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Community Pharmacy Influenza Vaccination 2012-13

A summary of the results of the national Community
Pharmacy Seasonal Influenza Vaccination Service

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This report summarises the results of the national Community Pharmacy Seasonal Influenza Vaccination Service (“the service”) delivered across Wales in 2012/13. The report summarises service activity and service user experience and is intended to supplement local evaluation by Local Health Boards.

The information used in compiling this report was sourced from the NHS Wales Shared Services Partnership. In particular information was collated from:

- Information provided by pharmacies delivering the service through the remuneration and reimbursement process; and
- Self completion questionnaires completed by service users.

The configuration of the service differed in each Local Health Board. Differences were noted in the groups that could be vaccinated in pharmacies, the days and times at which the service was available and the type of pharmacy with which arrangements were made; these results should therefore be interpreted with caution.

Purpose of the report

To quantify:

- The number of pharmacies that provided the service;
- The number of service users who accessed the service;
- Service activity in terms of when, where and to whom NHS influenza vaccination was provided;
- The reasons service users chose to be vaccinated at a pharmacy; and
- The views of service users regarding their satisfaction with the service.

This report provides an opportunity for Health Boards and others to reflect on their own approach to delivering the service and when combined with local evaluation will determine how pharmacies are best utilised in future years.

Status of the report

This information is based on data received from NHS Wales Shared Services Partnership, is classified as management information and has not been published elsewhere. The data has not gone through the additional statistical validation or interrogation that is normally required for official statistics outputs.

Welsh Government Knowledge and Analytical Services will be exploring, with Welsh Government pharmacy colleagues, the inclusion of summary statistics from this new service in its annual statistical release "Community Pharmacy Statistics in Wales".

Key Results for 2012-13

- 81 pharmacies in Wales provided the service between 1 October 2012 and 31 January 2013, representing 11% of pharmacies in Wales.
- In total 1,537 people received vaccinations across the 7 Health Boards. The highest proportion of vaccines was administered by pharmacies in Aneurin Bevan Health Board (45%).
- The age range of people accessing this service was 18 to 105 with the median age within the whole group being 55 years.
- The male to female split was 44% to 56% respectively.
- 70% of people accessing this service were below 65 years of age.
- 32% of people accessing the service had chronic respiratory disease, 14% had diabetes, and 7% were carers.
- 69% of people accessing this service had received an influenza vaccination in the previous year and the distribution of males (70%) and females (68%) was similar.
- Those aged 65 and over were more likely to have received a vaccination the previous year (83%) whereas for those under 65, 63% had previously received the vaccination.
- Those who were 65 or over were more likely than those under 65 to state that they would have been vaccinated at an alternative location had they not accessed the pharmacy service (73% v 56%).
- There was a high degree of satisfaction with the service amongst respondents to the questionnaire.

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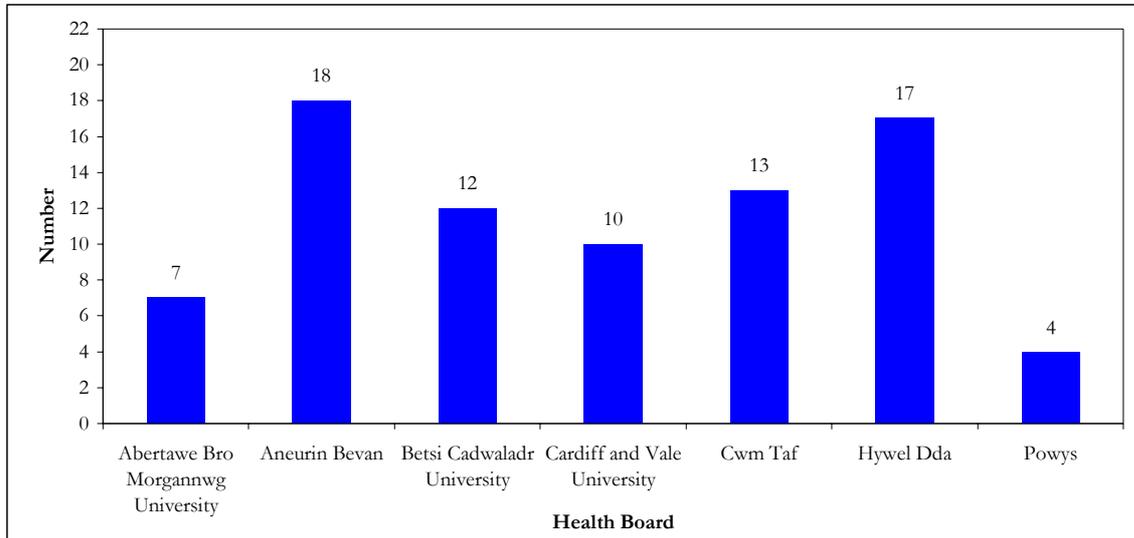
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Overview of information provided through the remuneration and reimbursement process

