NHS Wales Community Pharmacy Flu Vaccination Service 2026/27

Contractor Guidance

Purpose:	*This document provides a practical guide to the key operational requirements for delivering the NHS Wales Community Pharmacy Flu Vaccination Service during the 2026/27 campaign. It does not replace the need to read, understand and comply with The Primary Care (Contracted Services: Immunisations) (Influenza) Directions 2025, The Primary Care (Contracted Services: Immunisations) (Influenza) (Amendment) Directions 2026 and other key service documentation, including the relevant PGD, Welsh Health Circular(s) (WHC), WIS guidance and Health Board communications.*
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The flu programme for older adults and at-risk groups (as outlined in the PCCS:I) will commence on 1 October 2026. Pregnant women and Health and social care workers under the age of 65 and not in a wider clinical risk group may be vaccinated from 1st September. The main flu programme for 26/27 season will be shorter than in previous years and will run until 28 February 2027.

1. Welsh Immunisation System (WIS)

- **Vaccinator access:** Pharmacists and pharmacy technicians who successfully complete the AWPD flu vaccination accreditation via Y Ty Dysgu will automatically be granted WIS vaccinator access. No separate WIS access request is required.
- **WIS Admin User access:** Pharmacies may also request access for 'admin users' using the MS Form WIS Admin User Form. This is intended for any members of staff with a NADEX who need access to WIS to maintain vaccine stock and refrigerator records, including:
    - staff who require WIS access before becoming an AWPD-accredited vaccinator; or
    - staff who will not become vaccinators but are responsible for monitoring vaccine stock and refrigerator temperatures.
- **Ensure WIS access is available every working day:** The PCCS:I requires contractors to maintain daily WIS records throughout the campaign. Ensure that at least one member of staff with appropriate WIS access is available on every working day to record:
    - refrigerator temperatures at the start and end of each working day;
    - receipt of vaccine deliveries on the day they are received; and
    - the daily vaccine stock check before the end of each working day.
- **Vaccination records:** Vaccinations should only be recorded by appropriately authorised vaccinators using their own WIS account. Staff granted WIS access solely for stock management and refrigerator monitoring **must not** record vaccinations.
- **Recording vaccinations:** Vaccinations should be recorded on WIS as soon as possible after administration. **Ensure the correct patient eligibility cohort is selected** and check the record carefully before submission to help maintain accurate vaccination records. Please note, any record that has not had the cohort selected may be deemed as an 'ineligible patient vaccination' and any subsequent payment may be recovered.

2. Vaccine Ordering

- **Initial vaccine delivery:** Your initial vaccine order will be delivered as a single delivery in August. A separate email will be sent confirming your allocated delivery date. Please ensure appropriate arrangements are in place to receive and store the delivery promptly.
- **Recording your delivery:** The receipt of your vaccine delivery must be recorded on WIS on the day it is received, in accordance with the PCCS:I. Please refer to the WIS section of this document for information on ensuring appropriate WIS access is available within your pharmacy.
- **Additional vaccine orders:** If additional vaccine is required during the campaign, complete the Additional Vaccine Order Form. Requests should be proportionate to anticipated demand. Existing stock should be, or be expected to be, utilised before requesting additional supplies.
- **Review of additional orders:** All additional vaccine requests will be reviewed in line with the Health Board's ordering process for primary care contractors. As part of this process, the Community Pharmacy Team will review compliance with the PCCS:I requirements for WIS record keeping, including daily vaccine stock checks and twice-daily refrigerator temperature records. Where WIS records are incomplete, contractors will be asked to provide further information or update outstanding records before an additional vaccine order can be approved.
- **Ordering and delivery timescales:** Additional vaccine requests received by 12:00 pm each Monday will be reviewed by the Community Pharmacy Team before submission to NWSSP Procurement on Tuesdays. Approved orders will normally be delivered the following Tuesday (approximately five working days later).
- **Emergency vaccine requirements:** If vaccine is urgently required outside the routine ordering process, please email **CAV.CommunityPharmacy@wales.nhs.uk**, marking your email **URGENT**, and provide details of the reason for your request. The Community Pharmacy Team will review the request and advise on the most appropriate course of action.

3. Cold Chain Incidents

- **Reporting cold chain incidents:** All cold chain incidents should be reported using the Cold Chain Incident Reporting Form as soon as possible.

4. Preventing Duplicate Vaccinations

- **Before administering every flu vaccination:**
  - Check the patient's vaccination history on WIS.
  - Confirm that the patient has not already received a flu vaccination elsewhere during the current season.

