

COVID Vaccination IT training systems toolkit

National Booking Service (including Q-Flow), Outcomes4Health Solution (Pinnacle), Foundry (Palantir), National Immunisation Management System (NIMS), National Immunisation and Vaccination System (NIVS)

Version 1.4: 4 February 2021

Change Log



Thursday 4th February 2021

The table below outlines the amends, updates and additions to the communication from the previous week.

Areas of change	Updates w/c 1st February 2021
Section 1: System Information and contacts (Slide 6)	Usage change for NIVS in vaccination centres.
Section 2: Training Plan (Slide 9)	Q & A's added to NHS Futures or Q-Flow relating to Vaccination Centres. (New)
Section 2: Training Plan (Slides 10-12)	Additional training dates added for NIVS and National Booking Service Foundry and Outcomes4Health up to and including w/c 15th February 2021
Section 3: Training Materials and Guidance (Slide 16)	There have been system updates to NIVS & Q-Flow during w/c 1st Feb.
Section 5: Reporting (Slides 20-22)	Attendance log (Slides 20-21) Feedback from the training sessions (Slide 22) Cumulative figures captured by training session to support improvements to level of service ranging from delivery to content of each training session.

Introduction



The delivery of the COVID-19 vaccination programme is reliant on a number of IT-enabled processes to vaccinate patients in an effective and efficient manner. Training on how to use these systems is key to success.

This pack provides an overview of the user training requirements for each of the IT systems defined herein to support the rollout of the programme. It sets out the approach to user onboarding, covering training available for users for different IT systems, as well as details of upcoming training sessions.

If you have feedback on what else would be useful, please email mishal.patel5@nhs.net

Section 1: System information and contacts

Section 2: Training plan

Section 3: Training materials and guidance

Section 4: Service desk and additional support

Section 5: Reporting on performance/status

Section 6: Appendices

Section 1: System information and contacts



IT systems in use

This overview provides an outline of what each of the 5 systems provides to support the process and drive delivery of the vaccination programme.

National Booking Service including Q-Flow [NHS Digital]

Eligible individuals will use this system to book vaccination appointments based on their vaccine type allocation and vaccination history in terms of previous flu or COVID vaccination (this information will be drawn from NIMS). This will be supported by a call centre. Site staff will have access to the booking platform information to support check-in of individuals.

Foundry System [Palantir]

NHS Foundry is a data collection, processing and visualisation platform. Data from all vaccination IT systems will flow into NHS Foundry and be available in a series of operational reports and dashboards.

eForms and tools will also be developed in NHS Foundry to support users in all delivery models with a range of operational tasks including: updating onsite readiness, submission of sit-reps and ordering vaccine, equipment and consumables.

National Immunisation Management System (NIMS)

This NIMS web app will be used on desktop and mobile devices to record vaccination details and adverse reactions for both NHS and social care staff and patients. The vaccination and event data will feed into the National Immunisation Service in real time and will also be sent to GP systems. The app also provides a view of previous immunisations held in the database. There is a near real-time dashboard available for monitoring.



Outcomes4Health Solution [Pinnacle]

These community pharmacy systems will be used to record and send vaccination data to national systems - screening, vaccination event data capture including product and batch details; and recording any adverse reaction. The vaccination event data will feed back to GP systems and the National Immunisation Management System (NIMS).

National Immunisation and Vaccination System (NIVS)

This system will be used in Hospital hubs to record the vaccination details of healthcare workers, care home staff and patients over 80 either in hospital or attending an outpatient appointment. The vaccination event data will feed back to GP systems and the National Immunisations Management System

Note: There are also local booking systems

IT system usage by delivery model



This matrix illustrates what system is to be used by delivery model to support the processes outlined by the vaccination programme

Fully used - All elements of the system used by some/all of the sites within a delivery model
Partially used - Some elements of the system used by some/all of the sites within a delivery model

	PCN				
	Hospital Hub	Vaccination Centre	Static	Roving	
National Immunisation and Vaccination System (NIVS)	Fully used*	Fully used	Not used	Not used	➔
National Immunisation Management System (NIMS)	Fully used*	Partially Used	Not used	Partially used	➔
Outcomes4Health Solution (Pinnacle)	Not used	Fully used	Fully used	Fully used	➔
National Booking Service (including Qflow)**	Not used	Fully used	Partially used	Not used	➔
Foundry System [Palantir]	Partially used	Partially used	Partially used	Partially used	➔





* Either NIMS or NIVS is available for use in Hospital Hubs

** Local booking systems may also be used

Overview of user onboarding



This table provides the four elements required to operate the systems effectively and efficiently

