

A microscopic view of virus particles, likely coronaviruses, showing their characteristic rod-like shape and surface spikes. The image is in blue and white, with the virus particles appearing as bright, textured structures against a dark background.

Understanding Vaccination Challenges & Needs for GPs, Retail Pharmacists & Practice Nurses

June 2023

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Objectives

To identify:

- Key challenges customers experience in relation to vaccination
- Opportunities to address the challenges
- Digital solutions to better support HCPs when vaccinating patients

To ultimately inform the Sanofi internal ideation workshop to be held on June 15, 2023

Key Insights Summary

1. Amongst GPs, the biggest challenges apart from vaccine costs centre on patient reluctance and education. Sanofi can consider how to reframe GP cost perception (which often misalign to patient perspectives) and provide education aimed at strategies to counter vaccine hesitancy
2. For pharmacists, resources to improve operational aspects are the key need with staffing, storage and physical space key pain points. Digitally they are looking for better software integration
3. Nurses seek more patient education and support. They are very open to digital solutions and Sanofi can consider materials accessed via QR code (which would be well received across audiences)

02.

**Background &
Objectives**



Sanofi is seeking to understand how to better support key customers in the vaccination process

Background

- Sanofi is planning to conduct a series of internal workshops, to determine where to best support customers across the vaccine's stocking and administration journey
- Sanofi hypothesise there will be different challenges based on stakeholder type and, potentially, related to different vaccine categories

Objectives

- Sanofi seeks to understand the challenges different groups of customers face during the vaccination process

Research scope:

- Key challenges customers experience in relation to vaccination
- Opportunities to address the challenges
- Digital solutions to better support HCPs when vaccinating patients



To address the above, Sanofi commissioned a 3-question Mediloop survey with n=300 customers (n=100 GPs, n=100 retail pharmacists and n=100 practice nurses) to better understand the challenges and asks of customers



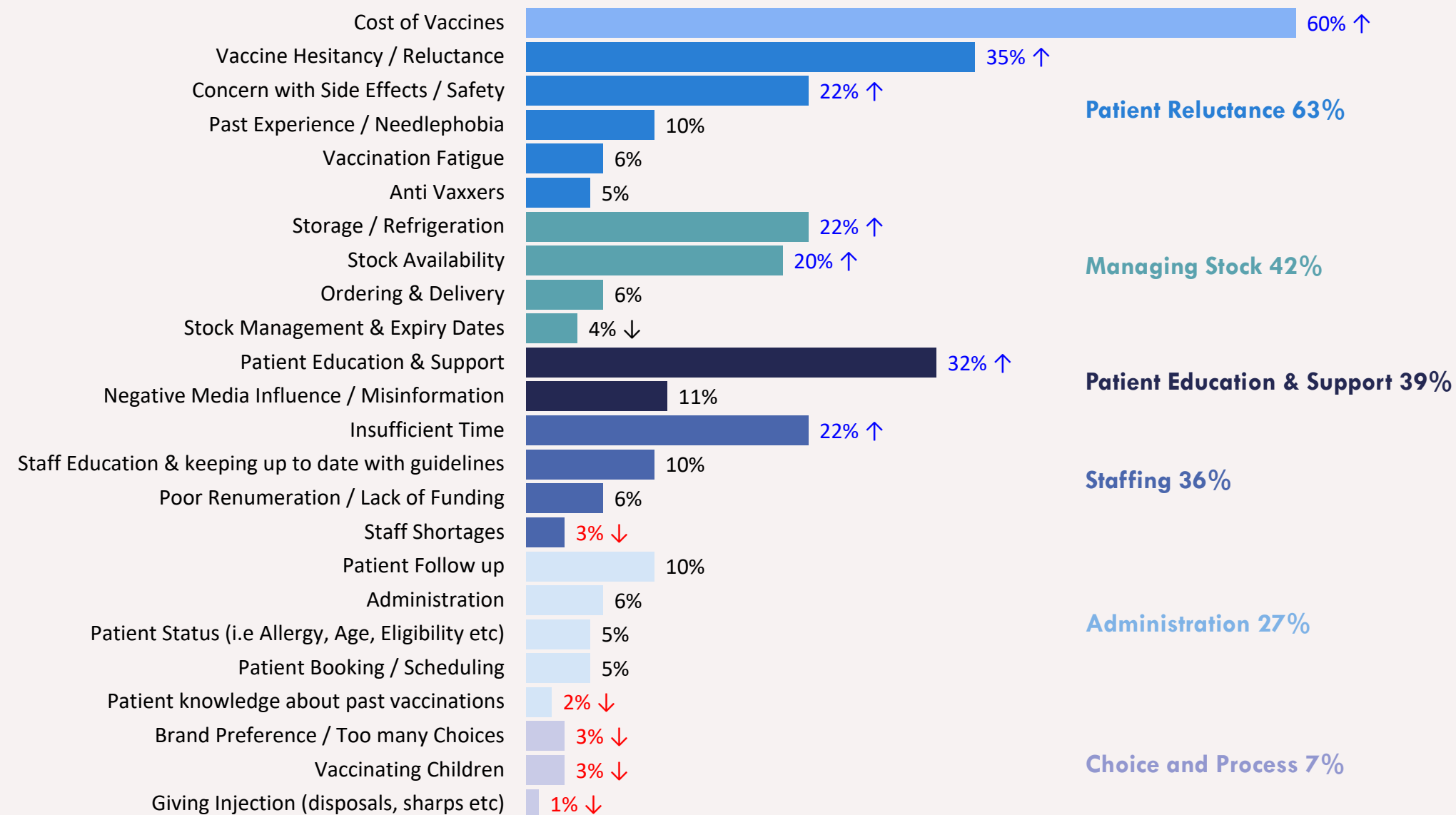
03.

Insights



Amongst GPs, the biggest challenges apart from vaccine costs centre on patient reluctance and education

Patient Vaccination Challenges (Coded) - GPs



“

Convincing patients to take the vaccination. A lot of patients are reluctant to get the vaccination due to perceived side effects or past experiences – Patient Reluctance

Finding time in a busy clinic to keep up with demand for vaccination – Staffing

Patient thinks they're healthy and don't need anymore vaccines particularly if they're not travelling – Patient Reluctance

Education - some patients were misinformed regarding vaccines from internet – Patient Education

Availability of nursing staff to give vaccines - Staffing

Cost of non-subsidised vaccines to the patient (e.g. Shingrix) – Costs of Vaccines

Cold-chain mishaps and vaccines needing to be discarded – Managing Stock

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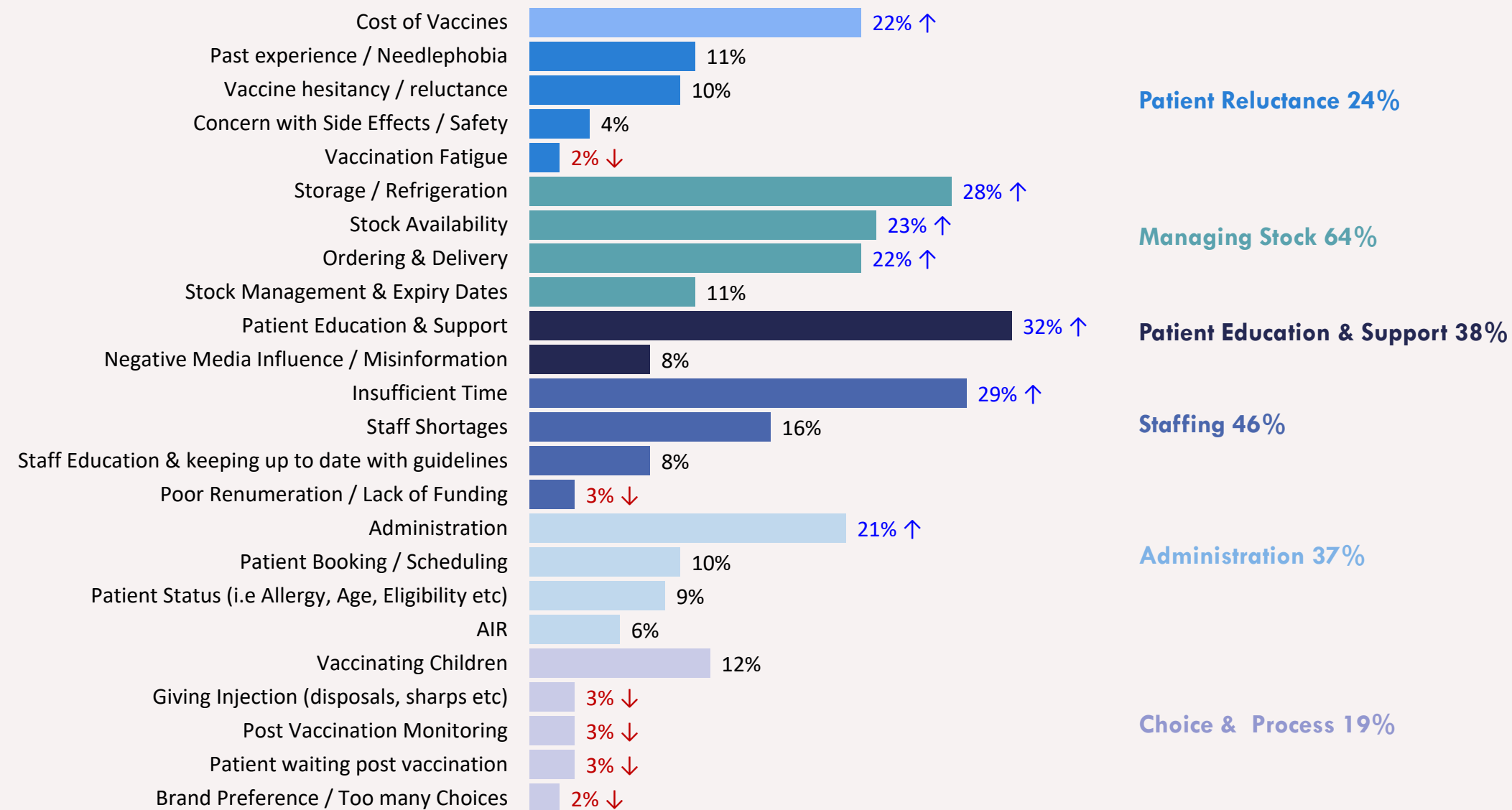
Prior research conducted for Sanofi indicated that consumers may not prioritise ‘cost’ in the same way as GPs believe they do. One area for Sanofi to consider is how to reframe GP cost perspectives so they still recommend the range of suitable vaccines

Q01. Please think now about vaccination of patients, across all categories. What are the top 3 main challenges you experience in relation to vaccination of patients? Please consider all aspects of vaccination from ordering, storing, administration, education, and patient support and be as detailed as possible in your response. GP n=100, % of n, challenges <1% not shown on chart

significantly lower, significantly higher

For pharmacists, managing stock is the main challenge. Staffing, administration and patient support are also issues

Patient Vaccination Challenges (Coded) – Retail Pharmacists



“

Patient access of their AIR records. There needs to be a simpler way for patients to access their own vaccination records. Many of our patients are not very tech savvy and require us to print off their records for them – Administration

Ordering and Processing expired covid vaccines – Administration

Ordering covid vaccinations which take quite some time to arrive at the pharmacy when the demand is quite high and only certain amounts can be ordered each week – Managing Stock

Technology and older patients - not being able to book appointments online, not being able to access their MyGov record etc – Administration

Difficulty finding sufficient trained staff to support or vaccinate - Staffing

Storage of vaccines as vaccine fridge is small – Managing Stock

Children, takes too long to vaccinate – Injection Process

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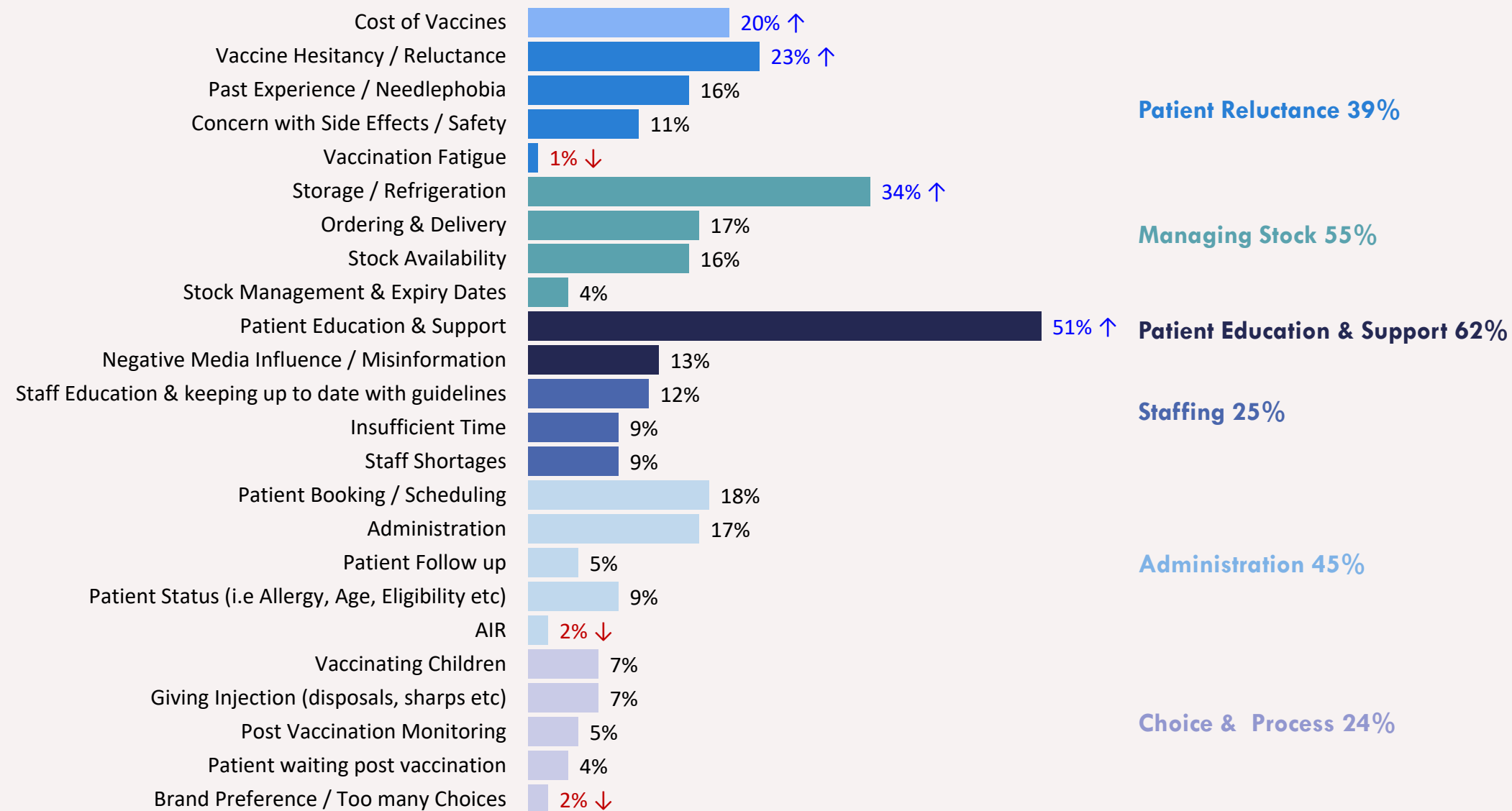
For pharmacists, it's less about patient persuasion and more about operational support needs

Q01. Please think now about vaccination of patients, across all categories. What are the top 3 main challenges you experience in relation to vaccination of patients? Please consider all aspects of vaccination from ordering, storing, administration, education, and patient support and be as detailed as possible in your response. Retail pharmacists n=100, % of n, challenges <1% not shown on chart

significantly lower, significantly higher

Nurses perceive patient education and support to be the key challenge, more so than other HCPs

Patient Vaccination Challenges (Coded) – Nurses



“

Storing - with multiple vaccines and limited space, this is a challenge – Managing Stock

Not knowing exactly when a vaccine order will be arriving, an online tracking service would make a big difference here – Managing Stock

Not having enough nurses trained to vaccinate – Staffing

Educating people as the reasons behind community vaccination eg: herd immunity – Patient Education & Support

Having enough time to educate patients/family and ask questions. This shouldn't be an 'in and out' exercise. People need to be given time - Patient Education & Staffing

Patient's fear of possible side effects – Patient Reluctance

Patients don't turn up with their appointment - transportation problem, forget appointments - Staffing

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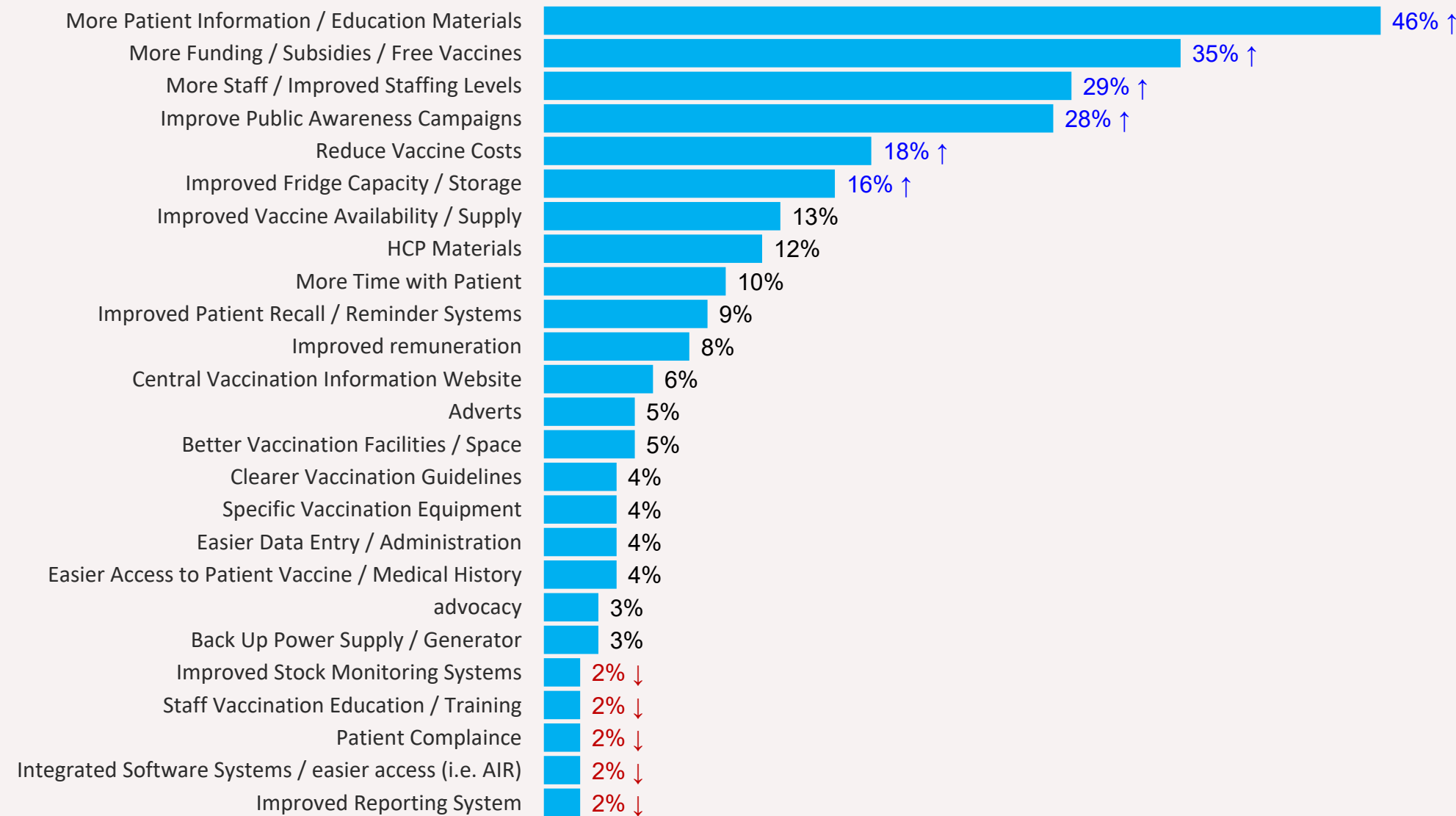
The primary need is patient education and support as well as stock management

Q01. Please think now about vaccination of patients, across all categories. What are the top 3 main challenges you experience in relation to vaccination of patients? Please consider all aspects of vaccination from ordering, storing, administration, education, and patient support and be as detailed as possible in your response. Nurses n=100, % of n, challenges <1% not shown on chart

significantly lower, significantly higher

Resources which educate and provide more information about vaccines to patients and the wider public are key areas to focus on amongst GPs

Resources Needed (Coded) - GPs



Easily explained videos for patients from media personality – More Patient Information / Education Materials

More patient resources regarding vaccines– More Patient Information / Education Materials

Pharmaceutical companies provide more free patient education materials – More Patient Information / Education Materials

Greater public awareness of the role and safety of vaccines – Improve Public Awareness Campaigns

Having enough nursing staff to administer and promote vaccinations – More Staff / Improved Staffing Levels

More vaccines being available on the PBS (eg. Gardasil for older patients) – More Funding / Subsidies / Free Vaccines

Assistance with cold chain monitoring and equipment such as fridges and thermometers – Improved Fridge capacity / Storage



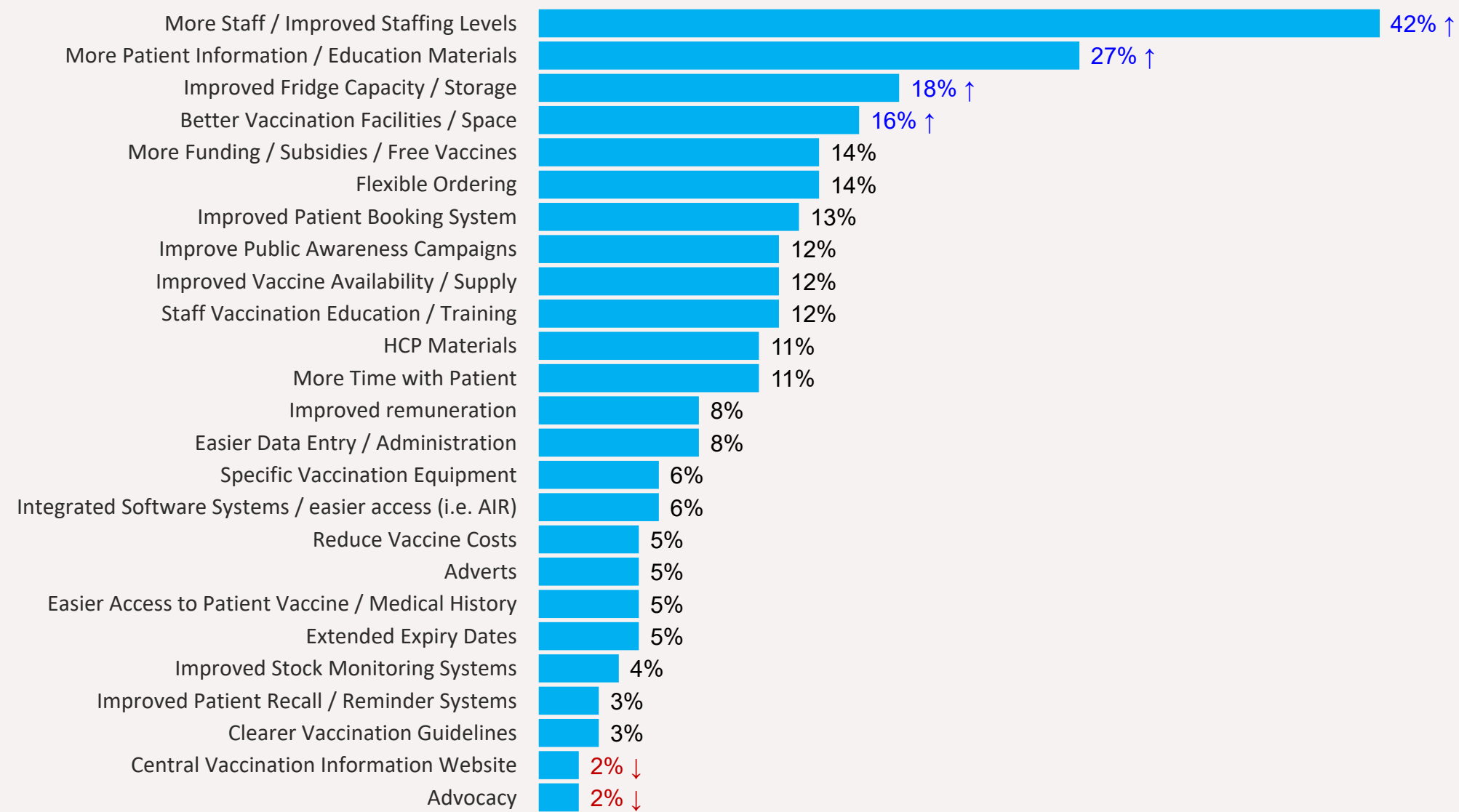
A more vaccine-literate, less sceptical patient pool, would in turn help to alleviate time pressure. This could take the form of a public awareness campaign. Specific patient education and support could be aimed at strategies to counter vaccine hesitancy

Q02. Please now imagine that resources to support you/your patients are unlimited. What would be most useful to you/your patients to address the challenges you mentioned? GP n=100, % of n, resources <2% not shown on chart

significantly lower, significantly higher

Resources to improve operational aspects, especially staffing, storage and physical space are key areas to focus on amongst pharmacists

