



SCW CHIS  
Improving Immunisations Uptake  
Team (IIUT)

*Improving Childhood Immunisation  
Uptake*

Presented By  
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&  
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Joining the dots across health and care

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# Outline and key learning from this session

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- Who are Child Health Information Services (CHIS) and the Improving Immunisation Uptake (IIU) team and what do we do?
- What are the Key Issues Affecting Immunisation Uptake Rates and how you can overcome them
- What additional IIU and CHIS resources are available for GP practices





# Who are CHIS and IIU and what is their role ?



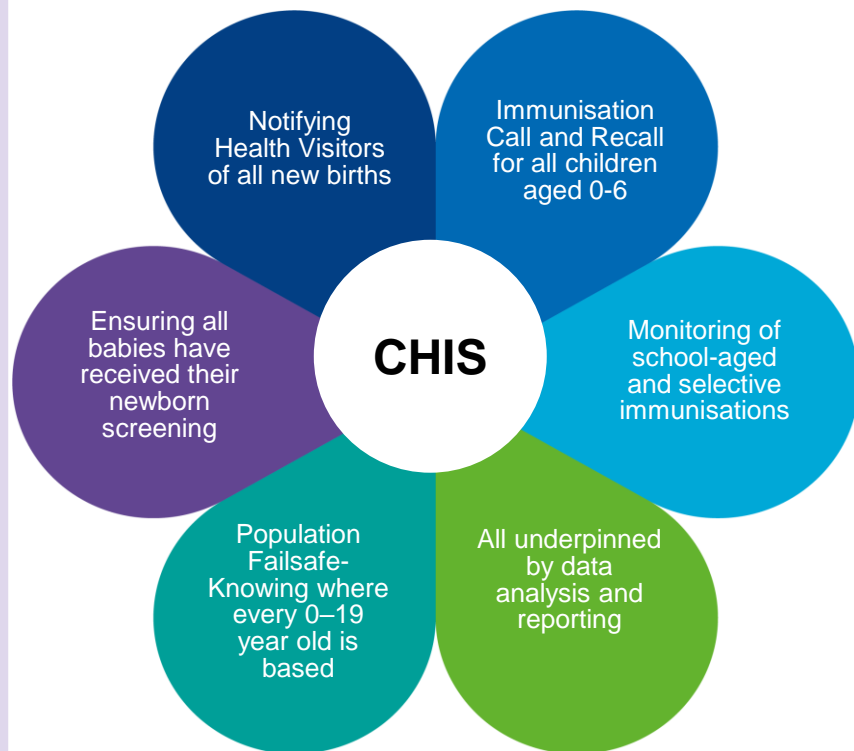
Joining the dots across health and care

# SCW CHIS - Child Health Information Services

## **Aim to improve uptake of national childhood screening and immunisations. Commissioned by NHS England**

- CHIS work with NHS England, Maternity units, General practice, Local authorities, 0-19 providers and School Immunisation providers
- CHIS hold a record for all children aged 0-19. CHIS records and failsafe relevant screening and immunisation data
- CHIS ensures that children receive appointments at the correct age for NHS immunisation and screening programmes including selective programmes such as HEP B.
- Monthly call and recall letters to family
- Weekly scheduling emails and CHIS Monthly Missing Immunisation report to Practices
- Data analysis and reporting
- Submit Regional reporting on Immunisations (COVER) and Screening Programmes

**Working in partnership with healthcare professionals to ensure data completeness, timely vaccination and reducing health inequalities by ensuring no child is missed**



# Introduction into Improving Immunisation Uptake Team (IIUT)

## Who are the team?

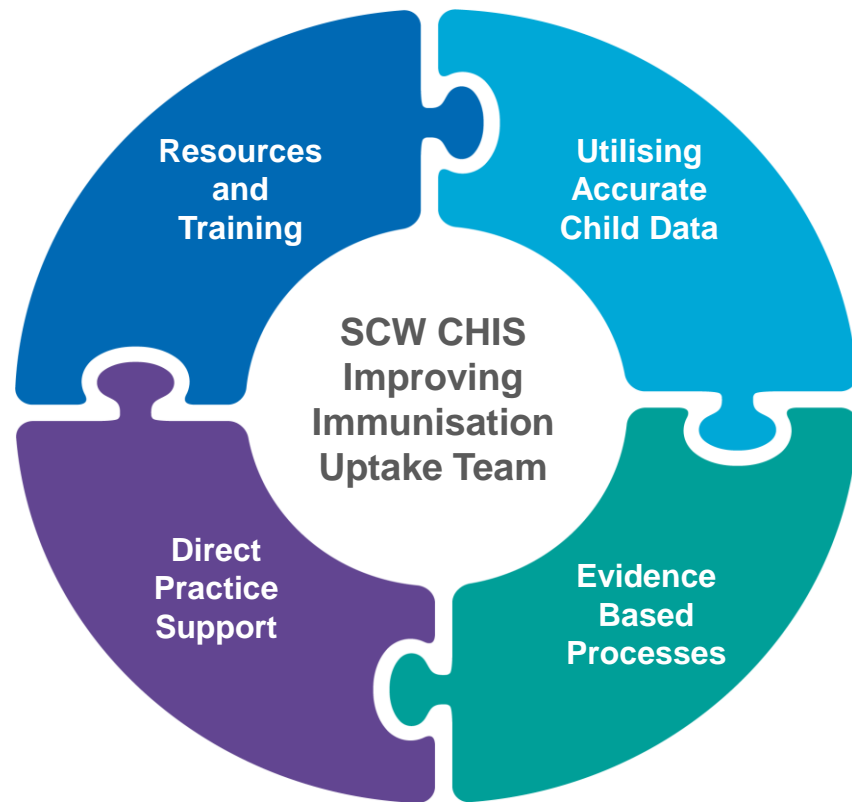
- Clinicians with a background in nursing and health visiting alongside analysts and facilitators
- Specialist team within SCW CHIS
- Commissioned by NHSE

