

ImmForm Helpsheet 18

Fridge failures and stock incidents

This helpsheet tells you what to do in the event of a fridge failure, other breach in the cold chain, or any incident leading to wastage of vaccine stocks.

Contents

Storage of vaccines	1
Vaccine manufacturers' contact details	2
Reporting wastages	2
Ordering replacement vaccines	5
Out of schedule delivery requests	5

Storage of vaccines

Vaccines generally need to be stored in a cold chain – see Chapter 3 of the [Green Book](#) for further details.

Storage requirements are described in the manufacturers' summaries of product characteristics (SPCs). Any use of vaccines that have deviated from recommended storage/transportation conditions is the responsibility of the user.

Vaccines that have gone outside of specified storage requirements should not be used without a risk assessment, based on a thorough understanding of the likely impact of the temperature variation on the effectiveness of the vaccine. These vaccines should be quarantined, within the cold chain and neither used nor destroyed until advice has been obtained. Pharmacists at regional medicines information centres can provide access to NHS staff and contractors to the UK Medicines Information 'fridge database'. Details of how to contact a regional centre are inside the front cover of the British National Formulary (BNF). Manufacturers can also advise on their own products.

Vaccine disposal should be as for any other medicinal or clinical sharp item disposals. For more information, please follow the link below:

<https://www.gov.uk/government/publications/guidance-on-the-safe-management-of-healthcare-waste>

Vaccine manufacturers' contact details

Manufacturer	Vaccines	Telephone No.
AstraZeneca UK Ltd	FluenzTetra	08451 390000
Baxter Healthcare	NeisVac-C	01635 206060 01635 206161
GSK	Infanrix/IPV; Infanrix/IPV Hib; Menitorix; Priorix; Boostrix-IPV;	08002 21441
Pfizer (formerly Wyeth)	Prevenar 13	01304 616161 Ask for Medical Information
Sanofi Pasteur MSD	MMR VaxPRO; Pediacel; Repevax; Revaxis, Gardasil;	01622 785291
SSI (based in Denmark)	BCG, PPD 2TU, PPD 10TU	OA-temperatur@ssi.dk

Reporting wastages

Public Health England records details of vaccine wastages. In cases where you have needed to dispose of vaccines we ask you to please fill in the 'Stock Incident Capture' form on ImmForm. If you require an out of schedule delivery of replacement vaccines we will also ask you to fax (0207 972 8700) or e-mail (helpdesk@immform.org.uk) with your Fridge temperature record chart (see the [Green Book](#) for details).

Please see below for step-by-step instructions on how to fill in a 'Stock Incident Capture' form:

- To access the 'Stock Incident' report you will need to login on to the 'Vaccine Supply System' on ImmForm. When on the site, click the 'Stock Incident' tab, and select 'Stock Incident Capture'.



- The 'Report an incident' page will open.

- c) Select the date of the incident and then the reason for the wastage from the drop down box as shown below.

The screenshot shows the 'Report an incident' form. The 'Incident Date' dropdown is set to '04/01/2012'. The 'Incident Reason' dropdown is open, showing a list of reasons: 'Stock levels were higher than needed', 'Short-date stock delivered which expired', 'Fridge equipment failure', 'Fridge door left open', 'Power supply problem', 'Fridge accidentally turned off', 'Delivered vaccine not put into fridge', and 'Other'. The 'Delivered vaccine not put into fridge' option is highlighted.

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- d) If you selected 'Other' for the 'Incident Reason' you can add the reason to the 'Incident Description' box as shown below. Add the number of vaccine doses lost/destroyed in the relevant boxes and then click 'Submit Incident'

The screenshot shows the 'Report an incident' form. The 'Incident Reason' dropdown is set to 'Delivered vaccine not put into fridge'. The 'Incident Description' box contains the text: 'New receptionist did not know that the delivery was vaccines and needed to be placed in the fridge'. Below the form is a table of vaccine types and their corresponding number of doses.

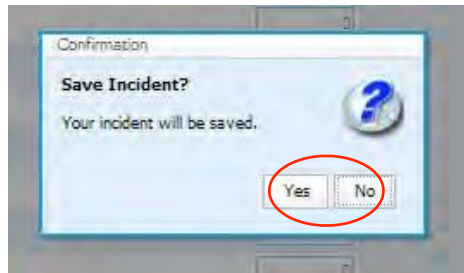
Vaccine	No. of doses
10TU - PPD	12
2TU - PPD	0
BCG SSI - BCG	0
CERVARIX - HPV	0
Imuvac - Flu Vaccine	15
INFANRIX/IPV - DTaP/IPV	0
INFANRIX/IPV+Hib - DTaP/IPV+Hib	0
MENINGITEC - MEN C	0
MENITORIX - HIB/MEN C	0
MENJUGATE - MEN C	0
MMRVAXPRO - MMR	0
NEISVAC - MEN C	0
PEDIACEL - DTaP/Hib/IPV	15
PREVENAR13 - PCV	0
PRIORIX - MMR	0
REPEVAX - dTaP / IPV	56
REVAXIS - Td/IPV	0

At the bottom of the form, there are three buttons: 'Delete Incident', 'Cancel Changes', and 'Submit Incident'. The 'Submit Incident' button is circled in red.

