, Dentists, Community Pharmacists and Optometrists are not within the scope of the staff flu vaccination programme. Contractors should consider vaccination of themselves and their employed staff, however, responsibility for this lies with employers, not with the Health Board.
- (d) Staff employed by local government should likewise approach their respective employers and do not fall within the GGC staff programme. Special (private) arrangements may be made with NHS GGC Occupational Health, however, those staff will not fall within the core programme. A charge will be made for this service.

5. Constraints

- (a) **Time:** The flu season runs from 1st October to 31st March, however, the number of reported flu cases normally increases from the beginning of December, with the main, season peak around mid-January, therefore, achieving protection of staff (and vulnerable patients – immunised staff not a source of infection) through immunisation by end of November is desirable. To this end, the mass vaccination clinic schedule will run until mid-November and Peer Immunisation sessions should be encouraged to commence soon after 1st October and finish by December/early January at the very latest.
- (b) **Staffing:** the main delivery team involved in rolling out the mass vaccination programme is Occupational Health Services. Due to the competing priorities of the service, only 3/4 Occupational Health nurses in any scheduled vaccination clinic day can be allocated to immunising. The remainder of the required number of immunising nurses per clinic location is met using staff from the nurse bank. An Occupational Health nurse will be designated to lead each session.

6. Assumptions

- (a) Adequate staffing resource available and allocated from: Occupational Health; Pharmacy; Facilities; Public Health Protection Unit; Communications; Transport and IT
- (b) The organisation supports the benefits of staff flu vaccination to staff and patients and will actively support and encourage staff to get vaccinated.
- (c) Adequate funding will be sourced and available for delivery of the programme.

7. Programme Approach

Vaccination Strategy

As per the 2012/2013 programme, there will be 4 modes of vaccination delivery to staff in NHS GGC:

- (a) Peer Immunisation: a peer immunisation policy was agreed and implemented in 2012/2013, where any unit or team with clinical (nursing/medical) staff located in a CHP/Sector or Acute site may participate. The “Peer Opt-in” and “Peer Clinic” processes are detailed in **Appendix A** and **B**, respectively. PHPU will be coordinating the Peer programme on the operational aspects of opt-in/booking, vaccine distribution, PGD (Patient Group Direction) distribution & collection, as well as working closely with flu champions and Communications to promote the approach. Peer Immunisation will be promoted as the primary route to flu vaccination for NHS GGC staff in 2013/2014.
- (b) Mass Vaccination Clinics: Mass vaccination clinic stations will be set up across 25 Acute and Community hospital sites over 4 weeks (first 2 weeks of October, and first 2 weeks of November) – see **Appendix C** for details. These sites represent over 30,000 of the 37,500 staff employed by NHS GGC, therefore, for a limited staffing resource (Occupational Health + Bank Nurses), this is the best way to target the majority of “front line staff”. Clinics are of course open to Acute and CHP/Sector staff alike. At least one clinic site will be located in each site/sector, and at least 2 visits, with major sites seeing 3 or 4 visits across the 4 week schedule.

Vaccine allocation and immuniser capacity for the 2013/2014 programme has been based on day-to-day site uptake analysis during the 2012/2013 programme as well as considering total site staff population size (figures provided by Workforce Planning), however, the key element to the plan is one of “responsiveness”

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and “scaleability” on a day by day, hour by hour basis i.e. due to the unknown element of uptake from the 37,500 staff population, contingency processes have been built into the plan to respond to a lower or higher uptake of vaccine in order to help control vaccine distribution or prevent a shortfall.

- (c) Roving Teams: As well as staffed vaccination stations, roving team pairs will be covering clinic site campuses on scheduled mass vaccination clinic days throughout the 4 week roll out, visiting wards and units to offer the vaccine to those staff that cannot make it to the vaccination clinic station on their site.

The existence of these teams will not be publicised to staff before the main roll out programme to avoid staff opting to stay in their units awaiting roving teams and not attending the vaccination clinic. As “rovers” will involve 2 members of staff carrying around 30 vaccines per 1-2 hour round, clearly, there is limited capacity for these teams to vaccinate large numbers of staff. These roving teams are therefore seen as “mop up” units for those staff who genuinely cannot make the vaccination clinic on the day, and are not seen as an alternative service to the site vaccination clinic that day.