## What can they provide?

- Utilise CHIS data to work in partnership with practices to review data and immunisation processes
- IIUT support is tailored to individual practice needs
- Providing resources – Masterclasses, toolkits, Practice immunisation SOP, templates, articles, case studies
- Reducing health inequalities - Identify underserved communities
- Sharing best practice – Attend training days, immunisation groups

## Why?

To reduce variation in childhood immunisations and improve overall vaccine uptake in children 0- to 5-year-olds

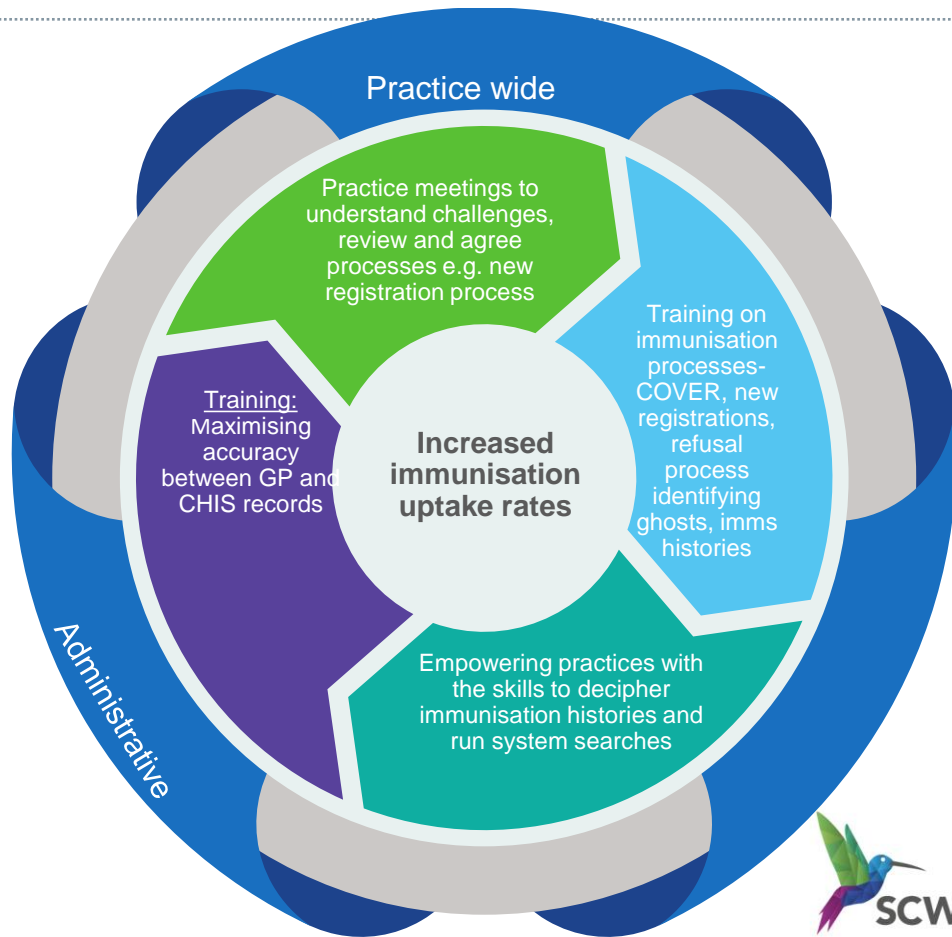


# What does the support look like?

- **Relationship building and practice meetings facilitated.**
  - ✓ The IIUT work in partnership to understand challenges and unpick practice processes.
- **Practice-specific plan developed.**
  - ✓ Process-based support around deregistration / refusals / data cleansing.

**Practice challenges are unique.**

**The IIUT are flexible and adapt practice packs and action plans to meet individual practice needs.**





# What can we do to improve immunisation uptake



Joining the dots across health and care

# What are the Key Issues Affecting Immunisation Uptake Rates?



Vaccine Hesitancy and Concerns from parents.



Vaccines being given too early or 'out' of schedule.



Appointment availability/flexibility



Following up WNB or those not booking vaccinations.



Children not up to date with UK schedule and missing immunisations.



Ghost patients- Patients who have not had any contact for some time and could potentially have moved away.



Communication Barriers- Language & Literacy.

