

# Winter Preparedness

## Continuous Quality Improvement toolkit

The aim of the **Western Sydney Winter Preparedness Toolkit** is to equip primary care providers with practical resources and strategies to effectively manage, support, and improve patients outcome over the winter period in primary care settings through a continuous quality improvement (CQI) approach



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v1.0	March 2025	Final	Initial release	WentWest	September 2025

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## Acknowledgements

*We would like to acknowledge that this toolkit has some material adapted from organisations including National Improvement Network Collaborative, Institute for Healthcare Improvement, Western Sydney Local Health District (WSLHD), the Royal Australian College of General Practitioners (RACGP), the Australian Government Department of Health and Aged Care (DoHAC), the Agency for Clinical Innovation (ACI), Best Practice Software, Medical Director, PenCS, Train IT Medical. These organisations retain copyright of their original work, and we have abided by licence terms. Referencing of material is provided throughout.*

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**Where to  
get help?**

Western Sydney Primary Health Network  
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# Why Winter Preparedness is Important?

## Protecting Our Community from COVID-19, Influenza & Pneumococcal Disease

As winter approaches, a proactive strategy is essential to reduce the impact of COVID-19, Influenza, and pneumococcal disease—key drivers of severe illness and hospitalisations, especially in vulnerable populations.

Primary Care Providers play a vital role in supporting their patients by promoting timely vaccinations and ensuring at-risk individuals are protected.

### Who's Most at Risk?



**Residents of Residential Aged Care Homes**



**Older adults (65+)**



**First Nations people**



**Culturally & Linguistically Diverse people**



**Immuno-compromised**



**Homeless**



**Young children & pregnant women**



**People with chronic conditions**

### Why It Matters for Western Sydney

- **Higher chronic disease rates** increase susceptibility to severe infections.
- **Flu hospitalisations** rose by 30% in 2023, with young children & older adults most affected.<sup>1</sup>
- **COVID-19 waves** continue to strain hospitals and aged care.
- **Pneumococcal disease** is a leading cause of preventable hospital admissions

## Important Information

### Toolkit Instructions

Each module includes practical, self-directed activities designed to help primary care providers implement sustainable CQI practices.

### Starting Points:

1. **Engaged Leadership**  
Meet as a team to assign a QI lead and choose a relevant activity from the content page above.
2. **Data-Driven Improvement**  
Use [CAT4](#) data reports to identify target patient cohorts and complete the Measuring Outcomes table to track progress.
3. **Patient Registration**  
Use reminders and recalls engaging patients, support [MyMedicare](#) registration, and provide education.
4. **Team-Based Approach**  
Review [HealthPathways](#) and complete training if needed. As a team, set SMART goals, measures, and change ideas using the [Model for Improvement](#). Test small changes using [Plan-Do-Study-Act \(PDSA\) cycles](#).

**Ending Points:** Involve staff, complete the Group Reflection table, and **celebrate success—no matter how small!**

### Tip – RACGP CPD: Measuring Outcomes

**Collaborate with multiple General Practitioners (GPs), nominate a General Practice (GP) lead, and complete at least two PDSA cycles.**

<sup>1</sup> <https://ncirs.org.au/sites/default/files/2024-10/NCIRS%20Annual%20Immunisation%20Coverage%20Report%202023.pdf>

# Pre-Activity: Immunisation Checklist

By following these steps, healthcare providers can ensure timely vaccine administration, maintain appropriate stock levels, and improve immunisation coverage among eligible patients over the winter period. For a comprehensive checklist – refer to [WentWest General Practice Nurse Support Toolkit](#) -

Implementation Steps	COMPLETED
<p>Clinicians can access and review <a href="#">HealthPathways</a> the latest vaccination guidelines</p> <p><a href="#">COVID-19</a>   <a href="#">Influenza (flu)</a>   <a href="#">Pneumococcal</a></p>	<input type="checkbox"/>
<p>Access and review <b>Australian Immunisation Handbook</b> information.</p> <p><a href="#">COVID-19</a>   <a href="#">Influenza (flu)</a>   <a href="#">Pneumococcal</a></p>	<input type="checkbox"/>
<p>Identify at-risk patients eligible for vaccination programs (Download <a href="#">NSW immunisation schedule</a>)</p> <p><a href="#">Access Module 1</a></p>	<input type="checkbox"/>
<p>Ensure all staff involved in vaccine management are trained in vaccine <a href="#">cold chain management</a> (including receipt of vaccine deliveries) and update any other required training (CPR &amp; First Aid)</p>	<input type="checkbox"/>
<p>Assign roles: Nurse for vaccine administration and monitoring, and reception staff for bookings and data entry.</p>	<input type="checkbox"/>
<p>Obtain access to the Australian Immunisation Register (AIR) through <a href="#">PRODA</a> if not already set up and link to Practice Management Software</p> <p><a href="#">Access Module 2</a></p>	<input type="checkbox"/>
<p>Service the fridge (if overdue), complete the <a href="#">annual audit</a>, discard expired vaccines, report expired NIP vaccines on the <a href="#">State Vaccine Centre</a> portal</p>	<input type="checkbox"/>
<p>Check fridge capacity, calculate required vaccines, <a href="#">order</a> for a 4-week supply, and verify batch numbers in the software.</p>	<input type="checkbox"/>
<p>Allocate time over 13 weeks to deliver 960–1,030 vaccinations via onsite (3 clinics/week) and fortnightly outreach clinics (i.e. Residential Aged Care Home)</p>	<input type="checkbox"/>
<p>Send communication to all patients, reminding them of vaccination importance and practice vaccination arrangements (clinic hours, booking link).</p> <p><a href="#">Access Module 3</a></p>	<input type="checkbox"/>
<p>Advertise via social media, website, in-practice posters, and order printed resources for your clinic.</p> <p><a href="#">Access Module 3</a></p>	<input type="checkbox"/>
<p>Send targeted reminders to pre-identified patients and offer opportunistic vaccines during routine appointments</p> <p><a href="#">Access Module 3</a></p>	<input type="checkbox"/>
<p>Commence vaccination clinics and track vaccination progress at 30 and 60 days to see if you are reaching vaccination target (1000 vaccinations)</p>	<input type="checkbox"/>
<p>Report all vaccinations to the <a href="#">AIR</a>, use the <a href="#">VAE form</a> if required, and notify any adverse events to your local public health unit at 1300 066 055.</p>	<input type="checkbox"/>
<p>Review patient uptake with follow-up reminders, reorder vaccines based on stock levels and create a waitlist if demand exceeds supply.</p>	<input type="checkbox"/>

# Module 1

## Understanding your population

### On completion of this module, you will:

- Understand the vaccination needs of your vulnerable population and create an effective register.
- Use CAT4 to identify vulnerable patients who are due/overdue for immunisation
- Track vaccination progress at 30 and 60 days to meet vaccination target, estimate stock needs, and enable timely reordering.

