

SOP for filling in the Mutual Aid (MA) request form for COVID-19 vaccines

The current version of this SOP and other related documents can be found on the following website – please check this website to ensure you are using the most up to date version –

<https://www.lancsmmg.nhs.uk/lancashire-and-south-cumbria-resources/lsc-covid-19-vaccination-programme/>

1. Introduction

1.1. Prior to considering a mutual aid, the national policy on mutual aids should be referred to ([Mutual Aid and the transfer of COVID-19 vaccines between NHS vaccination sites](#)). In particular, the following criteria governing mutual aid should be noted:

1.1.1. Mutual aid is an absolute last resort and there should be no routine mutual aid between any organisations.

1.1.2. All other options must have been considered before a mutual aid request is made or agreed to. Other options to consider include whether a scheduled vaccine delivery can be brought forward or cancelled, whether people can be redirected to other vaccination sites, and whether there remains people in other permitted cohorts who can be called in etc.

Note the policy also states that vaccination sites must not book people in for vaccinations on the day of vaccine delivery, unless existing vaccine stocks have been agreed to be sufficient to meet that day's demand. Request for mutual aid to vaccinate people that have been booked despite this advice will not be permitted.

1.2. Prior to filling in the request form, which can be found on the link above, a site usually identifies they have surplus vaccine or require vaccine and they should look to their own pillar to identify a recipient or donor. If a recipient/donor can't be identified, the ICP lead should be contacted to assist. The SVOC Bookings and Allocations team can also support; if this support is required, the site must fill in their section of the form and send to the Bookings and Allocations team. If the request is to move surplus stock, the Bookings and Allocations team must be notified of the expiry date and number of vials of the vaccine; sufficient time must be factored in to allow the Bookings and Allocations team to identify a recipient. When the Bookings and Allocations team has identified a recipient/donor on behalf of the site, they will forward the form to the donor for completion and notify both parties who must then agree all points in 3.1 below.

1.3. There is no pharmacy cover at weekends for approving Mutual Aids; therefore sites must be sure they have adequate stock in plenty of time. Mutual Aid requests must be with the Bookings and Allocations team by midday on Friday for approval before the weekend.

2. Purpose

This SOP describes the process for filling in the form to gain agreement of Mutual Aid (MA) of COVID-19 vaccines between vaccination sites.

3. Procedure

3.1. Agreement between donor and recipient sites

3.1.1. Once donor and recipient sites have been identified, the donor site must seek the agreement from their ICP lead, or deputy, before proceeding. This approval should be received via email and included in the email trail of approvals forwarded to the Bookings and Allocations team.

3.1.2. Once ICP lead or deputy approval has been received, the donor and recipient sites must agree between themselves:

SOP for filling in the Mutual Aid (MA) request form for COVID-19 vaccines

- The details of the vaccine to be mutually aided (Comirnaty 30 microgram, Comirnaty 10 microgram, Spikevax or Vaxzevria)
- The quantity of doses to be sent – for Comirnaty 10microgram, Comirnaty 30 microgram and Spikevax , vials MUST be stored and moved in original packs – this is so the post-thaw expiry date label is present. Part boxes can be mutually aided if necessary. For Vaxzevria (AstraZeneca), individual vials can be mutually aided, as the expiry date is on the individual vial.
- The corresponding consumables to be sent
- The reason for the MA (choosing from the pre-filled dropdown list on the form) and the confirmations under the approvals section of the MA form
- Who is delivering/collecting the vaccine
- The maintenance of the cold chain
- The date and time of the transfer

