

ICARS Newsletter

Immunisation Clinical Advice & Response Service

NHS



Issue 89: 20th May 2022

PLEASE SHARE THIS NEWSLETTERS WITH ALL RELEVANT STAFF INVOLVED WITH THE VACCINATION PROGRAMME

For any COVID-19 vaccination related queries, or to escalate an incident, please contact ICARS at england.swicars@nhs.net.

Please note that this service operates 9am-5pm Monday to Friday

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NEW: JCVI interim statement on COVID-19 autumn 2022 vaccination programme

Details

The JCVI's interim advice to the government on COVID-19 booster doses this autumn would be for more vulnerable adults, alongside frontline social care and health workers.

The advice should be considered as interim and for the purposes of operational planning for the autumn for the NHS, care homes and wider health community.

Advice

The Joint Committee on Vaccination and Immunisation (JCVI) recognises that there is considerable uncertainty with regards to the likelihood, timing and severity of any potential future wave of COVID-19 in the UK.

Despite the known uncertainties in the year ahead, winter will remain the season when the threat from COVID-19 is greatest for individuals and for health communities.

As with the 2021 autumn COVID-19 booster programme, the primary objective of the 2022 autumn booster programme will be to augment population immunity and protection against severe COVID-19 disease, specifically hospitalisation and death, over winter 2022 to 2023. With the transition towards endemicity, or 'living with COVID-19', it is anticipated that the protection of the most vulnerable people in society will continue to be of primary importance.

The following advice should be considered as interim and for the purposes of operational planning for autumn 2022.

The JCVI's current view is that in autumn 2022, a COVID-19 vaccine should be offered to:

- residents in a care home for older adults and staff working in care homes for older adults
- frontline health and social care workers
- all those 65 years of age and over
- adults aged 16 to 64 years in a clinical risk group

Vaccination of other groups of people remains under consideration within JCVI's ongoing review.

Please see [here](#) for the full JCVI interim statement on the COVID-19 vaccination programme for autumn 2022 which continues with the sections; considerations, vaccine effectiveness, future variants and vaccines and being prepared.

NEW: Transition from the AstraZeneca COVID-19 vaccine with a temporary authorisation to the licensed Vaxzevria vaccine

Previously, AstraZeneca was issued a temporary authorisation by the Medicines and Healthcare products Regulatory Agency (MHRA) under Regulation 174 of the Human Medicines Regulations 2001 to permit the supply of their COVID-19 vaccine. AstraZeneca has now been granted a Conditional Marketing Authorisation (CMA) by the MHRA for their COVID-19 vaccine, now branded as Vaxzevria®.

There are no clinical differences between the two products and no changes to the vaccine's characteristics or handling requirements, however, legally they are two different products and therefore when vaccinators start using the new Vaxzevria product, they need to be authorised

to use it under the new Patient Group Direction or National Protocol (found [here](#)). Vaxzevria will start to enter the supply chain this week. The previous AstraZeneca COVID-19 vaccine that is out in the system will all expire by the end of May, therefore there will only be a short period of cross over before we move fully to Vaxzevria. Please note the branded name as this is the name that should now be used when referring to this vaccine. Detailed information about this transition and the impact of this on vaccinating teams can be found in [this operational note](#).

NEW: Increasing Uptake Resources

1) NEW: COVID-19 vaccine fact cards available to help increase confidence and uptake

New and updated fact cards featuring trusted health experts addressing common topics of concern about COVID-19 vaccines are available to support the promotion of vaccination and engagement, including with Black African and Black African Caribbean communities. [Download the vaccination fact pack](#) on the COVID-19 Vaccine Equalities Connect and Exchange Hub on FutureNHS, and email england.vaccination-equalities@nhs.net for advice and resources working to inform your engagement with diverse local populations.

2) NEW: Top tips to support increasing uptake for immunosuppressed

To support maximising Spring Booster uptake for people who are Immunosuppressed, a [top tips](#) document has been developed with examples from local systems.

Several innovative approaches have been developed for the identification and delivery of COVID-19 vaccination to this cohort. Further information can be found on the [here](#).

3) NEW: Making Every Contact Count: Online Resource Directory

The team supporting the Making Every Contact Count (MECC) have created an [online resource](#) on the NHS futures page to bring together resources, tools and guidance to support implementation of MECC interventions at Vaccination sites, (posters, leaflets and information) with a focus on the Core20 PLUS5 clinical areas.