“Flex” has been built into the Roving/Vaccination Clinic Station teams to allow staff to join either team on site, depending on uptake by either approach i.e. clinic station staff may become “rovers” if clinic attendance is quiet. Likewise, if the clinic is very busy, “rovers” may join the clinic station to help avoid queues.

- (d) Appointment at the Occupational Health Dept: From 11 November 2013 the vaccine will still be available within normal Occupational Health clinics by appointment only at our Hub and Satellite clinics. Contact the Occupational Health Service on Tel: 0141 201 5674 from 11 November 2013 to arrange an appointment.

Marketing Strategy

A key aspect to the success of the programme, as has been established since December 2010, is marketing and awareness. Awareness of how to access the flu vaccine and of the risks of the virus and the safety of the vaccine in advance of the programme are essential to improving uptake. The following marketing strategy will be implemented:

- (a) Flu Info GGC micro-site: this will be hosted on the www.nhsggc.org.uk external website under the PHPU portal to allow access to information from home as well as allowing hyper linking from external agencies e.g. the media. The site will contain details on all access routes to flu vaccination, including Peer, Clinics, and Appointment, as well as informing staff of the risks of the flu virus and the safety of the vaccine.
- (b) Internal Communications: Staffnet/Hot Topics/Core Brief/Staff Newsletter/magazine. Promotional articles will be published throughout September and October. Peer Immunisation will be promoted in the first instance at the beginning of September.
- (c) “Flu Champions”: As requested in the CEL letter issued in July, Boards have been asked “to identify a senior clinician (nurse or a doctor) within each hospital in your NHS Board area who can champion the seasonal flu vaccine locally”. PHPU will arrange to meet with Flu Champions to provide information on the importance of flu vaccination and to request assistance in the promotion of, primarily, Peer Immunisation.
- (d) Email: an email will be sent to all Directors, Senior Managers and Flu Champions containing the Peer Immunisation weblink (Flu Info GGC microsite). An email will be sent to all GGC staff at the beginning of the last week of September to promote the mass vaccination clinics. A site-specific, reminder email will be sent to the relevant site the day before its scheduled mass vaccination clinic.
- (e) Electronic Immunisation Questionnaire This is a new initiative for 2013/14 and is expected to improve data collection and analysis. A payslip notification has been inserted for August advising of this and this new service will be promoted via internal communications. Discussions have taken place to enable facilities staff to access computers to complete this form.

