

Gateway Reference: 13031

Swine Flu Vaccine Deliveries and Distribution – Frequently Asked Questions

Who is distributing the swine flu vaccine?

Movianto is distributing the initial batches of swine flu vaccine. Movianto is responsible for the delivery of all the vaccine stocks that support the childhood vaccination programme throughout England.

What was the rationale behind the initial delivery schedule to GPs surgeries?

It was agreed that the initial stocks of Pandemrix vaccine would be allocated equally and distributed to all GPs' surgeries unless the SHA or PCT advised otherwise.

Are GPs going to be receiving initial supplies of Celvapan directly?

Initial Celvapan vaccine stocks have been delivered to PCTs. GPs wishing to get stocks of Celvapan vaccine should contact their PCT's Immunisation Coordinator to arrange this.

How do GPs order additional swine flu vaccine?

Additional swine flu vaccine stocks can only be ordered through their PCT. PCTs are responsible for ordering vaccine for GPs and Trusts within their geographical area. GPs should contact their PCT's Immunisation Coordinator to discuss their additional needs. PCTs will be able to order additional stocks of both Celvapan and Pandemrix vaccine although there will be limits on the amount that can be ordered.

The delivery of the additional stocks of vaccine will be to the location that is chosen from the delivery points on the ImmForm website by the PCT.

Can PCTs order additional stocks of the swine flu vaccine?

PCTs can now order additional stocks of both types of swine flu vaccine via the ImmForm website. PCTs will be ordering on behalf of all GPs within their geographical area.

What should a PCT do if their list of delivery points (GP Practices and NHS trusts) is not correct?

The delivery points can be viewed at www.immform.dh.gov.uk. To view them click on the vaccine supply tab and then attempt to make a bulk order. Choose your PCT and the swine flu vaccine from the drop down boxes. A list of possible delivery points will then appear, please check these points. The PCT should email vaccinesupplytechsupport@dh.gsi.gov.uk to request to add or delete delivery points and state the Movianto Account number associated with each delivery point.

How are changes to information on the ImmForm website made?

For any of the following queries please email us at:
vaccinesupplytechsupport@dh.gsi.gov.uk

- Any changes eg changes to names or addresses.
- Any problems gaining access to the website or other technical problems.
- Any problems ordering vaccine or running reports.
- Any surgeries that are missing or need to be removed from the ImmForm website.

Please include the appropriate Movianto account number for the delivery point.

What should a PCT do if the ImmForm Website is not working?

The ImmForm website is available at www.immform.dh.gov.uk and this should be used by PCTs to place their orders for Swine Flu Vaccine. If the ImmForm website is not working (i.e. it is not available) then PCTs may place their orders by email to: ImmForm_emergency_support@dh.gsi.gov.uk

You will need to send the following information:

- Your name and ImmForm user login id
- Contact number
- Your PCT Name

For each delivery point you wish to place an order for:

- The Movianto Account Number
- The brand of vaccine you require i.e. Celvapan or Pandemrix
- The amount of vaccine you require in packs (Celvapan – 1 pack contains 200 doses; Pandemrix – 1 pack contains 500 doses) - The maximum order will depend on your PCT's allocation.)

The order will then be placed on your behalf and you should receive confirmation of your order once the ImmForm Website is back in operation.

Please note that this mailbox will **only** be operational when the ImmForm website is not working; it will not be monitored at any other time. Do not send your orders to this mailbox unless the ImmForm Website is not available as these orders will not be fulfilled.

Where should questions regarding deliveries of vaccine be sent?

Please send all queries regarding vaccine deliveries to:

vaccine.supply@dh.gsi.gov.uk.

Where should questions regarding vaccine consumables (ie needles and syringes etc) be sent?

Please send queries regarding Vaccine consumables to:

stockmanagement@dh.gsi.gov.uk.

What is a Movianto account number?

A Movianto account number is the number allocated to your delivery address by Movianto, who are contracted to deliver swine flu vaccine on behalf of the Department of Health. For GP surgeries the number will be eight digits long and begin with a one. For hospitals it will be six digits long and begin with a five.

Do needles and syringes need to be ordered?

No, needles and syringes will be matched to the amount of vaccine that your PCT orders via the ImmForm website and sent to you automatically.

How can written information materials and other supporting materials for the swine flu vaccination programme be ordered?

To support the vaccination programme, the Department of Health has produced a patient leaflet suitable for all recipients of the new vaccine that could be included with any invitation letters sent out, posters that can be used to advertise local clinics and raise awareness and vaccination appointment/record cards.

These can be ordered through www.orderline.dh.gov.uk quoting:

- Swine flu vaccination leaflet 297563
- Swine flu vaccination information poster 299247
- Swine flu vaccination empty belly poster 299248
- Swine flu vaccination appointment cards 299249
- Swine flu and pregnancy 299759

What further information is available and where can it be obtained?

Further information available:

Swine flu vaccine information tools and practical advice for professionals

http://www.dh.gov.uk/en/Publichealth/Flu/Swineflu/InformationandGuidance/Vaccinationprogramme/DH_107355

Vaccination of pregnant women

<http://www.dh.gov.uk/en/Publichealth/Flu/Swineflu/InformationandGuidance/Pregnancy/index.htm>

The Green Book

http://www.dh.gov.uk/en/Publichealth/Healthprotection/Immunisation/Greenbook/DH_4097254

For policy queries regarding the swine flu vaccination programme, please email MBSwineFluVaccination@dh.gsi.gov.uk.

For queries regarding the swine flu vaccine uptake data collection, please email swinefluvac@hpa.org.uk