UPDATE: Cohort Eligibility and Operational Status

[This resource](#) has been reviewed. There have been small amendments this week to reflect the transition from the AstraZeneca COVID-19 vaccine to the licensed Vaxzevria vaccine (see item 2 of this newsletter) and to highlight the changes to the 15 minute observation period following mRNA vaccination (see item 2 of the ICARS Newsletter, Issue 88, dated 16th May). This resource will next be reviewed during the week commencing 30 May, therefore the validity period stated on the document covers a two-week timeframe.

UPDATE: Clinical Safety Checklist

The [safety checklist](#) has been updated to reflect recent changes to the vaccine programme –

the permanent removal of the 15 minute wait after vaccination for individuals aged 12 years and over who have no history of a severe allergic reaction (as outlined in the [Greenbook advice](#)) and the change in naming convention for Vaxzevria (AstraZeneca). We will continue to keep the checklist updated so please send us any comments or suggestions for improvement.

NEW: Reducing vaccination wastage – top tips

1. **Plan in advance** the daily requirement of vaccine – consider the number of booked appointments, number of vials, timing of your vaccine delivery and staffing requirements.
2. **Advance calls to confirm attendance** – contact participants ahead of their appointment time to remind / confirm their attendance, this is especially useful for the afternoon bookings to calculate the remaining volume of vaccine which needs to be drawn.
3. **Contact DNAs** - offer a walk-in appointment later in the day.
4. **Operate a cancellation list** – review cancellations on NBS to vaccine volume planning and have a list of customers who are happy to be contacted to come in for a vaccine at short notice.
5. **Utilise anticipated spare vaccine** – consider vaccinating housebound patients at the end of the day.
6. **Support customers with bookings** - plan the utilisation of the full vaccine vial by helping customers to book their appointment at times of low demand.
7. **Prepare a reduced quantum of vaccine** – to account for potential cancellations and no shows. Some sites work on an uptake of 60% of booked appointments, if more customers arrive then more can be prepared accordingly.

UPDATE: Royal College of Nursing Resources

The Royal College of Nursing (RCN) [immunisation pages](#) have been updated with additional useful resources and guidance for wider immunisation, including Immunisation services delivery: [Practical and clinical guidance for vaccine administration](#).

NEW: Workforce Updates and Resources

1) UPDATE: Workforce helpline

To support the workforce challenges facing vaccination sites, a COVID-19 vaccination workforce helpline was established in January 2022 to assist sites and enable the resolution of workforce challenges, which was affecting sites being able to undertake vaccinations.

Given the ongoing comprehensive workforce support provided to sites by lead employers, **the workforce helpline will be closing from 20 May 2022**. Lead employer details can be found [here](#).

If your lead employer is unable to support and there is a workforce gap preventing you to deliver vaccine then please email any workforce challenges to national.wfdeployment@nhs.net, where we will work with the lead employer and national suppliers to help resolve in the first instance

In addition, any workforce queries should be raised to your System Vaccination Operations Centre (SVOC) who can escalate to RVOCs and NVOC where required, as per the agreed escalation route.

2) UPDATE: Child vaccination workforce considerations update

The [children's workforce & training guidance pack](#) has been updated and provides an additional workforce pod model design on how to vaccinate multiple eligible children with a consenting adult. The update outlines how this can be delivered to ensure efficiency and throughput is maintained.

The national protocol should continue to be the default mechanism for delivery to ensure optimal use of the unregistered workforce.

3) NEW: SJA and NHSVR contract extension

NHSEI has approved continuation of the contracted provision of volunteer services from Royal Voluntary Service (RVS) and Saint John Ambulance (SJA) to the programme for a further 6 months, to late-November (RVS) and late-December (SJA). Both suppliers will therefore remain available to support the programme's delivery of Autumn Boosters and flu vaccines and provide wider programme, including contingency support.

Both organisations have committed to refresh their workforce capacity with continued recruiting and retention activity, which we will closely monitor. We will also continue to work with them to improve shift fulfilment and to assure the provision of sufficient volunteer capacity by local area.

