

About VACCSline

Multiple informal requests for immunisation advice by primary care practitioners prompted a novel collaboration between the Oxford Vaccine Group (OVG) and the Oxfordshire and Buckinghamshire Health Protection teams. In April 2005, a direct telephone service “VACCSline”, Vaccine Advice for Clinicians Service, was launched to provide practitioners within the Thames Valley Strategic Health Authority with instant local access to an immunisation hotline.

Questions relating to childhood or adult immunisation (non travel) are answered by a registered nurse with specialist immunisation knowledge and understanding. Where necessary the nurse sources clinical back up and advice regarding complicated immunisation questions through email discussion with the consultant in paediatric infectious diseases and other medical staff of OVG and the local CCDCs (Consultant in Communicable Disease Control).

All calls are captured on a database which provides a continuously expanding reference resource of previous replies based on research and expert consultation. Audit of these calls assists in identify local knowledge needs within primary care which can be met through immunisation training sessions; a quarterly VACCSline newsletter provides a further teaching opportunity.

VACCSline aims to provide consistent immunisation advice and education to practitioners to help achieve excellence in immunisation care.