

Immunisation Suspension List Project

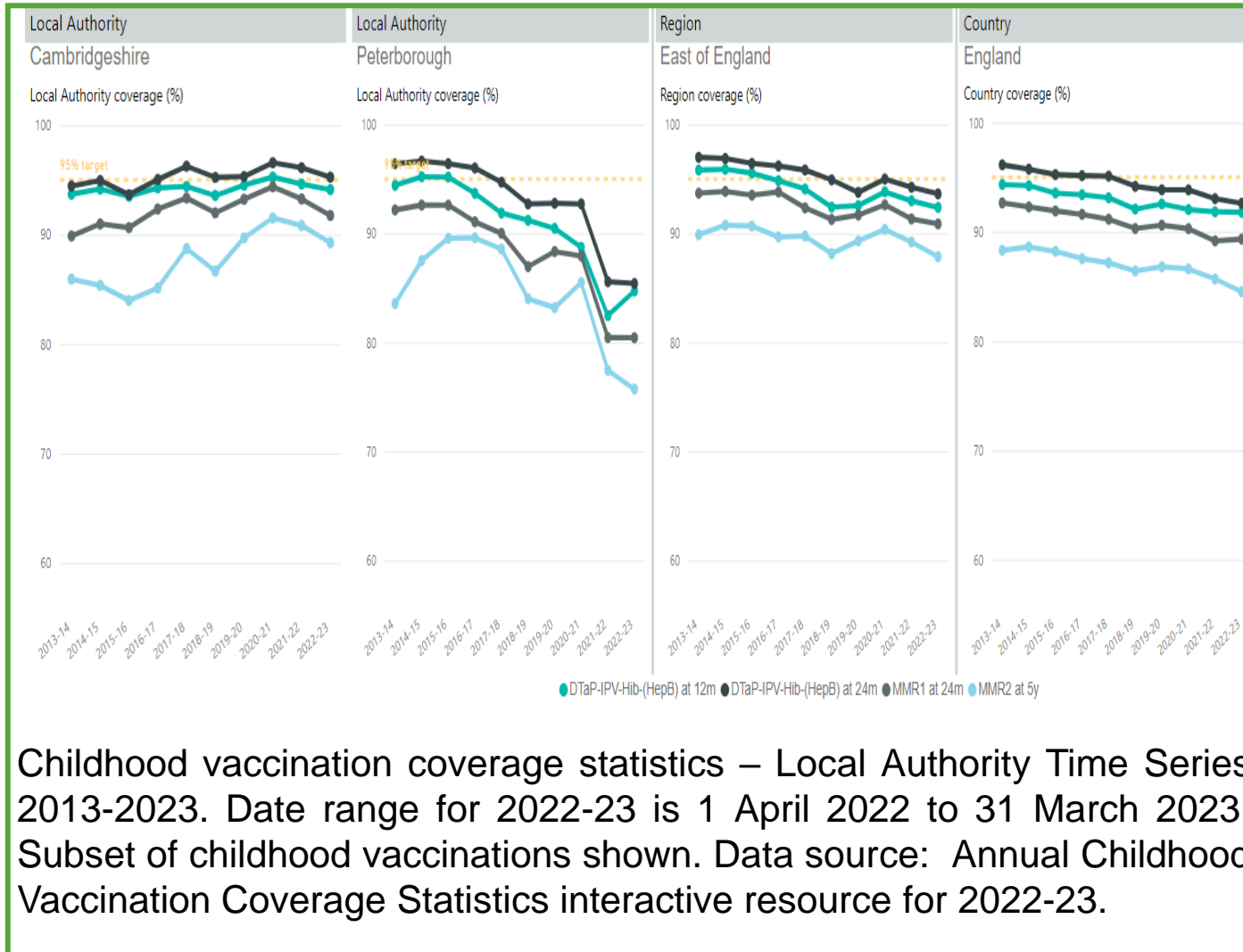
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Integrated Care System (ICS)

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County Council and Peterborough City Council

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Background



- Covid pandemic had a negative impact on pre-school childhood vaccination uptake – particularly in Peterborough
- In Peterborough, post-pandemic recovery to pre-pandemic uptake levels has not occurred
- 95% target is not achieved for any routine pre-school vaccination in Peterborough
- Pockets of Cambridgehire with lower uptake
- 95% target not achieved for some routine pre-school vaccinations in Cambridgehire

