

National Vaccination Booking Service / NHS Covid Pass Service/ Vaccination Data Resolution Service Escalation Process and Guidance on Escalation Form Completion

This form must **ONLY** relate to concerns or issues for escalation that relate directly to National Vaccination Booking Service, NHS Covid Pass Service (accessed via 119) or Vaccination Data Resolution Services regarding actions by call agents.

What about?

This form **does not** relate to vaccination centres, GP surgeries, immunisation incidents, the NBS website or patient record errors.

This form **MUST** be sent to NVBS Service desk: scas.phers-servicecentre@nhs.net

The service desk will generate a reference number, open and route to the correct operating team within the vaccine call centre team. The reporter will not receive a response or resolution from the Call centre team directly, but each form will be logged. Once the service desk receives a response, feedback will be provided on how to proceed/ who to contact for a resolution.

When filling out the incident report please provide as much information as you can.

The form can be populated by simply typing directly into the blank cells.

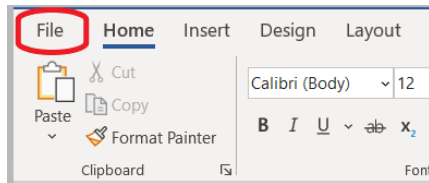
For all issues that require an investigation we require the following information as a **minimum requirement** to log:

- Citizen Name
- Citizen Address (At least postcode)
- Citizen contact number (used to make call)
- Citizens NHS number (If known)

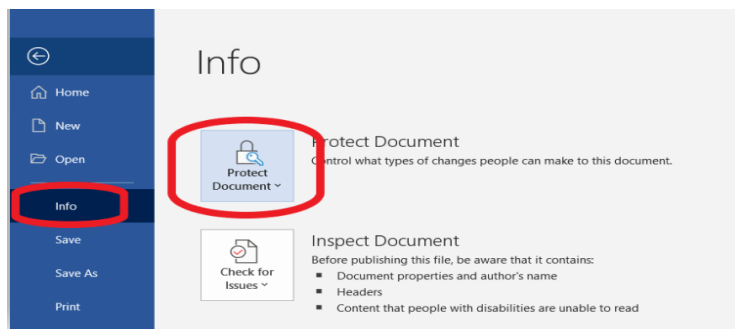
Password protecting/ encrypting documents:

If you are including PID in the incident report, you will need to password protect the document before sending over. Once a password has been created this will need to be sent through in a separate email after the report has been sent (please ensure to include reference numbers so the Service Desk know which emails go with which passwords) You can do this by following the steps below:-

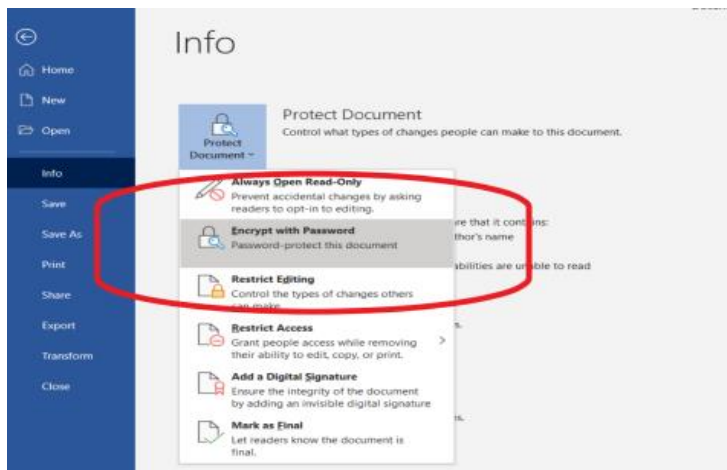
Go to File:



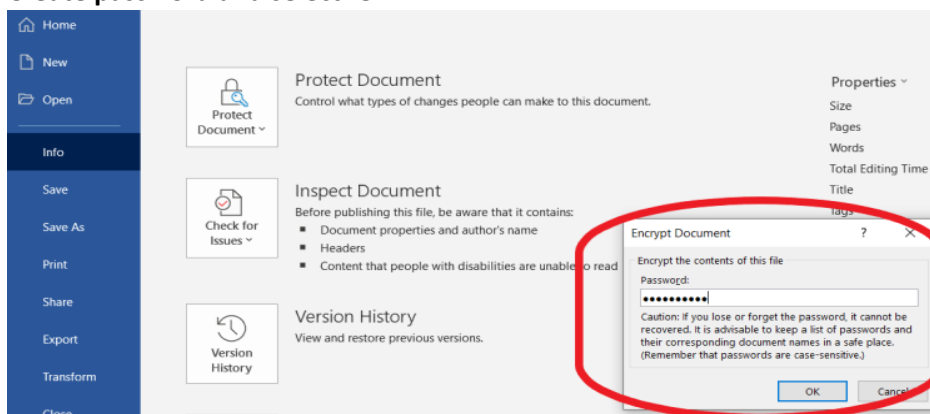
Go to 'Info' select 'Protect Document':



Select 'Encrypt with password':



Create password and select 'OK':





Your document will now be password protected and ready to send. ***Please ensure all passwords are sent in a separate email to the incident form with the same reference as your incident report email in the subject.***