# ICARS Newsletter

**Immunisation Clinical Advice & Response Service**

NHS England South West

*Issue 110: 21st October 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](mailto:england.swicars@nhs.net).*

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

*To navigate this newsletter, please ctrl + click on the contents to take you to the contents*

## Contents:

## NEW: Autumn Boosters for Children

Children aged 5-11, who are in a clinical risk group or are household contacts of people with immunosuppression, **are** eligible in the Autumn campaign.

However, Point of Care Systems may incorrectly display a warning message saying that children under 12 are not advised to receive a booster and that it can only be administered at the instruction of a prescribing clinic. Please ignore this message and **follow JCVI guidance on eligibility for the Autumn campaign.** The warning message will be removed from the Point of Care Systems in the coming weeks.

## NEW: Household contacts of people who are immunosuppressed

Household contacts of people who have a weakened immune system are eligible for a seasonal booster this autumn. During clinical conversations or vaccination appointments, please remind people with weakened immune systems that their household contacts aged 5 years or over are eligible.

If the people they live with are aged 16 or over or are in a clinical risk group, they can book online at this website or phone 119 free of charge. Alternatively, they can find a  walk-in vaccination site at vaccine walk in. If they are aged 5 to 15 and are not in a clinical risk group, they cannot book online or via 119 but can attend a walk-in vaccination site without an appointment. Please be reminded of the 28 July clinical bulletin advising adopting a permissive approach to vaccination for those who are immunosuppressed.

## NEW: Nuvaxovid Vaccine Updates

1. **Nuvaxovid FAQs**

Following the webinar about the deployment and clinical indication for Nuvaxovid, the FAQ document has been published. It can be found on the futures page here.

Nuvaxovid is now deployed to a limited number of sites for patients when, following clinical assessment, an mRNA COVID-19 vaccine is not considered suitable. If a patient presents to your site requesting a Nuvaxovid vaccine, explain that there is a clinical assessment process. This is a locally managed process, if you are not aware of the referral process for your locality, please check with your SVOC.

2. **Nuvaxovid Vaccine Deployment communications to GPs and Vaccination Centres on Local Arrangements**

**Regional colleagues and ICBs should confirm that sites have agreed referral pathways and criteria with GPs, and that guidance on this has been shared with all GPs, including those not currently involved in the provision of COVID19 vaccination. Guidance is in the Green Book.**

As part of the introduction of the Nuvaxovid vaccine, sites who are administering Nuvaxovid are required to have one of the following:

- Advanced Life Support level resuscitation facilities
- a clear escalation plan with either an on-site resuscitation ("crash") team (e.g.: in a hospital setting)
- agreed arrangements in place to ensure that Ambulance support is readily available in the event of an emergency.

Sites are also required to have all of the following:

- facilities for the patient to have a 30min observation period post vaccination
- a clinician or other health care practitioner with prescribing rights available on-site to assess individual needs and allergy history, to counsel, and to prescribe correct vaccines for patients
- the ability to safely manage multiple vaccines.

This information can be found here: **FutureNHS**

The Nuvaxovid and Complex Clinic Webinar slides, recording and FAQs have been uploaded to FutureNHS – available:

- Webinar: Nuvaxovid and Complex Clinics - COVID-19 Vaccination Programme - FutureNHS Collaboration Platform

If you have any questions, please get in touch with the team via england.vaccinecentresgroupsupport@nhs.net.

Many thanks for your continued support in delivering the COVID-19 vaccination programme.

### 3. Change control webform for Nuvaxovid sites

As you will be aware, there are a small number of individuals who will receive the Nuvaxovid vaccine as they are unable to tolerate mRNA vaccines.

We have worked with regional colleagues to identify and assure a number of designated sites to deliver this vaccine type through complex vaccination clinics, subject to them meeting all the requirements of the Clinical considerations for the Deployment of Nuvaxovid to Complex Patients (KLOE v2) document.

Now that initial planning and go live have occurred we have built a form within the change control portal to support regional colleagues to make any changes to these Nuvaxovid sites in future.