Immunisation Suspension List Project

- Across Cambridgeshire and Peterborough
- Focusing on CHIS suspension list
- NHS reservists - detailed and informed conversations with parents/carers to support the family to get child vaccinated
- Translation services used if required
- Inaccurate vaccination records updated
- Pseudonymised data collected for project evaluation
 - including final outcome e.g. vaccinated, consent not given, vaccination records updated
 - if consent not given – reason for this
- Behavioural insight work into vaccine hesitancy/refusal



CAMBRIDGESHIRE
& PETERBOROUGH



NHS Reservist Programme and Training

All Reservist nurses:

- Professional experience in childhood immunisations
- Completed all relevant employment checks as per NHS employer's framework
- Mandatory training completed in adherence with HEE Core Skills Training Framework (CSTF England)

Additional training:

- Systems training (CPTH)
- Childhood Immunisation Annual Update (CPTH)
- Case Studies Training part 1 and 2 (Lucy Blatch NHSE)
- Immunisation Modules (eLfH)

Preparation and Process for Reservists

Preparation: Introductory email from project team to GP surgery followed by Teams call
Introductory email between GP surgery and reservist with access information and confidentiality agreement. GP surgery to send CHIS list with PID, details of designated Safeguarding Lead for the practice and translation service access

Reservist process: Review patient records. Check which vaccinations are outstanding.
Call the contact number on the records

Call answered

Call not answered

Confirm details and discuss reason for call. Detailed conversation to address any concerns

