COVID-19 Primary Care Vaccination Site Brighton Racecourse

Administration / Pinnacle NIMS Checking Policy

Document Version:	1.1
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Approved By:	
Approved Date:	
Review Date:	
Review Cycle:	Ongoing

Version	Date	Summary of Change	Reviewer
1.0	09/06/2021	Initial draft	
1.1	09/06/2021	Revised Initial Draft	Selma Stafford

Contents

1.   Background

To ensure that all patients have their vaccinations correctly recorded on their patient record, and prescreening is completed correctly. It is vital that the correct information is inputted into patient records through correct Pinnacle procedures, and checks on vaccination are completed for each patient.

1.1 Standard Procedure

a) Administrators will record the patient's date of birth and NHS number if known (*if unknown see **2.2***) to retrieve the patient's PDS record.
b) Administrators will confirm vaccination status through NIMS database.
c) Administrators will **always** check the pinnacle Screening section, where vaccination status will be displayed from NIMS.
d) Vaccinators and administrators will communicate regarding the patient's expected dose, and correlation between this and NIMS records.
e) Vaccinators and Administrators will flag up irregularities in vaccination status.
   i) For example: A patient asserts they are expecting their second dose AstraZeneca. NIMS displays a first dose Pfizer. The administrator flags this to the vaccinator, who does not vaccinate the patient. The vaccinator then flags to the clinical lead and support staff to investigate the patient's record. Only when it is clear which vaccine the patient had will the patient be vaccinated with the correct vaccine.
f) Support staff will investigate irregularities in the patient's vaccination status, through pinnacle record CSVs, through AccuRx booked clinics, and through original pinnacle records.
g) In clinics where first and second doses are administered, or multiple types of vaccine are administered, administrators will flag up for each patient:
   i) First or second dose
   ii) Type of vaccine

> ⓘ **This process will be followed for every patient, to assure proper consenting and the safety of all patients. Exceptions occur in specific circumstances (see process 3)**

2.1 Patients with an unknown NHS number

a) Administrators will attempt to find the patient's details on Pinnacle.
b) If the administrator cannot find the patient's details, the administrator will attempt on AccuRx or SystmOne (if able.)
c) If administrators cannot find patient's details, administrators will flag up to support staff.
d) Support staff will attempt to find patient's details, and confer with the patient.
e) If Support staff cannot find patient's details, see ***3.1***.

3.1 Patients who have no NHS number (always preceded by process 2)

    a) Support staff will confer with the patient, asking whether:
1. The patient has a registered GP (except if very recently registered)
2. The patient has had treatment in the past by the NHS in capacity as a permanently registered patient
3. Staff have not made any errors recording patient's information.
4. The patient has moved to the UK from abroad

    b) If the patient has a GP, has been treated as a permanently registered patient, if any details are incorrect, or if the patient has not moved from abroad, the patient has an NHS number and must be found on Pinnacle before vaccination. Refer to process 1)

OR

If the patient has no GP, has not been treated as a permanently registered patient, has given correct information, and has moved to the UK from abroad, then the patient has no NHS number. Proceed to step c)

    c) Support staff will then log the patient's vaccination without using the PDS. To do this click "don't use PDS" next to the patient's details. Mark the NHS number as "Not Issued" and the GP practice as NOTREG.

> **N.B. In certain circumstances, staff will have prior knowledge that a patient does not have an NHS number. In this case, it is up to the discretion of support staff on pinnacle record completion.**

4.1 Paper Forms process

    a) Paper vaccination records are a last resort option, and must only be used when:
1. There is no possibility of using the online pinnacle form, and
2. A risk benefit analysis has been made by the leading clinical professional, taking into account the risks (**4.1**b) of using paper vaccination records.

> **IMPORTANT – Paper vaccination records are highly ill-advised and MUST only be used as a last resort.**

    b) The risks of using paper vaccination records are as follows:
1. Inability to check patients' vaccination records, leading to improper pre-screening.
2. The strong likelihood of entering a patient's details incorrectly leading to:
    i. Patient receiving unsafe early second vaccine (<3 weeks.)
    ii. Patient not having a recorded vaccine.
    iii. Vaccine being recorded under a different patients' details, causing said patient to not be able to receive two vaccines.

    c) If Paper forms are used, they must be added onto the online pinnacle record as soon as possible, using the process below:
1. For each form, the user must check that the record has not already been uploaded, by checking the patient's vaccination status (SystmOne,

AccuRx, Outcomes4Health etc.), or searching for the patient's record in pinnacle.

2. The user creating the online record on Pinnacle MUST be the same user who wrote the original paper vaccine record, to reduce the risk of incorrect details being recorded.

3. Each record must be checked through before saving to make sure the details make sense.

> **All patients must have their vaccination details recorded electronically regardless of whether they have an NHS number. The vaccination has not been legally documented if patient details, consent, drug, dose, route, date, vaccinator, drawer-upper etc have not been recorded.**

2. Useful Resources

- Pinnacle Help and User guide: https://outcomes4health.org/o4h/help/home?covid
- Consenting information:
  - https://www.improvingaccessservices.co.uk/wp-content/uploads/2021/04/200420-Consenters-Information-PFIZER-V-4.1_APRIL-2021.pdf
  - https://www.improvingaccessservices.co.uk/wp-content/uploads/2021/05/210513-Consenters-Information-AstraZeneca-V-4.2_MAY-2021.pdf
- FAQs on second dose
  - https://www.improvingaccessservices.co.uk/wp-content/uploads/2021/03/COVID-19-Vaccination-Programme-FAQs-on-Second-Dose.pdf
- Overall government advised operating procedure
  - https://www.improvingaccessservices.co.uk/wp-content/uploads/2021/01/C1034-Vaccination-Centre-Operating-Framework-8-January-2021.pdf
- Poster for NHS paper forms: IAS website

3. Associated Process Notes

- Process for vaccinating COVID vaccine trial participants