81 pharmacies in Wales provided the service between 1 October 2012 and 31 January 2013, representing 11% of pharmacies in Wales

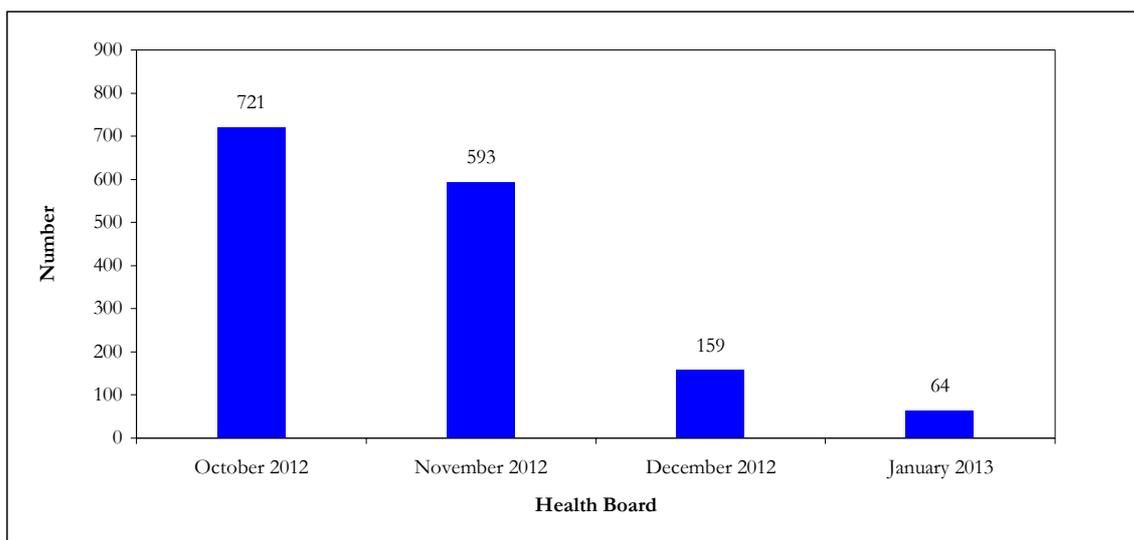
Chart 1: Number of community pharmacies that provided the service by Health Board area



Source: NHS Wales Shared Services Partnership

In pharmacies 47% of influenza vaccinations were administered during October 2012 with a further 39% administered during November 2012. Fewer than 5% of influenza vaccinations were administered during January 2013.

