

# NIVS- COVID: Frequently Asked Questions





## 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 6pm

Saturday & Sunday - 8am to 4pm

**Email:** [agem.nivs-covid@nhs.net](mailto: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 How do I record vaccinations for staff from GP surgeries 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:

**Other – Care Home Code**

The screenshot shows the NHS Covid Vaccinator interface. At the top, there is a navigation bar with the NHS logo and links for Home, Patient, Batch, Pre-screening, and Vaccinator Location. The user is logged in as 'Admin' with the email 'e.rushton2@nhs.net'. The main form is divided into several sections. The first section contains fields for NHS Number (with a red error message 'This field is required'), Date Of Birth (dd/mm/yyyy), Forename, Surname, Gender (dropdown menu), Date Of Birth (dd/mm/yyyy), and Postcode. The second section is titled 'Health Care Worker Details' and contains fields for Employee Number, Staff Organisation (dropdown menu), and Staff Role (dropdown menu). The 'Staff Organisation' dropdown menu is currently open, showing the option 'Other - Care Home'. A blue arrow points from the text 'Other – Care Home Code' above to this option. A 'Save' button is located at the bottom right of the form. The footer of the page reads '2021 © Arden & GEM CSU'.

## 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 How can patient details be recorded into the NIVS system before they attend their vaccination to save time and make the process run more smoothly?**

A new patient can be added/pre-populated into NIVS before the vaccination event. A prescreening can also be added prior to the vaccination.

### **1.9 What happens once data has been uploaded to NIVS?**

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 What is the functionality to book vaccine appointments within NIVS?**

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

### **1.11 How 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 your 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 and uploaded to the NIVS system.

### **1.12 What is the process for Admin staff to upload vaccination data to NIVS, if they are not the vaccinator?**

Vaccinator & clinician name and details are not mandatory fields. 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 What is the process to add adverse reactions the following day?**

Adverse reactions can be added the same day or at a later date, by going on the patient record and clicking on the vaccination record.

### 1.15 What is the process to action a yellow card if an adverse reaction is recorded?

The Yellow Card process must still be followed when an adverse reaction is recorded.

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

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

The screenshot shows the NHS Covid Vaccinator interface. The top navigation bar includes 'Home', 'Patient', 'Batch', 'Pre-screening', and 'Vaccinator Location'. The user is logged in as 'Admin' with the email 'e.rushton2@nhs.net'. The interface is divided into two main sections: 'Patient Details' and 'Health Care Worker Details'. In the 'Health Care Worker Details' section, the 'Staff Organisation' dropdown menu is open, showing the following options: '-- Please Select --', '-- Please Select --', and 'Other NHS Organisation'. A vertical arrow points from the text above to the 'Other NHS Organisation' option.

### 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 What is the process for adding batches. Are they entered manually, or can 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 How are the batch details stored? Are they against Trust or an organisation?

Yes, the batch number is stored against each Trust.



**1.20 How 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?**

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 What is the mandate for allowing admin staff to register for NIVS, 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 What is the DPIA available?**

Please contact the NIVS helpdesk if you require a copy of the available DPIA.

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

Unfortunately, NIVS does not hold that information.

**1.24 How am I 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?**

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;

Health Care, Social Care or Care Home Worker?  
 Yes  No

**Patient Details**

NHS Number

Forename  Surname  Gender  Date Of Birth   Postcode

**Health Care Worker Details**

Employee Number  Staff Organisation  Staff Role

**Pre-screenings**

Pre-screening Date	Consent Type	Pre-screening Outcome	
09/12/2020	Informed consent given for treatment	Approved for Vaccination	<input type="button" value="Select"/>

**Covid Vaccinations**

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.