#### Note: when using, considering these filtering options:

- Removing the "Active (3x 2 years) under 'Activity' for new or infrequent patients.
- Selecting Medicare card holders only (filter: 'Medicare No' under 'Health Cover').
- Selecting MyMedicare registered patients

## Who Should Get Vaccinated

The [National Immunisation Program \(NIP\)](#) offers free vaccines to eligible individuals including:

COVID-19 (frequency)	Influenza Vaccination (frequency)
<ul style="list-style-type: none"><li>• People aged 65+ years (every 6 months)</li><li>• People aged 18-64 years with severe immunocompromise (every 6 months)</li><li>• People aged 18-64 years without severe immunocompromise (every 12 months)</li><li>• Children aged 5-17 years with severe immunocompromise (every 12 months)</li><li>• Not recommended for children aged under 5 years</li></ul>	<p>(Annually once per year)</p> <ul style="list-style-type: none"><li>• Children aged 6 months to 5 years</li><li>• Pregnant women</li><li>• People aged 65+ years</li><li>• Aboriginal and Torres Strait Islander people aged 6months+</li><li>• People aged 5+ with chronic conditions e.g., asthma, diabetes, heart disease</li></ul>
COVID-19 Booster (frequency)	Pneumococcal (frequency)
<ul style="list-style-type: none"><li>• People aged 75+ years (every 6 months)</li><li>• People aged 65-74 years (every 12 months, can receive every 6 months)</li><li>• People aged 18-64 years without severe immunocompromise (every 12 months)</li><li>• People aged 18-64 years with severe immunocompromise (every 12 months, can receive every 6 months)</li><li>• People aged 5-17 years with severe immunocompromise (every 12 months)</li></ul>	<p>(Once with a possible booster based on health condition)</p> <ul style="list-style-type: none"><li>• People aged 70+ years</li><li>• Aboriginal and Torres Strait Islander adults aged 50+</li><li>• People with chronic medical conditions e.g., heart disease, diabetes, cancer, immunocompromised individuals</li><li>• Children – <a href="#">refer HealthPathways childhood immunisation program</a></li></ul>

For advice about immunisation, phone Immunisation Advice Line 1800-679-477 or WSLHD [Public Health Unit](#) 1300-066-055 ask to speak to an immunisation nurse. Content accurate as per 25 March 2025. Visit [NSW Immunisation Schedule](#), [Australian Immunisation Handbook](#) or [NSW Health Flu webpage](#), [Pneumococcal Vaccination Handbook](#), and [COVID-19 Vaccination Guidelines](#) for latest information.

## 1.1 Activity – People aged 65 years and over



<b>Activity goal</b>	The aim of this activity is Identify people aged 65 years and over eligible for vaccination.		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

### CAT4 Recipe:

Complete the below table by **logging** into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

#### ➤ In Filter section

- Under 'General' tab → 'Activity' tab → select 'Active (3x in 2yrs)' **OR** 'Patient Status' tab → tick 'Registered with MyMedicare'

- Under 'General' tab → **Age** → Start Age "65"

- (optional filtering):

- Under 'General' tab → '**Ethnicity**' tab → Indigenous Status → select 'Non-Indigenous' under

- Date Range (results) → e.g. select 12mths –

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

- Recalculate

#### ➤ In Report section

- "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19

- Select 'Not Recorded' → Export → XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

- Optional: **Create a prompt to display in Topbar**

- Optional: Optional: Use the **Measuring Outcomes table** to track progress and support **self-reflection** over time.



**WentWest provides regular PIPQI reports benchmarking your influenza immunisation rates for patients 65+ against other practices in our region. Contact us via [support@wentwest.com.au](mailto:support@wentwest.com.au) to receive this report.**

## 1.2 Activity – First Nations people



<b>Activity goal</b>	<b>The aim of this activity is identify First Nations people eligible for vaccination.</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

### CAT4 Recipe:

Complete the below table by **logging** into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

#### ➤ In Filter section

1. 'General' tab → Under 'Activity' → select 'Active (3x in 2yrs)\*' → or 'Patient Status' tab → tick 'Registered with MyMedicare'

2. "**Ethnicity**" tab → Indigenous Status → select "Indigenous" under

3. Date Range (results) → e.g. select 12mths –

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

4. Recalculate



#### ➤ In Report section

5. "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19

6. Select 'Not Recorded' → Export → XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

7. Optional: **Create a prompt to display in Topbar**

1. Optional: Optional: Use the **Measuring Outcomes table** to track progress and support **self-reflection** over time..



**Use the immunisation period as an opportunity to enrol patients with chronic conditions into MyMedicare**

## 1.3 Activity – Immunocompromised



<b>Activity goal</b>	<b>The aim of this activity is identify immunocompromised patients eligible for vaccination (i.e. Kidney Transplant, Blood and Immune System Cancer HIV)</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

**CAT4 recipe:** Complete the below table by **logging** into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

### ➤ In Filter section

1. 'General' tab → Under 'Activity' → select 'Active (3x in 2yrs)\*' → or 'Patient Status' tab → tick 'Registered with MyMedicare'

2. Conditions tab → Chronic → Kidney Disease → select "Kidney Transplant"

And/OR Conditions tab → Cancer → "Blood and Immune System" select Yes

And/OR Conditions tab → Other Conditions tab → STI Conditions tab → select "HIV"

3. Date Range (results) → e.g. select 12mths

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

4. Recalculate



### ➤ In Report section

5. "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19

Select 'Not Recorded' → Export → XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

6. Optional: **Create a prompt to display in Topbar**

2. Optional: Optional: Use the **Measuring Outcomes table** to track progress and support **self-reflection** over time.

## 1.4 Activity – Residences of Aged Care Home



<b>Activity goal</b>	<b>The aim of this activity is identify residents of Residential Aged Care Homes eligible for vaccination.</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

### CAT4 recipe:

Complete the below table by **logging** into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

#### ➤ In Filter section

1. 'General' tab → Under 'Activity' → select 'Active (3x in 2yrs)\*' → or 'Patient Status' tab → tick 'Registered with MyMedicare'

2. **MBS Attendance** → MBS item categories → select RACF

3. Date Range (results) → e.g. select 12mths

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

4. Recalculate



#### ➤ In Report section

5. "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19

Select 'Not Recorded' → Export → XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)


6. Optional: **Create a prompt to display in Topbar**

7. Optional: Optional: Use the **Measuring Outcomes table** to track progress and support **self-reflection** over time..



**An alternative way to flag RACH patients is by using the RACH address—sort the vaccination report by address in Excel to easily identify and group these patients. Need help? Contact [support@wentwest.com.au](mailto:support@wentwest.com.au).**

## 1.5 Activity – Culturally & Linguistically Diverse patients

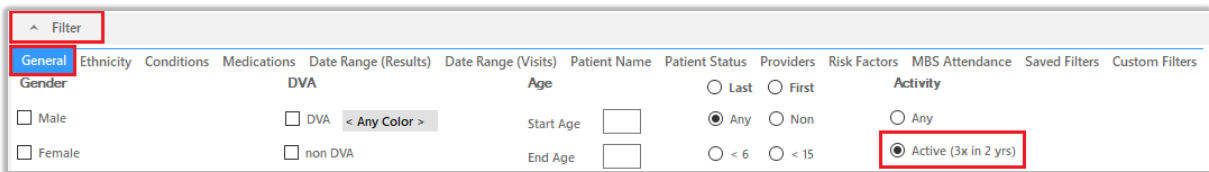
 <b>Activity goal</b>	The aim of this activity is identify patients with Culturally & Linguistically Diverse (CALD) patients eligible for vaccination.		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