	 INPUTS / DATA REQUIRED	 ACCOUNT SET UP	 END USER ACCESS	 Adoption, Adherence & Compliance
Outcomes4 Health Solution - Pinnacle	<ul style="list-style-type: none"> Site information - ODS code, name, address, contact information Site administrator information for each site – more than one preferable 	<ul style="list-style-type: none"> Pinnacle will create administrator and end user accounts (bulk data upload) Administrators will have the rights to create and manage user accounts 	<ul style="list-style-type: none"> User Groups: Site Admin, Screening, Vaccinator, Drawer, Clerk, Reactions End users will be emailed a link to the system which will include their log in credentials End users to click on the link to access the system and will be prompted to change their password 	<ul style="list-style-type: none"> Utilisation of the system – who is logging in, activities, vaccine related data etc. Traffic through the service desk – types and quantity of queries, issue resolution Data quality checks
National Booking Service - NHSD	<ul style="list-style-type: none"> The Regional Manager User(s) for each Region 	<ul style="list-style-type: none"> NHSD will create Regional Manager user account(s) for each Region Regional Manager users will have the rights to create and manage user accounts 	<ul style="list-style-type: none"> User Group: Regional Mgrs, Site Mgrs, FoH and Clinical Assessors Regional and site managers will use Qflow user interface Front of House staff and clinical assessors will use custom website User name = email address All users will have to reset their password the first time they log in 	<ul style="list-style-type: none"> Track attendance of Regional Manager users and Site Manager users at online training sessions
NHS Foundry	<ul style="list-style-type: none"> Data is collated through NIVS/NIMS and Pinnacle Data on workforce, stock management and site readiness are inputted by various users. 	<ul style="list-style-type: none"> National, Regional and STP/ICS users should request access using the online form Once access is approved, the service desk will contact users with onboarding details Details for PCN users will be provided over the next week 	<ul style="list-style-type: none"> User Group: Lead Provider nominated users (e.g. Ops Drs / Site Mgrs) Key operational web forms can be submitted without access to NHS Foundry Access to required components of NHS Foundry will be determined and automatically assigned to users based on their employer details provided at registration 	<ul style="list-style-type: none"> Collect information from service desk about queries coming in. Monitor NHS Futures to see how many people are accessing training documents
NIMS	<ul style="list-style-type: none"> Organisation Identifies 'Authorised User' who ensures only valid staff gain access Graphnet Service Desk provides template to capture 'App Users' Organisation populates template Authorised User submits template to Graphnet Service Desk 	<ul style="list-style-type: none"> Once validated the csv template is uploaded into the management system Invites are issued via email to end users with a link to accept invitation 	<ul style="list-style-type: none"> User Group: RHCPs, Vaccination Admin Support, Vaccinators and Post-Vaccination Observation Volunteers End user 'accepts' invite received via email and AD credentials are synchronised User has access to the app 	<ul style="list-style-type: none"> Data quality checks Operational report Engagement with SPOCs for feedback
NIVS	<ul style="list-style-type: none"> Spreadsheet with site info - ODS code, name, address, contact information Spreadsheet providing user info - name, contact, role, site ODS codes for sites they will be working at Lead contact for each of the hospital hubs so they can authorise users onto the NIVS system 	<ul style="list-style-type: none"> OKTA/Insights will create end user accounts (through pre-registered list) sent from SPOC Alternatively, users can register for an Insights account here: https://apps.model.nhs.uk/register 	<ul style="list-style-type: none"> User Group: RHCPs, Vaccination Admin Support and Vaccinators Users will receive an automated email stating 'NHS Improvement account' has been created, once the account has been created Users will then need to activate their account and set a password 	<ul style="list-style-type: none"> Data Quality Checks Trouble Shooting Guide Produced Comparison of adoption against sitrep reporting

Section 2: Training plan



Training and learning materials

[Click here to access Central Hub on NHS Futures](#)



Summary of different training and learning materials available for each IT system and where to access them

	Accessible via	User guides	Video	FAQs	Webinars
National Booking Service (Q-Flow)	The NHSD website https://digital.nhs.uk/coronavirus/vaccinations/q-flow-guidance	✓	✓	✓	✓ Virtual sessions being run
National Immunisation Management System (NIMS)	https://rise.articulate.com/share/Uz9w11FJl4xnT3E8OeTCQtYr7A2LP-6-#/lessons/d18fdJl5sHVc2le5UXrrP8ID1zS4uMV	✓	✓	✓	✓ Virtual sessions being run and ad-hoc sessions to meet demand
National Immunisation and Vaccination System (NIVS)	The Arden and GEM website https://www.ardenGemcsu.nhs.uk/nivs	✓	✓	✓	✓ Daily virtual drop in sessions (1) Live demo sessions
Foundry [Palantir]	Materials relating to access will be stored on NHS Futures . Materials relating to using the dashboards will be stored in NHS Foundry	✓	Will develop as dashboards are finalised.	✓	✓ Ad-hoc to respond to specific needs and launch new products
Outcomes4Health Solution [Pinnacle]	Futures NHS site and https://outcomes4health.org	✓	✓	✓	✓ Demo & Q&A Ad-hoc to meet demand

IT system training w/c 1 February

KEY

- = End Users
- = Regional Manager Users
- = Site Manager Users
- = Community Pharmacy



This shows all upcoming available training sessions by system

	Mon 1	Tue 2	Wed 3	Thu 4	Fri 5
National Booking System (including Q-Flow)	11 -11.30am Q-Flow Drop In (Vaccination Centres and Community pharmacies)	10-11.15am: Q-Flow Site Manager Users online training session		2 - 2.30pm Q-Flow Drop In (Vaccination Centres and Community pharmacies) 7 – 8.30pm: Webinar Combined with O4H (Community pharmacies)	
National Immunisation Management System (NIMS)	Ad-hoc requests via SPOC				
			4pm webinar		
National Immunisation and Vaccination System (NIVS)	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session
Foundry [Palantir]	Ad-hoc to respond to specific needs and launch new products				
Outcomes4Health Solution [Pinnacle]		2 – 2.50pm: Webinar (PCN Site Admins)		7 – 8.30pm: Webinar Combined with NBS (Q-Flow) (Community pharmacies)	1 – 1.50pm: Webinar (Vaccination centres)