### 1.27 What is the Prescribing Method?

It is now mandatory to select the Prescribing Method. Information regarding the Prescribing Method can be found here:

<https://www.gov.uk/government/publications/national-protocol-for-covid-19-mrna-vaccine-bnt162b2-pfizerbiontech>

National protocol for COVID-19 mRNA vaccine BNT162b2 (Pfizer/BioNTech)

This protocol is for the administration of COVID-19 mRNA vaccine BNT162b2 to individuals in accordance with the national COVID-19 vaccination programme.

www.gov.uk

There are 3 options available:

National Protocol (NP)

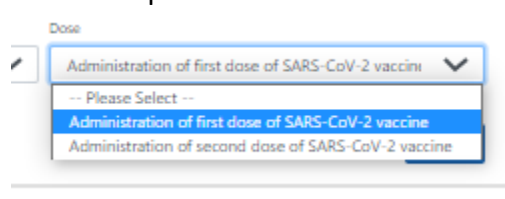
Patient Group Directions (PGD)

Patient Specific Directions (PSD)

National Protocol is selected by Default, only one option can be selected.

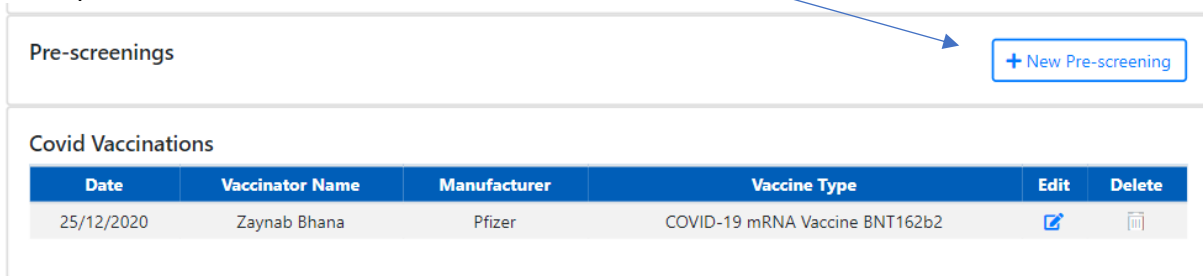
### 1.30 How to edit patient record to revert it back to showing first dose of vaccination, when accidentally changed to show second dose.

Search patient record and click edit. Select the edit icon on the correct vaccination record where you will be able to revert the vaccination to show the first dose. Select the correct option on the drop down for 'dose'. Then click save.



### 1.30 How to add a second vaccination?

Search Patient record and click edit. Click add new pre-screening and answer the questions and save to proceed to add vaccination.



Please ask the individual presenting for vaccination these questions and record that they have received appropriate counselling as to the purpose of the vaccine and side effects.

1. Have you had any vaccination in the last 7 days?  Yes  No

2. Are you currently unwell with fever?  Yes  No

3. Have you ever had any serious allergic reaction to any ingredients of the Covid-19 vaccines, drug or other vaccine?\*

See later for link to ingredients list.

If yes, to have further clinical evaluation

4. Have you ever had an unexplained anaphylaxis reaction?  Yes  No

If yes, to have further clinical evaluation

Cautions – to have clinical evaluation prior to vaccination in accordance with [Immunisation against Infectious Diseases \(the Green Book\)](#)

5. Are you, or could you be pregnant?  Yes  No

6. Are you or have you been in a trial of a potential coronavirus vaccine?#  Yes  No

7. Are you taking anticoagulant medication, or do you have a bleeding disorder?  Yes  No

8. Do you currently have any symptoms of COVID-19 infection?\*\*  Yes  No

If the answer to the first 4 questions is yes, then a further clinical review must take place.

If you or the person presenting for vaccination are uncertain as to the response made for any of the questions or the counselling, they should receive, they should be referred or brought to the attention of the clinical supervisor/lead clinician as required for further advice.

Please click [here](#) for specific advice on management of the cautions listed above.

Consented For Vaccination?

