

CORPORATE OFFICE

Level 1
32 Oxford Terrace
Christchurch Central
CHRISTCHURCH 8011

Telephone: 0064 3 364 4134
Kathleen.Smithram@cdhb.health.nz

5 July 2021

9(2)(a)

[REDACTED]

[REDACTED]

RE Official Information Act request CDHB 10616

I refer to your email dated 29 May 2021 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

This is an OIA request for information relating to CDHB's pilot of the Ministry of Health's Covid-19 vaccine National Booking System.

1. For the booking system pilot at Kaikoura Vaccination Centre (and any other pilot sites in CDHB) I request copies of all documents that discuss the system's performance and any issues encountered.

Please find attached as **Appendix 1. Please note:** This was the first pilot phase of the rollout and there were plans in place to address any issues promptly as they arose. It is never easy when you introduce a new system for either staff or the public and Canterbury DHB, and its vaccination providers, and the Ministry of Health continue to work collaboratively and extremely diligently to ensure the national booking system going forward is working well for those booking by both URL and phone.

Notes:

- The document Page 1-19 "Site Readiness" is a living document and not a one-off document. This was a process used to manage outstanding issues in the lead up to go live. It formed the agenda of a daily call for 2 weeks preceding go live and for 1 week after go live. The issues were marked as green as they were resolved.
- We have redacted information pursuant to section 9(2)(a) of the Official Information Act i.e. "...to protect individual privacy", and s9(2)(g) "... to maintain the effective conduct of public affairs through the free and frank expression of opinions." We have also withheld information we consider to be "out of scope" of your request and removed double-ups.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tracey Maisey', written in a cursive style.

Tracey Maisey
Executive Director
Planning, Funding & Decision Support



Site Readiness

Go, no go governance checklist

In Confidence

Purpose of this document

- This document outlines the key requirements that need to be in place to successfully onboard and go-live with a new or transition an existing vaccination site.
- It covers:
 - 6 key domains, including sub requirements that need to be confirmed prior to a site go-live;
 - The Go/No-Go decision model and criteria description – red, amber, green;
 - The governance structure and information flows relating to key decisions, specifically Go / No-Go).

Who this document is for:

- This is a restricted document for:
 - Ministry of Health and associated key stakeholders
 - Extracts of this document will be shared with other relevant parties, so they understand what's expected of them leading up to and during the deployment.

Why is it important

Careful planning and co-ordination, including clear checkpoints and contingency steps, are critical to achieving effective roll out and go-live, while providing an operational assurance methodology.

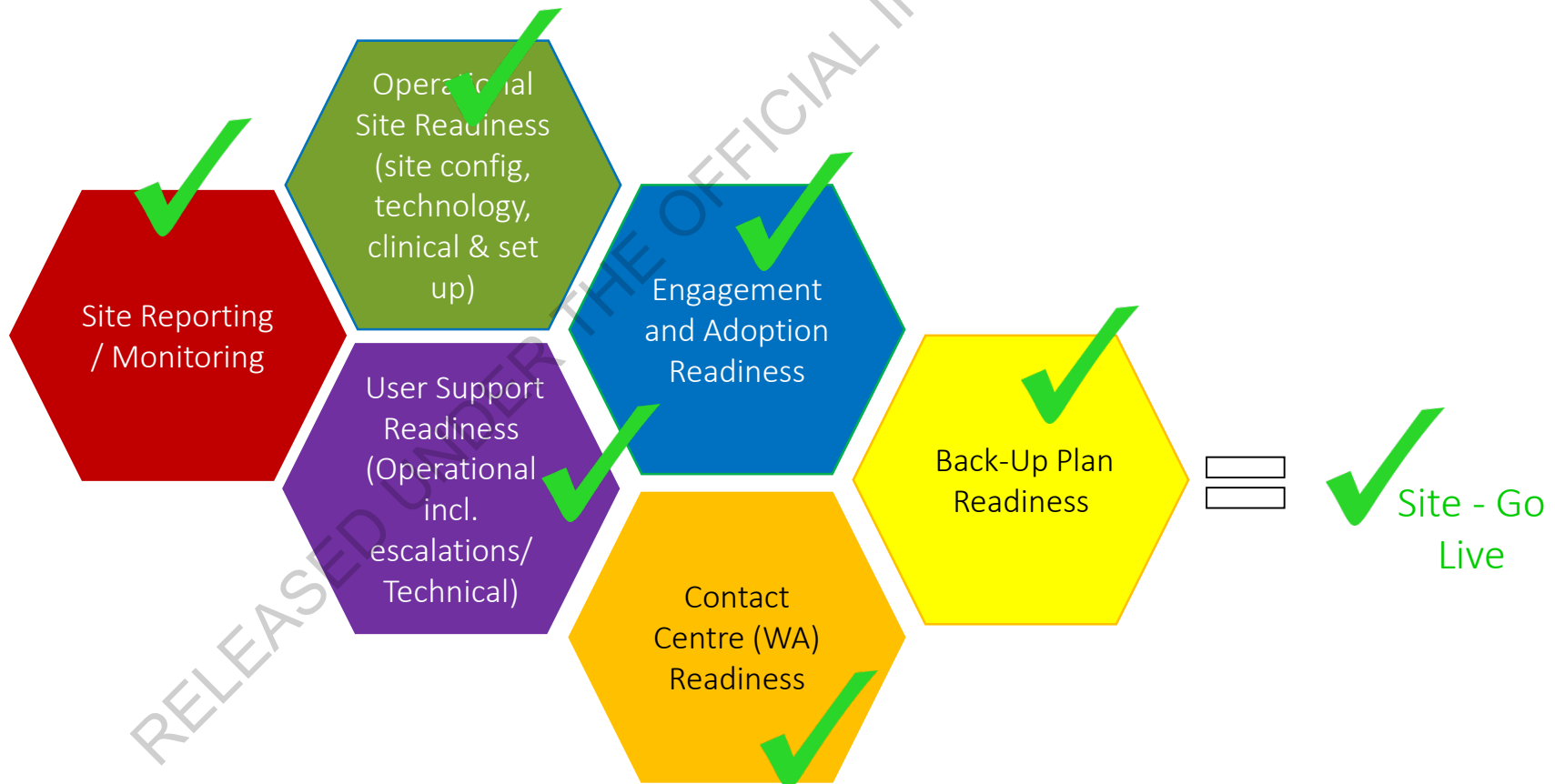
Note – this document is not intended to be a detailed go-live run sheet, this will be covered off in the implementation / deployment planning stream.

Pre Go-Live Confirmation Checklist

003

The approach will focus on providing reasonable assurance that all aspects of the roll out are in an appropriate state to support a successful site go live. The checklist will consist of 6 key operational domains.

