



Department  
of Health &  
Social Care

# **DHSC Guidance for general practice in England on accessing DHSC centrally supplied flu vaccines**

Published 9 October 2020

Updated 20 November 2020 to include information on which additional vaccines are available, including Flublok®, in Appendix A and the expansion of the programme to all 50-64 year olds on 1 December 2020.

# Summary

As you will be aware, the Department of Health and Social Care (DHSC) has announced its intention to run the largest flu programme ever in the 2020/2021 flu season. Part of this includes a drive to increase uptake in existing cohorts eligible for a free vaccine under the NHS programme, and also expansion to new groups. In order to support the expanded vaccination programme, the Department has secured an additional supply of influenza vaccines, which arrive later in the season to top up local supplies once they run low. We are now able to confirm the process by which GPs will be able to access this additional stock. A proportion of this additional stock will also be made available to Trusts and community pharmacy, and the arrangements for them to order against this stock has been detailed separately.

Please note that the stock arrives during October, November and December. Expected first delivery dates are included within the detailed guidance below.

In designing the process for accessing DHSC stock, consideration has been given to how practitioners currently source and administer flu vaccinations. It has been purposefully designed to limit the impact on business as usual vaccinations and supply chains. We also have a responsibility to balance this with the need to protect and mitigate risks of unintended use, as this is a taxpayer funded programme, whilst acknowledging the exceptional circumstances that has warranted the programme's expansion.

GP practices will be provided the DHSC vaccines free of charge but will only be able to claim an Item of service fee for each DHSC supplied vaccine that is administered.

The majority of the additional DHSC stock will arrive from November onwards, and GP practices will be able to access this only once their own local stocks are depleted. The MHRA has granted a dispensation to allow movement of vaccines locally between practices and other NHS provider organisations and we would encourage you to work with your regional NHSEI Public Health Commissioning team to understand what stock is available locally before accessing the national DHSC supply. You may also wish to liaise with other providers within your Primary Care Network. The DHSC supply should only be used when there are no other alternative options to accessing more vaccines.

DHSC stock is available for GP practices to order from different suppliers, across different products. This ensures that there are sufficient vaccine supplies to cover the extension to the flu programme and mitigate the risks to overall supply if there are serious problems with the delivery or manufacture of one of the products. You should follow JCVI guidance and use the recommended vaccines for each cohort as set out in the Second Annual Flu Letter.

<https://www.gov.uk/government/publications/national-flu-immunisation-programme-plan>.

The General Practice Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification has been updated to reflect the arrangements set out in this guidance - <https://www.england.nhs.uk/publication/directed-enhanced-service-specification-seasonal-influenza-and-pneumococcal-polysaccharide-vaccination-programme-2020-21/>

## **How to order additional stock**

This guidance covers GP practices in England. Guidance for Trusts and NHS Providers and Community Pharmacies has been issued separately.

1. Practices should assess if there is a need for further flu vaccines by assessing current and expected uptake rates in eligible cohorts (taking into account booked clinics) compared with your current vaccine supply (including ensuring that you have received all of the vaccines you have ordered from suppliers for each eligible cohort). You will not be able to use DHSC stock until all of your other orders have been received and used.
2. Only order vaccines for approved cohorts. 50-64 year olds who do not fall within another at-risk eligible cohort may be vaccinated from 1st December 2020. You may order now for this and other eligible cohorts however you must only vaccinate other 50-64 year olds from 1st December 2020.
3. Keep in contact with your Regional NHSEI Public Health Commissioning Team on your levels of stock and any additional stock you may need as they may be able to advise of surplus stock held locally by another provider that you can access. You may also wish to liaise with other NHS providers within your Primary Care Network to confirm if they have any surplus stock you can access.
4. When you have allocated all of your locally procured stock - for example you have confirmed appointments and cannot take any more bookings for one or more eligible cohort - you should contact one of the four named manufacturers to place an order. You should only be using DHSC stock to vaccinate patients once you have used and/or committed all of your locally procured stock to booked appointments for that cohort. DHSC stock is not to be used to manage temporary shortages for a particular cohort, e.g. to tide you over until you receive a further delivery of local stock from suppliers.

