NIVS- COVID: Frequently Asked Questions

NHS
Arden and
Greater East Midlands
Commissioning Support Unit

Arden&GEM

NHS

Introduction

This document contains answers to some of the most commonly asked questions the NIVS team receive and can help you quickly troubleshoot and answer queries without having to go to the helpdesk in the first instance.

Other documents that provide quick and easily accessible 'self-help' can be found on the Arden & GEM website HERE.
Two documents to look out for are:

- Knowledge Articles & Fixes
- User Guide and Training Manual

These will resolve the majority of issues users come across so please take time to read them.

However, where these documents do not resolve your issue then the service desk should be contacted for further help and advice.

The service desk operates:

Monday to Friday - 8am to 8pm
Saturday & Sunday - 10am to 4pm

Email: agem.nivs-covid@nhs.net

Phone: 0121 611 0187

You can use 'CTRL Click' on the question you want to view/navigate to from the list below:

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1.0 Inputting Data into the NIVs System

1.1 What information will staff need to know to be immunised?

They need to have their NHS Number, this is a system requirement to ensure that data can flow to the GP record.

For staff/patients who don't have their NHS number, a search can be done in NIVS using their ESR number and/or demographic data. However, if no match is found you will not be able to record their vaccination within the NIVS system.

Please Note: Currently, NIVS does not allow you to record a vaccination for someone (Patient or HealthCare worker) without an NHS Number, but as per communications from NHS England & NHS Improvement and DHSC, you are absolutely able to vaccinate these members of staff and should retain a paper-based and/or local system record of the vaccination event. A template form can be found HERE in the 'Supporting Documents' section – 'Manual data capture form'.

1.2 PhamOutcomes displays the Immunisation history to the vaccinator when the NHS look-up takes place. Am I right in assuming this will be the same for NIVS?

Yes, this is correct and is one of the reasons the NHS number is required.

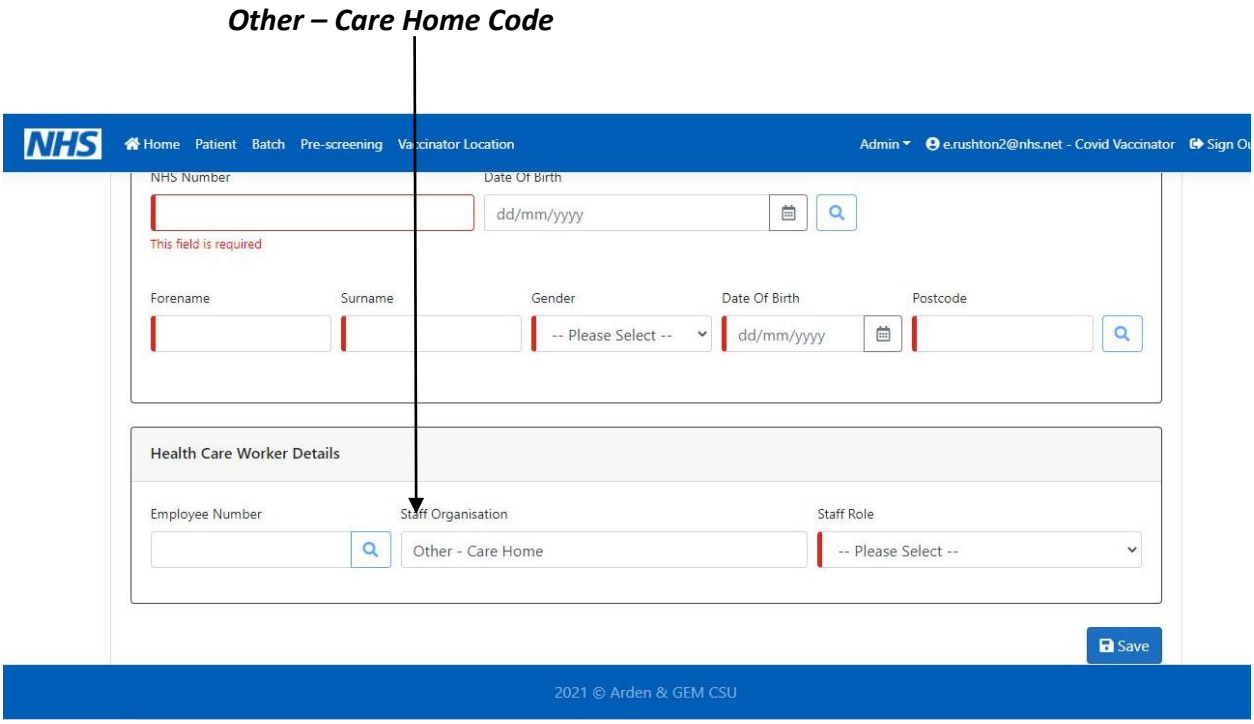
1.3 I am vaccinating staff from GP surgeries, how do I record this in NIVS?