Systems are therefore encouraged to continue to engage and prioritise RVS and SJA volunteer services across the programme, assisting current delivery activities and reinforcing relationships that will support local availability of volunteers to support future and contingency requirements.

4) REMINDER: Retention toolkit

The [COVID-19 Local Retention Guide for Unregistered staff](#) (employer guide) has been updated to reflect developments in the programme since it was last published in summer 2021.

Key updates to the employer Guide include:

- information on the national retention chatbot which is free and available for all Lead Employers to utilise
- information and guidance on establishing a Reservists model

- additional case studies and local examples of retention initiatives (e.g. surveys, use of the chatbot, careers fairs and webinars, and development opportunities)
- resources relating to the Healthcare Support Worker (HCSW) programme.

The [Candidate Information Pack](#) (which contains materials that Lead Employers may lift, adapt, rebrand and use in local materials given to candidates) has also been updated to include information on what a Reservist role looks like; and more information on training and career progression for HCSWs.

NEW: Vaccination Site Reminders and Resources

1) NEW: Vaccination site learning visits

Over the last few months, the national team's learning visits have been focused on sites that are vaccinating children. We are extremely grateful to these sites for sharing their work, enabling the team to develop and share a number of insights to improve services and support the launch of other cohorts:

- A [summary](#) of initial learning and top tips from the 5-11 Clinically Extremely Vulnerable launch
- Case studies including supporting children and families to access their vaccine in [Nottingham](#) and [London](#); supporting people with additional communication needs in [Hull](#), and working together with schools in [Lincolnshire](#) and [Kirklees](#)
- A [webinar](#) on 23 March shared learning from the launch of the 5-11 at risk. Presentations included pre vaccination triage, use of play specialists in design and delivery of vaccination services and safeguarding
- Locally developed supporting resources such as [how to hold your child during a vaccination](#), [needle phobia help sheet](#) and a [social story - vaccination process walkthrough](#). The full list is available [here](#).

During June, we would like to hear about the following:

- Initiatives to support the immunosuppressed or other vulnerable group to access their COVID-19 vaccination (whether this was intentional or an un-intention 'gain')
- Learning from moving or opening sites that could help others with autumn planning
- Learning from the Omicron surge.

If your site would like to share your insights, please contact sarah.heneker1@nhs.net to discuss arranging a learning visit from the national team.

2) REMINDER: Notification of vaccination invites, prompts and reminders due this week

The below notifications are due to arrive in the current period. Sites are asked load NBS and LBS appointment slots and walk-in capacity to accommodate potential increases in demand, ensuring adequate capacity outside of school hours for younger cohorts.

Spring Boosters

Circa 204k SMS arrive across 16-19 May and letters on 20 May

Evergreen offer 16+

Circa 42K letters to arrive on 19 May

2nd Dose prompts 16/17 Not at Risk and 18+

Circa 28K SMS to arrive on 20 May and letters to arrive on 23 May

Spring Booster 2nd Reminders

Circa 400k-600K SMS and emails to arrive on 19 May and letters to arrive from 21 May

Spring Boosters Reminder

Circa 272K letters to arrive from 20 May

Look ahead (may be subject to amendment):

Evergreen offer 5-15

Circa 30-50K letters to arrive on 23 May

Boosters 16+

Circa 102K SMS and emails to arrive on 23 May and letters to arrive on 25 May

Spring Boosters

Circa 206K SMS and emails to arrive on 23-26 May and letters to arrive on 27 May

Boosters Reminders

Circa 300K SMS and emails to arrive on 24 May and letters to arrive on 27 May

3) REMINDER: Impact of Jubilee Bank Holiday on vaccine ordering and deliveries

Following on from the cascade sent on 19 April entitled: **Important Information – Impact of 2 May and 2 & 3 June Bank Holidays on vaccine ordering and deliveries**, please be reminded that there will be **no deliveries** of COVID-19 vaccine or vaccine linked consumables on **Thursday 2 June or Friday 3 June 2022.**

If your site has a Thursday or Friday delivery day, please ensure the vaccine you order for delivery on **Thursday 26 May or Friday 27 May**, is sufficient to cover two weeks of your planned/expected vaccination events.

To support this, the National Supply team will ensure additional vaccine allocations are made available to all regions in the weeks commencing 23 May, to enable the regional and system allocation teams to allocate additional supplies to Thursday and Friday sites impacted by the Bank Holiday closures, if required.

