

## Ordering, Receipt, Storage & Distribution of Refrigerated & Ambient Temperature Medicines/Vaccines (Pharmacy Vaccine Store)

### Standard Operating Procedure.

|                               |   |              |
|-------------------------------|---|--------------|
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|         |  |            |
|         |  |            |

### Engagement & Consultation

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| Date       | Role / Designation                               |
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| 16/05/2024 | Chief Pharmacist                                 |
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## **1 Introduction**

Powys Teaching Health Board (PTHB) is committed to the safe and secure handling of medicines and vaccines to protect patients and staff.

This SOP describes the process and documentation requirements for ordering, safe receipt, management, storage, and distribution of refrigerated medicines/vaccines and ambient temperature medicines from the Pharmacy Store (PS) located on Hafren ward, Bronllys hospital.

All SOPs referenced in this document can be accessed here: [5. SOPs](#)

Pharmacy Store documentation referenced in this SOP can be accessed here: [Pharmacy Vaccine Store Documentation](#)

## **2. Objective**

This SOP clearly defines the processes required to:

- Ensure that suitably trained and competent pharmacy store staff can safely and efficiently support the procurement, safe management and distribution of stock held within the pharmacy store.
- Ensure that data is recorded comprehensively on the Welsh Immunisation System (WIS) to inform VPW.
- Ensure that stock management Excel spreadsheets are robustly maintained.
- Ensure that the ordering process for refrigerated medicines/vaccines and other stock is clearly defined.
- Procure stock from approved external suppliers.
- Receipt orders from approved external suppliers into the pharmacy store.
- Ensure that the cold chain is maintained, and good distribution practice is maintained.
- Manage delivery notes and maintain accurate records via the pharmacy stores stock management Excel spreadsheets.
- Ensure that staff understand the importance of expiry date checks and the principles of stock rotation.
- Efficiently manage stock within the pharmacy store.
- Ensure stock is readily available to fulfil the requirements of vaccination programmes and other clinical areas.
- Distribute orders in a timely manner to meet the needs of vaccination programmes and other clinical areas.

- Ensure waste is kept to an absolute minimum.
- Maintain a waste stock log.

### 3. Definitions

- **ATO** - Assistant Technical Officer
- **Cold chain** – is the system of transporting and storing medicines within the recommended temperature range of +2°C to +8°C from the place of manufacturer to the point of administration to a patient.
- **Consumables** – Syringes and PILs for use with COVID-19 vaccine.
- **Data logger** – an electronic device which allows a detailed analysis of temperature. Data loggers can be used to provide assurance that the cold chain has been maintained and also to provide information about the duration of temperature excursions. Data loggers are frequently placed in medicines refrigerators and in vaccine porters during transportation.
- **GDP**- Good Distribution Practice. The minimum standard that a wholesale distributor must meet to ensure that the quality and integrity of medicines is maintained throughout the supply chain.
- **IP5** – The Pharmacy Unit at IP5 (previously known as CIVAS) stores COVID-19 vaccine for onward distribution to NHS Wales organisations.
- **LAIV** – Live Attenuated Influenza Vaccine (Fluenz Trivalent®)
- **Medicine** – a substance used for treating, preventing or diagnosing disease, for contraception, inducing anaesthesia or modifying normal physiological function.
- **MHRA** – Medicines & Healthcare Products Regulatory Agency
- **nMABs** – neutralising monoclonal antibodies
- **NWSSP HCSW** – NHS Wales Shared Services Partnership, Health Courier Service Wales
- **PCCS:I** – Primary Care Contracted Services: Immunisations

- **PILs** – Patient Information Leaflets. Included in the packaging of medicines/vaccines. A PIL is written by the pharmaceutical company and is a patient friendly version of the Summary of Product Characteristics.
- **PS** – Pharmacy Stores
- **PTHB** – Powys Teaching Health Board
- **Quarantine**-To separate/isolate affected stock from supply chain which must be clearly labelled with 'Quarantined – do not use' and dated.
- **RSV** – Respiratory Syncytial Virus
- **Temperature deviation/excursion** – any incident where the recorded Labcold™ portable vaccine carrier temperature is outside of the recommended range of +2°C to +8°C.
- **UKHSA** – United Kingdom Health Security Agency
- **Vaccine** – a suspension of attenuated or killed microorganisms (viruses, bacteria or rickettsia) or of antigenic proteins derived from them, administered for prevention, amelioration or treatment of infectious disease.
- **WG** – Welsh Government
- **WIS** – Welsh Immunisation System