IT system training w/c 8 February



This shows all upcoming available training sessions by system

	Mon 8	Tue 9	Wed 10	Thu 11	Fri 12
National Booking System (including Q-Flow)	1 - 1.30pm: Q-Flow Drop In (Vaccination Centres and Community pharmacies)	10-11.15am: Q-Flow Site Manager Users online training session		11 – 11.30am: Q-Flow Drop In (Vaccination Centres and Community pharmacies) 7 - 8.15pm: Site Manager Users online training session	
National Immunisation Management System (NIMS)	Ad-hoc requests via SPOC				
			4pm webinar		
National Immunisation and Vaccination System (NIVS)	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session	11 – 12pm: Site Users online training session
Foundry [Palantir]	Ad-hoc to respond to specific needs and launch new products				
Outcomes4Health Solution [Pinnacle]	Ad-hoc based on requirements				

IT system training w/c 15 February



This shows all upcoming available training sessions by system

	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19
National Booking System (including Q-Flow)		<p>10 - 11.15am: Site Manager Users online training session</p> <p>7 - 7.30pm Drop In (Vaccination Centres and Community pharmacies)</p>		<p>7 - 8.15pm: Site Manager Users online training session</p>	
National Immunisation Management System (NIMS)	Ad-hoc requests via SPOC				
			<p>4pm webinar</p>		
National Immunisation and Vaccination System (NIVS)	<p>11 - 12pm: Site Users online training session</p>	<p>11 - 12pm: Site Users online training session</p>	<p>11 - 12pm: Site Users online training session</p>	<p>11 - 12pm: Site Users online training session</p>	<p>11 - 12pm: Site Users online training session</p>
Foundry [Palantir]	Ad-hoc to respond to specific needs and launch new products				
Outcomes4Health Solution [Pinnacle]	Ad-hoc based on requirements				

Section 3: Training materials and guidance



System Updates



2021	21 January	28 January	4th Feb
National Booking Service [including Q-Flow]	<ul style="list-style-type: none"> No updates. 	<ul style="list-style-type: none"> No updates 	Q-Flow: <ul style="list-style-type: none"> UI Changes – Diary Manager New Report – Unit Appointments List UI Changes – Calendar exceptions
National Immunisation Management System (NIMS)	<ul style="list-style-type: none"> Oxford Astra Zeneca COVID-19 Vaccine added to Manufacturer / Product selection. List of Covid Vaccination Safety Questions added to interstitial screen. 	<ul style="list-style-type: none"> No updates 	<ul style="list-style-type: none"> No updates
National Immunisation and Vaccination System (NIVS)	<ul style="list-style-type: none"> Functionality Update: COVID-19 National immunisation and vaccination programme - NHS Arden & GEM CSU Requiring individuals to select the SERVICE – ORGANISATION – SITE they are vaccinating for. 	<ul style="list-style-type: none"> Functionality Update: COVID-19 National immunisation and vaccination programme - NHS Arden & GEM CSU Capture additional patient information including email address and ethnicity Fields added within Pre-screening to capture comments Additional data items on Vaccination Record including ID of clinician and profession of clinician drawing up vaccine. 	<ul style="list-style-type: none"> New training video uploaded to COVID-19 National immunisation and vaccination programme - NHS Arden & GEM CSU
Foundry [Palantir]	<ul style="list-style-type: none"> STP/ICS level access has been created for vaccine workspaces. Updates to vaccination event workspace. 	<ul style="list-style-type: none"> No updates 	<ul style="list-style-type: none"> No updates
Outcomes4Health Solution [Pinnacle]	<ul style="list-style-type: none"> Oxford Astra Zeneca COVID-19 Vaccine added to product selection. Vaccination Setting now recorded to allow selection of Care Homes. Entry of site ODS Code at initial login page now directs user to specific Outcomes4Health COVID service instance. 	<ul style="list-style-type: none"> No updates 	<ul style="list-style-type: none"> No updates

Futures Workspace for Vaccination IT systems training



This snapshot represents the home page on NHS Futures site that provides hyperlinks to training

This graphic shows the entry area to the [COVID Vaccination IT Systems Training](#) hub on the NHS Future site. All training materials including guidance documents, videos, FAQs can be accessed by pressing the relevant button.

If you have colleagues who would like to be invited to the workspace they should email COVIDVaccinationIT-manager@future.nhs.uk

COVID Vaccination - IT systems training

Welcome to the workspace

This workspace is to support any user(s) of the IT systems involved in the Covid-19 Vaccination Programme. Here you will find training guidance documents, videos, recordings of webinars and FAQs.

Please follow the links below to the relevant system. Click on the Training Calendar or scroll to the bottom of this page to see upcoming training sessions. We hope you find this useful.

Outcomes4Health Solution (Pinnacle)

These community pharmacy systems will be used to record and send vaccination data to national systems - screening, vaccination event data capture including product and batch details; and recording any adverse reaction. The vaccination event data will feed back to GP systems and the National Immunisation Management System (NIMS).

National Booking Service (NHS Digital)

Eligible individuals use this service to book vaccination appointments after receiving an invitation from national call and recall.

Managers of vaccination sites use this service to manage the lists of sites and appointment availability. Arrival stewards and assessment clinicians use this service check people in for their appointments and view their appointment details.

Foundry (Palantir)

NHS Foundry is a data collection, processing and visualisation platform. Data from all vaccination IT Systems will flow into NHS Foundry and be available in a series of operational reports and dashboards.

eForms and tools will also be developed in NHS Foundry to support users in all delivery models with a range of operational tasks including: updating on site readiness, submission of sit-reps and, ordering vaccine, equipment and consumables.

National Immunisation Management System (NIMS)

This NIMS web app will be used on desktop and mobile devices to record vaccination details and adverse reactions for both NHS & Social Care Staff and patients. The vaccination and event data will feed into the National Immunisation System in real time and also be sent to GP systems. The app also provides a view of previous immunisations held in the database. There is a near real-time dashboard available for monitoring.