### CAT4 recipe:

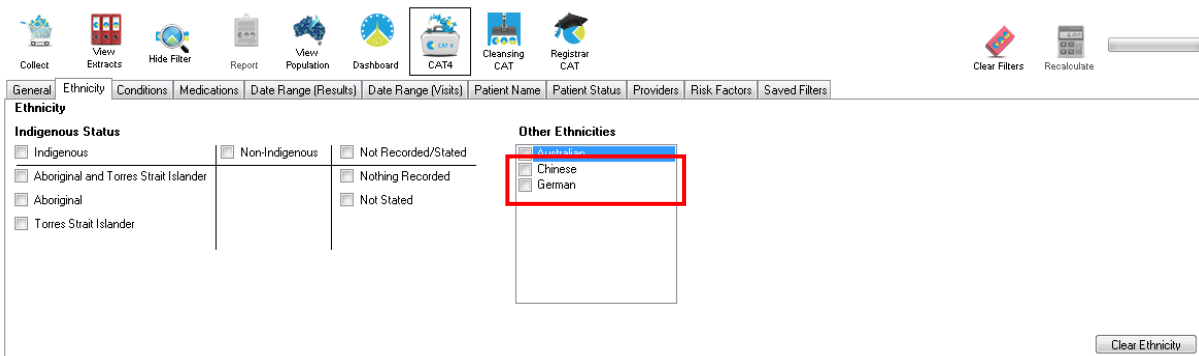
Complete the below table by **logging** into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

#### ➤ In Filter section

- 'General' tab → Under 'Activity' → select 'Active (3x in 2yrs)\*' → or 'Patient Status' tab → tick 'Registered with MyMedicare'

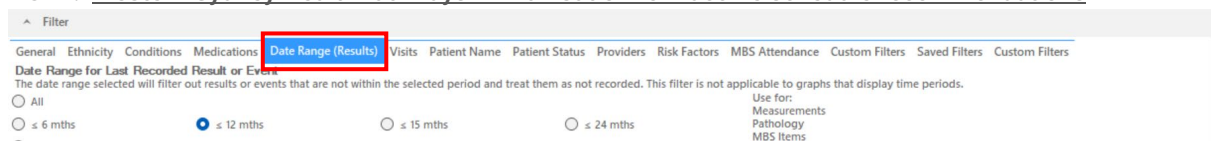


- Ethnicity** → tick box for other ethnicities than Australian.



- Date Range (results) → e.g. select 12mths

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

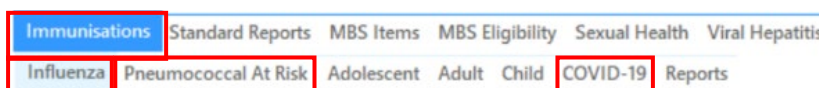



- Recalculate



#### ➤ In Report section

- "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19




Select 'Not Recorded' → Export →  XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

- Optional: **Create a prompt to display in Topbar**

- Optional: Optional: Use the **Measuring Outcomes table** to track progress and support **self-reflection** over time.

## 1.1 Activity – People with Chronic Conditions

	<b>Activity goal</b>	The aim of this activity is identify people chronic conditions e.g., asthma, diabetes, heart disease eligible for vaccination.		
	<b>QI lead &amp; team members</b>	Who will need to be involved?		
	<b>Start date</b>	Start date	<b>End date</b>	end date

Refer to Practice Incentive Program Measures or filter by other conditions

- [PIPQI Measure 5 – Influenza immunisation for patients with diabetes](#)
- [PIPQI Measure 6 – Influenza immunisation for patients with COPD](#)

### CAT4 Recipe:

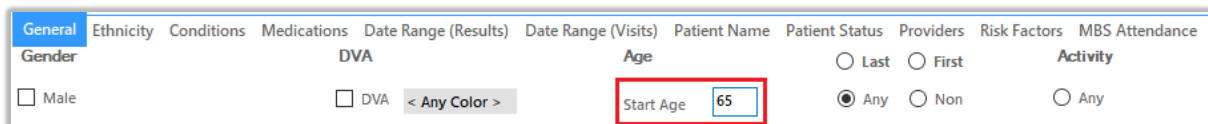
Complete the table below by logging into Pen CS **CAT4** → Show Extracts → load latest data extract → Hide Extract

#### ➤ In Filter section

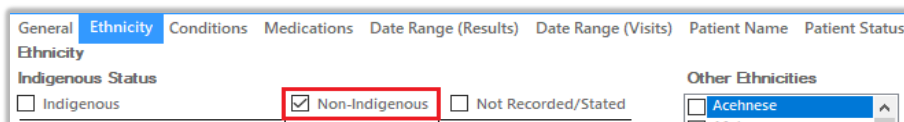
- Under 'General' tab → 'Activity' tab → select 'Active (3x in 2yrs)' **OR** 'Patient Status' tab → tick 'Registered with MyMedicare'



- Under 'General' tab → **Age** → Start Age "65"

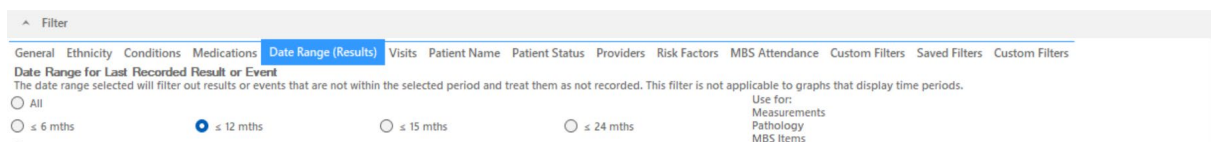


- (optional filtering):
  - Under 'General' tab → **Ethnicity** tab → Indigenous Status → select 'Non-Indigenous' under



