



# ICARS Newsletter

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Issue 79: 11th March 2022

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## Immunisation Clinical Advice Response Service

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### *About this bulletin:*

For any COVID-19 vaccination related queries or to escalate an incident please contact: [england.swicars@nhs.net](mailto:england.swicars@nhs.net)

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**PLEASE SHARE WITH ALL RELEVANT STAFF INVOLVED WITH THE VACCINATION PROGRAMME**

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*Please note that ICARS operates from 9am - 5pm Monday to Friday.*

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## **1. Learning from incidents where adult dose 1st Comirnaty vaccination given rather than children's dose**

Two similar incidents took place in quick succession in one PCN vaccination centre so a review was undertaken supported by the CCG Assurance and Medicines Optimisation Leads.

Lots of good practice was noted that enabled the prompt mitigation and learning from these event including prompt acknowledgement and escalation to CCG, Meds Ops and ICARS, clinical support from the on-site GP who was able to immediately speak to the children and parents to explain what had happened, and rapid sharing of learning and good practice in the regular PCN/LVS Wave meetings and a supportive culture of no blame across the system.

The main root causes were that there was not an appropriate age screening process in place to ensure walk ins (children) were of an appropriate age and to ensure they were directed to the correct station, and that following the first incident the actions and recommendations made were not fully implemented allowing the second incident to occur.

Several changes to the pathway and procedures have now been implemented including:

- walkins going to a second checkpoint before being directed to appropriate queue
- different coloured slips (including age) for under 12 year old walk ins
- queue marshals checking age before directing people to the appropriate station

- queue marshals and volunteers included in all safety briefings
- learning from incidents and significant events shared to whole team in writing in addition to verbal briefings
- the cut-off date of birth for eligibility of under 12s shared at the daily safety briefing and on laminated sheets around the vaccination centre
- vaccinators also checking the age and date of birth of every patient prior to administering the vaccination as well as this being confirmed as part of the booking process.

In addition, there has been a national change to Pinnacle that now has an extra field showing the age of the patient not just the date of birth.

## 2. NEW: Spring booster dose for residents in a care home for older adults

Following [JCVI](#) advice on the Spring booster dose for residents in older adult care homes we will be sharing profiling data to support regions and systems with the planning of Spring booster visits to older adult care homes, with the intention that visits will need to commence week beginning 21st March 2022. It is therefore imperative that the consenting process for care home residents is underway to avoid any delays to the vaccination of these vulnerable individuals.

## 3. NEW: Operationalising updated JCVI advice - Spring boosters and 5-11 year old vaccination

### **Operationalising updated JCVI advice - Spring boosters and 5-11 year old vaccination**

This note sets out the operational actions systems must now take to deliver Spring boosters from 21 March 2022 and 5-11-year-old vaccination from 4 April 2022. This note should be read alongside our 5-11 vaccination [letter](#) from 18 February and [planning letter](#) from 23 February.

**Spring Boosters:** JCVI advice is available [here](#). The Green Book Chapter 14a has been updated [here](#). No changes to the Patient Group Direction (PGD) or National Protocols are required.

**5-11s:** JCVI advice is available [here](#). The [Green Book Chapter 14a](#) has been updated and PGD and National Protocol will be published by 25 March.

Please note that further operational guidance will be provided to support vaccination of 12 year olds in Year 7 with Comirnaty® 10 micrograms/dose Concentrate (“Comirnaty® 10 micrograms/dose”). This change is not expected to be implemented until April and no action needs to be taken now.

## **ACTIONS NOW REQUIRED: SPRING BOOSTERS**

All systems are now asked to work with providers to determine the local delivery model mix to offer a Spring booster to those who will be eligible from w/c 21 March 2022, with this phase of boosters expected to be largely completed by 30 June 2022.

Note: Spring booster vaccinations should not be administered prior to 21 March.

Spring Boosters for those who are aged 75 years and over: the offer should include those who will have turned 75 years by the end of the Spring Booster campaign on 30 June 2022.

**Spring boosters for all residents of older adult care homes:** consenting should commence now so visits can commence from 21st March. As usual, visits should be an opportunity to offer vaccination to new residents who have not yet received a full primary course or are in need of a booster as well as to care home staff who have not yet received a full primary course and a booster.

**Spring boosters for eligible housebound individuals:** providers should utilise support such as St John Ambulance to ensure those who are eligible and housebound can be offered a vaccination in a timely way.

**Spring boosters for immunosuppressed people aged 12 years and above:** this cohort is defined in the [Green Book Chapter 14a](#) Table 3 and 4. Please note, some immunosuppressed people who will be eligible for a Spring booster will not have a letter from their clinician. Therefore, sites will need to ensure they have plans in place to facilitate boosters for this group, either through a clinical conversation or the provision of evidence of their condition or therapy demonstrating their immunosuppression. The clinical assessment framework for assessing immunosuppressed patients has been updated to support vaccination teams and is available [here](#).

