**1.       Over 65 age cohort – call  volume**

The local  0141 201 4180 phoneline is receiving a huge number of calls due to an error nationally re. the number of appointment letters issued.  We are working with national partners to resolve this issue and to prevent it happening again.  In the meantime, we are getting reports that  patients are calling GP practices, frustrated at the not being able to get through on the local number.

We are increasing the number of staff who will be answering calls and have also set up a generic email address for patients to email should they not be able to get through to speak to someone.  The email address is [adult.flu@ggc.scot.nhs.uk](mailto:adult.flu@ggc.scot.nhs.uk).

If GPs are contacted by a patient that can't get through, we would ask that they are advised to email with the following information

       their full name,

       CHI (if known),

       date of birth,

       original appointment details (date and venue),

       if they wish an alternative appointment

       and importantly their mobile number which will be used to text their new appointment details to.

A voice message advising of the email address will be added today and local and national communications updated with this information.

We are currently experiencing high call volumes to our adult flu telephone line. Staff are working hard to answer all calls and will respond to all emails and an alternative appointment will be offered if requested.

If not already in place, it may be helpful for practices to update their answering machines and websites with the advice that routine over 65 appointments are not being handled by practices and to call the number on their letter, or email the in-box with the information above.

**2.**  **Additional requests for QIVc supply**

I have had at least 8 emails from frustrated practices who have had requests for additional supply of QIVc refused.  In some cases after an order has been confirmed.  I know we had an agreement  that practices could receive up to 75% of their denominator, but this has subsequently changed.

National Procurement are currently not authorising release of any additional vaccine that exceeds the set allocation.  WE are expecting a statement from NP so that consistent messaging is shared however, in that gap:

While at present there is no notification of insufficient supplies, National Procurement have advised that they require to manage the stock effectively to ensure equitable distribution.   Demand for vaccine has been earlier this season, but at this early stage, it is unclear whether overall uptake has markedly increased.

National Procurement have advised that at this time they are unable to provide QIVc in excess of allocations and ask practices and teams to work with available supply.   If required, the practice  should be able to reschedule patients once further stock becomes available.

This is the case for all HBs across Scotland and is not a local GGC issue.

Kind regards

Louise

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