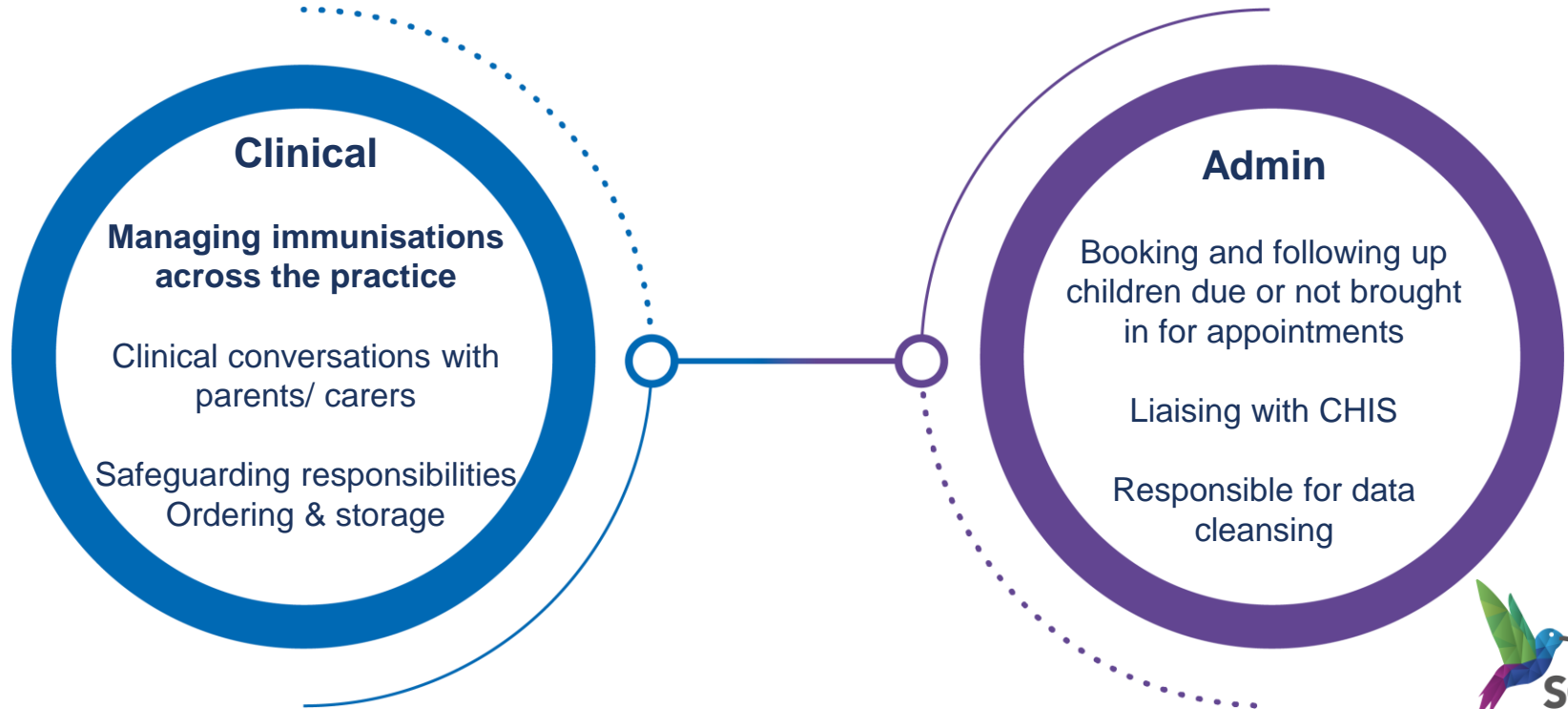


Coding errors , missing or incomplete data



# Adopt a whole practice approach and name two immunisation leads

Ensure everyone in the practice actively supports immunisations. Roles should work in collaboration and its essential they are supported by practice management



# Include immunisations in new registrations

- ✓ Parents are at their most motivated during registration
- ✓ Accept verbal histories if no record available
- ✓ If unsure, start immunisations again

## NEW BABIES

- Follow up maternity discharge
- Send a 'welcome' with reminders
- Remind parents baby needs to register

## OLDER CHILDREN

- Request immunisation histories in new registration pack
- Accept photographs and photocopies red book/overseas records
- Accept best guess dates

# New Registrations Process- Support

## Supporting Families Moving in from Abroad to Register

- Staff can review the schedule from the who website and compare with the child's record
- Utilise the UK v International schedules comparison tool
- Use best guess dates at the discretion of the clinician
- Refer to WHO global summary which contains worldwide immunisation schedules
- Once child is up to date with their immunisations, remind parents of the UK immunisation schedule and inform when their child will be due their next immunisations.
- Signpost parents to the NHS website for more information about the UK immunisation schedule

## Best Guess Dates: A Verbal history can be taken

It is important to ensure GP practice staff are aware that if a family can give a reliable history of vaccination verbally this can be counted as a history. Children can then be offered any vaccinations eligible for to bring them in line with the UK schedule. Best guess dates should be used following the Country-of-Origin immunisation schedule.

### Some people may need extra vaccines



Some people are **more likely to suffer serious illness** from infections and should be offered extra vaccinations to help protect them. This includes people living with a chronic illness that affects their major organs or their immune system.