This form will enable colleagues to add sites which are assured to administer this vaccine type and to close sites where administration is no longer required. Assurance against the Key Lines of Enquiries (KLOEs) is still required for new sites and should be undertaken before a change form is submitted.

The change control form is now live, and sites are asked to submit the form alongside vaccine assurance. For HH/HH+s vaccine assurance should still come through via the bulk assurance spreadsheet and for VCs via the Vaccine Assurance Checklist on Foundry.

Change control is managed via a dedicated web platform with restricted user accounts. If a site requires a formal standard change, they should work with SVOC/RVOC teams who will have a dedicated lead to make changes on their behalf.

Any change form queries can be directed to the LVS site changes mailbox: lvssitechanges.covid19@nhs.net.

Many thanks for your continued support in delivering the COVID-19 Vaccination Programme.

## NEW: Comirnaty Bivalent PIL Shortage Update

We want to update you on last Monday and Tuesday's shorts on the Comirnaty Bivalent PILs, as we have been made aware of a change of plan.

As you are aware the intention had been to make up all shorts to impacted sites this week, however, this will now not be possible and instead only a proportion of the outstanding PILs will be delivered this week. Apologies for this change of plan and for not giving you earlier notice of this.  The change has had to be made due to there being insufficient space/weight capability available to us on the delivery vans to accommodate all of the additional boxes of PILs as well as the vaccine orders and consumables for this Monday and Tuesday's deliveries.

**Overall there should be enough PILs in each system to cover the usage of the Comirnaty Bivalent vaccine this week (see table below), however, it may be that some individual sites do not have sufficient in this circumstance please let us know the sites (full address, ODS code etc) and quantities by return email to england.swcovid19-voc1@nhs.net no later than Thursday 20 October and we shall endeavour to action additional PIL stock as part of their deliveries for next week.**

Below is a table split by region and system that shows how many Comirnaty Bivalent PILs each system was shorted last week and how many in total Comirnaty Bivalent PILs will be delivered this week including those that accompany this week's vaccine orders.

| Region | STP | Total shorted Comirnaty Bivalent PILs last week on Mon/Tuesday | Total Comirnaty PILs we will be delivering on Mon/Tuesday this week including those that are being sent with the vaccine sites have ordered this week |
|---|---|---|---|

| | | | |
|---|---|---|---|
| **South West** | Bath and North East Somerset, Swindon and Wiltshire | 9,120 | 13,740 |
| | Bristol, North Somerset and South Gloucestershire | 25,620 | 23,760 |
| | Cornwall and the Isles of Scilly Health and Social Care Partnership | 33,780 | 18,420 |
| | Devon | 22,860 | 20,640 |
| | Dorset | 13,800 | 16,620 |
| | Gloucestershire | 14,580 | 14,160 |
| | Somerset | 5,460 | 10,980 |
| **South West Total** | | **125,220** | **118,320** |

📄 PDF

QR for Comirnaty
Bivalent PIL .pdf

# NEW: Spikevax® Bivalent recording issues

We have identified that a significant number of patient records for the COVID-19 Autumn Booster Campaign have been recorded as having had Spikevax® Original rather than Spikevax® Bivalent. We are working with NHS Digital to determine the best way to amend these records to accurately reflect the vaccine that the patient received.

In the meantime, please encourage staff to carefully check the vaccine they select. Spikevax® Original is not currently in use within systems but in some point of care providers' menus it is much clearer than the Spikevax® Bivalent which is presented as COVID-19 Spikevax® Zero (0) / Omicron (O) 0.1mg/mL dispersion for injection multidose vial in some systems.

We will cascade an Operational Note once we have all the actions in place.

# NEW: Training and Guidance Updates

## 1. Training on Bivalent Vaccines

Please see below training on the bivalent vaccines:

### A. Comirnaty bivalent training

The e-LfH module for Pfizer has been updated to include the Comirnaty bivalent e-learning and assessment.

The Comirnaty bivalent National Protocol and Patient Group Direction.

