

Comms – INC 1390 (practices in England)

Subject:

Important: Potential incorrect SNOMED code selected in vaccine invitations - action required

Dear [user]

We are writing to you following collaboration with NHS England (NHSE), who highlighted a trend of vaccine events that have been entered into GP medical records, followed quickly by deletions.

We've looked into this and found instances where SNOMED codes for the **administration** of a vaccine were selected by users and included in batch messages sent by GP Practices via Accurx and saved to record. We suspect this may have been an error, and that the intention was to select an **invitation** SNOMED code for the vaccine in question. In light of some corrections / updates reported through to NHSE, in these instances there are potential clinical and data integrity considerations. We wanted to share details of any potentially affected batch messages from your practice, so you can review and take any actions necessary, if you haven't done so already.

For [practice name] this may have been the case for the following batch messages:

SNOMED Code	Batch Message Date and Time
[ConceptID + Description]	[Date and Time]
e.g. 1303503001 - Administration of RSV (respiratory syncytial virus) vaccine	e.g. 23/01/2025 at 13:15

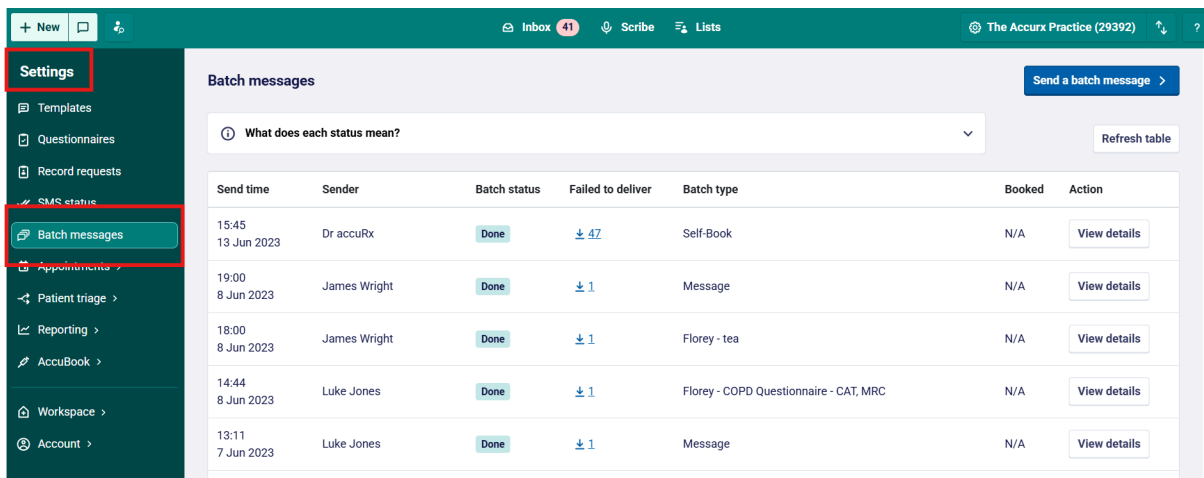
What is recommended?

- If the SNOMED code was selected in error, and you have not already taken an action for these messages, we recommend that you review the medical records of the patients these messages were sent to (see below for guidance), and:
 - Check if the patient has received or declined the vaccination in question due to potential risk of harm where patients required a vaccination that may not have been received. Where applicable, these patients can be followed-up as needed after your clinical assessment.

- Update the medical record / codes so they remain accurate for the care carried out and to ensure correction of any potential integrity issues.
- NHSE will be reaching out to DPOs to provide further guidance on this.

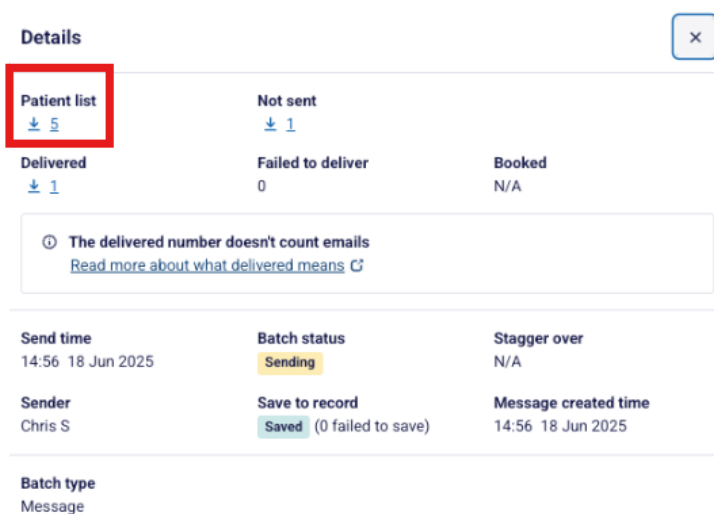
How to find the patients the batch message was sent to?