#### **4. Role / Responsibilities**

##### **4.1 Senior Pharmacy Technician, Vaccination/Immunisation & Pharmacy Stores (The Senior Pharmacy Technician)**

- The senior pharmacy technician is responsible for ordering vaccines/medicines to support the delivery of vaccination programmes in PTHB and for ensuring safe and secure management from receipt to distribution.
- The senior pharmacy technician is responsible for strategic development and oversight of all pharmacy store functions.
- The senior pharmacy technician is responsible for delegating PS operational duties to trained and competent pharmacy store pharmacy technicians and where

appropriate to trained and competent Assistant Technical Officers (ATOs)

- The senior pharmacy technician is responsible for arranging regular reviews to monitor compliance with this procedure, providing professional advice on all operational aspects of the pharmacy store, cold chain maintenance and Good Distribution Practice (GDP)

#### **4.4 Pharmacy Store Pharmacy Technicians**

- Where delegated and under supervision of the senior pharmacy technician, pharmacy store technicians are responsible for ordering stock.
- Pharmacy store technicians are responsible for receiving, unpacking, and checking vaccines/other medicinal products, and for the safe storage, management and distribution of vaccines and other products kept within the PS.
- Only where necessary and approved by the senior pharmacy technician, pharmacy store technicians are responsible for packing down small batches of vaccine/medicines and /or overlabelling products e.g. where product expiries have been extended by the manufacturer/MHRA. See MMP 441 Repacking and Over Labelling Medicines / Vaccines in Pharmacy Stores.
- Pharmacy stores technicians are responsible for the general maintenance of pharmacy store e.g. cleaning refrigerators, checking alarms, monitoring fridge temperature etc. see MMP 445 - General Management of Pharmacy Stores.
- Pharmacy stores technicians are responsible for training and managing other members of staff e.g. ATOs, and delegating duties to these members of staff where they have been signed off as trained and competent.
- Pharmacy stores technicians are responsible for maintaining accurate records of all store's activities via pharmacy store stock management Excel spreadsheets.
- Pharmacy store technicians are responsible for undertaking annual cold chain training, vaccine storage training, Good Distribution Practice (GDP) training (including annual refreshers), adhering to this SOP, maintaining competence, and reporting and reacting to temperature excursions within the pharmacy stores and to those temperature excursions reported by vaccination teams in PTHB.
- Pharmacy store pharmacy technicians must comply with the requirements of this SOP and have a professional responsibility to escalate concerns to the senior pharmacy

technician if they believe that pharmacy/legal standards are not being met.

#### **4.5 Pharmacists**

- Pharmacists are responsible for providing final checks for product release to support vaccination programmes/COVID therapies e.g. vaccine batch pack downs, product over labelling (e.g. extended expiry dates) etc.

### **5. Ordering Vaccine**

#### **5.1 Covid Vaccines**

COVID-19 vaccines and associated consumables are ordered once weekly during active covid vaccination programmes via a spreadsheet supplied by Vaccination Programme Wales (VPW) (lead time is 7 days). Vaccine allocation is calculated according to PTHB capacity plans and is reviewed regularly by VPW. The senior pharmacy technician is responsible for ordering Covid vaccine unless delegation is agreed e.g. to cover annual leave. Covid vaccines, Patient Information Leaflets (PILs) and associated consumables are delivered direct from IP5 to the PS, Bronllys Vaccination Centre (VC) and Newtown VC.

#### **5.2 Influenza Vaccine**

From 2025, influenza vaccine for the seasonal influenza vaccination programme will be centrally procured by Welsh Government (WG). PTHB Pharmacy Stores Senior Technician is responsible for ordering vaccine from centrally procured WG stock for PTHB Occupational Health use e.g. staff, inpatients & maternity services and for oversight of flu vaccine orders submitted by contractors signed up to the influenza vaccination programme via Primary Care Contracted Services: Immunisations (PCCSI) e.g. GPs and Community Pharmacies.

