

**WHERE TO OBTAIN ADVICE FOR VACCINE RELATED ENQUIRIES**

**VACCINE QUERY**

Child & Adolescent Programme: DTaP/IPV/Hib/HepB, MenB, Rotavirus, PCV, Hib/MenC, MMR, dTaP/IPV, HPV, Td/IPV & MenACWY

Adult programme: PPV23, Shingles

Selective programme: Influenza, Neonatal HepB programme, BCG, maternal Pertussis, RSV

Routine vaccination schedule: [Complete routine immunisation schedule from 1 September 2024 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule/the-complete-routine-immunisation-schedule-from-february-2022#complete-routine-immunisation-schedule-from-1-september-2024)

Incomplete vaccination schedule: [www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status](http://www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status)

**Any enquiries regarding: vaccine errors (routine programme only) or cold chain breaches should be reported to the Screening and Immunisation Teams**

**Screening and Immunisation Team (SIT)**

**Thames Valley:** england.tvatpublichealth@nhs.net **Hampshire/Isle of Wight:** england.hiow-sit@nhs.net

 **Surrey, Sussex:** england.surreysussexsit@nhs.net **Kent and Medway:** phst@nhs.net

**Please do not include any patient identifiable information (PII) in the emails.**

**ROUTINE VACCINATIONS – offered as part of the UK immunisation schedule and including the incomplete vaccination:**

[Annex A: public health functions (section 7A) agreement 2021 to 2022 – services to be provided - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/public-health-commissioning-in-the-nhs-2021-to-2022/annex-a-public-health-functions-section-7a-agreement-2021-to-2022-services-to-be-provided)

 **Non-routine vaccine errors:** please report these as per local policy within your organisation.

**Non–routine vaccination enquiries:**

Please contact your local **Health Protection Team** (SE region) **Email:** phe.sshpu@nhs.net

Country specific guidance can be found at: [www.travelhealthpro.org.uk/contact](http://www.travelhealthpro.org.uk/contact) **NaTHNaC** advice line: **Tel: 020 7383 7474**

For advice regarding post-exposure treatment and clinical management for rabies and botulism please contact the **RIgS team:**

**Routine service** 8am – 5.30 pm Monday – Friday **Tel: 0330 128 1020**

**Out of hours service**: there will be a redirect from the main number.

[www.gov.uk/government/publications/immunoglobulin-when-to-use/rabies-and-immunoglobulin-service-rigs](http://www.gov.uk/government/publications/immunoglobulin-when-to-use/rabies-and-immunoglobulin-service-rigs)

COVID-19 vaccination enquiries from **healthcare professionals** should be sent to SVOC (Systems Vaccination Operation Centre)

BOB ICB: svoc-opsmanager.bob@nhs.net Frimley ICB: frimleyicb.frimley-scc1@nhs.net

Hampshire/IOW ICB:hiowicb-hsi.vaccination.operations@nhs.net Kent & Medway ICB: kmicb.svoc@nhs.net

Sussex ICB: sxicb.oc@nhs.net Surrey Heartlands ICB syheartlandsicb.svoc@nhs.net

All enquiries from **members of the public** should be directed to the **NHS England website** which has full contact details for each ICB and additional information:

https://www.england.nhs.uk/coronavirus/covid-19-vaccination-programme/local-covid-19-vaccination-contacts/

**TRAVEL HEALTH VACCINATIONS**

**RABIES, anti-toxins, immunoglobulin**

**COVID-19 VACCINATION PROGRAMME**

**NON-ROUTINE VACCINATIONS or ROUTINE VACCINATIONS offered outside UK schedule**

**STEP ONE**

**Check for guidance in:**

Green Book: [www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book](http://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book)

Vaccine incident guidance:

[www.gov.uk/government/publications/vaccine-incident-guidance-responding-to-vaccine-errors](http://www.gov.uk/government/publications/vaccine-incident-guidance-responding-to-vaccine-errors)

Vaccine guidance documents for healthcare practitioners found on the gov.uk website.

Example:

[www.gov.uk/government/publications/meningococcal-b-vaccine-information-for-healthcare-professionals](http://www.gov.uk/government/publications/meningococcal-b-vaccine-information-for-healthcare-professionals)

**STEP TWO**

**identify correct organisation to request further advice if needed**