5. Where possible, it is recommended that you contact your usual supplier first (if they supply the particular vaccine stock you require). DHSC may provide periodic updates on central stock levels available from suppliers to the Regional NHSEI Public Health Commissioning teams, so you should keep in regular contact with your regional team. Information may also be included in the weekly NHSE/I Primary Care Bulletin. Practices can sign up to receive the bulletin via <https://www.england.nhs.uk/email-bulletins/primary-care-bulletin/>.
6. In order to access DHSC stock, practices will be required to sign two self-certification declarations: 1) to manufacturers before they can access stock, and 2) to NHS Business Services Authority (acting on behalf of NHSEI) at the end of the season as part of the post-payment verification process.
7. Practices will be required by each manufacturer for every order they make to self-certify that:
  - You have allocated all of the locally procured flu vaccines and any DHSC flu vaccines you have previously ordered, including any vaccines yet to be delivered, for the cohort that you require additional vaccine for.
  - You agree not to return any of your local stock order for those cohort(s) to manufacturers, as DHSC stock is only to be used after all of your local stock for a particular cohort has been exhausted.
  - You will only use DHSC stock to vaccinate those patients who fall into eligible groups included in the national flu immunisation programme, as set out in [Appendix A of The national flu immunisation programme 2020 to 2021- update](#)
  - You will claim the correct fees for DHSC flu vaccines, which is only the specified Item of service fee and not for reimbursement of the vaccine cost.

Practices will be asked to sign a declaration to this effect before the order for DHSC stock can be processed.

The claiming process for fees for administering DHSC vaccines is set out in Appendix B, and the declaration to be submitted to NHSBSA is set out in Appendix C.

8. Table 1 below sets out the vaccines available from each manufacturer and when each one becomes available. The contact details for each manufacturer and the manufacturer's ordering process is attached at Appendix A. Please note the majority of stock arrives from November, still well ahead of the Flu Season. Ordering is now open from all manufactures.

9. Practices should only order enough vaccines to cover your expected demand as you will not be able to return unused DHSC flu vaccines. Maximum order limits have been put in place to ensure all areas of England have access to DHSC vaccine supplies and to prevent stockpiling. Please note the minimum/maximum order sizes and the delivery times advised by the relevant manufacturer. The Department of Health and Social Care will monitor orders as the season progresses and may update ordering limits to manage supply. You can only order up to 1000 vaccines in any one order. You should aim not to place more than one DHSC stock order every 2 weeks. Ordering more frequently may limit the availability of delivery slots and may require the Department to alter the ordering policy to ensure all practices have access to stock.
10. The sum total of all a practice's orders should not exceed 10% of their total registered patient list.
11. If a practice has an ordering requirement exceeding these parameters, the practice should contact their NHSEI Regional Public Health Commissioning Team and [england.fluops@nhs.net](mailto:england.fluops@nhs.net).
12. As stock and delivery slots are limited, orders and stock levels will be closely monitored by DHSC to understand local demand, prevent supply issues and ensure the appropriate use of central stock.
13. Practices should have systems in place to store and administer locally and DHSC supplied stock in such a way to support accurate record keeping and financial claims. These records may be required at a later date as part of a Post Payment Verification process.
14. You will not be able to return any unused stock to manufacturers. Towards the end of the season, if you find yourself with an excess of DHSC stock that you will not use you are required to contact your regional NHSEI Public Health Commissioning Team so they can support the re-distribution of the stock to another local provider.
15. In light of high demand for flu vaccine this season and the significant expansion of the programme – along with the ability to redistribute stock locally – it is not expected that any DHSC stock will go unused. However, in the very unlikely circumstance that a practice finds itself with a small amount of unused DHSC stock and only after notifying your regional NHSEI Public Health Commissioning Team and making every effort to redistribute the stock, practices will be required to dispose of any unused DHSC stock themselves. Disposal should be done in conjunction with the practice keeping clear records as to the amount, type of vaccine(s) and batch numbers redistributed or disposed of. Practices will be required to submit this information as part of a post-payment verification exercise.

16. Surplus DHSC supplied vaccines should under no circumstances be used to vaccinate private patients who are not eligible to receive a free NHS vaccination as set out in the [General Practice Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification](#). Practices are also prohibited from supplying DHSC supplied stock to a third party in exchange for payment.
17. The steps for claiming fees for administering DHSC flu vaccines and the Post Payment verification process are included within Appendix B and C.