Where required, in campaign contractor orders will be submitted to the Health Board Vaccination Programme Team. Orders received will be verified by PTHB vaccination programme service leads e.g. to ensure that over-ordering does not occur and that quantities ordered are in line with reported fridge capacities. On verification of orders received, they will then be collated onto one spreadsheet and returned to VPW for further verification and processing. Flu vaccine will be delivered directly to contractors on a specified day of the week via NHS Wales Shared Services Partnership, Health Courier Service Wales (NWSSP HCSW). Health Board vaccine will be delivered directly to the pharmacy store in two separate orders via

NWSSP HCSW, as the pharmacy store does not have the capacity to receive the entire flu vaccine order in one vaccine delivery.

Seasonal influenza vaccine for children e.g. Live Attenuated Influenza Vaccine (LAIV (Fluenz Trivalent®)) is ordered by the PS senior pharmacy technician (unless otherwise delegated), on behalf of the school nurses. Orders are submitted via ImmForm every Monday morning by 11:55am for delivery to the PS on Wednesday of the same week. The quantity of Fluenz Trivalent® vaccine ordered weekly can be large, so to free up fridge capacity, Fluenz Trivalent® vaccine must be scheduled to be delivered to the school nursing teams as soon as possible following delivery into the PS e.g. every Thursday (South School Nurse Team) and Friday (North School Nurse Team).

The PS team must work closely with the school nurses' team to ensure that Fluenz Trivalent® vaccine is not over ordered, to avoid over stocking vaccine and to reduce unnecessary waste. On receipt of a Fluenz Trivalent® vaccine order from PTHB school nurse teams, pharmacy staff should check the order form to ensure that it has been completed fully and includes the number of Fluenz Trivalent® vaccine doses currently held by school nurse teams as well as the number of Fluenz Trivalent® doses required for the week ahead. Any anomalies e.g. ordering 1000 doses, when 1000 doses are already held in school nursing stock, must be challenged and an order placed only if the quantity of vaccine ordered covers the school vaccination programme appointments for the week that the vaccine has been requested for. There must be no stock piling.

### **5.3 Other Vaccine/Medicines**

On occasion, the PS will store other refrigerated medicines/vaccines or ambient temperature products. This may be for vaccination catch-up campaigns e.g. MMR, or on behalf of other HB teams in the event of a cold chain incident e.g. for occupational health/school nurse teams, and to support COVID-19 therapy e.g. nMABs.

Examples of products and how to order are listed in table 1 below:

| Product  | Source  | How to order  |
|--|---------|---|
| MMR Vax Pro / Priorix                                | NHH     | Order via email:<br>Thursday for delivery the following Thursday  |
| Respiratory Syncytial Vaccine (RSV) Adult & Maternal | ImmForm | Order before 11:55am Monday for delivery into PS on Wednesday of the same week. NB. Adult and Maternal vaccines must be ordered |

|  |                  |  |
|--|------------------|--|
|  |                  | separately on ImmForm. To differentiate between the two, maternal RSV vaccine must be labelled 'Maternal' when received into PS. |
| Live Attenuated Influenza Vaccine (LAIV) | ImmForm          | Order before 11:55am Monday for delivery into PS on Wednesday of the same week.  |
| Anaphylaxis Kits                         | NHH              | Order via email: Lead time approx. 7 days  |
| Sotrovimab Infusion                      | NHH              | Order via email: Lead time 7-10 days   |
| Na Ch 0.9% 100ml infusion bags           | NHH              | Order via email: Lead time approx. 7 days  |
| HPV                                      | NHH (or ImmForm) | Order via email: Lead time approx. 7 days. (ImmForm as above)  |
| Revaxis                                  | NHH (or ImmForm) | Order via email: Lead time approx. 7 days (ImmForm as above)   |
| MenQuadfi                                | NHH (or ImmForm) | Order via email: Lead time approx. 7 days. (ImmForm as above)  |
| Mantoux                                  | NHH              | Order via email: Lead time approx. 7 days  |
| Security Tags                            | Oracle           | MM Admin Team  |
| White Cartons                            | Oracle           | MM Admin Team  |

Table 1. Other products managed by pharmacy store staff and where to source. NB. This list is not exhaustive and is subject to change.