A drop-down list by region is available. To search for the correct option, you will need to enter GP (space) followed by the first three letters of the region. The regions are listed below:

GP - East of England Region
GP - London Region
GP - Midlands Region
GP - North East and Yorkshire Region
GP - North West Region
GP - South East Region
GP - South West Region

1.4 What do I do if I can't find the Care Home I need listed in the drop-down list?

If you cannot find the care home from the drop-down staff organisation list you should use this option:



1.5 How will NIVS work if I am vaccinating care home workers or staff that don't work for my Trust?

The vaccinator can record the vaccination with the staffs NHS Number and select the organisation they are working for from the drop-down table. If the organisation isn't within the drop-down list, you can select "other local authority organisation".

1.6 How is the ESR number populated?

NIVS receives ESR data and the NIVS application links to the NHS number through the demographic data provided from ESR. This works in the same way as the search on patient demographics to provide the NHS number.

Whilst the ESR number is not mandatory every effort is made by the application to link it. The staff organisation is a mandatory data capture requirement.

1.7 How to update incorrect data pulled from PDS

Due to PDS integration with NIVS. In any case, where incorrect data is pulled when adding a patient. You will need to update your 'Spine' records.

This can be updated when 'editing' patient. Click edit on patient record, then click the magnifying glass next to NHS number to re-populate with correct details (updated on spine).

1.8 Can a patient's details be recorded into the NIVS system before they attend their vaccination to save time and make the process run more smoothly?

Yes, a new patient can be added/pre-populated into NIVS before the vaccination event.

1.9 Will the vaccination details go to the GP/primary care record and how does that happen?

Yes, within 24 hours of the vaccination event the details will be captured in the GP record. Data captured in NIVS flows to NHS digital who disseminate the data onwards.

1.10 Is there any functionality to book vaccine appointments within NIVS?

No, there is no booking functionality within the NIVS system for either the 1st or 2nd vaccination.

1.11 Can I see which members of my organisation have been vaccinated in an extract report?

An extract is available in NIVS which will detail all the staff in you organisation who have been vaccinated, regardless of where that vaccination took place. However, for it to show in the report they will have had to have been vaccinated by a NIVS site.

1.12 Are vaccinator details non-mandatory? Does it have to be the vaccinator entering the details?

Vaccinator name is a mandatory field. NIVS is intended for data entry to happen at point of care however an administrator can input the data on behalf of the vaccinator.

1.13 Will you be able to choose a vaccinator based on people approved on the system as a vaccinator role?

No, not at present.