### **For action: all sites delivering Spring boosters**

- **Managing capacity and booking vaccination appointments:** the NBS will be available for booking from 21 March. This will be supported through national call/recall activities. Sites can already add booster appointments to their calendars and are asked to **upload capacity to at least the end of April by Wednesday, 16 March 5pm.**
- **Workforce:** sites should roster staff to meet capacity from the w/c 21 March. There are no additional workforce training requirements associated for the delivery of the Spring booster.
- **Vaccine supply:** as many sites as possible should be assured for all vaccine types by the end of March to support flexibility and resilience. PCN Groupings and Hospital Hubs/Hospital Hubs+ who have not previously

been assured for Spikevax® should commence the assurance process as soon as possible. Please see SPS guidance on multiple vaccines assurance available [here](#). For Local Vaccination Services: supply ordering process remains via log in to Foundry to order vaccine supply through the Ordering Platform. For VCs, HH/HH+s: from 18th March, all sites are expected to place orders through the Ordering Platform only. The Ordering Platform will be made available to access smaller 'pack down' sizes of vaccine from SPLs. VCs and HH/HH+s can continue ordering Comirnaty® 30 micrograms/dose and Spikevax® supply from Immform until 18 March.

- **Recording booster vaccinations:** POC systems currently present the last booster dose in an individual's vaccine history, the recording of subsequent boosters does not overwrite previous vaccination records. The warning messages will be updated in due course.

For further information and action, please see the email RVOC 7893:



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#### 4. **NEW: Important – Significant changes to the way Hospital Hubs/+, Vaccination Centres and SAIS Providers order and receive Covid-19 vaccine and linked consumables**

The way we supply Covid-19 vaccine to Hospital Hubs (HH), Hospital Hub+ (HH+), Vaccination Centres (VCs) and SAIS Providers is changing, as we work to ensure we can deploy vaccine in the most efficient way to meet current levels of demand.

This change will impact HH/HH+, VCs and SAIS Providers in the following ways:

- From **Wednesday 16 March for wc 21st Delivery**, sites will be required to place vaccine orders for all vaccine types that they are assured for on the Foundry Ordering Platform instead of using immForm accounts. Site's with immForm accounts that are not currently frozen can still place orders on immForm until close of play on Thursday 17 March.
- From **Wednesday 16th March** orders will need to be placed on a weekly basis by a set cut-off day each week, dependant on a site's delivery day. Please see below for details on when orders must be placed.
- For Comirnaty® (30 microgram/dose) vaccine, sites will be able to order smaller packed down quantities instead of full boxes. Minimum order quantities will be 90 doses (15 vials) compared to 1,170 doses (195 vials) via immForm. It is hoped this will aid sites by providing an appropriate level of vaccine supply volume whilst demand levels are lower.

- Sites will receive vaccine deliveries and linked consumables from our Specialist Pharmaceutical Logistics providers (SPLs) instead of Movianto.
- Sites will be given a fixed delivery day to receive their vaccine orders, this will be the same day each week. The schedule outlining each site's fixed delivery day will be released to sites on by Tuesday 8 March 2022. Sites can request a change to their allocated fixed day by exception only and must have a specific reason for doing so, e.g. site is closed on the day they have been allocated.
- All vaccines will be delivered in a thawed ready to use state, saving sites from needing to deal with frozen vaccine.

**How to access Ordering Platform training:** There is a live training event on **Monday 7 March between 16:00 and 17:00** for all HH/HH+, VCs and SAIS Providers, which will take sites through the process of placing an order on the Ordering Platform. Sites can join the event by clicking [here](#). Please note this is an NHS Futures link and you may have to join the workspace if you can't access it.

Drop-in sessions are also planned on:

- Tuesday 8 March – 11:00-12:00
- Wednesday 16 March – 11:00-12:00
- Thursday 17 March – 16:00-17:00
- Monday 21 March – 12:00-13:00

These drop-in sessions are specifically designed so sites can speak to a member of the team about any problems they may be having. Links to join these sessions can be found [here](#) on NHS Futures. All relevant training material can also be accessed [here](#) on NHS Futures.

## 5. NEW: Recording of COVID-19 vaccination events

This is a reminder to all sites that in order to maintain an accurate clinical record, COVID-19 vaccination event recording in point of care systems should be completed when administering the vaccine. In exceptional circumstances only where this is not possible, it is essential these are entered within 24 hours of the vaccination event. This is to reduce clinical risk and enable effective national call – re-call processes.

The ES requires that “GP practices must adhere to defined standards of record keeping ensuring that the vaccination event is recorded the same day that it is administered within the Point of Care System and all mandatory fields are completed accurately”. The LES requires that “The Pharmacy Contractor must adhere to defined standards of record keeping ensuring that clinical records are

made on the system as soon is reasonably possible after the vaccination is administered and before the end of the same day that the vaccination was administered."

Please work with your teams to ensure that all vaccination events are recorded in a timely manner.

