

ImmForm Helpsheet 6 – Contact points

This helpsheet advises you who to contact in the appropriate circumstances. Please make every effort to target the appropriate contact, as sending queries to the wrong contact results in delays.

ImmForm registration and support

ImmForm customer accounts

Many customers can self-register for ImmForm – see 'ImmForm Helpsheet 8 – How to Register' for details. For those unable to self-register, please provide the required information (as described in the Helpsheet 8) to helpdesk@immform.org.uk, or telephone 0844 376 0040 between 9 am and 5 pm.

Problems accessing ImmForm

If you have a problem accessing the ImmForm website, then please check the appropriate ImmForm helpsheet in the first instance, as many of the common problems and how to resolve them are covered.

Tip: ImmForm Helpsheets are published on the DH website at www.immunisation.dh.gov.uk/immform-helpsheets

The helpsheets cover items such as:

- recommended minimum system requirements for ImmForm
- troubleshooting
- how to register for ImmForm.

If you cannot find the solution to your problem, please email the ImmForm Helpdesk at helpdesk@immform.org.uk, or telephone 0844 376 0040.

ImmForm surveys

Vaccine uptake survey contacts

If you need to contact us about a particular ImmForm survey, please check the appropriate User Guide first, as these guides cover the majority of questions. Other guidance, such as CMO Letters, may also answer your query.

Tip: User guides and other relevant documents are published on the DH website at www.immunisation.dh.gov.uk

ImmForm Helpsheet 6 – Contact points

You should consider contacting your local PCT immunisation coordinators, PCT flu coordinators, PCT pneumococcal coordinators and SHA immunisation leads (as appropriate) in the first instance.

If you need to contact us about a specific survey, then please use the appropriate mailbox, as follows:

- seasonal flu (GP patients surveys): influenza@hpa.org.uk
- seasonal flu (frontline healthcare worker surveys): hcwvac@hpa.org.uk
- pneumococcal polysaccharide vaccine (PPV):
pneumococcus@hpa.org.uk
- HPV (human papillomavirus): hpv@hpa.org.uk
- Prenatal pertussis (whooping cough): pertussis@hpa.org.uk

You can also use the feedback facility function on the ImmForm website, selecting the appropriate feedback category from the dropdown list.

NOTE: Every attempt is made to respond to all queries received via the HPA mailboxes as quickly as possible. There can sometimes be a large volume of email queries, particularly at the start of a survey, so there may be delays in responding. However, it is best to email to ensure a response is received. If there is a widespread problem, you may not receive an individual reply; a group e-mail may be sent, or a News Item posted on the ImmForm website.

Tip: Please **DO NOT** send queries about specific surveys to the ImmForm mailbox, as they have to be forwarded on, which will delay the response to your query.

PRIMIS services and tools

More details about PRIMIS services and the MIQUEST and CHART tools can be found at www.primis.nhs.uk, or contact your PRIMIS facilitator.

IT supplier specific queries

If you have any queries about your IT systems, including how to be included in automated bulk data uploads for a particular survey, please contact your supplier in the first instance.

ImmForm Helpsheet 6 – Contact points

Vaccination programme policy queries

If you have specific queries regarding the policy of any of the vaccination programmes that are not addressed in the relevant CMO letter or other guidance, then please send your query to the Department of Health, via the DH Ministerial Correspondence and Public Enquiries Unit (see www.dh.gov.uk/health/contact-dh for details).

Flu/ILI surveillance survey contacts

If you have specific queries about the Flu/ILI (influenza-like illness) data collections made by the HPA via ImmForm, please contact Respcdsc@hpa.org.uk

Vaccine supply, ordering and delivery

Vaccine supply contacts

The Vaccine Supply mailbox Vaccine.Supply@dh.gsi.gov.uk should be used for:

- Non-medical queries relating to the supply of vaccines
- Queries relating to any supply aspect of the National Immunisation Programme
- Requests to subscribe to the **Vaccine Update Newsletter** (see www.immunisation.dh.gov.uk/category/updates) or email vaccine.supply@dh.gsi.gov.uk stating 'Vaccine Update Newsletter' in the subject line.

Vaccine order queries

Since 1 April 2011, free vaccines for the National Immunisation Programmes for the NHS have had to be ordered via ImmForm. If you have any queries about vaccine orders, please email the ImmForm Helpdesk at helpdesk@immform.org.uk, or telephone 0844 376 0040.

Tip: The ImmForm Team are NOT responsible for the delivery of vaccines – see 'Vaccine delivery queries' below.

ImmForm Helpsheet 6 – Contact points

Vaccine delivery queries

Movianto deliveries

Movianto (previously known as Farillon) remain responsible for the delivery of ordered vaccines.

For any queries about Movianto deliveries, please contact Movianto customer services on 01234 248632 or email them on customercare.uk@movianto.com.

Private, outbreak, travel or occupational health vaccine orders

The Department of Health buys vaccines for use in the routine childhood immunisation programme (and occasional non routine programmes like the pregnant women programme) These vaccines are supplied free of charge to the NHS via the ImmForm website for patients to complete their vaccination according to the schedule, or to complete it according to national guidelines regarding those who are partially vaccinated or who started late.

If the vaccine is given in addition to the routine schedule, then the organisation needs to pay for the vaccine, so needs to go directly to the manufacturer to purchase vaccines. Vaccines required for responding to an outbreak are the responsibility of the PCT and should be purchased privately. Generally, centrally purchased vaccines cannot be used for private, outbreaks, travel or occupational health use – see the Green Book (Immunisation against infectious disease) for more details. Contact points are as follows:

Tip: The Green Book is on the DH website at

www.immunisation.dh.gov.uk/category/the-green-book

Private sales of childhood vaccine

The Department of Health no longer sell vaccines to private customers. The exceptions are BCG; PPD 2TU and PPD 10TU (Tuberculin Purified Protein Derivative (PPD) for intradermal (Mantoux test), manufactured by SSI in Denmark; these can be ordered via ImmForm (customers will be invoiced via the NHS supply chain) as the manufacturer does not market these for private use in the UK. For all other private purchases of vaccines, you should contact the relevant manufacturer or your usual wholesaler.

Travel vaccines

Vaccines for use as travel vaccines should be purchased from the manufacturer or your usual wholesaler. For further information on travel vaccines, please visit the National Travel Health Network and Centre (NaTHNaC) website at www.nathnac.org/travel.

ImmForm Helpsheet 6 – Contact points

Supply of vaccines for occupational health purposes

Vaccinating staff falls under occupational health, therefore it is expected that their employer pays for the vaccine. Please note that healthcare students are deemed to be 'employees', however, it is not for the DH to determine who the employer is. The employer needs to be able to demonstrate that an effective employee immunisation programme is in place, and they are obliged to pay for this service.

Vaccine for this purpose should be purchased direct either from the manufacturer or from your usual vaccine wholesaler. The exception to this are the products manufactured by SSI (BCG, PPD 2TU and PPD 10TU – Tuberculin Purified Protein Derivative (PPD) for intradermal (Mantoux) test) which should be obtained through ImmForm using your private account number (customers will be invoiced via the NHS supply chain).

Tip: ImmForm Helpsheet 13 lists the vaccines available on ImmForm and the contact details for manufacturers – see the DH website at www.immunisation.dh.gov.uk/immform-helpsheets

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