



13 March 2024

Dear colleagues,

This bulletin provides need-to-know information from the national COVID-19 vaccination deployment team, supporting Vaccination Centres (VC), Local Vaccination Services (LVS) and Hospital Hubs across the country to deliver the COVID-19 vaccination programme.

If you have any queries, please contact your SVOC who can escalate via the SVOC/RVOC escalation route.

To access links in this bulletin please join the [Vaccinations and Screening FutureNHS Workspace](#). Previous editions of the bulletin are [here](#).

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Cross-programme updates

1. [\[NEW\] Spring 2024 COVID-19 Vaccination Site Campaign Guide](#)

The Spring 2024 COVID-19 Vaccination Site Campaign Guide has now been published on FutureNHS here: [COVID-19 Spring 2024 Programme Documents - Vaccinations and Screening - FutureNHS Collaboration Platform](#).

The guide provides key campaign information for both new and existing sites, combining the previous mobilisation blueprint and deployment guide. As new information becomes available and is communicated through this bulletin, the campaign guide will also be updated to remain current.

2. [\[NEW\] Introduction of Multi-Factor Authentication \(MFA\) on Point of Care](#)

On 5th March EMIS introduced the requirement to log-in using MFA when accessing sites including PharmOutcomes and Outcomes4Health. MFA means that a second piece of evidence is required to verify the identity of the account holder when logging in. This typically involves installing an authentication app on your mobile device (although desktop or browser authenticators are available).

MFA is associated with the e-mail address and user log-in. You will not be able to access the system if the same e-mail is linked to more than one user account in the platform. This may be the case where user accounts are linked to a shared mailbox, where someone works across more than one site, or where a duplicate account has been set-up. If you do not have a unique email address, either you or your site administrator must change your email in the Point of Care system settings.

Users who require access across multiple sites should:

- For **PharmOutcomes**, [send a message](#) to the helpdesk with a list of the relevant PharmOutcomes user log-ins, e-mail accounts and site ODS codes and request them to link the user accounts into a single log-in.
- For **Outcomes4Health**, follow the guidance at [MFAForOutcomes4HealthAtCovidSites](#)

You should have received communication and guidance for this change from the supplier, but it is also included here for reference (PharmOutcomes MFA [guidance](#) and [FAQs](#)). Users requiring further assistance should contact the helpdesk – [link to PoC contact details on FutureNHS](#).

The implementation of MFA enhances security and so we expect that other PoCs will be rolling this requirement out in the near future. In all instances, the first point of contact should be your Point of Care supplier.

3. [\[NEW\] Notification of no Supply Plan for the period 1 April-7 April 2024](#)

The current supply plan will come to an end on 31 March 2024. To facilitate vaccine requirements for the **year-round period only** between 31 March 2024

and the start of the main SS24 campaign, sites should request this vaccine by 26 March 2024 at the latest, covering the period 1 April - 22 April 2024.

4. [\[REMINDER\] Q-Flow preparation for Site Managers](#)

If you are a site that will be using the National Booking Service (NBS) and Q-Flow for the Spring COVID-19 campaign, please take the time to read our five top tips:

- 1) Existing users **reactivate your user account** – Q-Flow deactivates users that have not logged in for over 120 days. So, before the campaign please log in to ensure your account stays live and reactivate your colleagues if necessary.
 - If you cannot log in, please ask another active sites manager at your site to [manage your access](#) for you.
 - If you do not have any active site managers contact your [SVOC](#).
- 2) NBS will open on 15 April for the public to make bookings for appointments from 22 April onwards. We typically see high demand when NBS is opened to the public; keep checking on and after this date to ensure you have good availability on since appointments can get booked up quickly.
- 3) Q-Flow guidance has been updated based on user feedback and now includes short 'how to' videos on the popular sections. The guidance pages can be found here: <https://digital.nhs.uk/services/vaccinations-national-booking-service/q-flow-guidance>
- 4) For new sites and users there is a LIVE training webinar taking place on Tuesday 9 April 12-1. Click here to register: [Q-Flow Training Webinar](#)

Check your links to the help and support pages on [FutureNHS](#) as they have been changed and the FAQs have been updated.

Further national links and resources

Operational notes:

You can find all the latest operational notes on FutureNHS [here](#).

You can find communications resources on FutureNHS [here](#).

Previous bulletins:

Previous editions of these bulletins can be found [here](#).

Other Resources:

[Coronavirus vaccinations](#): Our Digital team helps you access up-to-date information, training and onboarding guides related to the tech and data solutions that are supporting the Covid-19 and seasonal flu vaccination programmes.

[COVID-19 Vaccination Programme FutureNHS page](#) provides members with access to key documents, resources, webinar recordings and case studies.

[Equalities Community of Practice](#), with bespoke tools, resources and content for engagement and practice in supporting and learning from people and partners within underserved communities and equalities groups.

[Supply and Delivery Hub](#) helps you access key information in a timely way and helps support you to deliver your local vaccination service. Here you will find the latest delivery information alongside the latest supply chain and customer service FAQs and other helpful information.

All COVID-19 vaccination queries for national teams should be escalated via the SVOC/RVOC/NVOC process. Current SVOC email addresses can be found [here](#).