## 6. Receipt

All vaccines are delivered to the PS in vaccine porters or via a temperature-controlled vehicle, at +2 to +8°C.

### 6.1 Accepting Deliveries

Process the vaccine delivery immediately to maintain the cold chain.

Check:

- that the number of outer boxes matches the number listed on the delivery note, carrier's receipt, or proof-of-delivery device.
- that the shipment is in good condition and no damage is evident.
- that the shipment is addressed correctly.

Check that there are no transit time restrictions for the vaccine received. This information will be provided by the delivery driver. If transit time restrictions apply e.g. 12-hour transit time in total, then this must be recorded against the batch received on the appropriate vaccine management Excel spreadsheet and the journey time must be written in hours on the vaccine boxes (e.g. "transported for 3 hours out of 12"). This information will be needed when the product is subsequently transported.

If any part of the delivery is damaged, already opened, missing, or otherwise not as expected then report without delay to the senior pharmacy technician.

If the delivery appears to be in order, accept the shipment according to the delivery drivers process, e.g. covid vaccines will be signed for via a handheld PDA.

## **6.2 Physical Examination of Delivery**

Check:

- that the tamper evident seal is intact.
- that there is no evidence of any damage.
- that the identity, batch number, expiry date and quantities match that of the delivery note.

**Endorse the delivery note:** Sign, date and add the time to the delivery note, then scan and save the document in the PS scanned documents folder.

Once scanned, the delivery note can be disposed of in confidential waste.

If there is any damage or discrepancy, quarantine the stock at the correct storage temperature (refrigerated at +2 - +8°C) see MMP 443 - Quarantine, Product Recall & Disposal of Vaccines and report without delay to the senior pharmacy technician. If any vials/product are broken, deal with the spillage following SOP for spillages MMP 445 - General Management of Pharmacy Stores

Put the vaccines into a refrigerator (at +2°C to +8°C) immediately on receipt.

**NB. Vaccines are Prescription Only Medicines (POMs), and therefore, the PS fridges should always be locked when not in use. Vaccines should never be left unattended once removed from the fridge.**

Please Note:

Respiratory Syncytial Virus (RSV) vaccines delivered into PTHB are for either the adult vaccination programme or for the infant protection vaccination programme and must be ordered as such via ImmForm (by the senior pharmacy technician, unless otherwise delegated). The boxes of RSV vaccine received into the PS must be easily identifiable for onward delivery to other departments/VCs. RSV vaccine must be checked carefully against the delivery note to determine which vaccination campaign the vaccine has been ordered for e.g. check whether the batch numbers are specific to the adult / infant protection vaccination programmes (also access the PS RSV stock management Excel spreadsheet and daily diary to confirm how many vaccines have been ordered and for which cohort). To aid identification for picking from the fridges, and as vaccine specific to the infant protection vaccination programme is ordered in much smaller quantities, all boxes of RSV vaccine delivered to the PS for infant protection must be clearly labelled 'Maternal' and where possible segregated in a different fridge from the adult RSV vaccine. Deliveries of RSV vaccine into the PS will be on Wednesdays only (ImmForm delivery day).

### **Logging Receipts on Stock Control Excel Spreadsheets**

On receipt of an order, receive the goods onto the relevant pharmacy stock management Excel spreadsheet. For Covid-19/Flu/RSV vaccines – receipt on the Welsh Immunisation System (WIS) as well as the pharmacy stock management Excel spreadsheet.

Scan delivery notes and save in the relevant folder for the current vaccination programme. Name saved documents appropriately with order number and date to allow for easy retrieval, if needed.

Refer to SOP MMP 447 Stock Management: Record Keeping for detailed information on how and where to document stock receipt.