Document in patient record

Vaccine declined

Vaccine accepted

Vaccine records not up to date

Four more attempts to call

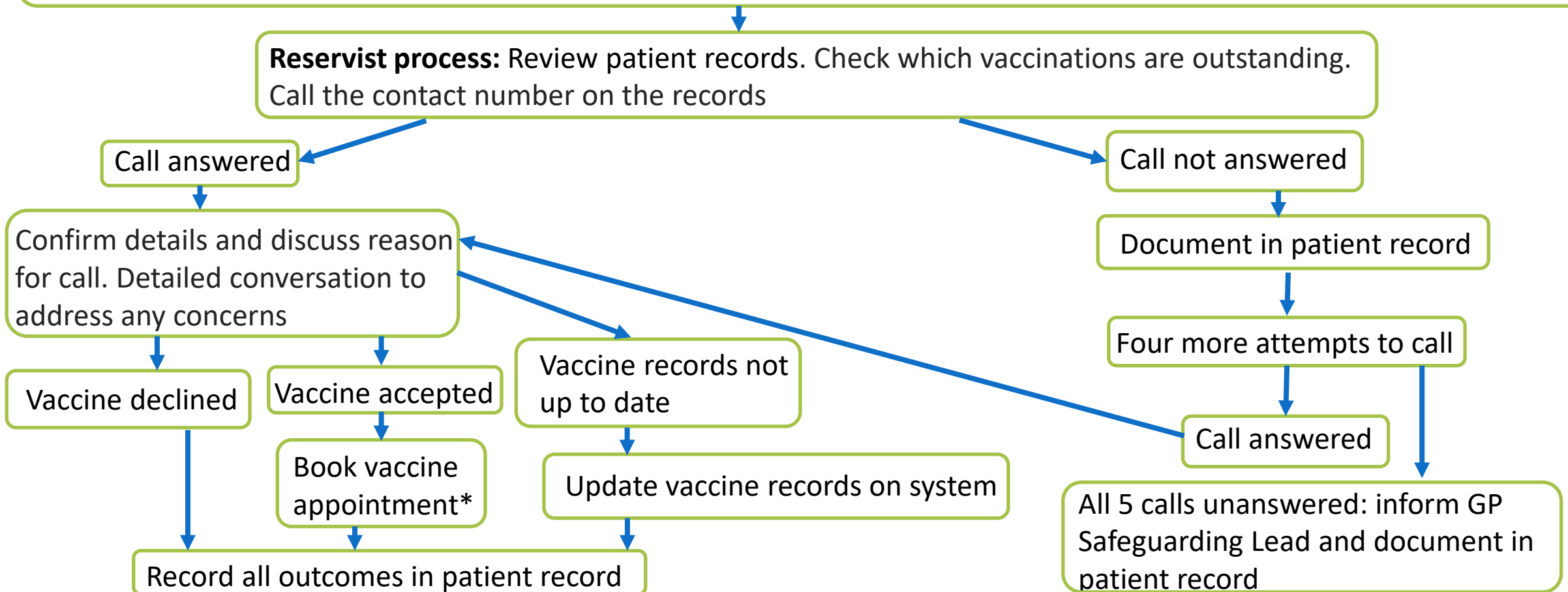
Book vaccine appointment*

Update vaccine records on system

Call answered

Record all outcomes in patient record

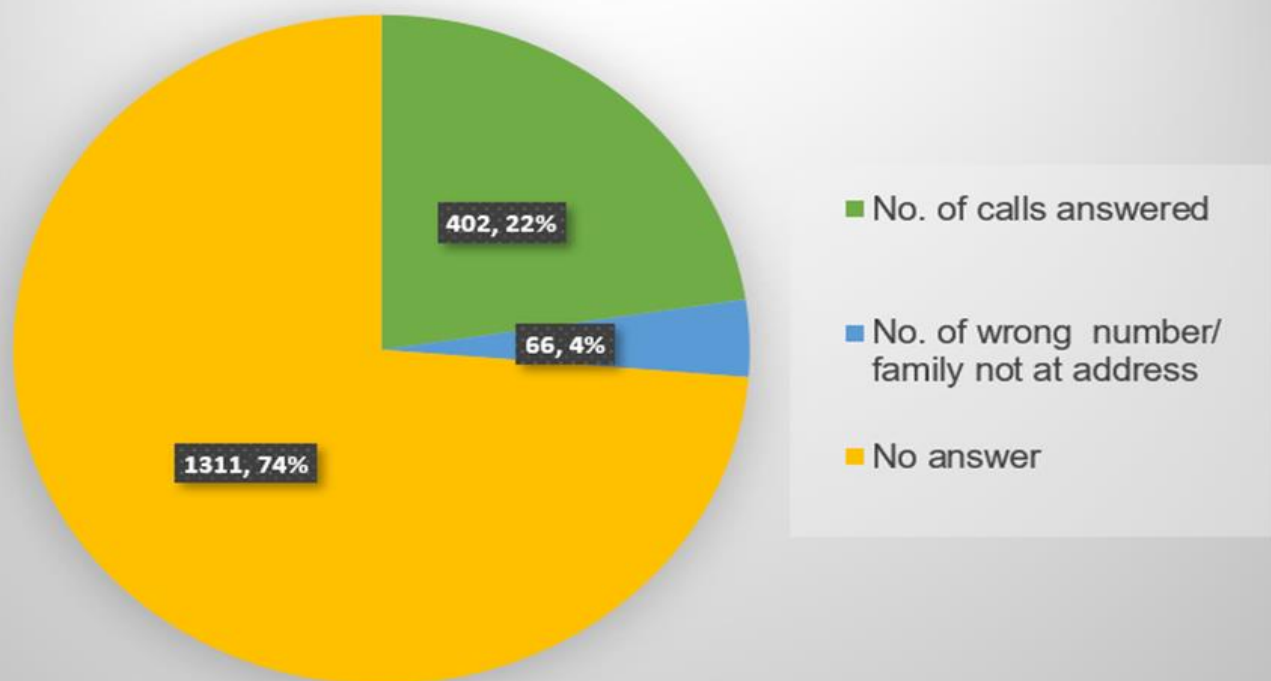
All 5 calls unanswered: inform GP Safeguarding Lead and document in patient record