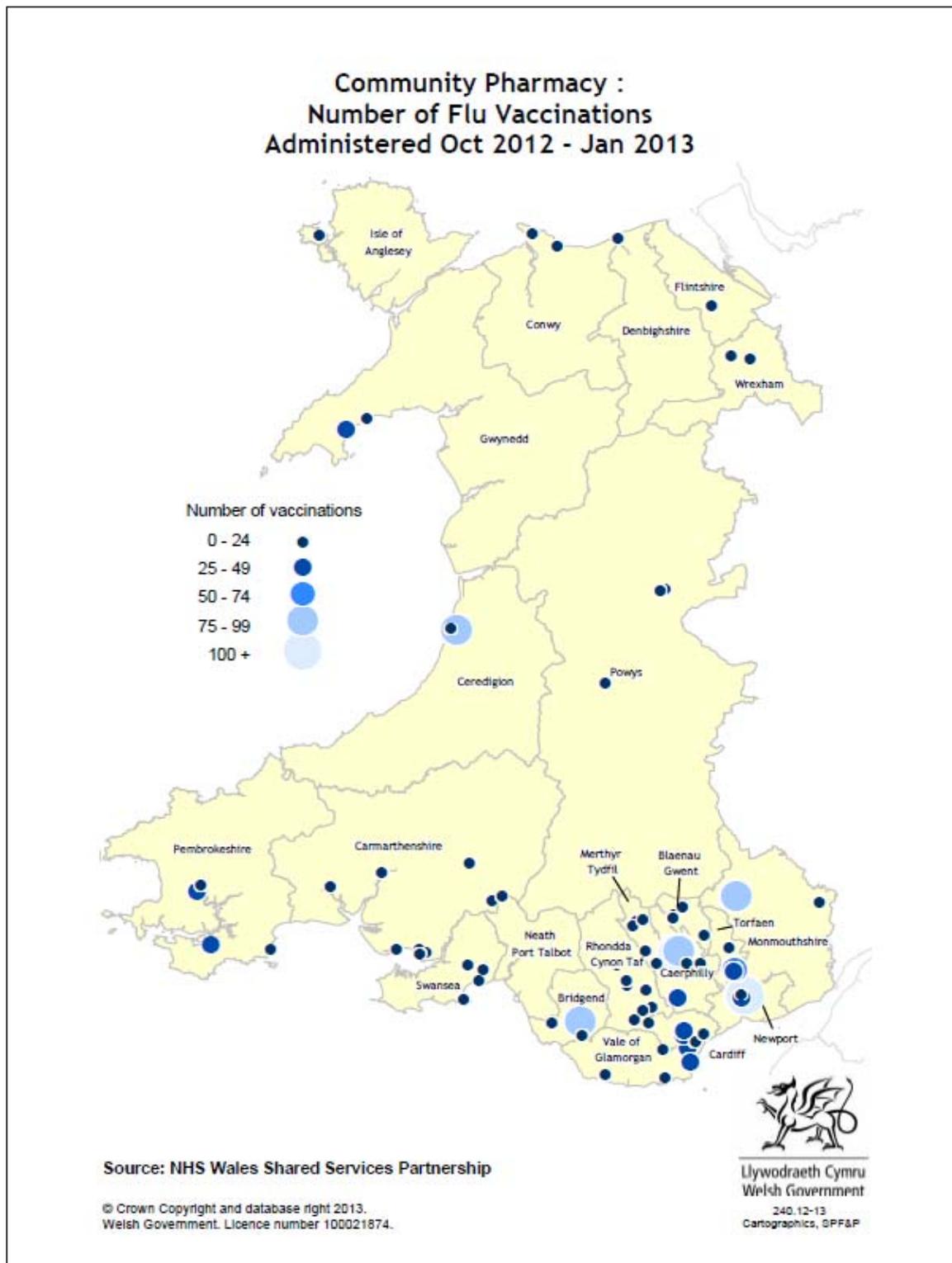
Chart 2: Number of influenza vaccinations administered by month



Source: NHS Wales Shared Services Partnership

Map 1 shows the location of community pharmacies that provided the service between 1 October 2012 and 31 January 2013.

Map 1: Community pharmacies that provided the service



Nearly half of all pharmacy vaccinations (45%) were administered in Aneurin Bevan Health Board. In three Health Board areas (Aneurin Bevan, Hywel Dda and Cardiff and Vale University Health Boards) the total number of influenza vaccinations by pharmacies exceeded two hundred.

Table 1: Influenza vaccinations administered by Health Board

| Health Board | Number | Percentage |
|--|--------------|--------------|
| Betsi Cadwaladr University Health Board | 100 | 6.5 |
| Powys Teaching Health Board | 34 | 2.2 |
| Hywel Dda Health Board | 294 | 19.1 |
| Abertawe Bro Morgannwg University Health Board | 126 | 8.2 |
| Cwm Taf Health Board | 95 | 6.2 |
| Cardiff and Vale University Health Board | 202 | 13.1 |
| Aneurin Bevan Health Board | 686 | 44.6 |
| TOTAL | 1,537 | 100.0 |

Source: NHS Wales Shared Services Partnership

The service was provided in each of the three pharmacy types: independent, multiple or instore pharmacy.

Table 2: Influenza vaccinations administered by community pharmacy type

| Pharmacy Type | Number | Percentage |
|---------------|--------------|--------------|
| Independent | 488 | 31.8 |
| Multiple | 788 | 51.3 |
| Instore | 261 | 17.0 |
| TOTAL | 1,537 | 100.0 |

Source: NHS Wales Shared Services Partnership

NOTE: An independent pharmacy is defined as one having fewer than 6 branches nationwide, a multiple pharmacy is defined as having more than 6 branches nationwide, an instore pharmacy is a pharmacy located within a non-pharmacy retail environment such as a supermarket

The age range of people accessing this service was 18 to 105. The median age within the whole group was 55 years. 70% of people accessing this service were under 65 years of age.

Of those people using the service the male female split was 44%:56% respectively.