Appendix A – Peer Immunisation Opt in Process

Flu Info GGC

Information for NHS GGC Staff

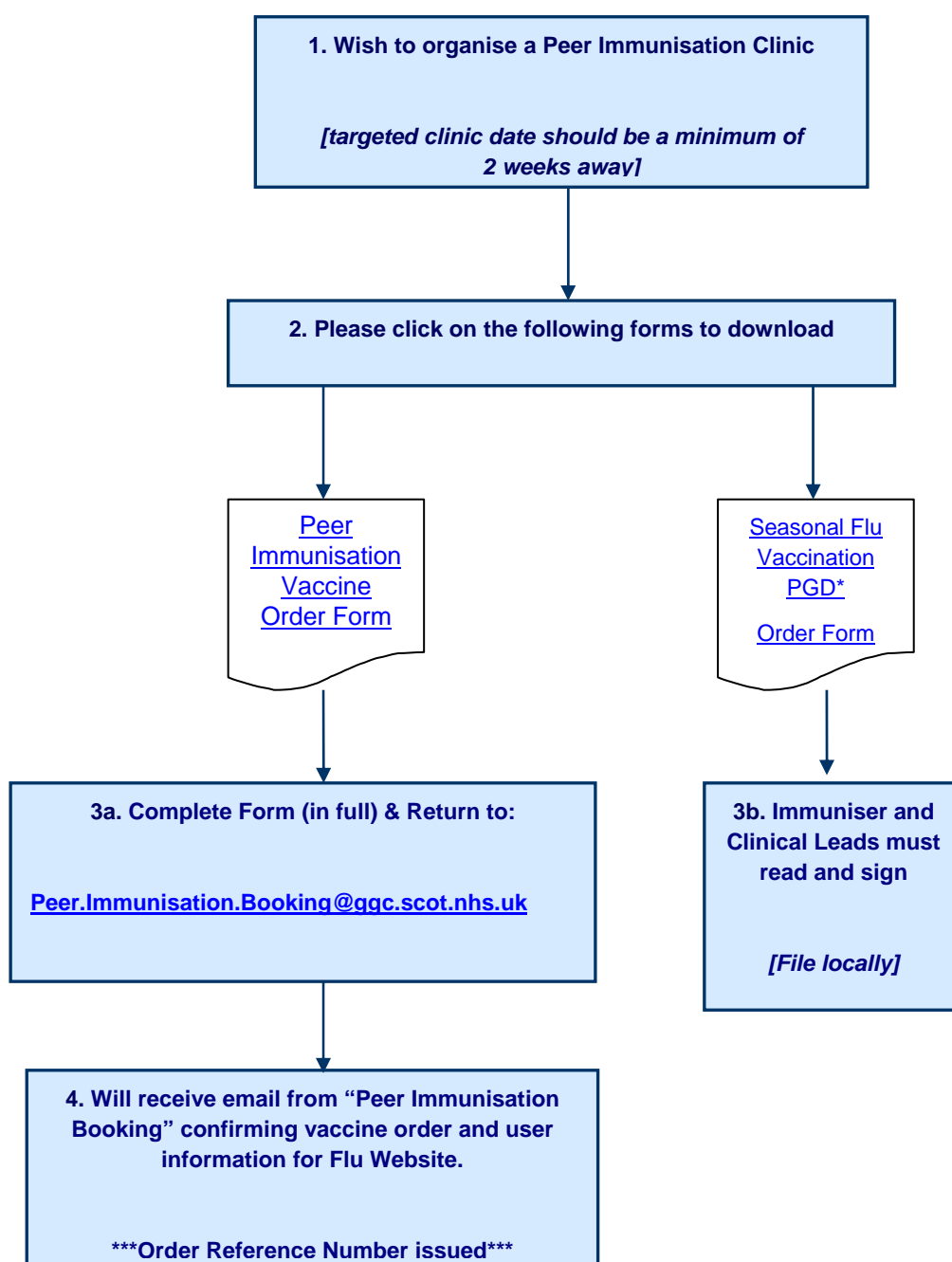
Peer Immunisation Opt-in Process

The following diagram outlines the 4 steps for wards/departments wishing to opt in to the Staff Flu Peer Immunisation Vaccination Programme.

Please call Eddie McArdle on 0141 201 4464 or email Peer.Immunisation.Booking@ggc.scot.nhs.uk

for any advice or clarification required.

* **PGD**: **P**atient **G**roup **D**irection: legal document allowing the immuniser to administer the seasonal flu vaccine. Must be signed by immuniser and clinical lead for the area.