Preliminary Data – Results From All Calls Made

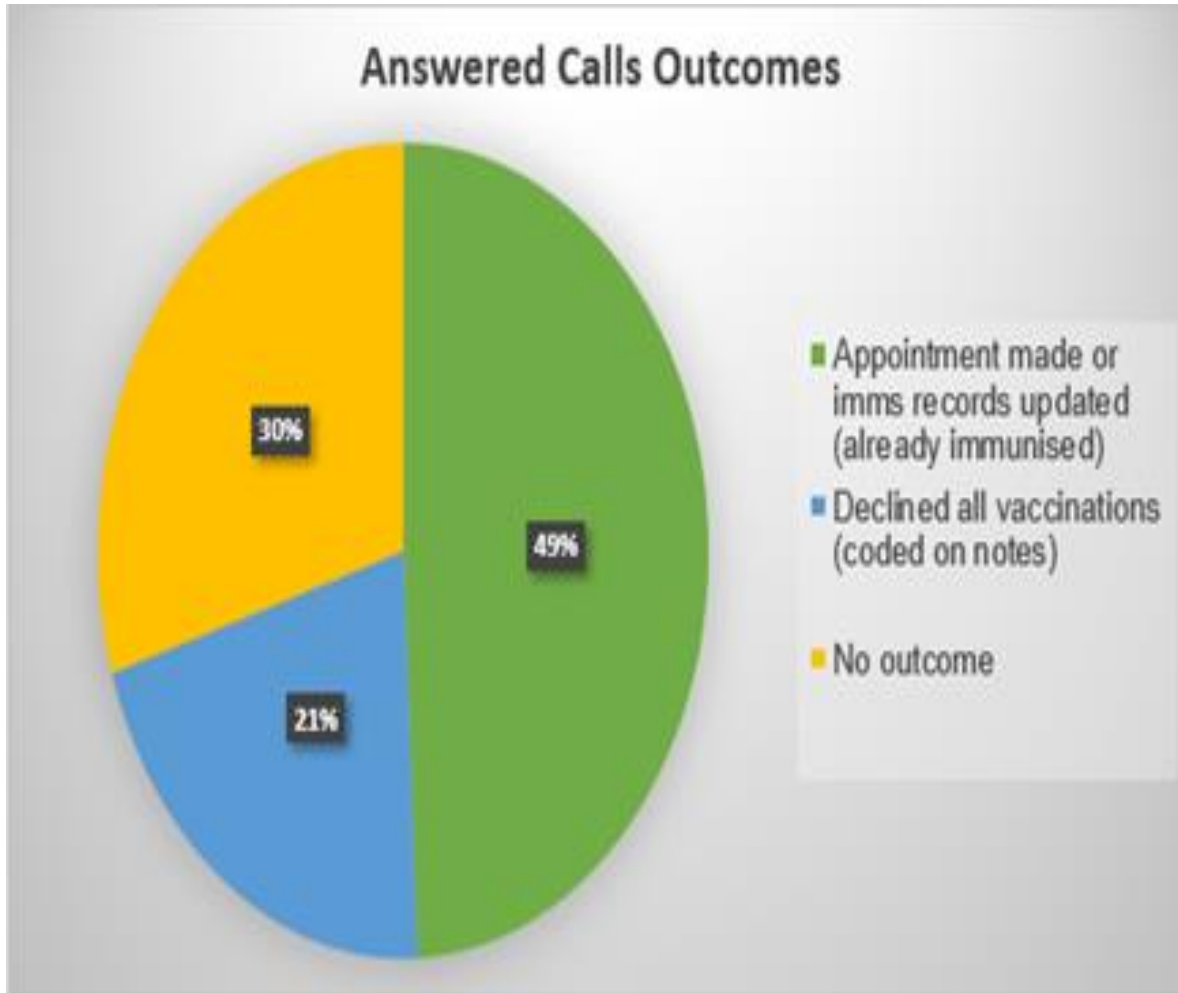
Total hours worked	Total no. of calls made	No. of calls answered	No. of wrong number/family not at address	Translation service required	Appointment made or records updated (already immunised)	Declined all vaccines (coded on records)
578.3	1779	402	66	49	198	84

All calls made



- Totals at 1st October 2023
- Large number of attempted calls with no answer
- No. calls \neq no. children (up to 5 call attempts per child)
- Different days/times attempted
- Summer months- visiting families overseas
- Time consuming

Preliminary Data – Answered Calls Outcomes



- Half of answered calls had a positive outcome
- Benefits of discussion with a clinician (e.g. h/o myocarditis post Covid-19 vaccine)
- Siblings records checked
- Immunisations received overseas not coded
- Appointment made \neq vaccinations given (appointments booked but did not attend)
- Delays/ limited appointments available (staff annual leave in summer)
- No outcome:
 - decision deferred
 - vaccinations deferred

Reservists Insights to Date

Concerns regarding autism and MMR persist

Appointments booked but patient did not attend

'The only thing that beats the high of booking an appointment, after a lengthy discussion, is the absolute euphoria when you check the clinic and they have attended'

Overseas vaccine records scanned but system not updated

So many telephone calls unanswered

Concerns linked to Covid vaccine – some parents have previously vaccinated their children, but have now chosen not to vaccinate

'I feel privileged to have the luxury of time to talk to these parents, hear their concerns and give them the information they need to make informed decisions'

Parent informed me that sibling was also overdue vaccine but not on list – appointment booked for them too

Lessons Learned and Forward Plan

- **Highlights:** Dedicated reservists, informed decisions and positive outcomes
- **Challenges:** time-consuming, high level of administrative time required, needs to be well-coordinated
- To continue to March 2024
- Evaluation report based on pseudonymised data
- Behavioural insights work – interviewing reservists to understand main themes
- Could this be a process which could be used going forward?

Thank you to all the dedicated Reservists who are involved with this project

