

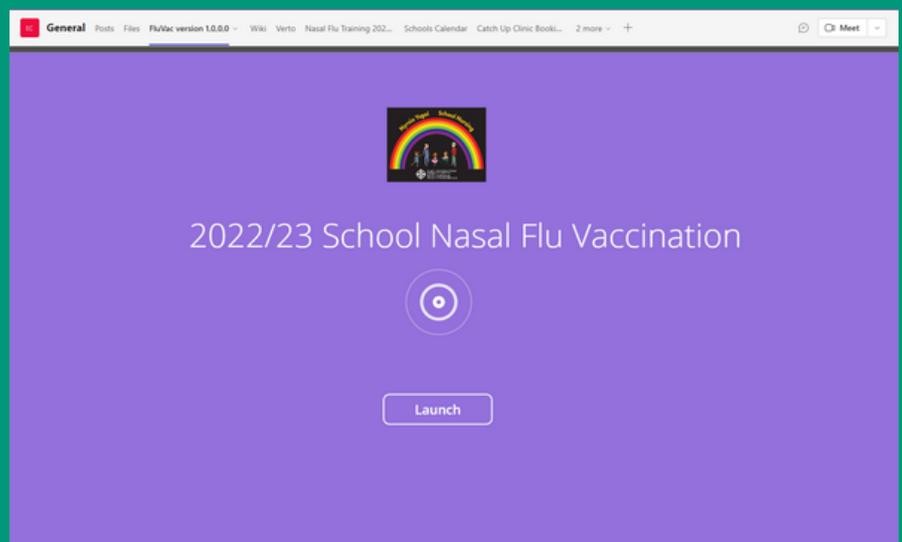
## Digitising Immunisation Consent

Quicker, safer, more efficient and environmentally friendly with e-consent

**Children, Young People and Family Health Services (CYP&FHS) Directorate** deliver immunisation programmes, such as Flu and Human Papillomavirus (HPV), for children and young people in Cardiff and the Vale. The immunisation team had been using a paper-based consent process developed in the 1990s which was increasingly seen as needing a thorough overhaul. The Health Board's adoption of Windows 365 created the opportunity to move away from using paper consent forms by providing the digital tools to enable the changes the directorate had been wanting to make.

**Across Cardiff and Vale of Glamorgan** approximately 80,000 children are within the scope of the annual flu vaccination programmes and for 2021-22 the newly digitised of e-consent, e-processing (end to end) and e-recording workflows was used for the first time. Approximately 70,000 parents received an e-consent e-form, simplifying and modernizing their interaction with school health services. Nearly 200 school nurses, support, school liaison staff and data/process staff use this system.

**For parents** it's an app on a smart phone, accessed from either an emailed link or a QR code. The immunisation team go to schools to support parents who need help, to access the app, which removes barriers to using it. Schools have also been very good at helping parents to make use of the app.

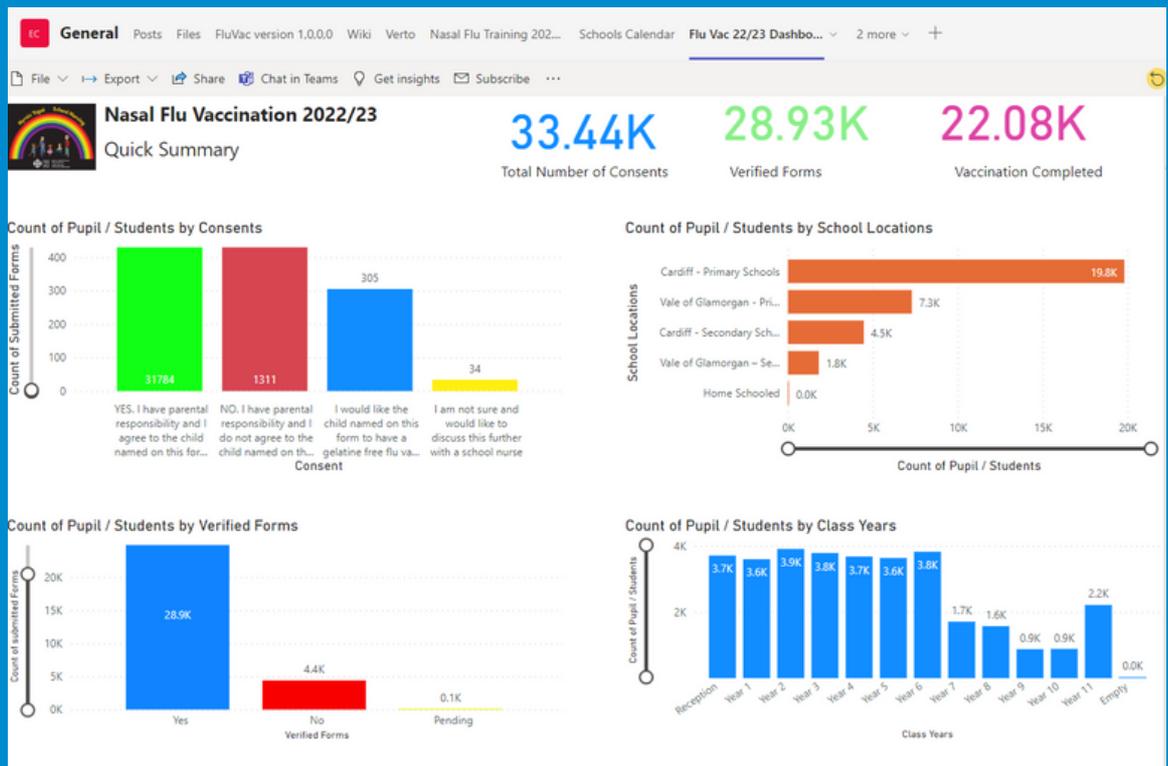


**Digitisation has** removed the need for 20-30 temporary staff, across admin, support, vaccinations and management, who would have been required to implement the paper-based system giving a saving in the region of £300,000. The environment benefits as paper consent forms are no longer being used.

**There is** now greatly improved governance with many built-in checks for safety. The Health Board has seen a significant reduction in complaints linked to the immunisation programme, whilst resolving queries has been made much easier.

The **e-consent** system provides live data analytics with a digital dashboard to allow the immunisation team and colleagues across the Health Board to understand the progress of each immunisation campaign and readily interrogate the data to improve uptake of the offered immunisations.

E-consent digital dashboard in Quick Summary view for the 2022/23 Nasal Flu vaccination campaign



**Implementing** the digitisation of immunisation consent has been achieved in-house within the Health Board with very few people involved. It uses a type of app available within Windows 365, which is perfect for this purpose, where consent is obtained and recorded. The technical requirements are simple: laptops for the immunisation team and Windows 365 licences to an enhanced level to allow for the interconnections with the app.

**Consents can** now be checked remotely, which allows for the tasks to be done from any location. It is now easy to identify negative consent and queries using simple colour coding. This has led to a significant reduction in administration time and phone calls. Staff confidence and digital competence have both been improved due to implementing the e-consent system.

**The immunisation** team have presented to the Scottish Executive on the potential of this approach to dramatically change how consent is gathered and processed, following a recommendation from the Welsh Government. Betsi Cadwaladr UHB is adopting this approach and there is interest from other Health Boards in Wales.

**For capturing** consent this digital approach is fast, accessible and very efficient. Using widely available IT, an app within Windows 365, it can readily be used across health and social care, with in-house development making it easy to tailor to different situations with consent being only one of many processes it can transform.