National Immunisation Vaccination System (NIVS)

This system will be used in Hospital hubs to record the vaccination details of Health Care Workers, Care Home Staff and patients either in hospital or attending an outpatient appointment. The vaccination and event data will feed into the National Immunisation Management System and also be sent to GP systems. The app also provides a view of previous immunisations held in the database.

Upcoming Events

- 31** Thu 21 January 2021 at 11:00
National Immunisation and Vaccination System (NIVS) - Site users training
- 31** Thu 21 January 2021 at 14:00
National Booking Service (Qflow) - Site Manager Users training
- 31** Thu 21 January 2021 at 19:00
Outcomes4Health and National Booking Service (Qflow) - Community Pharmacies
- 31** Fri 22 January 2021 at 10:00
National Booking Service (Qflow) - Drop-in for Community Pharmacies
- 31** Fri 22 January 2021 at 11:00
National Immunisation and Vaccination System (NIVS) - Site users training
- 31** Fri 22 January 2021 at 13:00
Outcomes4Health (Pinnacle) - Webinar for Vaccination Centres
- 31** Mon 25 January 2021 at 11:00
National Immunisation and Vaccination System (NIVS) - Site Users training
- 31** Tue 26 January 2021 at 10:00
National Booking Service (Qflow) Site Manager Training
- 31** Tue 26 January 2021 at 11:00
National Immunisation and Vaccination System (NIVS) - Site Users training
- 31** Tue 26 January 2021 at 14:00
Outcomes4Health (Pinnacle) - Webinar for PCN site admins

Future NHS Workspace email for users and evaluation of training form



This email provides an introduction to the Futures workspace and a facility to capture feedback via a form accessed by the QR code.

Email for users of the systems:

Hello

You have been invited to join the COVID Vaccination IT Systems Training Future NHS workspace. This is an online, collaborative workspace for colleagues working across health and care on the Covid Vaccination programme. You will find all the training materials in relation to the IT systems being used including guidance documents, videos, FAQs.

Please note that if you are not already a user of the Future NHS collaborative platform, where the workspace is hosted, you will need to sign-up as a user before you can access content on the workspace.

If you have colleagues who would like to be invited to the workspace they should email COVIDVaccinationIT-manager@future.nhs.uk

Please follow the link provided in this email to access the workspace

Best wishes

IT Systems Training Team



QR code for Evaluation Form of Training

[Link to Evaluation Form](#)

Section 4: Service desk and other support



This table provides a route to raise issues & concerns relating to system training.



