

# Covid Vaccination Enquiries - Who to Contact

## Contract Enquiries

For any contract enquiries or contractual changes i.e. changes of ownership, site lead changes, temporary sites, ODS code changes, onboarding enquiries, please contact the Regional Covid Pharmacy Team at: [england.sepharmacycovidvacc@nhs.net](mailto:england.sepharmacycovidvacc@nhs.net)

## Vaccine Allocations and Supply

For any vaccine allocation and supply enquiries please contact your SVOC via the relevant email below:

**Buckinghamshire, Oxfordshire and Berkshire West (BOB)** - [svoc-opsmanager.bob@nhs.net](mailto:svoc-opsmanager.bob@nhs.net)

**Frimley** - [frimleyicb.frimley-scc1@nhs.net](mailto:frimleyicb.frimley-scc1@nhs.net)

**Hampshire and Isle of Wight** - [hiowicb-hsi.vaccination.operations@nhs.net](mailto:hiowicb-hsi.vaccination.operations@nhs.net)

**Kent & Medway** - [kmicb.svoc@nhs.net](mailto:kmicb.svoc@nhs.net)

**Surrey** - [syheartlandsicb.svoc@nhs.net](mailto:syheartlandsicb.svoc@nhs.net)

**Sussex** - [sxicb.oc@nhs.net](mailto:sxicb.oc@nhs.net)

## Manage Your Appointments

Please check available guidance as most issues can be quickly resolved yourself using the following links: [Manage Your Appointments Guidance](#)

If your issues persist, contact the helpdesk for support via the customer portal and raise a ticket to the helpdesk: [NBS Helpdesk](#)

## Walk in Finder

Email: [nhswebsite.servicedesk@nhs.net](mailto:nhswebsite.servicedesk@nhs.net)

## Point of Care

Please contact your Point of Care Provider directly. Guidance and contact details for each PoC system can be found via FutureNHS [Point of Care Systems Community Pharmacy - Vaccinations and Screening - FutureNHS Collaboration Platform](#)

## Federated Data Platform (FDP)

Please refer to the user guides that are accessed via FutureNHS: [Supply Dashboard User Guides - Vaccinations and Screening - FutureNHS Collaboration Platform](#)

If you have difficulties accessing FDP or if a user no longer requires access, please contact the FDP helpdesk: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

## Clinical Queries and Clinical Incidents

**Clinical Queries** should be sent to your SVOC via email for escalation.

**Clinical Incidents** must be reported within 48 hours. Moderate or significant incidents must be reported on the same day.

If needed, your SVOC can provide a copy of the Regional Incident Reporting Form.

UKHSA vaccine incident guidance [Vaccine incident guidance: responding to vaccine errors - GOV.UK \(www.gov.uk\)](#)

The Seasonal Vaccinations Site Campaign Guide is a key tool to help you with this season's vaccination programme. The guide can answer most queries that you have and includes information on IT platforms, Training materials, Vaccine Supply, Invitations, Payments and more. This is available on FutureNHS and accessed via this link: [Seasonal Vaccinations Site Campaign Guide AW2025 / 2026 - Vaccinations and Screening - Futures](#)