Please note page 3 of the [Comirnaty 10 National Protocol](#) has a list of recent updates made to the protocol.

### B. Spikevax bivalent training

The e-LfH module for Moderna has also been updated to include the [Spikevax bivalent e-learning and assessment](#).

The Spikevax bivalent **National Protocol** and **Patient Group Direction**.

**All staff administering the above bivalent vaccines must complete the e-learning module and assessment.**

## 2. Webinars

Please hold the date for the next vaccination programme shared learning community webinar on 2 November 2022. The focus will be on Evaluation. Registration details will follow shortly. Recordings of previous learning community webinars can be found [here](#). If you have a suggestion for a future webinar subject, please email c6.cag@nhs.net.

## 3. IPC update

The Guidance [IPC in adult social care COVID-19](#) for both testing and visiting arrangements in care homes (for visiting professionals, staff and visitors) and isolation for residents leaving hospital and entering a care home has been updated.

# NEW: Vaccination Appointment System Updates

### 1. 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.

| Cohort | Volume |
|---|---|
| Autumn Winter Boosters | Circa 0.6m SMS & e-Mail to arrive 20,21,22$^{nd}$ October |
| Autumn Winter Boosters LD | Circa 10-30K Letters to arrive 24$^{th}$ October |
| Evergreens 1D | Circa 83K Letters to arrive 24$^{th}$ October |
| Autumn Boosters reminder | Circa 0.7-1M SMS & E-mails to arrive 20-21$^{st}$ October Letters to arrive 24$^{th}$ |

| 2nd Dose Prompts 18+ and 5-17 Not at risk | Circa 31K SMS to arrive 21st October |
|---|---|
| 5-15 (At Risk) & 16+ Boosters 1st And 2nd reminder | Circa 34k SMS & e-mail to arrive 21st October and letters to arrive 27th |
| Autumn Winter Boosters Braille | Circa 1K Letters to arrive 27th October |
| 2nd Dose overdue reminder for 12+ and 5-11 At Risk | Circa 9.6k SMS & e-mail to arrive 24th October, letters to arrive 28th. |

**Look ahead** *(may be subject to amendment)*:

| Cohort | Volume |
|---|---|
| Autumn Winter Boosters | Circa 1.5m SMS & e-mail to arrive on 25-27th Oct and letters to arrive on 28th |
| Autumn Winter Booster reminders | Circa 88K SMS & E-mail to arrive on 25th Oct, letters to arrive 28th |
| Autumn Winter booster 2nd reminder (Bespoke Invite) | Circa 1.2m SMS & E-mail to arrive 27th/28th Oct, Letters to arrive 31st. |
| Boosters 16+ and 5-15 At Risk + SIS | Circa 30.5k SMS & E-mail to arrive on 28th Oct, letters to arrive 2nd November. |
| 2nd Dose Prompts 5-17 At risk Include SI/S | Circa 0.9k E-mails to arrive 28th Oct and letters to arrive 2nd Nov. |

## 2. Changes to Managing Vaccine Calendars in Q-Flow

Q-Flow is being updated this month to provide Site Managers with the responsibility to manage age-based calendar activation themselves, in accordance with the sites approved assurances.
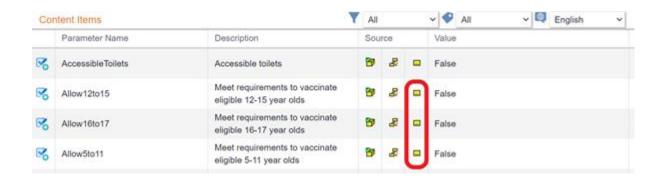
If sites want to allow 5-11-, 12-15- or 16–17-year-olds to book appointments on the National Booking Service then a self-assessment readiness checklist **must** be completed, and sites **must** work with regional teams to be assured and approved to vaccinate age-based cohorts.

Once the correct assurance and approvals are in place Site Managers can edit the age attribute in the Content Management area of Q-Flow (see screenshot below) by clicking on the yellow edit box.

