

ICARS Newsletter

Immunisation Clinical Advice & Response Service

NHS
England
South West



Issue 118: 2nd December 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: Vaccinating 12 Year Olds – Booking Issue Resolved

On 17 November, you were informed of an error where children who are 12 years old and in year 8 had been incorrectly booked into the National Booking Service (NBS) Comirnaty10 calendar. This issue has now been resolved. Anyone who turned 12 before 1 September 2022 should now be allocated an NBS appointment for Comirnaty30. If you do experience this issue again, please treat it as a new incident and raise it with vaccineservicedesk@england.nhs.uk.

NEW: Royal Voluntary Service (RVS) Stewards – Changes to the Steward Requesting Process

From w/c 5 December, there will be a small change to the steward requesting process within GoodSAM. The change, in the form of a new checkbox, will be added to confirm that the referrer acknowledges they are responsible for the health and safety of steward volunteers whilst on site, and that they hold and maintain appropriate insurance. This will replace the existing volunteer agreement which currently exists between the Lead Employers and volunteers. This is required due to a recent change to the contracting arrangements between NHS England (NHSE) and RVS.

The guide for referrers will also be updated to capture the terms of the volunteer agreement. This updated guide will be provided as a link next to the checkbox.

Any volunteer steward shifts that have been requested via GoodSAM prior to the change will continue to be covered by the existing volunteer agreement until 1 Jan 2023. All shifts after this date will fall under the new referral arrangement by default. RVS will write to referrers of these shifts to remind and confirm their acceptance of the terms of the new agreement during December.

For any questions relating to this change, please raise with Workforce Escalation at: pcncp.workforceescalation@nhs.net.

NEW: Safeguarding Vaccine Supplies in Sites During the Winter Months

With a risk of poor weather conditions potentially leading to power outages this winter, vaccination sites and systems are reminded to ensure robust business continuity plans are established. This is to assure cold chain management of vaccines can continue safely and effectively in such an event.

Vaccine fridges must be monitored regularly using appropriate data loggers. Extra consideration must be given to the use of alarms and/or alerts notifying staff of any temperature excursions to enable a swift response to occur. Data loggers are widely available through usual suppliers and should be sourced by sites as required.

General guidance on good [cold chain management of COVID-19 vaccines](#) and [managing temperature excursions](#) has been made available by the Specialist Pharmacy Service for sites to access and implement.

In the event a temperature excursion incident occurs, the [Clinical Incident Reporting SOP](#) and [UKHSA vaccine incident guidance](#) should be followed.

NEW: Monitoring and Reduction of Unaccounted Stock Across the Network

As a programme we need to have a clear auditable trail of where each dose of vaccine is held from the point it is delivered to a site, to the point it is either used for a vaccination event or

marked as wastage. Where there is a gap in this trail, this becomes known as unaccounted stock.

Unaccounted stock is considered as any stock of vaccine that has been delivered to a vaccination site but is then not visible to the national team in any data. For example, it does not appear as site inventory, nor for a vaccination event nor has it been marked as waste. There are many reasons why stock might become 'unaccounted'. Some reasons include missing mutual aid transfer records, unrecorded waste inaccuracies in stock takes and the recording of vaccination events (VVEs) in point of care (POC) systems.

Why reducing unaccounted stock is important?

Having full visibility of where vaccine stock is within the network is critical. This is because it ensures vaccination sites are allocated the right levels of supplies to meet their expected demand and that their stock holdings remain at an appropriate level to avoid wastage. In addition, it also helps systems and regions to better support sites in coordinating mutual aid when needed. Inaccuracies also impact data and our collective ability to ensure each dose of vaccine is being fully utilised.

What is the plan to drive down unaccounted stock levels?

To help better manage and drive down unaccounted stock across the network, there is now a regional champion within each region. Initially, these champions will be working with the national team to address some specific areas of concern but longer term they will work to maintain unaccounted stock at the lowest level possible.

On a bi-weekly basis, regional champions will be sent a report of all the active sites in their region showing unaccounted stock and will work with relevant systems and sites to investigate and eliminate inventory variances. Detailed feedback on findings will be required from sites with the highest levels of unaccounted stock so the root causes can be understood.

The overall aim of this process is to drive continuous improvement with progress and best practice shared amongst all the regional champions on a monthly basis to ensure long term lasting results.

How can unaccounted stock be avoided?

Every site can play a part in helping to ensure stock does not become 'unaccounted' by taking the following actions:

- Accurately undertake a stocktake of all vaccine types at least once every 7 days.
- Reporting wastage on a daily basis at the end of each day of operations.
- Ensuring mutual aid and transfers are always recorded both accurately and immediately.
- Ensuring batch numbers and naming conventions are accurate when being entered into POC systems.