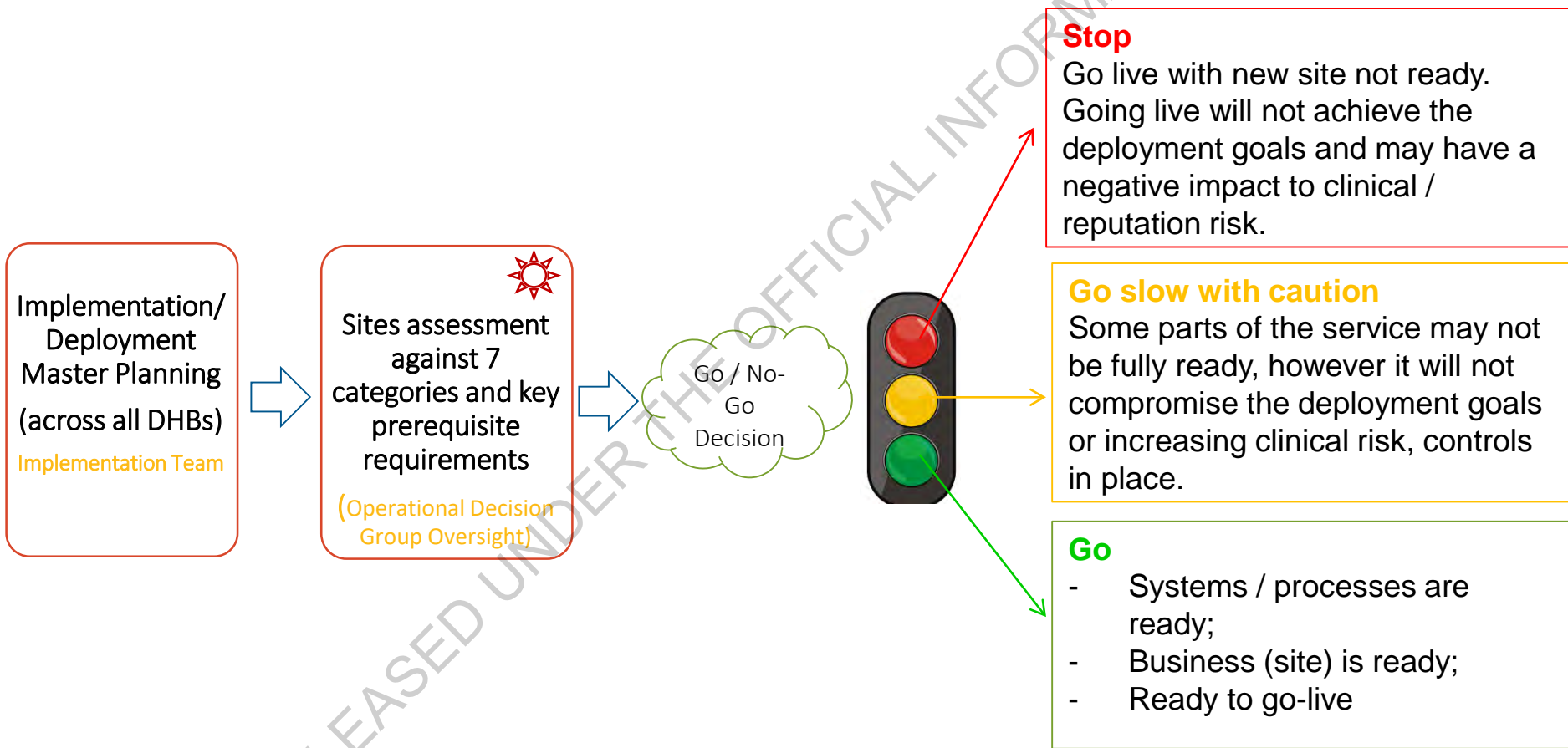
The checklist creates a consistent methodology to measure the readiness of each site and related planning. This checklist in aggregate, forms a key input to the go live governance model and will be adapted over time based on feedback and learnings from the initial site go-lives.



Go / No-Go Decision Model

004

The site Go / No-Go decision is based on a simple go-live readiness assessment. There are three possible outcomes for each prerequisite requirement that aggregate to an overall decision. This is illustrated below:



Refer to [Governance Slide \(12\)](#)

Pre Go-Live Confirmation Checklist – Engagement and Adoption Readiness

005
Engagement
and Adoption

Domain Lead – 9(2)(a)

- Site name: Kaikōura Healthcare
- Site location: Kaikoura
- DHB responsible for site: Canterbury
- DHB SRO:
- Systems & Data Lead: Mark Limber
- Site Lead – 9(2)(a)

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. Site Setup & User Information provided		9(2)(a)	Complete.
2. Site Go-Live Transition Plan (Key Activities & Milestones) planned, communicated, accepted (Plan-on-a-Page)		9(2)(a)	No outstanding activities EXCEPT FINAL ACCEPTANCE OF THIS PACK & GO-LIVE
3. Site Go-Live Date & Schedule for the go-live day agreed		9(2)(a)	Go-Live on 20/05/
4. Super Users & Workforce Trained, Knowledge & Ability criteria completed		9(2)(a)	Super Users Trained, Demo to all staff today 19/05 and onsite support 20/05
5. Go-Live Site Briefings complete – Site go-live date confirmed and supported		9(2)(a)	Pre go-live demo and briefing completed
6. Operating Model / National Policy & Process briefed and understood	N/A	Mark / 9(2)(a)	For national rollout
7. No workforce/people-associated risks or issues open requiring governance (wellbeing and readiness)		Mark	No known issues.
8. People-readiness confirmed by Site Lead		9(2)(a)	No known issues.
9. URLs and Access Codes are received by the Site and WA		9(2)(a)	Access Codes provided. Lesson learnt you can't edit after creation.
10. Site Pattern(s) process e.g. "Walk-in" is confirmed and understood		9(2)(a)	Complete.
11. Second Dose only walk in process is confirmed (i.e no 2 nd bookings, CIR only)		9(2)(a)	Confirmed

Pre Go-Live Confirmation Checklist –

Operational Site Readiness – site provisioning

006
Operational
Site
Readiness
(local DHB)

Domain Lead – 9(2)(a)

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. Operational / technology infrastructure – hardware, credentials.		Mark	Confirmed
2. Site Configuration Complete, end-user Salesforce licences in place		Functional Team	Complete. Propose Mark reviews.
3. Outreach & Channel Management Strategy established and ready		9(2)(a) 9(2)(a)	
4. Booking capacity patterns are configured and understood by the Site and the regional coordinators		9(2)(a) 9(2)(a)	
5. Access Code requirements provisioned: WA Booking on Behalf of Access Code 270 for this week distributed (and constrained to) as follows: 20/05 60 vax, 21/05 90 vax, 22/05 120 vax (total 270) – when bookings reach daily capacity WA will book for next available slot through to 30/05. Access code end date of 30 th May (end of Early Adopters). Kaikoura Site Only Access Code < 10 users. Apply 'eligibility will not apply setting' (as per Otara and Manurewa) to account for Maori/pacific people over 55 being invited (as per eligibility criteria)		Functional Team	Access Codes created and WA Code distributed. Early Adoption Lesson Learnt: DHBs interpret eligibility in different ways and our national model is likely not to suit needs. We will need to consider before wider rollout or always allow eligibility override (risk).
6. Campaign to public has been communicated 1 week prior to WA to ensure resources are aligned to generated demand.		9(2)(a) 9(2)(a)	Comms approved and sent
7. Support Processes - L1 support in place and communicated to site			Within Brief Pack
8. DHB site lead confirmed site ready to go live		Mark 9(2)(a)	In progress. No issues to report.
9. Users Provisioned in Production		Functional Team	Service Desk has been provided the users for provisioning on Wednesday PM.

