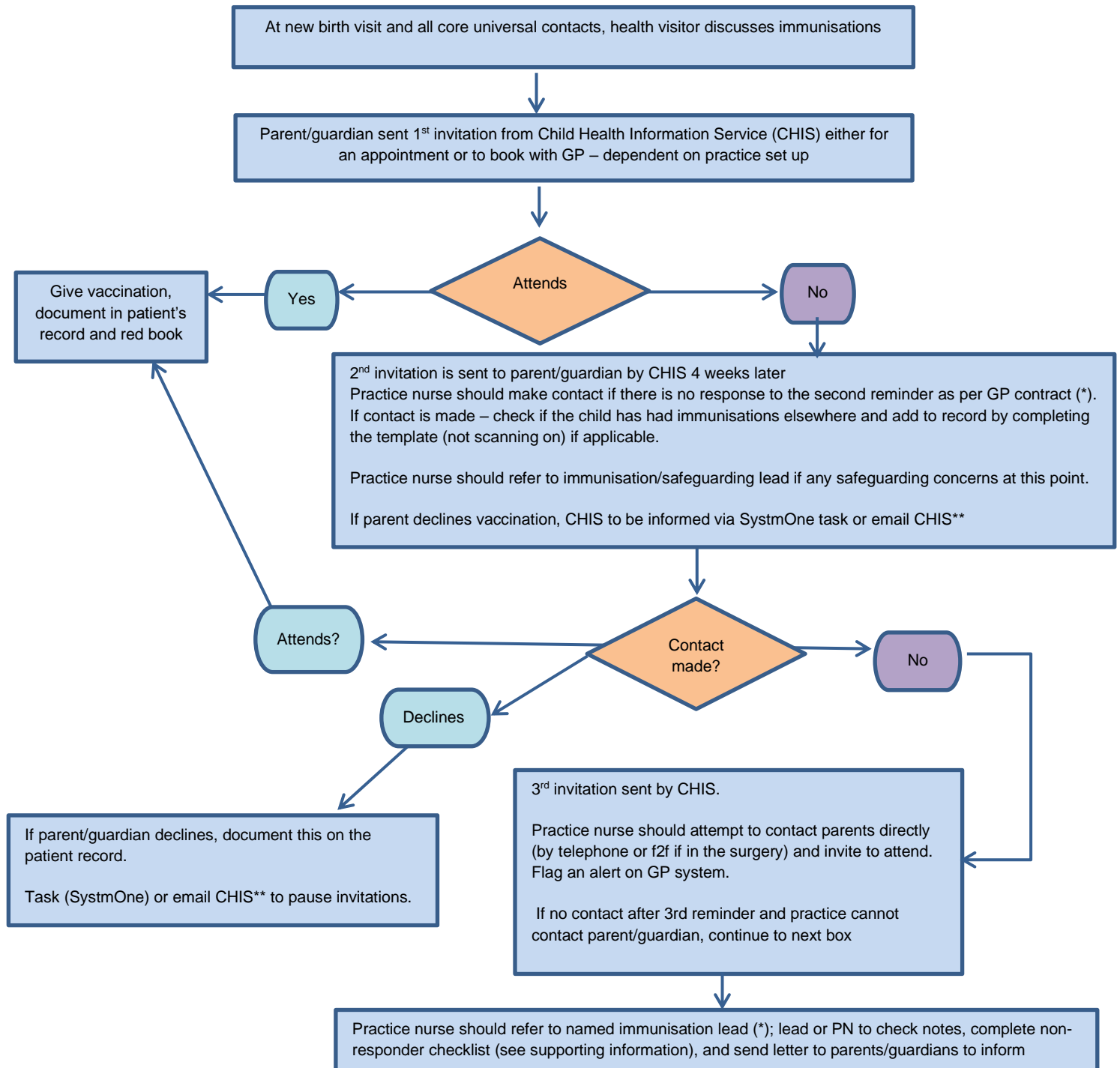


Non-responder Pathway

Guidelines for the management of children not brought for childhood immunisations



*See GP contract letter for more detail and role of immunisation lead from 1.4.21

If the pathway has been followed, there are no safeguarding concerns, and the practice team have made three robust attempts to make contact, the non-responder checklist can be completed.