- Date Range (results) → e.g. select 12mths –

**NOTE: Western Sydney HealthPathways Immunisation for vaccine schedule recommendations**

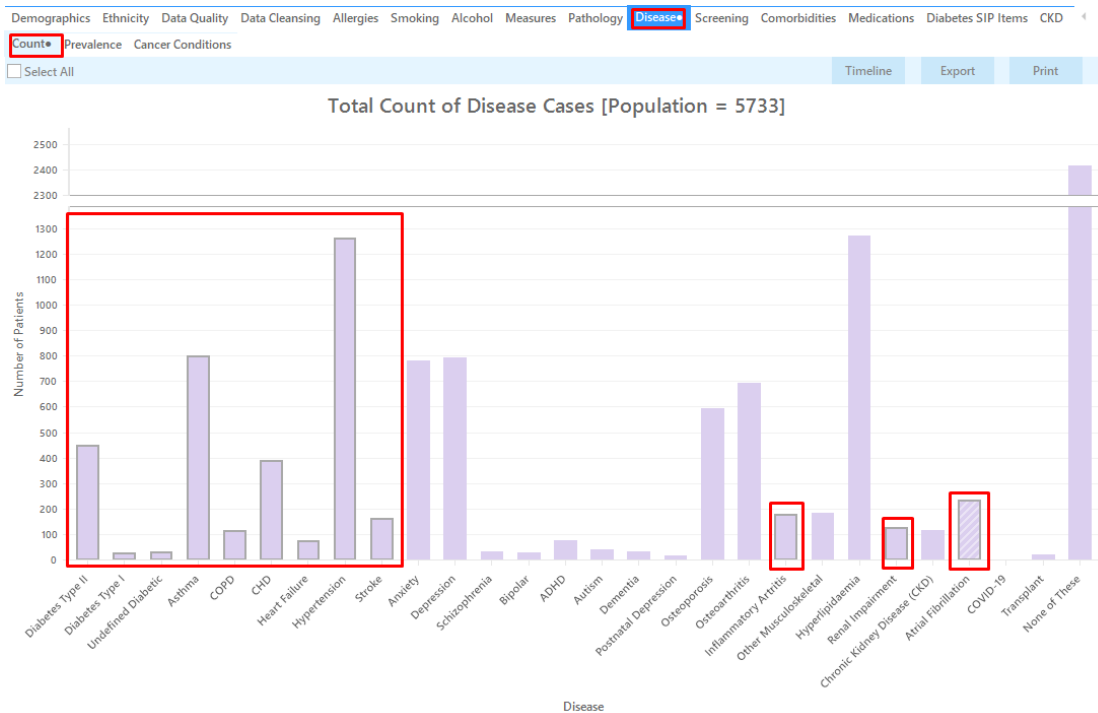


- Recalculate

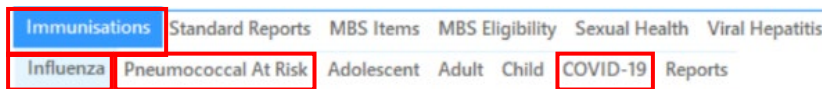



➤ **In Report section**

- 'Disease' → 'Count' → select on "Diabetes Type II, Diabetes Type I, Undefined Diabetes, Asthma, COPD, CHD, Heart Failure, Hypertension, Stroke, Inflammatory Arthritis, Renal Impairment, Atrial Fibrillation" segments of the graph. Any combination of chronic conditions can be selected, this will show all patients with at least one of the selected conditions



- "Immunisations" tab → select Influenza or Pneumococcal At Risk or COVID 19



Select 'Not Recorded' → Export →  XLS File → Save (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

- Optional: [Create a prompt to display in Topbar](#)
- Optional: Use the [Measuring Outcomes table](#) to track progress and support [self-reflection](#) over time.



**Use the immunisation period as an opportunity to enrol patients with chronic conditions into MyMedicare**

## Module 1: Measuring Outcomes

Run a CAT4 search to establish a baseline measure and at each report date to track progress over time.

Active* people aged 65 years and over with	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - Pneumococcal vaccination				
Active* Indigenous patients with	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - Pneumococcal vaccination				
Active* patients with immunocompromised condition/s	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - pneumococcal vaccination				
Active* RACH Residences with	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - Pneumococcal vaccination				
Active* CALD patients with	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - Pneumococcal vaccination				
Active* Patient with Chronic Condition "Diabetes"	Baseline	Report 1	Report 2	Report 3
	date	date	date	date
Current Year - COVID-19 vaccination				
Current Year - Influenza vaccination				
Current Year - Pneumococcal vaccination				

\* Per RACGP, an active patient has 3+ visits in 2 years. This filter may exclude new or at-risk patients who don't see their GP regularly

**Measuring Outcome CPD Tip:** Collaborate as a team to generate a [CAT4 list of patients per GP.](#)

## Module 1: Group reflection after completing activities

As a team, analysis and review **baseline** data results and discuss change ideas and actions.  
Use **PDSA cycles** to test and measure change ideas

The degree to which the learning needs were met:

- Not met
- Partially met
- Entirely met

To what degree this activity was relevant to your practice:

- Not met
- Partially met
- Entirely met

**What did you learn? What changes would you make to your practise as a result?**

For example, based on your CAT4 database search was your practice's results:

- higher than you expected
- about what you expected
- lower than you expected

**RACGP CPD:** utilise the self-reporting feature on Quick Log [mycpd.racgp.org.au](http://mycpd.racgp.org.au) to document reflection.

# Module 2

## Australian Immunisation Register (AIR)

### On completion of this module, you will:

- **View & update** AIR immunisation history (*marked as "not given here" if recorded externally*).
- **Update patient details: additional vaccines, Indigenous status, schedule catch-ups.**

**The Australian Immunisation Register (AIR)** is an online national register which records vaccines given to all people in Australia. This includes vaccines that are under the National Immunisation Program (NIP), COVID-19 vaccines, and vaccines that are given privately.

The AIR can only accept immunisation information from recognised vaccination providers in Australia, such as GPs, midwives and nurse practitioners. The AIR cannot accept any information from parents, guardians or individuals.

Recognised vaccination providers can use the AIR to:

- **record patient immunisation information**
- **update or correct data already sent to the AIR**
- **request reports** to help identify any patients due or overdue for a vaccination
- **report immunisation medical exemptions** online (if eligible)
- get **information payments** for the provision of certain vaccinations (if eligible)
- find out a patient's **immunisation status**, regardless of who immunised them
- print an **immunisation history statement** to prove a patient's immunisation status for child care, school, employment or travel purposes.

Learn how to use AIR via [Department of Human Services AIR eLearning modules](#)



Subscribe to NCIRS weekly series of AIR tips and updates



The clinical team can use AIR to check a patient's immunisation status before initiating recalls. Generate a patient list with contact details, update records in the GP Clinical Desktop System (CDS), call patients for updates, or create a mail merge for recalls/reminder. The Practice Nurse can then action the recall list to ensure vaccines are administered.

## 2.1 Activity – Accessing the AIR as delegate via PRODA /HPOS



<b>Activity goal</b>	<b>Improve the process of healthcare providers accessing AIR and submitting delegation requests in <a href="#">Health Professional Online Services (HPOS)</a>.</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

To access the AIR as a delegate of a recognised vaccination provider\*\* (such as a GP, midwife or nurse practitioner) you need to **register an individual PRODA account and Registration Authority (RA) number.**

After you have set up your individual PRODA account, use the following instructions to link AIR into [PRODA/HPOS](#) and submit a delegation request in HPOS (for provider to approve). For more information, access NCIRS guide for [supporting and understanding delegations in HPOS to enable access to AIR](#)



**When registering an individual PRODA account, use your personal (non-work related) email address to ensure you will be able to**

### How to access the AIR as a delegate

After your delegation request has been approved by the provider, follow the steps below to access the AIR:

1. Log on to your [PRODA](#) individual account
2. Under **My Linked Services** the [HPOS](#) tile will display
3. Click on **Go to Service** on the tile to access HPOS
4. Click on **No Organisation – Proceed as an individual only**, then **Continue**
5. From the **My providers** table, select in the action column for the relevant provider
6. Select **My programs**
7. Click on the **Australian Immunisation Register (AIR)** tile

### Health Professional Online Services (HPOS)

Organisation

Please choose an organisation to act on behalf of:

No Organisation - Proceed as an individual only

PRODA Organisation

Cancel

Continue

Home > My programs

### My programs



### Important note:

To enable access to the AIR functions, make sure to select **My programs** when requesting your delegation functions.

### Identifying patient details

1. To search for your patient, on the left-hand menu, select 'Identify Individual'.
  - If the **patient is eligible for Medicare**, you can find the patient's AIR record by entering their Medicare number or Individual Reference Number (IRN).
  - If the **patient is not eligible for Medicare**, look them up by entering their surname, first name and date of birth.
2. If the AIR finds a unique match, the 'Individual details' page will display their immunisation details.