Resources Needed (Coded) – Retail Pharmacists



“

- A dedicated pharmacist for vaccinations so there is not the pressure to get back to the dispensary – More Staff / Improved Staffing Levels
- An extra staff to help prepare the vaccines and confirming details with patients – More Staff / Improved Staffing Levels
- Larger vaccination room and designated waiting area – Better Vaccinations Facilities / Space
- Try to get a bigger fridge to store more vaccines – Improved Fridge Capacity / Storage
- More efficient patient booking system, e.g. automated – Improved Patient Booking System
- All vaccinations available from one supplier with ordering from a portal – Flexible Ordering
- Leaflet to describe the disease they are protected against with the vaccine – More Patient Information / Education Materials

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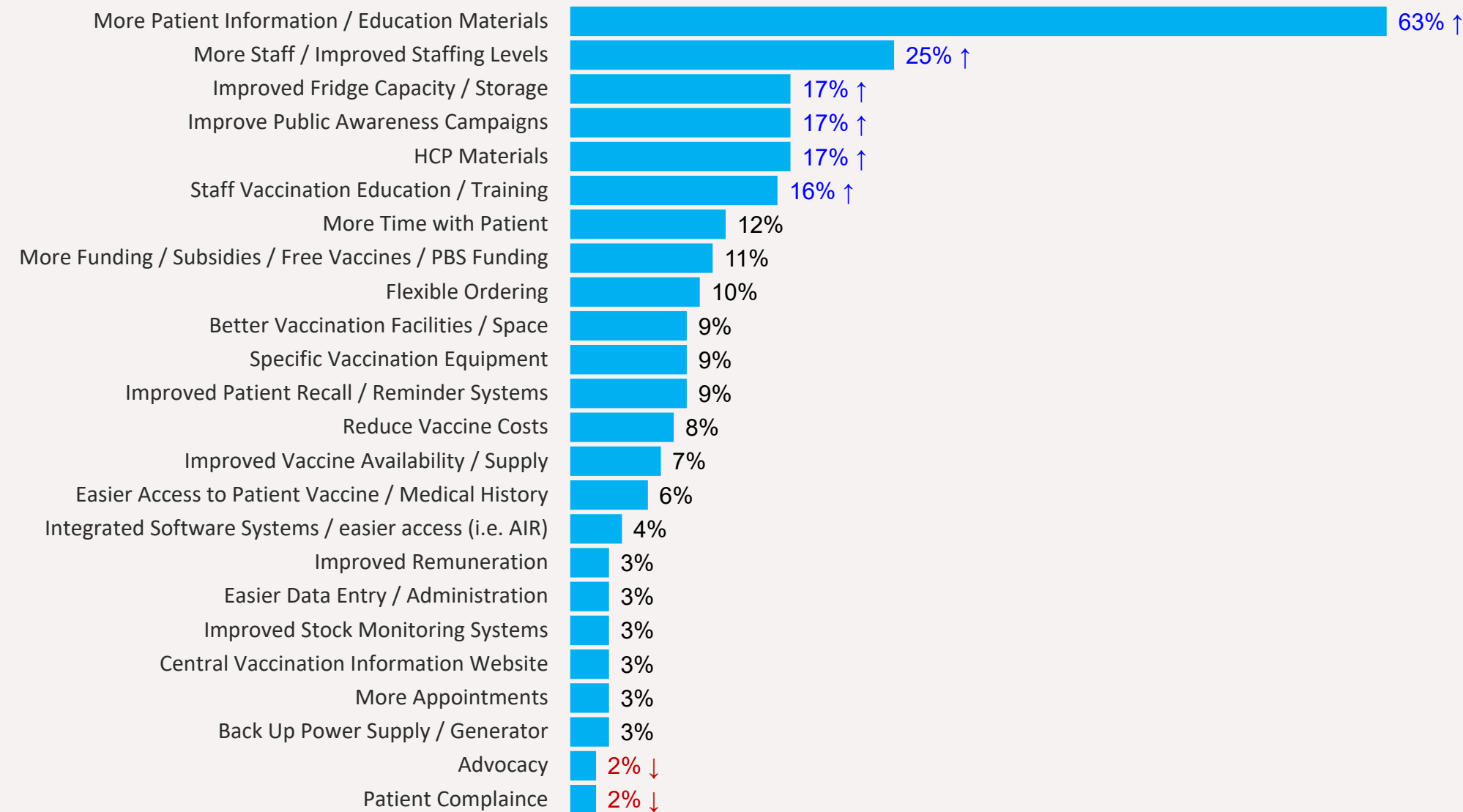
Areas for Sanofi to brainstorm include how to best support operations – for example, could Sanofi work with key pharmacies to support administration and education on specifically promoted vaccination days?

Q02. Please now imagine that resources to support you/your patients are unlimited. What would be most useful to you/your patients to address the challenges you mentioned? Retail pharmacists n=100, % of n, resources <2% not shown on chart

significantly lower, significantly higher

Nurses seek patient information and education resources

Resources Needed (Coded) – Nurses



Good distraction tools that aren't lollies – More Patient Information / Education Materials

A video playing in the treatment room – More Patient Information / Education Materials

An educational booklet providing all recommended vaccines based on targeted population – More Patient Information / Education Materials

More qualified nurses to administer vaccines in a calm space – More Staff / Improved Staffing Levels

Having a big storage fridge that has the multiple medications with a generator on the fridge for power outages – Improved Fridge Capacity / Storage

I think national campaigns about vaccination especially school age vaccines to increase compliance either through social media or TV – Improve Public Awareness Campaigns

For clinicians resources that are easily accessible on the stand out important things, e.g. mode of action, length of time before effective, S/E, A/E, interactions and so on – HCP Materials



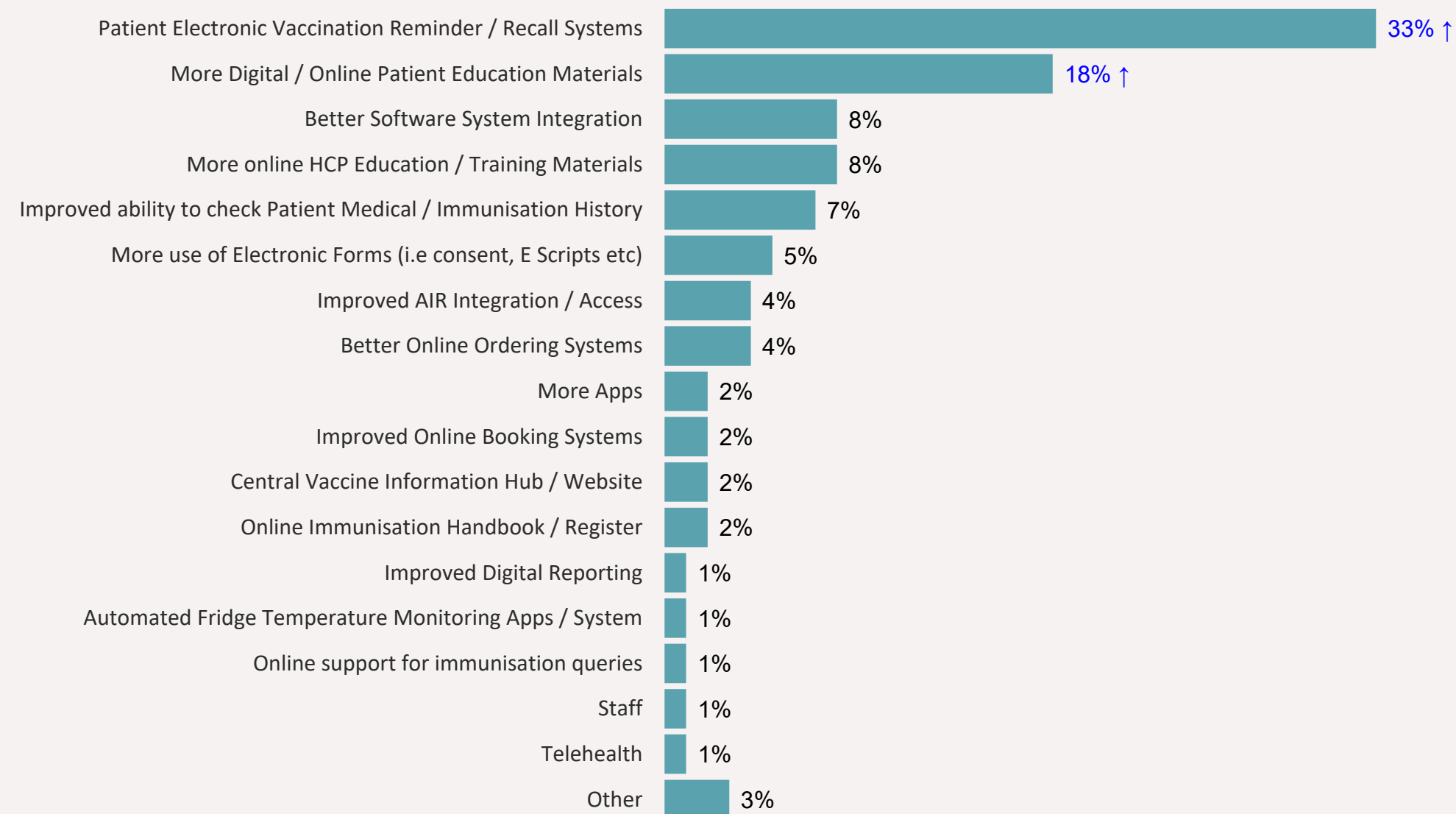
Improving patient interaction during the vaccination process through better information is a need for nurses. What does Sanofi already have available that could be communicated through to nurses?

Q02. Please now imagine that resources to support you/your patients are unlimited. What would be most useful to you/your patients to address the challenges you mentioned? Nurses n=100, % of n, resources <2% not shown on chart

significantly lower, significantly higher

Electronic vaccination recall and reminder systems alongside patient materials are the greatest perceived digital enhancements for GPs

Digital Solutions (Coded) - GPs



The best practice software needs to identify those who require vaccinations through the AIR software and send recalls – Patient Electronic Vaccination Reminder / Recall Systems

Using digital tools to identify patients due for vaccination and send text messages to patients for vaccination – Patient Electronic Vaccination Reminder / Recall Systems

Simple recall systems so when next vaccine is due patient is reminded in the format they prefer – Patient Electronic Vaccination Reminder / Recall Systems

Online portals that are easy for patients to use in their own time about what vaccines have been recommended and why – More Digital / Online Patient Education Materials

Vaccination records easily accessed through practice software, including vaccines given by other healthcare professionals including pharmacists – Better Software System Integration



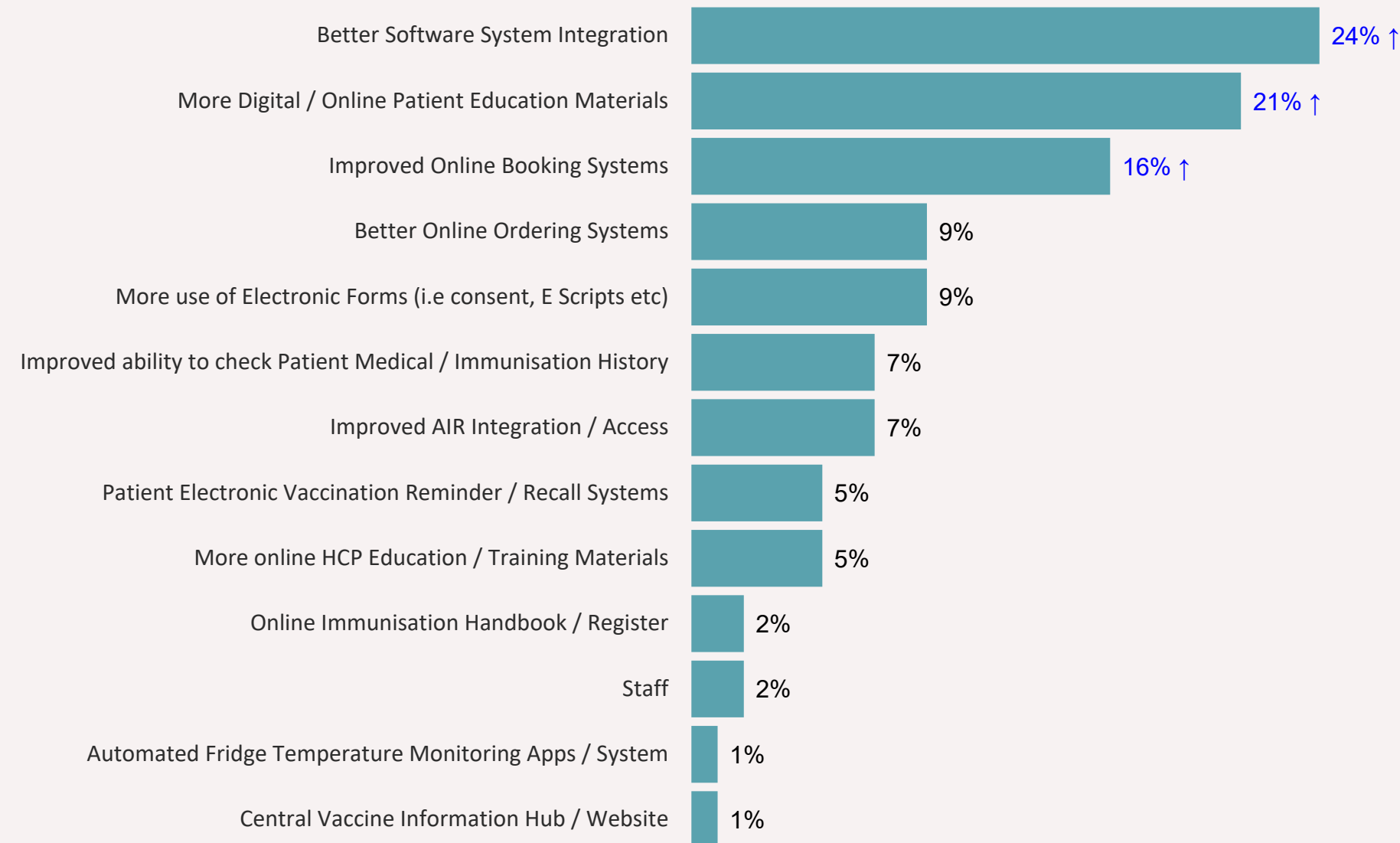
There's opportunity for Sanofi to consider how to engage with GP practices to support best practice for patient recall

Q03. Please now think about digital solutions that you use or would like to use. How would you enhance, evolve or add to these to better support you/your patients in relation to vaccines/vaccination. Please be as detailed as possible in your response. GP n=100, % of n

significantly lower, significantly higher

Pharmacists are more focused on increasing operational efficiency through improving and integrating systems

Digital Solutions (Coded) – Retail Pharmacists



Greater linking of software where we have to enter patient data about getting the vaccine to the dispensing software, so we don't have to enter data twice – Better Software System Integration

We use a booking platform and a separate dispensing program and a separate recording platform. Better integration is needed – Better Software System Integration

QR codes with links to videos/websites for patients to read in their own time – More Digital / Online Patient Education Materials

When pharmacist is preparing the vaccine, patient can watch a YouTube video from an ipad – More Digital / Online Patient Education Materials

Better booking system to help rostering and patient management – Improved Online Booking System

Pre-populated ordering sheets for vaccines. Or suggested order and we just need to click yes to send – Better Online Ordering System



Ideally pharmacists are looking for one software system that handles all operational processes from ordering, booking through to dispensing

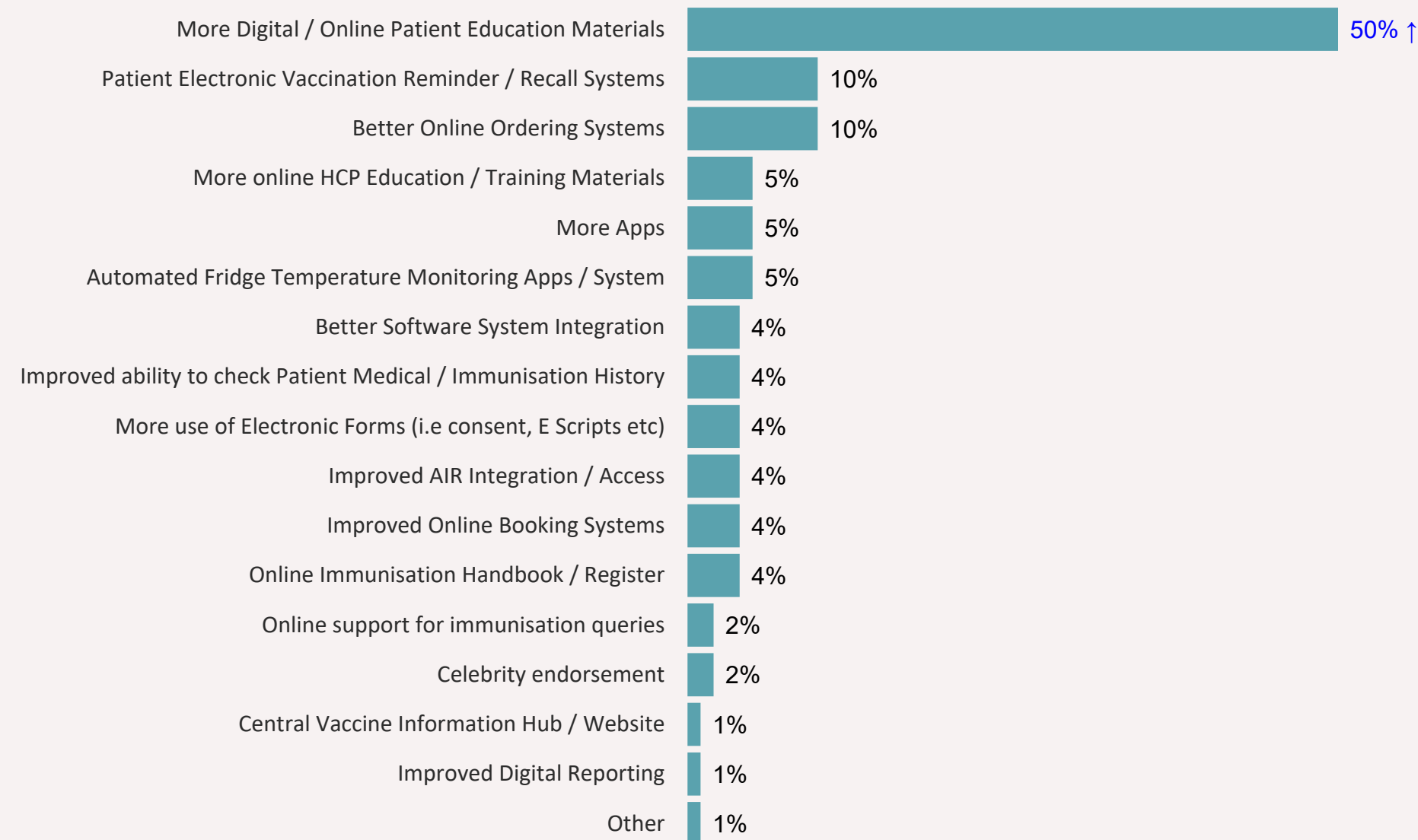
Q03. Please now think about digital solutions that you use or would like to use. How would you enhance, evolve or add to these to better support you/your patients in relation to vaccines/vaccination. Please be as detailed as possible in your response.

Retail Pharmacists n=100, % of n

significantly lower, significantly higher

Nurses see a huge opportunity for digital solutions to improve and enhance their interaction with a patient

Digital Solutions (Coded) - Nurses



QR code information/video for patients to read through while waiting – More Digital / Online Patient Education Materials

Short video presentations 3 mins that can be played to address specific concerns or give general information – More Digital / Online Patient Education Materials

Educational emails sent out to patients and parents in regard to vaccines benefits and side effects – More Digital / Online Patient Education Materials

Website to simplify the information on each vaccine and why someone would get vaccinated for certain diseases – More Digital / Online Patient Education Materials

To be able to add quick recalls with a link to book appointments asap – Patient Electronic Vaccination Reminder / Recall Systems

A system that alerts us to the fact we may be getting low in certain vaccines depending on what we've ordered and how many patients we generally see – Better Online Ordering System



Sanofi can consider development of materials delivered via QR code

Q03. Please now think about digital solutions that you use or would like to use. How would you enhance, evolve or add to these to better support you/your patients in relation to vaccines/vaccination. Please be as detailed as possible in your response. Nurses n=100, % of n

significantly lower, significantly higher



Thanks!

Appendix Verbatims



Q1 Please think now about vaccination of patients, across all categories. What are the top 3 main challenges you experience in relation to vaccination of patients? Please consider all aspects of vaccination from ordering, storing, administration, education, and patient support and be as detailed as possible in your response.

Verbatim	Specialty	Code
Associated cost where some are not subsidized e.g shingrix	GPS	Cost of Vaccines
Cost	GPS	Cost of Vaccines
Cost - certain vaccines are not covered by PBS	GPS	Cost of Vaccines
cost of non government vaccinations	GPS	Cost of Vaccines
cost of certain vaccines	GPS	Cost of Vaccines
Cost of done if the vaccinations is a big hurdle	GPS	Cost of Vaccines
Cost of non funded vaccines	GPS	Cost of Vaccines
Cost of non-subsidised vaccines to the patient (e.g. Shingrix)	GPS	Cost of Vaccines
Cost of private vaccine	GPS	Cost of Vaccines
Cost of some private vaccines is prohibitive	GPS	Cost of Vaccines
Cost of some vaccines	GPS	Cost of Vaccines
Cost of vaccinations for patients	GPS	Cost of Vaccines
Cost of vaccine can be prohibitive for patient	GPS	Cost of Vaccines
Cost of vaccines	GPS	Cost of Vaccines
Cost of vaccines to the patient	GPS	Cost of Vaccines
Cost to patient	GPS	Cost of Vaccines
Cost to patients ie shingles	GPS	Cost of Vaccines
Cost to see the doctor	GPS	Cost of Vaccines
costs with some private immunisations	GPS	Cost of Vaccines
Financial	GPS	Cost of Vaccines
Out of pocket costs	GPS	Cost of Vaccines
PBS regulation / Cost	GPS	Cost of Vaccines
prices	GPS	Cost of Vaccines
Privately funded vaccines, cost of.	GPS	Cost of Vaccines
The cost of some vaccinations to the patient e.g.shingles	GPS	Cost of Vaccines
Bexsero cost	Nurses	Cost of Vaccines
Cost	Nurses	Cost of Vaccines
Cost (private versus public) pt being able to afford	Nurses	Cost of Vaccines
Cost in travel vacancies	Nurses	Cost of Vaccines
Cost of non NIP vaccinations	Nurses	Cost of Vaccines
Cost of private vaccines	Nurses	Cost of Vaccines
COST OF SOME VACCINES	Nurses	Cost of Vaccines
Cost of vaccines on private script	Nurses	Cost of Vaccines
costing of vaccinations	Nurses	Cost of Vaccines
Costs associated with certain vaccines	Nurses	Cost of Vaccines
PBS listed	Nurses	Cost of Vaccines
Cost	Retail Pharmacists	Cost of Vaccines
Cost - main patient group wanting vaccinations are young. Elderly patients would just go see their gp	Retail Pharmacists	Cost of Vaccines
Cost involved	Retail Pharmacists	Cost of Vaccines
Cost of the vaccine to patients	Retail Pharmacists	Cost of Vaccines
Cost to patient	Retail Pharmacists	Cost of Vaccines
NIP flu injections not subsidised by Medicare	Retail Pharmacists	Cost of Vaccines
Patients don't have the vaccination done if they have to pay , the uptake of flu vaccines this year has been good if they get company voucher otherwise I'm not seeing a lot of people having flu vaccines if they have to pay themselves	Retail Pharmacists	Cost of Vaccines
Paying for non-subsidised vaccines decreasing uptake	Retail Pharmacists	Cost of Vaccines
Price	Retail Pharmacists	Cost of Vaccines
Price for travel vaccines	Retail Pharmacists	Cost of Vaccines
price to patient	Retail Pharmacists	Cost of Vaccines
Pricing	Retail Pharmacists	Cost of Vaccines
pricing - might not use up all stock	Retail Pharmacists	Cost of Vaccines