Pre Go-Live Confirmation Checklist –

Operational Site Readiness – New Pattern: URL to public (select group)

007
Operational
Site
Readiness
(local DHB)

Domain Lead –

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. Invitation approach agreed		Mark	Proposing increasing the cap on the test cohort for URL self-booking to 100 with email communications going to healthcare staff only with an invitation to self-book on the URL. This is still a 'friendly' cohort but the increased cap will help meet capacity for this week AIM TO RELEASE FRI 21ST MAY
2. Invite list created / confirmed		Mark 9(2)(a)	
2. Invitation copy reviewed and approved - email			Meeting with Shiree Hart 20/05 to discuss Invitation Templates. Seeking assistance from new Comms resource.
3. Pattern and approach discussed with WA and assess support impact	N/A?		No support required from WA?
4. Access Code requirements confirmed <ul style="list-style-type: none"> - Single use code for this campaign - Approx 100 people (to account for under-bookings) - Eligibility bypass - Start Date Friday 21st - Expiry Date Monday 24th 			Needs approval from this governance group.
5. URL confirmed as can be used directly by public			Confirmed
6. Communications released to group			

Pre Go-Live Confirmation Checklist –

Operational Site Readiness – New Pattern: URL to public (select group)

008
Operational
Site
Readiness
(local DHB)

Domain Lead –

Our designated clinic, located onsite at Kaikōura Health, opened on **Thursday 20 May** and we have our first number of appointments available through to **Saturday 22 May**.

You are invited to book your appointment now online by going to <insert url> and you'll need to quote the code **xxxx** when asked.

Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

You'll also be prompted to book your second vaccination at the same time. This can be changed at any time.

Important: this code is for your personal use only; please do not share it. The code expires on **Monday 24 May**.

Pre Go-Live Confirmation Checklist –

Contact Centre (COVID Vaccination Helpline) Readiness (1 of 2)

Contact
009 Centre
(WA)
Readiness

Domain Lead – 9(2)(a)

Task Description (prerequisite requirement)	Status	Related co-dependency/ Assigned to	Comment / Resolution ETA
<p>Volume of calls agreed and communicated 1 week before go live (according to agreed modelling)</p> <p>NOTE: Timeframe changed to 1 week lead-time, as volumes could drive both recruitment and rostering.</p>		<p>Site Via 9(2)(a)</p>	<p>Agreed a staged approach to release of 400-500 invites over the period of 2-3 days. Starting with assumption of ~120-150 calls per day.</p> <p>NOTE: Timeframe for notification of this was not met. Advised of volumes on 14/05 for a potential Helpline go-live on 18/05.</p>
<p>Workforce recruited and roster to match to service demand according to modelling agreed in contract</p>		<p>COVID Vaccination Helpline</p>	<p>Confirmed current trained workforce could cover the assumed volume. However, due to risk this call volume could be higher, we are also training additional staff from Wed 19/05 onwards.</p>
<p>Systems access and training assets available 48 hours before new functionality is live</p>		<p>Pilot Delivery & implementation team</p>	<p>Complete</p> <p>NOTE 9(2)(a) advised the system release for 17/05 is a security patch with no change to front-end functionality. We sought and received clarification on the screenflow (particularly around whether eligibility questions would apply).</p>
<p>Learning material ready for contact centre staff</p>		<p>COVID Vaccination Helpline</p>	<p>Complete</p> <p>Updated learning from initial pilot go-live so we now have an eLearning module, removing dependency on facilitated classroom sessions.</p>
<p>National Booking System functionality has been tested and approved to go live. (Future functional testing would include COVID Vaccination Helpline in acceptance test)</p>		<p>Pilot Delivery & implementation team</p>	<p>Complete</p> <p>NOTE: COVID Vaccination Helpline is completely reliant on testing having been completed by the Delivery & Implementation team. Ongoing we would expect to seek input from our frontline staff to ensure the system will work from an operational point of view.</p>
<p>Gaps in system functionality have been documented and provided to WA and staff (functional gaps documented)</p>		<p>Pilot Delivery & implementation team</p>	<p>9(2)(a) to provide release notes.</p>

Pre Go-Live Confirmation Checklist –

Contact Centre (COVID Vaccination Helpline) Readiness (2 of 2)

Contact
010Centre
(WA)
Readiness

Domain Lead – 9(2)(a)

Task Description (prerequisite requirement)	Status	Related co-dependency/ Assigned to	Comment / Resolution ETA
System access has been tested by COVID Vaccination Helpline to production URL with a Whakarongorau Aotearoa user account		COVID Vaccination Helpline and Delivery & implementation team	Complete NOTE: This was tested for initial pilot, no need to re-do.
Process and contact points for user provisioning defined. This includes assurance that licenses are available for the required workforce.		COVID Vaccination Helpline and Pilot Delivery & implementation team 9(2)(a)	Complete
Users provisioned		Pilot Delivery & implementation team	Not required – decision made not provision additional trained staff in AVMS as this will no longer be required from next week. An alternative process has been put in place.
Notified of messages generated from the system(s) prior to sending and include 0800 # as appropriate (including SMS/Email; for booking confirmation, reschedule confirmation, appointment, reminder, follow up on DNA etc.)		Pilot Delivery & implementation team – 9(2)(a) / 9(2)(a)	Complete NOTE: Agreed to go-live without message wording being finalised as recommended by COVID Vaccination Helpline (specifically that self-serve option be provided first) – to be addressed before broader rollout Action – 9(2)(a) to follow up to get the order of the message (self serve followed by 0800) to be flipped.
Systems messages include an identifier to ensure WA staff know they are related to NIBS (specifically NIBS Reference Code)		Pilot Delivery & implementation team – 9(2)(a) / 9(2)(a)	Complete NOTE: This requirement was not met in the content of the message, instead COVID Vaccination Helpline is dependent on the short code/email address the message is sent from.
Establish workgroups for call flow management		COVID Vaccination Helpline	Complete – transfer process internally to the NIBS-trained team
Escalation path defined for vaccination site issues, technical support, forecasting of calls, escalation of key themes		Pilot Delivery & implementation team	Complete

Pre Go-Live Confirmation Checklist –

User Support Readiness (Escalations – technical/operational) -

011
User Support
Readiness
(Operational
incl.
escalations/
Technical)

Domain Lead –
9(2)(a)

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. WA staff are trained and aware how to access technical support			
2. WA Support and engagement model agreed and ready for go live e.g. L1 – L2 Support model and contact points provided to site			Service Desk in place.
3. L1 – L2 Support teams confirm readiness to support and rostered appropriately		9(2)(a)	Service Desk in place.
5. Reporting of call volumes accessible and available to Governance Decision Group		Support Desk Rep TBA	LG: who can action this?

Pre Go-Live Confirmation Checklist –

Reporting & Monitoring

012

Reporting /
Monitoring

Domain lead – Mark 9(2)(a)

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. Site Reporting Diagnostics specified		Mark	Discussed the need for Data integration / automated reporting feed. Need Bookings, vaccinated, DNA.
2. Reporting & Monitoring Plan created – including reports, cadence, roles & responsibilities		Mark	
3. Site Experience & User Feedback process and cadence agreed: note this could come under Engagement & Adoption		9(2)(a)	Daily check-in meeting with 9(2)(a) & Mark agreed.
4. Site 'looped-in' to Continuous Improvement Process	N/A	9(2)(a)	For national roll-out
5. Central Reporting framework in place	N/A?		For national roll-out?
6. Site level reporting framework in place.		Mark	LG: need to revisit who reports on what, when etc.

