**HINTS AND TIPS:**

* Be careful not to agree anything with the Clinical Director before you have met with the contractors – this should be an exploratory meeting you bring back for discussion.
* Accept that the Clinical Director may not be that interested in talking flu plans – remind why you are there but do take the opportunity to listen. Do not over promise and if unsure seek support from CPH.
* There may be circumstances where there may be resistance from the PCN or practices to work collaboratively with community pharmacy to provide vaccination services. In these circumstances, it may help to explore whether there are arrangements that would provide benefit for all parties and still support achieving increased uptake targets. For example, where community pharmacies will be offering Saturday, Sunday and evening vaccinations to reach a wider section of the population. Equally, it would also be helpful for community pharmacy and general practice to agree mutual boundaries. This may include not vaccinating people who already have an appointment with the practice for vaccination and vice versa i.e. encouraging all patients to keep appointments already booked- no active “poaching”.
* Keep it professional and stay positive.
* Do not denigrate or disparage the service of others.
* The main common message for patients is the importance of being vaccinated, wherever.
* Discussion may include GP CPCS, DMS and Hypertension. CPH has written to all Clinical Directors and if they need further support or advice in any of these areas, they can contact us directly.
* CPH can attend a local meeting with a community pharmacy lead and Clinical Director where this is requested if you need particular support.