Q1

Verbatim	Specialty	Code
convincing patient that he/she needs it	GPS	Vaccine Hesitancy / Reluctance
Convincing patients	GPS	Vaccine Hesitancy / Reluctance
convincing patients of benefits	GPS	Vaccine Hesitancy / Reluctance
Convincing patients they are necessary	GPS	Vaccine Hesitancy / Reluctance
Convincing patients to have vaccine	GPS	Vaccine Hesitancy / Reluctance
Convincing patients to take the vaccination. A lot of patients are reluctant to get the vaccination due to perceived side effects or past experiences.	GPS	Vaccine Hesitancy / Reluctance
Detailed discussion with patient regarding the vaccination	GPS	Vaccine Hesitancy / Reluctance
Distrust in vaccine efficacy	GPS	Vaccine Hesitancy / Reluctance
patient apathy	GPS	Vaccine Hesitancy / Reluctance
Patient hesitancy	GPS	Vaccine Hesitancy / Reluctance
Patient motivation	GPS	Vaccine Hesitancy / Reluctance
Patient reluctance	GPS	Vaccine Hesitancy / Reluctance
Patient reluctance to have vaccines.	GPS	Vaccine Hesitancy / Reluctance
patient resistance	GPS	Vaccine Hesitancy / Reluctance
Patient thinks they're healthy and don't need anymore vaccines particularly if they're not travelling	GPS	Vaccine Hesitancy / Reluctance
Patient's reluctance in vaccination j	GPS	Vaccine Hesitancy / Reluctance
patients not willing to have one	GPS	Vaccine Hesitancy / Reluctance
Patient's perceive their risk to be low and decline vaccination	GPS	Vaccine Hesitancy / Reluctance
Patients reluctant to be vaccinated	GPS	Vaccine Hesitancy / Reluctance
Patients wanting vaccinations	GPS	Vaccine Hesitancy / Reluctance
pt reluctance eg ADT v Boostrix	GPS	Vaccine Hesitancy / Reluctance
Vaccination apathy	GPS	Vaccine Hesitancy / Reluctance
vaccination hesitancy	GPS	Vaccine Hesitancy / Reluctance
Vaccine hesitancy	GPS	Vaccine Hesitancy / Reluctance
acceptance and belief	Nurses	Vaccine Hesitancy / Reluctance
Covid booster, people don't think it's needed	Nurses	Vaccine Hesitancy / Reluctance
Difficulty getting patient trust for new vaccines	Nurses	Vaccine Hesitancy / Reluctance
encouragement to take up vaccines eg flu vaccines due to previous negative experience	Nurses	Vaccine Hesitancy / Reluctance
Flu vaccination ,younger people don't feel needed	Nurses	Vaccine Hesitancy / Reluctance
Hesitancy due to govt over step with covid jabs	Nurses	Vaccine Hesitancy / Reluctance
Hesitancy of the public to be vaccinated, the need for more health resources in paper form for those without online access. More multicultural education on vaccines and diseases.	Nurses	Vaccine Hesitancy / Reluctance
Hesitant parents re children immunisation	Nurses	Vaccine Hesitancy / Reluctance
Hesitant patient re new vaccines	Nurses	Vaccine Hesitancy / Reluctance
Individual's belief or perception	Nurses	Vaccine Hesitancy / Reluctance
Less willing to get boosters	Nurses	Vaccine Hesitancy / Reluctance
Parent consent	Nurses	Vaccine Hesitancy / Reluctance
Patient acceptance	Nurses	Vaccine Hesitancy / Reluctance
Patient readiness and trust	Nurses	Vaccine Hesitancy / Reluctance
PATIENT VACCINE HESITANCY	Nurses	Vaccine Hesitancy / Reluctance
Patient vaccine hesitation, concerns about safety	Nurses	Vaccine Hesitancy / Reluctance
People think vaccines are not always required	Nurses	Vaccine Hesitancy / Reluctance
Suspicious	Nurses	Vaccine Hesitancy / Reluctance
The willingness to obtain VS a mandatory vaccine	Nurses	Vaccine Hesitancy / Reluctance
Vaccine hesitancy	Nurses	Vaccine Hesitancy / Reluctance
Vaccine hesitancy due to fake news etc	Nurses	Vaccine Hesitancy / Reluctance
Vaccine hesitancy -due to overwhelming doses lately	Nurses	Vaccine Hesitancy / Reluctance
Encouraging patients to have the vaccine	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Patient confusion	Retail Pharmacists	Vaccine Hesitancy / Reluctance

Q1

Verbatim	Specialty	Code
Patient Motivation	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Patient resistance to medical advice	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Patients reluctant of covid vaccine sue to it being new with no long term side effects available	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Pre-conceptions and reservations concerning particular vaccines	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Reluctant	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Resistance from patients	Retail Pharmacists	Vaccine Hesitancy / Reluctance
Afraid of side effects long term.	GPS	Concern with Vaccine Side Effects / Safety
concern re sideeffects	GPS	Concern with Vaccine Side Effects / Safety
concerns regarding adverse reactions	GPS	Concern with Vaccine Side Effects / Safety
Effectiveness	GPS	Concern with Vaccine Side Effects / Safety
Efficacy of vaccines	GPS	Concern with Vaccine Side Effects / Safety
Efficiency	GPS	Concern with Vaccine Side Effects / Safety
Fear of adverse effects	GPS	Concern with Vaccine Side Effects / Safety
Fear of illness	GPS	Concern with Vaccine Side Effects / Safety
Fear of side effect s	GPS	Concern with Vaccine Side Effects / Safety
Misconception about vaccine adverse effects	GPS	Concern with Vaccine Side Effects / Safety
Patient concerns re: safety of newer vaccinations	GPS	Concern with Vaccine Side Effects / Safety
Patients worried about side effects	GPS	Concern with Vaccine Side Effects / Safety
Potential side effects (both short and long-term)	GPS	Concern with Vaccine Side Effects / Safety
Quality	GPS	Concern with Vaccine Side Effects / Safety
Safety of vaccines	GPS	Concern with Vaccine Side Effects / Safety
Side effects	GPS	Concern with Vaccine Side Effects / Safety
Side effects from vaccination	GPS	Concern with Vaccine Side Effects / Safety
Side effects profile of certain vaccine	GPS	Concern with Vaccine Side Effects / Safety
Worry about side effects	GPS	Concern with Vaccine Side Effects / Safety
AEFI	Nurses	Concern with Vaccine Side Effects / Safety
Concerns about side effects	Nurses	Concern with Vaccine Side Effects / Safety
Effectiveness of the vaccines	Nurses	Concern with Vaccine Side Effects / Safety
Fear of autism - with MMR	Nurses	Concern with Vaccine Side Effects / Safety
Fear of side effects	Nurses	Concern with Vaccine Side Effects / Safety
Fear of side effects	Nurses	Concern with Vaccine Side Effects / Safety
Patient's fear of possible side effects	Nurses	Concern with Vaccine Side Effects / Safety
Safety	Nurses	Concern with Vaccine Side Effects / Safety
Side effects	Nurses	Concern with Vaccine Side Effects / Safety
Vaccine side effects	Nurses	Concern with Vaccine Side Effects / Safety
Adverse effects	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
Concern over getting infected from the vaccine	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
Patient concern over efficacy and lack of understanding about herd immunity	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
Patients concerned about side effect and limited support and education for them	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
Unfounded fears over safety profile	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
What adverse effects should they expect to experience	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
What to do if adverse effects occur	Retail Pharmacists	Concern with Vaccine Side Effects / Safety
bad experience before	GPS	Past experience / Needlephobia
Family member with bad vaccine experience	GPS	Past experience / Needlephobia
Needle phobia	GPS	Past experience / Needlephobia
Needle phonia	GPS	Past experience / Needlephobia
Needlephobia	GPS	Past experience / Needlephobia
Pain	GPS	Past experience / Needlephobia
Past bad vaccine experiences	GPS	Past experience / Needlephobia

Q1

Verbatim	Specialty	Code
Patient fear/anxiety	GPS	Past experience / Needlephobia
Patient refusal	GPS	Past experience / Needlephobia
Previous bad experiences	GPS	Past experience / Needlephobia
previous bad experinece with vaccination	GPS	Past experience / Needlephobia
Any reactions	Nurses	Past experience / Needlephobia
Fear	Nurses	Past experience / Needlephobia
Fear of injection	Nurses	Past experience / Needlephobia
Fear of needle	Nurses	Past experience / Needlephobia
Fear of needles	Nurses	Past experience / Needlephobia
Fear of pain/ fear of needles	Nurses	Past experience / Needlephobia
Needle phobia	Nurses	Past experience / Needlephobia
Pain	Nurses	Past experience / Needlephobia
Patient anxiety	Nurses	Past experience / Needlephobia
Patient fear of vaccination/ needles	Nurses	Past experience / Needlephobia
Patients needle phobia	Nurses	Past experience / Needlephobia
Poor past experiences with vaccination	Nurses	Past experience / Needlephobia
Side effects when patients have had previously bad side effects with vaccinations	Nurses	Past experience / Needlephobia
Difficult children who will not accept needles. They are very time consuming and you start to wonder if it's worth it when your time can be better served elsewhere	Retail Pharmacists	Past experience / Needlephobia
fear	Retail Pharmacists	Past experience / Needlephobia
Fear of needles	Retail Pharmacists	Past experience / Needlephobia
Fear of needles	Retail Pharmacists	Past experience / Needlephobia
Needle anxiety	Retail Pharmacists	Past experience / Needlephobia
Nervous patients	Retail Pharmacists	Past experience / Needlephobia
Patient is extremely afraid of needles	Retail Pharmacists	Past experience / Needlephobia
patient's being afraid of the needle	Retail Pharmacists	Past experience / Needlephobia
People are afraid of needles	Retail Pharmacists	Past experience / Needlephobia
Potential reactions	Retail Pharmacists	Past experience / Needlephobia
Some people fear of needles	Retail Pharmacists	Past experience / Needlephobia
Feeling over -vaccinated (patients)	GPS	Patient vaccination fatigue
Recent vaccine overload perceptions	GPS	Patient vaccination fatigue
Vaccine fatigue	GPS	Patient vaccination fatigue
Vaccine fatigue of patients	GPS	Patient vaccination fatigue
Vaccine fatigue particularly following covid	GPS	Patient vaccination fatigue
Vaccination "fatigue"	Retail Pharmacists	Patient vaccination fatigue
vaccine fatigue	Retail Pharmacists	Patient vaccination fatigue
Anti vaxxers who don't believe in the efficacy or safety of vaccines	GPS	Anti Vaxxers
Anti-vax programming	GPS	Anti Vaxxers
anti-vax sentiments wasting my time	GPS	Anti Vaxxers
Anti-vaxxer	GPS	Anti Vaxxers
Conspiracy theorists	GPS	Anti Vaxxers
Parents against childhood imms	Nurses	Anti Vaxxers
cold chain failure	GPS	Storage / Refrigeration
Cold chain maintenance and storage of vaccines	GPS	Storage / Refrigeration
Cold-chain mishaps and vaccines needing to be discarded	GPS	Storage / Refrigeration
having enough room to store	GPS	Storage / Refrigeration
having information in times of trouble eg vaccine temperature stability information if fridges malfunction	GPS	Storage / Refrigeration
influenza vaccination - patients don't necessarily think about getting the vaccination AND think that it will prevent normal colds and coughs	GPS	Storage / Refrigeration
maintaining cold chain	GPS	Storage / Refrigeration
Maintaining cold chain storage	GPS	Storage / Refrigeration

Q1

Verbatim	Specialty	Code
Storage	GPS	Storage / Refrigeration
Storage in case of electricity failure	GPS	Storage / Refrigeration
Storage of many vaccines in our fridges	GPS	Storage / Refrigeration
Storage problems	GPS	Storage / Refrigeration
storing	GPS	Storage / Refrigeration
Storing vaccinations and maintaining cold chain	GPS	Storage / Refrigeration
Storing vaccines so there is no break in the cold chain	GPS	Storage / Refrigeration
Vaccination storage and cold chain breaches	GPS	Storage / Refrigeration
Cold chain breach	Nurses	Storage / Refrigeration
Cold Chain management	Nurses	Storage / Refrigeration
Cold chain requirements	Nurses	Storage / Refrigeration
Cold change	Nurses	Storage / Refrigeration
Ensuring cold chain storage	Nurses	Storage / Refrigeration
If fridge goes off-line, managing vaccines	Nurses	Storage / Refrigeration
Maintaining adequate fridge temperature of vaccine requiring fridge access.	Nurses	Storage / Refrigeration
Maintaining cold chain after receiving an order	Nurses	Storage / Refrigeration
Most vaccinations must be stored below a certain temperature, making it difficult in some situations for patients to access	Nurses	Storage / Refrigeration
Storage	Nurses	Storage / Refrigeration
Storage equipment malfunction of temperature regulation	Nurses	Storage / Refrigeration
Storage of multiple types of vaccines	Nurses	Storage / Refrigeration
Storage space	Nurses	Storage / Refrigeration
Storage -vaccine fridges not big enough	Nurses	Storage / Refrigeration
Storage variables	Nurses	Storage / Refrigeration
Storage. Maintaining cold chain.	Nurses	Storage / Refrigeration
Storage/wastage	Nurses	Storage / Refrigeration
Storing	Nurses	Storage / Refrigeration
Storing - with multiple vaccines and limited space, this is a challenge.	Nurses	Storage / Refrigeration
Storing and monitoring cold chain breaches with multiple team member having access to the fridge. Ensuring everyone is aware of the importance of vaccine storage safely, and maintaining the temperature can be a challenge.	Nurses	Storage / Refrigeration
storing of vaccination for long time	Nurses	Storage / Refrigeration
Storing the flu vaccines	Nurses	Storage / Refrigeration
The stock fridge is too small when it’s time for flu clinics so then we run out before we get another delivery working in a regional area	Nurses	Storage / Refrigeration
Travel refrigeration	Nurses	Storage / Refrigeration
Vaccination storage	Nurses	Storage / Refrigeration
vaccine storage	Nurses	Storage / Refrigeration
Are the vaccines kept in the fridge or room temperature, how long can they be left out of the fridge	Retail Pharmacists	Storage / Refrigeration
Challenge of monitoring fridge temps	Retail Pharmacists	Storage / Refrigeration
Cold chain process and time taken from orser to receiving vaccines	Retail Pharmacists	Storage / Refrigeration
In community pharmacy the initially ordering and storage of vaccines was short and expiring rapidly however now with the increased of covid pfs making things a lot better	Retail Pharmacists	Storage / Refrigeration
Patients didn't store correctly	Retail Pharmacists	Storage / Refrigeration
Refrigeration storage is an issue	Retail Pharmacists	Storage / Refrigeration
Room to store in fridge	Retail Pharmacists	Storage / Refrigeration
Stock on hand we store	Retail Pharmacists	Storage / Refrigeration
stock storage and fridge failure risk	Retail Pharmacists	Storage / Refrigeration
Storage	Retail Pharmacists	Storage / Refrigeration
storage - requires space and extra care in refrigeration	Retail Pharmacists	Storage / Refrigeration
Storage capacity and stock holding	Retail Pharmacists	Storage / Refrigeration
Storage- especially with seasonal vaccines like flu together with COVID	Retail Pharmacists	Storage / Refrigeration
storage for high volume vaccines e.g. flu vax	Retail Pharmacists	Storage / Refrigeration
Storage of vaccines as vaccine fridge is small	Retail Pharmacists	Storage / Refrigeration

Q1

Verbatim	Specialty	Code
Storage requirements	Retail Pharmacists	Storage / Refrigeration
Storage space	Retail Pharmacists	Storage / Refrigeration
Storage, rotating stock and making sure we are not overstocked	Retail Pharmacists	Storage / Refrigeration
Storing	Retail Pharmacists	Storage / Refrigeration
Storing after dispensing them	Retail Pharmacists	Storage / Refrigeration
Storing condition for offsite vaccination	Retail Pharmacists	Storage / Refrigeration
Storing of some vaccines eg covid vaccines	Retail Pharmacists	Storage / Refrigeration
There are many influenza vaccinations and sometimes it’s hard to store them appropriately in a fridge. Especially if it’s a small fridge	Retail Pharmacists	Storage / Refrigeration
Vaccination storage (limited space in fridge)	Retail Pharmacists	Storage / Refrigeration
vaccine fridge door being opened continuously	Retail Pharmacists	Storage / Refrigeration
We don't have a big area for vaccination	Retail Pharmacists	Storage / Refrigeration
Availability	GPS	Stock Availability
Availability of the vaccine	GPS	Stock Availability
Awareness of vaccines availability for patients - pt doesn’t know/dr not bringing up in consult	GPS	Stock Availability
Having the appropriate vaccine in stock	GPS	Stock Availability
Having the right amount of stock to keep up with patient demand	GPS	Stock Availability
Inavailability of stock at times when required the most (e.g. Jynneos)	GPS	Stock Availability
Maintaining adequate stock	GPS	Stock Availability
Managing stock so that there are enough vaccines but they don’t go out of date	GPS	Stock Availability
shortage of immunisation such as Rabipur	GPS	Stock Availability
Stock - can be out of stock across all nearby pharmacies for long periods of time	GPS	Stock Availability
Stock supply issues	GPS	Stock Availability
Supply	GPS	Stock Availability
supply issue	GPS	Stock Availability
Supply issues-delayed supply	GPS	Stock Availability
supply of vaccines	GPS	Stock Availability
suuply issues	GPS	Stock Availability
Vaccine not available	GPS	Stock Availability
Vaccine supply	GPS	Stock Availability
availability	Nurses	Stock Availability
Availability of stock	Nurses	Stock Availability
Limited stock especially close to winter	Nurses	Stock Availability
Maintaining adequate supply of vaccines	Nurses	Stock Availability
Number of doses either excessive or low supply	Nurses	Stock Availability
Running low on stock	Nurses	Stock Availability
Sometimes a delay in arrival of vaccine orders.	Nurses	Stock Availability
Supplies of certain brands that cannot keep up with demand or cease manufacturing	Nurses	Stock Availability
Unavailable products	Nurses	Stock Availability
Vaccination availability	Nurses	Stock Availability
Vaccine availability at chemist	Nurses	Stock Availability
Availability	Retail Pharmacists	Stock Availability
Availability - some vaccines out of stock	Retail Pharmacists	Stock Availability
Availability of vaccinating pharmacists to meet demand	Retail Pharmacists	Stock Availability
Availability of vaccine	Retail Pharmacists	Stock Availability
Don’t always have stock available	Retail Pharmacists	Stock Availability
hold all vaccines on hand for patients	Retail Pharmacists	Stock Availability
procuring some vaccines	Retail Pharmacists	Stock Availability
Shortage of vaccines	Retail Pharmacists	Stock Availability
Sometimes vaccine availability is a big challenge!!depending on the vaccine	Retail Pharmacists	Stock Availability

Q1

Verbatim	Specialty	Code
Stock Availability	Retail Pharmacists	Stock Availability
Stock availability of some vaccines	Retail Pharmacists	Stock Availability
Stock issues	Retail Pharmacists	Stock Availability
Supply	Retail Pharmacists	Stock Availability
supply and the stock availability	Retail Pharmacists	Stock Availability
taking too long for orders	Retail Pharmacists	Stock Availability
Uncertainty of delivery dates of vaccinations from supplier	Retail Pharmacists	Stock Availability
Vaccine stock	Retail Pharmacists	Stock Availability
Vaccine stock and demand	Retail Pharmacists	Stock Availability
waiting stock to arrive	Retail Pharmacists	Stock Availability
Ensuring ordering correct quantities	GPS	Ordering & Delivery
large transport distance	GPS	Ordering & Delivery
Manpower for ordering of vaccinations	GPS	Ordering & Delivery
ordering	GPS	Ordering & Delivery
ordering instability	GPS	Ordering & Delivery
Vaccination ordering	GPS	Ordering & Delivery
Amazing vaccine numbers, knowing how much to order without having to discard expired stock	Nurses	Ordering & Delivery
Being able to order enough vaccines	Nurses	Ordering & Delivery
Delays of delivery of vaccines/stock of vaccines	Nurses	Ordering & Delivery
delivery of vaccination to rural area	Nurses	Ordering & Delivery
Limitations on only being able to order once per week, especially during flu and vaccine seasons	Nurses	Ordering & Delivery
Not knowing exactly when a vaccine order will be arriving, an online tracking service would make a big difference here	Nurses	Ordering & Delivery
order the right amount of vaccines	Nurses	Ordering & Delivery
Ordering	Nurses	Ordering & Delivery
Ordering and deliveries, not enough of certain vaccines being delivered - zotavax	Nurses	Ordering & Delivery
Ordering is done via email to hospital cdc who stores them	Nurses	Ordering & Delivery
ORDERING PHARMACEUTICAL	Nurses	Ordering & Delivery
Ordering -some stock is rounded up. Difficulty ordering exact amount of what is needed.	Nurses	Ordering & Delivery
Ordering vaccines	Nurses	Ordering & Delivery
Ordering/Availability	Nurses	Ordering & Delivery
Cost of ordering and freight	Retail Pharmacists	Ordering & Delivery
Covid vaccinations take a long time to be delivered.	Retail Pharmacists	Ordering & Delivery
How long would it take for the vaccine to arrive in the pharmacy	Retail Pharmacists	Ordering & Delivery
Lack of stock during ordering	Retail Pharmacists	Ordering & Delivery
late arrival	Retail Pharmacists	Ordering & Delivery
limited quantities for ordering	Retail Pharmacists	Ordering & Delivery
Ordering	Retail Pharmacists	Ordering & Delivery
ordering (covid vax's only)	Retail Pharmacists	Ordering & Delivery
Ordering and storage of vaccines	Retail Pharmacists	Ordering & Delivery
Ordering covid vaccinations which take quite some time to arrive at the pharmacy when the demand is quite high and only certain amounts can be ordered each week	Retail Pharmacists	Ordering & Delivery
Ordering Covid vaccines and not being able to order enough of what is needed ie Moderna has a cap of 50 and we use that fast	Retail Pharmacists	Ordering & Delivery
Ordering of vaccines as there are supply issues going on	Retail Pharmacists	Ordering & Delivery
Ordering of vaccines. During peak times it is very difficult to source excess stock of either covid and influenza vaccines. More should be done by suppliers to have these accessible at all times to promote intake of these vaccines by the general public.	Retail Pharmacists	Ordering & Delivery
Ordering, sometimes out of stock	Retail Pharmacists	Ordering & Delivery
slow ordering turnaround	Retail Pharmacists	Ordering & Delivery
Storage and ordering	Retail Pharmacists	Ordering & Delivery
Time delay in ordering	Retail Pharmacists	Ordering & Delivery
Vaccination ordering for elderly population	Retail Pharmacists	Ordering & Delivery
Expired vaccines wasfted	GPS	Stock Management & Expiry Dates

Q1

Verbatim	Specialty	Code
Expiry of stock before being used	GPS	Stock Management & Expiry Dates
keeping track of brands	GPS	Stock Management & Expiry Dates
quick expiry of covid-vaccine	GPS	Stock Management & Expiry Dates
Expiry of COVID vaccines	Nurses	Stock Management & Expiry Dates
Ordering enough stock and using enough stock prior to expiry.	Nurses	Stock Management & Expiry Dates
Stock control	Nurses	Stock Management & Expiry Dates
Expiration dates	Retail Pharmacists	Stock Management & Expiry Dates
Expiry	Retail Pharmacists	Stock Management & Expiry Dates
expiry dates with covid vaccines, frozen, thawed, and then extended expiry dates	Retail Pharmacists	Stock Management & Expiry Dates
Managing stock levels for government funded vaccines	Retail Pharmacists	Stock Management & Expiry Dates
managing stock on hand expiry date of stock- different seasons have different demands. need to keep on top of expiry dates	Retail Pharmacists	Stock Management & Expiry Dates
Ordering and Processing expired covid vaccines	Retail Pharmacists	Stock Management & Expiry Dates
Stock control	Retail Pharmacists	Stock Management & Expiry Dates
stock management e.g. short expiry for thrown vaccine	Retail Pharmacists	Stock Management & Expiry Dates
Stock management/waste	Retail Pharmacists	Stock Management & Expiry Dates
Storage. They expire in 3 weeks after we get them	Retail Pharmacists	Stock Management & Expiry Dates
vaccine expiry dates - especially the moderna vaccine with only 30 days	Retail Pharmacists	Stock Management & Expiry Dates
Acceptance of vaccinations recommended	GPS	Patient Education & Support
Educating patients about the necessity of childhood vaccinations	GPS	Patient Education & Support
Education	GPS	Patient Education & Support
Education and reframing the patients perception of vaccination I.e. the stigma of vaccination	GPS	Patient Education & Support
education for requirement of covid-19 booster doses	GPS	Patient Education & Support
Education- lack of interesting patient information materials	GPS	Patient Education & Support
Education on side effects	GPS	Patient Education & Support
education regarding specific vaccines	GPS	Patient Education & Support
Engaging with patients about the importance of vaccination	GPS	Patient Education & Support
Explain about vaccination	GPS	Patient Education & Support
Explaining price to patient	GPS	Patient Education & Support
ignorance	GPS	Patient Education & Support
lack of knowledge	GPS	Patient Education & Support
Lack of knowledge re vaccine	GPS	Patient Education & Support
Lack of patient knowledge	GPS	Patient Education & Support
Patient awareness	GPS	Patient Education & Support
Patient education	GPS	Patient Education & Support
Patient education and awareness	GPS	Patient Education & Support
Patient knowledge about the need for the vaccine	GPS	Patient Education & Support
Patient support	GPS	Patient Education & Support
Patient support and educational materials	GPS	Patient Education & Support
Patient support re adverse reactions	GPS	Patient Education & Support
Patient understanding	GPS	Patient Education & Support
patients education	GPS	Patient Education & Support
poor vaccine knowledge	GPS	Patient Education & Support
Post vaccination education and support	GPS	Patient Education & Support
Support	GPS	Patient Education & Support
Time for education and administration	GPS	Patient Education & Support
educating patients of importance of vaccination	Nurses	Patient Education & Support
Educating patients/ parents of babies	Nurses	Patient Education & Support
Educating people as the the reasons behind community vaccination eg: herd immunity	Nurses	Patient Education & Support
Education	Nurses	Patient Education & Support