Pre Go-Live Confirmation Checklist –

Back Plan Readiness – contingency plan in place and understood by workforces

013

Back Up
Plan
Readiness

Task Description (prerequisite requirement)	Status	Assigned to	Comment / Resolution ETA
1. Risk Management Plan for Site Approved			
2.Site has back up plan in place and staff are aware of trigger and actions should it need to be enacted.		Mark	Complete – needs documenting: On site. Print list of arrivals. If system down revert to manual. If > 24 hours use Indici. WA would collect callbacks and pass back to site.
3. Call Centre (WA) has back up plan in place and staff are aware of trigger and actions should it need to be enacted.		9(2)(a) /Mark	Revert to current process of taking contact details for callback. P

Roll-back Plan

What would constitute a need to rollback:

- Significant backlog forms in 'booking' Walk Ins in NIBS ahead of vaccination as a result of the new booking process.
- Significant backlog forms in 'checking in" NIBS booked individuals ahead of vaccination as a result of the new booking process.
- NIBS BCP processes lead to a significant backlog forming in processing NIBS booked and/or Walk ins.

Should one or more of these issues apply, a decision will be made to revert to current systems.

• **Vaccination Site**

- A print out of Jobs will be created for each day. Should it be required, Staff will revert to this as a reference source for expected bookings/ revert to a manual process. Staff will continue with CIR process.
- If over 24 hours outage, the site will use Indici for forward booking management.

• **WA Call Centre**

- Staff will be advised to fully revert to existing process for all requests for a booking to be made on callers behalf.
- Staff will be advised to collect required details to enable a call back. If over 24 hours then will provide details back to Site.

Support Contact Directory

015

Contact	Role	Email	Phone
WA Super Users			
9(2)(a)	Director Covid Welfare	9(2)(a)	
Site Super Users			
9(2)(a)	DHB Site Lead	9(2)(a) @pegasus.health.nz	9(2)(a)
Angela Blunt	On-Site Operations Lead	angela.blunt@cdhb.health.nz;	TBC
MICT Service Desk (L1)			
	Central Helpdesk	help@c-19imms.min.health.nz	9(2)(a)
9(2)(a)	Incident Manager	9(2)(a) @health.govt.nz	9(2)(a)
9(2)(a)	Incident Manager		9(2)(a)
Resolvers (L2)			
	Resolution Mailbox	AVMS_support@accenture.com	
9(2)(a)	2 nd Level Escalation	9(2)(a) @accenture.com	9(2)(a)
9(2)(a)	3 rd Level Escalation	9(2)(a) @accenture.com	9(2)(a)
Other Key Contacts			
9(2)(a)	Product Owner – NBS	9(2)(a) @health.govt.nz	9(2)(a)
9(2)(a)	Business Owner – NBS	9(2)(a) @health.govt.nz	9(2)(a)
9(2)(a)	Accenture - NBS	9(2)(a) @Accenture.com	9(2)(a)

Acknowledgement – Go Live Readiness

We have reviewed the key actions and prerequisites required to go live at the site outlined on page 5. We acknowledge that there maybe outstanding matters that will be resolved over the coming weeks. In our view, these are not of such a material risk or concern that the roll-out should be delayed at this point in time.

Signed on behalf of:

Whakarongarau Aotearoa

Date:

Senior Responsible Officer

Date:

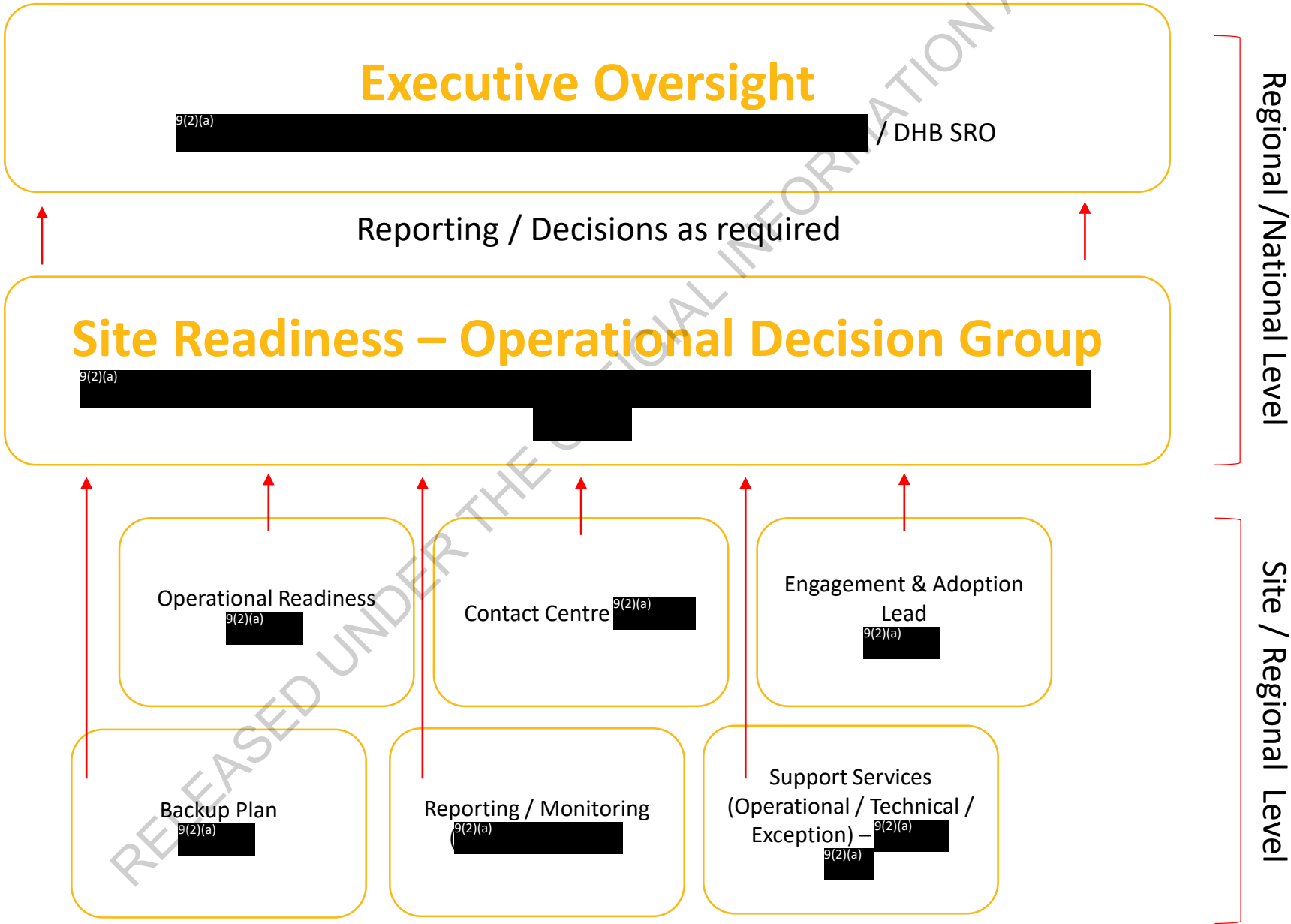
Ministry of Health

Date:

