

Ordering and Management of Inactivated Influenza Vaccine for Supply to Contractors by Powys Teaching Health Board

Autumn/Winter Adult Influenza Vaccination Programme 2026/27

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Engagement & Consultation**Key Individuals/Groups Involved in Developing this Document**

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Item No.	Contents	Page
1.	Introduction	3
2.	Objectives	3
3.	Definitions	4
4.	Responsibilities	5
5.	Initial Vaccine Allocation	7
6.	Subsequent Vaccine Ordering and Health Board Verification Process	7
7.	Receipt and Storage	9
8.	Stock Management and Reconciliation	10
9.	Emergency Orders	10
10.	Failed Deliveries	11
11.	Cold Chain Incident Procedure	11
12.	Stock Management, Vaccine Usage and Waste	12
13.	End of Season Stock Reconciliation	12
14.	Monitoring, Compliance, Audit & Review	12
15.	References	13
	Appendices	
A	Key Contacts	14
B	Emergency Orders: HMR - Regulation 19(4E)	15

1 Introduction

This Standard Operating Procedure (SOP) describes the internal processes of Powys Teaching Health Board (PTHB) for managing the receipt, storage, subsequent ordering, monitoring, and reconciliation of Welsh Government centrally procured influenza vaccine stock allocated to PTHB for use by those Primary Care Contractors (General Practices and Community Pharmacies) signed up to the Primary Care Contractor Scheme: Immunisations (PCCS:I) for the delivery of the 2026/27 Influenza Vaccination Programme

Note: This SOP does not cover the management and supply of influenza vaccine stock held for internal PTHB vaccination services. These processes are detailed in a separate SOP (MMP 485), which is intended for use by internal PTHB vaccination services and outlines the ordering, storage, management, and distribution of influenza vaccine stock to services including Vaccination Teams, Maternity Services, District Nursing Teams, and inpatient ward-based vaccination services.

This Standard Operating Procedure (SOP) aligns with the national operating model for the supply and distribution of influenza vaccines in Wales for the Autumn/Winter 2026/27 season.

2. Objectives

The purpose of this SOP is to establish a clear, consistent and auditable process for the ordering, receipt, storage, and management of influenza vaccines supplied under the Welsh Government's central procurement model for the Autumn/Winter 2026/27 influenza vaccination programme.

The objectives of this SOP are:

- To ensure safe management of influenza vaccine stock supplied from National stock to PTHB Primary Care Contractors.
- To provide assurance to Vaccination Programme Wales (VPW) regarding vaccine utilisation and allocation across PTHB Primary Care Contractor services.
- To ensure robust vaccine stock management practices are implemented across all participating Primary Care contractor sites to minimise wastage, prevent stock shortages, support equitable distribution and maintain vaccine availability for eligible populations.
- To ensure that the cold chain is being maintained and that sites are compliant with record keeping.

- To describe the PTHB process for monitoring the use of the Welsh Immunisation System (WIS) for the recording, monitoring and management of vaccine stock, ensuring accurate stock visibility, traceability, accountability and reporting throughout the supply chain.
- To ensure that all vaccines are managed in accordance with national guidance, manufacturer requirements and cold chain standards to maintain vaccine quality, safety and efficacy.
- To describe the process for the identification, reporting and management of cold chain incidents, ensuring that any temperature excursions or storage breaches are escalated promptly, appropriately investigated and managed in accordance with Health Board procedures and national guidance.
- To support effective governance and assurance arrangements through accurate record keeping, monitoring and audit processes, enabling compliance with Welsh Government requirements and facilitating oversight of vaccine utilisation and wastage.
- To promote the safe and effective delivery of the influenza vaccination programme, supporting achievement of national vaccination uptake targets and ensuring eligible individuals have timely and equitable access to vaccination services.
- Ensure compliance with relevant Welsh Government guidance, Welsh Health Circulars (WHCs), immunisation standards and Health Board policies relating to vaccine management, storage, transportation and administration.

