

Best Practice Pre-call and Recall for 6-week immunisations

This document covers best practice principles for pre-call and recall for 6-week immunisations delivered in general practice.

Precall Recall 6-week immunisation	Newborn Enrolment
<p>Pēpi 4-6 weeks</p> <p>Aim for 1 – 2 pre-calls to welcome pēpi to practice, book appointment, offer enrolment.</p> <p>SMS, letters and emails from practice are mana enhancing, welcoming, clear in messaging and include opportunity for whānau to respond with questions.</p> <p>Pēpi 6 weeks+</p> <p>Aim to follow up with māmā/caregiver/whānau 1-2 more times.</p> <p>Refer to Outreach Immunisation Service if unable to contact pēpi and whānau to offer more support.</p> <p>Allocate protected time for staff to complete pre-call, recall and referrals to Outreach Immunisation Services.</p>	<p>Newborn Nominations</p> <p>Accept all newborn nomination messages daily.</p> <p>Establish process to manage newborn nominations in case of staff absences and turnover.</p> <p>Nominate a Newborn Enrolment Champion for the practice.</p> <p>Eligibility</p> <p>Pēpi are eligible for enrolment if in the care of a guardian/whānau who is also eligible.</p> <p>A birth certificate is not required for enrolment.</p>

Making whānau feel welcome



Whakawhanaungatanga (relationship building) is important

Addressing Barriers to access

Barrier	Tips
Transport	Consider offering staff to transport whānau, offering petrol vouchers and early referral outreach immunisation services.
Housing/Mobility	Check contact details at every contact, get email details, next of kin.
Time	Ask whānau what time/day would work best for them. Be prepared to provide a variety of options, for example being able to offer immunisation out of working day (evening or weekend) Well Child clinic or sharing information about local vaccination events and pop-up clinics.
Non-discrimination	Immunisation services need to be holistic and listen to the concerns of whānau; staff who look like the whānau they serve; staff trained in cultural safety and Māori models of care.
Cost	All general practice visits for children aged 13 and under are free in New Zealand. This includes immunisation, which should be offered completely free without any requirement for other accounts to be paid.

Self-Checklist



Prioritise immunisation recalls with an equity approach.

- Recall Māori and Pacific peoples and those whānau with high barriers to access first (e.g., those with disabilities, or from low socioeconomic areas).
- Consider dedicating staff to contact/phone these patients to discuss the importance and benefits of immunisation and to address any concerns or barriers.
- Ideally this would be a qualified member of staff who is matched from ethnicity and/ or language perspective.



Offer opportunistic immunisation.

- All practice staff can use patient alerts or check recalls identifying attending patients who will soon be due, or who have overdue immunisation. Practice staff may also immunise non-enrolled casual babies if the opportunity arises.
- Do not postpone or cancel immunisation appointments for babies or others mildly unwell.



Ensure your practice feels safe to whānau with precious babies.

- Consider offering immunisation in 'green plus' streams e.g., not co-mingling with winter illnesses.
- Consider separate clinic times for childhood immunisation or 'Well-child Saturdays'.
- Consider calling babies in from car to immunisation room or immunising in cars.
- Ensure that whānau feel seen, heard and valued and that any concerns or worries are addressed.

Refer to the following links for more information about best practice:

- <https://www.immune.org.nz/factsheets/equity-and-best-practice-immunisation>
- <https://www.rnzcgp.org.nz/running-a-practice/the-foundation-standard/clinical-care/72-immunisation/>