**Table 1 – Additional vaccines available to order**

<b>Manufacturer</b>	<b>Product</b>	<b>Vaccine type</b>	<b>Ovalbumin content micrograms/dose</b>	<b>Expected first deliveries to DHSC</b>	<b>Availability (updated 20/11/20)</b>
Mylan	Quadrivalent Influvac® sub-unit Tetra	QIVe (standard egg-grown quadrivalent influenza vaccine), surface antigen, inactivated	Equal to or less than 0.1 micrograms per 0.5 ml dose	w/c 9th Nov	Additional stock has been provided but the majority has been ordered
Sanofi Pasteur	Quadrivalent Influenza vaccine	QIVe (standard egg-grown quadrivalent influenza vaccine), split virion, inactivated	Equal to or less than 0.05 micrograms per 0.5 ml dose	w/c 16th Nov	Only if pre-ordered
	Flublok®	QIVr (recombinant quadrivalent influenza vaccine)	Egg-free	w/c 23rd Nov	Good availability
Seqirus	Adjuvanted Trivalent Influenza Vaccine	aTIV (egg-grown trivalent influenza vaccine), surface antigen, inactivated, adjuvanted with MF59C.1	Equal to or less than 0.2 micrograms per 0.5 ml dose	w/c 19th Oct	Good availability
	Flucelvax® Tetra	QIVc (cell-grown quadrivalent influenza vaccine),	Egg-free	w/c 30th Nov	Additional stock has been provided but the

	surface antigen, inactivated		majority has been ordered
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### **Update on stock levels since original publication on 9 October 2020**

The initial allocation of QIVe and QIVc which was allocated to GP practices has now been ordered by them. In response to this demand, there have been additional allocations of QIVe and QIVc for GP practices, however the majority of this additional allocation has now been ordered. If GP practices need further stock, they are able to order Adjuvanted Trivalent Influenza Vaccine (aTIV) for those over 65 years old or Flublok® for those under 65 years old.



# Appendix A - Manufacturer ordering processes

## Sanofi Pasteur

Manufacturer	Product	Minimum order	Maximum order	Availability (updated 20/11/20)	Delivery time
Sanofi Pasteur	Quadrivalent Influenza vaccine (QIVe)	100	1000	Only if pre-ordered	Within 7 business days of ordering, providing you already hold an account with the supplier and vaccines are available
	Flublok® (QIVr)	100	1000	Good availability	

On 21st October, Flublok® Quadrivalent recombinant flu vaccine, which does not have a marketing authorisation in the UK, was given authorisation for temporary supply in the UK by the Medicines and Healthcare products Regulatory Agency. This authorisation for temporary supply is provided under regulation 174 of the Human Medicines Regulations 2012. The Human Medicines (Coronavirus and Influenza) (Amendment) Regulations 2020 enables the licensing authority to authorise temporary supply of an unlicensed product and allows for its administration under a Patient Group Direction as well as clarifying the scope of immunity from civil liability.

Where possible, GP practices should use the recommended licenced vaccine for the relevant groups outlined within the [DES specification](#) at paragraphs 8.3 to 8.8. However, Flublok® is suitable to use as an alternative for those aged 18 years to 64 years if the recommended licenced vaccines QIVc and QIVe are not available, and for 65 years and over, if the recommended licenced vaccines aTIV or QIVc are not available.

For more information on the clinical use of Flublok, please see the following link:

<https://www.gov.uk/government/publications/inactivated-influenza-vaccine-information-for-healthcare-practitioners>

The inactivated influenza PGD V08.00 does not cover the administration of recombinant quadrivalent influenza vaccine (QIVr) (Flublok® Quadrivalent). A separate Flublok Quadrivalent Patient Group Direction has been developed by PHE and will be available at: <https://www.gov.uk/government/collections/immunisation-patient-group-direction-pgd>.

Practitioners must not use this PGD template until it has been authorised in Section 2. This

is a legal requirement (see Human Medicines Regulations 2012). Practitioners should follow local policy/procedures to access authorised PGD documents.

Patient Information Leaflet (PIL) and Public Assessment Reports (PAR) for Flublok® can be found on the [MHRA website](#).

Please note Flublok® does not come with needles and so you may need to order needles to support your use of the vaccine.