Last season, a small number of patients inadvertently received a second flu vaccination because their vaccination history had not been checked before vaccination. Checking this before every vaccination helps prevent duplicate vaccination and unnecessary administration of vaccine.

5. Off-Site Vaccination (including Care Homes)

- **Care home residents:** The Health Board's Health Protection Team is currently planning to deliver the programme to offer co-administration of flu and COVID-19 vaccination to care home residents. Therefore, currently, the Health Board is not inviting applications from community pharmacy teams to vaccinate care home residents. Should these arrangements change during the campaign, further guidance will be communicated.
- **Care home staff:** Community pharmacy teams are encouraged to engage with care homes regarding the vaccination of eligible members of staff in line with the WHC.

- **Other off-site vaccination clinics:** Requests to deliver vaccinations at locations away from the registered pharmacy premises (for example, workplaces, community venues or other approved locations) should be submitted using the Off-site Vaccination Request Form.
- **Health Board approval:** No off-site vaccination activity should take place until approval has been received from the Health Board.

6. FAQs

- **Who can access WIS?**
  - Pharmacists and pharmacy technicians who complete the AWPD flu vaccination accreditation via Y Ty Dysgu will automatically be granted WIS vaccinator access. Other members of staff with a NADEX can request WIS Admin User access to maintain stock and refrigerator records.
- **Can non-vaccinating staff record vaccinations on WIS?**
  - No. Staff granted WIS Admin User access solely for stock management and refrigerator monitoring must not create or amend vaccination records. Vaccinations should only be recorded by appropriately authorised vaccinators using their own WIS account.
- **Do I need someone with WIS access every day?**
  - Yes. The PCCS:I requires daily WIS records to be maintained, including twice-daily refrigerator temperatures, and daily stock checks. Ensure that at least one member of staff with appropriate WIS access is available on every working day. WIS Admin User accounts can help contractors meet these requirements by enabling authorised non-vaccinating staff to maintain stock and refrigerator records. Where this is not possible, maintain paper records and upload the information to WIS at the earliest opportunity.
- **How do I order additional vaccine?**
  - Complete the Additional Vaccine Order Form and submit it by 12:00 pm each Monday. Approved orders are normally delivered the following Tuesday.
- **Why have I been asked to update my WIS records before receiving additional vaccine?**
  - Additional vaccine requests are reviewed in line with the Health Board's ordering process. This includes reviewing compliance with the PCCS:I requirements for WIS record keeping. Where WIS records are incomplete, contractors will be asked to provide further information or update outstanding records before an order can be approved.
- **What should I do if a cold chain incident occurs?**
  - Complete the Cold Chain Incident Reporting Form as soon as possible and await advice from the Community Pharmacy Team before using any affected vaccine.
- **Can I vaccinate care home residents?**
  - The Health Protection Team is currently planning to deliver the care home resident vaccination programme. Therefore, the Health Board is not currently inviting applications from community pharmacy teams to vaccinate care home residents. Any changes to these arrangements will be communicated during the campaign. Community pharmacy teams may continue to vaccinate eligible care home staff in accordance with the current WHC.
- **Can I provide vaccination clinics away from my pharmacy?**
  - Yes, provided the activity has been approved by the Health Board. Submit an Off-site Vaccination Request Form and wait for approval before undertaking any off-site vaccination activity.
- **How can I help prevent duplicate vaccinations?**
  - Always check the patient's vaccination history on WIS before administering a flu vaccination and ensure the vaccination record is entered accurately as soon as possible afterwards.

- **What should I do if WIS is unavailable or not working?**
    - If WIS is temporarily unavailable, maintain local paper records of vaccinations, vaccine deliveries, refrigerator temperatures and stock checks, as appropriate, and upload the information to WIS at the earliest opportunity once the system becomes available. If you experience technical issues with WIS, raise a call with the Primary Care Helpdesk on 0333 200 8048.
- **Can I transfer stock to another branch?**
    - Following recent amendments to the Human Medicines Regulations 2012 relating to the movement and supply of vaccines, vaccine stock **must not** be transferred between branches unless this has been agreed with the Health Board in advance.

7. Useful Resources

- WIS Admin User Request Form
- Additional Vaccine Order Form
- Off-Site Vaccination Request Form
- Cold Chain Incident Reporting Form
- Welsh Health Circular(s)
- PCCS:I (2025)
- PCCS:I (2026 Amendments)

8. Key Contacts

- CAV Community Pharmacy Team: CAV.CommunityPharmacy@wales.nhs.uk
- Primary Care Help Desk: 0333 200 8048