3. Definitions

- **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.
- **HCSW** – Health Courier Service Wales
- **HMR** – Human Medicines Regulations (2012)
- **MMT** – Medicines Management Team
- **NWSSP** – NHS Wales Shared Services Partnership
- **PCCS:I** - Primary Care Contractor Scheme: Immunisations
- **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.
- **SOP** – Standard Operating Procedure
- **Supply Chain**- Term used to describe the whole cold chain process from the point of receiving the medication into stock, transport, maintaining the medicines and the point of supplying medication.
- **Temperature deviation/excursion** – any incident where the recorded refrigerator / vaccine porter temperature is outside of the recommended range of +2°C to +8°C.
- **TIVc** – Cell-based Trivalent Influenza Vaccine (Surface Antigen, Inactivated)
- **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.
- **VPW** – Vaccination Programme Wales
- **WDA** – Wholesale Dealers Authorisation
- **WHC** – Welsh Health Circular
- **WIS** – Welsh Immunisation System

4. Responsibilities

4.1 Vaccination Programme Wales (VPW)

Vaccination Programme Wales is responsible for:

- Overseeing the national allocation and distribution of centrally procured influenza vaccines across Wales.
- Managing vaccine supply at a national level and monitoring vaccine availability throughout the vaccination programme.
- Coordinating vaccine allocations to Health Boards in line with national delivery schedules and anticipated demand.

- Providing guidance, communications and operational updates relating to influenza vaccine supply and distribution.
- Monitoring vaccine utilisation, stock levels and programme performance across Wales and implementing mitigation measures where supply issues or imbalances are identified.
- Working collaboratively with the Health Board, to ensure continuity of vaccine supply throughout the campaign.

4.2 Health Board

The Health Board is responsible for:

- Managing its allocated stock of influenza vaccine throughout the vaccination campaign to ensure equitable and effective distribution across all participating providers.
- Establishing and maintaining locally approved governance arrangements that support the safe and secure handling of medicines and vaccines in accordance with relevant legislation, national guidance and Health Board policies.
- Ensuring the Health Board maintains appropriate governance, systems, and processes for the documentation, management, and monitoring of influenza vaccine receipt, storage, transport, and distribution throughout the organisation (including the use of WIS).
- Monitoring vaccine stock levels, utilisation and wastage across Primary Care Contractor services, taking action where necessary to address supply pressures or prevent vaccine shortages.
- Maintaining oversight of vaccine ordering and distribution processes to ensure vaccine supplies remain aligned with programme demand.
- Providing guidance and support to Primary Care Contractors regarding vaccine management, stock control, cold chain requirements and incident reporting.
- Managing and investigating reported cold chain incidents in accordance with local procedures and national guidance, including escalation to relevant stakeholders where required.
- Notifying nwsspprocurement.vaccines@wales.nhs.uk with any changes to delivery locations so that appropriate ordering arrangements and professional registration, security and access checks can be made.

5. Initial Vaccine Allocation

Initial allocations of centrally procured influenza vaccine will be delivered to all participating Primary Care Contractor sites on **Friday 4th September 2026**. Unlike previous campaigns, there are no pre-planned additional deliveries following the initial allocation. Providers will therefore be encouraged to ensure effective stock management and monitor vaccine usage throughout the campaign.

All influenza vaccine stock supplied to PTHB from Welsh Government allocation will be received either directly into Primary Care Contractor premises or into designated PTHB stock holdings (for PTHB internal vaccination services).

6. Subsequent Vaccine Orders and Health Board Verification Process

To maintain oversight of subsequent vaccine orders, verification, deliveries and record keeping, a single Excel workbook will be used to record the following:

- Date and time the order was placed
- Delivery Location
- Vaccine Name
- Pack size
- Quantity ordered (boxes)
- Quantity ordered (doses)
- Confirmation of verification
- Confirmed delivery date
- Date of delivery
- Quantity delivered
- Batch No.
- Expiry Date
- Date receipted on WIS
- Date stock check updated
- A check that temperature monitoring is up to date
- Any issues/incidents that may occur during the course of the vaccination programme, including outcomes and any mitigating actions.