### **7 Stock Rotation and Storage**

- Rotate stock so that the oldest stock (shortest expiry) is at the front of the fridge to be used first. When checking the expiry date, in most cases the vaccine will expire on the last day of the month. e.g. 05/24 means the vaccine expires at 23:59 on the last day of May. There are some exceptions to this as vaccines such as the LAIV and COVID-19 vaccines expire on a specific date in the month.

- Excessive stockpiling of vaccines must be avoided to reduce potential waste (e.g. in case of a fridge failure).
- Ensure that different vaccines are clearly separated in the fridge e.g. on different shelves.
- Refrigerators should not be over-filled. Sufficient space must be maintained within the fridge to permit adequate air circulation.
- Cool packs should be stored in a separate fridge from the vaccine.
- Food, drinks and clinical specimens must never be stored in the same refrigerator as medicinal products.
- Fridges must be cleaned monthly (more often where necessary) and defrosted where necessary. Refer to MMP 430 Cleaning and Defrosting PTHB Medicines/Vaccines Refrigerators.

## 8 Stock Checks

PS staff are responsible for:

- Taking a stock check of **all** vaccines/medicines in the PS at the end of a shift (record on the stock management Excel spreadsheets and where available record on WIS also e.g. Covid/Flu/RSV vaccine).
- Updating stock levels of vaccine on WIS (where this allows), and the digital stock management system following receipt of vaccine orders.
- Taking care when entering data onto WIS, particularly stock levels. There is a very small window of opportunity for editing errors after which the request must be sent to the national team for updating. It is good practice for a second stock check to be performed by a suitably trained and competent member of staff before entering the stock count onto WIS. Incorrect stock counts can affect vaccine orders (e.g. insufficient or too much vaccine may be ordered based on current WIS stock levels), which in turn may potentially impact on the smooth running of the vaccination service and/or produce waste.
- Providing a weekly stock check (to include batch numbers and expiry dates) to the senior pharmacy technician, to inform VPW.  
NB. When undertaking stock checks, ensure that the fridge door is open for the shortest possible time and monitor the fridge temperature closely, ensuring that it does not rise about

+8°C at any point. If the fridge temperature begins to rise, close the fridge door, and wait until the temperature becomes stable again before continuing. **NB. When performing a stock check, be aware that some boxes of vaccines may be part boxes.** Part boxes must be marked with a cross to indicate that they have been opened and that vials have been removed.

## 9. Fridge Monitoring

- Vaccines must be stored safely and securely in a refrigerator between +2°C to +8°C to ensure that they are not compromised, and to ensure that vaccine efficacy is maintained.
- The temperature within the vaccine refrigerator must be monitored regularly by an appropriately trained and competent individual who is aware of the action to take if a fridge temperature excursion occurs.
- All fridges must contain a data logger. The PS fridge data loggers must be downloaded weekly due to high activity in the PS e.g. opening and closing fridge doors regularly, see MMP 445 - General Management of Pharmacy Stores, for further details.
- All pharmacy stores staff must ensure that a reminder is added to the PS electronic daily diary to ensure that PS fridge data logger downloads happen weekly. The downloaded data must be saved in the relevant data logger download folder.
- Fridge temperature readings must be recorded on WIS every day that the PS is operational. The maximum, minimum and actual temperature must be recorded, then the fridge temperature must be reset. See also section 10 – WIS.
- Fridge temperatures must be taken and recorded before any work is undertaken in the PS and then entered onto WIS. Providing that fridge temperatures have been maintained and are within range e.g. between +2°C to + 8° C, the temperatures can be entered onto WIS following the preparation of orders (also see section 11.1). This will ensure that orders are prepared and dispatched on time.
- Fridge temperatures must also be taken and recorded on WIS before receipt of vaccine orders.
- In the event of a power cut, the pharmacy store fridges are supported by the Bronllys site generator.
- In the event of a fridge failure during working hours (e.g. if there is a power cut and the generator does not kick in or if a fridge malfunctions) all vaccine must be transferred into vaccine porters to maintain the cold chain. Data loggers must

be placed into the vaccine porters to record the temperature. Report immediately to the senior pharmacy technician.

