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| | <p>Iechyd Cyhoeddus Cymru Public Health Wales</p> | <p>Name of Meeting Quality, Safety and Improvement Committee Date of Meeting 29th September 2025 Agenda item: 4.3</p> |
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| <p>End of Year Report for Staff Influenza Vaccination Programme 2024-25 and Proposed Internal Influenza Vaccination Delivery Plan 2025-26</p> | |
| <p>Executive lead:</p> | <p>Clare Birchall, Executive Director, Quality Nursing and Integrated Governance</p> |
| <p>Author:</p> | <p>Angela Cook Assistant Director of Quality & Nursing</p> |

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| <p>Approval/Scrutiny route:</p> | <p>Business Executive Team – 06/08/25</p> |
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| <p>Purpose</p> |
| <p>To provide an end of year report for the 2024-25 Staff Influenza Vaccination campaign and provide the proposed approach for the 2025-26 Staff Influenza Vaccination programme.</p> |

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| <p>Recommendation:</p> | | | | |
| <p>APPROVE <input type="checkbox"/></p> | <p>CONSIDER <input checked="" type="checkbox"/></p> | <p>RECOMMEND <input type="checkbox"/></p> | <p>ADOPT <input type="checkbox"/></p> | <p>ASSURANCE <input checked="" type="checkbox"/></p> |
| <p>The Committee is asked to:</p> <ul style="list-style-type: none"> • Take assurance from the Internal Influenza Vaccine Campaign end of year report for 2024-25. • Take assurance on the approach for the Internal Staff Influenza Vaccination Programme for 2025 -26 | | | | |

Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

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| Strategic Priority/Well-being Objective | All Strategic Priorities/Well-being Objectives |
| Strategic Priority/Well-being Objective | All Strategic Priorities/Well-being Objectives |
| Strategic Priority/Well-being Objective | All Strategic Priorities/Well-being Objectives |

Summary impact analysis

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| Equality and Health Impact Assessment | An Equality and Health Impact Assessment is not required as there is no impact on policy or decisions relevant to the Race, Disability and Gender Duties |
| Risk and Assurance | Public Health Wales has a legal duty of care towards service users, staff and members of the public, who come in to contact with the services it provides. Maximising the front-line staff uptake of the flu vaccination will help protect the public and staff. The risk associated with the delivery of this programme current sits on the NQIG Directorate Risk Register. |
| Health and Social Care (Quality and Engagement) (Wales) Act | This report supports the implementation of the Health and Social Care (Quality and Engagement) (Wales) Act, in relation to the Duty of Quality and Candour by fulfilling the following quality standards Safe, Effective, Person centred along with the Quality enablers of workforce and a whole system approach. |
| Financial implications | There is a risk that the Welsh Ambulance Services NHS Trust (WAST) will not be able to maximise PHW staff vaccination uptake as identified within the Service Level Agreement (SLA). Monitoring arrangements are in place with the Flu Delivery group and People and Organisational Development Contract meetings. There will be an additional financial cost associated with purchasing the electronic staff Flu vouchers, on a pay as activated basis |



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| People implications | Failure to maximise the uptake of the Flu Vaccine may increase staff absence from work through short term sickness. There is an impact on staff workload for those involved in the Flu Delivery Group, and the management of associated enquires and Flu Voucher administration. |
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1. Purpose / situation

The purpose of this paper is to provide the Quality, Safety and Improvement Committee with a summary of activities and overall performance of the Staff Influenza Vaccination 2024-25 campaign and provide a proposed approach for 2025-26 programme. This report provides assurance that systems and processes are in place to ensure that eligible staff groups have access to the annual occupational flu vaccination offer.

2. Background

Annual Influenza (Flu) vaccination is recommended for all health and social care staff with direct patient/client contact. It is a World Health Organization (WHO) priority and actively encouraged as part of the annual flu programme in NHS Wales. Public Health Wales has a significant system leadership role for Vaccine Preventable Diseases.