**Hepatitis A** The vaccine is needed for people at high risk of hepatitis A, including those with liver disease and families where a case has been reported.



**Hepatitis B** Extra hepatitis B vaccine is also available for people with liver disease or those with a high chance of catching the infection (e.g. babies born to women with hepatitis B or people who have a partner or family member with the infection). Ask your GP practice if you or your baby should receive hepatitis B vaccination.



**Tuberculosis** The BCG vaccine is needed by children and adults living in areas with high rates of TB. People with close family members with TB also need the BCG vaccine.

For information on the current NHSE registration guidance (the Primary Medical Care Policy and Guidance Manual) and the BMA's rough guide to migrant health needs please visit: <https://bit.ly/2hv37zc>



I have a right to register and receive treatment from a GP practice

### Are you or someone you care about ill?



**Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



**Ask your local Pharmacist for advice** – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throat.



**Make an appointment with your GP** if you are feeling unwell and it is not an emergency.



**Visit a walk-in centre, minor injuries unit or urgent care centre** if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery opens.



**Call 999** if someone is seriously ill or injured and their life is at risk.



**An A&E department** (also known as emergency department or casualty) deals with genuine life-threatening emergencies. People are seen and treated in order of need.



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UK Health  
Security  
Agency

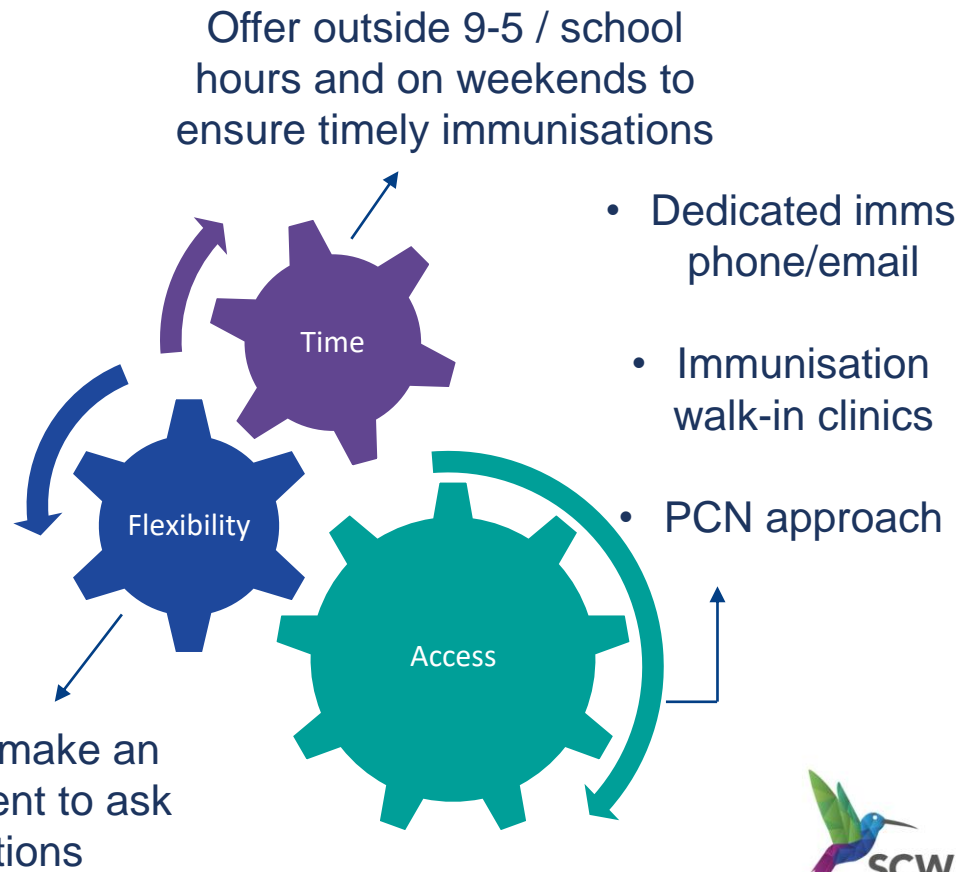
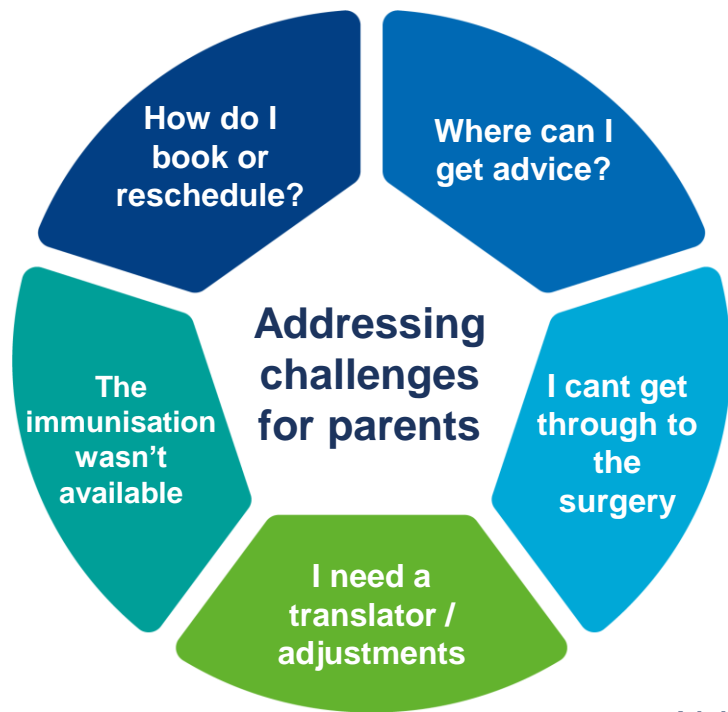