Table 3: Influenza vaccinations administered by age and by gender

| | Male | Female | Total ¹ |
|-------------|------|--------|--------------------|
| Number | | | |
| Total | 683 | 853 | 1,537 |
| Under 65 | 463 | 609 | 1,073 |
| 65 + | 220 | 244 | 464 |
| Percentage | 44.5 | 55.5 | 100.0 |
| Under 65 | 67.8 | 71.4 | 69.8 |
| 65 + | 32.2 | 28.6 | 30.2 |
| Minimum Age | 18 | 18 | 18 |
| Median Age | 56 | 55 | 55 |
| Maximum Age | 92 | 105 | 105 |

Source: NHS Wales Shared Services Partnership

(1) Includes 1 person of unknown gender.

Table 4: Influenza vaccinations administered by Health Board and by age

| Health Board | Total | Under 65 | | 65 + | |
|--|-------|----------|------------|--------|------------|
| | | Number | Percentage | Number | Percentage |
| Betsi Cadwaladr University Health Board | 100 | 51 | 51.0 | 49 | 49.0 |
| Powys Teaching Health Board | 34 | 34 | 100.0 | 0 | 0.0 |
| Hywel Dda Health Board | 294 | 278 | 94.6 | 16 | 5.4 |
| Abertawe Bro Morgannwg University Health Board | 126 | 74 | 58.7 | 52 | 41.3 |
| Cwm Taf Health Board | 95 | 94 | 98.9 | 1 | 1.1 |
| Cardiff and Vale University Health Board | 202 | 192 | 95.0 | 10 | 5.0 |
| Aneurin Bevan Health Board | 686 | 350 | 51.0 | 336 | 49.0 |

Source: NHS Wales Shared Services Partnership

NOTE: The configuration of the service differed in each Local Health Board this included differences in the groups that could be vaccinated in pharmacies.

The most frequent eligibility criteria were chronic respiratory disease (32%), aged 65 or over (30%) and diabetes (14%).

Table 5: Influenza vaccinations administered by eligibility criteria

| | Total ² | | Males | | Females | |
|------------------------------|--------------------|------------|------------|------------|------------|------------|
| | Number | Percentage | Number | Percentage | Number | Percentage |
| Aged 65 or over | 464 | 30.2 | 220 | 32.2 | 244 | 28.6 |
| Aged under 65 | | | | | | |
| Chronic Respiratory Disease | 486 | 31.6 | 216 | 31.6 | 270 | 31.7 |
| Diabetes | 207 | 13.5 | 110 | 16.1 | 97 | 11.4 |
| Carer | 106 | 6.9 | 25 | 3.7 | 80 | 9.4 |
| Chronic Heart Disease | 81 | 5.3 | 51 | 7.5 | 30 | 3.5 |
| Immuno-suppressed | 57 | 3.7 | 24 | 3.5 | 33 | 3.9 |
| Pregnancy | 53 | 3.4 | 0 | 0.0 | 53 | 6.2 |
| Chronic Neurological Disease | 25 | 1.6 | 9 | 1.3 | 16 | 1.9 |
| Other (as specified in PGD) | 31 | 2.0 | 9 | 1.3 | 22 | 2.6 |
| Other(1) | 27 | 1.8 | 19 | 2.8 | 8 | 0.9 |
| Total | 1,537 | 100 | 683 | 100 | 853 | 100 |

Source: NHS Wales Shared Services Partnership

(1) Includes:

- People living in long-stay residential care homes or other long-stay care facilities
- Chronic Kidney Disease
- Household contact of immunocompromised individuals
- Designated First Aider
- Chronic Liver Disease

(2) Includes 1 person of unknown gender.

Overview of information derived from patient questionnaires

Individuals accessing the service were invited to complete a questionnaire and return it to the pharmacy. Completed questionnaires were collated by the NHS Wales Shared Services Partnership. Usable data was derived from 1,151 returned questionnaires.

A similar distribution of Males (70%) and Females (68%) had received a vaccination the previous year.

Table 6: Individuals who received influenza vaccination in the previous year by gender

| Jab Received | Male | | Female | | Undefined | | Total ¹ |
|--------------|------------|--------------|------------|--------------|-----------|--------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | |
| Yes | 312 | 70.0 | 429 | 68.3 | 45 | 72.6 | 786 |
| No | 134 | 30.0 | 199 | 31.7 | 17 | 27.4 | 350 |
| Total | 446 | 100.0 | 628 | 100.0 | 62 | 100.0 | 1136 |

Source: NHS Wales Shared Services Partnership

(1) There were 1136 usable responses out of a total of 1151 returned questionnaires. (15 had no response for previous jab)

Those over 65 were more likely to have received a vaccination the previous year (83%) where for those under 65, 63% had previously received the vaccination.

