

24th July 2023

Vaccine Management System Data Quality

Dear Colleague,

We appreciate the huge efforts that have been made since spring 2021 in the delivery of the COVID-19 vaccination programmes and your continued use of the Vaccine Management System (VMS). Thanks to engagement of citizens with the COVID-19 Certificates programme, a number of vaccinations have been identified as missing from VMS. VMS is the system of record for COVID-19 and it is important that it holds accurate vaccination details that can then be automatically transferred to GP systems.

A Data Quality (DQ) team has been established and the team has looked very carefully at a number of data quality issues found. Many issues have been resolved in the background, however there are a number of remaining issues that can only be resolved by the original vaccination provider such as at the GP surgery or Community Pharmacy (CP).

You now have access to a DQ Dashboard (on the Vaccine Management System) for your practice or pharmacy with information regarding DQ issues. The amount of work to resolve these issues is generally low for each user but some practices / pharmacies may have more outstanding DQ issues than others.

Please be aware that support is available for any systemic/repeated issues that users come across. If the VMS is not working please perform your usual system checks locally. If the issue persists, contact the BSO helpdesk:

* If you have access to the online vFire customer portal, please log an IT support call with the Affected Resource as 'Vaccine Management System'.

* Otherwise, either phone BSO ITS Service Desk on Tel: 028 95 36 2400 or Email: supportteam@hscni.net and ask for a support call to be raised on your behalf. Please make it clear that the issue relates to the Vaccine Management System.

All providers are being asked to check and resolve their individual DQ issues. There has been validation of the information provided through the DQ dashboard at some pilot sites to ensure that the data provided is as clean as possible. However, if other providers' (Trust/GP/CP) DQ issues are found in the data sent to your dashboard, please alert the central team.

Actions for GPs & CPs are:

1. To verify that any highlighted missing vaccinations have previously been administered in your location and add these vaccinations into VMS. Please use the **Record previously administered vaccination at this location**

option to record missing vaccinations. Using any other option may mean that the relevant vaccine is not available for recording.

2. If you find any other systemic DQ issues, to alert the central team that will investigate and may be able to fix centrally.
3. Pass any DQ issues that do not belong to your practice or pharmacy back to the central team.

A handbook has been created to explain how to identify and resolve DQ issues using the dashboard and VMS.

We may use the DQ dashboard to highlight other types of DQ issue in future but please be assured that we will be conscious of the amount of effort required and resource constraints under which you are working.

We would ask that GP practices and Community Pharmacies look at the DQ issues that are relevant to your location and seek to have these reviewed by 31st August 2023.

Sincerely,

A handwritten signature in black ink, appearing to be 'R. Spiers', with a long horizontal flourish extending to the right.

Rachel Spiers
Lead Immunisation Programme Manager
Public Health Agency