

Welcome to a briefing note from Health Intelligence for Child Health Information Service (CHIS) stakeholders in the South West

Changes to the CHIS process for scheduling childhood immunisations

Currently most practices across Somerset provide appointments for childhood immunisations using a letter sent out from the CHIS which includes a date and time for an appointment. This creates work for the practice and CHIS because they must be communicating on a very regular basis to ensure that both have the most up to date information about the availability of clinic slots and the capacity required.

Because of this Somerset LMC have agreed to support a change in the booking system so that parents are asked to contact their practice to make an appointment. This change will be implemented as of 1st September 2019. CHIS are very happy to support any practice who wishes to move to the 'contact the practice' model prior to 1st September. Any practice who would like to do this please contact hil.bnsssg.swchis@nhs.net

The relative advantages of moving to the contact the surgery model are:

- The practice has complete control over managing the clinics allowing greater flexibility with dates, times and length of appointments and also the type of clinic e.g. general nurse led clinic or specific immunisation session, specific age or mixed e.g. primary imms, pre-school or mixed
- Improved waiting list management since it's easy to add an extra clinic session or lengthen one
- Greater efficiency of vaccine ordering/stock management
- The practice can answer parent's queries when they phone in whereas CHIS can not
- Patient choice is always a positive thing, but it also means fewer DNAs
- It's easier for parents to change or cancel appointments to prevent DNAs
- It's easier for parents to ensure siblings are immunised at the same time
- Parents still receive an NHS branded standardised invite letter

South West Child Health Information Service

Child Health Immunisation Scheduling update



healthintelligence™



From 1st September (or earlier if your practice would prefer) CHIS will send a list of children every week listing which immunisations they are due.

The Child Health IT system (CarePlus) scheduling process works by identifying children due immunisations in 2/3 weeks and considers:

- Their age
- Their previous immunisation information
- If the child is on any selective immunisation schedules (i.e. HepB)
- If they have been suspended or have no consent for any antigens
- If they have exceeded 3 calls for an immunisation
- The maximum and minimum ages for when immunisations can be administered

From the above an immunisation schedule is produced. The standardised approach will also ensure that a letter is simultaneously generated for the parent/carers which describes the immunisation due and a request to contact their surgery for an appointment.



SCHEDULING IMMUNISATIONS

What will each practice receive?

The Child Health system will identify which children are due immunisations according to the national childhood immunisation programme and the factors described above. Each practice will receive an email from sysccareplus.hibri@nhs.net with the subject title: Pre-School Imms Extract for [PRACTICE NAME] session on dd/mm/yyyy with 2 attachments:

- *Vaccination and Immunisation Schedule* - a PDF document that identifies the child and the antigens due with the number of times the child has been invited.
- *Immunisation Return* - a csv file that can be opened in excel with the children and antigens due listed.

What will the parent/carer receive?

At the same time the above information is generated to the practice, a letter is generated for the parent/carer to advise them of the immunisations due for the child and requesting they contact the practice for an appointment. Please see template letter attached.

How far in advance are children scheduled?

CHIS will schedule for children due their immunisations in 3 weeks' time - this is to allow both the practice and the parent/carer to make an appointment at a convenient time therefore reducing DNA's.

How often is immunisation scheduling done?

The immunisation scheduling process is run weekly.

What happens when a child moves into the area?

Child Health will request immunisation history recorded from the previous Child Health at the point a child moves into the area. If no immunisation history is received, Child Health will also ask the new GP for any immunisation history available.

RECORDING OUTCOMES

How do I tell CHIS of immunisation given?

If your practice provides weekly HI hub updates, the practice will not need to do anything.

If your practice is not signed up for HI Hub extracts or on a monthly Hub exporting programme, a return of immunisations administered will need to be provided to Child Health. This can be done through extracts from your GP system - i.e. EMIS reports or by completing the csv Immunisation Return sent via email. The due date for the return of immunisation data is provided on each schedule.

Can I send in paper records of immunisations?

Child Health is unable to accept any paper-based immunisation returns - we are a paper free service.

Do I need to tell CHIS about unscheduled immunisations?

Yes, it's really important. Child Health requires details of all immunisations given at practice, including immunisations that we have not scheduled for. Please note this does not include immunisations given at school as the School Immunisations teams provide this information to Child Health.

If you have any other queries on immunisation scheduling, please contact us on hil.bnsssg.swchis@nhs.net

DNA AND FAILSAFE FUNCTIONS

How does the recall process work?

A child will be recalled for their immunisations whilst they are still within the eligible age parameters for the immunisation.

A child will be recalled for an immunisation up to 3 times where Did Not Attend results are recorded (Result Code of 3). A result of "Could Not Attend" (Result Code of 2) will allow continuous future recalling and is considered a valid result outside the DNA process.

How does the DNA process work?

Where a result of Did Not Attend is recorded 3 times for an immunisation, the child then falls "out of circulation" for being called for that antigen. Each practice will be emailed their lists of children 'Out of Circulation' to allow them to follow up with the parent or carer as appropriate. This will be sent by email from sysccareplus.hibri@nhs.net with the subject title: FAILED TO ATTEND LIST for [PRACTICE NAME] with a PDF attachment.

If a practice wishes a child that is out of circulation to be re-started being called for their immunisation, a request can be made to Child Health.

How does Child Health manage consent?

Child Health can record "no consent by antigen" which will prevent an invite being created. A practice can provide email confirmation to advise where a parent/carers does not consent to an immunisation for their child.

Why do I see repeated recalls for immunisations already received?

Since scheduling is based on immunisation history, if this is incomplete a child could be invited for the wrong immunisation. As an example, a child due their first rotavirus will be scheduled for this initial dose until an outcome is recorded and the system will not move on to schedule the second rotavirus. Please ensure you keep CHIS up to date with immunisation histories.