

Immunisation Clinical Advice Response Service (ICARS)

22nd July 2021

NHS England and NHS Improvement



CARS is moving to ICARS! Why?

- As we return to business as usual hours in the Screening and Immunisation team we are combining our covid response with the response we provide for the routine S7a vaccination programmes.
- This ensures governance, support and a clear identity to the service we have always offered from the Screening and immunisation team.
- We will still provide responsive answers to queries and incidents but will not be working the additional extended hours over evenings and weekends.
- We have introduced a new email to combine this approach, please see final slide.
- This change will come into effect on Monday 2nd August and we will be available between 9am – 5pm Monday to Friday.

Immunisation Clinical Advice and Response Service



- The aim of the South West Regional Immunisation Clinical Advice Response Service (ICARS) is to provide public health guidance to the clinicians administering the S7A routine immunisation programmes and the COVID-19 vaccine, and to respond to clinical incidents as they arise in the programme.
- The ICARS operates between 9am and 5pm Monday – Friday , staffed by experienced Screening and Immunisation team members who have expertise and training in responding to immunisation queries and incidents.
- The integral knowledge and training held by the team colleagues enables appropriate queries to be managed locally and correct interpretation of published guidance, enabling national clinical operating systems to also be used effectively.

ICARS – In Scope	ICARS – Out of Scope
<ul style="list-style-type: none">• Issues of eligibility,• Safety (e.g. presence of significant health conditions or medications),• Scheduling (is this patient eligible now for a vaccine?)• Receiving vaccine twice (double dosing)• Receiving vaccine early or late• Receiving vaccine within 7 days of flu vaccine• cold chain queries and incidents• reported side effects / adverse events• Programmatic errors• Medication errors	<ul style="list-style-type: none">• Vaccine ordering, delivery or supply issues• Other logistics queries, e.g. provision of PPE• Staffing queries or staffing shortages in vaccine centres• Infection control advice for vaccine centres• Clinical waste issues• Call and recall issues• Data reporting issues

New email address from the 2nd August 2021 for immunisation queries and incidents in the COVID or S7a routine immunisation programmes



england.swicars@nhs.net

Please note the current CARS email will be auto forwarded to this address so no emails will need to be resent.