### \*\*Finding Your AIR Provider Number

- If your practice administered COVID-19 vaccines, you may already have an AIR provider number.
- To check: Log into [PRODA](#) → Medicare → Organisation → HPOS - AIR Provider Number.
- If missing, submit [IM004 application](#) to your state/territory health department. If unsure contact the AIR on 1800 653 809.

## 2.2 Activity – Accessing the AIR via Practice Management Software



<b>Activity goal</b>	Enhance immunisation processes by ensuring seamless access to AIR data through direct linkage with <a href="#">Best Practice</a> and <a href="#">Medical Director</a> .		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date



Ensure all users have the appropriate AIR Provider Number and verify existing numbers using provided instructions in [Activity 2.1](#) to maintain smooth data submission and access.

### Access to AIR via Best Practice

1. Search for the patient's record: Press F2 on the home screen and enter the patient's details
2. On the left-hand side of the page, click on the Immunisation tab
3. Then click on 'View AIR'

The screenshot shows a patient record for Mr Caleb Derrington. The 'Immunisations' tab is selected in the left-hand navigation pane. In the main content area, the 'View AIR' button is highlighted with a red box. Below this, a table shows the patient's immunisation history:

Date	Status	Vaccine	Diseases	Sequence	Batch No.	Ordered by
20/03/2012	Given	Fluvax	Influenza	1		Not given here
10/05/2013	Given	Fluvax	Influenza	1		Not given here
13/05/2014	Given	Fluvax	Influenza	1		Not given here
05/07/2017	Given	Pneumovax 23	Pneumococcus (23 valen 1			Not given here

4. The report will then appear with the patient's immunisation history

The screenshot shows the 'View AIR - Andrew BAXTER' window. The 'Immunisation History' table is displayed with the following data:

Date	Vaccine Brand	Dose	Status	Editable	Action Req	Reason Code	M
03/02/2022	Merieux	V	Valid	N	N		
03/02/2022	Dukoral	V	Valid	N	N		
02/02/2022	BCG	V	Valid	Y	N		
31/01/2022	Pfizer Cominaty	V	Valid	N	N		
31/01/2022	ActHIB	V	Valid	N	N		
28/01/2022	ActHIB	V	Valid	N	N		
25/01/2022	ActHIB	V	Valid	N	N		
25/01/2022	Fluzone High-Dose	V	Invalid	N	N	AIR-W-0101	M
24/01/2022	ActHIB	V	Valid	N	N		
24/01/2022	ADT Booster	V	Invalid	N	N	AIR-W-0104	M
21/01/2022	BCG	V	Valid	Y	N		
20/01/2022	ADT Booster	V	Valid	N	N		
18/01/2022	Afluria Quad	V	Invalid	N	N	AIR-W-0101	M
18/01/2022	Fluvirin	V	Invalid	Y	Y	AIR-W-0104	M
30/12/2021	Afluria Quad	V	Invalid	N	N	AIR-W-0101	M
23/12/2021	Boostrix	V	Invalid	N	N	AIR-W-0104	M
23/12/2021	Trumenba	V	Valid	N	N		
23/12/2021	ActHIB	V	Valid	N	N		

For more information, visit [Best Practice Knowledge Base](#) to learn how to access and update AIR patient profiles including downloading records, viewing alerts, and updating vaccines, Indigenous status, and catch-ups.

## Access to AIR via Medical Director

1. Search for the patient's record
2. Click on the 'Imm' tab
3. Then select 'Immunisation History'
4. The patient's immunisation history will show at the bottom of the screen

The screenshot displays the 'Immunisation History' tab in the Medical Director software. The interface is split into two main sections: 'AIR Web Services' on the left and a table of immunisation records on the right.

**AIR Web Services Panel:**

- AIR Patient Verification Check:** A button to perform a live verification check. Below it, a message states "Patient successfully verified with AIR".
- Notifications:** A list of alerts including "Patient has a Medical Contraindication", "Patient has a Natural Immunity", "Patient has a Vaccine Trial", and "Catch-up date period has expired".
- Indigenous Status:** A checkbox that is currently checked.
- Special Risk Group:** A checkbox that is currently unchecked.
- Record Medical Exemption:** A button to record an exemption.
- Record Planned Catch Up:** A button to record a planned catch-up.
- Planned Catch Up:** A field showing "09/09/2022".
- Download Immunisation Statement:** A button to download the patient's immunisation statement.
- Verified AIR Patient:** A section displaying patient details:
  - First Name: KOBY
  - Surname: EDWARDS
  - Date of Birth: 17/04/2012
  - Medicare No: 2953 70105 1
  - Medicare IRN: 2
  - Locality: MERRYLANDS
  - Postcode: 2160

**Immunisation History Table:**

Date	Immunisation	Sequence	Batch	Vaccine serial number	Consent	Provided by	Vaccinator	Site	Comment	Send to AIR Status
6/09/2023	FLUQUADRI	4	1...		Consented	Parent	Dr Gavin Donnelly	Buttock I...		Transmitted
4/09/2023	BOOSTRIX						Given elsewhere			
4/09/2023	LIQUID PEDVAXHIB	1	1...		Consented	Parent	Dr Gavin Donnelly	Deltoid S...		Downloaded
8/08/2023	JESPECT	1	1				Given elsewhere			Downloaded
8/08/2023	JESPECT	1	1				Given elsewhere			Downloaded
30/06/2023	FLUAD QUAD	1			Consented	Parent	Dr Gavin Donnelly	Buttock ...		Transmitted
11/04/2023	MENINGITEC	9	1	123			Given elsewhere			Downloaded
11/03/2023	MENINGITEC	7	1	123			Given elsewhere			Downloaded
11/03/2023	MENINGITEC	7	1	123			Given elsewhere			Downloaded
7/03/2023	MENINGITEC	5	1	123			Given elsewhere			Downloaded
6/03/2023	AFLURIA QUAD (NIP)	16	1	123			Given elsewhere			Downloaded
16/02/2023	HAVRIX JUNIOR	1	1				Given elsewhere			Downloaded
1/02/2023	MENINGITEC	6	1	123			Given elsewhere			Downloaded
1/02/2023	MENINGITEC	4	1	123			Given elsewhere			Downloaded
10/01/2023		15		IN...			Given elsewhere			Downloaded
21/12/2022	PFIZER COMIRNATY	3		123			Given elsewhere			Downloaded
19/12/2022		14		136			Given elsewhere			Downloaded
19/12/2022	H-B-VAX II(ADULT)	1	1...				Given elsewhere			Downloaded
29/11/2022	DUKORAL	3		S...			Given elsewhere			Downloaded
28/11/2022	DUKORAL	3		S...			Given elsewhere			Downloaded
20/10/2022		13					Given elsewhere			Downloaded
20/10/2022	NIMENRIX						Given elsewhere			Downloaded
14/10/2022	ACAM2000	1		A...			Given elsewhere			Downloaded
10/10/2022		13		N...			Given elsewhere			Downloaded
10/10/2022		12		N...			Given elsewhere			Downloaded
12/02/2022		11		P...			Given elsewhere			Downloaded

### AIR Patient Verification Check

Conduct a live patient verification check with AIR.

### Record Medical Exemption

Click to record a [medical exemption](#) for the given patient.

### Record Planned Catch Up

Click to record a [planned catch up](#) for the given patient.

### Download Immunisation Statement

Click to download the patient's immunisation statement from AIR.