[Chapter 4 of the Green Book on immunisation procedures](#) recommends a 25mm 23G (blue) or 25mm 25G (orange) needle should be used for intramuscular injections in infants, children and adults.

If you do not already have the appropriate needles available, you should order the following needle through your usual process or you can order via PCSE Online.

If ordering via PCSE please ensure that you order needles separately to any other items that you are ordering. This will allow the needles to be sent to you as soon as they are available. We are expecting there to be high volumes of needle orders and therefore the normal timescales for delivery may not be adhered to. However, PCSE Online will aim to get the needles to you as soon as possible. There will not be an option to have these needles delivered as an 'urgent' order.

**If you have a pre-order with Sanofi Pasteur for Quadrivalent Influenza vaccine (QIVe), you will be contacted to confirm this.**

**If you wish to place an order for additional vaccines please follow these steps**

Step 1: Create a Sanofi Pasteur account if you do not already have one:

Go to <https://www.vaxishop.co.uk/vaxishop/en/GBP/login/registerAccount>, complete all relevant details and submit

Sanofi will create your account and will be in touch with your NEW account number within 5 working days

Once you have your NEW account number, please follow to Step 2

Step 2: Register with Vaxishop once you have an active Sanofi Pasteur account number:

Go to <https://www.vaxishop.co.uk/vaxishop/en/GBP/login/register-new> to register as a user, using your account number and postcode

Then simply follow section 3

Step 3: I already have a Sanofi Pasteur account number AND I am a user of Vaxishop:

Log in to [www.vaxishop.co.uk](http://www.vaxishop.co.uk) with your Username and Password

Go to the “Influenza” tab and click on “Order national flu stock” and follow the steps from here

## **Mylan**

<b>Manufacturer</b>	<b>Product</b>	<b>Minimum order</b>	<b>Maximum order</b>	<b>Availability (updated 20/11/20)</b>	<b>Delivery time</b>
Mylan	Quadrivalent Influvac® sub-unit Tetra (QIVe)	30	1000	Additional stock has been provided but the majority has been ordered	Within 7 business days of ordering, providing you already hold an account with the supplier and vaccines are available

You should place an order via the Mylan call centre on 0800 358 7468.

You will be asked to sign and return a declaration confirming your doses and that you agree to the terms set out in this guidance. You must return this declaration within the timescale specified by Mylan to confirm your order.

## **Contact**

Call 0800 358 7468

## Seqirus

Manufacturer	Product	Minimum order	Maximum order	Availability (updated 20/11/20)	Delivery time
Seqirus	Adjuvanted Trivalent Influenza Vaccine (aTIV)	20	100	Good availability	Within 7 business days of ordering, providing you already hold an account with the supplier
	Flucelvax® Tetra (QIVc)	20	1000	Additional stock has been provided but the majority has been ordered	

Customers email [DHSCvaccines@seqirus.com](mailto:DHSCvaccines@seqirus.com) to request an order form and then send back the completed order form to the same email address.

Seqirus process orders and deliver within 7 business days of ordering.

A Zero value invoice (PDF) will be generated to the DHSC account after shipment, and DHSC will receive conformation of the order.

Seqirus Customer Service – 0845 745 1500

## Appendix B - Claiming fees for DHSC stock and Post Payment Verification

1. Practices should record vaccinations using DHSC stock within the patient record (PCR) as they do currently for all influenza vaccinations (both for PHE centrally supplied childhood flu vaccines as well as locally procured vaccines). The practice will receive a £10.06 Item of Service (IoS) fee for each vaccination recorded on the clinical system and extracted via GPES for payment.
2. Practices should continue to claim in the usual way for locally procured (e.g. not PHE or DHSC centrally supplied) flu vaccines which also attract a PA fee and reimbursement of the cost of the vaccine. Practices cannot claim reimbursement of the cost of the vaccine for DHSC stock.
3. Practices are required as part of the process for accessing DHSC centrally supplied stock, to complete and return to the NHS Business Services Authority by the end of April 2021 e.g. at the end of the flu vaccination season a template which will include:
  - Information on how many locally procured vaccines of each type the practice has purchased, administered, redistributed or returned to manufacturers during the season.
  - A declaration that DHSC vaccines supplied to the practice have not been used to vaccinate private patients or have not been passed to a third party in exchange for payment.
  - Information on how many DHSC supplied vaccines of each type the practice has sourced from each manufacturer during the season and of these, how many have been administered, redistributed or destroyed.
  - A declaration signed by a GP partner of the practice confirming that to their knowledge, the information provided is accurate and the practice has claimed appropriately for both locally procured and centrally supplied vaccines. The declaration is included within Appendix C.
4. Practices are advised to set up a records management system that collects the relevant data throughout the flu season to support the prompt submission of the PPV form at the end of the season.
5. The NHSBA will use the information in the PPV form as well as information on historic claims (from 19/20), CQRS claims for the 20/21 flu season and information provided by manufacturers on practice draw down of DHSC stock to undertake a comprehensive post-payment verification process. Any anomalies identified are dealt with via the NHSBA's usual PPV processes with cases that cannot be resolved with