Delivery Day Impacted by Bank Holiday	Replacement Delivery Day	Order Cut-Off
Thursday 2 June	Thursday 26 May	Tuesday 24 May (8am)
Friday 3 June	Friday 27 May	Wednesday 25 May (8am)

Ordering for Monday 6 June and Tuesday 7 June:

In addition, as previously communicated, if your site requires a vaccine delivery on either **Monday 6 June or Tuesday 7 June, you will need to place your vaccine order earlier than usual**, see table below for details. This is to ensure orders can be processed and delivered on time.

Delivery Day	Replacement Order Cut-Off to Cover Warehouse Closure over Bank Holiday
Monday 6 June	Tuesday 31 May (8am)
Tuesday 7 June	Wednesday 1 June (8am)

- Please ensure your site has submitted a stocktake on Site Stock Manager within the previous 7 days for each vaccine type you plan to order before placing your order.
- If your site does not have a current stocktake, you will be prevented from ordering until a new record has been submitted and it can take up to 2 hours for this to be registered by the system and allow an order to proceed.

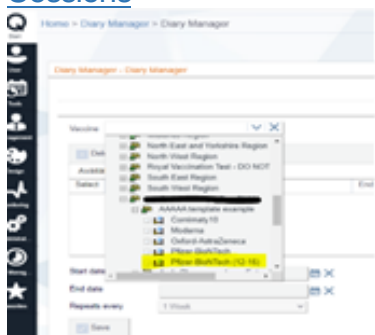
Many thanks for your support with these temporary bank holiday changes.

4) NEW: Information vaccination sites with a '12-15' site in Q-Flow

The National Booking Service (NBS) team are currently working to migrate separate '12-15' vaccination sites in Q-Flow into a new service line/calendar within the primary site. In the next couple of weeks Site Managers will find a new vaccine service in the diary manager called 'Pfizer-BioNTech (12-15)' (see example in the image below).

After the vaccine service has moved, users of the [Check a vaccination service/Check In app](#) will only need to log into the primary site to check in appointments for all calendars and will no longer need to use the separate '12-15' site.

There is currently no action required from sites but we will continue to provide you with updates in this Bulletin. If you have any questions the NBS Onboarding team are running drop in sessions 13:30-14:00 on Mondays, Wednesdays and Fridays - [Click here for NBS Drop In Sessions](#)



NEW: IT System Updates and Resources

1) NEW: EECL Helpdesk – change of escalation route

The EECL helpdesk has been under review since March 2022. Following the introduction of more self-serve options on Foundry such as ETAs and consumable ordering, we have continued to see a reduction in contacts to the EECL Helpdesk.

Due to this drop in demand, from **1 June 2022, the EECL Helpdesk mailbox will be closing. The phonenumber will remain open for another month to use for issues that impact next day vaccination only.** Other queries will need to be raised to your System Vaccination Operations Centre (SVOC) with escalations to RVOCs and NVOC where required, as per the agreed escalation routes for all other queries.

The phone line activity will continue to be monitored and the phone line will be closed at the end of June if it is appropriate for the remaining queries to follow the SVOC, RVOC, NVOC escalation routes.

Requests for ETAs and ordering of consumables can be managed on Foundry. If you do not have access to Foundry or require any further support in finding your ETA information, please raise this with your SVOC in the first instance.

2) REMINDER: FutureNHS page for raising Vaccination Tech & Data issues

The Vaccination Service Desk have a [page on FutureNHS](#) designed to support front-line staff and members, reporting tech and data issues for:

- Pinnacle
- Vaccination records
- National Immunisation Vaccination System (NIVS)
- Foundry
- National Booking System or Q-Flow

- MYS
- Other tech and data queries.

Questions that the Vaccination Service Desk need answers to have been provided, to ensure that your issues or query are dealt with efficiently.

Please encourage staff to visit this page and select the nature of their query to view the information required by the Vaccination Service Desk team. Send this to us using the email address - vaccineservicedesk@england.nhs.uk

3) NEW: Foundry drop-in session

Do you have any questions about how to use Foundry? Do you need some top tips or short cuts on how to get the most out of Foundry? If so, we have set up a one-off drop-in session from **12noon to 1pm on Thursday 26th May** where you can come and ask the team your questions. [Click here for the link to the session.](#)

4) REMINDER: Pinnacle Site Admin queries

We would like to remind our colleagues and front-line staff that they should, in the first instance, contact their **site admins** when calling about the following Pinnacle queries or issues.