The annually published Welsh Health Circular 'the National Influenza Immunisation Programme' recommends achieving high influenza (flu) vaccination uptake rates as a priority in the autumn/winter. The Welsh Government publish a Winter respiratory vaccination strategy for autumn and winter informed by the latest advice from the Joint Committee on Vaccination and Immunisation (JCVI) and the Chief Medical Officer for Wales. Vaccination uptake rates for all NHS organisations are published across Wales.

For the 2024-25 programme, the organisation took the decision to adopt the Joint Committee on Vaccination and Immunisation (JCVI) guidance which recommends that flu vaccinations should be only offered to front-line staff or direct patient contact staff, in line rather than an all-staff approach which had been taken in previous years.

In addition to this, several key areas of risk and concerns regarding the use of the peer vaccinator model to supplement the commissioned Occupational Health models, along with Infection Prevention and Control (IPC) issues were taken into consideration and the decision was made to maximise Service Level Agreements (SLA) only supplemented with a Flu voucher offer.

3. Description/Assessment

3.1 Uptake and Delivery

At the end the 2024-25 Flu season, the organisation achieved an overall uptake figure of 26% for front-line staff equating to c. 400 staff. It is important to note that

the organisation was unable to fully report staff vaccinated under SLA with its 5 Occupational Health providers due to ongoing issues with data sharing and extraction from the Opas Occupational Health system, and so this figure will underestimate the overall uptake to a certain extent.

Across all NHS Wales organisations the uptake figure achieved was 34% for front-line staff, a declining position compared to the previous year (36.4%).

The model used for this year’s programme solely on SLA with the Welsh Ambulance Service (WAST) being the main provider, delivering sessions at Public Health Wales static sites supplemented by WAST mobile units and their Swansea Matrix One site as well as the SLAs within Health Board Occupational Health departments.

Community pharmacy voucher scheme

The community pharmacy voucher scheme allows staff to obtain the flu vaccine from a local pharmacy, facilitating a convenient method for some staff to receive their flu vaccination. This option was also made available to staff as part of the 24/25 programme. 100 vouchers were purchased, 74 were supplied to staff.

3.2 Data Issues

3.2.1 Electronic Staff Record

This year the organisation was able to use the enhanced functionality in ESR that allowed ‘Front-line status’ to be recorded at position or employee level. A data cleansing exercise was completed ahead of the programme start and this functionality applied to support accurate data capture however it is reliant on managers identifying front-line roles and staff. 1,473 staff were identified as front-line.

3.2.2 Data Capture

As with previous years, staff members were able to access flu vaccines from several additional providers, including community pharmacies and GP practices and Aneurin Bevan University Health Board (ABUHB) and Cwm Taf Morgannwg University Health Board (CTMUHB) through our existing SLA contracts. The intranet self-reporting form enabled these data to be captured, although it was reliant on the willingness of staff to report their vaccination. The existence of these different recording mechanisms means that identification of, and access to, robust staff flu vaccination data for internal reporting is complicated and potentially not wholly reflective of the total uptake.

3.3 Reported Safety Incidents

In addition to the data collection issues described above, there are several other issues and risks relating to the delivery of the internal programme this year, with BET being kept apprised of these during the flu season and including 3 incidents reported on Datix. The first related to the procurement and initial administration of a suboptimal influenza vaccine in the first 2 weeks of the programme by WAST. The

second related to obtaining informed consent from Public Health Wales staff by WAST Occupational Health staff and the recording of this. The third related to information governance and clinical record keeping by WAST staff. All 3 incidents were managed through an internal incident management team and oversight of remedial action supplemented with regular meetings with the WAST Occupational Health Services Manager, Business Manager and a senior clinician.