the practice escalated, with full support and information, to the Regional Team for resolution.

We advise practices within this guidance that submitting the PPV form is a condition of accessing DHSC stock and that NHSE/I reserve the right to withhold the practice's March 2021 final flu payment until forms have been submitted.

The General Practice Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification will be amended to reflect the new arrangements described above.

## Appendix C – Self-certification declaration to NHSEI as part of Post-payment Verification Process

Practices will be required to sign this declaration as part of the Post-payment Verification Process. Information on the PPV process will be available at

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/high-volume-vaccine-formsfp34dpd-appendix-forms>

I declare that I have accessed the DHSC additional flu stock and:

- When ordering DHSC stock, I had received, used or allocated all of the flu vaccines I had ordered locally, for the cohort(s) that I required additional DHSC vaccine for.
- I have only used DHSC stock to vaccinate those patients eligible for a free NHS flu vaccination and who fall into the groups included in the national flu immunisation programme, as set out in Appendix A of The national flu immunisation programme 2020 to 2021- update.
- I am only claiming the item of service fee for patients vaccinated with the DHSC stock as set out in the Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification and Second Updated Flu Letter.
- DHSC vaccines supplied to the practice have not been used to vaccinate private patients or have not been passed to a third party in exchange for payment.

I agree that the practice will provide any and all evidence to support claims if required as part of the pre and post payment verification processes, including evidence of vaccination uptake rates, and details of what vaccine was used, to the regional NHS England/Improvement (NHSEI) Public Health Commissioning Team (and NHSBSA acting on behalf of NHSEI) as part of the verification processes or investigation as required. This includes consenting to share data on existing local orders for flu vaccines. I agree that NHSEI may require an appropriate portion of claims to be repaid if use of the DHSC vaccines was outside the terms of this guidance or it is considered by NHSEI that there were inaccuracies or inconsistencies in the claim.

I declare that the information given on this form is correct and complete. I understand that if I withhold information or provide false or misleading information, disciplinary action may be taken against me and I may be liable to prosecution and or civil proceedings.

Name of individual making the declaration

.....

Job title/role within the practice (must be GP partner)

.....

Signature (In signing this, you are confirming that you as a contract holder you are signing for and on behalf of the practice and that you have authority to make the declaration on behalf of the practice)

.....

Date of declaration

.....



# Appendix D – Frequently Asked Questions

## 1. What stock is available?

Enough stock is available for eligible groups. The department has worked with all manufacturers of adult flu vaccines to increase supply for use in England. There are a range of products available to cover eligible cohorts. There are ordering limits in place for each product, as detailed in Appendix A.

## 2. Why are there limits in place on the stock that I can order now?

Limits have been put in place to allow all areas to access the stock and to prevent stockpiling. A practice should make an accurate assessment, once local supplies have been exhausted, of how many doses of DHSC vaccines it needs for each eligible cohort. While practice can make multiple orders for DHSC stock, practices are asked to only place one order at a time and it should be noted that delivery slots are limited. Delivery slots will be prioritized so please consider your ordering requirements to complete your vaccination, however you will be permitted to submit additional orders after your initial order. Ordering too frequently may limit the availability of delivery slots and the DHSC may update the ordering policy to ensure all practices have access to stock.

Practices should not order more than 10% of their total registered patient list from this central stock. DHSC will be monitoring orders to ensure all practices are able to access stock and may amend limits up or down to manage supply. Larger orders may be queried but may be permissible if supplies allow.

