

To all GP Practices - 2020/21 Seasonal Influenza Vaccination Campaign

Important information regarding the recording of vaccines administered by community pharmacists.

[Insert NHS England Regional Team name here] will be using PharmOutcomes this year to support the community pharmacy seasonal influenza vaccination service. This will automate both service audit and the GP notification process at pharmacies.

Important information about vaccination notifications to GP practice – changes for 2020

As in previous years, pharmacists will record vaccinations given on PharmOutcomes. For each vaccination, the system will automatically generate a notification in line with the NHS England National Service Specification. This will be sent to the patient's GP Practice when data is saved.

The GP notification mechanism this year has changed to include FHIR/MESH messages as follows:

1. **Pass 1:** Following work with NHS Digital, and as the preferred route, PharmOutcomes will attempt to send all Flu notifications to GP practices as a **FHIR message** to be managed within the GP practice system using MESH. For those practices that have an accessible MESH mailbox, this means the information will pass directly into the GP practice system for appropriate management. This is NHS England's preferred mechanism of information transfer.
2. **Pass 2:** If PharmOutcomes is not able to send the notification via FHIR/MESH this will be recognised by the system and the GP notification will send to a **secure nhs.net email** if the GP practice has set and verified this as in previous years. You will be able to identify the email as it will come from Pinnacle Health whose secure address is low.pinnaclehealth@nhs.net
3. **Pass 3:** If PharmOutcomes is unable to send via FHIR/MESH and does not hold a verified secure nhs.net email address for the GP Practice for receiving Flu notifications, the pharmacy will be prompted to print and securely send a **hard copy** notification to the GP practice by post or other secure means.

NB: TPP SystmOne accredited for MESH last year and will be live from 1st September to receive FHIR/MESH notifications. EMIS Web is now accredited but the supplier must complete its test period with NHS Digital that involves the receipt of 800 live message successfully in one CCG before national roll out can take place. It is anticipated that EMIS Web will roll out nationally for MESH early in the 2020/21 campaign.

Please note that the way that notifications are fed into GP systems is determined by the GP system supplier. GP Practice teams should contact their system supplier for information on MESH message management within their systems.

All notifications will include relevant SNOMED codes as detailed in the NHS England National Service Specification and should be used to update the patients clinical record.

Providing a Secure Practice NHS Email Address – Note to GP Practice

If your practice is unable to receive FHIR/MESH messages, **it is important** that Pinnacle Health have the correct verified secure email address held in PharmOutcomes for your practice so that you can receive timely notifications electronically.

If your preferred secure email address is already in the PharmOutcomes system you should have received a verification email from PharmOutcomes in the past and already be receiving system notifications. This is where your flu notifications will appear.

If you think you have an email set for notification purposes and have not received a verification email in the past (see appendix below for verification email detail), please contact the Pinnacle Support Team at helpdesk@phpartnership.com to arrange for your details to be checked.

If you are not currently receiving notifications via your preferred secure email address, NHS England are requesting that you complete the box below stating your preferred secure practice email address for the purposes of receiving patient notifications. Please email the form to helpdesk@phpartnership.com so that Pinnacle Health can ensure this is as up to date as possible. Once they receive your form, Pinnacle will send you a validation message for you to confirm receipt.

Name of GP Practice	Practice Code	Preferred notification email address (This MUST be secure i.e. @nhs.net)

Additional support for your practice - Another option available to your practice

If you are unable to receive FHIR/MESH or nhs.net email notifications, the PharmOutcomes team can again this year provide your GP practice with access to their web portal. This will give you the ability to download notification reports in real time for your individual GP practice. This report is provided in a csv format and will detail all patients that have been notified to the practice along with other relevant information. To use this as your preferred option, please contact the PharmOutcomes help desk team on helpdesk@phpartnership.com

Background Information on PharmOutcomes

PharmOutcomes is a secure web-based system that allows providers to record vaccination details whilst patient facing, with notification to the GP taking place in real time. The system meets the standards required by the NHS for securely managing patient identifiable information and Pinnacle Health who are responsible for the system are ISO 27001 and cyber essentials plus accredited.

It is important that information regarding vaccinations is notified to your practices as soon after vaccination as possible, we would therefore be grateful if you could return your preferred secure email contact to Pinnacle Health at helpdesk@phpartnership.com at your earliest opportunity.

Yours sincerely,

NHS England