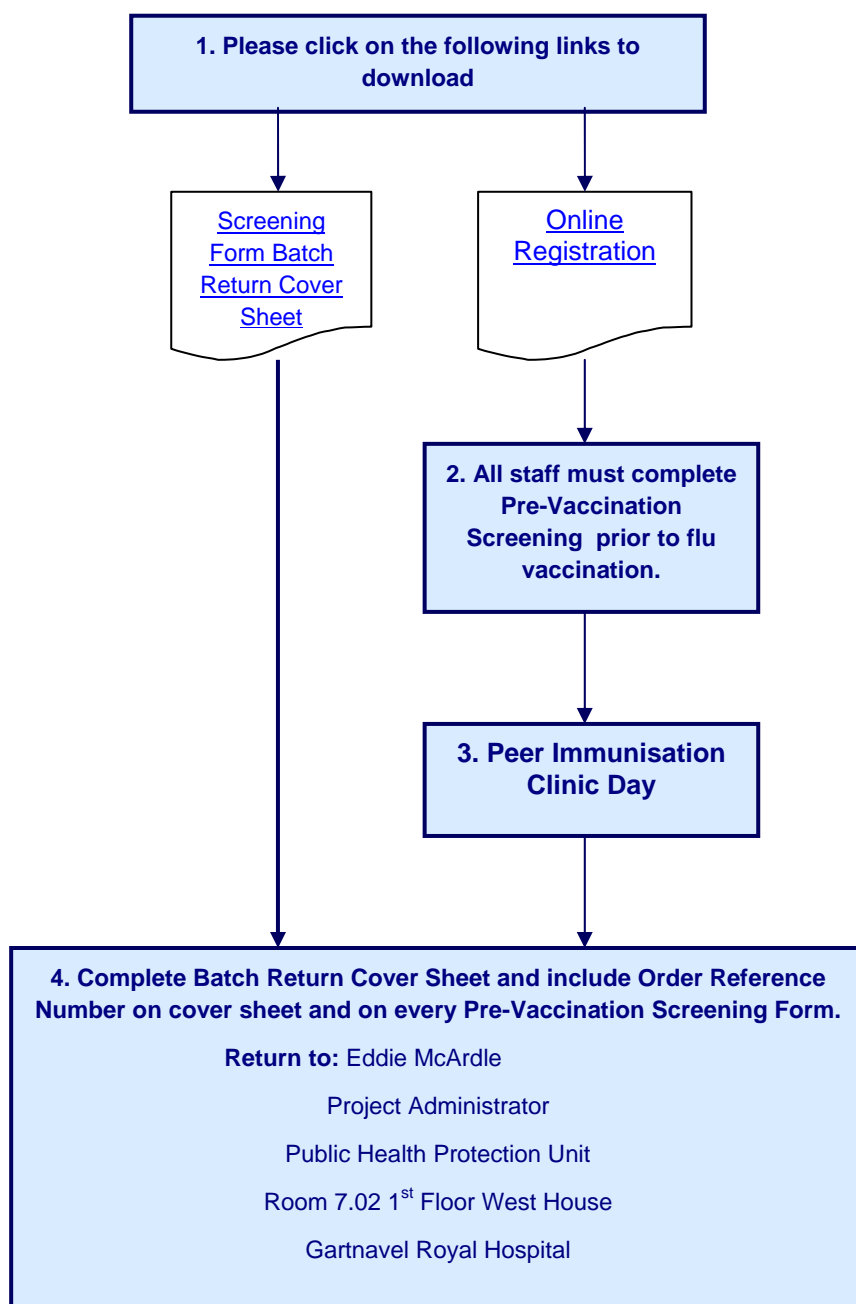
Appendix B – Peer Clinic Process

Flu Info GGC

Information for NHS GGC Staff Peer Immunisation Clinic Process

An electronic registration system has been introduced allowing staff to complete the immunisation questionnaire online. Peer Immunisers will also record vaccinations given via this system. Staff can complete the electronic questionnaire at any time prior to vaccination via the relevant link below. You may wish to send the link to this page to your colleagues prior to the Peer Immunisation Clinic day.

Please call Eddie McArdle on 0141 201 4464 or email Peer.Immunisation.Booking@ggc.scot.nhs.uk for any advice or clarification required.



Appendix C – Mass Vaccination Clinic Plan

NHS Greater Glasgow and Clyde - Influenza Vaccination Programme - October/November 2013

WEEK 1				
Monday, 30 September	Tuesday, 1 October	Wednesday, 2 October	Thursday, 3 October	Friday, 4 October
PUBLIC HOLIDAY	GRI 9.30 am - 4 pm Room Booked: 8-5 MacIntosh Suite Campsie Dining Room Queen Elizabeth Building	IRH 10 am - 4 pm Room Booked: 9-5 Boardroom Main Hospital	SGH 10 am - 4 pm Room Booked: 9-5 Meeting Room LO/B/005 Facilities New Laboratory Medicine FM Building	RAH 10 am - 4 pm Room Booked: 9-5 Lecture Theatre 2 Main Building
	BEATSON 10 am - 4 pm Room Booked: 9-5 Room ED013 Education Suite Level 0	YORKHILL 10 am - 4 pm Room Booked: 9-5 Committee Room Admin Corridor Ground Floor	SGH 1.30 pm - 4 pm Room booked: 1-4.30 Conference Room Management Building	COWLAIRS 10 am - 4 pm Room Booked: 9-5 Seminar Room

