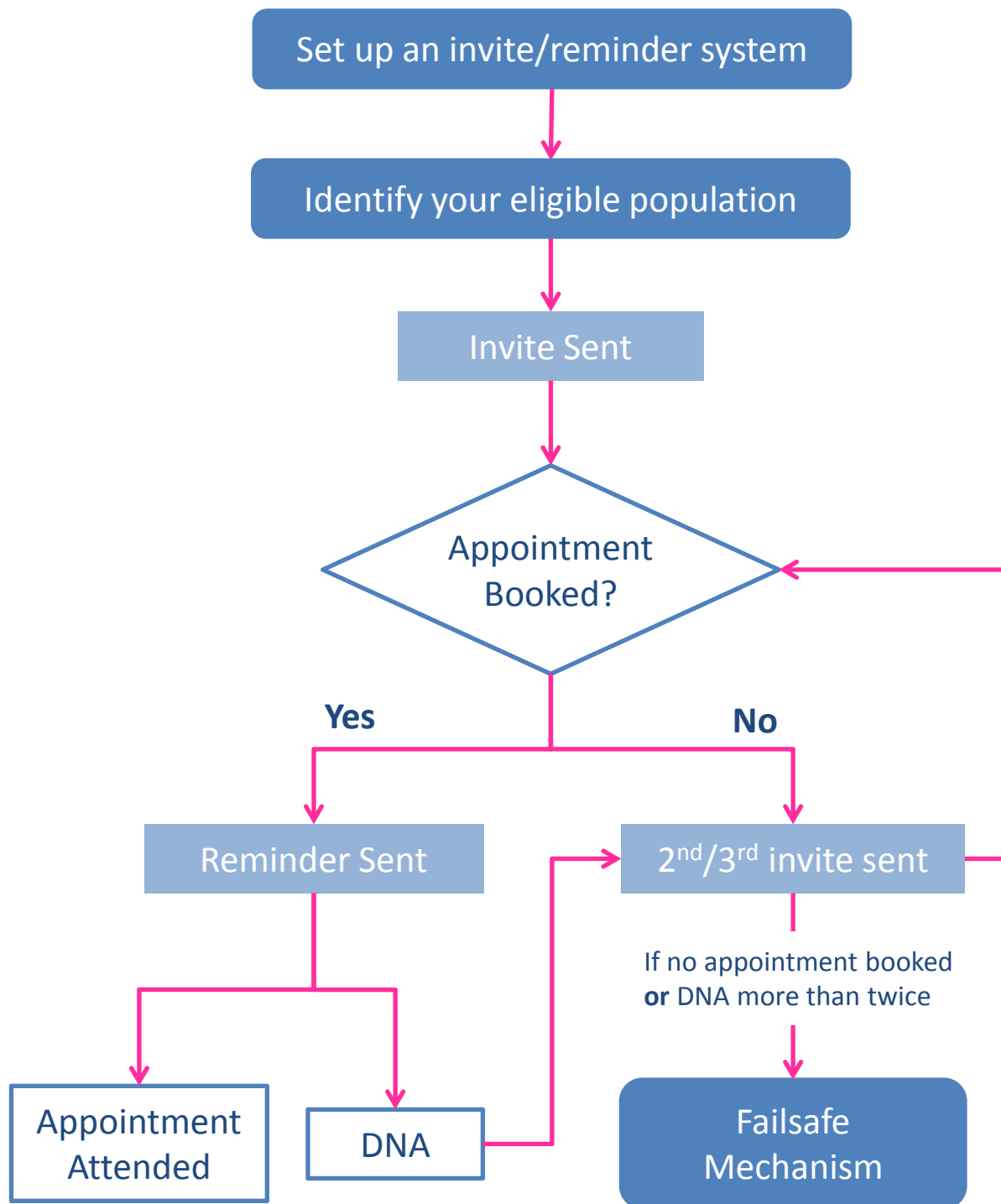


Optimising your invite-reminder systems for childhood immunisations



Invite–Reminder systems (also known as call/recall) involve the systematic identification and timely invitation of patients eligible for immunisation, reminding patients to attend their appointments and following up those who don't. They are the most effective interventions to improve immunisation uptake.



1. Set up an invite reminder system

- Allocate a practice lead and agree a system for invite-reminders
- Ensure you have up to date contact details for patients and check them regularly

2. Identify your eligible population

- Use an automated approach (using *Open Exeter* or your practice system) to identify your population in advance of when their immunisations are due.
- Run regular reports to identify those overdue their immunisation

3. Sending invites

- Using a mix of invite-reminder types is most effective at improving uptake¹
- The type of invite to use depends on your population but some are more cost-effective than others.
- Pre-booked appointments can improve uptake but you need to ensure patients are able to cancel and reschedule appointments easily to avoid high DNA rates²

4. Reminders

- Reminders for booked appointments can improve attendance by up to 17%²
- Multiple invites/reminders are more effective than a single one².

5. Appointment attended

- Book/remind patients of next appointment at each appointment attended
- Encourage online registration while in attendance

6. More hesitant individuals

- Use opportunistic flags/reminders in the patients notes to identify those overdue
- Direct calling to book patients (and after DNAs) helps encourage attendance³
- Make your clinics more accessible (ad-hoc clinics, extended hrs)^{3,4}

7. Failsafe Mechanism

- Check contact details are correct and explore other ways to make contact
- Inform the Health Visitor to explore lack of contact/attendance
- Consider safeguarding concerns as appropriate

References

1. Harvey et al. Parental reminder, recall and educational interventions to improve early childhood immunisation uptake: A systematic review and meta-analysis. *Vaccine*. 2015 Jun 9;33(25):2862-80.
2. McLean et al. Targeting the Use of Reminders and Notifications for Uptake by Populations (TURNUP): a systematic review and evidence synthesis. *HSDRS: NIHR Journals Library*; 2014
3. Let's talk about hesitancy. *Enhancing confidence in vaccination and uptake*. ECDC 2016
4. Immunisations: reducing differences in uptake in under-19s. *NICE PH21*. September 2009