- On discovery of a fridge failure that has occurred out of hours, inform the senior pharmacy technician immediately. If the senior pharmacy technician is not available, the Chief Pharmacist, or other senior member of staff, must be contacted for advice. All stock must be quarantined immediately (see MMP 443 - Quarantine, Product Recall & Disposal of Vaccines) and a temperature excursion investigation opened. Documentation to support the investigation of temperature excursions can be found here: [Cold Chain Breaches \(ALL MM Teams\) | General | Microsoft Teams](#)
- **Refer to SOP MMP 427 Safe and Secure Management of Refrigerated Medicines and Vaccines for further guidance on monitoring refrigerators and for detailed instructions for managing refrigerator temperature excursions.**

## **10. Welsh Immunisation System (WIS)**

- Covid-19, Flu and RSV Vaccines delivered to the pharmacy store must be receipted and added to stock on WIS, NB. Other vaccines may be added to the WIS system in due course. The vaccine delivery details must also be recorded on the relevant pharmacy store stock management Excel spreadsheet.
- Receipt of all other vaccine/medicines into the pharmacy store which are not available on WIS (e.g. Teenage Immunisations etc.), including stock checks and waste reporting, must be recorded on the relevant stock management Excel spreadsheet.
- Temperatures and stock checks must be recorded daily on WIS (or when the pharmacy store is operational).
- Covid-19, Flu and RSV vaccine waste must be recorded on WIS and on the PS waste management log. All other vaccine waste must be recorded on the PS waste management log.
- Covid/Flu/RSV vaccine transfer from the PS to vaccination centres or other PTHB teams (e.g. District Nurses, maternity units etc.), for stock holding must be recorded on WIS and vice versa e.g. for returns to the PS or when transferring vaccine from one VC to another.

NB. Where stock is received into the PS and receipted on WIS and then transferred out of PS stock to another service e.g.

VC, maternity, then the stock must be transferred to the service location via the transfer option on WIS (by PS staff). There is no requirement for the receiving service to receive this stock via the delivery option on WIS, however the stock must be added on WIS by staff at the receiving location using the stock control option on WIS. The only time that services will need to record delivery of vaccine into their location on WIS will be when vaccine is delivered directly from an outside source e.g. from IP5 or from UKHSA via Movianto.

## **11. Preparing Orders**

Vaccine/medicine requests from other departments within the Health Board must be submitted to the PS team via an appropriate order form which must be saved by the PS team electronically to maintain a robust stock management system and for audit purposes.

Vaccine/medicines requests are received from the following PTHB departments (this list is not exhaustive and is likely to expand):

- Vaccination Centres (ad hoc requests, including anaphylaxis kits)
- District Nurses (DNs)/ inpatient Covid-19, Flu and RSV vaccine orders are submitted via a once weekly meeting for delivery the following week. The PS team can access DN/inpatient vaccine orders via SharePoint [Vaccination Orders | General | Microsoft Teams](#))
- School Nurses (via order form - LAIV (Fluenz Trivalent®)/ Influenza injectable vaccine)
- Midwives (via order form – RSV / seasonal flu vaccine)
- MIUs (sotrovimab stock replenishment – managed by pharmacy store team)

Where possible, orders must be submitted a week in advance for planning purposes and to allow the PS team time to organise transport. Orders received must specify the required date of delivery.

All order requests received into the PS must be transferred directly to the electronic daily diary, assigned an order number and documented on the appropriate pharmacy stock management Excel spreadsheet.

Vaccines must not be handed out on the request of any PTHB department without a completed order form e.g. district nursing teams or transported to any other legal entity e.g. care homes (for

use by PTHB VC teams), without prior authorisation from the senior pharmacy technician.

The transport team must be emailed every Friday with details of deliveries scheduled for the following week.

Send request to [Morgan.Vaughan@wales.nhs.uk](mailto:Morgan.Vaughan@wales.nhs.uk) and copy in [Susan.Wilding@wales.nhs.uk](mailto:Susan.Wilding@wales.nhs.uk) [James.Millett@wales.nhs.uk](mailto:James.Millett@wales.nhs.uk) and [Neil.Johnston@wales.nhs.uk](mailto:Neil.Johnston@wales.nhs.uk)

Also copy in Senior technician [nikki.mathers@wales.nhs.uk](mailto:nikki.mathers@wales.nhs.uk) and other PS technicians to confirm that transport has been requested.