Appendix

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Decision Making Governance Structure



Deployment Approach

019

The Deployment Approach for each sites involves the below key phases:

Phase	Description
Pre Go-Live preparation	<p>This phase confirms deployment readiness in all below three areas:</p> <ul style="list-style-type: none">- Business Readiness - operational manuals, policies and procedures are complete and trainings are conducted.- Clinical risk assessed and signed off.- System Readiness – the system is built and properly tested. Data conversion tasks are complete and results verified. Clinical risk assessed and signed off.- Cutover Management Readiness – all tasks required to prepare for Day 1 deployment are complete and verified. Governance structure is setup and all stakeholders are communicated for their roles and responsibilities. Deployment rehearsals are complete.- Key artefact we want to get signed off by all involved parties, general context, deployment scope / timeframe, Issues and risks (and mitigation/resolution plans, RACIE (for go live activities), Dependencies, Cutover activities and timeline (can also be a run sheets, Issue resolution process, key contacts and escalations, Service Restoration/Recovery Plan
Go-Live / Cutover Checklist	<p>This phase confirms Go-Live readiness in all below three areas:</p> <ul style="list-style-type: none">- Business Readiness - facilities and equipment are setup and functional, business user access are setup and system is functionally verified. Clinical risk assessed and signed off.- System Readiness – new system is setup and technically verified, data migration is complete and all interfaces are switched on.- Cutover Management Readiness – all system monitoring tools are setup and functional, incident management system is in place and functional.
Post Go-Live support	<p>This phase confirms the below key tasks:</p> <ul style="list-style-type: none">- Production support team is on-board and training conducted- Production incident management system (process and metrics) are setup and functional- Daily calls are setup to confirm status

Kathleen Smitheram

From: Mark Limber
Sent: Friday, 14 May 2021 5:06 PM
To: 9(2)(a); 9(2)(a); Haidee Scott; 9(2)(a);
 9(2)(a) ECC Public Information (CDHB); 9(2)(a);
 9(2)(a);
Cc: 9(2)(a);
Subject: [External] RE: Kaikoura NBS - Comms and update, further questions and some answers

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Hi Team

I've been a bit out of the loop this afternoon but looks like we could resolve all of the outstanding questions if we were to get on a call?

Is first thing Monday too late? Kaikoura really need to get their comms out now – is there anything in there that would stop that?

Mark Limber

9(2)(a)

From: 9(2)(a)@whakarongorau.nz
Sent: 14 May 2021 15:29
To: 9(2)(a)@pegasus.org.nz; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a);
 9(2)(a)@health.govt.nz; 9(2)(a)@health.govt.nz; Haidee Scott
 <Haidee.Scott@cdhb.health.nz>; 9(2)(a)@ccn.health.nz; ECC Public Information (CDHB)
 <ECCPubInfCDHB@cdhb.health.nz>; 9(2)(a)@pegasus.org.nz; 9(2)(a);
 9(2)(a)@accenture.com
Cc: 9(2)(a)@whakarongorau.nz; 9(2)(a)@health.govt.nz
Subject: RE: Kaikoura NBS - Comms and update, further questions and some answers
Importance: High

Hi folks,

Copying in 9(2)(a) here also and re-attaching comms draft for their benefit.
 9(2)(a) Could you confirm who is running the checklist for Canterbury sites next week? Comms should not be going out before we have a green light on go-live and we haven't even got that checklist started as far as I know?

Currently outstanding for us:

1. Response to my questions on the release next week, including timing, training assets etc. - please see attached email.
2. Volumes
3. Scope of the proposed Canterbury go-live

Thank you.

9(2)(a)

9(2)(a)

Whakarongorau Aotearoa | New Zealand Telehealth Services

m: 9(2)(a)

Workdays: Monday - Thursday

From: 9(2)(a) <[redacted]@pegasus.org.nz>

Sent: Friday, 14 May 2021 3:06 p.m.

To: Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@whakarongorau.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>; 9(2)(a) <[redacted]@ccn.health.nz>; ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>; 9(2)(a) <[redacted]@pegasus.org.nz>

Subject: Kaikoura NBS - Comms and update, further questions and some answers

Kia ora all,

Mark thanks for your questions below I have some further questions so please see summary of all questions from the Canterbury Team below:

1. What is the 0800 number to call (please confirm this is 24/7 any expectations re: wait time etc)
2. What's the code to use? Needs to be usable over the phone with WA for assisted booking.
3. Please make sure this code is constrained to Kaikoura site only for a target group 550 people in order to fill the first 6x vaccination clinics from Thursday 20th May, (3 days a week for two weeks)
4. When are can the 0800 number receive phone bookings?
5. Re: the "walk in test" we would like this to be tested at the end of the clinic – please can you make the last 25 minutes (3:35 – 4pm) "shadow capacity" for Thursday to allow for 5x "walk ins" as requested by your team.

Re: Individual user set up forms:

1. Have requested these and the Kaikōura team are getting these back to me ASAP
2. Can we please have in person support in Kaikōura for in person training and onboarding of the staff using the booking system midday Wednesday 19th May? If possible please can the staff be set up with live access before the training and the training be a
3. Can we please have in person support for the launch day of Thursday 20th May
 - a. I will also be there for the launch day but may not be able to attend the training on Wednesday 19th
 - b. I have arranged for Sophia Whelan (or another team member if not Sophia) to be present on the Launch day to support with the live CIR use

9(2)(a) re your question: *The good news is that I have successfully tested bookings for a single dose so will be able to set this up for you. I will need to understand your anticipated volumes and ratios of single dose, versus first and second dose, and whether you will be accepting walk-ins?*

- I expect this number to be small, approximately 10 people
- We have been asked to make some capacity for "walk ins" to test this function of the booking system, on day 1 we will make 5x appointments shadow capacity at the end of the day for this, the other clinics will be booked in advance.

Happy to discuss any of the above on the phone from the right person if you need clarification on any of the above, thanks for all your support folks!

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

Canterbury
District Health Board
Te Poari Hauora o Waitaha

Sent: Friday, 14 May 2021 12:23 PM

To: 9(2)(a) [REDACTED]@health.govt.nz> 9(2)(a) [REDACTED]@health.govt.nz>; 9(2)(a) [REDACTED]
(2)(a) [REDACTED]@pegasus.org.nz> 9(2)(a) [REDACTED]@whakarongorau.nz>; Haidee Scott
<Haidee.Scott@cdhb.health.nz>; 9(2)(a) [REDACTED]@ccn.health.nz>; ECC Public Information (CDHB)
<ECCPubInfCDHB@cdhb.health.nz>

Importance: High

Hi 9(2)(a)

Two questions to be resolved;

- 1- What's the code to use? Needs to be usable over the phone with WA for assisted booking and constrained to Kaikoura site for a target group of say 300 people for clinics on the first 3 days clinic beginning Wednesday 20th May
- 2- When is the 0800 line open and able to take bookings?

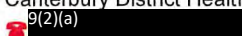
The anticipation is that once we tested the assisted / walk in model for a day or two, we can generate further code(s) to be sent from the Kaikoura PMS to individuals and supported by comms to invite people to book using the URL over the weekend for the following week. Assisted booking via 0800 will continue to be available.