### Moved to the UK:

## Get up-to-date with your vaccinations



# Address recurring barriers by being as flexible as possible



# CHIS accessible letters



**Childhood immunisation invite letters are now available in accessible formats**

Easy Read, Braille, Large Print, and Yellow Background.

To change your letter type, please email Child Health with your child's name, date of birth and the type of letter to [scwcsu.child.comms@nhs.net](mailto:scwcsu.child.comms@nhs.net) or ask a nurse or health visitor to contact Child Health for you.

For more information on childhood vaccinations and the diseases they protect against please visit [vaccineknowledge.ox.ac.uk](https://vaccineknowledge.ox.ac.uk)

- Accessible letters will be available in the South West in the next few weeks, meaning **we can start to take referrals into CHIS from now.**
- The new formats are as follows... EasyRead, Braille Grade 1 and 2, Large Font (16, 20, 24 and 28) and well as Yellow Background.
- We rely on you to flag families to us, please tell CHIS [scwcsu.child.comms@nhs.net](mailto:scwcsu.child.comms@nhs.net) the child's name, date of birth and the type of letter needed
- Professionals AND/OR parents themselves can contact CHIS to request accessible formats

# Understand needs in your community and develop action plans

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- Know what the uptake is in your locality/ practice
- **Know which children are missing immunisations**, create action plans, follow up by phone or text
- Liaise with other healthcare professionals, e.g. Health Visitor, Safeguarding GP
- Understand your health inclusion groups, communities and beliefs – adapt your approach and utilise advocates

## Make Every Contact Count

- Use every possible patient interaction to facilitate discussions about vaccinations, both clinical and administrative
- Add pop-ups on child and parent records 'child missing immunisations'
- Opportunistic discussions and delivery of vaccinations



**Receptionist booking mum for an appointment, sees pop-up about children**

“ Would you like more information about child vaccines?”



# Increasing vaccine confidence

- Be open to and encourage discussions to improve vaccine confidence
- Refer parents to vaccine knowledge website: <http://vk.ovg.ox.ac.uk>
- Respect the wishes of parents who still decline vaccinations after clinical discussion, inform them they can always restart at any time
- They get their information from YOU and they trust YOU
- Lots of evidence that a **recommendation** from a healthcare professional is very powerful- use this word
- SW VAST vaccine confidence resources uses the 3C model to support health care workers have vaccine confidence conversations with patients. [Vaccine Confidence - South West Vaccination & Screening Team - FutureNHS Collaboration Platform](#)

The 3 C's of Vaccine Hesitancy: Confidence, Complacency, and Convenience

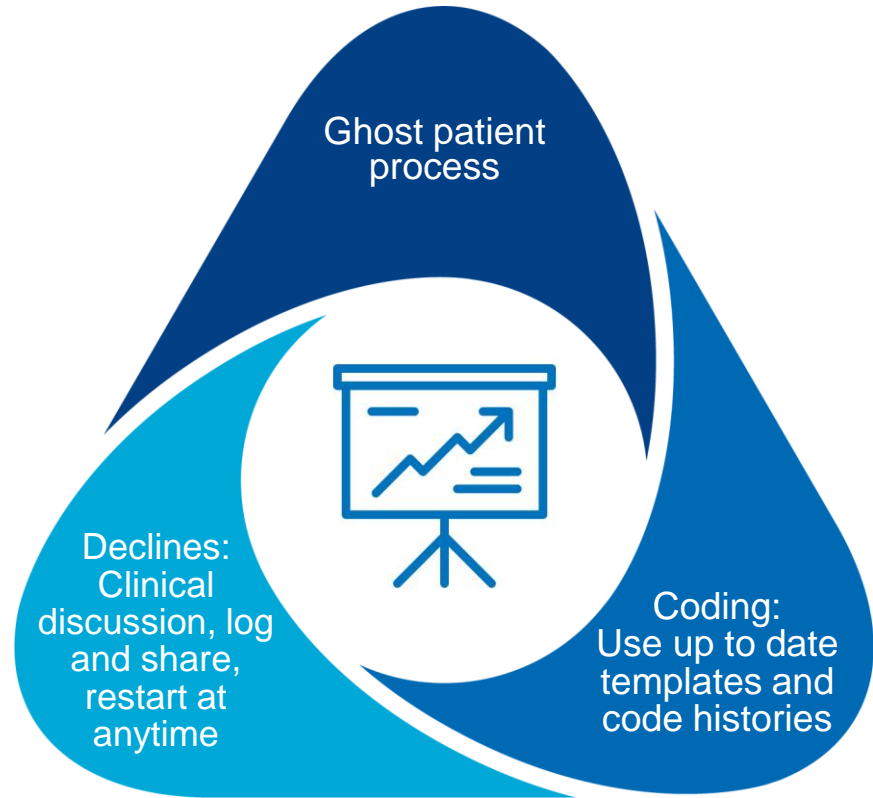


The reasons why people choose not to vaccinate are complex. The WHO identified 3 Cs.