Annotate the daily diary to confirm that transport has been requested. When transport confirms the delivery schedule, change the status on the daily diary to 'transport confirmed'.

### **11.1 Procedure – early morning deliveries**

Transport will arrive at the pharmacy stores at 07:45 to collect and sign for the morning's deliveries. Orders must be ready for collection at this time. Orders will be part-prepped to save time (see section 11.2).

Preparation:

- On arrival at the pharmacy store, monitor and record all fridge temperatures on a paper record (see section 9) then transfer records to WIS (if temperatures have been maintained, then to save time the WIS temperature record can be updated when order preparation has been completed).
- All **vaccine porters and delivery notes** will have been prepared by a pharmacy technician/ATO on their last working day in the PS.
- **All vaccine orders** will have been prepared by a pharmacy technician/ATO on their last working day in the PS. Vaccine orders will be organised per delivery location and placed in plastic baskets on the shelves in the fridge and will be clearly labelled with the destination and date of delivery.
- Check that the order entries on the electronic daily diary match that on the handover list previously prepared by the pharmacy technician / ATO (see section 11.2).
- Check that the pharmacy technician /ATO has entered the correct order details onto the pharmacy stock management Excel spreadsheet e.g. location, vaccine required, batch number, expiry date, vaccine porter number etc.

Before packing the vaccine porter, check that:

- the location on the delivery notes and that of the vaccine porter address label match.
- the correct vaccine porter number has been entered onto the delivery notes and the vaccine porter address label.
- the prepared product(s) and strength(s) have been selected, e.g. the pre-selected product(s) in the plastic basket in the fridge, labeled with the destination and date of delivery.
- the quantity of vaccine prepared is correct.
- the batch numbers and expiry dates match those of the delivery notes.
- the security tag number has been entered correctly on the delivery notes.
- If satisfied that all details have been entered correctly sign the 'checked by' box on the delivery notes.

Work swiftly and methodically to pack each vaccine porter with cool packs and the correct vaccine order from the fridge. See MMP 432 - Use and Management of Helapet Vaccine Carrier Systems

- Ensure that the vaccine is safely secured inside the vaccine porter, fill any dead space with bubble wrap to avoid movement of vaccine during transport and carefully secure the insulating lid.
- Ensure the vaccine porter lid is securely closed, then secure with the security tag.
- Write the expiry time of the cold chain on the address label on the vaccine porter lid (i.e. 8-hours post packing).
- Update the stock management Excel spreadsheet relevant for the products that have been packed for delivery.
- Place the vaccine porter in the distribution area ready for collection by transport. Also see section 12, Distribution – for details on delivery notes and signatures.
- Following collection of the order by transport, complete the relevant sections of the pharmacy store stock management Excel spreadsheet, to confirm the date and time that the order was collected and sign for a second check.

### **11.2 Preparing Orders for the Following Day/Week**

When all orders have been collected by transport at 07.45am, the orders for the following day/week must be prepared:

- Check the electronic daily diary for the date that the next orders are due to be collected by transport. Make a list of these on the pharmacy store handover sheet. Write the day

and date of delivery on the top of the sheet, then document the order numbers, destinations, names of products and quantities to be delivered onto the list.

- Use the list to select the products required for each order e.g. place vaccine for individual orders into a plastic basket in the fridge. Write the order destination and the date that it is required to be collected by transport on a post-it note and place inside the basket with the product.
- Make a note of batch numbers and expiry dates against the orders on the pharmacy store handover sheet you are working on.
- Refer to the details on the pharmacy store handover sheet to complete the relevant stock management Excel spreadsheet e.g. Batch number, expiry date, number of consumables required (if applicable) NB. Covid vaccine consumable bags must be prepared and labelled in advance (see section 13 Covid vaccine, DNs, Wards and Consumable Bags).
- For each individual order, select an appropriately sized Helapet vaccine porter and attach an address label to the lid of the porter. Complete the space on the address label with the destination, the vaccine porter number, and the date that the vaccine is due to be collected by transport.
- Add the vaccine porter number to the pharmacy handover sheet and to the relevant section of the stock management Excel spreadsheet.