DHSC has worked with manufacturers to provide sensible minimum order volumes but these need to be balanced with the number of delivery slots available.

## 3. Who can be immunised with vaccine from DHSC stock?

In line with the aim of the national flu immunisation programme, the DHSC stock can be used to vaccinate patients eligible for a free NHS flu vaccination as set out in the National flu immunisation programme 2020 to 2021 letter - update and Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification. These detail which vaccines are suitable for use on each cohort.

Additionally, in 2020/21, flu vaccinations can be offered to all individuals between 50-64 years from 1st December 2020.. DHSC flu vaccines must not be used to vaccinate anyone not covered in the groups set out in Appendix A of [The national flu immunisation programme 2020 to 2021- update](#) or as specified in the [Seasonal Influenza and Pneumococcal Immunisation Directed Enhanced Service Specification or other 50 to 64 year olds from 1st December 2020](#).

#### **4. Can I use DHSC stock to vaccinate practice staff if I have run out of my local stock?**

All frontline health and social care workers should receive a vaccination this season which should - in the case of general practice - be provided and funded by their employer, in order to meet their responsibility to protect their staff and patients and ensure the overall safe running of services.

Some staff may be eligible for a free NHS vaccine, which they can access at their registered GP practice or a community pharmacy, if they fall within one of the eligible cohorts set out in the Updated Annual Flu Letter. Thus, it is expected that all practices should vaccinate practice staff with locally procured stock.

However, in exceptional circumstances where a staff member has not yet been vaccinated – such as staff long-term sickness or a new staff member being employed later in the season – practices may vaccinate those staff using DHSC stock if no local stock is available. Practices may not claim an Item of service fee for the staff vaccination.

#### **5. I have currently used up all of my stock of aTIV, but am expecting another delivery of aTIV from my normal order, can I order some from the DHSC stock so I don't have a temporary shortage?**

No, you cannot. DHSC stock can only be used once a practice's locally procured stock supplies have been exhausted/fully allocated and must not be used to plug temporary shortfalls in the availability of locally procured vaccines.

#### **6. Can I use DHSC stock to vaccinate Social Care Workers who are eligible for a free vaccine?**

Frontline social care staff can be vaccinated using additional vaccines for those presenting at a community pharmacy and self-identifying as a frontline social care worker. These staff do not need to present ID. However, employers have been advised that it may be helpful for these groups to present a letter stating they are a frontline social care worker.

You should refer to guidance set out here:

<https://www.gov.uk/government/publications/fluimmunisation-for-social-care-staff>

#### **7. Can I order vaccine if I have run out of vaccine for one cohort but not another? For example running out of QIVe but not aTIV, and I am not expecting to receive any more QIVe?**

Yes, you can. If you have run out of a vaccine for a particular cohort you can access the DHSC stock even if you have stock or further deliveries pending of another vaccine for use on a separate cohort.

For example if you have run out of QIVe to vaccinate at risk patients aged 18-64 and aren't going to receive any more, but still have a local order of aTIV for your patients aged over 65 yet to arrive, you can place an order for QIVe from the DHSC stock.

### **8. Which brand of vaccine are available from DHSC? Are they suitable for all ages and clinical needs?**

Vaccines have been ordered by DHSC from a number of manufacturers. This was done to reduce the likelihood of the DHSC stock being seriously affected should a problem occur with a single manufacturer.

Health professionals accessing DHSC stock will have a choice of flu vaccines and should order the vaccine(s) best suited to their patient population in line with JCVI guidance as set out in the National flu immunisation programme 2020 to 2021 letter and in the Green Book on suitability of each product for different age groups, and clinical needs such as severe egg allergy (anaphylaxis). More detailed information is available from the manufacturers' summaries of product characteristics.

([www.medicines.org.uk](http://www.medicines.org.uk)).

### **9. Can multiple orders for DHSC stock be placed at the same time?**

We ask practices to order stock only when they are sure they will be able to use it. Ordering too much stock may lead to shortages for other providers. Practices will be able to make multiple orders if they run out of their DHSC stock order. You should aim not to place more than one DHSC stock order every 2 weeks. Ordering more frequently may limit the availability of delivery slots and may require the Department to alter the ordering policy to ensure all practices have access to stock.