# Complete, accurate data is key to achieving QOF targets

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# Missing Immunisations Report- Summary Page

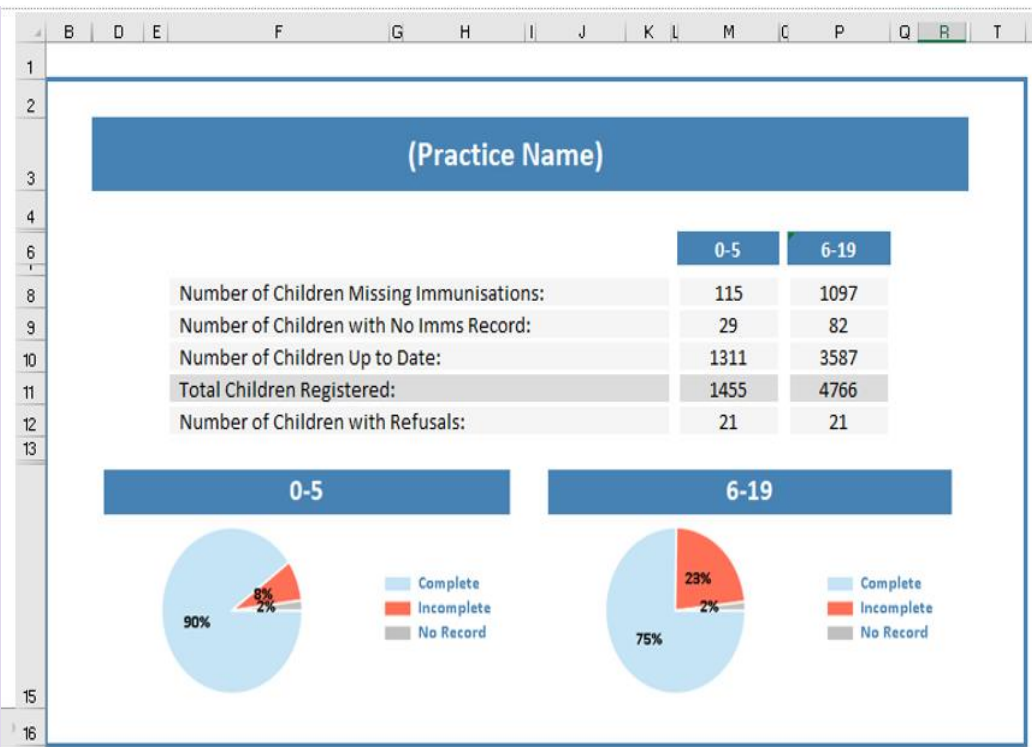
The summary tab on the report includes a breakdown of how many children are missing immunisations, into:

- How many children with missing immunisations and with no records
- Number of children up to date
- Total number of children registered
- Total number of children with refusals

These are broken down into 2 categories a 0-5 years column and a 6-19 years column.

The summary tab also includes a helpful pie chart which calculates into percentages the above data.

Utilising the report in a smart way will cleanse your practice data, as well as increasing immunisation uptake rates.



# Additional Columns & Tabs - Actioning the Missing Imms Reports

## Additional Columns & Tabs- WNB on 0-5 Tab

**Column W: WNB(s)-** This column shows the number of non-responses to CHIS invites for the outstanding immunisations . This column can assist in identifying ghost patients or possible vaccine concerns/refusals.

D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Gender	Date of Birth	Up to Date	DTaP/Polio/Hib	Polio Primary	Hib/Polio Booster	Polio Booster	DTaP/Polio	Polio Primary	MMR Preschool	DTaP/Polio	Polio	MMR	Polio	MMR	Polio	Outstanding Immunisations	Negative Consent	Suspensions	CHIS recall letter sent
		No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, Hib/MenC, MMR-PRIMARY			0
		No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, Hib/MenC, MMR-PRIMARY		Waiting for records from	0
		No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	4IN1, 6IN1-SIN1, Hib/MenC, MMR-PRIMARY			0
		No	1	0	0	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, PCV-PRIMARY, ROTA			0
		No	1	0	0	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, PCV-PRIMARY, ROTA			1
		No	1	0	1	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, MENB-PRIMARY, PCV-			2

## Additional Columns & Tabs- Refusals

**Refusals Tab-** This tab shows all children who have a refusal logged. These children remain on the report to ensure practices are aware and follow up the children with refusals logged to offer further information or in case of any outbreaks of any diseases, meaning these children can be easily identified and re-offered the vaccine/s.

**TIP:** Refusals do not automatically get transferred over to CHIS; a copy of any refusals will need to be sent over to CHIS to be logged accordingly.