Q1

Verbatim	Specialty	Code
Education - patients not taking advice and staying for recommended times	Nurses	Patient Education & Support
Education / debunking myths	Nurses	Patient Education & Support
Education about children	Nurses	Patient Education & Support
Education due to influence of anti vaxxers since Covid.	Nurses	Patient Education & Support
Education for patients. Not enough information for clinic to give patients	Nurses	Patient Education & Support
education of client /parent	Nurses	Patient Education & Support
Education of why to give vaccines	Nurses	Patient Education & Support
education on risk and benefits	Nurses	Patient Education & Support
Education: Too many vaccines, too many informations	Nurses	Patient Education & Support
Educational tools to give parents	Nurses	Patient Education & Support
Education-client not got enough info about vaccination therefore lower compliance	Nurses	Patient Education & Support
Encouraging people across the community to have yearly vaccination	Nurses	Patient Education & Support
Ensuring patients feel safe and educated with all vaccines	Nurses	Patient Education & Support
General knowledge	Nurses	Patient Education & Support
Information not readily available to patients - not enough information given tot he general public or where to find faq	Nurses	Patient Education & Support
Lack of education	Nurses	Patient Education & Support
Lack of knowledge	Nurses	Patient Education & Support
Not fully understanding	Nurses	Patient Education & Support
Patient education	Nurses	Patient Education & Support
Patient Education - there is a knowledge gap among a lot of patients	Nurses	Patient Education & Support
Patient education & understanding of the vaccine benefits	Nurses	Patient Education & Support
Patient education on what is considered a normal response to a vaccine, and what isn't. Often time is limited, and many possible adverse reactions to explain in too little time. Also to explain the immune response from a vaccine, and how sometimes its role is to lesson symptoms and they may still catch it, for eg influenza.	Nurses	Patient Education & Support
Patient has not enough knowledge about immunization, don't truth the benefit of immunization, mislead resources	Nurses	Patient Education & Support
Patient support	Nurses	Patient Education & Support
Patient understanding of the vaccine	Nurses	Patient Education & Support
Patient's understanding of the vaccine	Nurses	Patient Education & Support
Patient's education- importance of the vaccine, side effects etc	Nurses	Patient Education & Support
Patient's knowledge	Nurses	Patient Education & Support
Patient's limited knowledge how the vaccine works and confusion that it will affect their meds/DNA/blood group etc	Nurses	Patient Education & Support
patients understanding for vaccines	Nurses	Patient Education & Support
Pt education	Nurses	Patient Education & Support
PT REALISING THE IMPORTANCE OF VACCINES	Nurses	Patient Education & Support
Pt support	Nurses	Patient Education & Support
Resources available - there is not enough support for patients once they leave the practice. There should be handouts or leaflets	Nurses	Patient Education & Support
SUPPORT	Nurses	Patient Education & Support
Educating patient bc they listen to doctors more	Retail Pharmacists	Patient Education & Support
Educating patients. They all have lots of questions	Retail Pharmacists	Patient Education & Support
Education	Retail Pharmacists	Patient Education & Support
Education about different vaccines	Retail Pharmacists	Patient Education & Support
Education about patient eligibility. Given that the bulk of the vaccinations we administer are covid vaccines, there is a large gap in public education regarding what the eligibility criteria is and who is able to have a vaccine. Although it is still our responsibility to know who is eligible, I believe more could be done by the government to educate the public to spread awareness.	Retail Pharmacists	Patient Education & Support
Education of anti-vaccers	Retail Pharmacists	Patient Education & Support
Education on the difference between each vaccine and different brands available	Retail Pharmacists	Patient Education & Support
Education on vaccination and adminstration	Retail Pharmacists	Patient Education & Support
Education re. Covid vaccines, misinformation surrounding it, it's side effects	Retail Pharmacists	Patient Education & Support
Education surrounding effects of flu and covid vaccinations especially their side effects and uncertainty of long term side effects of especially the covid vaccines hindering some parts of the community from receiving the vaccine	Retail Pharmacists	Patient Education & Support
Health literacy of patients being poor	Retail Pharmacists	Patient Education & Support
I don't have too many resources for patient support	Retail Pharmacists	Patient Education & Support
Lack of awareness of nip program among public	Retail Pharmacists	Patient Education & Support
lack of education to patient	Retail Pharmacists	Patient Education & Support

Q1

Verbatim	Specialty	Code
Lack of knowledge regarding vaccines and their avability	Retail Pharmacists	Patient Education & Support
Patience don't understand the importance of it	Retail Pharmacists	Patient Education & Support
Patient aftercare. Many patients don't get educated by previous pharmacists on what to expect and how to minimise side effects caused by immunisation	Retail Pharmacists	Patient Education & Support
Patient awareness	Retail Pharmacists	Patient Education & Support
Patient awareness about vaccines available at pharmacies in each state	Retail Pharmacists	Patient Education & Support
Patient education	Retail Pharmacists	Patient Education & Support
Patient education about vaccination	Retail Pharmacists	Patient Education & Support
Patient education on what vaccines pharmacists are allowed to administer	Retail Pharmacists	Patient Education & Support
Patient education post vaccination	Retail Pharmacists	Patient Education & Support
Patient education. Some people are very vocal against vaccinations and some I believe come into the pharmacy wanting to start a disagreement or voice their conspiracy theory.	Retail Pharmacists	Patient Education & Support
patient educations - think that the flu vaccine can give them the flu	Retail Pharmacists	Patient Education & Support
Patient knowledge	Retail Pharmacists	Patient Education & Support
Patient support	Retail Pharmacists	Patient Education & Support
Patient support materials eg. Easy readable flyers	Retail Pharmacists	Patient Education & Support
The main challenge is the education and patient support I guess	Retail Pharmacists	Patient Education & Support
time for patient education	Retail Pharmacists	Patient Education & Support
Bad stories on social media	GPS	Negative media influence / Misinformation
Conflicting advice from different specialities	GPS	Negative media influence / Misinformation
Conspiracy theories regarding Covid vaccines	GPS	Negative media influence / Misinformation
Education - some patients were misinformed regarding vaccines from internet	GPS	Negative media influence / Misinformation
media infleunce	GPS	Negative media influence / Misinformation
media influences	GPS	Negative media influence / Misinformation
Misinformation	GPS	Negative media influence / Misinformation
Misinformation about safety and effectiveness of vaccines	GPS	Negative media influence / Misinformation
Public awareness	GPS	Negative media influence / Misinformation
public biased perceptions with some immunisation related adverse effects	GPS	Negative media influence / Misinformation
De bunking myths	Nurses	Negative media influence / Misinformation
Incorrect information - non researched information. The media created some unnecessary fear during COVID vaccination	Nurses	Negative media influence / Misinformation
Mis information on the patients behalf	Nurses	Negative media influence / Misinformation
Misinformation about the vaccine causing distress to patients	Nurses	Negative media influence / Misinformation
Misinformation regarding vaccinations	Nurses	Negative media influence / Misinformation
Misinformation spread on social media	Nurses	Negative media influence / Misinformation
Miss information about vaccine or side effects	Nurses	Negative media influence / Misinformation
Myths around vaccines	Nurses	Negative media influence / Misinformation
Negative Social media influence	Nurses	Negative media influence / Misinformation
Patients declining vax due to negative media	Nurses	Negative media influence / Misinformation
Providing information to counter incorrect messages on social media	Nurses	Negative media influence / Misinformation
pts hearing things from the news that are incorrect	Nurses	Negative media influence / Misinformation
Strong misconceptions and myths surrounding vaccination safety	Nurses	Negative media influence / Misinformation
general population anxiety about COVID vaccination	Retail Pharmacists	Negative media influence / Misinformation
Incorrect/unclear advice given from news/the media	Retail Pharmacists	Negative media influence / Misinformation
Misinformation from the media	Retail Pharmacists	Negative media influence / Misinformation
Myths about vaccinations	Retail Pharmacists	Negative media influence / Misinformation
myths of vaccination and patient perception,convincing patients vaccination is essential	Retail Pharmacists	Negative media influence / Misinformation
Patient hesitancy due to media coverage.	Retail Pharmacists	Negative media influence / Misinformation
Patient misinformation	Retail Pharmacists	Negative media influence / Misinformation
Patients misconceptions on the covid vaccine	Retail Pharmacists	Negative media influence / Misinformation
Ensuring they are vaccinated timely	GPS	Insufficient Time
Finding time during consultation to discuss.	GPS	Insufficient Time

Q1

Verbatim	Specialty	Code
Finding time in a busy clinic to keep up with demand for vaccination	GPS	Insufficient Time
Finding time to discuss preventative vaccines.	GPS	Insufficient Time
Lack of time	GPS	Insufficient Time
limited time GPs have	GPS	Insufficient Time
Opportunity to vaccinate	GPS	Insufficient Time
patients come in for other reasons then require vaccination, fine if the nurse is here, otherwise takes up time in a standard consultation	GPS	Insufficient Time
Remembering to discuss and offer vaccinations opportunistically	GPS	Insufficient Time
Time	GPS	Insufficient Time
Time challenges	GPS	Insufficient Time
Time constraint in consult esp for travel vaccine if not properly book	GPS	Insufficient Time
Time constraints	GPS	Insufficient Time
Time constraints in explaining side effects etc	GPS	Insufficient Time
Time during consultations	GPS	Insufficient Time
Time in consult	GPS	Insufficient Time
Time in consult to even discuss vaccination options	GPS	Insufficient Time
Time pressure - not enough time to opportunistically recommend vaccination	GPS	Insufficient Time
Time pressures	GPS	Insufficient Time
finding appropriate times for pt to see gp and nurse	Nurses	Insufficient Time
Having enough time to educate patients/family and ask questions. This shouldn't be an 'in and out' exercise. People need to be given time.	Nurses	Insufficient Time
I run they procedure, side effects and answer all questions from the client	Nurses	Insufficient Time
Not enough time per patient	Nurses	Insufficient Time
Right patient, right vaccine, past immunisation history, drug within expiry date, time to take all that into consideration, time to check with another nurse, and time to document everything, in a 10 min appt.	Nurses	Insufficient Time
Time	Nurses	Insufficient Time
Time management	Nurses	Insufficient Time
time management	Nurses	Insufficient Time
excess work load	Retail Pharmacists	Insufficient Time
Fitting in bookings around staff lunches	Retail Pharmacists	Insufficient Time
Having time to do them on top of other work	Retail Pharmacists	Insufficient Time
I would like more time to be able to spend discussing vaccinations with people. This includes when they are contemplating booking in and also at the time of vaccination. Busy pharmacy doesn't always allow for this.	Retail Pharmacists	Insufficient Time
It's very busy in the pharmacy so time is a constraint	Retail Pharmacists	Insufficient Time
Limited time to vaccinate on top of other roles	Retail Pharmacists	Insufficient Time
Managing workload	Retail Pharmacists	Insufficient Time
some patients need more time	Retail Pharmacists	Insufficient Time
Time	Retail Pharmacists	Insufficient Time
Time availability	Retail Pharmacists	Insufficient Time
Time constraints	Retail Pharmacists	Insufficient Time
Time constraints/considerations	Retail Pharmacists	Insufficient Time
Time management - to provide vaccination service in between daily dispensing duties	Retail Pharmacists	Insufficient Time
Time poor	Retail Pharmacists	Insufficient Time
Time pressure	Retail Pharmacists	Insufficient Time
Time to administer	Retail Pharmacists	Insufficient Time
Time to fit vaccination into all the other things I do as a pharmacist	Retail Pharmacists	Insufficient Time
Timing	Retail Pharmacists	Insufficient Time
Too busy	Retail Pharmacists	Insufficient Time
Vaccinating and dispensing at the same time	Retail Pharmacists	Insufficient Time
changing guidelines in vaccination schedules	GPS	Staff Education & keeping up to date with guidelines
Checking vaccine types available for each disease	GPS	Staff Education & keeping up to date with guidelines
Guidelines surrounding new vaccinations	GPS	Staff Education & keeping up to date with guidelines
Individual country requirement difference	GPS	Staff Education & keeping up to date with guidelines

Q1

Verbatim	Specialty	Code
keep knowledge up to date	GPS	Staff Education & keeping up to date with guidelines
Keeping up to date with the latest immunisation recommendations	GPS	Staff Education & keeping up to date with guidelines
Keeping up with latest knowledge	GPS	Staff Education & keeping up to date with guidelines
Knowledge	GPS	Staff Education & keeping up to date with guidelines
new vaccines	GPS	Staff Education & keeping up to date with guidelines
Nursing education	GPS	Staff Education & keeping up to date with guidelines
rules regarding covid 19	GPS	Staff Education & keeping up to date with guidelines
Travel vaccines navigation	GPS	Staff Education & keeping up to date with guidelines
Changing recommendations	Nurses	Staff Education & keeping up to date with guidelines
Correctly answering questions on side effects and effectiveness. Being well versed in mode of action and incidence of reactions.	Nurses	Staff Education & keeping up to date with guidelines
Education and access to quick data or materials on the vaccine outside of the vaccine handbook	Nurses	Staff Education & keeping up to date with guidelines
gathering accurate data on previous vaccination history and applying it to the schedule	Nurses	Staff Education & keeping up to date with guidelines
inadequate vaccination education from GP	Nurses	Staff Education & keeping up to date with guidelines
keeping up to date with changing schedules	Nurses	Staff Education & keeping up to date with guidelines
Knowledge of GPS about the vaccine	Nurses	Staff Education & keeping up to date with guidelines
Professional Knowledge - there should be more emphasis and support for seasoned nurses to be updated about recent guidelines	Nurses	Staff Education & keeping up to date with guidelines
staff education	Nurses	Staff Education & keeping up to date with guidelines
Training of staff	Nurses	Staff Education & keeping up to date with guidelines
Understanding how the vaccines work	Nurses	Staff Education & keeping up to date with guidelines
Unsure about flu and COVID vaccines on same day	Nurses	Staff Education & keeping up to date with guidelines
Changing Guidelines	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Education of what vaccinations pharmacists are able to administer is not very well educated and could be better done.	Retail Pharmacists	Staff Education & keeping up to date with guidelines
In Qld not being able to give a lot of vaccines from the NIP	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Keeping pharmacist educated after initial training and keeping up to date with relevant changes	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Keeping up with the changing guidelines	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Keeping up with who has to pay and who doesnt	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Legislation on what can be administered by pharmacists	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Not solid policy in case of allergy reasons from vaccinations	Retail Pharmacists	Staff Education & keeping up to date with guidelines
When vaccinations can be administered together	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Wider range of vaccines requires higher level of training to avoid incidence	Retail Pharmacists	Staff Education & keeping up to date with guidelines
Government funding	GPS	Poor Renumeration / lack of funding
lack of Govt funding	GPS	Poor Renumeration / lack of funding
Lack of public health funding	GPS	Poor Renumeration / lack of funding
Lack of support from vaccine manufacturers	GPS	Poor Renumeration / lack of funding
Poor remuneration	GPS	Poor Renumeration / lack of funding
poor remuneration for vaccinations	GPS	Poor Renumeration / lack of funding
Remuneration	GPS	Poor Renumeration / lack of funding
Inadequate remuneration from government for the service	Retail Pharmacists	Poor Renumeration / lack of funding
More government support with compensation	Retail Pharmacists	Poor Renumeration / lack of funding
remuneration to justify paying pharmacist	Retail Pharmacists	Poor Renumeration / lack of funding
Administering the vaccination. Employing suitable nursing staff	GPS	Staff Shortages
Appointment availability with nurses to administer	GPS	Staff Shortages
Availability of nursing staff to give vaccines	GPS	Staff Shortages
Administration -not having enough nurses trained to vaccinate	Nurses	Staff Shortages
Appointment times available	Nurses	Staff Shortages
Having a second nurse to check it with	Nurses	Staff Shortages
Lack of available doctors	Nurses	Staff Shortages
Not having enough nurses	Nurses	Staff Shortages
Patient wanting extra staff for multiple vaccines to co administer	Nurses	Staff Shortages

Q1

Verbatim	Specialty	Code
short of nursing staffs	Nurses	Staff Shortages
Under staffed	Nurses	Staff Shortages
When only have one nurse giving four injections to a child two staff I feel is less traumatic for the child and parents	Nurses	Staff Shortages
A lot of times, vaccinations occur while still managing the dispensary. We don't have the demand yet for a dedicated pharmacist to only be vaccinating so we are going between dispensing and vaccinating. During busy times this can be quite stressful.	Retail Pharmacists	Staff Shortages
Administration, having somewhere to give the vaccine	Retail Pharmacists	Staff Shortages
Appropriate staffing levels	Retail Pharmacists	Staff Shortages
Availability of staff to vaccinate	Retail Pharmacists	Staff Shortages
Burn out by staff	Retail Pharmacists	Staff Shortages
Difficulty finding sufficient trained staff to support or vaccinate	Retail Pharmacists	Staff Shortages
Having sufficient staff to carry out service	Retail Pharmacists	Staff Shortages
Lack of adequately trained staff	Retail Pharmacists	Staff Shortages
No support staff	Retail Pharmacists	Staff Shortages
short staff to administer vaccines	Retail Pharmacists	Staff Shortages
Staff levels	Retail Pharmacists	Staff Shortages
Staff shortages	Retail Pharmacists	Staff Shortages
Staffing	Retail Pharmacists	Staff Shortages
Staffing - need extra staff to cover vaccination clinics but difficult to find pha	Retail Pharmacists	Staff Shortages
Sufficient qualified immunisers to administer the vaccine	Retail Pharmacists	Staff Shortages
Time for staff to be able to administer safely and make sure the dispensary has enough staff to keep dispensing	Retail Pharmacists	Staff Shortages
Follow up	GPS	Patient Follow up
Follow up for boosters	GPS	Patient Follow up
follow up to complete schedule	GPS	Patient Follow up
Getting patients back	GPS	Patient Follow up
Having patients return for their follow up doses or annual dos	GPS	Patient Follow up
keep patients up to date with the vaccination	GPS	Patient Follow up
Recall processes	GPS	Patient Follow up
Recalling patients at the correct time to vaccinate	GPS	Patient Follow up
Reminder	GPS	Patient Follow up
Reminding patient of need for vaccines/boosters	GPS	Patient Follow up
Scheduling and reminding patients of follow-up doses	GPS	Patient Follow up
Tracking previous vaccinations	GPS	Patient Follow up
Follow-up and timely booster reminder/attendance	Nurses	Patient Follow up
Patient support and follow-up	Nurses	Patient Follow up
recalls for patients	Nurses	Patient Follow up
Record patients for routine vaccination	Nurses	Patient Follow up
Retuning for next dose on time	Nurses	Patient Follow up
Administration	GPS	Administration
Administration staff booking in so many patients	GPS	Administration
Dosing schedules	GPS	Administration
Time taken to administer, upload details if nurse not available	GPS	Administration
Workflow. How many clinics to do vs vaccinating in individual appointments	GPS	Administration
Administration	Nurses	Administration
Checking all patient information and Medicare/health fund details.	Nurses	Administration
Documentation	Nurses	Administration
Documentation - interpreting patients records if not on international vaccination register.	Nurses	Administration
Documenting informed consent	Nurses	Administration
Getting appointments for vaccination at a suitable time/location	Nurses	Administration
I do the administration work when they are vaccinated	Nurses	Administration
Informed consent	Nurses	Administration

Verbatim	Specialty	Code
needs GP's review before vaccination due to the needs of assessing medicare billings	Nurses	Administration
Schedule	Nurses	Administration
The immunisation register	Nurses	Administration
Timely appointments to complete vaccination per schedule	Nurses	Administration
Admin	Retail Pharmacists	Administration
Admin, there is always lots of paperwork	Retail Pharmacists	Administration
Administration	Retail Pharmacists	Administration
Administration - some programs are clunky, such as Guild Care, where we have to enter patient data about their vaccinations	Retail Pharmacists	Administration
CVAS report for covid19 vaccines	Retail Pharmacists	Administration
Delay for entering the recording system	Retail Pharmacists	Administration
Ease of entering data	Retail Pharmacists	Administration
Entering post vaccination paperwork	Retail Pharmacists	Administration
Entry of details of the vaccine	Retail Pharmacists	Administration
General admin - eg booking	Retail Pharmacists	Administration
Lots of admin	Retail Pharmacists	Administration
Obtaining and documenting IHI numbers	Retail Pharmacists	Administration
Organising patient bookings	Retail Pharmacists	Administration
Paperwork	Retail Pharmacists	Administration
Patient consent	Retail Pharmacists	Administration
Reporting	Retail Pharmacists	Administration
reporting taking too much time	Retail Pharmacists	Administration
Required written paperwork	Retail Pharmacists	Administration
software to manage bookings, dispensing of vaccines	Retail Pharmacists	Administration
Technology and older patients - not being able to book appointments online, not being able to access their MyGov record etc	Retail Pharmacists	Administration
Time consuming admin work	Retail Pharmacists	Administration
Time to complete paperwork/associated administrative tasks	Retail Pharmacists	Administration
Timing of vaccinations (spacing between patients)	Retail Pharmacists	Administration
Allergy	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Anaphylactic reaction	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Contraindications to vaccines	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Difference in preparation for different age with different types of vaccine esp covid 19	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Whether the vaccine is in the NIP	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Whether vaccine is live or not in relation immunocompromised patients	GPS	Patient Status (i.e Allergy, Age, Eligibility etc)
Access barriers	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Allergic reactions	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Allergic reactions - pts having adverse effects from ingredients in vaccine.	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Allergic status	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Cultural barrier	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Demographic area of our practice	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Eligibility	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Eligibility for ‘free’ vaccinations	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
No clear catch up for children over 10 years of age. Requires the nurse to work out which vacciens are required	Nurses	Patient Status (i.e Allergy, Age, Eligibility etc)
Age	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Criteria for the patient	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Figuring out if patient is eligible to have vaccination as catch up program	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Immunosuppressive patients	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Knowing which patient groups to recommend vaccination to	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Not being able to access vaccines	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
obesity	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)

Q1

Verbatim	Specialty	Code
Patient's medical profile	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Patients who struggle with English	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Ruling out potential for anaphylaxis	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
Underweight elderly woman with little muscle tissue	Retail Pharmacists	Patient Status (i.e Allergy, Age, Eligibility etc)
attend to clinic without missing vaccine	GPS	Patient Booking / Scheduling
Getting the patient into the consult to begin with about what vaccines are needed	GPS	Patient Booking / Scheduling
Non patient compliance	GPS	Patient Booking / Scheduling
Patient uptake of vaccinations	GPS	Patient Booking / Scheduling
Remembering advice	GPS	Patient Booking / Scheduling
Cancelled appointment	Nurses	Patient Booking / Scheduling
Catch up schedule	Nurses	Patient Booking / Scheduling
Compliance	Nurses	Patient Booking / Scheduling
Compliance	Nurses	Patient Booking / Scheduling
Illness deferring immunisations	Nurses	Patient Booking / Scheduling
kids missing their immunization when their parents are noncompliance, either issues between parents, non English speaking background	Nurses	Patient Booking / Scheduling
Parents cancelling planned vaccination appointments	Nurses	Patient Booking / Scheduling
patient access to vaccination, patients have to wait for extensive hours to get vaccines done	Nurses	Patient Booking / Scheduling
Patient compliance	Nurses	Patient Booking / Scheduling
Patient declining to get vaccination	Nurses	Patient Booking / Scheduling
Patient not turning up for appointment	Nurses	Patient Booking / Scheduling
Patient's compliance particularly in catch up vaccinations	Nurses	Patient Booking / Scheduling
Patients don't turn up with their appointment - transportation problem, forget appointments	Nurses	Patient Booking / Scheduling
Patients following schedule	Nurses	Patient Booking / Scheduling
Patients keeping appts, due to cultural backgrounds.	Nurses	Patient Booking / Scheduling
Patients lack of knowledge when vax are due	Nurses	Patient Booking / Scheduling
Turning up	Nurses	Patient Booking / Scheduling
Booking and patient commitment	Retail Pharmacists	Patient Booking / Scheduling
Booking appointments	Retail Pharmacists	Patient Booking / Scheduling
booking cancellation which make it hard to forecast rostering	Retail Pharmacists	Patient Booking / Scheduling
Booking Patients for Immunisation	Retail Pharmacists	Patient Booking / Scheduling
Confusions from bookings	Retail Pharmacists	Patient Booking / Scheduling
Getting patients to fill out screening forms	Retail Pharmacists	Patient Booking / Scheduling
Patient availability	Retail Pharmacists	Patient Booking / Scheduling
Patient bookings	Retail Pharmacists	Patient Booking / Scheduling
patient not interested in having extra vaccine	Retail Pharmacists	Patient Booking / Scheduling
Patient's decisions	Retail Pharmacists	Patient Booking / Scheduling
Past history of vaccination	GPS	Patient knowledge about past vaccinations
Patient personal knowledge of what they were given in past or when it was given. AIR access has helped with this	GPS	Patient knowledge about past vaccinations
Patients awareness of their vaccine history	Nurses	Patient knowledge about past vaccinations
Unaware what vaccinations they have had previously	Nurses	Patient knowledge about past vaccinations
Patient fail to provide ID and vaccination history of their own	Retail Pharmacists	Patient knowledge about past vaccinations
large no of vaccines required to adminster	GPS	Brand Preference / Too many Choices
Some patients prefer a certain vaccine over the other	GPS	Brand Preference / Too many Choices
Too many vaccines already ,eg Covid /Flu / Pneumoccal	GPS	Brand Preference / Too many Choices
pt choice of vaccination brand	Nurses	Brand Preference / Too many Choices
Vaccination choice	Nurses	Brand Preference / Too many Choices
Number and variety of vaccines (esp COVID)	Retail Pharmacists	Brand Preference / Too many Choices
The branding - sometimes doctors prefer a different brand	Retail Pharmacists	Brand Preference / Too many Choices
administration especially to kids	GPS	Vaccinating Children