Thank you for your ongoing support, which is greatly appreciated.

UPDATE: Notification of Vaccination Invites, Prompts and Reminders due This Week

The below notifications are due to arrive in the current period. Sites are asked to 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 (national)	Date	Regional detail
Autumn Winter Booster 2nd Reminders	0.67m	28/11/22 to 03/12/22	All regions
Translated Autumn Winter Booster 2nd reminders	Circa 180k-220k	05/12/2022	All regions
Autumn Winter Boosters Shingles	Circa 29k Circa 5k	01/12/2022 01/12/2022	All regions All regions
5-15 (At Risk) & 16+ Booster 1st and 2nd reminders	Circa 53.6k	05/12/2022 to 07/12/2022	All regions
AW Boosters LD	Circa 3k	07/12/2022	All regions

Look ahead (may be subject to amendment):

Cohort	Volume (national)	Date	Regional detail
2nd Prompts 18+ and 5-17 Not at risk	Circa 44.6k	06/12/2022 to 08/12/2022 [May potentially be pulled forward to 2/12/2022 to 7/12]	All regions
AW Boosters DMS Digital only	1k	06/12/2022	All regions
Boosters 16+ and 5-15 At Risk + SIS	Circa 30.6k	07/12/2022 to 10/12/2022 [May potentially be pulled forward to 2/12/2022 to 7/12]	All regions
2nd Prompts 5-17 At risk include SI/S	Circa 1257	07/12/2022 to 10/12/2022	All regions
Autumn Winter Booster 2nd Reminders	Circa 1.18m	16/12/2022	All regions
Autumn Winter Booster Reminders	Circa 56.6k	09/12/2022 to 14/12/2022	All regions
2nd overdue reminder for 12+ and 5-11 At Risk (2 times max)	Circa 9.6k	09/12/2022	All regions
AW Booster reminders LD	Circa 79.7k	16/12/2022	All regions
AW Booster bespoke invites (audio CD)	Circa 69	16/12/2022	All regions

REMINDER: Making Every Contact Count (MECC) in COVID-19 Vaccination Settings – Call for Evidence

The deadline for the [MECC Call for Evidence](#) has been extended until 11 December 2022. Sites that are yet to participate are encouraged to take part in the call for evidence, including sites that do not currently deliver MECC. Your support with this work is welcomed to enable the sharing of insights and best practice to inform the approach for the future delivery of MECC and its aim in supporting the wider health and wellbeing of those coming forward for vaccination.

Further details on how to participate can be found on the [FutureNHS 'Call for Evidence exercise' page](#).

REMINDER: Have Your Say and Help Improve Point of Care Systems

NHS Digital would love to get your feedback and insights to help them improve Point of Care (PoC) systems. This will help them understand the features important to you, training and support provided, features and capabilities which are crucial in deciding on what system to use in your organisation.

Interested in taking part?

Please take the PoC Experience Survey which should only take 10-15 minutes to complete: [POC Experience Survey \(10-15mins\)](#)

If you have any questions regarding this research, please contact: england.lvspoconboarding@nhs.net.

Webinars

1. MECC Webinar

The next MECC webinar is scheduled for **16 December 2022 at 11.30am – 1pm**.

The session will focus on MECC – community engagement. Join to hear a brief update from the national team, and from this month's speakers from teams in Bolton, London and Bradford who will share learnings and insights from delivering interventions in their local communities. [Registration form](#)

2. Learning Community Webinar

The latest Learning Community Webinar, '[Innovations to support vaccination, focusing on specialist pathways](#)' was held on Wednesday 16 November. A recording and supporting resources are available on the [Shared Learning Platform](#).

If you have a suggestion for a future webinar subject you would like to share, please email c6.cag@nhs.net.

Case Studies

The COVID-19 Vaccination Programme Shared Learning platform publishes case studies to share learning and improvement work across the programme. A summary of all case studies is available [here](#). The latest case study recently published is about [Making every contact count with the housebound](#).

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

Useful Links

Ops Notes:

You can find all the latest operational notes on FutureNHS: [Operational notes](#)

Communications Resources:

The national Campaign Resource Centre now includes designed campaign resources for the current [public-facing winter campaign](#) as well as for encouraging uptake [among frontline staff](#).

You can find further scripts and communications resources on FutureNHS including latest toolkits on [seasonal flu and COVID vaccines](#), [for pharmacies on flu](#) plus a [new poster](#), for [people with a weakened immune system](#) and [a communications pack for primary care](#) with 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.

[Latest Operational bulletins](#)

[Equalities Community of Practice](#)

[Workforce and Training update](#)

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](#)