For more information, visit [Medical Director Knowledge Base](#) to learn how to access and update AIR patient profiles including downloading records, viewing alerts, and updating vaccines, Indigenous status, and catch-ups.

## 2.3 Activity – AIR reports



<b>Activity goal</b>	<b>Use AIR reports to identify patients due or overdue for immunisations, track immunisation history, organise patients by age group, and detect incorrectly recorded information.</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

The Australian Immunisation Register (AIR) offers [several reports](#) to help your practice identify patients who are due or overdue for immunisations, as well as to support broader patient data management needs. These reports provide valuable insights, including:

- Individuals' immunisation history and upcoming or overdue vaccine dates
- Lists of patients by age group
- Identification of incorrectly recorded information

Reports can be downloaded and saved for offline use, with output formats that can be customised to suit your practice's needs. You can also schedule reports to run regularly (e.g., weekly) and enable email notifications to alert you when your reports are ready to access on the AIR site.

### Resources Available

Services Australia has a suit of infographics on the [Health Professional Education portal](#) to support health professionals in using AIR. These resources provide guidance on how to:

- [delete a vaccination from the AIR](#)
- [access and use AIR reports](#)
- [check the accuracy of immunisation encounters before reporting to the AIR](#)

### Getting Started

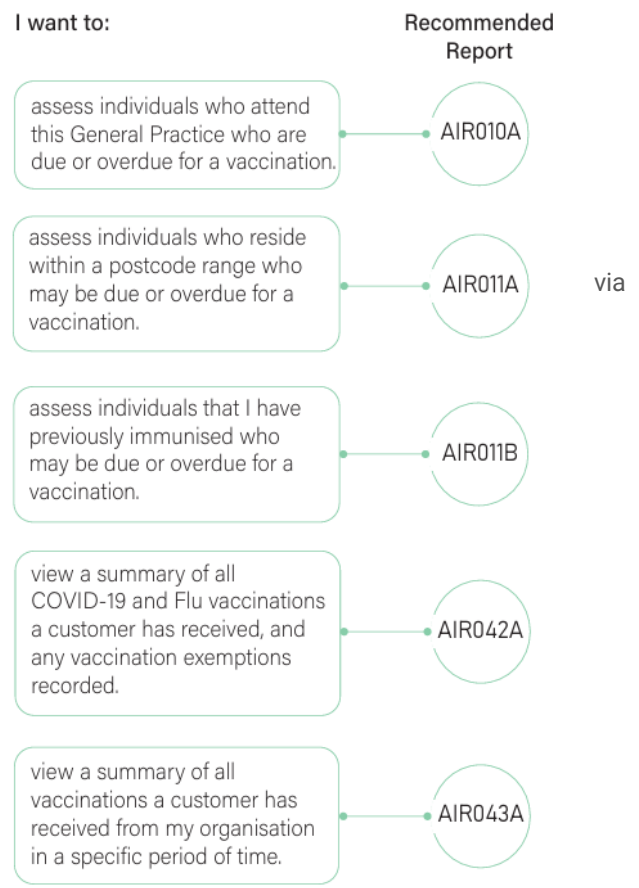
Decide which report best meets your needs. For winter preparedness, we recommend the following:

- [AIR042A COVID-19 and Influenza Immunisation Report](#)
- [AIR010A Immunisation History Report](#)

Once requested, your AIR report will be available for download the **View** tab under the **Reports** menu in AIR.

### Additional Information

- [Services Australia AIR010A User Guide](#)
- [AIR eLearning Module](#)



## 2.4 Activity – Updating Patient Record



### Activity goal

Update patient vaccination records by cross-checking the immunisation report with [Best Practice](#) and [Medical Director](#)

### QI lead & team members

Who will need to be involved?

### Start date

Start date

### End date

end date

Visit [Services Australia for a comprehensive guide](#) on recording and updating an encounter in the Australian Immunisation Register (AIR). If the immunisation was not administered at your practice it is still important that it is entered into the clinical software to ensure an accurate health summary.

## Best Practice: Updating Patient's Immunisation Record

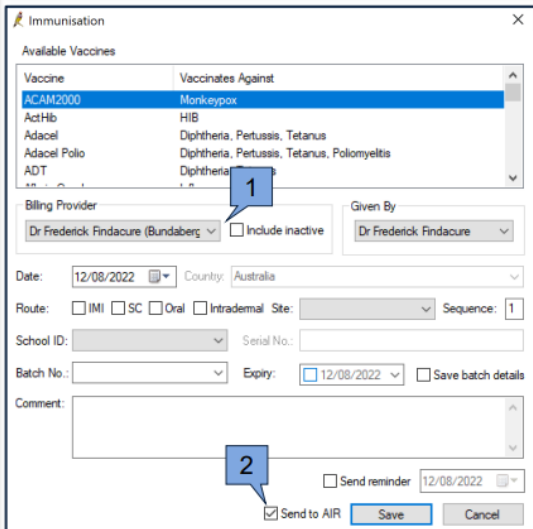
1. In Immunisation section
2. Select 'Add'
3. Choose the correct vaccine from the list provided
4. Under 'Billing Provider', select 'Not given here' from the drop-down list
5. Enter the date that appears on the report from the AIR
6. Set when to 'Send Reminder'
7. DO NOT select the 'Send to AIR' box
8. Select 'Save'
9. You will now be able to identify which vaccinations your patient has not received.

The screenshot shows the 'Immunisation' form for Mr. Xavier Wiseman. The interface includes a sidebar with navigation options like 'Immunisations', 'Investigation reports', and 'Correspondence'. The main form has several sections: 'Available Vaccines' (a list of vaccines), 'Billing Provider' (a dropdown menu), 'Date' (a date picker), 'Route' (checkboxes for IMI, SC, Oral, Intradermal), 'School ID', 'Vaccine Type', 'Batch No.', 'Expiry' (a date picker), and 'Comment'. At the bottom, there are checkboxes for 'Send reminder', 'Send to AIR', and a 'Save' button. Red boxes and numbers 1 through 8 highlight the steps described in the text.

**Best Practice: immunisation infographic** summarising process for: recording immunisations, adding a non-listed injection, running an immunisation query search, and how to view and save patient AIR records into Best Practice.

Record Immunisation

**1. Choose 'Not given here' or 'Given Overseas' to record immunisation performed elsewhere.**



If the patient is under eight years old, the relevant schedule will automatically be populated in patient record. This includes the Indigenous schedule.

Vaccinations that the patient is too young for will be disabled.

You will get an alert if the minimum details for a patient to be identified by the AIR have not been added to the patient demographic.