6.1 Subsequent Influenza Vaccine Orders

Providers will be informed that for inclusion in the next scheduled order, subsequent vaccine orders must be submitted to the Pharmacy Store Team **no later than 12pm on Thursdays (orders received after this deadline will not be processed)**. This will

allow adequate time for the Pharmacy Team to validate and process orders in readiness for submission the following Monday to NWSSP/VPW.

Subsequent influenza vaccine requests must be submitted to the Pharmacy Stores Team dedicated email address.

Vaccine orders will be submitted using the approved process outlined below:

To request additional stock, participating sites must:

- Complete the approved subsequent order template
- Enter the number of vaccine packs required against the correct site name.
- Submit the completed template to the Pharmacy Store team via PTHB.VaccPharmacyStoreOrders@wales.nhs.uk

Once an order has been received by the Health Board, it will be saved in the relevant pharmacy folder and the order details will be transferred to the Pharmacy Store Excel log to await verification.

6.2 Verification Process

The verification process will be undertaken after the PTHB vaccine order submission deadline has lapsed (or sooner if orders are received ahead of the deadline) by either:

- The Senior Pharmacy Technician for Imms / Vacc *or*
- The Pharmacy Store Pharmacy Technician *or*
- The Deputy Head of Vaccination Service

Verification Process – check that:

- The order has been completed against the correct site name.
- Vaccine quantities have been requested in packs as specified within the order template.
- Existing stock held at the site has been utilised, or there is a clear plan for utilisation, before additional stock is requested.
- The provider has complied with all relevant Primary Care Contractor Scheme: Immunisations (PCCS:I) requirements.
- Appropriate cold chain storage arrangements and local vaccine management procedures are being maintained.

Successful verification will be indicated on the Vaccine Management Excel log against the subsequent vaccine order request for that site.

Where issues are identified during the verification process the Primary Care Site contact will be contacted by the Health Board to rectify any issues before processing the order request.

Once verified, the order will be transferred to one consolidated order template for submission to NHS Wales Shared Services Partnership (NWSSP) AND Vaccination Programme Wales on the next allocated order submission day (Monday). All orders submitted will be saved by PTHB for audit purposes.

Delivery will be made by Health Courier Service Wales (HCSW) to the requesting sites on the designated delivery day, the following week (Monday).

7. Receipt and Storage

All confirmed initial influenza vaccine deliveries to Primary Care Contractor sites must be checked by the Pharmacy Store Team on the day of delivery by confirming that the delivery has been receipted on the Welsh Immunisation System (WIS). The date on which the contractor records receipt of the vaccine delivery on WIS must be documented in the Vaccine Management Excel Log.

If a vaccine delivery has not been receipted on WIS, the Health Board will contact the contractor and request that receipt of the delivery is recorded on WIS without delay.

The Pharmacy Store Team must record the batch numbers and expiry dates of all vaccines supplied in the Vaccine Management Excel Log. A WIS review must also be undertaken to confirm that:

- stock levels have been updated following receipt of the vaccine order; and
- temperature monitoring records are current and up to date.

Completion of these checks must be documented in the Vaccine Management Excel Log. Any issues identified, actions taken, and outcomes achieved must also be recorded in the log.

The above process will be repeated for all subsequent vaccine orders.

8. Stock Management and Reconciliation

To facilitate effective stock management and reconciliation, and as a requirement of the PCCS:I, all vaccine receipts, administration, stock checks, monitoring and wastage will be recorded by Primary Care Contractors within WIS:

All Primary Care Contractor sites will:

- record influenza vaccine deliveries on the day of receipt
- undertake daily stock checks and reconcile discrepancies promptly
- monitor fridge temperature on a daily basis and
- record wasted vaccine.