Types of issue you can log with the service desk



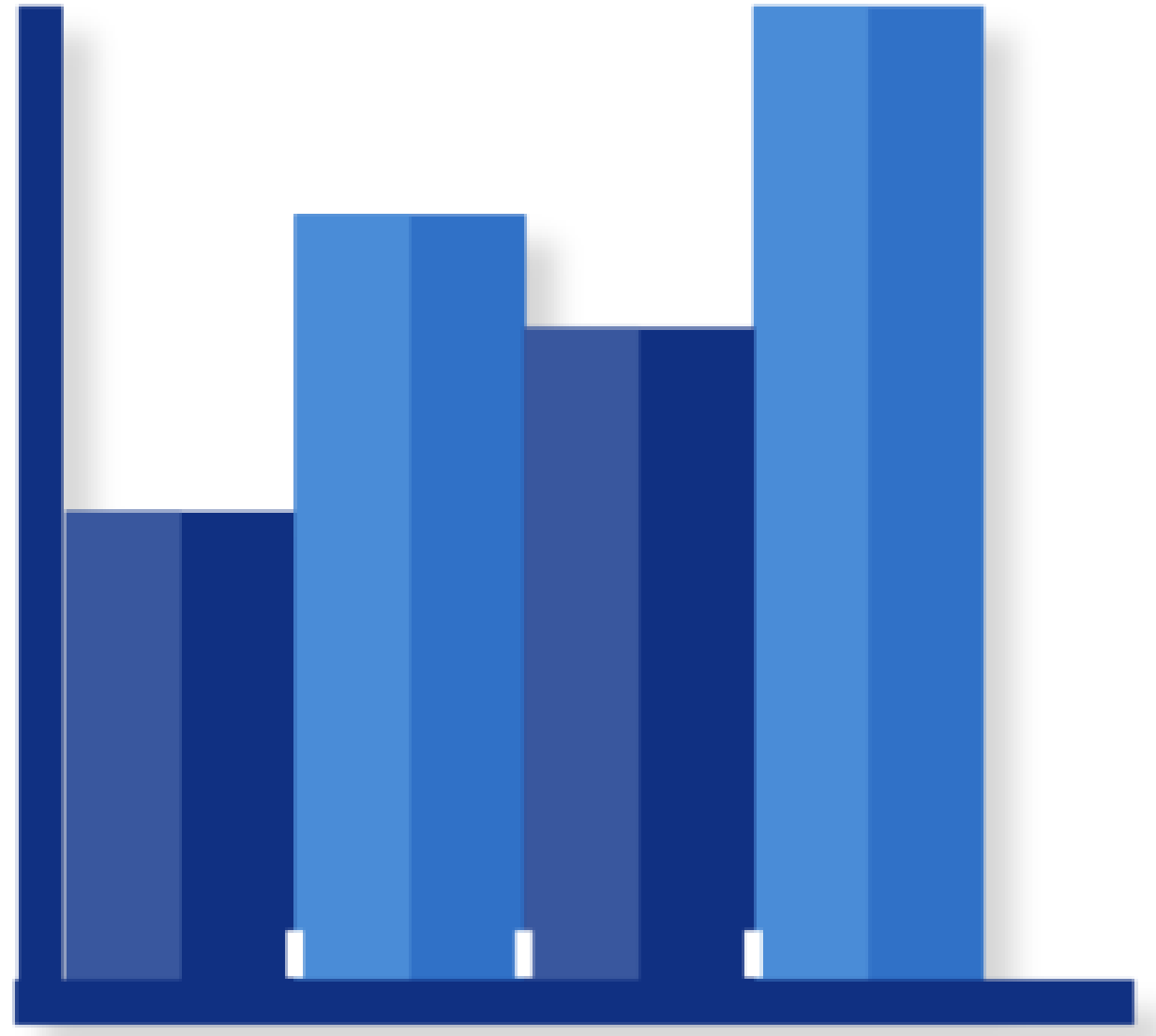
Contact



Service Provider / Advice guidance

COVID Vaccination	<ul style="list-style-type: none">➤ IT hardware & 4G connectivity (for equipment provided by NHSE)➤ NIMS & NIVS➤ Pinnacle & Foundry➤ Data & all other IT services	<p>Open 06:00 – 22:00 Everyday inc. bank holidays</p> <p>Tel: 0300 200 1000 Email: vaccineservicedesk@england.nhs.uk</p>	 Issue Resolved
NIMS	<ul style="list-style-type: none">➤ Issues related to access or use of the NIMS Web APP	<p>As part of onboarding process via NIMSWebApp@graphnethealth.com an account will be created for access to the online NIMS Web App JIRA Service Desk.</p> <p>Priority 1, call 01622 767440 in working hours (8am – 6pm), out of hours 01622 767426.</p>	
NIVS	<ul style="list-style-type: none">➤ Issues related to access or use of the NIVS web App➤ New access requests	<p>Open 08:00 – 8:00 Monday to Friday, 8am- 4pm Sat and Sunday inc. bank holidays</p> <p>Tel: 01216110187 Email: agem.nivs-covid@nhs.net</p>	

Section 5: Reporting on performance /status



System Training Attendance Figures

Status Report (Covering Thurs 7th Jan – Fri 29th Jan 2021)



The Attendance figures of each training session conducted are cumulative and cover the past 17 days.
 The Blue (100%) denotes that those attended the training for each system were retained throughout the duration of the training session.
 All other colours (99% and less) denotes that attendees exited the session early and thus did not complete the whole training session.

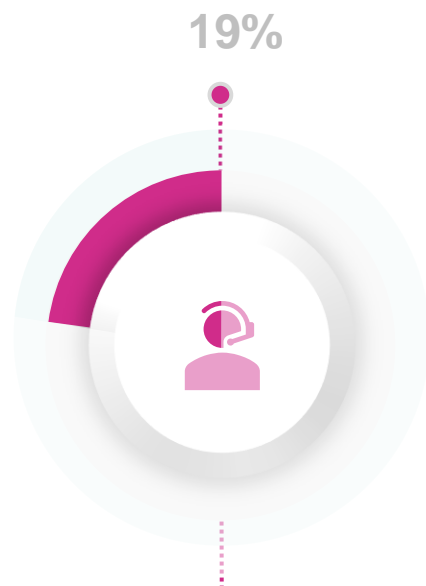
During this period there were 32 sessions held with 1288 attendees. Please note no figures have been included for Foundry at this point.

Highs & Lows



Highs

24 of the training sessions successfully retained attendees throughout the whole session representing 81% of all sessions taking place to date.



Lows

7 of the training sessions retained attendees for part of the session representing 19% of all sessions taking place to date

Improvements from previous week

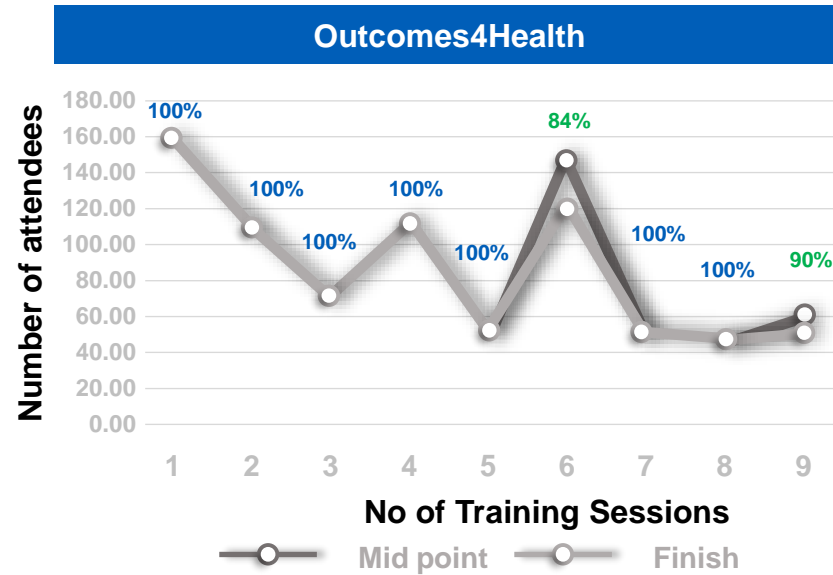
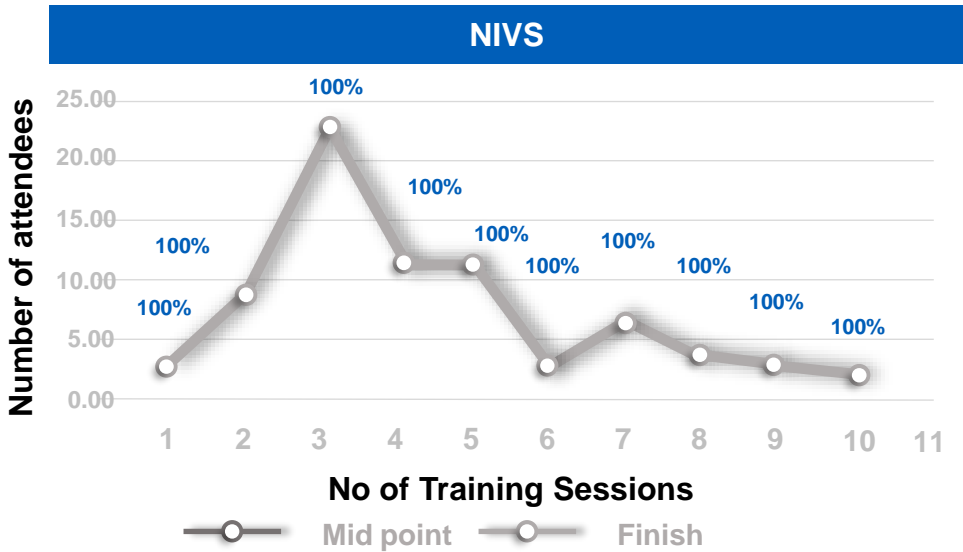
14 additional training sessions conducted over the past week with slightly improvements in achieving 100% indicating more attendees have been retained on the session till the end.