Table 7: Individuals who received influenza vaccination in the previous year by under 65 and 65 and over age groups

| Jab Received | Under 65 | | 65+ | | Undefined | | Total ¹ |
|--------------|----------|------------|-------|------------|-----------|------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | |
| Yes | 481 | 62.9 | 280 | 83.3 | 25 | 71.4 | 786 |
| No | 284 | 37.1 | 56 | 16.7 | 10 | 28.6 | 350 |
| Total | 765 | 100.0 | 336 | 100.0 | 35 | 100.0 | 1136 |

Source: NHS Wales Shared Services Partnership

(1) There were 1136 usable responses out of a total of 1151 returned questionnaires. (15 had no response for previous jab)

As age increased individuals were more likely to have received a vaccination the previous year, the highest proportion of those who had previously received the vaccination was amongst those aged 65 and over (83%), in the age range 41-64 69% had previously had a vaccination and in those aged 18-40 it fell to 50%.

Table 8: Individuals who received influenza vaccination in the previous year by age group

| Jab Received | 18-40 | | 41-64 | | 65+ | | Undefined | | Total ¹ |
|--------------|-------|------------|-------|------------|-------|------------|-----------|------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | Count | Percentage | |
| Yes | 121 | 49.8 | 360 | 69.0 | 280 | 83.3 | 25 | 71.4 | 786 |
| No | 122 | 50.2 | 162 | 31.0 | 56 | 16.7 | 10 | 28.6 | 350 |
| Total | 243 | 100.0 | 522 | 100.0 | 336 | 100.0 | 35 | 100.0 | 1136 |

Source: NHS Wales Shared Services Partnership

(1) There were 1136 usable responses out of a total of 1151 returned questionnaires. (15 had no response for previous jab)

244 respondents to the questionnaire (23%) would not have had a jab if not available at the pharmacy. An additional 168 respondents (16%) were unsure whether they would have had a jab, giving a maximum of 412 additional flu jabs administered (39%).

A slightly higher percentage of those who were female stated that they would have been vaccinated at an alternative location has the service not been available at the pharmacy.

Table 9: Responses of individuals to the question “if you had not had a flu jab in the pharmacy today would you have been vaccinated?” by gender

| Vaccination Received | Male | | Female | | Undefined | | Total ¹ |
|----------------------|-------|------------|--------|------------|-----------|------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 252 | 58.6 | 369 | 63.5 | 37 | 62.7 | 658 |
| No | 115 | 26.7 | 116 | 20.0 | 13 | 22.0 | 244 |
| Unsure | 63 | 14.7 | 96 | 16.5 | 9 | 15.3 | 168 |
| Total | 430 | 100.0 | 581 | 100.0 | 59 | 100.0 | 1070 |

Source: NHS Wales Shared Services Partnership

(1) Does not include 81 responses to the question that were unidentifiable

Individuals who were 65 or over were more likely than those under 65 to state that they would have been vaccinated at an alternative location had they not accessed the pharmacy service. Of those who indicated that they would not have had the jab elsewhere 79% were under 65.

Table 10: Responses of individuals to the question “if you had not had a flu jab in the pharmacy today would you have been vaccinated?” by under 65 and 65 and over age groups

| Vaccination Received | Under 65 | | 65+ | | Undefined | | Total ¹ |
|----------------------|----------|------------|-------|------------|-----------|------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 403 | 55.7 | 240 | 73.4 | 15 | 75.0 | 658 |
| No | 192 | 26.6 | 51 | 15.6 | 1 | 5.0 | 244 |
| Unsure | 128 | 17.7 | 36 | 11.0 | 4 | 20.0 | 168 |
| Total | 723 | 100.0 | 327 | 100.0 | 20 | 100.0 | 1070 |

Source: NHS Wales Shared Services Partnership

(1) Does not include 81 responses to the question that were unidentifiable

As age increased service users were more likely to state that they would have been vaccinated at an alternative location had they not accessed the pharmacy service. The highest proportion of those who would have been vaccinated elsewhere was amongst those aged 65 and over (73%), the age range 41-64 59% would have had a vaccination elsewhere and in those aged 18-40 this fell to 48%.