Q1

Verbatim	Specialty	Code
Children’s needlephobia	GPS	Vaccinating Children
Choosing age vaccines required depending on age	GPS	Vaccinating Children
Administering multiple vaccines to children alone, when finding a second person who is free to administer 2 at the same time, when 2-4 vaccines are required.	Nurses	Vaccinating Children
Administration to paediatric patients	Nurses	Vaccinating Children
Different vaccine for age group	Nurses	Vaccinating Children
More education and distraction techniques/ calming techniques for children and their parents during vaccinations. Posters resources to explain the immune system response to vaccines to inform general public which is more easily understood.	Nurses	Vaccinating Children
Paediatric administration	Nurses	Vaccinating Children
Parents not keeping their child still increases risk on needle scratching them	Nurses	Vaccinating Children
Sometimes administration takes an effort especially with kids	Nurses	Vaccinating Children
Administer to children	Retail Pharmacists	Vaccinating Children
Administering child vaccines	Retail Pharmacists	Vaccinating Children
Administration in children less than 10 years of.age	Retail Pharmacists	Vaccinating Children
Administration of vaccines for children as not all patients are well aware that pharmacists are equipped with good skills and knowledge to administer appropriate vaccinations to children especially ages 5 and above	Retail Pharmacists	Vaccinating Children
babies	Retail Pharmacists	Vaccinating Children
Children- behaviour when vaccination	Retail Pharmacists	Vaccinating Children
Children vax	Retail Pharmacists	Vaccinating Children
Children, takes too long to vaccinate	Retail Pharmacists	Vaccinating Children
Paediatric aversion	Retail Pharmacists	Vaccinating Children
Pharmacists education in administering vaccines for children ages 5 and above and not having enough experience or skill to delicately vaccinate the children without instilling fear in them	Retail Pharmacists	Vaccinating Children
Vaccinating Kids	Retail Pharmacists	Vaccinating Children
vaccinating under 12 year, spending too much time and effort	Retail Pharmacists	Vaccinating Children
Vaccination of children	Retail Pharmacists	Vaccinating Children
young children	Retail Pharmacists	Vaccinating Children
Administration of vaccinatioon	GPS	Giving injection (disposals, sharps etc)
Administering safely	Nurses	Giving injection (disposals, sharps etc)
All support is given to clients, depending on what they need	Nurses	Giving injection (disposals, sharps etc)
Different needles and syringes required	Nurses	Giving injection (disposals, sharps etc)
Equipment	Nurses	Giving injection (disposals, sharps etc)
Not all vaccine shaving the batch number on all the stickers that peel off the vial / syringe	Nurses	Giving injection (disposals, sharps etc)
Sharps safety	Nurses	Giving injection (disposals, sharps etc)
Sharps safety post administration	Nurses	Giving injection (disposals, sharps etc)
The syringes "holes"/"tips" don't fit a LDS needle	Nurses	Giving injection (disposals, sharps etc)
Administration (some vaccines can’t be given at pharmacy and patients insist on getting done at pharmacy)	Retail Pharmacists	Giving injection (disposals, sharps etc)
Attaching needle tips to vials	Retail Pharmacists	Giving injection (disposals, sharps etc)
Disposal	Retail Pharmacists	Giving injection (disposals, sharps etc)
Inappropriate clothing	Retail Pharmacists	Giving injection (disposals, sharps etc)
Asking people to wait	Nurses	Post Vaccination Monitoring / Patient Waiting
monitoring for adverse avents	Nurses	Post Vaccination Monitoring / Patient Waiting
Patient monitoring post administration	Nurses	Post Vaccination Monitoring / Patient Waiting
Patient wait time post vaccination	Nurses	Post Vaccination Monitoring / Patient Waiting
Patients experiencing side effects	Nurses	Post Vaccination Monitoring / Patient Waiting
Post vaccination	Nurses	Post Vaccination Monitoring / Patient Waiting
Post vaccination monitoring	Nurses	Post Vaccination Monitoring / Patient Waiting
Pt staying 15mins post vaccination - analaphylaxis	Nurses	Post Vaccination Monitoring / Patient Waiting
Supporting patients if they experience side effects	Nurses	Post Vaccination Monitoring / Patient Waiting
Education (patient dont want to wait after getting vaccination done, there is a 15 minute wait post vaccination for observation but sometimes they just dont want to wait amd think they’ll be ok)	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting
Patient fail to mention they have tendency to fainting after vaccination	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting
patient's not willing to wait	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting
people fainting in the chemist	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting

Q1

Verbatim	Specialty	Code
Requesting patient to remain isolated post injection just for 10mins. They always leave immediately	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting
Some patients bleed more than others and presume it's the injectors fault - when it's nkt	Retail Pharmacists	Post Vaccination Monitoring / Patient Waiting
Documenting in AIR	Nurses	AIR
Uploading to AIR	Nurses	AIR
accessing AIR and proda	Retail Pharmacists	AIR
Entering into AIR	Retail Pharmacists	AIR
Patient access of their AIR records. There needs to a more simpler way for patients to access their own vaccination records. Many of our patients are not very tech savvy and require us to print off their records for them.	Retail Pharmacists	AIR
recording vaccination record on AIR	Retail Pharmacists	AIR
Software hasn't quite integrated well with AIR	Retail Pharmacists	AIR
Time it takes to enter information to AIR through different computer systems	Retail Pharmacists	AIR
Accessing	GPS	Other
Fear of administering something unnatural	GPS	Other
Perception of pharmaceutical industry profit	GPS	Other
Aphra	Nurses	Other
Complacency	Nurses	Other
Govt coercion to jab kids or money withheld	Nurses	Other
Minimising waste	Nurses	Other
reconstitution	Nurses	Other
Referral	Nurses	Other
should encourage local pharmacist to administer vaccines to reduce the cost of medicare	Nurses	Other
Ease of access	Retail Pharmacists	Other
Need for counselling rooms	Retail Pharmacists	Other
Size of vaccination area/facilities	Retail Pharmacists	Other
Some patient don't trust pharmacist as much as doctor	Retail Pharmacists	Other

Q2 Please now imagine that resources to support you/your patients are unlimited. What would be most useful to you/your patients to address the challenges you mentioned?

Verbatim	Speciality	Code
Advertise	GP	Adverts
advertisement	GP	Adverts
Advertising	GP	Adverts
Advertising vaccines in different forms of media	GP	Adverts
tv adverts	GP	Adverts
Advertisement regarding pharmacy having vaccinations	Retail Pharmacist	Adverts
Advertising in paring media and TV during the influenza season	Retail Pharmacist	Adverts
Advertising on nip availability in pharmacy	Retail Pharmacist	Adverts
Because one of my pharmacy is a small independent pharmacy not many people take notice of it so not many people know we can vaccinate - essentially advertisement	Retail Pharmacist	Adverts
ads on the internal pharmacy circuit to remind patients	Retail Pharmacist	Adverts
A state wide recommendation similar to AMH for travel vaccines	GP	Advocacy
Stronger advocacy for vaccines by RACGP towards Medicare / PBS	GP	Advocacy
To have indigenous elder to advocate importance of vaccination	GP	Advocacy
Amh	Retail Pharmacist	Advocacy
Vaccination Australia	Retail Pharmacist	Advocacy
Getting community leaders involved to remind people of importance of keeping appts.	Nurse	Advocacy
Groups in the aboriginal community educating people about vacciness	Nurse	Advocacy
Back-up power supply to avoid vaccine loss	GP	Back Up Power Supply / Generator
Better supply for clinic for power back up	GP	Back Up Power Supply / Generator
Provide invertor in case of electricity failure	GP	Back Up Power Supply / Generator
Availability to power generator	Nurse	Back Up Power Supply / Generator
Backup fridge generator	Nurse	Back Up Power Supply / Generator
Have a generator to stop cold chain breach following power out	Nurse	Back Up Power Supply / Generator
After hour clinics	GP	Better Vaccination Facilities / Space
Organize vaccine day e.g flu shot day to create confidence in community	GP	Better Vaccination Facilities / Space
Running a cliniv	GP	Better Vaccination Facilities / Space
Vaccination centre	GP	Better Vaccination Facilities / Space
Vaccine clinics	GP	Better Vaccination Facilities / Space
a designated room	Retail Pharmacist	Better Vaccination Facilities / Space
A sink in the vaccination room	Retail Pharmacist	Better Vaccination Facilities / Space
Create more relaxed atmosphere in consult room with some relaxed decor	Retail Pharmacist	Better Vaccination Facilities / Space
dedicated clinics for all vaccines	Retail Pharmacist	Better Vaccination Facilities / Space
Dedicated vaccination clinics - rather than having patients walk in	Retail Pharmacist	Better Vaccination Facilities / Space
Extended vaccine hours availability - limited to weekdays because of stafd	Retail Pharmacist	Better Vaccination Facilities / Space
Having a laptop with access to the AIR (via a software like PlusOne) in the consult room for faster recording	Retail Pharmacist	Better Vaccination Facilities / Space
Larger consult room	Retail Pharmacist	Better Vaccination Facilities / Space
Larger counselling rooms	Retail Pharmacist	Better Vaccination Facilities / Space
Larger vaccination room and designated waiting area	Retail Pharmacist	Better Vaccination Facilities / Space
Make a specific room for vaccination	Retail Pharmacist	Better Vaccination Facilities / Space
Make the vaccinating room suitable for kids ex: toys and TV etc	Retail Pharmacist	Better Vaccination Facilities / Space
Making sure of setting up procedures in case of allergic reactions after injection.	Retail Pharmacist	Better Vaccination Facilities / Space
Put some relaxing music in the vaccinatng room	Retail Pharmacist	Better Vaccination Facilities / Space
Separate computer in vaccination room	Retail Pharmacist	Better Vaccination Facilities / Space
Separate section of the pharmacy dedicated to vaccination	Retail Pharmacist	Better Vaccination Facilities / Space
Space	Retail Pharmacist	Better Vaccination Facilities / Space
Try to distract the patients ex TV, talking etc	Retail Pharmacist	Better Vaccination Facilities / Space
Workplace	Retail Pharmacist	Better Vaccination Facilities / Space
Allocated recovery room for post administration	Nurse	Better Vaccination Facilities / Space
Appointments rather than walk in clinic	Nurse	Better Vaccination Facilities / Space

Q2

Verbatim	Speciality	Code
facility to monitor on side effects	Nurse	Better Vaccination Facilities / Space
HAVING A VACCINE SPECIFIC CLINIC THAT PEOPLE COULD EASILY ATTEND WITH A REFERRAL FROM THE DR FOR THERE VACCINE	Nurse	Better Vaccination Facilities / Space
Needle free methods	Nurse	Better Vaccination Facilities / Space
Space	Nurse	Better Vaccination Facilities / Space
Suffiecient room to wait	Nurse	Better Vaccination Facilities / Space
Vaccination clinics on the road/ rural areas	Nurse	Better Vaccination Facilities / Space
visible and accessible waiting area post vaccine	Nurse	Better Vaccination Facilities / Space
a central website summarising brands and uses	GP	Central Vaccination Information Website
An easy to access summary of vaccination recommendation updates. Or easier website navigation for specific information	GP	Central Vaccination Information Website
australian immunisation website	GP	Central Vaccination Information Website
Easy to access information about vaccine stability for all vaccines in one website	GP	Central Vaccination Information Website
google	GP	Central Vaccination Information Website
Website to explain	GP	Central Vaccination Information Website
A website that has guidelines for all vaccinations available for NSW pharmacists	Retail Pharmacist	Central Vaccination Information Website
All in one vaccine education hub	Retail Pharmacist	Central Vaccination Information Website
Digital advice	Nurse	Central Vaccination Information Website
Reliable online websites	Nurse	Central Vaccination Information Website
standardised information for every single vaccine that must be read before they receive it written by a medical authority	Nurse	Central Vaccination Information Website
Clear guidelines and recommendations	GP	Clearer Vaccination Guidelines
clear guidelines regarding side effect expectations and guidelines	GP	Clearer Vaccination Guidelines
More clear and easily accessable vaccine requirement for each country	GP	Clearer Vaccination Guidelines
simpler rules	GP	Clearer Vaccination Guidelines
A clear guideline on what vaccine is for which patient given their criteria	Retail Pharmacist	Clearer Vaccination Guidelines
Easier guides on criteria	Retail Pharmacist	Clearer Vaccination Guidelines
Immunisation handbook	Retail Pharmacist	Clearer Vaccination Guidelines
Comprehensive records on all vaccinations an individual has had	GP	Easier Access to Patient Vaccine / Medical History
Easy access to past medical history	GP	Easier Access to Patient Vaccine / Medical History
Immunisation registry	GP	Easier Access to Patient Vaccine / Medical History
let receptionists know if you need a vaccination during your consult and book this with the nurse as well	GP	Easier Access to Patient Vaccine / Medical History
Better tracking for what’s administered to patients	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
If there could be a qr code or barcode put on each patients Medicare card where I could scan and will automatically being up all the patients details which would then save alot of time .	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
New technology or log in method for patient to see their own vaccine records	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
QR coded quick information	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
Simple prescreeners	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
With a database that we are able to see all the comments in the past vaccination histories	Retail Pharmacist	Easier Access to Patient Vaccine / Medical History
An all vaccines access portal with all available information summaries and i depth in the one location	Nurse	Easier Access to Patient Vaccine / Medical History
An app	Nurse	Easier Access to Patient Vaccine / Medical History
Digital medical history	Nurse	Easier Access to Patient Vaccine / Medical History
Easy documentation of vaccination history	Nurse	Easier Access to Patient Vaccine / Medical History
Pre-appointment history document completion	Nurse	Easier Access to Patient Vaccine / Medical History
Prior knowledge of allergic reactions	Nurse	Easier Access to Patient Vaccine / Medical History
ease of recording	GP	Easier Data Entry / Administration
easier recording of immunisation	GP	Easier Data Entry / Administration
less administration/regulation	GP	Easier Data Entry / Administration
MBs item numbers for vaccination	GP	Easier Data Entry / Administration
recording of vaccination	GP	Easier Data Entry / Administration
Automation of entry of information	Retail Pharmacist	Easier Data Entry / Administration
Data entry	Retail Pharmacist	Easier Data Entry / Administration
Easier/less admin	Retail Pharmacist	Easier Data Entry / Administration

Q2

Verbatim	Speciality	Code
Information for patients in the pre screening form on what to expect	Retail Pharmacist	Easier Data Entry / Administration
Less administrative tasks	Retail Pharmacist	Easier Data Entry / Administration
Less paperwork	Retail Pharmacist	Easier Data Entry / Administration
Less requirement/paper work in order to provide vaccination	Retail Pharmacist	Easier Data Entry / Administration
More easier data entry	Retail Pharmacist	Easier Data Entry / Administration
Pre screening forms being universal	Retail Pharmacist	Easier Data Entry / Administration
Expedition of newborn medicare details	Nurse	Easier Data Entry / Administration
Medicare number expedition for newborns	Nurse	Easier Data Entry / Administration
Online form with prompting as to what to do next	Nurse	Easier Data Entry / Administration
Extended expiry dates	Retail Pharmacist	Extended Expiry Dates
I wish there was one expiry date for covid vaccines	Retail Pharmacist	Extended Expiry Dates
Longer vaccine expiry dates	Retail Pharmacist	Extended Expiry Dates
Stock exchange for short dated vaccines allowing higher cost vasccines to be held on site	Retail Pharmacist	Extended Expiry Dates
Swapping expired for non expired vaccines	Retail Pharmacist	Extended Expiry Dates
Vaccines that stored longer	Nurse	Extended Expiry Dates
Able to order covid vaccines when needed other than just on their order cycle	Retail Pharmacist	Flexible Ordering
All vaccinations available from one supplier with ordering from a portal	Retail Pharmacist	Flexible Ordering
All vaccines through the wholesalers, no ordering through CVAS	Retail Pharmacist	Flexible Ordering
contant ordering	Retail Pharmacist	Flexible Ordering
Decreasing the time taken to deliver Covid vaccination orders. Distribution by wholesalers ie. Symbion & Ch2	Retail Pharmacist	Flexible Ordering
Easier ordering of vaccines, eg supply via wholesalers	Retail Pharmacist	Flexible Ordering
Easily accessible ordering sites	Retail Pharmacist	Flexible Ordering
fast turnaround for orders	Retail Pharmacist	Flexible Ordering
faster ordering and reporting	Retail Pharmacist	Flexible Ordering
Frequency of orders	Retail Pharmacist	Flexible Ordering
Improve process of ordering and processing expired vaccines	Retail Pharmacist	Flexible Ordering
more frequent ordering of vaccine	Retail Pharmacist	Flexible Ordering
One portal for vaccine ordering	Retail Pharmacist	Flexible Ordering
unlimited ordering	Retail Pharmacist	Flexible Ordering
unlimited orders	Retail Pharmacist	Flexible Ordering
Wholesale ordering of nip vaccines	Retail Pharmacist	Flexible Ordering
Allow the supplies to be more flexible and trusting of vaccine providers to order more than once per week	Nurse	Flexible Ordering
Being able to order more vaccines at a time	Nurse	Flexible Ordering
Being able to order vaccines, commonly covid vaccines, as and when required with prompt delivery	Nurse	Flexible Ordering
Better stock to order	Nurse	Flexible Ordering
EASIER OPTIONS AND FASTER DELIVERY	Nurse	Flexible Ordering
faster onelink times for delivery during flu season	Nurse	Flexible Ordering
Ordering online	Nurse	Flexible Ordering
Quicker access to ordering and collection	Nurse	Flexible Ordering
Simplify the process of ordering	Nurse	Flexible Ordering
Streamline online ordering	Nurse	Flexible Ordering
Authenticity of vaccine	GP	HCP Materials
Easier access to resources regarding travel immunisations	GP	HCP Materials
Easy access to specialist advice	GP	HCP Materials
Flow charts	GP	HCP Materials
Immunisation booklet	GP	HCP Materials
information sessions	GP	HCP Materials
Learning modules on the latest influenza vaccines	GP	HCP Materials
Price lists	GP	HCP Materials

Q2

Verbatim	Speciality	Code
regular up to date vaccination schedules	GP	HCP Materials
Relevant information for travel vaccinations readily available	GP	HCP Materials
Research on vaccine	GP	HCP Materials
Safety index	GP	HCP Materials
Summary of what vaccines are available for what patient groups	GP	HCP Materials
travel advise need given @ travel agencies	GP	HCP Materials
uptodate.com	GP	HCP Materials
Australian immunisation handbook	Retail Pharmacist	HCP Materials
Clinical information	Retail Pharmacist	HCP Materials
Company data	Retail Pharmacist	HCP Materials
More resources should be available on vaccines like allergy etc	Retail Pharmacist	HCP Materials
More timely information regarding timeframe of new vaccines availability	Retail Pharmacist	HCP Materials
More updates to immunisations and schedules	Retail Pharmacist	HCP Materials
Pharmaceutical company advice	Retail Pharmacist	HCP Materials
Pricing	Retail Pharmacist	HCP Materials
Quick sheets for each vaccine updated and available online for administrators	Retail Pharmacist	HCP Materials
Real case studies of infection with said vaccine preventable disease	Retail Pharmacist	HCP Materials
Simplified COVID vaccination schedule	Retail Pharmacist	HCP Materials
Vaccine data	Retail Pharmacist	HCP Materials
Workshop and training	Retail Pharmacist	HCP Materials
Australian Immunisation handbook	Nurse	HCP Materials
Catch up schedule matrix by age group	Nurse	HCP Materials
Credible evidence in plain English	Nurse	HCP Materials
Easier access to public health to ask questions without delay	Nurse	HCP Materials
For clinicians resources that are easily accessible on the stand out important things, eg. mode of action, length of time before effective, S/E, A/E, interactions and so on	Nurse	HCP Materials
How often patients should get vaccinated	Nurse	HCP Materials
Importance of compliance	Nurse	HCP Materials
Info sessions	Nurse	HCP Materials
More education re safety of vaccines	Nurse	HCP Materials
More studies on side effects	Nurse	HCP Materials
More vaccine updates	Nurse	HCP Materials
Online education on some vaccines	Nurse	HCP Materials
Professional support	Nurse	HCP Materials
Reference to actual studies re vax for and against	Nurse	HCP Materials
Seminars/ trainings	Nurse	HCP Materials
Up to date covid cases	Nurse	HCP Materials
update podcasts	Nurse	HCP Materials
Vaccine options that are versatile	Nurse	HCP Materials
What's in the vaccine, live virus?	Nurse	HCP Materials
Advertising campaign on routine vaccinations	GP	Improve Public Awareness Campaigns
Advertising campaigns to increase awareness and uptake of vaccinations	GP	Improve Public Awareness Campaigns
Better community awareness of the benefits of vaccination	GP	Improve Public Awareness Campaigns
Better general media support	GP	Improve Public Awareness Campaigns
better public education	GP	Improve Public Awareness Campaigns
education campains	GP	Improve Public Awareness Campaigns
educational campaigns.	GP	Improve Public Awareness Campaigns
Fight public misinformation from antivaxxers	GP	Improve Public Awareness Campaigns
Get rid of anti vaxers	GP	Improve Public Awareness Campaigns
Global education	GP	Improve Public Awareness Campaigns

Q2

Verbatim	Speciality	Code
Greater public awareness of the role and safety of vaccines	GP	Improve Public Awareness Campaigns
Media releases	GP	Improve Public Awareness Campaigns
more public education of patients	GP	Improve Public Awareness Campaigns
More awareness about vaccination	GP	Improve Public Awareness Campaigns
more celebrities led education on immunisations	GP	Improve Public Awareness Campaigns
More consumer advertising about vaccine benefits and availability	GP	Improve Public Awareness Campaigns
More messaging that vaccines are safe and part of staying healthy	GP	Improve Public Awareness Campaigns
More public education re vaccine safety	GP	Improve Public Awareness Campaigns
National campaigns eg radio / TV	GP	Improve Public Awareness Campaigns
Patient awareness	GP	Improve Public Awareness Campaigns
Patient awareness	GP	Improve Public Awareness Campaigns
Public advertising	GP	Improve Public Awareness Campaigns
Public awareness campaigns	GP	Improve Public Awareness Campaigns
Public awareness of recommended vaccines	GP	Improve Public Awareness Campaigns
Public education about vaccination benefits and safety.	GP	Improve Public Awareness Campaigns
Public health campaign	GP	Improve Public Awareness Campaigns
Public health campaigns around vaccines other than influenza	GP	Improve Public Awareness Campaigns
Public Health education campaigns	GP	Improve Public Awareness Campaigns
Removal of any negative or false information regarding vaccinations. A reputable source of information we could reliably refer patients to.	GP	Improve Public Awareness Campaigns
Stop anti Vaxers on social media	GP	Improve Public Awareness Campaigns
strong anti-anti-vax arguments	GP	Improve Public Awareness Campaigns
Ads to address antivaccer concerns	Retail Pharmacist	Improve Public Awareness Campaigns
Better education and public awareness programs	Retail Pharmacist	Improve Public Awareness Campaigns
better information given out by news	Retail Pharmacist	Improve Public Awareness Campaigns
Community education on importance of covid and flu vaccines and how they outweigh the risks	Retail Pharmacist	Improve Public Awareness Campaigns
Ease of access and public knowledge of eligibility criteria for covid vaccines and influenza NIP schemes. This may come through more public advertisements from the government with TV commercials or posters.	Retail Pharmacist	Improve Public Awareness Campaigns
Having enough foot traffic due to pharmacy being small - need better advertisements	Retail Pharmacist	Improve Public Awareness Campaigns
Less media hype	Retail Pharmacist	Improve Public Awareness Campaigns
More government endorsed advertisements promoting vaccinations	Retail Pharmacist	Improve Public Awareness Campaigns
More open discussions about the benefit of vaccines on open open forum on popular TV Times eg. talk back shows	Retail Pharmacist	Improve Public Awareness Campaigns
myths about vaccines	Retail Pharmacist	Improve Public Awareness Campaigns
Patients are high health literate	Retail Pharmacist	Improve Public Awareness Campaigns
Pharmacists educating the public about the services and vaccinations we offer so they can reduce burden on general practitioners and nurses	Retail Pharmacist	Improve Public Awareness Campaigns
Understanding by patients of why they need each vaccine	Retail Pharmacist	Improve Public Awareness Campaigns
Advertising on tv, any social media, education at childcare center and centerlink	Nurse	Improve Public Awareness Campaigns
Better communication wth vaccine holders.	Nurse	Improve Public Awareness Campaigns
Better control over the news and information that is incorrect	Nurse	Improve Public Awareness Campaigns
campaigns via social media	Nurse	Improve Public Awareness Campaigns
Clearer info for public access	Nurse	Improve Public Awareness Campaigns
Debunking social media vaccine myths	Nurse	Improve Public Awareness Campaigns
GOOD PUBLICITY CAMPAIGNS ON VACCINE TO SUPPORT OUR EDUCATION	Nurse	Improve Public Awareness Campaigns
I think national campaigns about vaccination especially school age vaccines to increase Compliance either through social media or tv	Nurse	Improve Public Awareness Campaigns
Information played outside about the vaccines	Nurse	Improve Public Awareness Campaigns
Less negative press regarding vaccinations	Nurse	Improve Public Awareness Campaigns
More awareness and education	Nurse	Improve Public Awareness Campaigns
Prevention of misinformation by social media	Nurse	Improve Public Awareness Campaigns
Private vaccine education	Nurse	Improve Public Awareness Campaigns
Promotion on social media about vaccine statistics from a neutral, non-government and non-pharmaceutical funded source	Nurse	Improve Public Awareness Campaigns
Public education on vaccine benefits	Nurse	Improve Public Awareness Campaigns