3.1.3. Sufficient time must be allowed for approval of the Mutual Aid before the agreed date and time of the transfer.

3.2. Filling in the Mutual Aid (MA) form – Donor

- 3.2.1.** The MA form is available from the [Lancashire & South Cumbria Medicines Management Group website](#). Alternatively, contact the Bookings and Allocations team on healthierlsc.bookingsandallocations@nhs.net.
- 3.2.2.** It is the responsibility of the donor site to ensure the donor section of the form is filled in completely and accurately, including an ODS, Foundry or Immform code.
- 3.2.3.** The vaccine section of the form must be filled in to include the number of boxes and the consumables to be sent.
- 3.2.4.** Under approvals, the donor site must also select from the drop down list the reasons for the MA and confirm the list of requirements for the movement of the vaccine (second box under approvals). Tick boxes must not be deleted.
- 3.2.5.** The donor site responsible pharmacist must then indicate their approval by entering their name, email and date at the bottom of the form. Entering a name here is in lieu of a signature and must only be entered by the person themselves.
- 3.2.6.** Failure to fill in the form correctly will result in the form being rejected by the Bookings and Allocations team and subsequently a delay in movement of the MA.
- 3.2.7.** The donor responsible pharmacist will then email the form to the recipient site for completion of the recipient details section. This will ensure the email trail of approval.
- 3.2.8.** If no recipient has been identified the responsible pharmacist will then send the form to the Bookings and Allocations team, who will support in identifying a recipient.

3.3. Filling in the Mutual Aid (MA) form - recipient

- 3.3.1.** It is the responsibility of the recipient site to ensure the recipient section of the form is filled in completely and accurately, including an ODS, Foundry or Immform code.

SOP for filling in the Mutual Aid (MA) request form for COVID-19 vaccines

- 3.3.2.** The recipient site responsible pharmacist must indicate their approval to receive the stock by entering their name, email and date at the bottom of the form. Entering a name here is in lieu of a signature and must only be entered by the person themselves.
- 3.3.3.** Failure to fill this in will result in the form being rejected by the Bookings and Allocations team and subsequently a delay in movement of the MA.
- 3.3.4.** The recipient responsible pharmacist will forward the completed form to the Bookings and Allocations team at healthierlsc.bookingsandallocations@nhs.net providing an email trail of the ICP lead or deputy, and responsible pharmacists' approvals.
- 3.4. Approval and escalation by the Bookings and Allocations team**
- 3.4.1.** The Bookings and Allocations team will check the form has been completed correctly. Incomplete forms will be returned to the site/s to be completed.
- 3.4.2.** The Bookings and Allocations team will liaise with the MCO to check that this is the best move of the vaccine accounting for allocations, stock held, expiry dates of the vaccine and the permissible reasons under the Mutual Aid policy.
- 3.4.3.** The Bookings and Allocations team will ensure that they have the email trails for signing off the request form from ICP lead and the donor and recipient pharmacists.
- 3.4.4.** Completed forms will be escalated to the ICS lead pharmacist for COVID-19 vaccines, or deputy, by the Bookings and Allocations team for approval. The email is mlcsu.svocpharmacylsc@nhs.net.
- 3.4.5.** The MA will be logged on the master sheet in SVOC folder [using the naming convention MA **** Donor Site to Receiving Site]
- 3.4.6.** The ICS lead pharmacist for COVID-19 vaccines, or deputy, will check the request and either approve or decline. A response will be sent to the responsible pharmacists and copied to the Bookings and Allocations team, the donor and the recipient, including any restrictions or guidance related to approval.
- 3.4.7.** If approved the donor and recipient sites must organise transfer as per their agreement in 3.1 above.
- 3.5. Transfer of vaccine**
- 3.5.1.** When transferring the vaccine, it is recommended that the vaccines transportation checklist should be completed by both the donor and recipient sites (appendix 1 and also available in word format on the [Lancashire & South Cumbria Medicines Management Group website](#)). The donor site should complete the actions for sender. Where the checklist states information should be recorded, if not already recorded elsewhere, it should be captured in the 'Additional comments/evidence as required' section on the checklist. Once completed by the donor site, a hard copy of the checklist should be sent with the delivery, or an electronic version should be emailed to the recipient site as soon as the delivery has been collected. The donor site should keep a copy for their records. On receipt of the delivery and checklist, the recipient site should ensure the donor section has been completed and complete the actions for receiver section. A copy of the completed checklist should be kept along with any relevant documents relating to

SOP for filling in the Mutual Aid (MA) request form for COVID-19 vaccines

the vaccine transfer episode by the recipient. If confirmation cannot be provided for any of the checkpoints, advice from the ICS lead pharmacist, or deputy, should be sought.