Table 11: Responses of individuals to the question “if you had not had a flu jab in the pharmacy today would you have been vaccinated?” by age group

| Vaccination Received | 18-40 | | 41-64 | | 65+ | | Undefined | | Total ¹ |
|----------------------|-------|------------|-------|------------|-------|------------|-----------|------------|--------------------|
| | Count | Percentage | Count | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 110 | 48.2 | 293 | 59.2 | 240 | 73.4 | 15 | 75.0 | 658 |
| No | 64 | 28.1 | 128 | 25.9 | 51 | 15.6 | 1 | 5.0 | 244 |
| Unsure | 54 | 23.7 | 74 | 14.9 | 36 | 11.0 | 4 | 20.0 | 168 |
| Total | 228 | 100.0 | 495 | 100.0 | 327 | 100.0 | 20 | 100.0 | 1070 |

Source: NHS Wales Shared Services Partnership

(1) Does not include 81 responses to the question that were unidentifiable

For those who stated that they would not have had the vaccine had they not visited the pharmacy, 62% had not been vaccinated the previous year.

Table 12: Responses of individuals to the question “if you had not had a flu jab in the pharmacy today would you have been vaccinated?” by whether or not they had been vaccinated in the previous year.

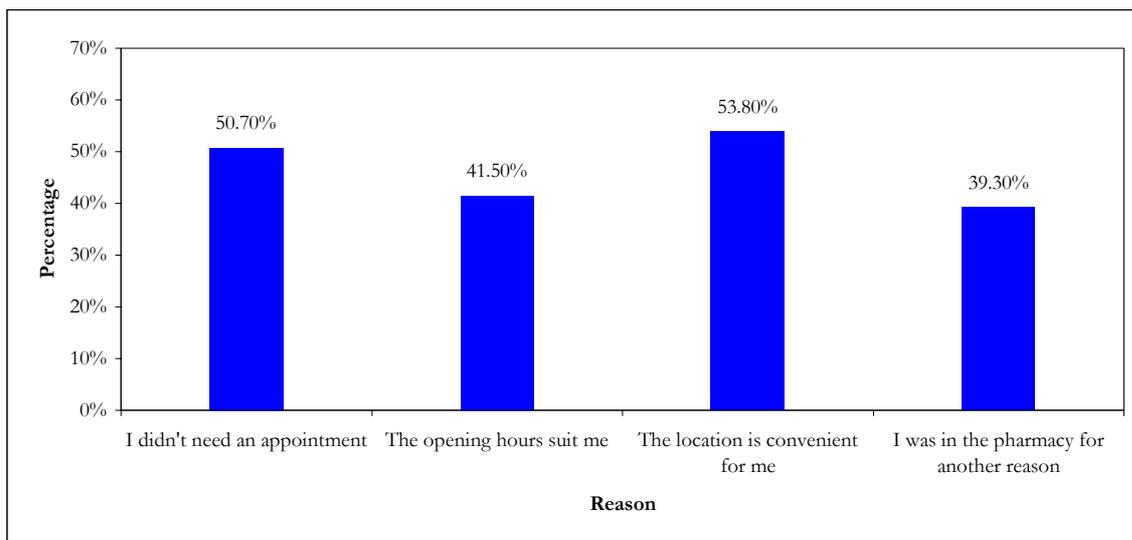
| Previously Received | Would you have had the vaccination if not at pharmacy? | | | | | | Total ¹ Count |
|---------------------|--|------------|-------|------------|--------|------------|-----------------------------|
| | Yes | | No | | Unsure | | |
| | Count | Percentage | Count | Percentage | Count | Percentage | |
| Yes | 533 | 81.0 | 91 | 37.3 | 103 | 61.3 | 727 |
| No | 115 | 17.5 | 152 | 62.3 | 62 | 36.9 | 329 |
| Undefined | 10 | 1.5 | 1 | 0.4 | 3 | 1.8 | 14 |
| Total | 658 | 100.0 | 244 | 100.0 | 168 | 100.0 | 1070 |

Source: NHS Wales Shared Services Partnership

(1) Does not include 81 responses to the question that were unidentifiable

The most popular reason given by respondents was that the location of the pharmacy was convenient (54%), not needing an appointment was also cited as a reason by more than half of respondents (51%).

Chart 3: Reasons given by respondents to the question “why did you choose to have a flu jab at the pharmacy?”