**2 months:**

Diphtheria, Tetanus, Pertussis, Hep B, Hib, Polio

Pneumococcus  Rotavirus

Meningococcus B

**4 months:**

Diphtheria, Tetanus, Pertussis, Hep B, Hib, Polio

Pneumococcus  Rotavirus

Meningococcus B

**6 months:**

Diphtheria, Tetanus, Pertussis, Hep B, Hib, Polio

Pneumococcus

**12 months:**

Measles, Mumps, Rubella  Meningococcal ACWY

Meningococcus B  Pneumococcus

**18 months:**

Measles, Mumps, Rubella, ChickenPox  Hib

Diphtheria, Tetanus, Pertussis  Hepatitis A

**4 years:**

Diphtheria, Tetanus, Pertussis, Polio

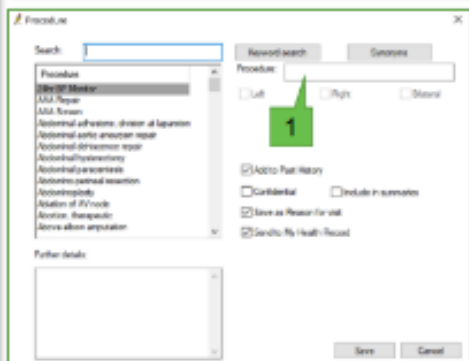
Pneumococcus  Hepatitis A

**2. Untick to send to AIR later.**  
From the main screen, select **Utilities > Australian Immunisation Register > Send to AIR.**

**Edit an immunisation:**  
Right-click the immunisation > **Edit** > make changes > tick **Update and Send to AIR** > **Save.**

Add a Non-listed Injection

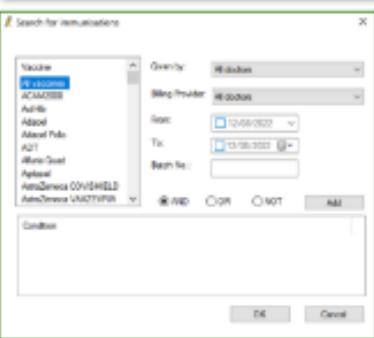
**Patient's Today's notes > Procedure** from the row of buttons at the bottom.




**1. If you cannot find the injection in the procedure list, free type it here.**

Search for Immunisation

**1. From the main screen, select Utilities > Search.**  
**2. Click Immunisations > Set report criteria > Ok.**  
**3. Click Run query.**



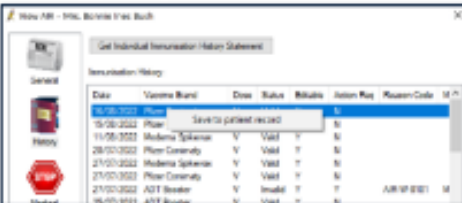
Select the logical operators **AND, OR, and NOT** before adding a condition. Once added, the condition cannot be edited. Remove the condition by selecting it and pressing **Del** on your keyboard.



**Patient AIR**

**Patient record > View AIR > General tab:**

- Vaccines due
- Require additional vaccines
- Record Indigenous Status
- Planned catch up.





Right-click on an item from the History tab list to save the item locally to the patient record.

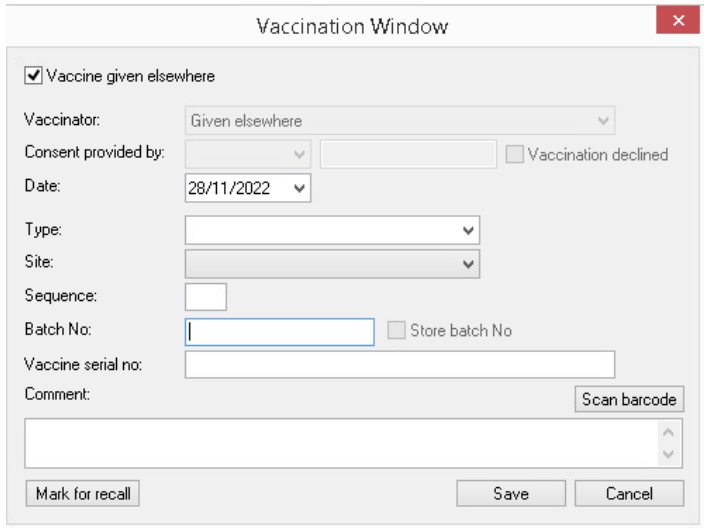
Bp Premier

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## Medical Director: Updating Patient's Immunisation Record

1. On the main screen of the patients file, click on 'Imm' 
2. To add an immunisation, click on the 
3. If you have identified that the vaccination was provided elsewhere, click on the box 'Vaccine given elsewhere'
4. Complete the details from AIR in the 'Vaccination Window', then select 'Save'



**Vaccination Window**

Vaccine given elsewhere

Vaccinator: Given elsewhere

Consent provided by:   Vaccination declined

Date: 28/11/2022

Type:

Site:

Sequence:

Batch No:   Store batch No

Vaccine serial no:

Comment:



Check individual [My Health Record](#) or request [AIR report](#) or your practice patients immunisation status.

## Module 2: Group reflection after completing activities:

As a team, analysis and review **baseline** data results and discuss change ideas and actions.  
Use **PDSA cycles** to test and measure change ideas

The degree to which the learning needs were met:

- Not met  
 Partially met  
 Entirely met

To what degree this activity was relevant to your practice:

- Not met  
 Partially met  
 Entirely met

**What did you learn? What changes would you make to your practise as a result?**

For example, based on your CAT4 database search was your practice's results:

- higher than you expected  
 about what you expected  
 lower than you expected

**RACGP CPD:** utilise the self-reporting feature on Quick Log [mycpd.racgp.org.au](http://mycpd.racgp.org.au) to document reflection.

# Module 3

## Patient Engagement

### On completion of this module, you will:

- Improve Patient Engagement: Enhance communication strategies to boost patient participation in vaccination programs.
- Optimise Recalls and Reminders: Develop effective systems for timely vaccination reminders.
- Create Effective Patient Resources: Design resources that educate and encourage vaccination.



### 3.1 Activity – Patient Engagement



<b>Activity aim</b>	<b>Enhance patient education and engagement regarding COVID-19, Influenza, and Pneumococcal vaccinations, with a focus on high-risk groups and vaccine hesitancy.</b>		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

#### Patient Resources

Western Sydney’s diverse community, with many residents born overseas and a significant First Nations population, faces higher risks from vaccine-preventable diseases. Providing translated and culturally appropriate resources is essential to support COVID-19, flu, and pneumococcal vaccination and keep our community protected.

Below are key Australian and NSW resources for patient education tailored to different population groups:

COVID-19	Influenza Vaccination
<ul style="list-style-type: none"> <li>• <a href="#">COVID vaccination Information</a></li> <li>• <a href="#">COVID vaccination Community Resources</a></li> <li>• <a href="#">COVID vaccination Booster Dose Poster</a></li> <li>• <a href="#">COVID vaccination easy read resources</a></li> <li>• <a href="#">COVID vaccination Translated Resources</a></li> <li>• <a href="#">COVID vaccination First Nations Resources</a></li> <li>• <a href="#">COVID vaccination AUSLAN Videos</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Flu vaccination Community Resources</a></li> <li>• <a href="#">Flu vaccination – Consumer fact sheet</a></li> <li>• <a href="#">Flu vaccination Translated Resources</a></li> <li>• <a href="#">Flu vaccination First Nations Resources</a></li> <li>• <a href="#">Order Flu vaccination Resources (Print)</a></li> </ul>
Pneumococcal	All Vaccines
<ul style="list-style-type: none"> <li>• <a href="#">Pneumococcal Community Resources</a></li> <li>• <a href="#">Pneumococcal First Nations Resources</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WentWest Winter Preparedness Poster</a></li> <li>• <a href="#">Commonwealth Immunisation Resources</a></li> <li>• <a href="#">NSW Health Immunisation Resources</a></li> <li>• <a href="#">NSW Health Order Printed resources</a></li> <li>• <a href="#">Indigenous HealthInfoNet Immunisation Resources</a></li> </ul>

#### Practical Steps to Prepare Your Practice

- **Send communications** to all patients from March–April onwards, highlighting the importance of COVID-19, Influenza, and Pneumococcal vaccinations.
- Send **targeted SMS reminders** to high-risk patients about vaccination arrangements and follow up with those who have not yet attended.
- **Display multilingual posters** and digital materials in waiting areas and consultation rooms to promote vaccine awareness.
- Provide credible, **easy-to-understand resources** that debunk common myths and support informed decision-making
- **Host vaccine Q&A sessions** or group education forums with clinicians to address patient concerns, increase engagement, and encourage open dialogue.
- **Encourage trusted voices**, such as GPs and community leaders, to advocate for vaccination and build confidence.
- Offer personalised, **culturally sensitive conversations** with hesitant patients to address individual concerns and health beliefs.