## 3. Bulk Cancellation Feature in Q-Flow

After listening to user feedback, we have now added the functionality for Site Managers to bulk cancel appointments in Q-Flow. However, this should be performed as a final step after a site has explored all other options to honour bookings.

Please find the updated guidance here.



Regional teams will be given more visibility of which sites are using this function correctly with a new "Site age attribute report". We hope these changes will be welcome, they have been implemented based on user feedback to improve calendar request times and allow sites more autonomy. Information and step by step guidance will be updated in the Q-Flow Operational Guidance pages once the function is live.

If you have questions or need support with the information provided, support is available Monday, Wednesday and Friday from 1:30 to 2:00. Please follow this link to join the meetings - https://future.nhs.uk/CovidVaccinations/view?objectId=966835

## 4. Flu on the National Booking Service (NBS)

Bookings for Flu vaccinations via the NBS is now available for patients. In preparation for this, community pharmacy sites should continue to add appointment availability from Saturday 15 October.

Guidance on how to use the calendar and create appointment availability can be found here.

### How will the service be promoted to citizens?

NHS England promoted this service, alongside 50+ eligibility for both flu and COVID vaccination, through two press releases here and here. Our core script has been updated and new resources added to the Programme workspace including a new poster for sites. From w/c 24 October, and assuming there is reasonable NBS capacity available, we will reference NBS Flu booking in national call and recall for both Flu and Covid vaccinations. Whilst we do not expect there be comparable continuous level of demand for NBS Flu appointments as Covid appointments, NBS Flu booking should provide an additional option for people to get their Flu vaccination and hopefully increase uptake. Demand may also increase in the coming weeks as we do more dedicated call/recall for Flu.

- **Help and support**

If you have any questions please join a support sessions run by the NBS / Q-Flow onboarding team on each Monday, Wednesday and Friday 13:30-14:00. **Join the sessions here**

## NEW: Making Every Contact Count (MECC) - Call for evidence

A Call for Evidence exercise for MECC is currently underway and communications with regards to this have been sent to Regional Directors of Commissioning who in turn will share the Call for Evidence exercise pack with their sites. The purpose of this exercise is to understand how MECC interventions are working in vaccination sites across the country since its roll out in April - what's working well, the learning, opportunities, and considerations for the programme going forward.

The Call for Evidence includes a pack of questionnaires for site leads, staff, and patients; a data collection template; and a guidance document outlining the details of how the exercise should be carried out at site-level.

Please can we ask for your active participation in this exercise to ensure we have a good picture on MECC from across all seven regions. **Systems and sites are asked to submit their returns by Sunday 13 November 2022**. If you have not received communication on the MECC Call for Evidence exercise by 21 October 2022, or if you have an enquiry about the Call to Evidence exercise, please get in touch by contacting us at england.pccovidvaccine@nhs.net. Thank you for your continued support on the MECC programme.

## NEW: Financial Systems Updates and Guidance

1. **Update to the COVID-19 Vaccination Enhanced Service Specification autumn/winter 2022 (Phase 5) and publication of Finance and Payment guidance for General Practice and Community Pharmacy**

The COVID-19 Vaccination ES for General Practice and Community Pharmacy has been amended to include the *Care Homes additional payment* for the completion of care home vaccination visits between 5 September and 23 October as part of the COVID-19 autumn vaccination programme. As outlined in previous communications, (see our bulletin of 1 September) this additional payment scheme aims at accelerating the delivery of COVID-19 vaccinations into care homes.

The updated COVID-19 Vaccination ES for General Practice is available here, and for Community Pharmacy here. Pharmacy Contractors will not be required to return a contract variation to their regional team.

To recap key points of the additional payment for care home vaccinations:

It will be payable to any commissioned provider for the vaccination of all residents in a care home completed by 23 October 2022, whereby care homes include both older adult and non-older adult care homes. *Completed care homes* are those in which the maximum number of eligible residents have been vaccinated.