NB. PTHB wards are likely to request single vials of Covid-19 vaccine. As the PS team no longer routinely pack down batches of single vials in labelled cartons (previously under exemption 10), then it is acceptable for a registered pharmacy professional to remove the required number of Covid-19 vaccine vials from the original pack and place them in a small carton. There is no requirement to label the carton as the doses in these vials will be administered on the day of delivery (e.g. they are not kept on wards as stock). However, as Covid-19 vaccine has a reduced expiry post-thaw, then the reduced expiry date must be written on the carton, as this will differ from the expiry date on the vaccine vial label. Following removal of Covid-19 vaccine vials from an original pack, the pack must be marked with a cross to indicate that it is a part pack. The original pack must remain with the unlabeled carton for a second check before being dispatched.

All prepared vaccine porters must be entered onto the vaccine porter Excel spreadsheet. Record:

- Date the vaccine porter is due to be collected by transport.

- Vaccine porter number.
- Destination.
- Number of cool packs to be used.

All orders prepared in the pharmacy stores must be accompanied by delivery notes:

- For each order, complete all the details required on the delivery note e.g., order number, destination, prepared by, batch numbers, expiry dates and quantity etc.
- Print three copies of the delivery note per order.
- Place the delivery notes in the pre-labeled vaccine porter plastic pocket or on top of the vaccine porter.
- Place the prepared vaccine porter in the dispatch area of the PS ready for use.

NB. Delivery notes can be found on a tab in each vaccine management Excel spreadsheet

All Covid-19 vaccine orders for Community Services e.g. DNs, wards must be accompanied with a pre-prepared consumable bag (see section 13).

Consumables e.g. syringes and PILs must be included with the vaccine delivery for all other Covid-19 vaccine orders leaving the PS e.g. for vaccination centres (however most Covid-19 vaccine orders for VCs will be delivered directly to the centres from IP5 and will include PILs and syringes).

**NB. All details of the above order preparation process must be checked by another pharmacy technician / ATO. This is the second check.**

## **12. Distribution**

All orders prepared in the pharmacy stores must be accompanied by delivery notes:

- Transport drivers must sign all copies on collection and take with them.
- On drop-off at the delivery location, the transport driver must ask the health care professional to receive the order and to sign all copies of the delivery notes.

- Driver will leave one copy with the vaccine delivery, keep one copy for transport records and return one to the pharmacy stores.

Pharmacy stores staff must scan the returned delivery note and save it in the scanned documents folder. Once scanned, the delivery note can be disposed of in confidential waste.

### **13. Covid Vaccine DNs/Wards & Consumable Bags**

Covid-19 vaccine orders from DNs/wards are submitted every Tuesday afternoon (during active COVID-19 vaccination programmes only), via a recurring meeting (see section 11) which is chaired by a pharmacy stores pharmacy technician. Vaccine requested at this meeting will be for delivery the following week. During this meeting, the pharmacy technician will record order requests onto the weekly delivery request template in the vaccine ordering Teams channel. Orders from this template must be transferred onto the electronic daily diary, assigned an order number, and added to the relevant stock management spreadsheet (see section 11).

The consumable bags to accompany DN/ward orders must be prepared ahead of delivery.

Each consumable bag must contain the following:

- Corresponding number of syringes for the doses ordered
- Corresponding number of alcohol swabs.
- Corresponding number of PILs/vaccination cards.

The destination and date of the scheduled delivery must be clearly written on the outside of the bag.

The bag must be stapled to ensure that the contents are not displaced during transport.

### **14. Monitoring Compliance / Audit / Review**

Compliance with this SOP will be audited during annual pharmacy audits.

This SOP will be reviewed every three years or earlier should changes to legislation or to practice indicate otherwise.

## **15. References**

PTHB MMP 427 Safe and Secure Management of Refrigerated Medicines and Vaccines [Medicines Management - SOPs - All Documents \(sharepoint.com\)](#)