4.0 Proposed Staff Influenza Vaccination plan for 2025-26

4.1 Introduction

A review of the previous year's revised delivery model was undertaken with key Public Health Wales staff during spring 2025 and included the VPDP Programme Lead, the Behavioural Insights Unit, and the Executive Medical and Nurse Directors. Following this review key areas of learning were identified as follows:

- Clinical and delivery concerns by the main occupational health provider (WAST)
- Mixed messaging and our staff feeling undervalued i.e. front-line versus non-frontline
- Accessibility and availability of staff vaccination clinics at times when staff can attend. This was particularly notable for the North Wales locality.
- Reduced opportunistic access to flu clinics.
- The lack of Flu champions
- Reduced Communications /promotion on the staff intranet
- Data capture and provision of data from Occupational Health systems and Community providers
- A national decline in vaccination uptake by NHS staff and the general population
- Misinformation in the Public domain

The key message emerging from these discussions was not to segregate staff but have an organisation-wide offer to all staff and to make the vaccine as available and accessible as possible.

Due to the time constraints between the end of the 2024-25 programme and the procurement of Flu vaccines and trying to secure an alternative provider for 2025-26 season, it has not been possible to change the current providers for this year's programme. The current Occupational Health provision SLAs remain in place for this year's programme, but the SLA is under review by the Director of People and OD.

4.2 Staff Target Estimate for 2025 /26

Based on the current ESR data, as of 30 June 2025, there are approximately 2,700 employees, including NHS Wales Performance and Improvement as a hosted organisation. Approximately 1,300 are identified as front-line (based on last year's figure) with the remaining being non-front-line staff.

4.3 Flu Vaccination Programme 2025-26

Vaccination delivery will continue to be via a mixed model approach utilising the WAST SLA to deliver vaccination sessions at the main Public Health Wales sites such as CQ2, Magden Park and front-line screening services such as the Breast Test Wales Regional Centres. This will be supplemented with WAST mobile units and static WAST sites such as Matrix One and St. Asaph. The multi-pronged approach is targeted at maximising availability and ease of access for staff to the vaccine based on last year's evaluation. This year there will be no segregation of staff eligibility, and all staff will have an opportunity to receive a flu vaccination. This is based on a review of last year's overall performance and advice from our behaviour's science team.

4.3.1 Health Board Occupational Health Departments

Where SLAs exist, this approach will be continued to be offered to our staff in the Infection Services Division. If non-laboratory staff are vaccinated outside of the SLA agreements by their local Health Board OH department, for example Neonatal Screeners on the postnatal wards, the Health Board is able to cross-charge Public Health Wales for this service (and this is addressed in the SLAs with all 4-health board Occupational Health providers), so this will be promoted this year.

4.3.2 Flu Vouchers via a Community Pharmacy Provider / Pay As You Activate (PAYA) Vouchers

In addition, the proposal this year is to supplement the Occupational Health provision through the use of an electronic Flu voucher using an enhanced offer of Pay As You Activate (PAYA) Vouchers.

PAYA Vouchers offer a flexible and convenient solution to allow staff to access a community provider at a time and location that is convenient to them. With this option, vouchers are only paid for as they are activated, rather than covering the full cost up front. Key features include:

- A single activation code for all team members, simplifying distribution and tracking
- Weekly or monthly reporting to monitor voucher activations
- Monthly invoicing based on actual usage
- The cost of this is £17.50 per activated voucher and includes full tracking and reporting to show who has activated their voucher and when, which would support vaccination rate reporting
- Does not require additional administration support to monitor voucher requests and post to individuals
- No postage costs (as with hard copy vouchers)

It is anticipated that this method is likely to be more appealing to staff based in North Wales. A purchase order has been raised for an initial 250 flu vouchers and budgeted for within NQIG. These are in addition to the 100 paper flu vouchers

already purchased. Should more be digital vouchers be required these can be purchased and protected funding for this is in place within the NQIG budget. It is important to note that with the PAYA method, PHW will only pay for what they use.