1.14 Can adverse reactions be added the following day?

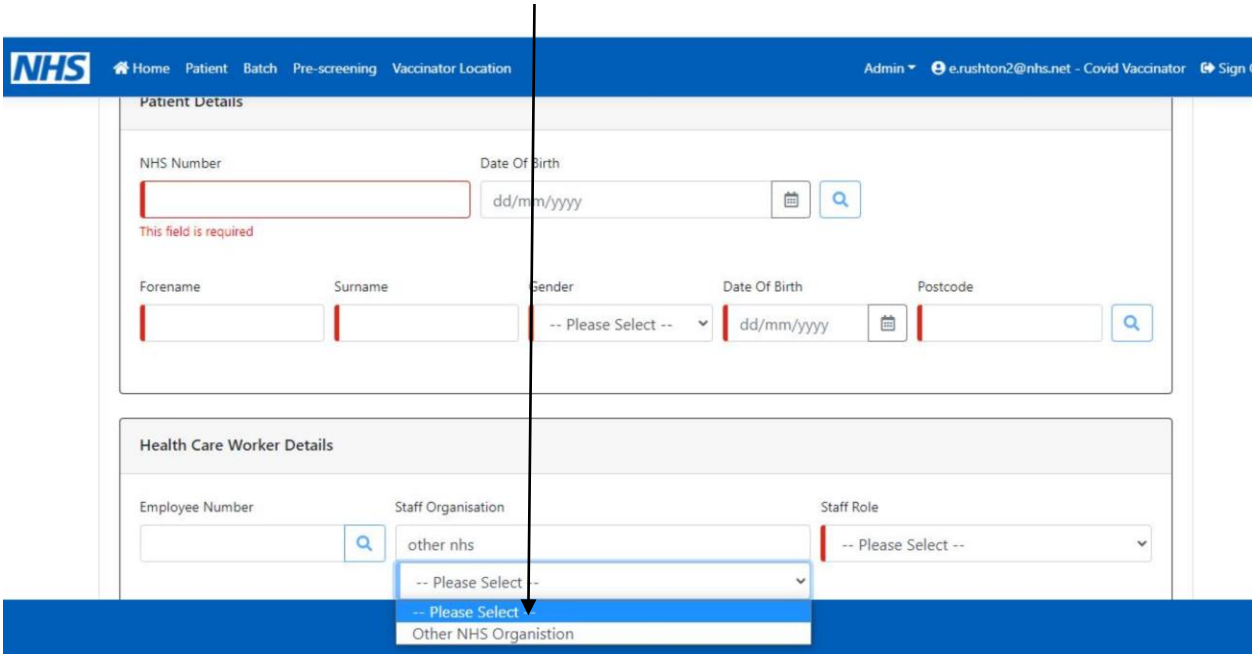
Yes, they can either be added the same day or at a later date.

1.15 If you record an adverse reaction does that mean that you don't need to action a yellow card?

No, the Yellow Card process must still be followed.

1.16 What if the health care workers organisation is not in the drop down list?

You would need to select – ***'Other -NHS Org'***



1.17 Are you adding the Fully Specified Vaccine Name rather than the preferred concept?

We will be using the name detailed from the MHRA to use.

1.18 Do we have to manually enter batches or can the vaccination batches be scanned?

Currently it is manual batch entry and there is no option of scanning the vaccination batches barcode. The first batches of the vaccines will not have a GS1 barcodes and therefore a manual entry of this is needed to record these batch numbers. Having manual entry also gives the chance to enter batch number if scanners to capture these barcodes do not work if a scanning feature is implemented.

1.19 Are the batch details stored against Trust or an organisation?

Yes, the batch number is stored against each Trust.

1.20 Can I see batch information that another member of trust staff has added, or does it have to be done by each person recording data?

Yes, batches are managed at a Trust Level so one batch can be used by multiple clinicians be seen and used by everyone within that Trust.

1.21 Can admin staff register to use NIVS, as we are using a buddy system where the admin staff will input the data as the vaccinator is vaccinating?

Yes, this is fine and should not be a problem.

1.22 Is there a DPIA available for NIVS?

Yes, there is a DPIA. Please contact the NIVS helpdesk if you require a copy.

1.23 Do we have the detail on what risk groups/health conditions cannot be vaccinated so that we can inform people at the time of booking rather than waste an appointment?

No, NIVS does not hold that information.

1.24 Will I be able to see if someone has had a vaccine at other sites which are administering covid vaccinations i.e. GP surgery or mass vaccination sites?

Yes, NIVS will return details of previous vaccinations no matter where they were undertaken or if recorded on a different system to NIVS.

