

Pharmacist section

To be completed by the Boots Pharmacist

1. Ensure a dispensing team member has checked the named seasonal flu vaccine you have selected (see below).
2. Go through the customer questionnaire with the customer. Review their answers and eligibility for the service (refer to current PGD).
3. If the customer has answered 'yes' to the latex question, you must assess the severity of the reaction and record it on the allergies section of the customer questionnaire and decide if the customer is eligible.
4. Using the excipients list, check the customer has no known allergies to the excipients in the brand selected.
5. Give customer the Patient Information Leaflet (PIL) and highlight possible side-effects.
6. If the customer is **not** eligible for this service, indicate 'not vaccinated' and inform them of the refund process where appropriate. Tick the box below if they are a corporate customer.
7. If the customer **is** eligible, administer the vaccine and fill in the boxes below.
8. Tear off the customer questionnaire section from the leaflet. File this securely.
9. Give the customer the advice section of the leaflet and a patient guide. Ask them to remain in store for five minutes.

Name of drug

Selected by

Checked by (dispensing team member)

Batch / Lot no.

Expiry date

DD

/

MM

/

YYYY

(Complete if no vaccine label attached)

Vaccinated

Yes

No

If not vaccinated, why?

Dose: 1 unit

No. of items: 1

Tick if corporate customer (not vaccinated)

Vaccination site: right arm

left arm

Pharmacist name

Pharmacist signature

Date

DD

/

MM

/

YYYY

Time

Is the customer eligible for a free flu vaccine through the NHS but preferring to pay for a vaccination instead?

Yes

Over 65 (or will be by March 2014)

Under 65 who fall into an at risk group

Attach vaccine label here



BootsWebMD.com

Let's get health information we can trust

Go online to [BootsWebMD.com](#) to access lots of useful information about a wide range of healthcare and wellness topics, plus you can sign up to free e-newsletters.

With content reviewed by Doctors and Healthcare professionals, you can be certain of getting trustworthy health news, features and tools.

For the latest information on cold and flu go to [BootsWebMD.com](#) and search 'flu'.



You and Boots. Let's feel good together.

Our fully trained staff are on hand in store to give you advice and help. Or you can contact our Customer Care Helpline on **08450 708090** (local rate, calls may be recorded for training purposes) between the hours of 8.30am and 7pm Monday to Friday and 8.45am and 5pm Saturday and Sunday.

Products may be available in selected larger stores only and may be subject to stock availability.

All details are correct at time of going to print August 2013.

Boots UK Limited
Nottingham, England
NG2 3AA



1000036203/HL - 7b (2013/14)/18.09.13-15.10.13

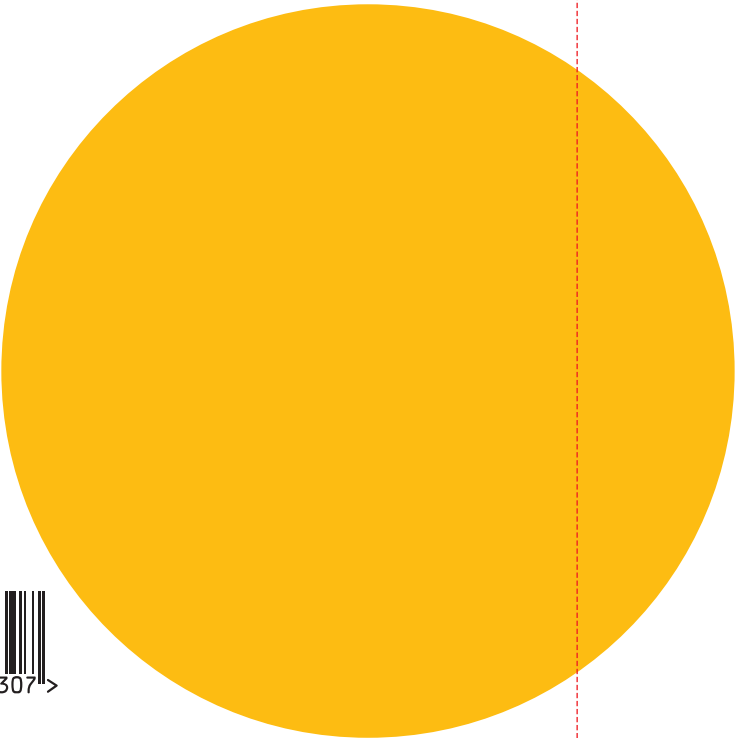


let's feel good together

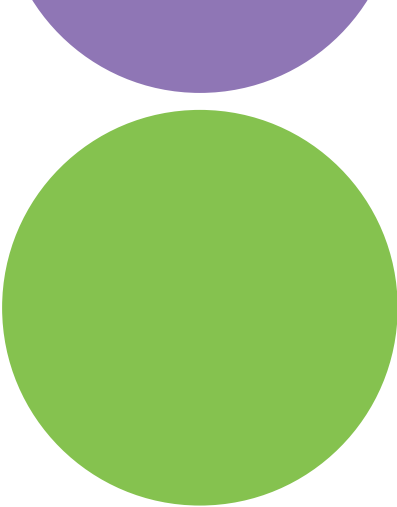
Winter Flu Jab Service

Let's help keep bugs at bay

Flu season 2013-2014



Understanding flu and when you're most likely to get it will give you a better chance of keeping it at bay this winter.