Summary of retained attendance of training session by System

	100%	80-99%	40-79%	0-39%	
NIMS	2	0	0	0	
NIVS	10	0	0	0	
Outcomes4Health	7	2	0	0	
Outcomes4Health & Qflow	1	1	0	0	
Qflow	5	3	0	0	
Total	24	7	0	0	31
% of Total	81%	19%	0%	0%	100%

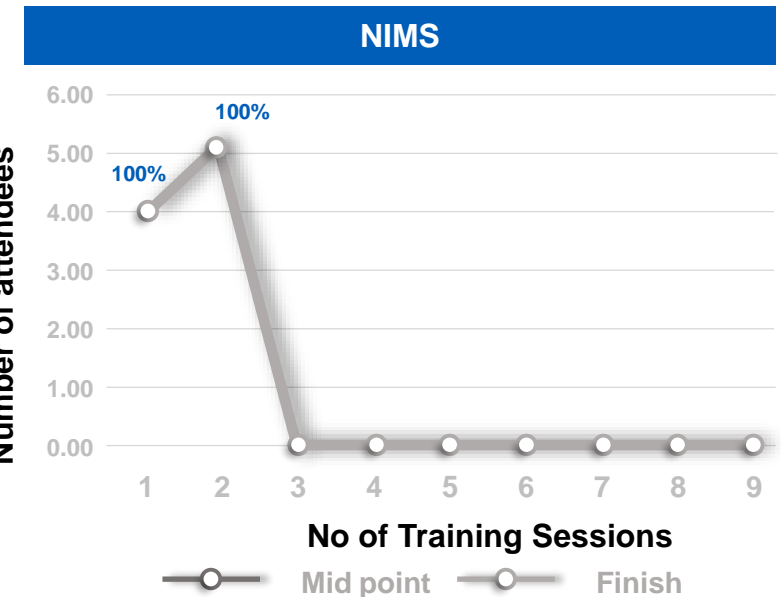
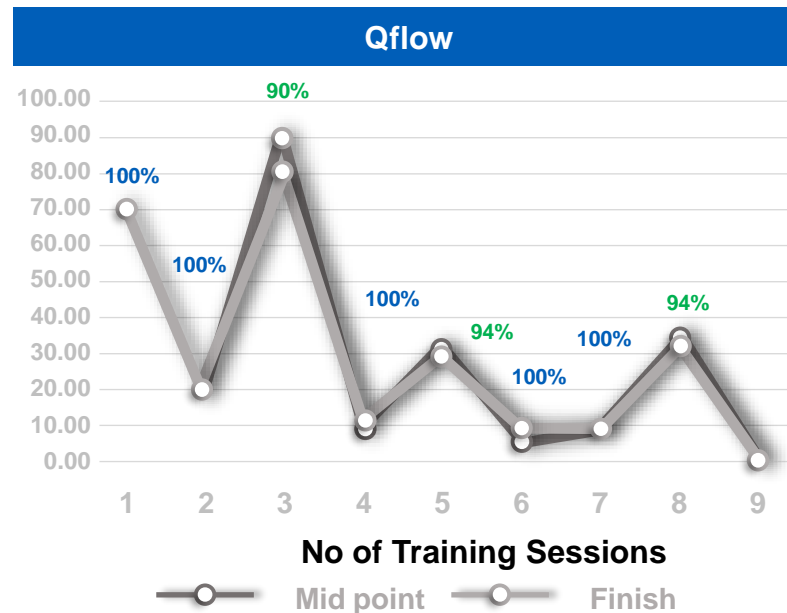
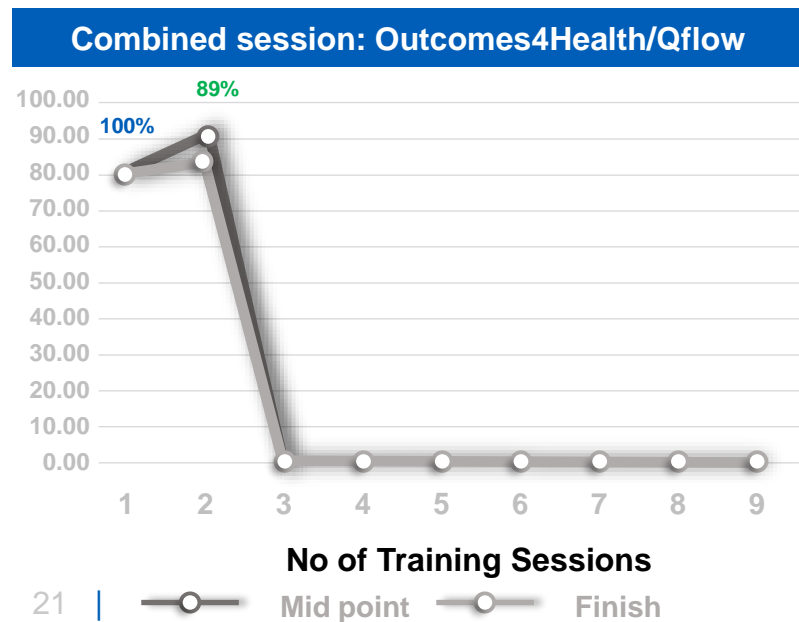
Note: Retained reflects the number of attendees registered mid point and still in attendance at close of session.

