

1. Have a named **Practice Immunisation Champion**
2. Accept all **newborn nomination** messages daily
3. **Pre-call** babies at four weeks of age
  - Welcome baby to practice, book appointment, offer enrolment
  - Phone to confirm appointment
4. Consider **barriers** to whānau accessing the practice – offer support\*
5. Offer **opportunistic** immunisations –
  - All practice staff should use patient alerts
  - Check recalls to identify attending patients who have overdue immunisations
  - Immunise all non-enrolled casual babies if the opportunity arises
6. Do not postpone or cancel immunisation appointments for pēpē or whānau who are **mildly unwell** e.g., a runny nose
7. Ensure your practice feels **safe** to whānau with their precious pēpē
  - Consider offering immunisation in “green plus” streams i.e., not co-mingling with winter illnesses
  - Consider a separate clinic times for immunisation or “well-child” Saturdays
  - Consider calling babies in from the car to the immunisation room
8. Ensure your practice is **welcoming** to whānau
  - Whakawhānaungatanga is important – engagement with whānau of newborn pēpē is an opportunity to build trusting relationships
  - First impressions count – don’t focus on the invoice
  - “Kia ora” and a smile goes a long way
  - Ensure that whānau feel seen, heard and valued
9. Prioritise immunisation recalls using an **equity** approach
  - Recall Māori and Pasifika whānau first. Consider dedicating staff to phone Māori and Pasifika patients to discuss the importance and benefits of immunisation and to address any concerns or barriers. Ideally this would be a qualified member of staff who is matched from an ethnicity and/ or language perspective.
10. Ensure prompt referral to **outreach services** if whānau have not been immunised after an appropriate number of recalls (and four weeks overdue).

**\*addressing barriers to access**

- Transport – consider offering staff to transport whānau, using the funding from the Auckland PHO Discretionary Funding pool, offering petrol vouchers, St Johns Shuttle, and/or early referral to outreach
- Housing/Mobility – confirm contact details at every contact, including email details, and a next of kin contact, who can be contacted if the parent/caregiver unavailable

<Practice>

## Immunisation tips



- Appointment Timing – offer immunisations out of business hours e.g., evenings or weekends, and specific Well Child clinics
- Implicit Bias/Racism – immunisation services that are holistic and listen to the concerns of whānau, trained staff who whānau can identify with, staff trained in cultural safety and Māori models of care
- Cost – immunisations offered without any requirement for outstanding debts to be paid
- Enrolment – Babies are eligible to be enrolled if under 18 years and in the care of a parent/ legal guardian who is eligible to be enrolled – do not delay enrolment until a birth certificate is presented.