

Immunisation Queries: Support for Immunisers in Primary Care & Community Settings

STEP 1: If you have an immunisation query, please check the following links in the first instance:

- Complete immunisation schedule: <https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule>
- The online Green Book: <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book#the-green-book>
- Vaccination of individuals with uncertain or incomplete immunisation status: <https://www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status>
- Vaccine Update: <https://www.gov.uk/government/organisations/public-health-england/series/vaccine-update>
- Vaccine Supply: <https://vaccinesupply.immform.dh.gov.uk/>
- Patient Group Directions (PGDs): <https://www.england.nhs.uk/south/info-professional/pgd/> or Medicines Complete (BNF): <https://www.medicinescomplete.com>



STEP 2: If you still need additional support to answer your query, please use below:

PHE/NHS England Screening & Immunisation Team (NHS NATIONAL IMMUNISATION PROGRAMMES ONLY)

Please contact your local Screening & Immunisation Team for routine immunisation queries and reporting of vaccine-related incidents:

- Clarifications on FAQs and support materials
- Programme related issues
- Incomplete immunisations
- Immunisation incidents or errors (including cold chain queries)
- Patient Group Directions authorised by NHS England

Please email your query to the relevant team for your area:

- Bristol, North Somerset, Somerset, South Gloucestershire, Devon, Cornwall, Isles of Scilly:
england.southwestscrimms@nhs.net
- Bath, Gloucestershire, Swindon, Wiltshire:
england.bgswareateampublichealth@nhs.net

Please ensure that you provide the following information:

1. Your name and contact email and telephone number
2. GP practice name and CCG area
3. Query description

Emails are checked daily and responded to promptly. Immunisation incidents will require completion of a form returned to the above email address within two working days of the incident. The Screening and Immunisation Team will advise you of this following your initial email.

For appt / scheduling / imm status / waiting list queries:

Please contact the Child Health Information System for your local area

Public Health England (PHE) Health Protection Team

Contact the Health Protection Team for your area with urgent clinical or clinically complex queries (beyond the scope of the Green Book) and for outbreaks and post-exposure vaccination advice:

Avon, Gloucestershire, Wiltshire (AGW):
Tel: 0300 3038162 (option 1 then option 2)

Devon/Cornwall/Somerset/Dorset (SW Centre):
Tel: 0300 303 8162 (option 1 then option 1)

Note. You may be asked to submit the details of your enquiry by email following the call.

Travel & Occupational Health

Travel vaccines are not covered by the NHS. For queries, see: **National Travel Health Network and Centre** - <http://nathnac.net/> or health professionals can call 0845 602 6712 - Mon-Fri 09:30-11:45 & 13:00-15:45 (closed Wed pm).

Health Information for Overseas Travel:
<https://travelhealthpro.org.uk/>

For travel vaccine payment queries, please contact your CCG Medicines Optimisation Team

For occupational health immunisations please refer to the relevant employer

Contract & payment queries (for immunisation programmes commissioned by NHS England)

Bristol, North Somerset, Somerset, South Gloucestershire, Devon, Cornwall, Isles of Scilly: phcontractssouthwest@nhs.net
Bath, Gloucestershire, Swindon, Wiltshire: england.bgswareateampublichealth@nhs.net

Medicines Management

CCG Medicines Optimisation Teams support safe and effective prescribing. They lead on locally preferred choices of medicines (formularies) and advise on individual CCG vaccination policies. If you are unsure about how to contact your local team, email: jon.hayhurst@nhs.net (BNSSSG & DCIOS) or julie.mccann3@nhs.net (BGSW).

NOTE: All general public immunisation queries should be addressed by the immunisation service provider. If a query concerns a patient with a clinical condition (e.g. which cannot be answered by referring to the Green Book), the enquiry should be directed to a competent clinician (paediatrician, haematologist or immunologist). **DISCLAIMER:** The advice given based on the information provided does not entail a clinical assessment of the full patient notes - that is still the clinician's responsibility.

VERSION 6 – published 3.8.17 - the most up-to-date version can be found here: <https://www.england.nhs.uk/south/info-professional/public-health/immunisations/>