Any stock discrepancies, losses, wastage or corrective actions will be documented and investigated by the Health Board and escalated where appropriate to comply with national reporting requirements.

9. Emergency Orders (transfers between sites)

Emergency transfers of influenza vaccine stock between sites must only be undertaken in **exceptional circumstances** and must **not** be used as a routine stock management process (e.g., transfer of influenza vaccine from Health Board stock to Primary Care Contractors). Any movement of vaccine stock must comply with the requirements of the Human Medicines Regulations (HMR) 2012, including the conditions set out under Regulation 19(4E) [Amendments to HMR 2012 supporting vaccine supply and deployment – NHS SPS - Specialist Pharmacy Service – The first stop for professional medicines advice](#)

The above link provides an update outlining the exemptions allowing certain NHS organisations to move vaccines without a wholesale dealer's licence (WDA) NB. PTHB does not have a WDA. (also see Appendix B)

Where an urgent vaccine requirement arises:

- The Health Board will seek to fulfil the request using available Health Board stock, where appropriate, within 48 working hours.
- Before authorising any emergency transfer, the Pharmacy Store Team will ensure that the relevant regulatory conditions are met and that the vaccine remains in its original manufacturer packaging and is transported in accordance with cold chain requirements.

Where resource and capacity allows, Health Courier Service Wales (HCSW) support may be required to facilitate an emergency transfer and arrangements will be made by the Pharmacy Store Team directly with HCSW in accordance with their operational requirements.

Following any emergency supply from Health Board stock, replacement stock will be requested through the routine subsequent ordering process described above to restore local stock levels.

All replenishment orders will be processed and delivered in line with the standard ordering and delivery schedules.

All urgent vaccine orders will be captured on the vaccine management log.

10. Failed Deliveries

The Health Board will be notified by HCSW of all failed deliveries on the same day to support follow-up and resolution.

The pharmacy Store Team will contact the site where the delivery failed to:

- Inform them of the failed delivery
- Establish the reason for the failed delivery
- Look at mitigations to avoid this happening in the future
- Advise on next steps e.g., cancellation of order and the need to resubmit

11. Cold Chain Incident Procedure

Primary Care Contractors will be advised that in the event of a cold chain incident (e.g. temperature excursion), all stock should be quarantined immediately, and sites must contact their Health Board representative who will initiate an investigation. Details of the incident must be recorded:

A disruption of Cold Chain Form must be completed in full and submitted to PTHB.VaccPharmacyStoreOrders@wales.nhs.uk as soon as possible following identification of a temperature excursion. Access here (also available in the PTHB Supply and Distribution Operating Handbook):



Disruption%20of%20
Cold%20Chain%20M

Where in use, data logger downloads will also be requested to support the investigation process.

All cold chain incidents will be recorded on the Powys Teaching Health Board (PTHB) Medicines Management Team (MMT) Cold Chain Incident Reporting Spreadsheet. Associated documentation, including incident reports, manufacturer advice and responses, investigation records, and final outcomes, will be retained in accordance with governance requirements and for the purposes of monitoring, reporting, and audit.

12. Monitoring Vaccine Usage and Waste

The Health Board will review WIS data, stock balances, allocations and wastage reports throughout the campaign. Weekly monitoring will be documented and will include stock on hand, doses administered, wastage volumes, wastage reasons, expiry risks and uptake trends. Sites with unexplained variances, excessive wastage or poor stock control will be required to implement corrective actions.

13. End of Season Reconciliation

At the conclusion of the Autumn/Winter Influenza Vaccination Programme, all sites must submit a final stock declaration to the Health Board. The declared stock levels will be checked against the corresponding records held on WIS to ensure that quantities reconcile.