Yes  No

Consent Type

-- Please Select --

Pre-screening Outcome

-- Please Select --

 Save

Once you click save, you will be taken to the add vaccination page. Fill out details and select the second dose of vaccination on the drop down menu for 'dose'.

**Add Covid Vaccination** Pre-screening

---

NHS Number: 2222222222    Name: Zaynab Bhana    Date Of Birth: 03/01/2005    Gender: Female    Postcode: LE5 5BP

No National Immunisation Management Service record found!

NIVS Dose 1 Administered Date: 25/12/2020    NIVS Dose 1 Vaccine Type: COVID-19 mRNA Vaccine BNT16    NIVS Dose 2 Administered Date:    NIVS Dose 2 Vaccine Type:

---

Vaccinated?  Yes  No    Date:

Prescribing Method  
 National Protocol (NP)  
 Patient Group Directions (PGD)  
 Patient Specific Directions (PSD)

Vaccinator Forename:    Vaccinator Surname:    Vaccinator ID:    Vaccinator Profession:

Forename Of Clinician Drawing Up Vaccine:    Surname Of Clinician Drawing Up Vaccine:    ID Of Clinician Drawing Up Vaccine:

Profession Of Clinician Drawing Up Vaccine:    Clinician Drawing Up Vaccine Qualified?  Yes  No

Same As Vaccinator

Batch Number:    Manufacturer:    Batch Expiry Date: dd/mm/yyyy    Defrost Expiry Date: dd/mm/yyyy

Vaccine Type:    Vaccination Site: -- Please    Dose: -- Please Select --

Save

Select second dose and save.

Dose

-- Please Select --

- Please Select --
- Administration of first dose of SARS-CoV-2 vaccine
- Administration of second dose of SARS-CoV-2 vaccine

Save

## 2.0 Reporting

## 2.1 How can you bulk upload option into NIVS for Covid Vaccinations?

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 How 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

The screenshot shows the 'Add Covid Vaccination' form in the NIVS system. A red banner at the top indicates 'Pre-filled. Cannot be amended'. The form contains several input fields, some of which are pre-filled with data. A green box highlights the patient and staff information fields.

NHS Number	Name	Date Of Birth	Gender	Postcode
4444444444	Zaynab Bhana	02/01/2005	Female	LE5 5BP
Employee Number	Staff Organisation	Staff Role		
1234323	Arden and GEM CSU	Student Nurses		

No National Immunisation Management Service record found!

NIVS Dose 1 Administered Date	NIVS Dose 1 Vaccine Type	NIVS Dose 2 Administered Date	NIVS Dose 2 Vaccine Type

**Edit Patient**

Patient  Health & Care Worker

**Patient Details**

NHS Number  
4444444444 Pre-filled. Cannot be amended

Forename: Zaynab    Surname: Bhana    Gender: Female    Date Of Birth: 02/01/2005    Postcode: LE5 5BP

If any of the data is incorrect please email [agem.nivs-covid@nhs.net](mailto: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 How can authorisation for new NIVS users be done locally?

Unfortunately this cannot be done locally, authorisation should be requested centrally from the NIVS helpdesk at [agem.nivs-covid@nhs.net](mailto: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](mailto:agem.nivs-covid@nhs.net) and their contact number is 0121 611 0187

### 3.4 How 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 How can NIVS be accessed via Smart cards?

Unfortunately, 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 What is the manual process if there is a catastrophic system failure and NIVS is unavailable. Does the whole vaccination process stop ?

NIVS has a Business Continuity Plan for this scenario which can be found [HERE](#). In the meantime there is a manual paper form which can record these vaccination.

### 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 How long does the system take to timeout after a period of inactivity?

It will automatically log out after 30 minutes.

Version	Version Date	Author/Changes	Description
1.0	24/02/2021	Zaynab Bhana	Updated version – approved by ER
2.0	25/02/2021	Zaynab Bhana	Updated - Approved
3.0	04/03/2021	Zaynab Bhana	Updated and approved