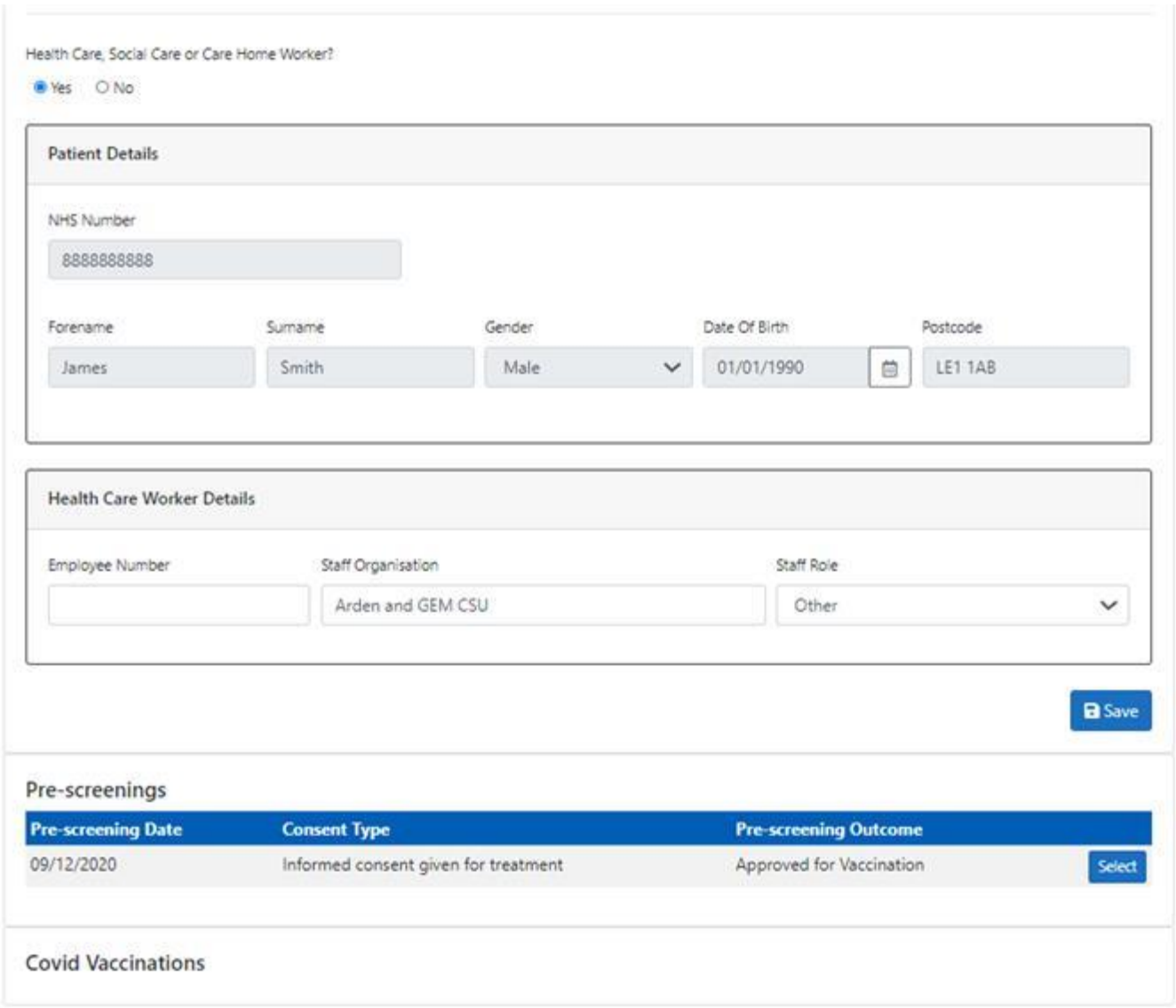
So, if anyone has had a vaccination event be that from mass vaccination sites, GPs etc., then that information is flowed to a central system. When the NHS number of that patient/staff is entered into NIVS it will automatically show you if they have already had a previous vaccination dosage.

1.25 What happens if an adverse reaction is reported a while after the patient has the vaccine – can it still be added to NIVS?

Yes, adverse reactions can be added to NIVS at any point after the vaccination event.

1.26 How does pre-screening work?

When adding patients, please fill out the prescreening questions and click ‘save’. If you are not adding a covid vaccination immediately, you can search for that patient on the prescreening search functionality.
Please note It will only show up under prescreening if the patient has not had any vaccinations, as seen below;



As soon as a vaccination has been recorded for that patient, prescreening, (demonstrated in the screenshot) will then disappear, indicating they have had their vaccination.
When administrating the second dose, you will need to fill out the pre-screening questions again as the questions still apply.

2.0 Reporting

2.1 Is there a bulk upload option into NIVS for Covid Vaccinations?

No, there is no bulk upload function as per the requirements agreed with the programme. Point of Care entry ensures that the mandatory fields are complete and ensures the highest level of data quality.

2.2 What report data can be extracted from NIVS?

Reporting is now available. Extracts are in csv. format and include all data fields available.

The SPOC/lead Contact for each site will be able to approve access requests for a small number of users from that Trust to have access to report extracts.