4.3.3 Community Administration

Self-referral to General Practice and/or community pharmacy as appropriate will also continue for staff identified as eligible due their health risk factors.

4.3.4 Appointment Scheduling

The organisation will advertise Flu vaccine clinics and the online appointment system hosted by WAST will be available for staff to view and book available appointments. A dedicated Flu Team email address will be in place to ensure staff enquiries are answered.

4.3.5 Flu Champions

The Flu champion model will be re-introduced to support conversations in the workplace and signposting to available Flu clinics and alternative provision. Planning for this has commenced.

4.3.6 Data Recording Collection and Reporting

This year there is an expectation that all providers operating under the national programme will be required to use the newly improved Welsh Immunisation System (WIS) to digitally record flu vaccinations given to adults as specified in the Welsh Health Circular WHC/2025/020.

PHW staff data is currently not up to date within WIS system and following a preliminary discussion with Digital Health Care Wales (DHCW) it is anticipated that an update can take place in September making it easier for vaccinators to record flu vaccinations and assign the correct employer to the staff record. This will enable more accurate reporting and minimise the risk of PHW staff being included in health Board data. Work is currently progressing with the Research Data and Digital Directorate and DHCW to facilitate this process.

Data collection will be managed by the Epidemiology team and continue using the current methodology and format. It is anticipated that all staff vaccinated by WAST OH department will be captured within the WIS system and WAST are due to do their training on this system shortly. Weekly vaccination uptake rates will be provided to Public Health Wales by WAST.

It is anticipated that staff receiving vaccines at ABUHB, CTM and Swansea Bay will be reported via the WIS system. Staff who receive their vaccination via primary care and community pharmacies will be asked to self-report via the online internal form due to the ongoing data provision issues.

A staff flu vaccination dashboard will continue to be used and shared with Divisional Leads for further dissemination and actions.



4.3.7 Governance

The internal Vaccine Delivery Group will be responsible for the monitoring of the delivery of the delivery plan for the Seasonal Flu Vaccine plan chaired by the Assistant Director of Quality & Nursing supported by the People and OD team.

This year the service manager for WAST has been invited to attend this internal group to provide operational updates and assurance regarding clinical safety. In addition, regular peer to peer meetings will be held outside of this group between POD and WAST in the initial planning stages of the programme and for the duration of the 2025-26 programme.

Updates will also be provided on progress and for assurance to the Business Executive Team on a regular basis as agreed, and further assurance reporting to the Quality, Safety and Improvement Committee as required.

Formal work is being led by the Director of People and Organisational Development to review the OHD contract and provision ahead of next year's programme at the request of the Chief Executive.

4.3.8 Communications

The organisation's Communications team are key to supporting the Flu Campaign and informing staff of the seasonal Flu Immunisation programme and how to obtain the vaccination. A communications plan is being drafted and will be finalised once detailed plans are received from WAST and the approval for the introduction of electronic vouchers (PAYA).

5.0 Well-being of Future Generations (Wales) Act 2015



The annual report seeks to provide the Board and relevant Board Committees with assurance that the organisation is meeting its responsibilities in relation to the management of infection prevention and control.



Public Health Wales works to prevent avoidable infection risk to its staff and service users, and this vaccine programme helps this goal, through providing protection against influenza.



The staff flu vaccination programme aligns with PHW's Wellbeing goals 3, 4 and 5.



The staff flu vaccine programme is successful due to the collaboration of staff from several departments, and through joint working with WAST. This report shows how successful this has been.



The staff flu vaccination programme is run with the intention of continuous improvement, and this is shaped by engaging with staff members and members of the flu programme itself to evaluate it and modify the approach as necessary.

4. Recommendation

The Committee is asked to:

- Take **assurance** from the Internal Influenza Vaccine Campaign end of year report for 2024-25.
- Take **assurance** on the approach for the Internal Staff Influenza Vaccination Programme for 2025 -26