

SANOFI PASTEUR 

WE'LL HELP YOU REMIND
THEM, BECAUSE YOU HAVE
ENOUGH TO REMEMBER

This free text and voicemail
service automatically
reminds patients eligible
for flu vaccination
to book their
appointment.



DON'T
FORGET!

SANOFI PASTEUR 

FLU
VACCINATION
REMINDER
SERVICE

This Flu Vaccination Reminder Service is funded by Sanofi Pasteur as part of a patient support programme. This reminder service is not contingent on purchasing or prescribing Sanofi Pasteur products.

Public Health England recommends annual flu vaccination for all those aged 65 and over, and for people under 65 years in at-risk groups.

SANOFI PASTEUR FLU VACCINATION REMINDER SERVICE

A free service designed to help increase flu vaccination uptake among eligible patients

Official bodies state that providers must actively invite 100% of eligible people (e.g. by letter, email, phone call, text) and ensure uptake is as high as possible. Providers and commissioners will be required, if asked, to demonstrate that such an offer has been made. The benefits of flu vaccination among all eligible groups should be communicated and vaccination made as easily accessible as possible.¹

- ▶ You decide who receives a reminder and when
- ▶ Patients receive either a text or automated voicemail call reminding them to contact your surgery to book their flu vaccination
- ▶ The service distinguishes between landlines and mobiles and sends the appropriate message
- ▶ You are informed which patients have been successfully contacted



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1. Department of Health and Social Care, NHS England, Public Health England. National flu immunisation programme 2019 to 2020 letter. Available at: <https://www.england.nhs.uk/wp-content/uploads/2019/03/annual-national-flu-programme-2019-to-2020-1.pdf>
Accessed June 2019

6 SIMPLE STEPS TO USING THE VACCINATION FLU REMINDER SERVICE

1. Surgery registers for the Flu Vaccination
Reminder Service at
<https://sanofi.x-onweb.com>

2. GP surgery:

- Identifies patient cohorts to be reminded
- Decides date and time of reminder period
- Uploads patient contact details to secure X-on website

3. X-on receives data

4. Reminder telephone or text messages
sent out to patients as scheduled by you
or your surgery

5. Data collected:
Calls successful/unsuccessful?

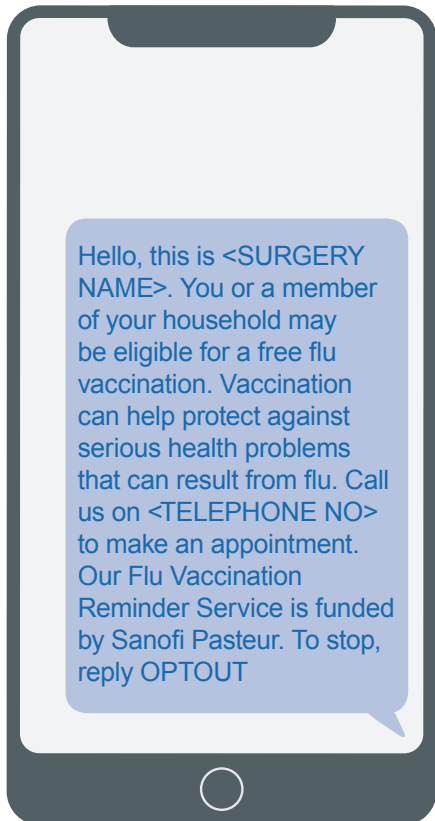
6. Data on success reported to surgery

See information on confidentiality
on the back page

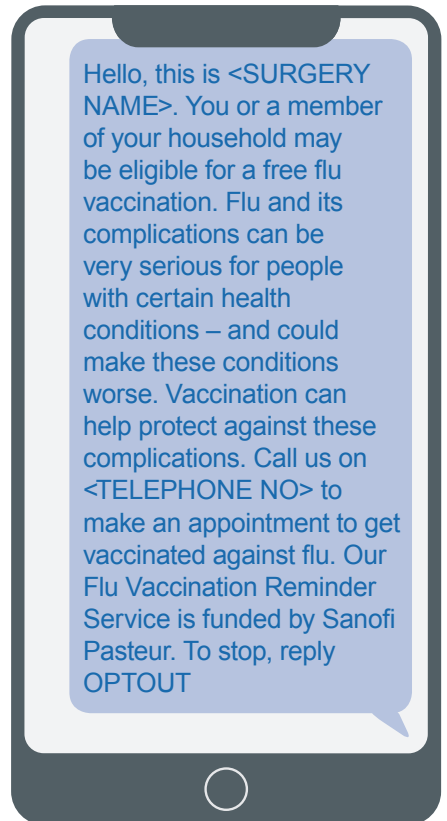
THE VOICEMAIL WILL SAY:

