

Query Routes for Vaccination Sites

Hospital Hubs, Vaccination Centres & Local Vaccination Services sites

OFFICIAL SENSITIVE: COMMERCIAL



Step 1: What is your query about?

Delivery Queries

- Failed delivery (vaccines or consumables)
- Critical items missing from delivery (vaccines or consumables) that can't wait for the replen and will prevent next day vaccination
- Delivery schedules/ETAs, vac, non-vac
- Vaccine & linked consumables queries
- Equipment & PPE queries
- Ana kits, glucose, sodium chloride (AED)
- Fridge & Freezer, missing/damaged

Other Queries

- Vaccine policy (allocations, site set-up)
- Delivery cancellation requests (vaccine & non-vaccine)
- Delivery redirection (vaccine only)
- Site postcode change or amendment
- Request vaccine uplift
- Allocation queries

Technical Queries

- Issues with IT hardware
 - Issues with 4G connectivity
 - Pinnacle, Foundry, Immform, NIMS, NIVS systems
- Note* please escalate to your RVOC issues such as allocations not showing, delivery dates not matching, sites not visible, incorrect wave or tranche number etc.

Step 2: Choosing the right query route

Customer Services Unipart

(7am-7pm, Mon to Sun) 0800 678 1650
CS@nhsvaccinesupport.com

Linked in with: Movianto (PHE), DHL, NHS Supply Chain, Clipper, Alloga, McKessen, latest delivery schedules

Systems Vaccine Operations Centre (SVOC)

Regional Vaccine Operations Centre (RVOC)

IT Customer Service Desks

ATOS Tel: 0300 200 1000
Open hours: 06:00 – 22:00 every day (including bank holidays)
vaccineservicedesk@england.nhs.uk

Immform Help Desk
Helpdesk@immform.org.uk

Pinnacle Help Desk
CV19escalations@emishealth.com

Foundry Help Desk
agem.vaccinationstocktake@nhs.net

Step 3: Query resolution

CS Unipart

Be it through phone or Email, CS Unipart will capture your query and liaise with the relevant delivery partners to seek a resolution. If CS Unipart are unable to resolve your query they will escalate to COVIDVACCS (NVOC) on your behalf. CS Unipart or NVOC will keep you updated and notify you when the query is resolved

SVOC & RVOC

SVOC will liaise with the necessary teams or escalate to RVOC to resolve your query. RVOC will escalate further to NVOC to seek a resolution if they too are unable to resolve your query. The SVOC/RVOC will keep you updated and notify you when the query is resolved

Supply & Delivery Hub on FutureNHS

You can also access information such as vaccine delivery ETAs for the following day, non-vaccine delivery schedules, FAQs and latest information on this platform

IT Desks

The relevant IT desk will process your query, and will notify you when the query is resolved



SVOC Contacts: South East Region

Region Area	SVOC Email Address
Hampshire, Isle of Wight (HIOW)	whccg.vaccination.operations@nhs.net
Buckinghamshire, Oxfordshire, Berkshire (BOB)	svoc-opsmanager.bob@nhs.net
Frimley	nehfccg.ics-frimley.icc-covid19@nhs.net
Sussex	sxccg.incidents@nhs.net
Surrey Heartlands	syheartlandscg.svoc@nhs.net
Kent Medway	kmccg.svoc@nhs.net

SVOCs should be contacted in the first instance for “Other Queries”: Vaccine policy (allocations, site set-up), delivery cancellation requests (vaccine & non-vaccine), delivery redirection (vaccine only), site postcode change or amendment, request vaccine uplift, allocation queries



NVOC & RVOC Contacts

National Covid Vaccination Operations Centre (NVOC)	Regional Vaccine Operations Centre (RVOC)
england.covidvaccs@nhs.net	East of England england.eoe-vacprg@nhs.net
	London england.london-covid19voc@nhs.net
	Midlands england.midsroc@nhs.net
	North East & Yorkshire england.ney-vacc-cell@nhs.net
	North West covid-19.mvnmw@nhs.net
	South East england.servoc@nhs.net
	South West england.swcovid19-voc@nhs.net

Please note that SVOCs should be contacted in the first instance.