**Reporting:** To claim the incentive payment, teams will need to complete a short live-time survey return available here. The incentive payment will be possible to claim if all vaccinations were completed in a single care home. Survey returns should be submitted on the day of care home completion and no later than **7 calendar days** after 'Completed care home' status has been achieved. Further information on the payment is provided in section 11 in the GP ES, and section 16 in the CP ES (changes highlighted in yellow), and the finance and payments guidance for PCNs (available here) and CPs (available here).

Please note, that the 2022/23 Financial and Payments Guidance for COVID-19 vaccination and the seasonal influenza vaccination programme for both PCN Groupings and CPs has now been published on FutureNHS here. Both documents include information on payment processes (COVID-19 and influenza vaccinations), grace periods and additional payment for care home COVID-19 vaccinations.

The GP ES Section 9.1.1 has been further amended to clarify that the contractual requirement for practices to complete all care home visits within 10 weeks has started from 12 Sept (i.e. the official start date for phase 5). In addition, Section 9.2. clarifies that a GP practice may vaccinate in addition to cohorts outlined in Section 9.1 patients who are included in a JCVI cohort following a JCVI announcement.

### 2. LVS Financial and Payments Guidance

Please see link below to the LVS financial and payments guidance for the Autumn/Winter programme for your information and for onward sharing with your LVS sites.
You will need an NHS Futures log in to access the information.

Community Pharmacy
https://future.nhs.uk/CovidVaccinations/view?objectId=147955717

PCN
https://future.nhs.uk/CovidVaccinations/view?objectId=147955493

## NEW: IT Systems Updates and Support

### 1. Point of care options for Sites – upcoming webinars

**Find out more about your options:**

Covid vaccination sites have multiple options of what they can use as their Point of Care (PoC) System, depending on the delivery model. Sites also have the option to switch their current supplier if, for example, another better aligns with staff skills and experience or the native IT systems at that site.

If you would like to find out more about what these PoC Systems can offer, we encourage you to join webinar demonstrations between 12-19 October. Please visit this FutureNHS page for the meeting links here

- **SystemOne (TPP)** – Wednesday 12 October 13:00-13:45
- **Outcomes4Health (Pinnacle)** – Thursday 13 October 13:00-13:45
- **NIVs** – Monday 17 October 13:00-13:45
- **Eva Health** – Tuesday 18 October 13:00-13:45
- **Sonar** – Wednesday 19 October 13:00-13:45

**How to switch**

If your site would like to switch, please find the process steps laid out below:

1. Sites must raise a PoC switch request with their regional team / RVOC or SVOC; with site details, the new PoC they want to onboard with, and two current IT users
2. Regional team / RVOC or SVOC colleagues will then approve and submit a change webform to the National Programme
3. NHS Digital receive the approved request and will send your information to the new PoC System for account set up. You will then be contacted by the PoC with your new account details
4. NHS Digital will restrict access to your old PoC system account. Allowing you to view and edit records but disable the ability for you to add any new vaccination events
5. Please make your request in enough time to allow 7 working days for this process.
6. For more information visit our NHS Digital website.

2. **Extension of Drop-in Sessions to new and existing sites using Foundry**

| Platform | Dates / Times | How to Join |
|---|---|---|
| Foundry | 13:30 – 14:00, Wednesdays in October (12, 19, 26) | Meeting Link: (Click here to join the meeting)<br><br>If users need to gain access to Foundry, please see the Foundry Master Access Guide here<br><br>For further information, please contact england.vaccinedeployment@nhs.net |

3. **Technical restriction coming soon to block late record entry**

It is a clinical and contractual requirement for vaccination events to be recorded the same day of administration and soon a technical restriction that physically stops vaccination events from being recorded late will be implemented across all Point of Care (PoC) systems.

Once this is implemented, if you are not able to record the vaccination on your local PoC system, you must submit a VDRS Amendment Form to the VDRS to update the patient's record. The form and process can be found [here](#).

Before a site can submit any forms to the VDRS, the site's generic nhs.net email address must be verified by the VDRS team. Please ensure your site is verified with the VDRS before the technical block is in place by following the steps below as soon as possible:

- **Step 1** Send an initial test email to [scwcsu.general.vdrsquery@nhs.net](mailto:scwcsu.general.vdrsquery@nhs.net) with 'Test' in the subject line. This email must be from the sites generic site or practice nhs.net email address.