Retained number of attendees by system training session



The graphs illustrate the difference between the number of participants attending the training session at mid point vs those who were still engaged at the end of the session.

The % represents the success rate of retainment.



Feedback form results



We have now begun to look reviewing the feedback forms that were recently implemented so that improvements where needed can be made. We can ensure that the training provided is of a quality expected and that those who attend the training will then be able to operate each system they use effectively.

To date we have received 175 feedback forms account for 13.5% of those attending sessions with some sessions receiving more comprehensive feedback than others with the option to answer some or all of the questions. Please note colleagues can feedback on multiple systems using the same form.

This weeks results indicate that the feedback on the below question was not completed as the rating is the same as last week, however out of the 5 questions that are attributed with a 1 to 5 rating, 3 of them saw an increase in the 4 to 5 rating.

Next week we will share how we plan to include an outline of Objective and Aims within the introductory section upon joining a training session to address the below.

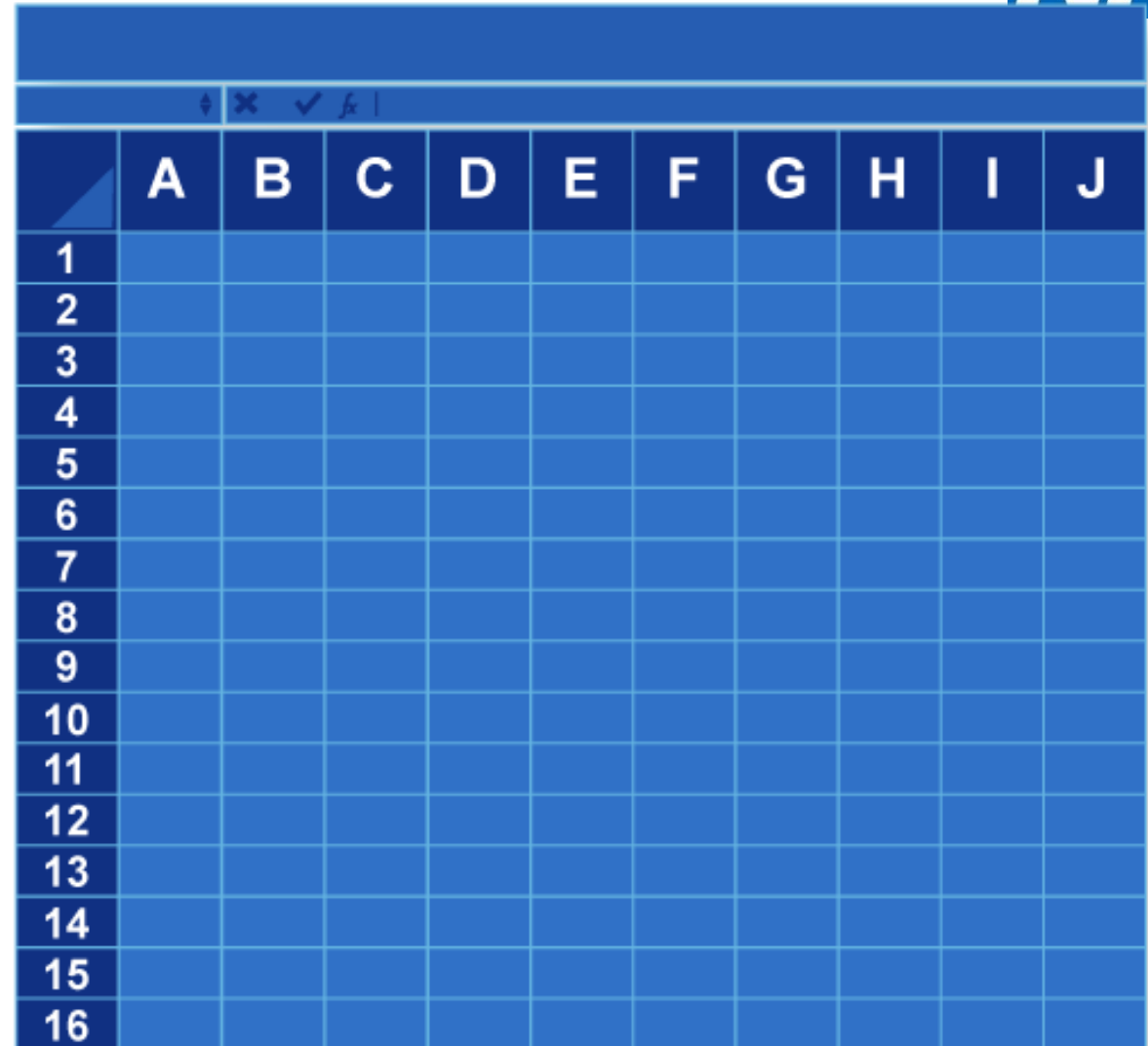
Were the Training Objectives Clear?