User has not received Pinnacle log in details (post 48 hours Go Live) *If site is not within the 48 hours Go Live date.

Unable to access account.
Request for new account.
Forgotten Password

Permissions within Account, i.e., User cannot access a certain area within Pinnacle that they should have access to, or their role is set incorrectly (unable to see service tab for instance).

User is not a site admin and would like to run a report.

Existing User requires password reset and has access to their emails.
Existing User requires password reset and is not aware of what their security word is.

Security word reset

Please encourage staff to visit this page for information required for users of the Outcomes4Health **Solution (Pinnacle) : Help - Outcomes4Health** [Home Page - Outcomes4Health](#)

There is further information available on the [Tech and Data Hub](#) on the FutureNHS [Covid-19 Vaccination Programme workspace](#).

NEW: General Resources and Support

1) NEW: Help us improve booking management for flu vaccinations

The NHS Vaccines Programme is conducting user research with staff members from **GP-led sites and community pharmacies** to understand how they manage flu vaccination bookings, either alongside COVID19 vaccinations, or even if they don't offer COVID19 vaccinations (i.e. NBS users and nonusers). We would be keen to speak with either clinical leads or someone who would be responsible for **setting up and organising flu clinics**.

Interested in taking part? Please kindly fill out this [short survey](#) so we can get to know a bit more about your site and send an invitation to join an interview at the most convenient date and time for you.

2) REMINDER: Case studies

The COVID-19 Vaccination Programme Improvement Hub publishes case studies to share learning and improvement work across the programme. A new case study is available which captures 'Reducing clinical assessment and consent times at a vaccination centre'. All case studies are available [here](#). Alternatively a new summary of all case studies available on the Improvement Hub is available [here](#).

If you have an improvement or shared learning case study you would like to share, please email c6.cag@nhs.net.

3) REMINDER: Useful Links

Communications Resources:

You can find [communications resources](#) on FutureNHS including our latest toolkits on [spring boosters](#), [12-15 year olds](#), [5-11 year olds](#), [people at greater clinical risk](#), [pregnant women](#), and our set of [poster graphics](#) for sites showing who is eligible for what doses.

Clinical Updates:

See the latest [clinical updates](#).

Other Resources:

[Coronavirus vaccinations](#): NHS Digital helps you access up-to-date information, training and onboarding guides related to the tech and data solutions that are supporting the COVID-19 and seasonal flu vaccination programmes.

[COVID-19 Vaccination Programme workspace](#) provides members with access to key documents, resources, webinar recordings, case studies and past copies of the LVS Updates. There is also a discussion forum for members. If you are not already a member, please email: P_C_N-manager@future.nhs.uk

[COVID-19 Vaccine Equalities Connect and Exchange Hub](#) is a community of practices on the Future NHS platform. NHS, local authority, public and voluntary sector staff working to increase vaccine uptake, share ideas, evidence, resources, case studies and blueprints to

increase uptake of the COVID19 vaccine within all communities. Members also have access to peer-to-peer support and a programme of regular lunch and learn webinars and live discussion forums. To join, please [register for an account](#) and once registered you can [join the Hub](#).

[Supply and Delivery Hub](#) helps you access key information in a timely way and help support you to deliver your local vaccination service. Here you will find the latest delivery information (vaccine and vaccine consumables as well as non-vaccine consumables, equipment and PPE), alongside the latest supply chain and customer service FAQs and other helpful information.

National Workforce Support Offer – more details:

- [National Workforce Support Offer Toolkit](#) provides more detail about the National Workforce Support Offer and is a practical guide for local vaccination service leads.
- Contact your [Lead Employer](#) to access the National Offer and additional staff and vaccinators, as well as support with your workforce needs.
- For more details, please see our Futures NHS pages [LVS Workforce](#) and [case studies/FAQs](#) and recently guidance for [PCN groupings](#) and [community pharmacy](#)
- Contact the national workforce team direct via PCNCP.workforceescalation@nhs.net

[COVID-19 Vaccination Improvement Hub](#)

NHS England and NHS Improvement
South West