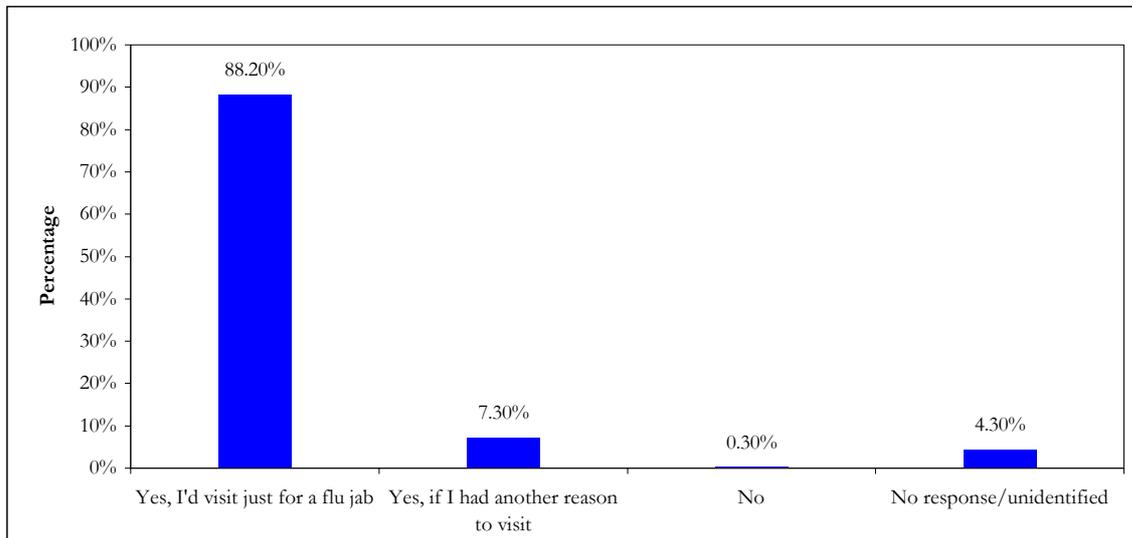


Source: NHS Wales Shared Services Partnership

NOTE: Respondents were able to cite multiple reasons.

The majority of respondents (88%) indicated that they would return to the pharmacy for the purpose of having an influenza vaccination. A further 7% of respondents indicated that they would have an influenza vaccination at the pharmacy if they had visited the pharmacy for another reason

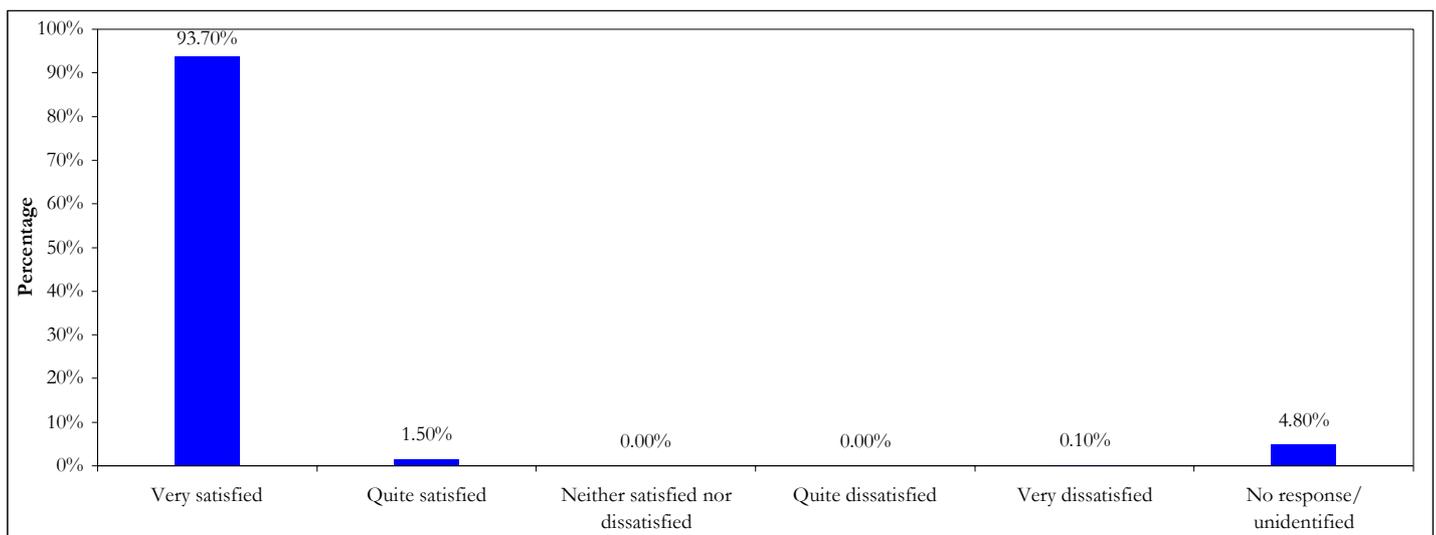
Chart 4: Responses to the question “would you use the pharmacy for a flu jab in the future?”