So, what is flu exactly?

Influenza, or flu, is a common infection in the UK. There are many different strains of the flu virus every year and symptoms can include fever, headache, sore throat and all-over aches and pains.

Most flu outbreaks usually happen in late autumn or winter and for most people it's an unpleasant, but not life threatening, condition – our Winter Flu Jab Service can help you keep flu bugs at bay.

What does the flu vaccination do?

The current winter flu vaccination is designed to protect against the viruses responsible for causing most cases of flu.

Could I be eligible for a free NHS Winter Flu Vaccination from my Doctor?

- Yes, if any of the following apply to you:*
- You're pregnant
 - You're 65 or over (or will be by 31st March 2014)
 - You're a front-line Healthcare worker, a resident of a nursing or residential home, you're receiving a carer's allowance or are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
 - You have any of the following conditions: diabetes, lung disease, asthma, heart disease, kidney disease, liver disease, lowered immunity due to disease or treatment (such as steroid medication or cancer treatment) or removal of the spleen, or neurological disease

*Free entitlement may be different in the Channel Islands

What do I do now?

- First of all, fill in the customer questionnaire. Our Pharmacy team will then confirm your eligibility for the service.
- If you're eligible for the vaccination, you can book your appointment at the Medicines or Pharmacy counter.
- You pay for your Winter Flu Jab at the Pharmacy till.
- If you're a corporate customer, your voucher will entitle you to a free flu vaccination.
- When you come for your appointment, remember to bring your completed form and till receipt with you.
- We recommend that you stay in the store for five minutes after your vaccination just in case you have any immediate side-effects.

The Winter Flu Jab can be given at the same time as other vaccinations and will be available while stocks last. To find your nearest participating Boots Pharmacy, please visit [boots.com/flujab](https://www.boots.com/flujab) or contact our Customer Care team on **08450 708090**[†].

Are there any side-effects?

Everybody's different, but occasionally you may develop some mild side-effects from the vaccination, such as fever, feeling unwell, fatigue, shivering, headaches, sweating, muscle and joint pain and minor skin reactions including where you were injected. If you experience any of these, don't worry – they should disappear on their own in a day or two.

In rare cases, some people have experienced nerve pain and inflammation, allergic reactions, general skin reactions, numbness, tingling, fits, thrombocytopenia (a blood disorder), vasculitis (inflammation of the blood vessels) and rare nerve disorders – if you experience these, or any other unusual or severe symptoms, seek medical advice straight away.

*Collect Boots Advantage Card points with all service purchases. Standard Boots Advantage Card terms and conditions apply

[†]Any time between 8.30am and 7pm (Mon-Fri) or 8.45am and 5pm (Sat and Sun). We may record your call to help us maintain high standards of service to you

Do I need to inform my Doctor?

Yes, so they can update your medical records. It's particularly important if you're entitled to a free NHS Winter Flu Vaccination, as the vaccination shouldn't be duplicated.

Is there anything else I need to know?

- Receiving the flu vaccination is likely to provide effective protection against this year's strains of the winter flu virus; however, there's still a small chance of you catching flu
- After vaccination, it takes 10-21 days to be protected against flu. You cannot catch flu from a flu vaccination
- If, for any reason you have a blood test within a few days following a flu vaccination, please tell your Doctor. This is because false positive blood test results have been observed in a few patients who had recently been vaccinated
- On rare occasions, anaphylaxis may occur. We have procedures in place to deal with this
- If you're concerned about your vaccination or any side-effects, talk to your Boots Pharmacist immediately
- This winter's flu vaccination will contain three strains of the flu virus. This includes H1N1 (Swine Flu)

For more information please visit **[boots.com/flujab](https://www.boots.com/flujab)**

Customer questionnaire

To be retained by the store and filed securely

Mr / Mrs / Miss / Ms / Other

Surname

First name Date of birth / /

Address

Postcode

Email

Are you male ☐ female ☐

Please tick answers to these questions:

Are you under 16 years old?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you pregnant? <small>(pregnant women can be vaccinated under this service)</small>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel unwell, have a temperature or an infection?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you allergic to eggs or chicken?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever had an allergic reaction to any previous injections?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever had an allergic reaction to latex?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you been told in the last three months that you are immunosuppressed or immunocompromised? <small>This may be due to cancer treatment (eg. current or recent chemotherapy or radiotherapy), immunosuppressant medication (eg. methotrexate, azathioprine or ciclosporin) or oral steroids taken daily for more than three weeks</small>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you suffer from a bleeding disorder or are you taking anticoagulant medication such as warfarin?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Would you like a chaperone to accompany you for the vaccination? ☐ Yes ☐ No

Please state any other allergies

Do you want to be reminded of the Winter Flu Jab Service next year? ☐ Yes ☐ No

I confirm that I have read and understood the contents of this leaflet and confirm the information provided is correct to the best of my knowledge. I understand that the Boots Winter Flu Jab Service will only be offered if the Pharmacist believes the vaccination is appropriate for me. I am happy to proceed with the vaccination at a cost of £12.99 and I understand that certain groups are entitled to a free seasonal flu vaccination from their Doctor. If this applies to me, I still wish to proceed at a cost of £12.99. Anonymised information will be collected for the purpose of clinical audit and may be shared with other bodies such as regulatory agencies.

Signature Date