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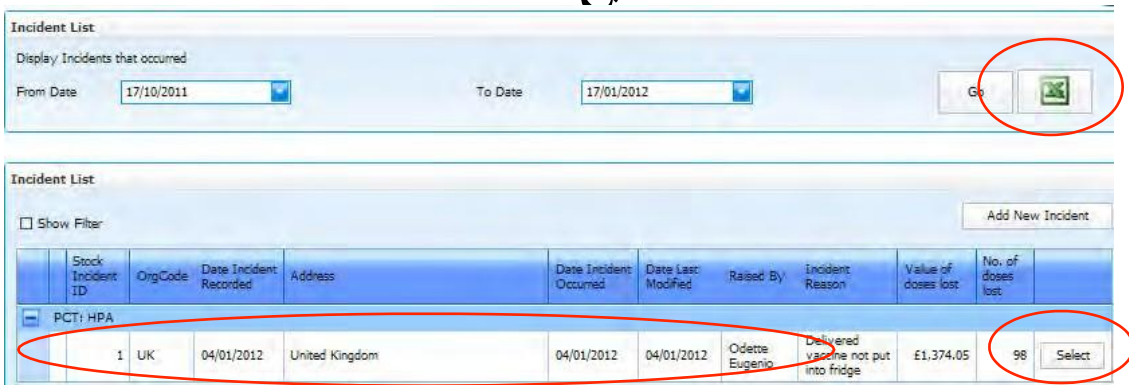
- e) A 'Confirmation' pop-up box will appear once you click 'Save Incident' click 'Yes' to confirm or 'No' to cancel.



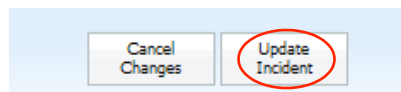
- f) To view what you have submitted you can click 'Stock Incident' tab and then the 'Stock Incident List' as shown below.



- g) The page below will be displayed. You can select the date criteria and export it to an 'Excel Spreadsheet'.



- h) You can also view and amend the incident submitted under the 'Incident List' by clicking the individual record. The incident report will open and when you are happy with the changes or decide to leave it click 'Update Incident'. Note that the ability to amend incidents is only possible for one month after the incident was first raised. After this time, it is read-only.



- i) A confirmation pop-up will appear (as shown under 'e') above – click 'Yes' to confirm or 'No' to cancel.

Ordering replacement vaccines

Please order replacement vaccines as you normally would via ImmForm **BUT** only if you have suitable replacement/repaired cold chain storage capacity. Replacement vaccines can be delivered on your next usual scheduled delivery day provided you have ordered by the usual deadline (11:55 am, two working days before your scheduled delivery date).

Due of the risk of fridge failures and as vaccines have an expiry date, Public Health England recommend that organisations only order enough vaccines to maintain a two to four-week stock level.

Centrally purchased vaccines are supplied free of charge to NHS England organisations; travel vaccines, occupational health vaccines and other privately purchased vaccines (e.g. Pneumovax) must be purchased from the manufacturer.

Tip: see ImmForm Helpsheet 13 – Vaccines on ImmForm, for more details on how to purchase vaccines from manufacturers.

If you have an urgent need for replacement vaccines, you may request an out of schedule delivery. Please note that out of schedule deliveries disrupt the distribution company's delivery logistics and will normally only be considered in the event of a fridge failure. Please only consider applying for an out of schedule delivery **if it is essential**.

Out of schedule delivery requests

If you do require an out of schedule delivery (i.e. a delivery earlier than your usual scheduled delivery day) because of a fridge failure, please contact the ImmForm Helpdesk at Helpdesk@immform.org.uk or 0844 376 0040 for provisional approval. You should then place your order online on ImmForm as normal, complete your 'Stock Incident Capture' and fax or email us your 'Fridge temperature record chart'. When you have completed these steps, email us back with the following details:

Movianto account number:

Order reference number:

Date you require the Out of Schedule delivery:

When we receive the above information, we will be able to contact Movianto to arrange the out of schedule delivery for you. For next day deliveries, requests need to be submitted to the helpdesk before 2.30pm.

IMPORTANT: The out of schedule delivery will only be authorised once you complete the 'Stock Incident Capture' form on the website *and* send us the 'Fridge temperature record chart' via Fax (0207 972 8700) or email helpdesk@immform.org.uk.