

Immunisation & Vaccination Queries: Support is available for Immunisers in Primary Care & other community settings.

The following websites may be able to help you answer your query:

The Online Green Book - www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book

Vaccination of individuals with uncertain or incomplete immunisation status – www.gov.uk/government/publications/vaccination-of-individuals-with-uncertain-or-incomplete-immunisation-status

Vaccine update – www.gov.uk/government/organisations/public-health-england/series/vaccine-update

Vaccine Supply – <https://vaccinesupply.immform.dh.gov.uk>



**The Surrey and Sussex Health
Protection Team:**

-will be able to assist if you have clinically complex queries beyond the scope of the Green Book or need to report an outbreak in any settings locally and have queries about the vaccinations required.

Phone – **0345 894 2944**

Email - sshpu@phe.gov.uk



**The Surrey and Sussex Screening & Immunisation
Team:**

-can help with routine immunisation queries, the reporting of vaccine related Incidents and clarification of support materials/Programme related issues/Incomplete Immunisations/Vaccination incidents or errors (including cold chain queries) and Patient Group Directions authorised by NHSE.

Please email your query to the generic inbox:

phe.screening-immssat@nhs.net

Emails are checked daily and responded to within 2-4 working days.



**Contracts and Payments related to all
immunisation programmes commissioned
by NHS England:**

england.phenhancedservices@nhs.net



**Appointments/Scheduling/Checking
Immunisation Status/Waiting lists**

Contact the relevant Child Health Information Department for your local area.

**All general public immunisation queries
should be addressed to the immunisation
service provider –**

If an immunisation query concerns a particular patient with a particular clinical condition (i.e. cannot be answered by referring to the Green Book), the enquiry should be directed to the competent clinician (paediatrician, haematologist or immunologist).

**Emergency response requiring mass
vaccination:**

Refer to your local emergency preparedness arrangement. During regular working hours, the Screening & Immunisation Team may be able to help facilitate any discussions with key stakeholders.

TRAVEL IMMUNISATIONS:

This is not an immunisation programme covered under NHSE Section 7a, hence for queries related to travel health contact the National Travel Health Network and Centre (NaTHNaC) - <https://nathnac.net> or their health professional advice line on **0845 602 6712**

For payment queries related to travel vaccines:

Please contact your CCG Medicine Management team.