Very poor> Excellent

Rating	1		2		3		4		5		Total
NIVS	1	2%	2	4%	10	21%	19	40%	15	32%	47
NIMS									1	100%	1
Outcomes4Health			1	2%	6	14%	16	37%	20	47%	43
Qflow	1	3%	2	6%	5	14%	19	53%	9	25%	36
Outcomes4Health & Qflow			1	50%					1	50%	2
	2		6		21		54		46		129

We intend to focus on other questions as areas of improvement over the coming weeks.

Section 6: Appendices



	A	B	C	D	E	F	G	H	I	J
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System-user roles mapped against workforce roles



This table outlines the user and data requirements identified for each system by delivery model and their equivalent workforce roles to provide clarity on the staff responsible for getting trained to use the systems.

IT System	NIVS		NIMS		Outcomes4health solution - Pinnacle	
	System requirement	Workforce user	System requirement	Workforce user	System requirement	Workforce user
Hospital Hub	Admin <ul style="list-style-type: none"> Create and manage user accounts 	Lead provider to nominate SPOC / Admin to liaise with the national team for account set-up	Admin <ul style="list-style-type: none"> Create and manage user accounts 	Lead provider to nominate SPOC / Admin to liaise over account set-up	<i>System not used</i>	
	Pre-screening & Adverse Reactions Data Entry	Registered Healthcare Professional (clinical assessor / clinical supervisor)	Pre-screening check box (passed), consent and Adverse Reactions data entry	Registered Healthcare Professional (clinical assessor / clinical supervisor)		
	Vaccination events data recording	Vaccination Admin Support / Vaccinator	Vaccination events data recording	Vaccination Admin Support / Vaccinator		
Vaccination Centre	<i>NIVS is currently:</i> <ul style="list-style-type: none"> Live in 16 VC's Confirmed to be used in 7 VC's 		<i>NIMS can be used in any setting, such as large vaccination centres; workforce roles would be the same as in the Hospital Hub setting. Post-Vaccination Observation staff can record adverse reactions.</i>		Admin <ul style="list-style-type: none"> Create and manage user accounts 	Lead provider to nominate SPOC / Admin for account set-up
					Pre-screening	RHCP Clinical Assessor
					Vaccination Events Data Recording <ul style="list-style-type: none"> Enter vaccination event data 	Vaccination Admin Support
					Adverse Reaction Data <ul style="list-style-type: none"> Record adverse reactions 	HCP Clinical Supervisor for major adverse reactions
PCN	<i>System not used</i>		<i>System not used</i>		<i>Used but option to use GP systems once ready – roles will be the same as in the Vaccination Centre case</i>	

System-user roles mapped against workforce roles



This table outlines the user and data requirements identified for each system by delivery model and their equivalent workforce roles to provide clarity on the staff responsible for getting trained to use the systems.

IT System	National Booking Service	
	System requirement	Workforce user
Hospital Hub	<i>System not used</i>	
Vaccination Centre	Regional Management <ul style="list-style-type: none"> • Create and manage site manager user accounts • Unlock locked accounts • Create and manage sites (units), including editing details of sites 	Regional Manager Regional teams to nominate the Regional Manager (accounts have been set up already and training materials distributed)
	Site Management <ul style="list-style-type: none"> • Create and manage user accounts for arrival stewards and assessment clinicians • Edit details of sites • Create and amend appointment slots • Cancel booked appointments 	Ops Director / Site Manager <ul style="list-style-type: none"> • Site specific responsibilities • User can access multiple sites as site manager with the same account
	Arrival / Check In <ul style="list-style-type: none"> • Confirm details of citizens' appointment • Reject citizens who cannot enter the site • Mark citizens who can as checked-in 	Front of House / Reception
	Clinical Assessment <ul style="list-style-type: none"> • View details of an appointment • Copy booking reference into the clinical system 	RHCP Clinical Assessor
PCN	<i>Not used in GP setting but plan to use in pharmacy setting – still under discussions</i> Pharmacy settings will have to nominate users to fill the system requirement data if using the NBS	

System-user roles mapped against workforce roles



This table outlines the user and data requirements identified for each system by delivery model and their equivalent workforce roles to provide clarity on the staff responsible for getting trained to use the systems.

IT System	NHS Foundry [Palantir]									
	Site Readiness Reporting		Workforce Planning		Sit Rep eForms		Stock Request eForms		Operational Reporting Dashboard	
	System requirement	Workforce user	System requirement	Workforce user	System requirement	Workforce user	System requirement	Workforce user	System requirement	Workforce user
Hospital Hub	Submit responses against key readiness indicators	Lead provider to nominate users (potentially Ops Director / Senior Manager)	Enter details of number of key workforce roles fulfilled	Lead provider to nominate users (potentially operations Director / Senior Manager)	Enter a daily situational report	Lead provider to nominate users (potentially operations Director / Senior Manager)	System not currently in use Future requirement TBC		Access to view operational reports	Provider to nominate users (potentially operations Director / Senior Manager)
Vaccination Centre		May be supported by CCGs, STPs and Regions		May be supported by CCGs, STPs and Regions						
PCN		Currently completed by CCGs		System not currently in use						