- **Step 2** Wait for the VDRS team to verify the site's email address. They will do this by responding to the test email and confirming that the site's generic email has been verified.

Once your site's email has been verified, your site can now send VDRS Amendment Forms to the VDRS team. All forms must be sent from the verified generic address of the site to: [scwcsu.general.vdrsquery@nhs.net](mailto:scwcsu.general.vdrsquery@nhs.net).

## 4. Redesigned FutureNHS workspace now live

The [Covid-19 Vaccination Programme FutureNHS Workspace](#) is the central location for sites to access information and resources from across the Covid-19 Vaccination Deployment Programme. This workspace has recently been redesigned to implement several improvements:

- We've **simplified the homepage and folder structure** as well as providing a new sidebar to improve navigation across the workspace.
- **Improved searching** – We've reviewed the naming and tagging of all documents as well as removing all out of date information to improve the results of the search bar.
- All lessons learnt and case studies across the programme have been combined into a single **consolidated shared learning platform** [here](#).
- Get involved with our relaunched **discussion forum** [here](#) which enables you to collaborate with and support other vaccination sites.
- Find all **escalation processes** for resolving problems and queries in a single page [here](#).

You can see more information about what has changed [here](#).

These changes were made using feedback from colleagues across the programme (including sites, SVOCs, and RVOCs). We are very keen to continue hearing feedback and making improvements to the workspace, so if you have further ideas or would like to provide feedback on the changes, please do so using [this form](#).

**How to access if you are not yet a member of the workspace:**

- If you **have** an @nhs.net email address you can sign up to the workspace without further approvals by registering for FutureNHS [here](here). You can then access the workspace [here](here) and click 'join' at the top right of the screen to gain access to the general folders.

- If you **do not have** an @nhs.net email address or need to access a restricted page, please send a request via the usual SVOC/RVOC/NVOC escalation route and we will send an invitation with the relevant permissions.

## 5. Notification of removal of redundant 4G Routers (Phase 1)

This note provides notice of actions being taken by the Non-Clinical IT (NCIT) team to remove many back-ups 4G routers which have never been used during the past 9 months at various vaccination sites.

During the earliest days of the Vaccination Programme, it was decided that NCIT should provide a rented 4G-router as an emergency back-up to many vaccination sites even if the sites already had an HSCN fixed line, broadband or network connection to the internet.  Now, after 18 months, as the programme moves towards a BAU operation, the NCIT team have been instructed by the Programme's National Director to remove all redundant rental equipment costs and this activity supports that objective. The NCIT team will be in contact with those sites. They will provide photos of the Routers to assist in their identification and to arrange collection.

Note that NCIT will NOT be contacting sites which have actually used these routers at any time since November 2021.

If you have any questions or concerns, please contact Paul Hopkins, NCIT Programme Director Email :- [paul.hopkins5@nhs.net](mailto:paul.hopkins5@nhs.net) or Mobile :- 07768 010863

## 6. Notification of deactivation of unused Kiosk devices (Phase 2)

This note provides notice of actions being taken on Non-Clinical IT devices (iPads, desktops and laptops) that have not been connected to a network since before 1 December 2021.  Following the successful deactivation of a significant number of NCIT devices in a similar exercise performed in February and March of this year, another phase of deactivations will take effect from 1 October 2022.  The process will be exactly the same as that previously used.

The deactivation process is being undertaken in response to the following:

- Security directive provided by the Non-Clinical IT programme's SRO, that kiosk devices that have not been used or connected to a network for more than six months.

- A growing risk that devices that have not been used for six months will not have received appropriate security updates and are therefore vulnerable to cyber threats.

- NHS England IT Security have called for these devices to be deactivated in preparation for their collection and re-use within the Vaccination programme or wider NHS.