We need to close off and get the comms moving - so answers to these questions asap please

9(2)(a) [REDACTED] copied here so we are all on the same page

@Haidee Scott [REDACTED] @ccn.health.nz also in the loop for comms

Control Centre - COVID-19 Vaccination Programme
Canterbury District Health Board



Sent: Friday, 14 May 2021 11:51 AM

Subject: As requested - soft copy

Senior Communications Advisor – COVID-19 Lead

Canterbury District Health Board

T: 9(2)(a)

Email: haidee.scott@cdhb.health.nz

Level 1, 32 Oxford Tce, Christchurch, 8011

www.cdhb.health.nz

Canterbury & West Coast DHBs COVID-19 Vaccination Programme

Unite
against
COVID-19

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Kathleen Smitheram

From: Mark Limber
Sent: Friday, 14 May 2021 5:40 PM
To: [REDACTED] Haidee
 Scott; [REDACTED] ECC Public Information (CDHB); [REDACTED]
Cc: [REDACTED]
Subject: [External] RE: Kaikoura NBS - Comms and update, further questions and some answers

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This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

All good [REDACTED]

Lets close this off asap on Monday. The team at Kaikoura are all set to go and I cant delay them.

Fallback is to revert to our own booking system which I really don't want to do.

Mark Limber

From: [REDACTED]@health.govt.nz
Sent: 14 May 2021 17:36
To: Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED]@whakarongorau.nz; [REDACTED]
 [REDACTED]@pegasus.org.nz; [REDACTED]@health.govt.nz; [REDACTED]
 [REDACTED]@health.govt.nz; Haidee Scott <Haidee.Scott@cdhb.health.nz>; [REDACTED]
 [REDACTED]@ccn.health.nz; ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>; [REDACTED]
 [REDACTED]@pegasus.org.nz; [REDACTED]@accenture.com; [REDACTED]
 [REDACTED]@deloitte.co.nz
Cc: [REDACTED]@whakarongorau.nz
Subject: Re: Kaikoura NBS - Comms and update, further questions and some answers

Hi Mark

Thanks for your email, no comms will be allowed to go out related to national booking system or your pilot of the system until approvals have been done but myself, your SRO, WA and [REDACTED] from Moh. The pilot is limited and needs to be documented in the official checklist before approval can go ahead for this, no permission has been granted yet. I will set up a daily meeting for us on this starting Monday.

If you have any questions or concerns please let me know.

[REDACTED] I think we role the Canterbury call in with the Auckland call and we run this as a pilot call so we can learn across the sites that are in the pilot.

Kind regards

[REDACTED]

From: Mark Limber <Mark.Limber@cdhb.health.nz>

Sent: Friday, May 14, 2021 5:05:59 PM

To: [REDACTED] <[\[REDACTED\]@whakarongorau.nz](mailto:[REDACTED]@whakarongorau.nz)>; [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>; Haidee Scott <Haidee.Scott@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@ccn.health.nz](mailto:[REDACTED]@ccn.health.nz)>; ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>; [REDACTED] <[\[REDACTED\]@accenture.com](mailto:[REDACTED]@accenture.com)>; [REDACTED] <[\[REDACTED\]@deloitte.co.nz](mailto:[REDACTED]@deloitte.co.nz)>

Cc: [REDACTED] <[\[REDACTED\]@whakarongorau.nz](mailto:[REDACTED]@whakarongorau.nz)>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>

Subject: RE: Kaikoura NBS - Comms and update, further questions and some answers

Hi Team

I've been a bit out of the loop this afternoon but looks like we could resolve all of the outstanding questions if we were to get on a call?

Is first thing Monday too late? Kaikoura really need to get their comms out now – is there anything in there that would stop that?

Mark Limber

From: [REDACTED] <[\[REDACTED\]@whakarongorau.nz](mailto:[REDACTED]@whakarongorau.nz)>

Sent: 14 May 2021 15:29

To: [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>; Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>; Haidee Scott <Haidee.Scott@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@ccn.health.nz](mailto:[REDACTED]@ccn.health.nz)>; ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>; [REDACTED] <[\[REDACTED\]@accenture.com](mailto:[REDACTED]@accenture.com)>

Cc: [REDACTED] <[\[REDACTED\]@whakarongorau.nz](mailto:[REDACTED]@whakarongorau.nz)>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>

Subject: RE: Kaikoura NBS - Comms and update, further questions and some answers

Importance: High

Hi folks,

Copying in [REDACTED] here also and re-attaching comms draft for their benefit.

[REDACTED] Could you confirm who is running the checklist for Canterbury sites next week? Comms should not be going out before we have a green light on go-live and we haven't even got that checklist started as far as I know?

Currently outstanding for us:

1. Response to my questions on the release next week, including timing, training assets etc. - please see attached email.
2. Volumes
3. Scope of the proposed Canterbury go-live

Thank you,

Whakarongorau Aotearoa | New Zealand Telehealth Services

m. [REDACTED]
Workdays: Monday - Thursday

From: [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>

Sent: Friday, 14 May 2021 3:06 p.m.

To: Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED] <[\[REDACTED\]@health.govt.nz](mailto:[REDACTED]@health.govt.nz)>; [REDACTED]

9(2)(a) @health.govt.nz>; 9(2)(a) @whakarongorau.nz>; Haidee Scott
 <Haidee.Scott@cdhb.health.nz>; 9(2)(a) @ccn.health.nz>; ECC Public Information (CDHB)
 <ECCPubInfCDHB@cdhb.health.nz>; 9(2)(a) @pegasus.org.nz>
Subject: Kaikoura NBS - Comms and update, further questions and some answers

Kia ora all,

Mark thanks for your questions below I have some further questions so please see summary of all questions from the Canterbury Team below:

1. What is the 0800 number to call (please confirm this is 24/7 any expectations re: wait time etc)
2. What's the code to use? Needs to be usable over the phone with WA for assisted booking.
3. Please make sure this code is constrained to Kaikoura site only for a target group 550 people in order to fill the first 6x vaccination clinics from Thursday 20th May, (3 days a week for two weeks)
4. When are can the 0800 number receive phone bookings?
5. Re: the "walk in test" we would like this to be tested at the end of the clinic – please can you make the last 25 minutes (3:35 – 4pm) "shadow capacity" for Thursday to allow for 5x "walk ins" as requested by your team.

Re: Individual user set up forms:

1. Have requested these and the Kaikōura team are getting these back to me ASAP
2. Can we please have in person support in Kaikōura for in person training and onboarding of the staff using the booking system midday Wednesday 19th May? If possible please can the staff be set up with live access before the training and the training be a
3. Can we please have in person support for the launch day of Thursday 20th May
 - a. I will also be there for the launch day but may not be able to attend the training on Wednesday 19th
 - b. I have arranged for Sophia Whelan (or another team member if not Sophia) to be present on the Launch day to support with the live CIR use

9(2)(a) re your question: *The good news is that I have successfully tested bookings for a single dose so will be able to set this up for you. I will need to understand your anticipated volumes and ratios of single dose, versus first and second dose, and whether you will be accepting walk-ins?*

- I expect this number to be small, approximately 10 people
- We have been asked to make some capacity for "walk ins" to test this function of the booking system, on day 1 we will make 5x appointments shadow capacity at the end of the day for this, the other clinics will be booked in advance.