Source: NHS Wales Shared Services Partnership

The majority of respondents (94%) indicated that they were very satisfied with the pharmacy service. One respondent indicated that were dissatisfied with the pharmacy service.

Chart 5: Responses to the question “how satisfied are you with the service you received today?”



Source: NHS Wales Shared Services Partnership

Appendix 1: Comparison of remuneration and reimbursement and questionnaire data

| | Questionnaire Data | | Remuneration Data | |
|----------------------------|--------------------|------------|-------------------|------------|
| | Count | Percentage | Count | Percentage |
| Gender | | | | |
| Male | 453 | 39.4 | 683 | 44.4 |
| Female | 633 | 55.0 | 853 | 55.5 |
| No response / unidentified | 65 | 5.6 | 1 | 0.1 |
| Total | 1151 | 100 | 1537 | 100 |
| Age | | | | |
| 18-40 | 244 | 21.2 | 386 | 25.1 |
| 41-64 | 527 | 45.8 | 687 | 44.7 |
| 65+ | 337 | 29.3 | 464 | 30.2 |
| No response / unidentified | 43 | 3.7 | 0 | 0.0 |
| Total | 1151 | 100 | 1537 | 100 |

Source: NHS Wales Shared Services Partnership

Appendix 2: Pharmacy Seasonal Influenza Vaccination Patient Questionnaire

NHS Wales would like to evaluate this service. By completing this questionnaire you will be helping NHS Wales to understand why you have chosen to have a flu jab at the pharmacy and what you would have done if the pharmacy service had not been available. The questionnaire is completely anonymous and does not require that you provide any information that identifies you.

If you need any help to complete the questionnaire please ask a member of staff at the pharmacy.

| | | | |
|---|--|-------------------------------------|--------------------------------|
| Are you? | Male <input type="checkbox"/> | Female <input type="checkbox"/> | |
| What age are you? | 18-20 <input type="checkbox"/> | 21-40 <input type="checkbox"/> | 41-60 <input type="checkbox"/> |
| | 61-64 <input type="checkbox"/> | 65 or over <input type="checkbox"/> | |
| Which of the following groups of people, eligible for NHS flu vaccination, best describes you (mark one)? | I have a chronic health condition | <input type="checkbox"/> | |
| | I am the main carer for someone else | <input type="checkbox"/> | |
| | I am pregnant | <input type="checkbox"/> | |
| | I am resident in a long stay care home | <input type="checkbox"/> | |
| | I am a designated first aider | <input type="checkbox"/> | |
| Did you have a flu jab last year? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |

| | | |
|--|--|--------------------------|
| If you had a flu jab last year please tell us whether it was: | A free NHS flu jab provided at my GP surgery | <input type="checkbox"/> |
| | A free NHS flu jab provided at my home | <input type="checkbox"/> |
| | A flu jab provided at my place of work | <input type="checkbox"/> |
| | A flu jab that I paid for | <input type="checkbox"/> |
| If you had not had a flu jab at the pharmacy today would you have been vaccinated? | Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> | |
| Why did you choose to have a flu jab at the pharmacy (mark all that apply)? | I didn't need an appointment | <input type="checkbox"/> |
| | The opening hours suit me | <input type="checkbox"/> |
| | The location is convenient for me | <input type="checkbox"/> |
| | I was in the pharmacy for another reason | <input type="checkbox"/> |
| | Other (please state) | |
| Would you use the pharmacy for a flu jab in the future? | Yes, I'd visit just for a flu jab | <input type="checkbox"/> |
| | Yes, if I had another reason to visit | <input type="checkbox"/> |
| | No | <input type="checkbox"/> |

| | | |
|--|------------------------------------|--------------------------|
| How satisfied are you with the service you received today? | Very satisfied | <input type="checkbox"/> |
| | Quite satisfied | <input type="checkbox"/> |
| | Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| | Quite unsatisfied | <input type="checkbox"/> |
| | Very unsatisfied | <input type="checkbox"/> |

Thank you for completing this questionnaire which will help us to plan and deliver a better service – please leave the completed form with your pharmacist.