



Childhood Vaccination: Improving Accessibility and Experiences

Lynsey Buchan and Elaine Wilson

Responding to the needs of children

Environmental factors: sensory, visually, auditory, olfactory



What did we do?





Access and Referral

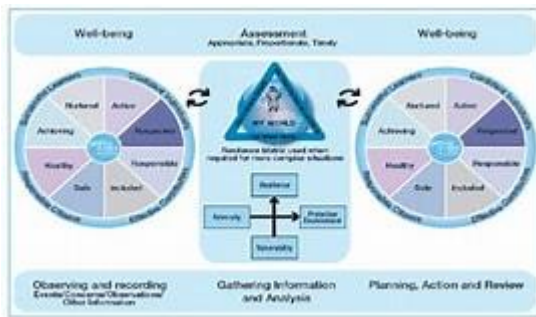
MIDLOTHIAN IMMUNISATION TEAM REFERRAL FORM FOR SPECIALISED CLINICS

NAME /DATE OF BIRTH AND CHI:
ADDITIONAL INFORMATION: Why do you feel a specialised clinic would be appropriate for child? Is there anything we should be aware of prior to appointment?
REASONS FOR REFERRAL: Is there anything we should be aware of prior to appointment?
REFERRER:



Policy Landscape

GIRFEC



'Keeping the child at the heart'



UNCRC

Articles
2,3,2,23,24



Voice of the Infant



The Promise



Trauma Informed



Results and feedback. What's next?

- Small LA
- Great teamwork
- PHS target of 95%
- **Spread the word!**



'Dear Elaine,

On behalf my daughter Susan and I, we just wanted to say thank you for looking after my Grandson Michael* during last weeks vaccination.*

Michael has Autism and Global Delay, which proves unbelievably challenging when visiting the doctors or indeed the hospital. Leading up to his vaccination, both Susan and I were so stressed, anxious and terrified of it would go, based on previous bad experiences.

You were so welcoming and helpful, meeting us at the door to take us straight through (sitting in the waiting room is just impossible) were so warm and friendly towards Michael and you managed to vaccinate him without any issues. That alone was so surprising!! The way you entertained him, made him feel at ease and have fun, delivered the injection quickly and normalised it was simply staggering. We both couldn't believe that it was so simple, stress free and affective.

This service you've created is incredible and honestly needs to be rolled out across all child services in both the surgeries and hospital. From a parent and grandparents point of view, we cannot thank you or recommend this enough. You're an angel!

Best regards, Peter* '

*names have been changed