Q2

Verbatim	Speciality	Code
Public education sessions.	Nurse	Improve Public Awareness Campaigns
Public health media information campaigns	Nurse	Improve Public Awareness Campaigns
public's trust for vaccination	Nurse	Improve Public Awareness Campaigns
Social media campaign	Nurse	Improve Public Awareness Campaigns
Vaccination promotion in work places & schools	Nurse	Improve Public Awareness Campaigns
Ample storage facility/ refrigeration for vaccines	GP	Improved Fridge Capacity / Storage
Assistance with cold chain monitoring and equipment such as fridges and thermometers	GP	Improved Fridge Capacity / Storage
back up fridge	GP	Improved Fridge Capacity / Storage
Bigger fridge	GP	Improved Fridge Capacity / Storage
dedicated fridge for private vaccines	GP	Improved Fridge Capacity / Storage
Extra vaccine fridge	GP	Improved Fridge Capacity / Storage
Fridge with uninterrupted power supply	GP	Improved Fridge Capacity / Storage
Larger vaccine fridge on site	GP	Improved Fridge Capacity / Storage
maintain ace of vaccine refrigerators	GP	Improved Fridge Capacity / Storage
More refrigerated storage	GP	Improved Fridge Capacity / Storage
Packaging with vaccine that maintain temperature for a few hours outside of a fridge	GP	Improved Fridge Capacity / Storage
Reliable fridge for storage	GP	Improved Fridge Capacity / Storage
storage of vaccines	GP	Improved Fridge Capacity / Storage
Temperature stable vaccines that do not require refrigeration	GP	Improved Fridge Capacity / Storage
tidy up vaccine fridge periodically	GP	Improved Fridge Capacity / Storage
Vaccinations that didn’t require storage in the fridge	GP	Improved Fridge Capacity / Storage
vaccines with Easy storage packs	GP	Improved Fridge Capacity / Storage
A fridge in vaccination room	Retail Pharmacist	Improved Fridge Capacity / Storage
back up fridge	Retail Pharmacist	Improved Fridge Capacity / Storage
bigger fridge	Retail Pharmacist	Improved Fridge Capacity / Storage
Bigger fridge, easier ordering and returns	Retail Pharmacist	Improved Fridge Capacity / Storage
Bigger refigerator	Retail Pharmacist	Improved Fridge Capacity / Storage
Extra fridge	Retail Pharmacist	Improved Fridge Capacity / Storage
Extra vaccine fridge	Retail Pharmacist	Improved Fridge Capacity / Storage
Fridge storage	Retail Pharmacist	Improved Fridge Capacity / Storage
fridge that had a separate compartment for getting out vaccines that you could store only a few in, so that the main compartment stays temperature controlled	Retail Pharmacist	Improved Fridge Capacity / Storage
Have a big vaccine fridge to store the vaccines	Retail Pharmacist	Improved Fridge Capacity / Storage
having enough storage and monitoring of storage requirement	Retail Pharmacist	Improved Fridge Capacity / Storage
Increased fridge capacity allowing more vaccines to be held on site	Retail Pharmacist	Improved Fridge Capacity / Storage
Larger fridge that is temperature monitored	Retail Pharmacist	Improved Fridge Capacity / Storage
larger fridge to keep more vaccine	Retail Pharmacist	Improved Fridge Capacity / Storage
Larger fridges/areas for administration	Retail Pharmacist	Improved Fridge Capacity / Storage
Patient fridge bags to take home	Retail Pharmacist	Improved Fridge Capacity / Storage
Storage	Retail Pharmacist	Improved Fridge Capacity / Storage
Storage facility	Retail Pharmacist	Improved Fridge Capacity / Storage
Try to get a bigger fridge to store more vaccines	Retail Pharmacist	Improved Fridge Capacity / Storage
additional storage space	Nurse	Improved Fridge Capacity / Storage
Better fridges	Nurse	Improved Fridge Capacity / Storage
Bigger fridge	Nurse	Improved Fridge Capacity / Storage
bigger storage	Nurse	Improved Fridge Capacity / Storage
Bigger vaccine fridge	Nurse	Improved Fridge Capacity / Storage
Extra vaccine storage	Nurse	Improved Fridge Capacity / Storage
Having a big storage fridge that has the multiple medications with a generator on the fridge for power outages	Nurse	Improved Fridge Capacity / Storage
Ideal refrigeration	Nurse	Improved Fridge Capacity / Storage

Q2

Verbatim	Speciality	Code
Ideal storage	Nurse	Improved Fridge Capacity / Storage
Larger fridge	Nurse	Improved Fridge Capacity / Storage
Larger vaccination fridge, to reduce crowding	Nurse	Improved Fridge Capacity / Storage
more fridges to hold more stock	Nurse	Improved Fridge Capacity / Storage
More storage space	Nurse	Improved Fridge Capacity / Storage
Right temperature of storing the vaccine	Nurse	Improved Fridge Capacity / Storage
Second fridge space	Nurse	Improved Fridge Capacity / Storage
Specifically designed travel fridges	Nurse	Improved Fridge Capacity / Storage
Storage increase	Nurse	Improved Fridge Capacity / Storage
Storage support	Nurse	Improved Fridge Capacity / Storage
Patient book appointment appropriately	GP	Improved Patient Booking System
A more robust online booking and reporting system	Retail Pharmacist	Improved Patient Booking System
Better booking software	Retail Pharmacist	Improved Patient Booking System
Booking system	Retail Pharmacist	Improved Patient Booking System
Dedicated booking system that's seamless	Retail Pharmacist	Improved Patient Booking System
Easier booking systems	Retail Pharmacist	Improved Patient Booking System
easier system for patients to book appointments with	Retail Pharmacist	Improved Patient Booking System
Efficient organisation for booking procedures.	Retail Pharmacist	Improved Patient Booking System
Electronic booking system	Retail Pharmacist	Improved Patient Booking System
Emims	Retail Pharmacist	Improved Patient Booking System
More efficient patient booking system, e.g. automated	Retail Pharmacist	Improved Patient Booking System
Online booking system	Retail Pharmacist	Improved Patient Booking System
payment system on booking system so fewer no show	Retail Pharmacist	Improved Patient Booking System
Streamlined booking service (info automatically carried into dispense software)	Retail Pharmacist	Improved Patient Booking System
eHealth	Nurse	Improved Patient Booking System
Automatic recall function in patient record specific to age, type of vaccine and indication	GP	Improved Patient Recall / Reminder Systems
Better recall system	GP	Improved Patient Recall / Reminder Systems
better recall systems	GP	Improved Patient Recall / Reminder Systems
Good recall system	GP	Improved Patient Recall / Reminder Systems
Multiple follow ups re boosters	GP	Improved Patient Recall / Reminder Systems
Recalls in place for 70 yr vaccinations	GP	Improved Patient Recall / Reminder Systems
Reminders	GP	Improved Patient Recall / Reminder Systems
Software prompts to remind when vaccines are due/overdue	GP	Improved Patient Recall / Reminder Systems
Some sort of reminder system that can directly remind patients of their vaccination rather than waiting for them to attend oportunitically	GP	Improved Patient Recall / Reminder Systems
A text when to come into the pharmacy when we are ready for your vaccination	Retail Pharmacist	Improved Patient Recall / Reminder Systems
An email or text message for all children under 18 booked that there is a rule for three attempts with being injected. If the child refuses after 3 turns, then they should go elsewhere	Retail Pharmacist	Improved Patient Recall / Reminder Systems
Patient notifications to alert when seasonal vaccines are due	Retail Pharmacist	Improved Patient Recall / Reminder Systems
Automatics recall system	Nurse	Improved Patient Recall / Reminder Systems
Better system to remind patients	Nurse	Improved Patient Recall / Reminder Systems
Email, email, sms when vaccine dues	Nurse	Improved Patient Recall / Reminder Systems
Following up patients who denied vaccination	Nurse	Improved Patient Recall / Reminder Systems
I'd like for pts to receive pre appt texts re immunisation for routine vaccinations in the way we did with covid 19 vaccinations post immunisations	Nurse	Improved Patient Recall / Reminder Systems
Information or apps sent to the patient on the vaccines faq etc and of there are other types they can choose the type of medication they would like (influenza vaccine	Nurse	Improved Patient Recall / Reminder Systems
Providing an App for consumers to interact with / ask questions / be informed about vaccine facts	Nurse	Improved Patient Recall / Reminder Systems
Recall system to remind or oblige patients to come in	Nurse	Improved Patient Recall / Reminder Systems
Screeners at admission advising any vaccinations that are overdue	Nurse	Improved Patient Recall / Reminder Systems
Timely vaccine management	Nurse	Improved Patient Recall / Reminder Systems
adequate remuneration	GP	Improved remuneration
Better medicare remuneration	GP	Improved remuneration

Q2

Verbatim	Speciality	Code
Higher compensation for GPs adminstering vaccines	GP	Improved remuneration
Improved remuneration	GP	Improved remuneration
Improved remuneration for time	GP	Improved remuneration
More payments for needle phohic patients	GP	Improved remuneration
Pay for Nurses time	GP	Improved remuneration
Pay GPs more to have time for opportunistic vaccination	GP	Improved remuneration
Rebates for nurses to vaccinate	GP	Improved remuneration
Better payment for your time spent	Retail Pharmacist	Improved remuneration
Better remuneration to help replace what the government has taken through 60 day dispensing	Retail Pharmacist	Improved remuneration
equal work equal pay for pharmacists to we can commit resources	Retail Pharmacist	Improved remuneration
Government support monetary wise for more staff	Retail Pharmacist	Improved remuneration
If I was paid for my time to educate patients	Retail Pharmacist	Improved remuneration
Pay rise	Retail Pharmacist	Improved remuneration
Provide higher remuneration for pharmacist to perform vaccinations to support workforce.	Retail Pharmacist	Improved remuneration
Reimbursement for extra time required	Retail Pharmacist	Improved remuneration
increase penalty shifts for nurses to administer vaccines	Nurse	Improved remuneration
Nurse payments on Medicare for immunisation nurses	Nurse	Improved remuneration
remuneration for vaccination	Nurse	Improved remuneration
Dedicated phone line for adverse reactions	GP	Improved Reporting System
easier reporting system if adverse effects	GP	Improved Reporting System
Efficient procedures for prompt recording system.	Retail Pharmacist	Improved Reporting System
Follow up survey of how they felt after vaccination	Nurse	Improved Reporting System
seamless vaccination ordering by stockchecking	GP	Improved Stock Monitoring Systems
System for monitoring stock levels	GP	Improved Stock Monitoring Systems
expiry date schedule to follow up monthly: require staff to keep on top of it	Retail Pharmacist	Improved Stock Monitoring Systems
Instead of weekly reporting of stock inventory, perhaps daily might be easier and quicker?	Retail Pharmacist	Improved Stock Monitoring Systems
integrated software that talks to dispense and orderingsystems	Retail Pharmacist	Improved Stock Monitoring Systems
Proactive ordering and management of stock from suppliers	Retail Pharmacist	Improved Stock Monitoring Systems
Automated stock reminders	Nurse	Improved Stock Monitoring Systems
Automatic system that alerts us that a certain vaccine may be low	Nurse	Improved Stock Monitoring Systems
Instant online tracking service for monitoring exactly when an order will arrive	Nurse	Improved Stock Monitoring Systems
Adequate supply	GP	Improved Vaccine Availability / Supply
Adequate supply of vaccines	GP	Improved Vaccine Availability / Supply
All vaccines available all the time	GP	Improved Vaccine Availability / Supply
Availability	GP	Improved Vaccine Availability / Supply
availability	GP	Improved Vaccine Availability / Supply
Availability of vaccination under PBS	GP	Improved Vaccine Availability / Supply
availablity of vaccine	GP	Improved Vaccine Availability / Supply
being able to be supplied vaccines without delays	GP	Improved Vaccine Availability / Supply
Better access to vaccines at peak of winter season	GP	Improved Vaccine Availability / Supply
Better regular supply of vaccines	GP	Improved Vaccine Availability / Supply
Enough stock especially of government flu vaccines	GP	Improved Vaccine Availability / Supply
Improve supply of vaccines	GP	Improved Vaccine Availability / Supply
More coordinated stock supply information	GP	Improved Vaccine Availability / Supply
More supply from drug companies	GP	Improved Vaccine Availability / Supply
Access to the NIP stock like doctors to be able to provide a range of vaccinations and be subsidised for the vaccinations.	Retail Pharmacist	Improved Vaccine Availability / Supply
Access to timely and a wider range of vaccinations for patients.	Retail Pharmacist	Improved Vaccine Availability / Supply
Better stock allocation	Retail Pharmacist	Improved Vaccine Availability / Supply
Ensuring stock is ordered and available	Retail Pharmacist	Improved Vaccine Availability / Supply

Q2

Verbatim	Speciality	Code
Have all the vaccines in stock	Retail Pharmacist	Improved Vaccine Availability / Supply
Improve availability of vaccines	Retail Pharmacist	Improved Vaccine Availability / Supply
Make stock more readily available	Retail Pharmacist	Improved Vaccine Availability / Supply
More supply of vaccines - vaccines are not OOS	Retail Pharmacist	Improved Vaccine Availability / Supply
Providing more stock and should be in short time	Retail Pharmacist	Improved Vaccine Availability / Supply
quick stock arrival	Retail Pharmacist	Improved Vaccine Availability / Supply
stock availablity	Retail Pharmacist	Improved Vaccine Availability / Supply
Undisrupted supply chain of vaccine stock ordering.	Retail Pharmacist	Improved Vaccine Availability / Supply
Unlimited supply	Retail Pharmacist	Improved Vaccine Availability / Supply
Ability to order adequate supplies from NIP and COVID vaccine providers	Nurse	Improved Vaccine Availability / Supply
Access to new vaccines asap	Nurse	Improved Vaccine Availability / Supply
All vaccines are readily available	Nurse	Improved Vaccine Availability / Supply
Have difference types of brands available	Nurse	Improved Vaccine Availability / Supply
Having more vaccinations readily available	Nurse	Improved Vaccine Availability / Supply
HAVING SUPPLY OF ALL VACCINES HERE TO GIVE PT	Nurse	Improved Vaccine Availability / Supply
Supply of vaccine	Nurse	Improved Vaccine Availability / Supply
Travel vaccines more readily available	Nurse	Improved Vaccine Availability / Supply
AIR	GP	Integrated Software Systems / easier access (i.e. AIR)
Integrated AIR to system software	GP	Integrated Software Systems / easier access (i.e. AIR)
A program that could extract more data from dispensing software to minimise time spent inputting data	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Better technology/virtual or actual assistant so patients can do pre-screening/fill in all their details themselves	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Ease of access to MyGov and AIR for regular and older patients	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Ease of entering into AIR	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Easy access to air to check patient eligibility or a tool to work out if patient is due for vaccination	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Faster software. Medadvisor is slow	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
Streamlined claiming (eg flu vax, should be streamlined payments like COVID vaccines)	Retail Pharmacist	Integrated Software Systems / easier access (i.e. AIR)
an effective and safe computer program	Nurse	Integrated Software Systems / easier access (i.e. AIR)
Automatic air updates through pt file	Nurse	Integrated Software Systems / easier access (i.e. AIR)
intuitive and easy to use software to easily enter given vaccine and a customisable catch up schedule to be made	Nurse	Integrated Software Systems / easier access (i.e. AIR)
Parents more aware of getting their vaccines recorded on AIR and the problems of it is overlooked especially in migrants who have difficulty with the language and understanding	Nurse	Integrated Software Systems / easier access (i.e. AIR)
Increased opening hours for vaccination bookings	Retail Pharmacist	More Appointments
Available appointments increased	Nurse	More Appointments
More appointments	Nurse	More Appointments
More doctors appts	Nurse	More Appointments
More frequent vaccination clinics	Nurse	More Appointments
Assistance for cost of vaccines to patients	GP	More Funding / Subsidies / Free Vaccines
better government cover for vaccinations	GP	More Funding / Subsidies / Free Vaccines
Better GP funding overall	GP	More Funding / Subsidies / Free Vaccines
cash incentive	GP	More Funding / Subsidies / Free Vaccines
Easier access for some vaccines.	GP	More Funding / Subsidies / Free Vaccines
Easier access to public health	GP	More Funding / Subsidies / Free Vaccines
financial initiatives	GP	More Funding / Subsidies / Free Vaccines
Free access to all immunisations	GP	More Funding / Subsidies / Free Vaccines
Free vaccinations	GP	More Funding / Subsidies / Free Vaccines
Free vaccine	GP	More Funding / Subsidies / Free Vaccines
Free vaccines	GP	More Funding / Subsidies / Free Vaccines
Free vaccines	GP	More Funding / Subsidies / Free Vaccines
Free vaccines from goverment	GP	More Funding / Subsidies / Free Vaccines
Get insurance companies on board, eg if people are all vaccinated the patient can have a rebate off their premium	GP	More Funding / Subsidies / Free Vaccines

Q2

Verbatim	Speciality	Code
Government funding for vaccines	GP	More Funding / Subsidies / Free Vaccines
Government funding of all vaccinations	GP	More Funding / Subsidies / Free Vaccines
Government immunisations for wider population groups	GP	More Funding / Subsidies / Free Vaccines
Government subsidies	GP	More Funding / Subsidies / Free Vaccines
Government subsidy	GP	More Funding / Subsidies / Free Vaccines
Government subsidy	GP	More Funding / Subsidies / Free Vaccines
Government subsidy to purchase the vaccine	GP	More Funding / Subsidies / Free Vaccines
Government support	GP	More Funding / Subsidies / Free Vaccines
Govt or private health funding	GP	More Funding / Subsidies / Free Vaccines
Higher private health insurance subsidies for travel vaccines	GP	More Funding / Subsidies / Free Vaccines
Improved funding for vaccinations	GP	More Funding / Subsidies / Free Vaccines
Improved subsidy for vaccinations	GP	More Funding / Subsidies / Free Vaccines
Increased medicare rebate	GP	More Funding / Subsidies / Free Vaccines
Introduce onto NIP	GP	More Funding / Subsidies / Free Vaccines
Maintain vaccine availability by government	GP	More Funding / Subsidies / Free Vaccines
more combination vaccines	GP	More Funding / Subsidies / Free Vaccines
More government funding	GP	More Funding / Subsidies / Free Vaccines
More vaccines being available on the PBS (eg. Gardasil for older patients)	GP	More Funding / Subsidies / Free Vaccines
Necessary vaccines funded by private health funds	GP	More Funding / Subsidies / Free Vaccines
Necessary vaccines provided on NIP	GP	More Funding / Subsidies / Free Vaccines
PBS funding for certain private vaccines	GP	More Funding / Subsidies / Free Vaccines
Some government support for GP's to promote vaccinations their patients.	GP	More Funding / Subsidies / Free Vaccines
subsidised travel vaccines	GP	More Funding / Subsidies / Free Vaccines
Subsidised vaccines	GP	More Funding / Subsidies / Free Vaccines
Subsidy of cost	GP	More Funding / Subsidies / Free Vaccines
travel vaccines to be subsidised	GP	More Funding / Subsidies / Free Vaccines
Free or cheaper vaccine	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Free vaccinations to all	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Govenment to give vaccines for free for pharmacies to hold stock	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Government fund to cover cost of more vaccines	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Govt funding	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Make administration fees and vaccines covered	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
More government funding supporting pharmacists administering vaccines. There is currently a disparity between what pharmacists, doctors and nurses get paid for administering the same vaccines.	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
More Govt subsidy or mandates	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
More money from govt	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
More support from government	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
PBS for vaccines	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Private health insurance claiming	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Subsidised cost by government	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Subsidised flu vaccines (or a payment from government) to reduce cost to customer - would lead to more vaccines in arms	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
subsidised vaccines for general community	Retail Pharmacist	More Funding / Subsidies / Free Vaccines
Access to varied vaccines/multiple options	Nurse	More Funding / Subsidies / Free Vaccines
All recommended vaccines free	Nurse	More Funding / Subsidies / Free Vaccines
All vaccines are free	Nurse	More Funding / Subsidies / Free Vaccines
All vaccines being 'free'	Nurse	More Funding / Subsidies / Free Vaccines
All vaccines to be govt funded	Nurse	More Funding / Subsidies / Free Vaccines
Free immunisation across all demographics	Nurse	More Funding / Subsidies / Free Vaccines
Free vaccination	Nurse	More Funding / Subsidies / Free Vaccines
Inclusion of patents related to age	Nurse	More Funding / Subsidies / Free Vaccines

Q2

Verbatim	Speciality	Code
Non NIP discounts	Nurse	More Funding / Subsidies / Free Vaccines
Standing order for vaccines with the government	Nurse	More Funding / Subsidies / Free Vaccines
Vaccines for adults having multiple antigens in them like childhood	Nurse	More Funding / Subsidies / Free Vaccines
Advice to book for vaccine	GP	More Patient Information / Education Materials
Better education of patients before appointments regarding options for vaccination	GP	More Patient Information / Education Materials
Better information	GP	More Patient Information / Education Materials
Better vaccine marketing	GP	More Patient Information / Education Materials
Brochers	GP	More Patient Information / Education Materials
Brochures/flyer (one page)explaining the importance of the vaccine	GP	More Patient Information / Education Materials
Clear, simple language pros and cons for each vaccimntion	GP	More Patient Information / Education Materials
education	GP	More Patient Information / Education Materials
Education about vaccine	GP	More Patient Information / Education Materials
Education about vaccines aimed at a simple level and also at a very in-depth level to suit the needs of different patients	GP	More Patient Information / Education Materials
Education material	GP	More Patient Information / Education Materials
Education materials	GP	More Patient Information / Education Materials
Education pamphlets	GP	More Patient Information / Education Materials
Education re vaccines	GP	More Patient Information / Education Materials
educational material	GP	More Patient Information / Education Materials
Good information Handouts	GP	More Patient Information / Education Materials
Great education resources	GP	More Patient Information / Education Materials
Important of vaccination	GP	More Patient Information / Education Materials
Information about side effects and vaccine safety	GP	More Patient Information / Education Materials
Information handout	GP	More Patient Information / Education Materials
Information sheets	GP	More Patient Information / Education Materials
Leaflets covering vaccine myths	GP	More Patient Information / Education Materials
mor information about vaccines side effects	GP	More Patient Information / Education Materials
More education readily Available to patients about the potential side effects of the vaccine	GP	More Patient Information / Education Materials
More patient education and marketing	GP	More Patient Information / Education Materials
more patient resources regarding vaccines	GP	More Patient Information / Education Materials
more sources for vaccination enquires	GP	More Patient Information / Education Materials
More written information	GP	More Patient Information / Education Materials
Newsletter	GP	More Patient Information / Education Materials
pamphlets	GP	More Patient Information / Education Materials
Parmtient education to counter misinformation	GP	More Patient Information / Education Materials
patient education	GP	More Patient Information / Education Materials
patient education in local aboriginal languages	GP	More Patient Information / Education Materials
Patient education material	GP	More Patient Information / Education Materials
Patient education materials	GP	More Patient Information / Education Materials
patient education printouts	GP	More Patient Information / Education Materials
Patient education programs	GP	More Patient Information / Education Materials
Patient eduction leaflets	GP	More Patient Information / Education Materials
Patient information booklets	GP	More Patient Information / Education Materials
Patient information material available regarding vaccinations	GP	More Patient Information / Education Materials
Patient information sheets	GP	More Patient Information / Education Materials
patient support	GP	More Patient Information / Education Materials
Patients get sent immunisation card from health authority listing vaccines completed and other available with benefit to them	GP	More Patient Information / Education Materials
Patients leaflets	GP	More Patient Information / Education Materials

Q2

Verbatim	Speciality	Code
Pharmaceutical companies provide more free patient education materials	GP	More Patient Information / Education Materials
Posters	GP	More Patient Information / Education Materials
resources on adverse effects	GP	More Patient Information / Education Materials
up to date patient information leaflets	GP	More Patient Information / Education Materials
Up to date travel info booklets	GP	More Patient Information / Education Materials
A brochure	Retail Pharmacist	More Patient Information / Education Materials
A small pamlets in the vaccine box to give to patient	Retail Pharmacist	More Patient Information / Education Materials
Access to consumer-appropriate information in digestible formats	Retail Pharmacist	More Patient Information / Education Materials
Adequate promotional material that is accurate	Retail Pharmacist	More Patient Information / Education Materials
benefits of vaccines	Retail Pharmacist	More Patient Information / Education Materials
Constant FAQs being revisited in far reaching media	Retail Pharmacist	More Patient Information / Education Materials
Educate patients about needle anxiety	Retail Pharmacist	More Patient Information / Education Materials
Educating patients about the importance of vaccination and having the time to do that without having to multitasking with other tasks needed to be done.	Retail Pharmacist	More Patient Information / Education Materials
Education	Retail Pharmacist	More Patient Information / Education Materials
Education brochures	Retail Pharmacist	More Patient Information / Education Materials
Flyers - instructing what vaccines are needed eg. When a booster dose required	Retail Pharmacist	More Patient Information / Education Materials
Giving patient information on expected cost and how long it may specifically last in the body	Retail Pharmacist	More Patient Information / Education Materials
how vaccines work	Retail Pharmacist	More Patient Information / Education Materials
Information leaflets in different languages	Retail Pharmacist	More Patient Information / Education Materials
Information regarding why it's important to have vaccinations	Retail Pharmacist	More Patient Information / Education Materials
Leaflet	Retail Pharmacist	More Patient Information / Education Materials
leaflet to describe the disease they are protected aganist with the vaccine	Retail Pharmacist	More Patient Information / Education Materials
leaflets	Retail Pharmacist	More Patient Information / Education Materials
More education cards/post vaccination leaflets about vaccination and making people wait the 15 minutes monitoring time and how this is super important for them to be doing.	Retail Pharmacist	More Patient Information / Education Materials
More education to patients	Retail Pharmacist	More Patient Information / Education Materials
More indepth information for customers	Retail Pharmacist	More Patient Information / Education Materials
Most recent resources because I'd need to know at what age range is appropriate for certain vaccines	Retail Pharmacist	More Patient Information / Education Materials
Online support	Retail Pharmacist	More Patient Information / Education Materials
Pamphlets in languages other than English as Australia is quite diverse in its culture	Retail Pharmacist	More Patient Information / Education Materials
Pamphlets is one among them	Retail Pharmacist	More Patient Information / Education Materials
Patient and health professional leaflets	Retail Pharmacist	More Patient Information / Education Materials
Patient education leaflets	Retail Pharmacist	More Patient Information / Education Materials
Patient resources	Retail Pharmacist	More Patient Information / Education Materials
Patient support	Retail Pharmacist	More Patient Information / Education Materials
Patient understanding	Retail Pharmacist	More Patient Information / Education Materials
Patient understanding	Retail Pharmacist	More Patient Information / Education Materials
Posters at vaccinating room	Retail Pharmacist	More Patient Information / Education Materials
Rates of success and charts on efficacy for patients to underatand	Retail Pharmacist	More Patient Information / Education Materials
Simple patient info leaflets	Retail Pharmacist	More Patient Information / Education Materials
A hotline for people to access to if they have a grievance or challenging questions	Nurse	More Patient Information / Education Materials
A video explaining possible side effects.	Nurse	More Patient Information / Education Materials
A video playing in the treatment room	Nurse	More Patient Information / Education Materials
accurate, up to date and appropriate education materials	Nurse	More Patient Information / Education Materials
an educational booklet providing all recommended vaccines based on targeted population	Nurse	More Patient Information / Education Materials
Benefit of having vaccines	Nurse	More Patient Information / Education Materials
Better patient education	Nurse	More Patient Information / Education Materials
Better patient understanding of safety and efficicacy	Nurse	More Patient Information / Education Materials
Booklet on childhood vaccines/ diseases for parents	Nurse	More Patient Information / Education Materials
Brochure/leaflets	Nurse	More Patient Information / Education Materials
Brochures	Nurse	More Patient Information / Education Materials
Clear easy to read information about MMR/Autism debunked	Nurse	More Patient Information / Education Materials