Happy to discuss any of the above on the phone from the right person if you need clarification on any of the above, thanks for all your support folks!

Ngā mihi,

9(2)(a)
Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M: 9(2)(a)
 E: @pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Mark Limber <Mark.Limber@cdhb.health.nz>

Sent: Friday, 14 May 2021 12:23 PM

To: 9(2)(a) @health.govt.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a) @pegasus.org.nz>; 9(2)(a) @whakarongorau.nz>; Haidee Scott
 <Haidee.Scott@cdhb.health.nz>; 9(2)(a) @ccn.health.nz>; ECC Public Information (CDHB)
 <ECCPubInfCDHB@cdhb.health.nz>

Subject: FW: As requested - soft copy

Importance: High

Hi ^{9(2)(a)}

As discussed, this is the planned comms to go out on the Kaikoura project

Two questions to be resolved;

1. What's the code to use? Needs to be usable over the phone with WA for assisted booking and constrained to Kaikoura site for a target group of say 300 people for clinics on the first 3 days clinic beginning Wednesday 20th May
2. When is the 0800 line open and able to take bookings?

The anticipation is that once we tested the assisted / walk in model for a day or two, we can generate further code(s) to be sent from the Kaikoura PMS to individuals and supported by comms to invite people to book using the URL over the weekend for the following week. Assisted booking via 0800 will continue to be available.

We need to close off and get the comms moving - so answers to these questions asap please

^{9(2)(a)} copied here so we are all on the same page

@Haidee Scott ^{9(2)(a)} @ccn.health.nz also in the loop for comms

Mark Limber

Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme

Canterbury District Health Board

^{9(2)(a)}

Canterbury
District Health Board
Te Poari Hauora o Waitaha


-West Coast-
DISTRICT HEALTH BOARD
TE POARI HAUORA A ROHE O TAI POUTINI

From: Haidee Scott

Sent: Friday, 14 May 2021 11:51 AM

To: Mark Limber <Mark.Limber@cdhb.health.nz>

Subject: As requested - soft copy

Haidee Scott

Senior Communications Advisor – COVID-19 Lead

Canterbury District Health Board

T: ^{9(2)(a)}

Email: haidee.scott@cdhb.health.nz

Level 1, 32 Oxford Tce, Christchurch, 8011

www.cdhb.health.nz

Canterbury & West Coast DHBs
COVID-19 Vaccination Programme

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against
COVID-19

Kathleen Smitheram

From: Angela Blunt
Sent: Monday, 17 May 2021 3:49 PM
To: 9(2)(a)
Subject: RE: Kaikōura National Booking System Schedule

Kia ora,

Just thinking about the NBS training, if the MOH person is here on Wednesday and gives the lesson at the start of our meeting that would be great. They could also repeat the lesson on Thursday at 12noon for the reception team while the Nurses are doing the Cold Chain stuff with 9(2)(a) and drawing up the vaccine.

Kia pai tō kōrua/ koutou rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB
Telephone: 9(2)(a)
Mobile Number: 9(2)(a)



From: 9(2)(a) [redacted]@pegasus.org.nz]
Sent: Monday, May 17, 2021 3:04 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: FW: Kaikōura National Booking System Schedule

As discussed

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)
E: [redacted]@pegasus.health.nz

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

From: [REDACTED]
 Sent: Wednesday, 12 May 2021 3:22 PM
 To: Mark Limber <Mark.Limber@cdhb.health.nz>; Gloria Hsu <Gloria.Hsu@cdhb.health.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; Cameron Bradley <Cameron.Bradley@cdhb.health.nz>; Timi Boddington <Timi.Boddington2@cdhb.health.nz>; Rachael Turnbull <Rachael.Turnbull@cdhb.health.nz>; ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>; ECC Intelligence (CDHB) <ECCIntellCDHB@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>; [REDACTED]
 [REDACTED] <[\[REDACTED\]@ccn.health.nz](mailto:[REDACTED]@ccn.health.nz)>
 Cc: [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>; [REDACTED]
 [REDACTED] <[\[REDACTED\]@pegasus.org.nz](mailto:[REDACTED]@pegasus.org.nz)>
 Subject: Kaikōura National Booking System Schedule

Kia ora all,

Please see the attached schedule (new tab) for Kaikōura Healthcare. The schedule looks different as it is for the National Booking System. This start date of Thursday 20th May is reliant on the booking system being able to be set up for this clinic, staff having access and training, comms being sent 'how to book' to consumers.

Mark/Gloria/Chelsea – Mark please send to NBS and follow up with phone call ASAP to establish timeframe of set up, please let me know urgently if launch date of 20th May is not possible.

Cam/Timi – Please update modelling (270/week)

Rachael – FYI re: ordering vaccine

Chris – FYI only no action required

Erin/Keith (ECC Ops) – FYI only no action required

Haidee/Elly – FYI re: Comms

ECC Intel – FYI only no action required

Ngā mihi,

[REDACTED]

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M [REDACTED]
 E: [REDACTED] <[\[REDACTED\]@pegasus.health.nz](mailto:[REDACTED]@pegasus.health.nz)>

Canterbury
 District Health Board
 Te Pori Hauora o Waitaha

Kathleen Smitheram

Subject: National Immunisation Booking System (NIBS) Intro for Kaikoura
Location: Microsoft Teams Meeting

Start: Wed 19/05/2021 12:00 PM
End: Wed 19/05/2021 12:30 PM
Show Time As: Tentative

Recurrence: (none)

Organizer: 9(2)(a)

Kia Ora team,

This session is to introduce you to the National Immunisation Booking System that you will be helping us trail to manage your bookings.

During the demo please do follow along using this practice site link 9(2)(a) and the following voucher code 9(2)(a)

The Microsoft team meeting below can be accessed from MS Teams or if you do not have MS teams installed, from the Google Chrome browser. Use the link below to connect.

Nga Mihi,

9(2)(a)

Ministry of Health |



image001.png

9(2)(a)

Kathleen Smitheram

Subject: FW: National Immunisation Booking System (NIBS) Intro for Kaikoura
Location: Microsoft Teams Meeting
Start: Wed 19/05/2021 12:00 PM
End: Wed 19/05/2021 12:30 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: 9(2)(a)

9(2)(a) Can you get this all set up to go in the meeting room while I am on the other ZOOM please? Could you please also take my laptop and 9(2)(a) down and log them into the classroom environment link below so people can practice while we are online with the trainer?

Thanks so much
 Ange

-----Original Appointment-----

From: 9(2)(a)@health.govt.nz]
Sent: Wednesday, May 19, 2021 7:27 AM
To: 9(2)(a) Angela Blunt
Cc: 9(2)(a) Mark Limber
Subject: National Immunisation Booking System (NIBS) Intro for Kaikoura
When: Wednesday, May 19, 2021 12:00 PM-12:30 PM (UTC+12:00) Auckland, Wellington.
Where: Microsoft Teams Meeting

Kia Ora team,

This session it to introduce you to the National Immunisation Booking System that you will be helping us trail to manage your bookings.

During the demo please do follow along using this practice site link: 9(2)(a) and the following voucher code 9(2)(a)

The Microsoft team meeting below can be accessed from MS Teams or if you do not have MS teams installed, from the Google Chrome browser. Use the link below to connect.