It is recommended that in the first instance, you order from your regular flu manufacturer if they supply the product you require. However, if they do not supply the right vaccine, have insufficient stock, or do not have any delivery slots available within the required timescales, you may wish to order from an alternative manufacturer. Updates on stock levels and delivery slots will be sent to NHSEI Heads of Public Health, so you should keep in regular contact with them.

### **10. Can I order DHSC stock from more than one manufacturer?**

Yes practices can, if it is for different products, however we recommend practices only order stock they are sure they are able to use. Ordering too much stock may lead to shortages for other providers. Practices will be able to make additional orders if they run out from their first DHSC stock orders. Delivery slots will be prioritized so please consider your ordering requirements to complete your vaccination. Ordering too frequently may limit

the availability of delivery slots and the DHSC may update the ordering policy to ensure all practices have access to stock.

It is recommended that in the first instance, you order from your regular flu manufacturer if they supply the product you require. However, if they do not supply the right vaccine, have insufficient stock, or do not have any delivery slots available within the required timescales, you may wish to order from an alternative manufacturer. Updates on stock levels and delivery slots will be sent to NHSEI Regional Public Health Commissioning Teams, so you should keep in regular contact with them.

It is recommended that practices consider registering for an account in advance with all manufacturers that they may need to order DHSC stock from as manufacturers have standard verification processes that they follow when opening new accounts which may take up to a week.

#### **11. Do I have to pay for DHSC stock?**

No, DHSC stock has been paid for by the department and will be provided to practices free of charge. For patients immunised with DHSC stock, you will only be able to claim the Item of Service fee and not a reimbursement for the cost of the vaccine, as it was provided for free.

#### **12. How will payments for vaccines work for vaccines?**

This is detailed in Appendix B.

#### **13. What do I do with unused stock at the end of the season?**

If you have accessed DHSC stock you should have exhausted all of your local stock first. It is therefore not anticipated that practices will have any unused local stock if you have accessed DHSC stock. Manufacturers will also require you to confirm as part of the declaration process for ordering DHSC stock that you will not return any local stock. In light of high demand for flu vaccine this season and the significant expansion of the programme – along with the ability to redistribute stock locally – it is not expected that any DHSC stock will go unused. However, in the very unlikely circumstance that a practice finds itself with a small amount of unused DHSC stock and only after notifying the Regional NHSEI Public Health Commissioning Teams and making every effort to redistribute the stock, practices will be required to dispose of any unused DHSC stock themselves. Disposal should be done in conjunction with the practice keeping clear records as to the amount, type of vaccine(s) and batch numbers redistributed or disposed of. Practices will be required to submit this information as part of a post-payment verification exercise.

#### **14. Can a Primary Care Network (PCN) access DHSC stock?**

Due to the need to reconcile orders with financial claims as part of the Post-payment Verification Process, it is not possible for PCNs to order DHSC stock on behalf of multiple practices.

#### **15. What if, even after accessing DHSC stock, I still have insufficient stock to meet demand?**

You should speak to your local Regional NHSEI Public Health Commissioning Team to determine if any other providers have surplus stock that you can access. Alternatively, you could re-direct patients to local community pharmacies if they have stock available.

#### **16. Will I easily be able to distinguish between locally procured stock and DHSC centrally procured stock so I can ensure I claim the correct payment?**

In most (but not all cases), the DHSC centrally procured stock will have different batch numbers to locally procured stock. Practices should put in place arrangements to clearly label and if possible, store DHSC stock separately to locally procured stock to ensure accurate financial claims are made. Practices should be accessing DHSC stock only when they are no longer expecting to receive any more locally procured stock for that particular vaccine.

#### **Further information**

Throughout the season, information and updates will be shared with Regional NHSEI Public Health Commissioning Teams for dissemination to practices. Information may also be included in the weekly NHSE/I Primary Care Bulletin. Practices can sign up to receive the bulletin via <https://www.england.nhs.uk/email-bulletins/primary-care-bulletin/>

In addition, if there are further questions not addressed in this document, please contact your Regional NHSEI Public Health Commissioning Team in the first instance.

If you have any further queries, please contact [england.fluops@nhs.net](mailto:england.fluops@nhs.net).

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