Q2

Verbatim	Speciality	Code
colourful client /parent education	Nurse	More Patient Information / Education Materials
Current information about vaccine and safety	Nurse	More Patient Information / Education Materials
Detailed education for staff to educate patients	Nurse	More Patient Information / Education Materials
Detailed handouts advising of benefits to community vaccination	Nurse	More Patient Information / Education Materials
Easier to understand patient information	Nurse	More Patient Information / Education Materials
Easily explained videos for patients from media personality	Nurse	More Patient Information / Education Materials
Easy cheat sheet for catch up for over 10 year olds	Nurse	More Patient Information / Education Materials
Easy simple to read information sheet for each vaccine made for the patients without medical talk	Nurse	More Patient Information / Education Materials
Easy to understand information	Nurse	More Patient Information / Education Materials
Educate clients and staff	Nurse	More Patient Information / Education Materials
Educate family memb	Nurse	More Patient Information / Education Materials
Educate patients before administration	Nurse	More Patient Information / Education Materials
Education	Nurse	More Patient Information / Education Materials
education about all brands of vaccination	Nurse	More Patient Information / Education Materials
Education information	Nurse	More Patient Information / Education Materials
education materials on importance of vaccination	Nurse	More Patient Information / Education Materials
Education materials to educate patients	Nurse	More Patient Information / Education Materials
Education on diseases and prevention tips	Nurse	More Patient Information / Education Materials
Education resources	Nurse	More Patient Information / Education Materials
Education session	Nurse	More Patient Information / Education Materials
Flyer	Nurse	More Patient Information / Education Materials
Flyers to be distributed and visible posters within the clinic premises and areas nearby	Nurse	More Patient Information / Education Materials
Give factual information	Nurse	More Patient Information / Education Materials
Good distraction tools that aren't lollies	Nurse	More Patient Information / Education Materials
Handouts	Nurse	More Patient Information / Education Materials
Health literacy supported education	Nurse	More Patient Information / Education Materials
Impacts of influenza on people	Nurse	More Patient Information / Education Materials
Improved education	Nurse	More Patient Information / Education Materials
Improvement in patient education	Nurse	More Patient Information / Education Materials
Information for parents for response to febrile convulsion and prevention	Nurse	More Patient Information / Education Materials
Information kept with immunisations	Nurse	More Patient Information / Education Materials
Information packs to be distributed to patients before getting vaccinated	Nurse	More Patient Information / Education Materials
Ipad with interseting and informative reels that are age-relevant. Children could watch an animation or play games that actually promoted understanding of what vaccines do and describe signs and symptoms they may feel that they should share with their mum and dad	Nurse	More Patient Information / Education Materials
Leaflet on what diseases are covered and what the outcomes of those diseases can be	Nurse	More Patient Information / Education Materials
Leaflets and handouts	Nurse	More Patient Information / Education Materials
Meningococcal types explain poster. Pneumonia vaccines types explained poster.	Nurse	More Patient Information / Education Materials
More brochures on covid illness	Nurse	More Patient Information / Education Materials
More education to parents	Nurse	More Patient Information / Education Materials
More information about vaccination schedule for parents	Nurse	More Patient Information / Education Materials
More Information available to the patient	Nurse	More Patient Information / Education Materials
More information sheets to handout to all people receiving vaccines, with lots of information on what to look out for, how the vaccine works, what it's aim is, and when to seek further medical assistance.	Nurse	More Patient Information / Education Materials
More myths explained printed information for patients	Nurse	More Patient Information / Education Materials
More patient education	Nurse	More Patient Information / Education Materials
Pamphlets on each vaccine	Nurse	More Patient Information / Education Materials
Pamphlets/ handouts regarding information of vaccine detailed and when the vaccine will need a booster.	Nurse	More Patient Information / Education Materials
Panphlet	Nurse	More Patient Information / Education Materials
Patient education	Nurse	More Patient Information / Education Materials
Patient education increased	Nurse	More Patient Information / Education Materials

Q2

Verbatim	Speciality	Code
Patient education on what vaccines are available to them	Nurse	More Patient Information / Education Materials
Patient information booklet for each vaccines	Nurse	More Patient Information / Education Materials
Patient information forms that double as consent	Nurse	More Patient Information / Education Materials
Patient support	Nurse	More Patient Information / Education Materials
Patient's education, leaflets, posters	Nurse	More Patient Information / Education Materials
Patients having access to better sources of vaccine information	Nurse	More Patient Information / Education Materials
Positive posters in all waiting areas	Nurse	More Patient Information / Education Materials
Poster	Nurse	More Patient Information / Education Materials
Poster with easily understood immune system response when vaccinated.	Nurse	More Patient Information / Education Materials
Posters	Nurse	More Patient Information / Education Materials
Posters/Flashcards to teach parents/guardians about administration with kids	Nurse	More Patient Information / Education Materials
Publications	Nurse	More Patient Information / Education Materials
Reliable, accessible information for patients	Nurse	More Patient Information / Education Materials
Resources in multiple languages	Nurse	More Patient Information / Education Materials
Resoyrces to aide anxiety	Nurse	More Patient Information / Education Materials
Short videos explaining vaccination process	Nurse	More Patient Information / Education Materials
Side effects with pictures on a pad to pull off and give at the time of vaccination.	Nurse	More Patient Information / Education Materials
Simple education pamphlwts or videos	Nurse	More Patient Information / Education Materials
Specific information	Nurse	More Patient Information / Education Materials
Statistics information that is relevant to patient	Nurse	More Patient Information / Education Materials
Up to date vaccine Booklet	Nurse	More Patient Information / Education Materials
Vaccination pamphlets	Nurse	More Patient Information / Education Materials
vaccines brochure	Nurse	More Patient Information / Education Materials
Videos	Nurse	More Patient Information / Education Materials
WHY VACCINATION ARE ESSENTIAL TO THEM	Nurse	More Patient Information / Education Materials
A practice nurse with time to spent speaking to patients to go through the risks Vs benfits of vaccination	GP	More Staff / Improved Staffing Levels
A registered nurse to administer and educate about vaccinations	GP	More Staff / Improved Staffing Levels
A support person for the patients	GP	More Staff / Improved Staffing Levels
Additional staff to help organise appointments and vaccinate staff	GP	More Staff / Improved Staffing Levels
Better nursing support	GP	More Staff / Improved Staffing Levels
colleagues	GP	More Staff / Improved Staffing Levels
Dedicated immunisation nurse	GP	More Staff / Improved Staffing Levels
Dedicated staff member	GP	More Staff / Improved Staffing Levels
dedicated vaccination nurse	GP	More Staff / Improved Staffing Levels
Experience staff	GP	More Staff / Improved Staffing Levels
Extra nurses to give vaccines	GP	More Staff / Improved Staffing Levels
Having enough nursing staff to administer and promote vaccinations	GP	More Staff / Improved Staffing Levels
Having nurse	GP	More Staff / Improved Staffing Levels
increase in manpower- i.e a vaccine nurse	GP	More Staff / Improved Staffing Levels
More clinicians to provide services	GP	More Staff / Improved Staffing Levels
More nurses	GP	More Staff / Improved Staffing Levels
More nursing staff	GP	More Staff / Improved Staffing Levels
more staff	GP	More Staff / Improved Staffing Levels
more staff to help with administering vaccines	GP	More Staff / Improved Staffing Levels
Nurse availability	GP	More Staff / Improved Staffing Levels
nurse to expedite matters	GP	More Staff / Improved Staffing Levels
Nurses for vaccination programs	GP	More Staff / Improved Staffing Levels
Nursing staff screening on reviews	GP	More Staff / Improved Staffing Levels
Nursing support	GP	More Staff / Improved Staffing Levels
other support staff can order and administer	GP	More Staff / Improved Staffing Levels

Q2

Verbatim	Speciality	Code
Reinforcement from nurse practitioners	GP	More Staff / Improved Staffing Levels
Support	GP	More Staff / Improved Staffing Levels
Support from nurses - for administration and education	GP	More Staff / Improved Staffing Levels
Support services	GP	More Staff / Improved Staffing Levels
Workforce support	GP	More Staff / Improved Staffing Levels
A dedicated pharmacist for vaccinations so there is not the pressure to get back to the dispensary.	Retail Pharmacist	More Staff / Improved Staffing Levels
A nurse to help vaccinate child vaccines	Retail Pharmacist	More Staff / Improved Staffing Levels
Additional pharmacists to facilitate service	Retail Pharmacist	More Staff / Improved Staffing Levels
An extra pharmacist to administer	Retail Pharmacist	More Staff / Improved Staffing Levels
An extra staff to help prepare the vaccines and confirming details with patients	Retail Pharmacist	More Staff / Improved Staffing Levels
Anaphylactic specialist on hand	Retail Pharmacist	More Staff / Improved Staffing Levels
Better staffing levels to spread the load of what I have to do as a pharmacist	Retail Pharmacist	More Staff / Improved Staffing Levels
Clerical support	Retail Pharmacist	More Staff / Improved Staffing Levels
Dedicated nurse to administer vaccine	Retail Pharmacist	More Staff / Improved Staffing Levels
Dedicated staff member(s) to oversee vaccinations	Retail Pharmacist	More Staff / Improved Staffing Levels
Dedicated staff to chase up patient appointments	Retail Pharmacist	More Staff / Improved Staffing Levels
Dedicated staff to organise and administer	Retail Pharmacist	More Staff / Improved Staffing Levels
Extra pharmacist	Retail Pharmacist	More Staff / Improved Staffing Levels
Extra pharmacist on to vaccinate	Retail Pharmacist	More Staff / Improved Staffing Levels
Extra staff	Retail Pharmacist	More Staff / Improved Staffing Levels
Extra staff on days for vaccinating	Retail Pharmacist	More Staff / Improved Staffing Levels
Fully trained assistant(s) to help with ordering, stock control and reporting, patient education, preparing of vaccines from vials	Retail Pharmacist	More Staff / Improved Staffing Levels
get vaccinating nurses who are experienced with children	Retail Pharmacist	More Staff / Improved Staffing Levels
Have another pharmacist on duty	Retail Pharmacist	More Staff / Improved Staffing Levels
Have one staff member dedicated to just monitoring patients during the 15 minute wait after vaccination and focussing on booking patients in an orderly manner.	Retail Pharmacist	More Staff / Improved Staffing Levels
having enough staff to administer vaccines	Retail Pharmacist	More Staff / Improved Staffing Levels
Hire a pharmacist just for vaccination as it is very busy	Retail Pharmacist	More Staff / Improved Staffing Levels
Increase staff levels	Retail Pharmacist	More Staff / Improved Staffing Levels
Increased staff	Retail Pharmacist	More Staff / Improved Staffing Levels
Locum pharmacist immunisers (or a register of such)	Retail Pharmacist	More Staff / Improved Staffing Levels
More staff	Retail Pharmacist	More Staff / Improved Staffing Levels
more staff to provide better service e.g. educations, entering into AIR	Retail Pharmacist	More Staff / Improved Staffing Levels
More staffing	Retail Pharmacist	More Staff / Improved Staffing Levels
more staffing to run vaccination clinic	Retail Pharmacist	More Staff / Improved Staffing Levels
Need more clerical staff	Retail Pharmacist	More Staff / Improved Staffing Levels
Pharmacist advice	Retail Pharmacist	More Staff / Improved Staffing Levels
Pharmacist to free me up so I can better educate and support patients who are worried about the covid/any vaccines	Retail Pharmacist	More Staff / Improved Staffing Levels
Realtime support	Retail Pharmacist	More Staff / Improved Staffing Levels
Relief pharmacist while I vaccinate	Retail Pharmacist	More Staff / Improved Staffing Levels
Roster extra pharmacist to work to help	Retail Pharmacist	More Staff / Improved Staffing Levels
Separate vaccination pharmacist	Retail Pharmacist	More Staff / Improved Staffing Levels
Social worker for child vaccinations	Retail Pharmacist	More Staff / Improved Staffing Levels
Somebody else does the administration work	Retail Pharmacist	More Staff / Improved Staffing Levels
Staff	Retail Pharmacist	More Staff / Improved Staffing Levels
Support staff to prepare patients	Retail Pharmacist	More Staff / Improved Staffing Levels
Trained child nurse for vaccinating children	Retail Pharmacist	More Staff / Improved Staffing Levels
Trained vaccinating pharmacist to vaccinate all opening hours	Retail Pharmacist	More Staff / Improved Staffing Levels
Accessibility for client -availability of vaccine nurse	Nurse	More Staff / Improved Staffing Levels
Additional workforce for the vaccine ordering system	Nurse	More Staff / Improved Staffing Levels

Q2

Verbatim	Speciality	Code
Adequate staffing	Nurse	More Staff / Improved Staffing Levels
Allocate nursing time for immunisation only	Nurse	More Staff / Improved Staffing Levels
Child life therapist for child vaccinations	Nurse	More Staff / Improved Staffing Levels
Dedicated vaccination doctor	Nurse	More Staff / Improved Staffing Levels
Easier documentation and extra admin staff	Nurse	More Staff / Improved Staffing Levels
Educators to talk to client's with questions so can keep appointments to scheduled time	Nurse	More Staff / Improved Staffing Levels
Experienced general practice administration staff numbers	Nurse	More Staff / Improved Staffing Levels
Experienced General practice uring staff numbers	Nurse	More Staff / Improved Staffing Levels
Extra staffing to explain, answer questions and look after post vaccination	Nurse	More Staff / Improved Staffing Levels
Have people monitor patients for 15 minutes post vax.	Nurse	More Staff / Improved Staffing Levels
Having specified staff to manage fridge access and temperature	Nurse	More Staff / Improved Staffing Levels
More available General practitioners	Nurse	More Staff / Improved Staffing Levels
More nurse immunisers!	Nurse	More Staff / Improved Staffing Levels
More nurses	Nurse	More Staff / Improved Staffing Levels
more nurses to be able to vaccinate	Nurse	More Staff / Improved Staffing Levels
More qualified nurses to administer vaccines in a calm space	Nurse	More Staff / Improved Staffing Levels
More staff to assist	Nurse	More Staff / Improved Staffing Levels
More staffing would be better if the child needs distraction	Nurse	More Staff / Improved Staffing Levels
Nurse immunisers employed	Nurse	More Staff / Improved Staffing Levels
Nurse Practitioners	Nurse	More Staff / Improved Staffing Levels
Roaming nurses in hospitals educating patients of benefits to vaccinations	Nurse	More Staff / Improved Staffing Levels
Saving staffing issues	Nurse	More Staff / Improved Staffing Levels
Separate person looking after ordering and storage	Nurse	More Staff / Improved Staffing Levels
Staffing imcrease	Nurse	More Staff / Improved Staffing Levels
SUPPORT TO CLIENTS AFTER VACCINATIONS	Nurse	More Staff / Improved Staffing Levels
Vaccine team goes around and offer vaccine in shopping center	Nurse	More Staff / Improved Staffing Levels
Dedicated time	GP	More Time with Patient
enough time to explain to patients	GP	More Time with Patient
Longer appointments	GP	More Time with Patient
More time for administration and explanation	GP	More Time with Patient
More time for vaccination education	GP	More Time with Patient
More time of each clinician to explain and counsel patients on their concerns	GP	More Time with Patient
Time permitting	GP	More Time with Patient
Time to counsel patient fully	GP	More Time with Patient
Time to discuss need for each vaccination and booster achedule	GP	More Time with Patient
Time to talk to patients for longer	GP	More Time with Patient
designated vaccination time	Retail Pharmacist	More Time with Patient
Focus on vaccination not squeezing it in between other patients	Retail Pharmacist	More Time with Patient
Longer consulta	Retail Pharmacist	More Time with Patient
Longer vaccination timeslots to avoid stressful workload	Retail Pharmacist	More Time with Patient
More time in my day to do all that is expected of me	Retail Pharmacist	More Time with Patient
More time to spend with patients	Retail Pharmacist	More Time with Patient
More time with appointments	Retail Pharmacist	More Time with Patient
More time with each patient. This would allow for a general discussion about the benefits of vaccinations in general, also specifically about the vaccination they are receiving.	Retail Pharmacist	More Time with Patient
Pharmacist having more time to spend educating	Retail Pharmacist	More Time with Patient
Some patients are undecided about certain vaccinations. These are the people I believe would benefit the most from a longer discussion as they have often heard misinformation from other people/social media.	Retail Pharmacist	More Time with Patient
talking to customers more about vaccines	Retail Pharmacist	More Time with Patient
Time	Retail Pharmacist	More Time with Patient

Q2

Verbatim	Speciality	Code
time to explain patients and have a conversation in relation to myths and perceptions	Retail Pharmacist	More Time with Patient
Being patient with the patient. Helping to work through fear. Honesty about some pain.	Nurse	More Time with Patient
doctors availablity to check patients	Nurse	More Time with Patient
Double bookings for multiple vaccines for children. Either with 2 nurses, or a GP and a nurse.	Nurse	More Time with Patient
encourage GP to spend more time with patient about vaccination	Nurse	More Time with Patient
Extended consult time	Nurse	More Time with Patient
keep them in doctors room for half the time incase of reactions	Nurse	More Time with Patient
Longer appt times so not having to rush	Nurse	More Time with Patient
More allocated time per patient	Nurse	More Time with Patient
More time to spend with patients	Nurse	More Time with Patient
Opportunity to ask questions about vaccine or disease it's preventing	Nurse	More Time with Patient
Plenty of time for appointment/ not rushing	Nurse	More Time with Patient
Time	Nurse	More Time with Patient
compliance	GP	Patient Complainece
Compliance of patients	GP	Patient Complainece
Patient's attendance per advice	Nurse	Patient Complainece
Reassurance to allow compliance	Nurse	Patient Complainece
Pharmacists should be allowed to do more vaccination to save a second trip to GP	Retail Pharmacist	Pharmacists Administer More Vaccines
local pharmacist to administer vaccines	Nurse	Pharmacists Administer More Vaccines
Better pricing for meningococcal and shingles vaccines	GP	Reduce Vaccine Costs
Cheaper cost of vaccines	GP	Reduce Vaccine Costs
Cheaper private vaccines!	GP	Reduce Vaccine Costs
Cheaper vaccines or funded	GP	Reduce Vaccine Costs
Competitive prices	GP	Reduce Vaccine Costs
Competitive prices	GP	Reduce Vaccine Costs
Cost	GP	Reduce Vaccine Costs
cost	GP	Reduce Vaccine Costs
cost	GP	Reduce Vaccine Costs
cost management	GP	Reduce Vaccine Costs
cost of vaccine for patients affordability	GP	Reduce Vaccine Costs
Discounts on vaccines	GP	Reduce Vaccine Costs
helps with costs-	GP	Reduce Vaccine Costs
make vaccines cost effective eg design them so they are lifetime cover, and single dose	GP	Reduce Vaccine Costs
Non-PBS vaccines being significantly cheaper (e.g. Bexsero, Shingrix)	GP	Reduce Vaccine Costs
Reduce cost	GP	Reduce Vaccine Costs
Reduce cost	GP	Reduce Vaccine Costs
Reduced costs	GP	Reduce Vaccine Costs
Better cost price to pharmacy	Retail Pharmacist	Reduce Vaccine Costs
Cheaper vaccines	Retail Pharmacist	Reduce Vaccine Costs
Competitive pricing for multi-dose vaccines e.g. Shingrix	Retail Pharmacist	Reduce Vaccine Costs
Getting better pricing on stock	Retail Pharmacist	Reduce Vaccine Costs
Price reduction	Retail Pharmacist	Reduce Vaccine Costs
Cost of vaccinations eg bexsero	Nurse	Reduce Vaccine Costs
Cost reduction from pharmaceutical companies	Nurse	Reduce Vaccine Costs
Decrease cost or if possible no cost	Nurse	Reduce Vaccine Costs
Decreased costs	Nurse	Reduce Vaccine Costs
Discounts involved with purchasing from one supplier	Nurse	Reduce Vaccine Costs
Non NIP vaccine discounts	Nurse	Reduce Vaccine Costs
Private vaccine cost cuts (shingrix / bexsero)	Nurse	Reduce Vaccine Costs
Reduced cost or free vaccinations	Nurse	Reduce Vaccine Costs

Q2

Verbatim	Speciality	Code
Combination vaccinations to reduce frequency	GP	Specific Vaccination Equipment
different admin routes ie nasal or patch	GP	Specific Vaccination Equipment
Numbing gel available	GP	Specific Vaccination Equipment
Single dose vials, needles in situ	GP	Specific Vaccination Equipment
Appropriate clothing	Retail Pharmacist	Specific Vaccination Equipment
Disposal of syringes. Daily/weekly collection would be great	Retail Pharmacist	Specific Vaccination Equipment
Instore tablet for FAQ	Retail Pharmacist	Specific Vaccination Equipment
Needles came pre-filled with attached needle tips	Retail Pharmacist	Specific Vaccination Equipment
New syringes or devices that patients can get vaccinated without seeing the needle	Retail Pharmacist	Specific Vaccination Equipment
Numbing cream for each patient	Retail Pharmacist	Specific Vaccination Equipment
Smaller vaccine packaging	Retail Pharmacist	Specific Vaccination Equipment
All vaccines to come with required needle and syringe	Nurse	Specific Vaccination Equipment
Better labelling and batches in all vaccines for record keeping ease	Nurse	Specific Vaccination Equipment
Gas for nervous patients	Nurse	Specific Vaccination Equipment
make the bore of the tip of pre-filled syringes slightly wider to allow access for a LDS needle to fit	Nurse	Specific Vaccination Equipment
Pain less vaccines	Nurse	Specific Vaccination Equipment
Pre- and post readings	Nurse	Specific Vaccination Equipment
Provide oral, intranasal or transdermal options for vaccine administration	Nurse	Specific Vaccination Equipment
Safer sharps disposal	Nurse	Specific Vaccination Equipment
Self peeling bandaids	Nurse	Specific Vaccination Equipment
More education for staff	GP	Staff Vaccination Education / Training
Training in storing vaccines	GP	Staff Vaccination Education / Training
Further training to improve technical skill of immunisers	Retail Pharmacist	Staff Vaccination Education / Training
Give immunisers more training about vaccination	Retail Pharmacist	Staff Vaccination Education / Training
Have experience pharmacy assistants to help patients complete a consent form and process payments if needed	Retail Pharmacist	Staff Vaccination Education / Training
Increasing pharmacist training to vaccinate children and skills to acquire	Retail Pharmacist	Staff Vaccination Education / Training
Methods to calm children for their vaccination	Retail Pharmacist	Staff Vaccination Education / Training
More education to vaccinating pharmacists about diff vaccines	Retail Pharmacist	Staff Vaccination Education / Training
More government support in training	Retail Pharmacist	Staff Vaccination Education / Training
more regular training, more staff know what to do so don't need to rely on key staff	Retail Pharmacist	Staff Vaccination Education / Training
Ongoing education	Retail Pharmacist	Staff Vaccination Education / Training
Paid training	Retail Pharmacist	Staff Vaccination Education / Training
Pharmacist education of vaccinations	Retail Pharmacist	Staff Vaccination Education / Training
Training	Retail Pharmacist	Staff Vaccination Education / Training
Education around COVID vaccines	Nurse	Staff Vaccination Education / Training
Education in relation to outbreaks	Nurse	Staff Vaccination Education / Training
Further training	Nurse	Staff Vaccination Education / Training
Healthcare practitioner's education	Nurse	Staff Vaccination Education / Training
Mandatory training for all staff registering vaccine storage. 2-3 staff members in charge of training all staff, and monitoring compliance, fridge temperatures and reporting breaches.	Nurse	Staff Vaccination Education / Training
Medical Representative to explain how the vaccination works	Nurse	Staff Vaccination Education / Training
More education on administration	Nurse	Staff Vaccination Education / Training
More education on coldchain	Nurse	Staff Vaccination Education / Training
more nursing/ gp education to supoort knowledge	Nurse	Staff Vaccination Education / Training
More staff education	Nurse	Staff Vaccination Education / Training
More training for staff -free education that is national wide not state specific	Nurse	Staff Vaccination Education / Training
Non NIP vaccination education	Nurse	Staff Vaccination Education / Training
Not taking advice from who fda or cdc	Nurse	Staff Vaccination Education / Training
Relevant education for staff	Nurse	Staff Vaccination Education / Training
Subsidised training for nurses	Nurse	Staff Vaccination Education / Training
Teach everyone about Cold Chain management	Nurse	Staff Vaccination Education / Training

Q3 Please now think about digital solutions that you use or would like to use. How would you enhance, evolve or add to these to better support you/your patients in relation to vaccines/vaccination. Please be as detailed as possible in your response.

