



Immunisation Queries: Support for Immunisers in Primary Care and Community Settings

Bristol, North Somerset and South Gloucestershire area

If you have an immunisation query, please check the following links in the first instance:

- **Complete Immunisation Schedule** : <https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule>
- **The Online Green Book**: <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>
- **Vaccination of individuals with uncertain or incomplete immunisation status**:
<https://www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status>
- **National vaccine incident guidance**: <https://www.gov.uk/government/publications/vaccine-incident-guidance-responding-to-vaccine-errors>
- **Vaccine Update** : <https://www.gov.uk/government/collections/vaccine-update>
- **Vaccine Supply** : <https://portal.immform.phe.gov.uk>
- **Patient Group Directions** : <https://www.england.nhs.uk/south/info-professional/pgd/> and <https://www.england.nhs.uk/south/info-professional/pgd/south-west/downloads/>
- **Medicines Complete (BNF)** www.medicinescomplete.com / <https://bnf.nice.org.uk/>

If you still need help with your enquiry, please see below:

Clinical queries for immunisation programmes commissioned by NHS England

Please contact the Southwest Screening and Immunisation Team for routine immunisation queries and reporting of vaccine related incidents (including cold chain failures):

- Clarifications on FAQs and support materials
- Programme related issues
- Incomplete / delayed immunisations
- Immunisation incidents or errors (including cold chain queries)
- Patient Group Directions authorised by NHS England

Please email general queries to the following email address: england.swscreeningandimms@nhs.net and for immunisation related queries or incidents to SW Immunisation Regional Clinical Advice and Response service (ICARS) email: england.swicars@nhs.net

Emails are checked daily (Mon – Fri) and responded to promptly. Immunisation incidents will require completion of a significant event form. You will be advised of this following your initial email.

Contract and payment queries for immunisation programmes commissioned by NHS England

Please contact your local public health contracts team for contract and payment queries:

- Contract and enhanced service queries
- Financial / invoice queries
- CQRS manual change sheets and queries
- Targeted childhood immunisation claim forms and queries

Please email your query to the following email address: phcontractssouthwest@nhs.net

Emails are checked daily (Mon – Fri) and responded to promptly.

- **Child Health Information Service**: For appointments, scheduling, child immunisation status and waiting list queries please contact the South West Child Health Information Service
Email: hil.bnsssg.swchis@nhs.net or website: <https://www.swchis.co.uk/>
- **BNSSG School Aged Immunisation Provider**: Sirona Care and Health CIC: <https://www.sirona-cic.org.uk/nhsservices/childrens-services/immunisations-for-school-age-children/>
- **Public Health England Health Protection Team**: For urgent clinical or clinically complex queries (beyond the scope of the Green Book), for notifiable diseases, outbreaks and post exposure vaccination advice please contact Health Protection Team (<https://www.gov.uk/guidance/contacts-phe-health-protection-teams#south-west-centre-hpt>). South West HPT email: swhtp@ukhsa.gov.uk
- **Medicines Management**: ICB Medicines Optimisation Teams support safe and effective prescribing. They lead on locally preferred choices of medications (formularies) and advise on vaccination policies. If you have any queries relating to medicines management, please contact: bnsssg.medicines-optimisation@nhs.net
- **Travel Vaccines and Occupational Health**: Travel and occupational health vaccines are not covered by the NHS except in very exceptional circumstances. For travel health queries please contact National Travel Health Network & Advice Centre (NaTHNAC) (www.nathnac.net) or Health Information for Overseas Travel (www.travelhealthpro.org.uk). For Travel Vaccine Payments queries please contact your ICB Medicines Optimisation Team email: bnsssg.medicines-optimisation@nhs.net . For occupational health Immunisations: please refer to the relevant employer.

NOTE: All general public immunisation queries should be addressed by the immunisation service provider. If a query concerns a patient with a specific clinical condition (e.g. that cannot be answered by referring to The Green Book) the enquiry should be directed to a competent clinician (paediatrician, haematologist, immunologist).

Patients querying/disputing eligibility for vaccinations should be directed to NHS England Customer Contact Centre: <https://www.england.nhs.uk/contact-us>

DISCLAIMER: The advice given is based on the information provided and does not entail a clinical assessment of the full patient notes - that remains the clinician's responsibility.

Version 9BNSSG – March 23, review March 25