- 3.5.2.** The vaccine must be transported with maintenance of the cold chain in validated cool boxes and oversight of the lead pharmacist from each site. The local SOP for monitoring the total transportation time of thawed undiluted Comirnaty 30 microgram for adults and adolescents and Spikevax COVID-19 vaccines should be followed if relevant and the transportation label completed (SOP can be found on the [Lancashire & South Cumbria Medicines Management Group website](#)). The Specialist Pharmacy Services (SPS) SOPs for PCNs provide further information:
<https://www.sps.nhs.uk/articles/transporting-covid-19-vaccine-pfizer-biontech-from-pcn-designated-sites-to-end-user-location/>
<https://www.sps.nhs.uk/articles/transporting-the-covid-19-vaccine-astrazeneca-from-pcn-designated-sites-to-end-user-locations-patients-homes-and-within-the-pcn-grouping/>
<https://www.sps.nhs.uk/articles/transporting-covid-19-vaccine-moderna-from-pcn-designated-sites-to-end-user-locations/>
<https://www.sps.nhs.uk/articles/transporting-comirnaty-concentrate-for-children-5-11-years-from-pcn-designated-sites-to-end-user-location/>

Appendix 1 – Vaccine transfer checklist

Site name	Region	Checklist completed by	Role	Date & time of completion
Donor:	Donor:	Donor:	Donor:	Donor:
Receiver:	Receiver:	Receiver:	Receiver:	Receiver:

Vaccine dispatch – Actions for sender/donor	
Confirm that:	Sign:
Appropriate senior authorisation from the ICP lead or deputy has been granted for vaccines to be transferred	
Name, quantity, and batch number(s) of vaccines to be transferred are known and recorded	
Transport time used from wholesaler (for PCN and CP sites) to current site is known and recorded (default time remaining is 6hrs if not known). The transportation label has been affixed and completed (not required for Comirnaty 10 microgram) ¹	
Appropriate expiry date and expiry time of vaccine is documented and visible on packaging	
Vaccine is to be transported in its original packaging if Pfizer (Comirnaty) or Moderna (Spikevax)	
Vaccine has been packed safely and securely in a validated cool box designed for the purpose of transporting vaccines	
The temperature within the cool box has been calibrated to the correct range (2-8°C) before use	
A temperature data logger is situated in the cool box	
The name and signature of the staff member who has prepared the package has been recorded	
The mode of transport is recorded	
The exact date and time the package has left the facility is recorded	
Courier contact details are known and recorded (if different from the individual who has packed the cool box)	
There is a named healthcare professional or individual competent in the handling and storage of vaccines who will take receipt of the vaccine on arrival	
A record of the transfer has been made and returned to the lead pharmacist or equivalent	

Vaccine receipt – Actions for receiver	
Confirm that:	Sign:
The delivery is being received by the named individual agreed with the sender, and who is competent in the handling and storage of vaccines	
Vaccine has been delivered in a cool box designed for the purpose of transporting vaccines	
Name, quantity and batch number(s) of vaccine received is documented	
Expiry date and expiry time of vaccine is documented and visible on packaging	
The exact date and time the package arrives at the facility is recorded, and is within the expiry date and time	
Total transport time of vaccine is within manufacturer's recommendations. The time of arrival is documented on the transportation label and the new accumulated transport time added	
A data logger has been used for temperature monitoring and temperature on receipt is within correct range (2-8°C)	
Cold chain has been maintained during transit. Check information available on data logger	
Vaccines are not damaged on arrival following visual inspection	
The name and signature of the staff member who prepared the package has been recorded	
The contact details of the sender are available and recorded	
The mode of transport used is recorded	
Vaccine has been safely transferred to an appropriate pharmaceutical refrigerator immediately following arrival, with appropriate stock rotation as required	
A record of receipt has been made and returned to the lead pharmacist or equivalent	

¹ Follow L&SC SOP for monitoring the total transportation time of thawed undiluted Comirnaty 30 microgram for adults and adolescents and Spikevax COVID-19 vaccines

Appendix 1 – Vaccine transfer checklist

Additional comments / evidence as required