Specialty	Verbatim
GP	App for vaccination with education, reminder and resources.
GP	vaccination app
Nurse	Redirect to websites or an app
Nurse	Patient apps for up to date schedules and vaccine information that’s easy to understand and sets reminders
Nurse	Apps
	If there is an app that has the vaccines with faqs that could be sent to the patient and they can book in the type of vaccine they would want to have
Nurse	Then as they come in or when booking they would use also prefill the vaccination checklist prior to being called in to promote efficiency
Nurse	Phone App for parents and administrators of immunisations
GP	Digital automatic monitoring of fridge temperature.
Nurse	Online resources. Feedback automatically to email/computer with fridge temperatures
	Digital education in various languages.
Nurse	Better morning of vaccination fridges
Retail Pharmacist	make temparature monitoring apps that can be accessed by all pharmacists. Maybe having some kind of distraction technology for children and adults who suffer from needle phobia.
GP	Live stock levels from pharmacy and cost involved as well will help to improve vaccination rates.
GP	Streamlined ordering process auto renewal
GP	Maybe have a database about supply of vaccines, based on area/pharmacy? And estimated time of arrival if not currently in stock
GP	Centralised real time system with supply level, tracking of delivery, confidence in the system
	Myths explained available online maybe.
Nurse	Being able to order more often with more frequent delivery options for vaccines
	Online vaccination information and what to expect documentation.
Nurse	Online stock calculator and forecasting
	Online What to expect following vaccination information
Nurse	Online ordering and stock auditing/forecasting
Nurse	A system that alerts us to the fact we may be getting low in certain vaccines depending on what we’ve ordered and how many patients we generally see
Nurse	instant online vaccine order tracking
Nurse	Scan barcodes with batch numbers and entered on to system
Nurse	Being able to scan a vaccine vial or syringe and the data automatically loads and inter grades with the practices medical operating system / program
Nurse	Batch numbers
Nurse	Better software that easily captures vaccines, scanners to upload vaccines given and batch numbers
Nurse	Online ordering
Retail Pharmacist	If there is an easier way to find out available alternatives for a specific vaccine incase it's out of stock, availability of online resources for both patients and immuniser to know more about vaccines
Retail Pharmacist	better ordering site
Retail Pharmacist	An easier online booking system that can skip the process of filling consent forms
	I wish there was one portal for vaccine ordering, CVAS is so messy.
Retail Pharmacist	Medadvisor integration has helped. I wish medadvisor had everything in it, such as ordering, all cvas function,etc
Retail Pharmacist	Pre-populated ordering sheets for vaccines. Or suggested order and we just need to click yes to send
Retail Pharmacist	All in one booking software with vaccine education built in
GP	patient printouts can be added to the software for easy access and discussion
GP	links to websites with info for patients
GP	More intuitive vaccination advice as part of practice software.
GP	barcodes - scan file code, scan vaccine - record done
GP	I really don’t know much about this, but I think linking patient vaccination records with a national registry and payments to doctors for providing vaccination services would be a good start.
GP	Vaccination records easily accessed through practice software, including vaccines given by other healthcare professionals including pharmacists
GP	interactive software, well done, would be a great help
GP	Vaccination register digitally which sends information seamlessly onto Australian Immunisation Register

Q3

Specialty	Verbatim
	Verbal recording of process would be faster, then typed up at end of clinic.
Nurse	Bigger vaccine fridge and more room to work in.
Nurse	More ease of gathering information
Nurse	More cross population so not having to enter as many details in a patients file.
Nurse	A national database or software.
Retail Pharmacist	Have medadvisor not crash randomly
	Would like vaccine information resource to integrate with vaccine administration recording software (notifying of specific contraindications for specific vaccines etc.)
Retail Pharmacist	Also an online ordering platform that is intuitive and also allows ordering for all vaccines (rather than having one portal for Covid vaccines, one for flu NIP, then wholesaler portals for other vaccines)
Retail Pharmacist	Greater linking of software where we have to enter patient data about getting the vaccine to the dispensing software, so we don't have to enter data twice
Retail Pharmacist	integrated software that is easy for pharmacy and customers to use with: bookings, dispensing, AIR, ordering stock and not letting patients incorrectly book appointments based on screening questions
Retail Pharmacist	We use a booking platform and a separate dispensing program and a separate recording platform. Better integration is needed
Retail Pharmacist	Cloud based data entry with easier accessibility to information
Retail Pharmacist	Use relevant online programs to maximise its efficiency.
Retail Pharmacist	Could possibly integrate vaccination recording services and dispensing software making it more streamlined and time efficient process.
Retail Pharmacist	More efficient and integrated within current systems
Retail Pharmacist	Make software much easier to use and less complicated. Too much information needed to be filled in
	1. The current recording program in the pharmacy industry is only limited to one single software in MedAdvisor. This program is very slow and buggy and slows down my current process in vaccinating a large number of people in a short space of time. My limiting factor is not being able to record a vaccination on this program and then waiting for it to load, before having to print off a vaccination statement for a patient. I would like to see more programs developed to provide better competition to MedAdvisor.
Retail Pharmacist	2. MyGov should be easier to access by older patients who are not as tech savvy.
Retail Pharmacist	NIS access was a no brainer but not aware of any other new digital solutions that are coming that would help
Retail Pharmacist	No vouchers and everyone paid and using only one programme to upload and dispense
Retail Pharmacist	Integrated government and vaccine systems.
Retail Pharmacist	All digital
Retail Pharmacist	Would love the ability to carry all info for new patients from booking software into dispense software with one click (eg “add new patient” function)
Retail Pharmacist	A more user friendly integrated software system connecting all the different aspects of vaccinating. Ordering, stock levels, expiry, appointments, dispense, Australian immunisation register
Retail Pharmacist	Automated recording and seamless process for audits
Retail Pharmacist	Better linking with GP's systems and pharmacy systems
Retail Pharmacist	Easy processing of admin work eg. From patient booking appointment to staff uploading to AIR
Retail Pharmacist	Being able to have iPads that allow for filling of pre screening forms and storage directly if these forms in hard copies, way easier, timely, paper saving. Make the process much quicker.
Retail Pharmacist	Quicker software makes a huge difference for recording process of vaccinations
	Integrated software i.e weekly reporting of covid vaccines (how many administered/how many left etc) - should be able to work this out and human just confirm or explain discrepancy
Retail Pharmacist	PRODA is difficult to navigate. Having to call to remove a record of a vaccination isn’t given is a waste of time. Should be able to do that online.
Retail Pharmacist	We use one plus software. It's very good, but there are alot of steps
	Mentioned in previous page- a well-loved celebrity endorsing vaccinations.
Nurse	Someone who is well thought of, not a politician
Nurse	Celebrities endorsing and advertising the vaccine campaign on digital media
GP	Websites specific for community health vaccines and travel vaccines
Nurse	An easy access pages that nurses can redirect patients to to read all information without googling each vaccine
Retail Pharmacist	Online platforms to direct patients to access information for vaccines, post vaccination information
GP	Easy access to past adverse vaccine reactions
GP	Easy assess to immunisation record and resource. Easy to upload vaccination given. Catch up schedule formulation
GP	They would help, allowing further information on eg previous vaccinations
GP	Best Practice software and immunisation records
GP	Connection to immunisation records
GP	the olny digital tool I use for vaccines is MyGov for vaccine records. This is helpful for previous vaccines and dates

Q3

Specialty	Verbatim
GP	Our "best practice software" and Australian Immunisation registry are the most powerful tools to assist us in our consultation. I would like to have an App the patient can download on their I phone and record all their vaccination
Nurse	Digital record of their allergic reaction to a particular vaccine, previous reaction record, digital posters about administration in kids, updating knowledge of all staff with online training
Nurse	Something to help patients who have a hard time accessing MyGov as a print out is not always viable and easily lost.
Nurse	Easier and simple way to check immunisation History
Nurse	Digital medical histories on my gov or similar website for everyone to have access to
Retail Pharmacist	Faster and easier access to my health record. More comprehensive ordering system
Retail Pharmacist	Already have online booking service and may need easier way to patients to check their vaccination record and receive reminders about their coming vaccination
Retail Pharmacist	Make updating details quicker and easier
Retail Pharmacist	New program or log in for patient being able to use their face or fingerprint to check their own vaccination record , and also a program to view all the past comments from previous professionals that had done the vaccinations for the patients
Retail Pharmacist	Provide patient information digitally prior to attending pharmacy for their vaccination
Retail Pharmacist	Put a qr code/ barcode on the back of every patients Medicare card which could be scanned revealing all their details to save time for the pharmacists and also reduce the risk of entering incorrect data.
Retail Pharmacist	Would love to have something which would check eligibility based on vaccination history.
GP	Australian immunisation register extremely helpful and linked I on my best practice software. Patients seem to have more difficulty finding their AIR information.
	Integration of AIR into systems software
GP	Automated guide for what to do with vaccines after blackout
GP	The best practice software needs to identify those who require vaccinations through the AIR software and send recalls
GP	Less issues with AIR
	Vaccination schedule as a Downloadable calendar for mobile devices.
Nurse	Electronic communications from the AIR when vaccinations are due
Nurse	The AIR and PRODA program can be difficult in updating a patients immunisations especially if there is a patient on a catch up program
Nurse	More access to AIR/Proda when entering vaccines
Nurse	Proda is good for recording vaccinations, but "times out" a lot requiring re-booting with all access passwords etc., can slow the clinic flow
Retail Pharmacist	App to record and enter data to simplify the AIR
Retail Pharmacist	entering in details to air is sometimes difficult e.g. unable to access AIR so then there is a backlog to enter once it has come back online. it would be nice if dispensing software can migrate the information across to Air
Retail Pharmacist	Quite happy recording thru Medadvisor & access to AIR
Retail Pharmacist	Air, proda always logs us out. This is super frustrating. Otherwise it is user friendly and I'm happy with it.
Retail Pharmacist	Make AIR less clunky and more informative for both patients and immunisers.
Retail Pharmacist	Easier access to the air. At the moment it is too time consuming to access
Retail Pharmacist	Fred dispense links to MedAdvisor that links to AIR
GP	more streamlined digital reporting system for adverse effects, and I would like "chat box" option if I require support for immunisation related queries
Nurse	eHealth records and bookings
GP	The online booking system could be tweaked to have additional info about vaccinations
Nurse	Online booking and education
	Simple app to book vaccine appointments
Nurse	App to check and record fridge temps
Nurse	As previously mentioned. If we know what pts are booking in for via our software, we can then give pts information prior to their routine imms appt so that they attend the appt more informed and empowered.
Nurse	Once the patient has been booked in with the practice, a link to information regarding the vaccines that will be administered should be included in their confirmation email.
Retail Pharmacist	Register of qualified pharmacist immunisers, automated vaccine ordering system, automated patient booking system
	Easier navigation for online portals for customers to book in their vaccines so they're not always calling the pharmacy to request for bookings during times when it's already busy for the pharmacy. Have better advertisements for patients to know the pharmacy does
Retail Pharmacist	injections. Educating patients about the importance of vaccinations
Retail Pharmacist	Booking systems that provide education and screen for issues
Retail Pharmacist	Better booking system to help rostering and patient management
Retail Pharmacist	Online booking form

Q3

Specialty	Verbatim
Retail Pharmacist	More investment into booking platforms available in pharmacy. Our current one is limited and takes a lot of other staffs time when trying to book in patients or arrange appointments. A digital (iPad) way of having patients complete paperwork. Currently they complete a questionnaire on paper then pharmacist add's details into the software before vaccination. There has to be a more seamless pathway. Could also allow for information to be given digitally to customer while they are waiting. This could allow for a more informed discussion.
Retail Pharmacist	Improve online booking platforms to integrate all information to streamline processes
Retail Pharmacist	Patient would enter all their details when booking and then we just need to add vaccine details and automatically entered
Retail Pharmacist	self check in and registration
Retail Pharmacist	I would have a system whereby people can book a vaccine online easily without having to call the pharmacy. This way we can be prepared and roster required staff depending on how busy it will be.
Retail Pharmacist	Making appointments online, and then with the right equipments, checking in digitally on the day of vaccinations (including ID checks)
Retail Pharmacist	Easier online booking software, current one can double book patients and patients Still like us to book in for them which waste our time
Retail Pharmacist	Easier to book system
Retail Pharmacist	get a more efficient booking system that do not require constant active monitoring
	Qr code linking directly to the pharmacy's vaccinating booking service
Retail Pharmacist	Ipad securely placed outside the pharmacy for people to book their vaccines/fill out their questionnaire to reduce admin time by pharmacist time.
GP	Webinars for patients and doctors
GP	Up to date program to educate regarding travel immunisations to allow ease of patient education
GP	Digital resources
GP	Useful Websites for information
	Easy accessible recourses
GP	Patient education materials
GP	We could have something like a TV media segment that we could play either in the waiting room or on demand in our consult rooms regarding vaccines
GP	More targeted advertising to patients to help educate and encourage them to vacconate
GP	Increased patient education resources in easy to use brief format.
GP	provided more education and support.
GP	Online portals that are easy for patients to use in their own time about what vaccines have been recommended and why
	posters
GP	TV ads about influenza/ covid-19
GP	Advertising
GP	a high quality pro-vax news site
GP	A digital video that can be played on a TV in the waiting room providing eduction etc on vaccinations
GP	Health promotion through digital advertisements and information about the safety index of various vaccine.
Nurse	visual education sessions for healthcare workers, patients and their families can facilitate the smooth administration of vaccines
	Perhaps online handouts that can be printed or emailed to patients regarding any questions they may have about the vaccine they have received, useful information on how a vaccine actually works in their body and what it's for.
Nurse	Online mandatory training for all staff involved with the vaccination fridge on management, and safe storage.
Nurse	Using more online education for myself and for patients.
Nurse	Tablets can help support learning - promotes visual understanding.
Nurse	App for patient education
Nurse	QR code information/video for patients to read through while waiting
Nurse	User friendly (across all ages) information to support immunisation to educate patients.
Nurse	Online educations, CPDs, advertisements for general public about vaccines
Nurse	Short video presentations 3 mins that can be played to address specific concerns or give general information
Nurse	Digital video and streaming for children
Nurse	Strategies to alleviate anxiety or distract. Simole videos to explain vaccine impiryance
Nurse	VIDEO AND DROP DOWN EDUCATION REQUIREMENTS TO PATIENTS
Nurse	quick access to vaccine resource
Nurse	Educational emails sent out to patients and parents in regards to vaccines benefits and side effects

Q3

Specialty	Verbatim
Nurse	Bite size patient info video on each vaccine applicable. Myth busting resources . FAQ myth busting answers . The bigger picture in relationship to whole of community vaccine uptake . Deadly consequences to being unvaccinated for children
Nurse	correct information relayed via social media
Nurse	msg with attached video info and illustrated instructions
Nurse	Digital or printed leaflet of vaccines infromation at workplace.
Nurse	You tube presentation for parent education
Nurse	Website to simplify the information on each vaccine and why someone would get vaccinated for certain diseases
	Tik toc short educational videos for teenagers, Educational Digital brochures in work places, Mandatory vaccines in work places
Nurse	Vaccine education /information easily available in printable form
Nurse	Have a vaccine related presentation that addresses the common questions and concerns that patients have. something that can be easily sent to patients or a link that can be clicked on when on the internet
Nurse	We could set up online zoom sessions with the help of community leaders in local community centres.
	Please see previous response.
Nurse	After all of the misinformation spread about COVID, more people are suspicious / non-trusting of government and pharmaceutical companies than I’ve encountered in my 15 years of Nursing. There needs to be more positive messaging and access for people to obtain evidence-based information by an independent, neutral 3rd party. Social media is now the greatest source of most people’s information. Campaigns promoting the benefits and safety profiles of vaccines would help counter the negative and misinformation currently available.
Nurse	Short videos on vaccinations to inform patients available in waiting areas at hospitals and medical centres
Nurse	Emails from patient gp, community nurses and hospital physicians/specialists involved in a patients care would be beneficial to encourage an increase in vaccination uptake
Nurse	SHORT VIDEO TO SHOW PT ON VACCINES REQUIRED FOR TRAVEL OR VACCINES REQUIED TO START CERTAIN MEDICATIONS.
Nurse	Digital step by step instructions on vaccination.
Nurse	Having an Ipad with digital information with short videos may help with relaying importance statistical information regarding diseases
Nurse	More resources for vaccine hesitancy
Nurse	Print outs or web based application for clients...debunking myths
Nurse	A interactive game related to vaccination
Nurse	Responsible education. Easy access to suitable resources. Easier referral and subsidies
Nurse	Provide patients with up to date digestible information from credible sources that could be text or emailed straight to their devices straight away
Nurse	Concept videos to provide health education
	Short but detailed video clip explaining the process without the drama and long drawn out.
Nurse	People lose interest quickly
Nurse	QR code takes to short video
Nurse	Making digital resources interactive. This will increase engagement. Sitting there passively listening to something has limited absorption success. Get people actively involved in their health learning.
	All people using eRx could have attachments or vaccine ads that could promote customer queries! Easy to understand links that would take the patient directly to a certain vaccine and related disease perhaps , how, why and who should get it Online short courses with CPD points for relevant vaccines for healthcare professionals
Retail Pharmacist	When dispensing RX, an alert system to promote the vaccine targeting certain individuals who would benefit from that vaccine!
Retail Pharmacist	ads
Retail Pharmacist	Short videos in laymen language
Retail Pharmacist	online resources available to us and customers to educate themselves
Retail Pharmacist	I uses Facebook and read AJP and Pharmacist journals. Patients don’t probably read those. In the vaccination room I would be more than happy to hand out pamphlets or QR coded influenza information websites to customer.
Retail Pharmacist	QR codes with links to videos/websites for patients to read in their own time
Retail Pharmacist	When pharmacist is preparing the vaccine, patient can watch a YouTube video from an ipad
Retail Pharmacist	We are using iPad for ease of administration and less paperwork. Patients could have easier access to information and cmi
Retail Pharmacist	self-serve kiosk for common questions
Retail Pharmacist	I don’t find a single online resource comprehensive enough for my needs. I find I need to use multiple resources
Retail Pharmacist	Use social media more. Inform patients of online information. Attend webinars
Retail Pharmacist	Advertise online booking to public
Retail Pharmacist	Having online seminars or posting about vaccine education on the pharmacy’s social media for the community to engage and express their feedback

Q3

Specialty	Verbatim
Retail Pharmacist	Offer patient support online and support phone number.
Retail Pharmacist	Make it patient user friendly.
	Information leaflets in different languages that patients can scan and access via a QR code
	I have a pre-written form that suggests vaccines based on age groups.
GP	Australian immunization handbook website is very useful
GP	Online resources
GP	uptodate.com
	Webinar
GP	Education via email
GP	Better online information about schedule
GP	Newsletter sent via email
Retail Pharmacist	Online modules
Retail Pharmacist	easy access of updated vaccination recommendation, quick referral option to other vaccination services in town, easy access of disease/vaccination information
	Allowing telehealth appointments esp.3-way telephone interpreters service for CALD patients to discuss vaccination recommendations, as CALD patients are often the most under-vaccinated in the community.
	Extending eScripts beyond June 30th 2023 to enable scripts to be accessed remotely, and an easy booking engine for patients to make a booking either at a practice, or at a pharmacy, for vaccinations.
GP	Real-time notification of cold-chain breaches so measures could be instituted remotely to restore power supply, or relocate vaccines.
GP	Sending information electronically to patients
GP	Electronic handout information and consent
GP	Online consent forms to be completed prior to vaccination appointments
GP	Electronic information/consent
Nurse	Online education, online forms, automated storage or dispensing systems, automated refrigeration
Nurse	Consent for vaccination could be done on an ipad or similar
Nurse	Automated digital pre infor and post imms info
Nurse	Being able to see Medicare online then pts not requiring paperwork
	Online training
	Online patient support
Retail Pharmacist	Forums
	Online Booking.
Retail Pharmacist	Online vaccine consent to fill before the appointment.
Retail Pharmacist	Centralized consent forms so patient’s details are pre populated. Minimizes time spent in pharmacy for patient.
	E scripts from patients using ASL
	Electronic AIR entries via medadvisor
Retail Pharmacist	Digital consent forms
Retail Pharmacist	Consent and signing forms electronically
Retail Pharmacist	Patients can complete a digital consent form which has links to the information about the condition for the vaccination they are looking to get
Retail Pharmacist	I would like the pre screening forms state what
Retail Pharmacist	Automated admin
Retail Pharmacist	Digital certificate for all vaccines
	Currently using the Australian immunisations handbook. I would like to see an interactive and more fluid information sorting system in place rather than a digital textbook style format. It would make it easier to search for specific very unique vaccination issues or
GP	questions that patients may have and it will help improve clinical decisions. For example, like the online therapeutic guidelines or the AMH.
Nurse	Improved layout of immunisation handbook and more information regarding travel vaccines in the handbook
Nurse	Accessing the online Australian immunisation handbook/ victoria health/ Department of Health websites
Nurse	1 app that is more user friendly and time efficient immunisation booklet where an immuniser can quickly search/ type in questions then some possible solutions offered, will show vaccine dose, interval and validity.
Nurse	Immunisation handbook online, still very hard to navigate and find information. Would be good to to have icons travel vaccines ‘plane’ etc.
Retail Pharmacist	Not sure how to answer this part other than having easy access to the Immunisation Handbook
Retail Pharmacist	I wouldn’t enhance. The resources I have are good already and I only really need the Australian immunisation handbook. The other resources are superfluous.
Nurse	Having live chat with Australian immunisation handbook experts. This would clarify points that are ambiguous with regards to vaccination
Nurse	Getting rid of online vaccine myths, a digital system where support is available for pt and staff regarding vaccination queries

Q3

Specialty	Verbatim
	all vaccines information from all companies in one website rather than in multiple, and easy to search
GP	Simple recall systems so when next vaccine is due patient is reminded in the format they prefer
GP	1. Sending reminders. 2 Online appointments. 3Education materials can be sent online
GP	Digital education materials would help. Digital recall systems
GP	apps with information, pdf sheets that i can email to patients, apps to remind patients of vaccines when due
GP	Send text to patients when time to be vaccinated,
GP	recall systems
GP	Screening of patients indicated to receive vaccines, and digital recall systems.
GP	Using digital tools to identify patients due for vaccination and send text messages to patients for vaccination
GP	ease of recording digitally and recalls done auto
GP	SMS reminders for patients to come back for follow up vaccinations.
GP	Reminder when vaccines are due
GP	Not sure. maybe set up recall systems automotically
GP	patient recall when due
GP	recalls/print out information for patients
GP	Sms and recall date
GP	Automatic recalls for patients. Online consent forms. electronic reminders
GP	Sending messages to parents
GP	Timely reminders. Reduction in cost. Improving patient awareness
GP	Automatic reminders for due vaccines
GP	Tailored vaccine recommendations emailed to patient based on factors such as age, medical history without me needing to intervene
GP	Sms reminded, links to information sheets re vaccines and boosters (could be QR codes), contactless checkin when arriving for vaccines, automatic timer for monitoring periods
GP	Automatic reminder for next dose
GP	Online Reminder in patients electronic records - reminds GP of which vaccines that patients should receive based on their age and national guidelines
GP	auto entry, simplified batch numbers, recall pts
GP	Create a recall system that works for all patients and allows them to directly book appointments for vaccinations
GP	Recall systems eg by text or email for target populations eg 50 + and shingles
GP	Software prompts for various vaccines specific to each patient. Reminders to be sent out the the patient
GP	Reminder texts to patient in keeping up to date with their immunization
GP	Send SMS
GP	Preloaded vaccine details. Automatic recalls.
GP	good recall system
Nurse	Digital reminder for patients; expand government subsidy for other vaccines like flu; resources for educating patients
Nurse	Information about vaccine and safety, reminders
Nurse	Videos are great and fun way to entice the watcher. E-pamphlets/brochure. Reminder texts when 10 year (other other year) boosters are needed
Nurse	Automatic application of reminders on eligible patients records
Nurse	SMS to phones they are due
Nurse	A specific section for vaccination reminders to ensure patients do return for additional doses on time. Smaller vaccine updates throughout the year.
	uses parent immunisation app.
Nurse	eHealth should be able to remind patients of overdue vaccination and advise them to book an appointment with their GPs. Travel immunization app for those who plan for travelling.
Nurse	Sms reminders for vaccines.
Nurse	To be able to add quick recalls with a link to book appointments asap
Nurse	Sms
Retail Pharmacist	Digital solutions like a text message to arrive for the appointment would help people arrive on time . As printing off information in other languages would be a big helper
Retail Pharmacist	I would like to see an easily accessible vaccination passport/portfolio that can track and give reminders when boosters are due. They should also provide easy and quick facts regarding vaccines and related conditions
Retail Pharmacist	Text messages or emails prompted to send to patients post vaccination about expectations and potential adverse effects that may occur and how to identify serious AEs or managing minor AEs.
Retail Pharmacist	Sending people reminder of vaccinations due. Advertisement
GP	nursing assistant and help
Retail Pharmacist	A room just for vaccinating with its own computer and extra staff