If you access the “Settings” section for your organisation, you can see a list of all your historic batch messages under “Batch messages”:



Send time	Sender	Batch status	Failed to deliver	Batch type	Booked	Action
15:45 13 Jun 2023	Dr accurx	Done	↓ 47	Self-Book	N/A	View details
19:00 8 Jun 2023	James Wright	Done	↓ 1	Message	N/A	View details
18:00 8 Jun 2023	James Wright	Done	↓ 1	Florey - tea	N/A	View details
14:44 8 Jun 2023	Luke Jones	Done	↓ 1	Florey - COPD Questionnaire - CAT, MRC	N/A	View details
13:11 7 Jun 2023	Luke Jones	Done	↓ 1	Message	N/A	View details

1. Locate the batch message in question according to date and time
2. Click on “View Details” (you can see the number of patients the batch message was sent to in “Patient List”)
3. Download the CSV file under “Patient List” which will include every patient that was included in the original batch message.



Details

Patient list ↓ 5

Not sent ↓ 1

Delivered ↓ 1

Failed to deliver 0

Booked N/A

ⓘ The delivered number doesn't count emails
[Read more about what delivered means](#)

Send time 14:56 18 Jun 2025	Batch status Sending	Stagger over N/A
Sender Chris S	Save to record Saved (0 failed to save)	Message created time 14:56 18 Jun 2025

Batch type
Message

4. In the downloaded CSV file you will be able to see the outcome of the message for each patient (e.g. the send status, whether it wasn't sendable etc.) and you can also see instances where the message successfully saved to record or not.

NhsNumber	EmisNumber	MobileNumber	EmailAddress	Sendable	SendStatus	SendStatusLastUpdated	DisplayName	NonSendableReason	WrittenToRecord	SendType	FallbackSmsSent
9909153955	12796	*****394		True	Delivered	2025-06-18T14:57:03			True	SMS	
	10179		chr*****	True	Sent	2025-06-18T14:58:00			True	Email	
8883480279		*****789		True	Sent	2025-06-18T14:57:00			True	SMS	
7777777777	500138	*****678		True	Sent	2025-06-18T14:57:00			True	SMS	
9943090782				False	Unknown			Contact details not provided	False	SMS	

- You can filter to focus on all instances where the potential incorrect code **has** been saved (i.e. “written to record” is “true”) and perform a record update, clinical review and follow-up as required.

What if the batch message is scheduled and not yet sent:

If a potentially impacted batch message is scheduled and not yet sent, you are able to see this in the batch summary table, and by clicking “More” you can view the details of the batch message or “Cancel sending” if appropriate.

Batch status	Failed to deliver	Batch type	Booked	Action
Scheduled	N/A	Message	N/A	More
Done	1	Message	N/A	View details
Done	2	Florey - Asthma ACT Questionnaire	N/A	Cancel sending

What is stopping users from making this error again?

Just as GP practices can choose to save any SNOMED code they want in the medical record, Accurx aims to support as broad a range of SNOMED codes as possible to support the many different ways GPs work. We add SNOMED codes to our supported library on the request of our users. However, as we have seen instances where users sending batch messages have made this error, on balance we have decided to remove the codes for vaccine “administration”. This is to reduce the potential impact of an error on subsequent clinical care and national reporting. These will be removed from any templates and Questionnaires and will no longer be selectable in the dropdown menus for SNOMED codes. We encourage you to review any templates or Questionnaires where you may have used these codes to see if an appropriate alternative is available, or your workflow can remain with no code. The codes being removed are:

- 859641000000109 Herpes zoster vaccination (procedure)
- 1082441000000108 First diphtheria, tetanus and acellular pertussis, inactivated polio, Haemophilus influenzae type b and hepatitis B vaccination (procedure)



- 1082451000000106 Second diphtheria, tetanus and acellular pertussis, inactivated polio, Haemophilus influenzae type b and hepatitis B vaccination (procedure)
- 868631000000102 First rotavirus vaccination (procedure)
- 1303503001 Administration of vaccine product containing only RSV (respiratory syncytial virus) antigen (procedure)
- 1362591000000103 Immunisation course to maintain protection against SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) (regime/therapy)
- 956951000000104 Pertussis vaccination in pregnancy (procedure)
- 505001000000109 Measles mumps rubella catch-up vaccination (procedure)
- 1324681000000101 Administration of first dose of SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) vaccine (procedure)
- 1324691000000104 Administration of second dose of SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) vaccine (procedure)
- 247641000000105 Second pneumococcal conjugated vaccination (procedure)
- 247631000000101 First pneumococcal conjugated vaccination (procedure)
- 868651000000109 Second rotavirus vaccination (procedure)
- 1082461000000109 Third diphtheria, tetanus and acellular pertussis, inactivated polio, Haemophilus influenzae type b and hepatitis B vaccination (procedure)
- 985151000000100 Administration of first inactivated seasonal influenza vaccination (procedure)

Please note this email has been sent to all Accurx admins for your practice.

If you have any further questions, or would like a copy of our clinical risk assessment, please do not hesitate to contact Accurx support by replying to this email or reaching out to support@accurx.com.

Thank you

Accurx