WEEK 2				
Monday, 7 October	Tuesday, 8 October	Wednesday, 9 October	Thursday, 10 October	Friday, 11 October
WIG 10 am - 4 pm Room Booked: 9-5 Function Suite Catering Department Level 3	GGH 10 am - 4 pm Room Booked: 9-5 Boardroom Admin Corridor Main Building	STOB ACH 10 am - 4 pm Room Booked: 9-5 Seminar Room 6 Ward Block (enter through back entrance of ACH via Wards A/B/C)	GRI 9.30 am - 4.00 pm Room Booked: 8-5 MacIntosh Suite Campsie Dining Room Queen Elizabeth Building	SGH 10 am - 4 pm Room Booked: 9-5 Room LO/A/010 New Laboratory Medicine FM Building
DRUMCHAPEL 10 am - 4 pm Room Booked: 9-5 Seminar Room	DENTAL HOSPITAL 10 am - 4 pm Room Booked: 9-5 Seminar Room 1 st floor	DYKEBAR 10 am - 4 pm Room Booked: 9-5 Large Seminar Room Seminar Building	VICTORIA: OCC HEALTH 9 am - 5 pm Room Booked: 8-6 Occupational Health Service 3 rd floor, former Outpatients Department	VOL 10 am - 4 pm Room Booked: 9-5 Meeting Room 2 Post Graduate Education Centre

WEEK 3				
Monday, 28 October	Tuesday, 29 October	Wednesday, 30 October	Thursday, 31 October	Friday, 1 November
GRI 9.30 am - 4.00 pm Room Booked: 8-5 Boardroom Central Block	RAH 10 am - 4 pm Room Booked: 9-5 Lecture Theatre 2 Main Building	SGH 10 am - 4 pm Room Booked: 9-5 Meeting Room LO/B/005 Facilities New Laboratory Medicine FM Building	WIG 10 am - 4 pm Room Booked: 9-5 Function Suite Catering Department Level 3	IRH 10 am - 4 pm Room Booked: 9-5 Boardroom Main Hospital
VIC ACH 10 am - 4 pm Room Booked: 9-5 Room 2.16A Level 2 New Victoria	VIC MANSIONHOUSE 10 am - 4 pm Room Booked: 9-5 Seminar Room Ground Floor	VOL 10 am - 4 pm Room Booked: 9-5 Meeting Room 2 Post Graduate Education Centre	PARKHEAD 9.30 am - 11.30 Room Booked: 9-12 Physiotherapy Treatment Room	LIGHTBURN 9.30 am - 11.30 am Room Booked: 9-12 Clinic Room 1 Outpatients Clinic

WEEK 4

Monday, 4 November	Tuesday, 5 November	Wednesday, 6 November	Thursday, 7 November	Friday, 8 November
SGH 10 am - 4 pm Room Booked: 9-5 Meeting Room LO/B/005 Facilities New Laboratory Medicine FM Building	STOB ACH 10 am - 4 pm Room Booked: 9-5 Seminar Room 6 Ward Block (enter through back entrance of ACH via Wards A/B/C)	GGH 10 am - 4 pm Room Booked: 9-5 Boardroom Admin Corridor Main Building	RAH 10 am - 4 pm Room Booked: 9-5 Lecture Theatre 2 Main Building	YORKHILL 2.15 pm - 4.30 pm Room Booked: 1.30-5 Committee Room Admin Corridor Ground Floor
LEVERNDALE 9.30 am - 12 noon Room Booked: 9-12.30 Seminar Room	IRH 10 am - 1.30 pm Room Booked: 9-2 Boardroom Main Hospital			WIG 10 am - 4 pm Room Booked: 9-5 Function Suite Catering Department Level 3