Ensure systematic process within practice for call and recall using CEG searches, Accubook/AccuRX, and systematic process for call, recall and booking appointments

WHEN	
Daily	clear of 'To manually book' & 'Awaiting Response' patients in Accubook
Every 48 hours	Run searches to ensure patients have booked and follow up those that have not booked
Weekly	review of patients who have moved away from practice

WHO			
Cohorts 1-6	contact and book outstanding patients	letters to be sent where no telephone number, incorrect telephone number or after multiple failed attempts	Number of letters sent
Cohorts 7-9	contact and book outstanding patients	letters to be sent where no telephone number, incorrect telephone number or after multiple failed attempts	Number of letters sent
Cohort 10	invite and follow up any that have not booked	letters to be sent where no telephone number, incorrect telephone number or after multiple failed attempts	Number of letters sent
Over 18s	Ensure all have been invited at least once		

HOW	
Patient appointments	proactively book
CEG 2nd dose search	Run, contact patients and actively book appointments
Manually booked patients	patients to be called or written to confirm appointment
Global disinvite and Global reinvite	Use where necessary
Use of Nimms	ensure you refresh Nimms option on AccuRx before you call any patients and view booking notes as you may be able to update some patient status without ringing
Patients who are booked to have it elsewhere or choose not to have the vaccine at all after speaking with a clinician	Use the "Decline invite" option with a reason – DO NOT USE THE CANCEL OPTION
Outstanding patients waiting on 1st vaccine 8 weeks or above	Check, contact patient and book appointment
All patients	ensure there is a telephone number mobile, home or other on the CSV files before you upload on AccuRx –

	this will ensure there is a current number recorded and will be invaluable when working on second dose calling
Cancelling a booked appointment	the patient will fall into the cancelled list which is off the booking list radar. Please re-invite instantly via *'invite an individual'* so they are on the system to be contacted again