

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.

Pre-call and Recall for 6-week immunisations	Newborn Enrolment
<p>Pēpi 4 to 6 weeks old</p> <p>Aim for 1 to 2 pre-calls to welcome pēpi to practice, book appointment, and offer enrolment.</p> <p>Ensure text, letters, and emails sent from practice are mana enhancing, welcoming, clear in messaging, and include opportunities for whānau to respond with questions.</p> <p>Pēpi 6 weeks and older</p> <p>Aim to follow up with māmā, caregivers, guardian or whānau 1 or 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 Service.</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 care of a guardian or whānau who is also eligible.</p> <p>A birth certificate is not required for enrolment.</p> <p>Accept newborn nominations for babies whose primary caregiver is enrolled with the practice.</p>

Making whānau feel welcome

Provide a positive whānau-centred environment providing manaakitanga, aroha and active listening

Ensure your clinic communicates to whānau that you have prepared for them to ensure they have a safe and positive experience

Be flexible to unforeseen circumstances, a play area for tamariki, and cultural awareness training for all staff

Whakawhanaungatanga (relationship building) is important

Addressing barriers to access

Barriers	Advice
Transport	Consider offering staff to transport whānau, offering petrol vouchers, and early referral to outreach immunisation services.
Housing & Mobility	Check contact details at every contact, get email details, and next of kin.
Time	Ask whānau what time and 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 clinics, or sharing information about local immunisation 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 and phone these whānau 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 recalls identifying attending pēpi who will soon be due, or who have overdue immunisation. Practice staff may also immunise non-enrolled casual pēpi if the opportunity arises.
- Do not postpone or cancel immunisation appointments for pēpi or others that are mildly unwell. Ensure all staff are aware of true contraindications for immunisation.



Ensure your practice feels safe to whānau with pēpi.

- 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 whānau and pēpi in from car to immunisation room or immunising in cars.
- Ensure 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/>