

Appendix 2- Flu Remedial Action Plan

Area for Improvement	Proposed Actions to be taken	Resources required	Target Date	Desired Outcomes	Update	Date completed
Communication	All practices to be contacted and letters to be sent from the CCG chairs highlighting the need to continue to promote the under 65 vaccine	Draft letter and sign off from chairs	15.01.20	The practices will all receive the same message in order to reinforce the vaccination message		15.01.20
	Social Media messages to be sent out for general populations	Comms team member to promote the messages	15.01.20	The communication team will promote the message that vaccination is important when you have a long term condition.		15.01.20
	Letter to be drafted to the PCN clinical directors to ask for support in promoting the under 65 flu vaccine	draft letter and chief nurse approval	16.01.20	The practices will then receive the same message from the PCN's and ensure the message is being reinforced	16.01.20- awaiting LC to send through the draft letter template to amend and use 15.02.20- awaiting LC to send through the draft letter to use	
	All practices that have reported data lower than the WHO aspiration figure of 55% to be contacted and advised to continue to actively promote the vaccine	Email and IMMFORM	31.01.20	All practices to be aware that their data is being reviewed and use this communication as a reminder to continue to invite eligible.	16.01.20- All practices have been emailed following the publication of December's data.	ongoing, November's data practices have been contacted, December's data practices to be contacted still
Quality Visit	Practices with the lowest uptake to be visited by the Quality Assurance Nurse in order to discuss barriers in achieving the uptake	Quality Assurance Nurse	31.01.20	CCG will be made aware of any barriers that practices are experiencing	16.01.20- EC has been provided with a list of practices to visit next week but is going to Pall Mall and Woking tomorrow to visit and then discuss the flu vaccine uptake 15.02.20- Practice visits have been happening and they state that they are continuing to contact patients, flu vaccine will continue to be discuss	15.02.20

Monitoring	All practices contacted to be logged and reviewed	Computer IT system Time allocated to complete	31.01.20	CCG will be aware of the practices that need extra quality visit support. Practices will be contacted and encouraged to continue uptake	15.02.20- information is logged on the quality team dashboard. NHSE send through individual practice uptake data. Although there will be no further data published.	15.02.20
Best practice support	The practices that have achieved above the target to be contacted and advice offered on how they succeeded	Lead Nurse Phone system	15.01.20	Both practices have been contacted and they have not done anything extra other than continually call patients. High Road Family doctors did initially text all eligible patients and tell them their own vaccine had been ordered and Scott Park Surgery have personally rung everyone rather than text.		15.01.20
	Top 3 CCG's to be contacted to ascertain any difference in process	Lead Nurse IT system Phone system	16.01.20	CCG will be able to use some of the recommendations to increase the uptake	Individual CCG's that have had the best performance have been contacted. The one with the most success has a specifically employed Public Health Flu team. The other CCG's do not do anything as the practices manage their own uptake.	15.01.20- See Flu plan (In workplan)
Provider engagement	Contact providers to ascertain level of health promotion relating to the vaccine	Lead Nurse IT system Phone system	16.01.20	CCG will be aware of the advice being offered to patients through EPUT, Acute, and PHE.		15.01.20- As above