



NHS England - South (South West)  
Sedgemoor Centre  
Priory Road  
St Austell  
Cornwall  
PL25 5AS

1<sup>st</sup> February 2016

Dear Practice Manager,

As you will be aware issues with the Cornwall Child Health Information Service (CHIS) resulted in practices being asked sign up to a LES to manage the call and recall of their patients for immunisation.

Since August 2015 CHIS have been working with practices to repatriate the call/recall service under their management. This has now been achieved for the majority of practices across Cornwall. Therefore, unless your practice has made an individual arrangement with NHS England, the LES will cease to be in operation as of 1 February 2016. As the repatriation process took place practices will have received information from CHIS and should be aware of the date when CHIS took responsibility for call/recall for their patients. If this information has not been received by your practice then please contact CHIS by e-mailing [rch-tr.cornwallchildhealth@nhs.net](mailto:rch-tr.cornwallchildhealth@nhs.net) or phoning 01872 254527 to confirm the arrangements.

CHIS will be sending schedules to practices three weeks before immunisations are due. Letters to parents asking them to phone the surgery and make an appointment are sent approximately three working days after the schedule is sent to the practice. As always it is vital that information on immunisations given or refused is returned to CHIS promptly. CHIS have initiated a programme of work to improve the data transfer process and will be in contact with practices regarding this. We will shortly circulate a poster to describe the process for the call and recall service going forwards. Any feedback on this would be much appreciated and can be sent directly to CHIS using the e-mail address above.

Practices are asked to ensure that they have submitted any final claims for call/recall work on the DCIOS enhanced service claim form. The final monthly deadline for submission of claims for this LES is 9 March 2016.

We would like to take this opportunity to say thank you for your patience over the last year as we have worked to transfer the responsibility for call/recall back to CHIS and for the work that has gone into data validation and administering the call/recall service.

Julia Cory  
Head of Primary Care

James Bolt  
Head of Public Health Commissioning