**See below for checklist, supporting information and contact email addresses for CHIS

Supporting Information

ICB	Email Address for CHIS
Bedfordshire, Luton, and Milton Keynes ICB	hct.eoechis.blmk-hwe@nhs.net
Hertfordshire and West Essex ICB	
Mid and South Essex ICB	hct.eoechis.mse-snee@nhs.net
Suffolk and North East Essex ICB	
Cambridgeshire and Peterborough ICB	hct.eoechis.cp-nw@nhs.net
Norfolk and Waveney ICB	

- The purpose of this pathway is to assist practice teams and CHIS to ensure that all children receive adequate invitations and minimise the risk of children left unvaccinated due to non-response.
- This pathway has been written by the NHS England East of England Screening and Immunisation Team, with input from Child Health Information Services team at Hertfordshire Community Trust as a guide for health care professionals working in immunisations in the East of England region.
- The practitioner should ensure that they have followed all steps and that robust attempts to contact the parent/guardian have been made. Initial invitation or contact can be via letter or text, but the third contact must be a telephone call or face to face conversation as per the GP contract (*).
- If at any point there are any safeguarding concerns, the practitioner should raise these with the practice safeguarding lead (and 0-19 team if appropriate), following the practice safeguarding policy.
- If at any point, the parent/guardian responds but declines immunisation, the practitioner should inform CHIS. The practice can use decline read codes but avoid use of the “immunisations refused” read code, and do not add into the immunisation template. Please contact CHIS, if a parent/guardian insists that all letters and contacts are stopped permanently as these will be dealt with on an individual basis.
- If the pathway and checklist have been followed, the practice should contact CHIS, who can pause invitations via a temporary suspension and record a “frequent non-attender” code. This code is for CHIS use only. This will pause invitations until the next immunisations are due, or until the child reaches their 5th birthday. Children who decline or are paused due to non-response will be re-invited when they reach the eligible age for the next set of immunisations, up until their 5th birthday. Once released from the pause if a patient once again repeatedly misses attending for future appointments the process can be reapplied for the new invitations
- CHIS will provide names on a monthly basis to practices of children at 21 months who have been suspended AND missing immunisations (as a separate report to the recalls in clinic lists of those without a suspension). This gives an opportunity for contact before 24 months when PCV/MenB vaccines can no longer be offered to those not in at-risk groups.
- The Community and School Aged Immunisation Service (CSAIS) have their own pathway for invitations and declines for HPV and teenage booster programmes.

[NHS England » GP Contract](#)

[Letter template](#)* - “2021 GP contract specifies standards for call/recall for immunisations.

Checklist

Please complete this checklist and upload into the child's medical record

- ☐ Ensure the non-responder pathway has been completed: three robust attempts to contact have been made and documented in detail. This must include telephone and letter contact as per the GP contract (*)
- ☐ Ensure that there are no safeguarding concerns
- ☐ Ensure that there is an alert on the child's notes regarding non-attendance for immunisation
- ☐ Check the child's scanned notes to see if there are any uncoded past immunisation events
- ☐ Check that the telephone numbers and address on other household member's records match the child's record

If after completion of these steps there is still no conclusion or contact made with the family to discuss immunisation, proceed to contacting CHIS via task or email (see supporting information page). The invitations will then be paused temporarily until the next set of immunisations are due.

The below letter template can be used to send notification to parents/guardians that immunisations are being paused due to non-contact.

Signed: Role:

Letter Template

Dear Parent/Carer,

Re: Name

Address and

Date of Birth of child

We have attempted to contact you to discuss immunisations for your child, however, we have been unable to speak to you on these occasions.

As we have not successfully made contact with you, we will pause inviting your child for immunisation on a temporary basis until **(insert date or age of child when next immunisations are due)**.

For most vaccines, it is never too late to have your child immunised so if you would now like to make an appointment for your child please contact us on the number above. These vaccines are important to ensure that your child remains well and that their health is protected.

If you would like more information about immunisations to help you make your decision your Doctor, Practice Nurse or Health Visitor will be pleased to talk with you.

Further information is available at:

[NHS vaccinations and when to have them - NHS](#)

We look forward to hearing from you.

Yours sincerely

Job role

Leaflets to send could include the following:

- A guide to immunisations up to one year of age.
<https://www.gov.uk/government/publications/immunisations-between-12-and-13-months-of-age>
- <https://www.gov.uk/government/publications/a-guide-to-immunisations-for-babies-up-to-13-months-of-age>
- Pre-school vaccinations: a guide to vaccinations from 2 to 5 years
<https://www.gov.uk/government/publications/pre-school-vaccinations-a-guide-to-vaccinations-from-2-to-5-years>