Any discrepancies identified during this process will be investigated, and sites will be required to reconcile their stock records and provide an explanation for any differences.

14. Monitoring Compliance / Audit / Review

Compliance will be monitored through routine review of WIS reports, stock reconciliations, cold chain incident records and wastage reports. This SOP will be reviewed annually and updated as required to reflect any changes in legislation, national guidance, or local practice. Annual review will continue until procedures have been formally established and embedded within routine operational processes.

15. References

JCVI Guidance on Influenza vaccines for Autumn/Winter 2026/27 Campaign:

- [JCVI statement on Influenza vaccines for 2026 to 2027 - GOV.UK](#)

National Influenza immunisation programme 2026 to 2027 Welsh Health Circular:

- [The national influenza immunisation programme 2026 to 2027 \(WHC/2026/010\) \[HTML\] | GOV.WALES](#)

Human Medicines Regulation 19 Revised Amendments:

- [The Human Medicines Regulations 2012](#)

The Primary Care (Contracted Services: Immunisations) (Influenza) (Amendment) Directions 2026:

- [NWSI 2026 No. 117 The Primary Care \(Contracted Services Immunisations\) \(Influenza\) \(Amendment\) Directions 2026](#)

Vaccination Programme Wales, Influenza Vaccine Autumn / Winter Campaign 2026/27, PTHB Supply and Distribution Handbook.
Guidance for NHS Wales Chief Pharmacists, NHS Boards, Primary Care Providers, NHS Trusts

Appendix A - Key Contacts

Contact Type	Organisation	Name	Contact Details
Any Primary Care commissioning and campaign management queries.	PTHB	Health Board Representative	Nikki.Mathers@wales.nhs.uk & Kate.Prothero@wales.nhs.uk
Any Primary Care subsequent vaccine ordering	PTHB	Subsequent Vaccine Order Form Submissions	PTHB.VaccPharmacyStoreOrders@wales.nhs.uk
Any cold chain incident queries or issues for escalation.	PTHB	Cold Chain Incident Contact	Nikki.Mathers@wales.nhs.uk & Gemma.Morgan9@wales.nhs.uk
Any transport or “on the day” delivery queries from any sites.	NWSSP Health Courier Service Wales (HCSW)	HCSW Transport Hub Inbox	NWSSP_HCSControlHub@wales.nhs.uk Tel: 0300 123 4092 (option 3) <i>(08:00 until 17:00hrs Monday to Friday, not including Bank Holidays)</i>
Any Health Board ordering and delivery queries.	NWSSP Procurement	Procurement Team Vaccine Enquiries Inbox	nwsspprocurement.vaccines@wales.nhs.uk <i>(08:00 until 17:00hrs Monday to Friday, not including Bank Holidays)</i>
Any Health Board operational queries during the campaign.	Vaccination Programme Wales	VPW Enquiries Inbox	vpw.enquiries@wales.nhs.uk <i>(08:00 until 17:00hrs Monday to Friday, not including Bank Holidays)</i>

Appendix B

Emergency Orders: HMR - Regulation 19(4E)

In Wales (and the wider UK), the movement of Influenza vaccines between sites is governed primarily by the Human Medicines Regulations (HMR) 2012, specifically under provisions relating to wholesale dealing and previous exemptions for healthcare providers.

Following the HMR review conducted in 2025/26 the movement of vaccine stock between sites (e.g., Health Board to Primary Care) must meet all 3 (three) conditions under the revised Regulation 19(4E) guidance:

- a) there is an urgent public health need for a patient to have administered to them the medicinal product on a particular occasion that the distribution would facilitate;
- b) there is no other way that the patient could receive treatment with the medicinal product without undue delay; and
- c) there is no suitable alternative medicinal product that the patient could receive treatment with without undue delay.

Redistribution of medicinal product stock under Regulation 19(4E) should be regarded as an exceptional intervention of last resort, rather than a routine stock management mechanism.