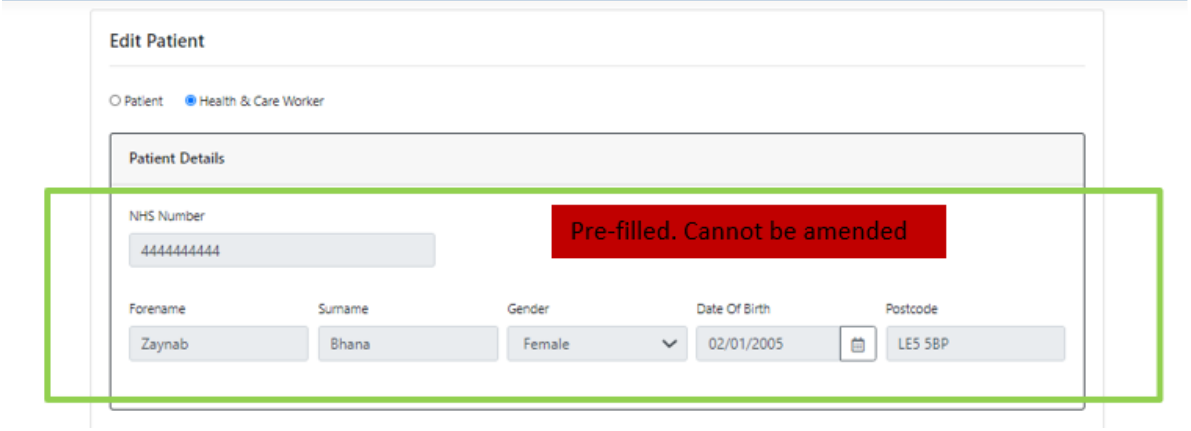
2.3 Can I see live reporting within NIVS?

Users with access to Covid Reporting will also have access to a 'LIVE' dashboard on the home screen. This dashboard shows some high-level statistics around the numbers vaccinated so far today, the numbers vaccinated yesterday and a running total of all vaccinations.

2.4 What happens if someone makes a mistake with the date entry?

Some fields can be corrected. There is an audit trail within NIVS that records any changes.

However, it should be noted that the patient registration information cannot be edited – see examples below



If any of the data is incorrect please email **agem.nivs-covid@nhs.net** and in the title state "Data Quality Query ".

3.0 Gaining Access to NIVS and Functionality

3.1 Is using this system mandatory?

The use of a covid vaccination system to record vaccine details is mandatory within Hospital Hubs and Mass Vaccination sites. NIVS is an approved system which can be used in Hospital Hubs and Mass Vaccination sites.

3.2 Can authorisation for new NIVS users be done locally?

Currently no, authorisation should be requested centrally from the NIVS helpdesk at **agem.nivs-covid@nhs.net**.

To ensure accounts and access are set in place quickly we are looking to pre-approve as many users as possible onto the application. The NIVS Registration form should be completed and submitted to us by the Trusts regional SPOC. Alternatively, staff can request access themselves via insights, please see the user guide for instructions on how to do this.

The registration form and User Guide can be found HERE

3.3 Who validates and creates staff user accounts, allocates passwords, resets etc is it centralised or federated to the local organisations?

The NIVS helpdesk oversee the process for onboarding new users, ensuring they have the correct links and can help with password/account set up or any other issues. Passwords can also be reset through the Insights portal.

The helpdesk details are email: agem.nivs-covid@nhs.net and their contact number is 0121 611 0187

3.4 Can NIVS be accessed via WWW or is it via HSCN

NIVS is accessed via the internet - Check that you are using the latest version of Google Chrome or Microsoft Edge Chromium. Safari and Edge also work.

N.B. NIVS Covid will not work with Internet Explorer

3.5 Does NIVS access require Smart cards?

No, Smartcards cannot be used to access NIVS.
NIVS accounts use OKTA credentials and an OKTA/Insights account is needed to access and log into NIVS.

3.6 If there is a catastrophic system failure and NIVS is unavailable does the whole vaccination process stop or is there a manual process that teams can follow?

Yes, NIVS has a Business Continuity Plan for this scenario which can be found HERE.

3.7 Can we access the system at different sites and different location under the same registration?

A user can now select which site they are vaccinating from and therefore can vaccinate at multiple sites under the same OKTA registration.

3.8 Does the system timeout after a period of inactivity? If yes, how long?

Yes it does, it will automatically log out after 30 minutes.