

# PHO Information Sheet: Pre-call, recall and completion of 6-week immunisation services

## Purpose of information sheet

- The purpose of this document is to provide information about the types of funding being paid to Primary Health Organisations (PHOs) and their contracted providers (general practice) to support best practice pre-call, recall and completion of 6-week immunisation services for the applicable period of 1 April 2024 to 30 June 2025.

## Background

- General practice plays a critical role in the delivery of childhood immunisations and will continue to do so as we draw on the capability and capacity across the wider health sector to help increase options for whānau to access childhood immunisations in their communities.
- Health New Zealand | Te Whatu Ora (Health NZ) is working closely with all authorised vaccinators, to ensure that people have options to access childhood immunisation outside their general practice. Regardless of where childhood immunisations are administered, general practice will continue to retain responsibility for pre-calling and recalling babies and infants for immunisation, for their PHOs enrolled population.
- We acknowledge the increased time and effort required by general practice to undertake best practice, comprehensive pre-call and recall activity, particularly for high priority populations.
- This funding aims to alleviate some of the administrative burden currently being experienced by general practice due to workforce constraints and enrolment capacity and is part of a broader approach to support an increase in childhood immunisation rates.
- In addition to this funding to general practice, further funding is available to PHOs to support coordination of this activity.

## Funding Types

- The funding types being provided to PHOs and contracted providers (general practice) for the applicable period is to support:
  - PHO Coordination,
  - Practice Based Enablement, and
  - Pre-call and Recall activities.
- The **PHO Coordination funding** calculated in your letter of agreement should be used to:
  - support and coordinate authorising agents to increase completion of 6-week immunisation of its enrolled population.
  - Provide and support [Best Practice Guidelines for Pre-call and Recall](#) activities and referrals to contracted providers.
  - Ensure links with immunisation outreach services are in place and contracted providers are aware of the referral processes.
- The **Practice Based Enabled funding** calculated in your letter of agreement should be:
  - 100% passed through to contracted providers on or before 1 July 2024.
  - Be used to support their capacity to complete activities related to 6-week immunisations.
  - This includes but is not limited to paying nurses and other staff for additional time to undertake best practice pre-call and recall activities related to 6-week immunisation.
- The **Pre-call and Recall funding** is:
  - \$40.00 (GST exclusive) per enrolled person who has had their 6-week immunisation completed during the applicable period; and
  - Another \$40.00 (GST exclusive) per enrolled person who meets the high priority population criteria and has had their 6-week immunisation completed during the applicable period.
  - Is paid to contracted providers quarterly based on the number of completed 6-week immunisations for their eligible enrolled population

## Role of PHOs

The role of the PHO is to:

- Support and coordinate with authorised agents, including contracted providers, pharmacies, outreach immunisation services, and other immunising agents.
- Provide best practice guidelines for pre-call and recall activities and referrals to contracted providers.
- Support contracted providers in establishing best practice systems and processes for pre-call and recall.

- Ensure contracted providers comply with best practice guidelines.
- Establish links with appropriate immunisation outreach services and ensure contracted providers are aware of these services, with effective referral systems in place.

## Role of Contracted Providers (General Practice)

The role of the contracted provider (general practice) is to:

- Ensure best practice guidelines are established and known by staff working in the practice.
- Establish links and ensure staff are aware of the appropriate immunisation outreach services, including options of Well Child Tamariki Ora clinics or sharing information about local vaccination events or pop-up clinics.
- Ensure early referral to immunisation outreach services if unable to contact the whānau early in pre-call phase.
- Pre-calls and recalls are prioritised with an equity approach.
- Ensure whānau feel welcomed when arriving at the clinic and no costs are paid by the whānau for childhood immunisation (including the requirement to pay outstanding accounts prior to immunisation).
- Offer newborn enrolment at the time of the 6-week immunisation, if unenrolled.

## Reporting

- On the last business day of each quarter, PHOs are required to provide reporting (as shown in the [Reporting Template](#)) to [primary.care@tewhatuora.govt.nz](mailto:primary.care@tewhatuora.govt.nz)
- The National Public Health Service Immunisation team produced an [operational reporting dashboard](#) based on information from the Aotearoa Immunisation Register (AIR). This will be available to support PHO's and practices to manage funding based on 6-week immunisations given to their enrolled population.
- Additional information including instructions on how to access the database, a user guide including criteria for the data has been provided.

## Further Information

- If you have any immunisation questions or comment, please contact the Health NZ Prevention team at [immunisation@tewhatuora.govt.nz](mailto:immunisation@tewhatuora.govt.nz)
- If you have any contract related questions or comments, please contact the Health NZ Primary Care team at [primary.care@tewhatuora.govt.nz](mailto:primary.care@tewhatuora.govt.nz)

## Definitions

- **6-week immunisations:** Immunisations available for eligible children at 6-weeks old.
- **Applicable Period:** April 1, 2024, to June 30, 2025.
- **Contracted Provider:** General practice or health service provider subcontracted to deliver services.
- **Enrolled:** Includes pre-enrolled newborns.
- **High Priority Population Criteria:** Criteria for enrolled persons eligible for 6-week immunisations, including Māori, Pacific, Community Service Card holders, Quintile 5, and rural service users.
- **Pre-call:** Proactive reminder or notification for upcoming immunisation appointments.
- **Recall:** Notification process to remind whānau that 6-week immunisations are due or overdue.

For more information, refer to your contract held with Health NZ.