If you have any questions or concerns, please contact Paul Hopkins, NCIT Programme Director Email paul.hopkins5@nhs.net or Mobile 07768 010863

## 7. Email Verification needed for sites using Vaccination Data Resolution Service

It is a clinical and contractual requirement for vaccination events to be recorded the **same-day** of administration and soon a technical restriction that physically stops vaccination events from being recorded more than 7 days after administration will be implemented across all PoC systems.

Once this is implemented, all cases that have not been recorded within 7 days must be submitted to VDRS via the VDRS Amendment Form to update the patient's record. The form and process can be found here https://future.nhs.uk/CovidVaccinations/view?objectID=31222320.

Before a site can submit any forms to the VDRS team, the **site's generic nhs.net email address must be verified by the VDRS team**. Please ensure your site is verified with the VDRS **before** the technical block is in place by following the steps below as soon as possible:

Step 1 - Send an initial test email to scwcsu.general.vdrsquery@nhs.net with 'Test' in the subject line. This email **must be from the site's generic site or practice nhs.net email address.**
Step 2 – Wait for the VDRS team to verify the site's email address. They will do this by responding to the test email and confirming that the site's generic email has been verified.

Once your site's email has been verified, your site can now send VDRS Amendment Forms to the VDRS. **All forms** must be sent from the verified generic address of the site to scwcsu.general.vdrsquery@nhs.net.

## 8. Vaccine Service Desk Hours of Change

From Monday 5 September, the service hours of the Vaccination Service Desk have changed from 6am – 10pm to 7am - 7pm, 7 days a week.

Users and front-line staff can continue to email in their queries and issues to the Vaccination Service Desk at any time. We recommend that the templates provided on the FutureNHS platform, listing the questions they require answers to, are used in their email, to vaccineservicedesk@england.nhs.uk. The information they provide will allow the desk to provide the correct response and engage the correct support team quicker, if required.

## 9. 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:

- o Pinnacle
- o Vaccination records
- o National Immunisation Vaccination System (NIVS)

- o Foundry
- o National Booking System or Q-Flow
- o MYS
- o 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.

## 10. Outcomes4Health Solution (Pinnacle) Site Admin Queries

We would like to remind our colleagues and front-line staff that they should contact their site administrator. Site administrators can add site users and set relevant permission profiles for staff working at their site regarding the following queries:

- o Unable to access an account.
- o Request for a new account.
- o Forgotten password
- o Permissions within an 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).
- o User wishes to run a report (either request site admin permissions or request a site admin run the report).
- o User is a site admin and would like to run a PID report. (Not all site admins have the permissions to do this, they will need to contact their lead site admin).
- o Existing User requires a password reset and has access to their emails.
- o Existing User requires a password reset and is not aware of what their security word is.
- o Security word reset.

**If the site administrators have not received any contact from "Pinnacle health" (48 hours prior to Go Live), they should contact The Vaccination Service Desk:**

*Service Desk telephone :* **0300 200 1000**
*Service Desk email :* **vaccineservicedesk@england.nhs.uk**
*Hours:* **Open 06:00-22:00 every day (from the 5 September: 7:00am to 7:00pm)**

Please encourage staff to visit this page for information required for users of the Outcomes4Health Solution (Pinnacle) : Help - Outcomes4Health https://digital.nhs.uk/coronavirus/vaccinations/training-and-onboarding

## REMINDER: Useful Links

**Ops Notes:**

You can find all the latest operational notes on FutureNHS:

[Operational notes](#)

**Communications Resources:**
You can find communications resources on FutureNHS including our latest toolkits on [seasonal flu and COVID vaccines](#), [for pharmacies on flu](#) plus a [new poster](#), [for people with a weakened immune system](#), [frontline health and social care workers](#) and [a communications pack for primary care](#) which includes template letters to adapt locally.

**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.

[Supply and Delivery Hub](#) helps you access key information in a timely way and helps 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 page on [case studies/FAQs](#) and recently guidance for [PCN groupings](#) and [community pharmacy](#)

All C19 vaccination queries for national teams should be escalated via the SVOC/RVOC/NVOC process.

[COVID-19 Vaccination Improvement Hub](#)