D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Gender	Date of Birth	Up to Date	DTaP/Polio/Hib	Polio Primary	Hib/Polio Booster	Polio Booster	DTaP/Polio	Polio Primary	MMR Preschool	DTaP/Polio	Polio	MMR	Polio	MMR	Polio	Outstanding Immunisations	Negative Consent	Suspensions	CHIS recall letter sent
1	M	No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	6IN1-SIN1, Hib/MenC, MMR-PRIMARY	Parental Refusal - BCG, DTPa, Polio, Hib, IPV, MMR, PCV, PERT, POL, ROTA, TET		0
2	F	No	0	0	0	0	0	0	0	0	0	0	0	0	0	Hib/MenC, MMR-PRIMARY	Parental Refusal - MMR		10
3	M	No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	4IN1, 6IN1-SIN1, Hib/MenC, MMR-PRIMARY	Parental Refusal - BCG, DTPa, Polio, Hib, IPV, MMR, PCV, PERT, POL, ROTA, TET		7
4	M	No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	4IN1, Hib/MenC, MMR-PRIMARY	Parental Refusal - BCG, DTPa, Polio, Hib, IPV, MMR, PCV, PERT, POL, ROTA, TET		13
5	M	No	0	0	0	0	0	0	0	0	0	0	0	0	0	4IN1, Hib/MenC, MMR-PRIMARY	Parental Refusal - BCG, DTPa, Polio, Hib, IPV, MMR, PCV, PERT, POL, ROTA, TET		0
6	F	No Record	0	0	0	0	0	0	0	0	0	0	0	0	0	4IN1, 6IN1-SIN1, Hib/MenC, MMR-PRIMARY	Parental Refusal - BCG, DTPa, Polio, Hib, IPV, MMR, PCV, PERT, POL, ROTA, TET		0
7	F	No	0	0	0	0	0	0	0	0	0	0	0	0	0	IPV	Parental Refusal - IPV		0

# Ghost Patients/De-Registrations Process

What are ghost patients?

How to identify a ghost patient?

Ghosts will affect your QOF/Practice Resources

Sending a 'red or ghost letter'

When to proceed to Deregistration



## IMPORTANT:

When deregistering a child do not use high security settings. This will only update the GP system, not the national system.

**For more information:**

[Patient Registrations - Primary Care Support England](#)

# Immunisation Decline Process

## All declines should be logged and shared with your local Child Health Information Services (CHIS)

- An indicator that a family may want to decline is repeated non-engagement
- During calls / appointments parents may decline some or all immunisations
- If written this can be accepted by anyone within the practice
- If verbal the conversation needs to be with a clinician
- Advise parents they can restart immunisations at anytime
- Agree a process for documenting and **sharing declines**, ensure the call / recall is halted and revisited

### IMMUNISATION DECLINE

This form should only be used when the offer of immunisation(s) are declined. Please ensure that all relevant information is provided.

Child's Surname:	<input type="text"/>	NHS Number:	<input type="text"/>																
First Names:	<input type="text"/>	Date of Birth:	<table><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table>	D	D	M	M	Y	Y	Y	Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D	M	M	Y	Y	Y	Y												
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>												
Sex:	M/F																		
Address:	<input type="text"/>																		
GP:	<input type="text"/>	Post Code:	<input type="text"/>																
	HV (if appropriate): <input type="text"/>																		



Please place an X next to the immunisation(s) for which you decline.

#### Combined vaccines including:

6in1: Diphtheria, Tetanus, Pertussis (whooping cough), Polio, Hib & Hepatitis B

Hepatitis B

Meningitis B

Rotavirus

Hib/Meningitis C

MMR (Measles, Mumps and Rubella (German Measles))

Pre-school booster: Diphtheria, Tetanus, Pertussis, Polio

Pneumococcal

☐ I would like to decline for my child to be vaccinated at this time, against the diseases indicated.

☐

☐ Name (Parent/Care Giver) .....

☐

☐ Signature.....

☐ Date.....

☐ Parents/Care Givers are reminded that they may change their minds at any time. There is no upper age limit for the 6-in-1, MMR and Pre School-Booster immunisations. Please return this form to the Child Health Information Service team, where possible using the e-mail address at the top of the form.

☐

NHS South Central and West Commissioning Support Unit



# IIU Team Masterclass Series

The IIU Team have produced a series of Masterclasses available to colleagues to the areas where our service is provided.

Our Masterclasses have been put together using a combination of highly skilled clinician and administrator knowledge. The IIU Team have worked closely with practices since 2018 and formed the Masterclasses to cover common trends and issues which we know general practice staff are experiencing.

The Masterclasses have been designed to be easily accessible at our colleague's leisure and can be paused and resumed at any time.

**We strongly recommend all practice staff involved within childhood immunisations to watch our Masterclasses, whether that be staff with a clinical or administrative role.**

Register now by simply emailing our dedicated Masterclass email [scwcsu.masterclasses@nhs.net](mailto:scwcsu.masterclasses@nhs.net)



## NHS SCW CHIS Improving Immunisation Uptake Team Bitesize masterclass sessions

All healthcare professionals served by SCW CHIS are invited to access a new suite of Bitesize masterclass sessions to learn best practice around childhood immunisations.