Please also continue to maintain good data quality of your records ensuring records are synced with the Patient Demographic Service where possible. If you are aware of vaccination data, not recorded by your own site, that needs correcting, you can request this electronically through the VDRS service. Further information on this service is available [here](#).

## **6. NEW: Lead Employer Toolkit**

There is a requirement for a lead employer to be in place in each ICS to optimise the deployment of paid and voluntary workforce across the system for the next phase of the programme as per the planning guidance.

To support this there has been a framework developed that outlines the roles and responsibilities of each lead employer, SRO and system and it is a programme that needs to be aligned to effectively plan workforce.

The lead employer framework has 8 dimensions which outline the requirements for the lead employer model. It is recognised that there needs to be flexibility within the model three elements have been designed per dimension

1. Fixed
2. Freedom within a framework
3. Flexible

This will require accountability to be shared between the vaccination programme, lead employer and ICS workforce lead to deliver a vaccination workforce deployment model across the ICS footprint. The shared accountability model has been designed to support systems to align through definition of accountabilities

To support the operational planning guidance, and system letter for the COVID-19 vaccination programme we have published the lead employer framework on Future NHS, which can be found [here](#).

## **7. NEW: Deactivation of unused non-clinical IT devices**

Following the NVOC security directive shared with regions on 15/02/2022 'C19 Vaccs VC/LVS: Deactivation of Unused Non-Clinical IT Devices' (saved on NHS Futures - for VCs [here](#), for CPs [here](#) and for PCNs [here](#)), NHSE/I IT Security has called for unused kiosk devices (those that have not been used or connected to a



network for more than six months before 20 February 2022) to be de-activated with immediate effect in preparation for their collection.

This initiative involves automatically removing software licenses from Windows Desktops, Windows Laptops and iPads, passwords changed, SIMs disabled and cancelling security licenses. Once deleted from the device management system, the device will no longer be end site user-accessible. Users do not need to do anything, devices will be deactivated automatically.

A further update, including collection arrangements, will be provided at the end of the deactivation exercise.

**8. REMINDER: Vaccination Operational Support Teams (VOST) are available to support vaccinations (COVID-19 and Flu) and 12–17-year-olds**

See below for teams that are currently available for deployment, along with areas where teams can be deployed for the week commencing 7th March 2022. Please contact your [lead employer](#) for the latest deployment details and availability within your area.

WC 07/03/2022	Not deployed and are available		Deployed VOST teams	
	Lead Employer	Location	Lead Employer	Location
<b>North West</b>			St Helens and Knowlesly (Cheshire and Merseyside)	The Oval
<b>South West</b>			Somerset Devon	Gateway Torbay / Barnstable
<b>Midlands</b>	Coventry and Warwickshire	Various		
<b>East of England</b>			Cambridge Community Services	TBC

VOST teams are trained and ready to support COVID-19 and flu vaccinations, including 12-17 year olds and can often be deployed at pace. They are made up of an equal number of Registered Healthcare Professionals and Unregistered Vaccinators as outlined below:

**Team of 6** -1 x Clinical Supervisor, 2 x Registered Healthcare Professionals & 3 x unregistered Vaccinators



## 9. Help improve the Point Of Care system(s)

The NHS vaccines programme needs your help to improve the Point of Care system(s). We'd like to talk with vaccinators, sites leads and those who are responsible for managing point of care systems/ responsible for making decisions when it comes to Point of Care.

We're looking to conduct interviews over the coming weeks.

**Interested in taking part?** Please complete this [survey](#) and we will get in touch to arrange a convenient time.

## 10. NEW: Share feedback on the experience of the technology and systems used at your vaccination site

The NHS Vaccinations Programme is looking for site staff to take part in a survey to help us learn more about the technology and systems that you use on a daily basis. We want to know about the challenges that you encounter, what works well and to gather your feedback to understand how we can make improvements.

The survey takes approximately 5-10 minutes to complete, and you can take part using the link below.

**Interested in taking part?** Here is a link to the [survey](#).

## 11. Useful Links

General queries email: [england.pccovidvaccine@nhs.net](mailto:england.pccovidvaccine@nhs.net)

### LVS and Roving SOP Publications:

Standard Operating Procedure for mobile and roving models (updated 7 October 2021) [here](#)

Standard Operating Procedure for Local Vaccination Services (updated 8 October 2021) [here](#)

### Phase 3 FAQs:

[Phase 3 FAQs for GPs / PCN-led sites](#)

[FAQs Pharmacy-led Phase 3 LVS](#)

Press notice: [Press notice: JCVI issues advice on third vaccination for severely immunosuppressed](#)

JCVI full advice: [JCVI advice on third dose for severely immunosuppressed](#)

Clinical updates: you can find all clinical updates [here](#)

[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](mailto: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](mailto:PCNCP.workforceescalation@nhs.net)

[COVID-19 Vaccination Improvement Hub](#)