### 3.2 Activity – Reminders and Patient Education



<b>Activity aim</b>	Develop and apply systems for patient recalls and reminders to enhance follow-up care and continuity in COVID-19, Influenza, and Pneumococcal vaccination management.		
<b>QI lead &amp; team members</b>	Who will need to be involved?		
<b>Start date</b>	Start date	<b>End date</b>	end date

**RACGP standards** require preventive care and tailored reminders, including for patients with limited English. Use your software to identify and remind patients due for vaccines.

Software	Adding reminders	Create mail merges	Create bulk SM	Adding notes
Best Practice	<a href="#">Add a Clinical Reminder to a patient</a>	<a href="#">Send Health Awareness Communications</a>	<a href="#">Send clinical reminders</a>	<a href="#">Add and review contact notes</a>
Medical Director	<a href="#">Recall, Reminders, Actions and Outstanding Requests</a>	<a href="#">Mail merge</a>	<a href="#">Sending SMS reminders</a>	<a href="#">Editing a patient's details from within their record</a>

**Training:** Free online modules at [Train IT](#), Code: WSPHN-2023

## GoShare patient education platform

[Access](#)

**GoShare** is a patient education platform enabling health professionals to send tailored, trusted resources—such as videos and fact sheets—via email or SMS to help patients manage their health, improve **health literacy, and boost engagement**.

#### FREE GoShare Recall Campaigns

- **Pneumococcal** – Read [Practice Brief](#) and complete [expression of interest form](#)
- **COVID** - Read [Practice Brief](#) and complete [expression of interest form](#)

WentWest has funded GoShare subscriptions for all general practices in Western Sydney.

For access, please contact us at [support@wentwest.com.au](mailto:support@wentwest.com.au)



#### SMS Message Tips: Keep it clear, professional, and actionable.

Example: Hello [Patient Name], you're due for your [vaccine] at [Practice Name]. Book online or call [Phone #]

### Module 3: Group reflection after completing activities:

As a team, analysis and review **baseline** data results and discuss change ideas and actions.  
Use **PDSA cycles** to test and measure change ideas

The degree to which the learning needs were met:

- Not met
- Partially met
- Entirely met

To what degree this activity was relevant to your practice:

- Not met
- Partially met
- Entirely met

**What did you learn? What changes would you make to your practise as a result?**

For example,

- Has patient engagement increased through education efforts?
- Which educational strategies were most effective?
- Have vaccination rates improved following outreach efforts?
- Do relevant team members know how to send out GoShare patient resources, videos and apps?
- What barriers were encountered in patient engagement?

**RACGP CPD:** utilise the self-reporting feature on Quick Log [mycpd.racgp.org.au](http://mycpd.racgp.org.au) to document reflection.

# Appendices

## Model for Improvement

**Step 1: Thinking Part - Three Fundamental Questions** (complete the Model for Improvement (MFI) as a whole team)

### 1. GOAL What are we trying to accomplish?

By answering this question, you will develop your GOAL for improvement. It is important to establish a S.M.A.R.T (Specific, Measurable, Achievable, Relevant, Time bound) goal and people-crafted aim that clearly states what you are trying to achieve.

Increase <pneumococcal> vaccination recall for <00>patients adults aged <70–80> in the next 3 months (winter period)

### 2. MEASURE How will we know that a change is an improvement?

By answering this question, you will develop the MEASURE(S) you will use to track your overarching goal. Record and track your baseline measurement to allow for later comparison.

- Number of overdue patients
- Number of administered vaccines
- Number of eligible patient cohort

**Baseline:** <34> overdue patients

**Baseline date:**

19/03/2025

### 3. IDEAS What changes can we make that will result in improvement?

By answering this question, you will develop IDEAS for change. Tip: Engage the whole team in formulating change ideas. Include any predictions and measure their effect quickly.

Idea 1	Using data extracted from the Australian Immunisation Register (AIR), a report will be generated listing patients overdue for the <Prevenar13> vaccine. These patients will be contacted and offered the vaccine.
Idea 2	Use GoShare <Or recall system> recall patients aged <70 to 80> who have not yet received their <pneumococcal> vaccination and monitor vaccination rate through a 30 days and 60 days progress report.
Idea 3	
Idea 4	
Idea 5	

**Next step:** Each idea may involve multiple short and small PDSA cycles.

For quality improvement support, contact WentWest at [support@wentwest.com.au](mailto:support@wentwest.com.au).

## PDSA (Plan-Do-Study-Act)

**Step 2: Doing Part - Plan-Do-Study-Act** (Once you have completed the Model for Improvement (MFI), use this template to document and track your PDSA cycles)

Idea	Plan		Do	Study	Act
#	Plan the test	Prediction	Do the test on small scale	Analyse the results	Make a plan for next step
	<i>How will we run this test? Who will do it and when? What will we measure?</i>	<i>Prediction or hypothesis on what will happen.</i>	<i>Was the plan completed? Yes or No. Collect data. Consider what worked well and why? Document any unexpected observations, events or problems.</i>	<i>Analyse results, compare them to predictions, and reflect on what you learned. .</i>	<i>Based on your learnings from the test, what will you do next (e.g., adopt, adapt or abandon)? How does this inform the plan for your next PDSA?</i>
1.1	Use GoShare <Or recall system> recall patients aged <70 to 80> who have not yet received their <pneumococcal> vaccination and monitor vaccination rate through a <b>30 day progress report.</b>	Will need repeat recall for remaining patients who have not been vaccinated within this timeframe	PM completed	A total of 11 patients were administered Prevenar 13 at 30 days	Customise GoShare recall message to increase to vaccination and monitor progress for the next 30 days.
1.2	Use GoShare <Or recall system> recall patients aged <70 to 80> who have not yet received their <pneumococcal> vaccination and monitor vaccination rate through a <b>60 day progress report.</b>	.		<p>A total of 21 patients were administered Prevenar 13 at 60 days</p> <ul style="list-style-type: none"> <li>• 2 patients declined vaccines (recorded in patient notes)</li> <li>• 6 patients are considering vaccination (will follow up in 1-2 weeks)</li> <li>• 4 patients uncontactable (multiple attempts to contact)</li> <li>• 1 patient already received Prevenar 13 (data uploaded to AIR)</li> <li>• 21 patients vaccinated</li> </ul>	Of the 34 patients overdue for pneumococcal vaccines, 21 patients were vaccinated, and 1 patient had already received vaccine.

**Summary of results**



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