“Hello, this is <SURGERY NAME>. We’ve identified that a member of your household may be eligible to receive a free flu vaccination. Vaccination can help protect against serious health problems that can result from flu. Please call us on <TELEPHONE NO> to book an appointment. Our Flu Vaccination Reminder Service is funded by Sanofi Pasteur. If you no longer wish to receive reminder calls please press 2 now. If you are listening to this message on your voicemail, the press 2 function will not work, so please call us to let us know”

The general text message will read:

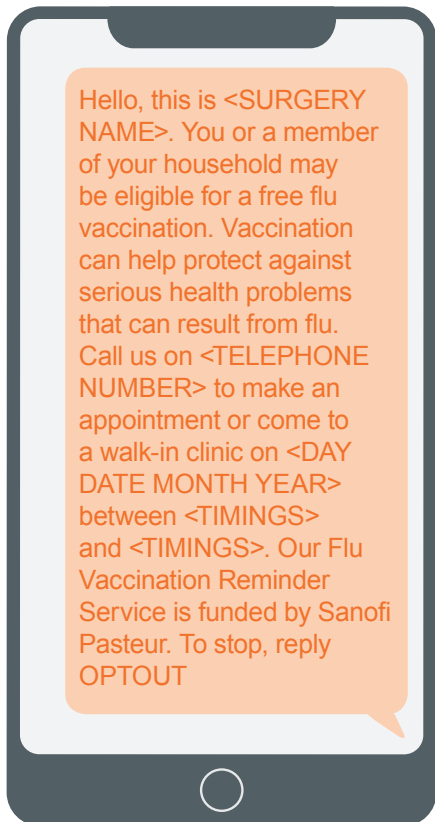


The text message for at-risk patients with pre-existing medical conditions will read:

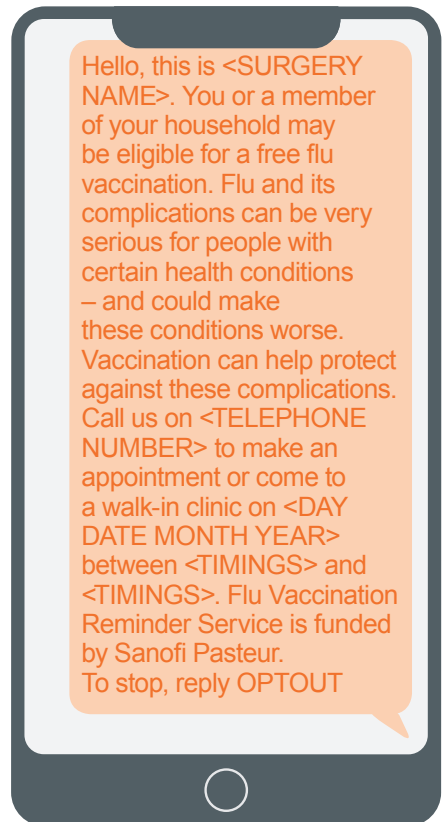


FOR THOSE SURGERIES THAT
HOLD OPEN CLINICS,
THE FOLLOWING MESSAGES
ARE ALSO AVAILABLE:

The general text
message will read:



The text message for at-risk
patients with pre-existing medical
conditions will read:



A SERVICE YOU CAN TRUST

▶ Patient contact details are kept strictly confidential. Sanofi Pasteur has no access to patient contact details nor will they be shared with any third party

▶ Your surgery details (address, estimated number of patients and details of how your surgery information is held) are held on a secure website that cannot be accessed by any other party

▶ This is a service supplied by X-on, an NHS-accredited outbound calling operator, who is:

- ISO 9001 certified
- ISO 27001 certified (Information Security Management System)
- A registered data controller with the Information Commissioner's Office
- Certified via the NHS Information Governance Toolkit

CONFIDENTIALITY

The only information uploaded to X-on is a patient landline or mobile number and an optional unique patient identity code, which can be generated by your surgery for each patient, to identify them if your surgery wishes to do so. This code is not recognisable by anyone outside of your surgery system and is therefore secure.

All data is securely stored by X-on. The data is uploaded via a secure web portal so all data is anonymous before leaving your surgery. Once uploaded, only X-on have access to the data via its secure website. It cannot be seen by any other party, including Sanofi Pasteur.

X-on is an accredited level 1 PCI-DSS security provider, with extensive experience in the secure and compliant transmission and storage of data, maintaining highly secure systems, which currently process the data of thousands of clients, from small and medium-sized enterprises through to corporates and the NHS.





WE WON'T FORGET TO SUPPORT YOU

As part of the Sanofi Pasteur Flu Vaccination Reminder Service you'll receive the following:

- Surgery posters and leaflets informing eligible patients about the service
- A comprehensive guide with step-by-step instructions to help you get the most from this service
- Access to X-on support help desk:

Call 0333 332 1499 from 9am – 5pm Monday to Friday

Email sanofisupport@x-on.co.uk

The Flu Vaccination Reminder Service is part of a range of support services offered by Sanofi Pasteur.

To find out more about support materials and services offered by Sanofi Pasteur for your flu vaccination clinics, speak to your local Vaccine Account Manager.