- Online video resources to support practice immunisation uptake
- Future releases include:
  - Session 7 - Live 'ask the expert' Q&A
- For more information visit our website:  
[scwcsu.nhs.uk/services/improving-immunisation-uptake](https://scwcsu.nhs.uk/services/improving-immunisation-uptake)
- **REGISTER NOW:**  
[scwcsu.masterclasses@nhs.net](mailto:scwcsu.masterclasses@nhs.net)

### Our Bitesize masterclass sessions include:

- Session 1 – Introduction to Improving Immunisation Uptake Team and Child Health Information Services
- Session 2 – Top tips for improving immunisation uptake
- Session 3 – New registrations
- Session 4 – The UK childhood immunisation schedule, deciphering overseas immunisation histories and Severe combined immunodeficiency (SCID)
- Session 5 – Data cleansing and ghost patients
- Session 6 – Engaging with families



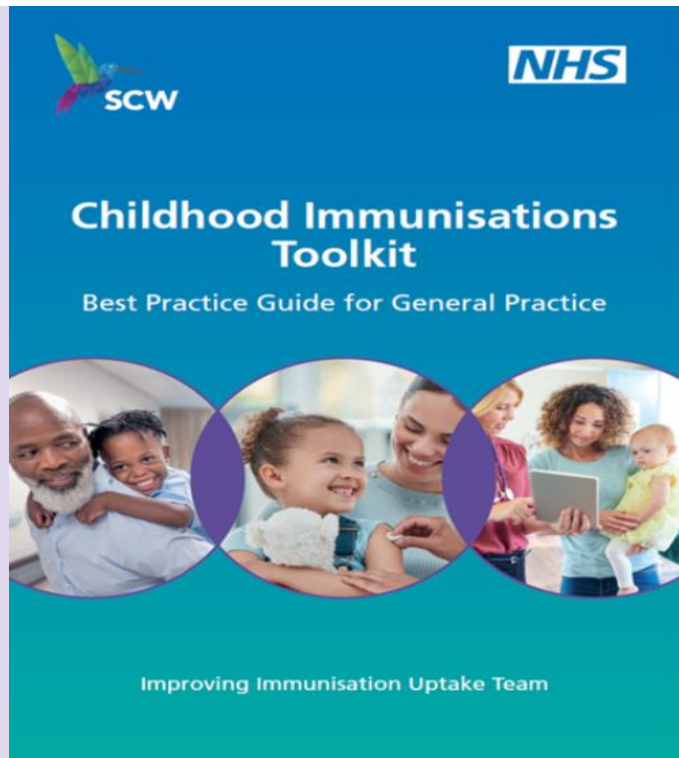
Scan to find out how  
we can help you



# Childhood Immunisations GP Toolkit

The IJU Team have created a toolkit aimed for the specific use of general practice staff to use as a support guide. The GP Toolkit is full of useful information covering a broad range of topics relating to immunisations and includes links and top tips.

- Intended as a working “support guide” to enable you to assist both clinical and administrative practice staff.
- This guide has been developed to assist in supporting general practice staff to embed best-practice immunisation processes, to improve uptake and equity of access.
- It is designed to be used as a reference guide to access helpful information and best practice procedures.
- It has been created with a table of contents with links to jump straight to topics of interest rather than read start-to-finish.



# Any Questions?

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# Stay up to date and key resources



## Sign up to vaccine updates

<https://www.gov.uk/government/collections/vaccine-update>

<https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

## **Signpost parents to:**

[Home](#) | [Vaccine Knowledge Project \(ox.ac.uk\)](#)

## **Further resources:**

<https://www.healthpublications.gov.uk/Home.html>

[Child Immunisations - Top Tips for GP Practices - SCWCSU - Vaccinations and Screening - FutureNHS Collaboration Platform](#)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1053304/Migrant-vaccinations-leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1053304/Migrant-vaccinations-leaflet.pdf)

<https://www.nhs.uk/conditions/vaccinations/NHS-vaccinations-and-when-to-have-them/>

[Childhood vaccines: parental attitudes survey 2023 findings - GOV.UK \(www.gov.uk\)](#)

[Vaccine Confidence - South West Vaccination & Screening Team - FutureNHS Collaboration Platform](#)

<https://www.england.nhs.uk/long-read/general-practice-vaccination-and-immunisation-services-standards-and-core-contractual-requirements/>

## **Our websites for case studies and more about our services:**

[Improving Immunisation Uptake - NHS SCW Support and Transformation for Health and Care \(scwcsu.nhs.uk\)](#)

[Child Health Information Services \(CHIS\) - NHS SCW Support and Transformation for Health and Care \(scwcsu.nhs.uk\)](#)



# Contact Information

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## IIUT Contact Information:

Telephone Number:

0300 561 1855

Email Address: [scwcsu.improvingimmsuptake.southwest@nhs.net](mailto:scwcsu.improvingimmsuptake.southwest@nhs.net)

Website Address:

[Improving Immunisation Uptake - NHS SCW Support and Transformation for Health and Care \(scwcsu.nhs.uk\)](https://scwcsu.nhs.uk)

## South West CHIS

Telephone Number: 0300 561 0595

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