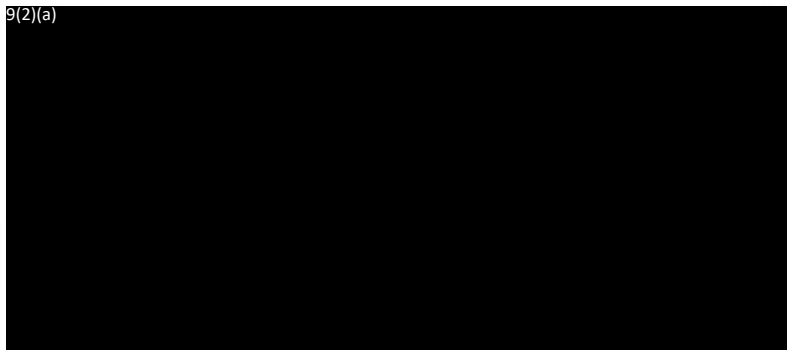
Nga Mihi,

9(2)(a) Ministry of Health |



image001.png

9(2)(a)



9(2)(a)



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Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz
Sent: Monday, 17 May 2021 3:04 PM
To: Angela Blunt
Subject: FW: Kaikōura National Booking System Schedule
Attachments: Kaikoura Setup Site information NBS.docx

As discussed

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)
 E: @pegasus.health.nz

Canterbury

District Health Board

Te Poari Hauora o Waitaha

From: 9(2)(a)
Sent: Wednesday, 12 May 2021 3:22 PM
To: Mark Limber <Mark.Limber@cdhb.health.nz>; Gloria Hsu <Gloria.Hsu@cdhb.health.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; Cameron Bradley <Cameron.Bradley@cdhb.health.nz>; Timi Boddington <Timi.Boddington2@cdhb.health.nz>; Rachael Turnbull <Rachael.Turnbull@cdhb.health.nz>; ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>; ECC Intelligence (CDHB) <ECCIntellCDHB@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>; 9(2)(a)
 9(2)(a)@ccn.health.nz
Cc: 9(2)(a)@pegasus.org.nz; 9(2)(a)
 9(2)(a)@pegasus.org.nz
Subject: Kaikōura National Booking System Schedule

Kia ora all,

Please see the attached schedule (new tab) for Kaikōura Healthcare. The schedule looks different as it is for the National Booking System. This start date of Thursday 20th May is reliant on the booking system being able to be set up for this clinic, staff having access and training, comms being sent 'how to book' to consumers.

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Cam/Timi – Please update modelling (270/week)

Rachael – FYI re: ordering vaccine

Chris – FYI only no action required

Erin/Keith (ECC Ops) – FYI only no action required

Haidee/Elly – FYI re: Comms

ECC Intel - FYI only no action required

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

Canterbury

District Health Board

Te Poari Hauora o Waitaha

E: 9(2)(a)

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Setting up a site – information needed by MOH

Field name	Example				
Site details					
Location (display name)	Kaikōura Healthcare				
Address	25 Deal Street, Kaikōura 7300				
Start date (when the vaccination site opens)	20 May 2021				
End date (when the vaccination site closes)	31 December 2021				
DHB	Canterbury				
Region	Canterbury				
Latitude	-42.4014				
Longitude	173.6808				
Google Maps (link) ask for directions	https://www.google.com/maps/dir/-42.4068413,173.6880248/kaikoura+healthcare+latitude+and+longitude/@-42.4054138,173.6803459,16z/data=!3m1!4b1!4m9!4m8!1m1!4e1!1m5!1m1!1s0x6d3756772326bb79:0x68706029bbd793e9!2m2!1d173.6816186!2d-42.4046441				
Operational details 20 – 22 May					
Days of operation		Start time (First booking)	Lunch (start)	Lunch (end)	Closing time (Last booking)
Monday	<input type="checkbox"/>				
Tuesday					
Wednesday	<input type="checkbox"/>				
Thursday	<input checked="" type="checkbox"/>	1300			1600
Friday	<input checked="" type="checkbox"/>	1000			1430
Saturday	<input checked="" type="checkbox"/>	0900	1200	1300	1600
Sunday	<input type="checkbox"/>				
Operational details 27 May onwards					

Days of operation		Start time (First booking)	Lunch (start)	Lunch (end)	Closing time (Last booking)
Monday	<input type="checkbox"/>				
Tuesday					
Wednesday	<input type="checkbox"/>				
Thursday	<input checked="" type="checkbox"/>	1700			2000
Friday	<input checked="" type="checkbox"/>	1000			1430
Saturday	<input checked="" type="checkbox"/>	0900	1200	1300	1600
Sunday	<input type="checkbox"/>				
Other details	Closed public holiday				
Timeslot duration (minutes between appointments)	2 vaccinators per session 10 vaccinations per hour per vaccinator				
Staff details					
Number of vaccinators (capacity)	6				
Number of nurses	7				
Number of doctors	6				
Number of concierges	2				
Access and services					
Waiting room capacity	10 people				
Number of vaccinator rooms	2				
Toilets	<input checked="" type="checkbox"/>	Yes			
	<input checked="" type="checkbox"/>	Disabled			
	<input type="checkbox"/>	No			
Disability access	<input checked="" type="checkbox"/>	Wheelchair ramp access (please explain)			
Foreign language translation service provided	<input checked="" type="checkbox"/>	Yes			
	<input type="checkbox"/>	No			
	<input checked="" type="checkbox"/>	By appointment only			
Sign language translator on site	<input type="checkbox"/>	Yes			

	<input checked="" type="checkbox"/>	No	
	<input checked="" type="checkbox"/>	By appointment only	
Parking	<input checked="" type="checkbox"/>	On-site parking	5 spaces
	<input type="checkbox"/>	No on-site parking	
	<input type="checkbox"/>	Paid public parking off-site	Enter time to walk to facility
	<input checked="" type="checkbox"/>	Free public parking off-site	1 minutes

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From: 9(2)(a)
Cc: 9(2)(a)
Subject: [External] RE: National Booking System Team - Catch up review and update of DHB plans for Roll out
Date: Monday, 17 May 2021 6:23:30 PM
Attachments: [image001.png](#)
[DHB Site Roll out plan NIBS \(007\) \(2\).pptx](#)

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This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Hi Everyone

Here is the file we shared at 2pm and the link to the Teams site so WA team can add anything from the sessions you have been involved in too.

9(2)(a) – Taranaki is Slide 13 – 14

9(2)(a) said that the session with 2Ds went well this afternoon and he has included the update in this pack.

Thanks

9(2)(a)

Nga Mihi,

9(2)(a) | COVID Vaccine and Immunisation Programme
 Ministry of Health | www.moh.govt.nz
 Mobile: 9(2)(a)

-----Original Appointment-----

From: 9(2)(a) @health.govt.nz>

Sent: Wednesday, 12 May 2021 1:19 pm

To: 9(2)(a)

9(2)(a)

Cc: 9(2)(a) @whakarongorau.nz; 9(2)(a)

Subject: National Booking System Team - Catch up review and update of DHB plans for Roll out

When: Monday, 17 May 2021 2:30 pm-4:00 pm (UTC+12:00) Auckland, Wellington.

Where: 2S.1

Change in start time due to room availability

Microsoft Teams meeting

Join on your computer or mobile app

9(2)(a)



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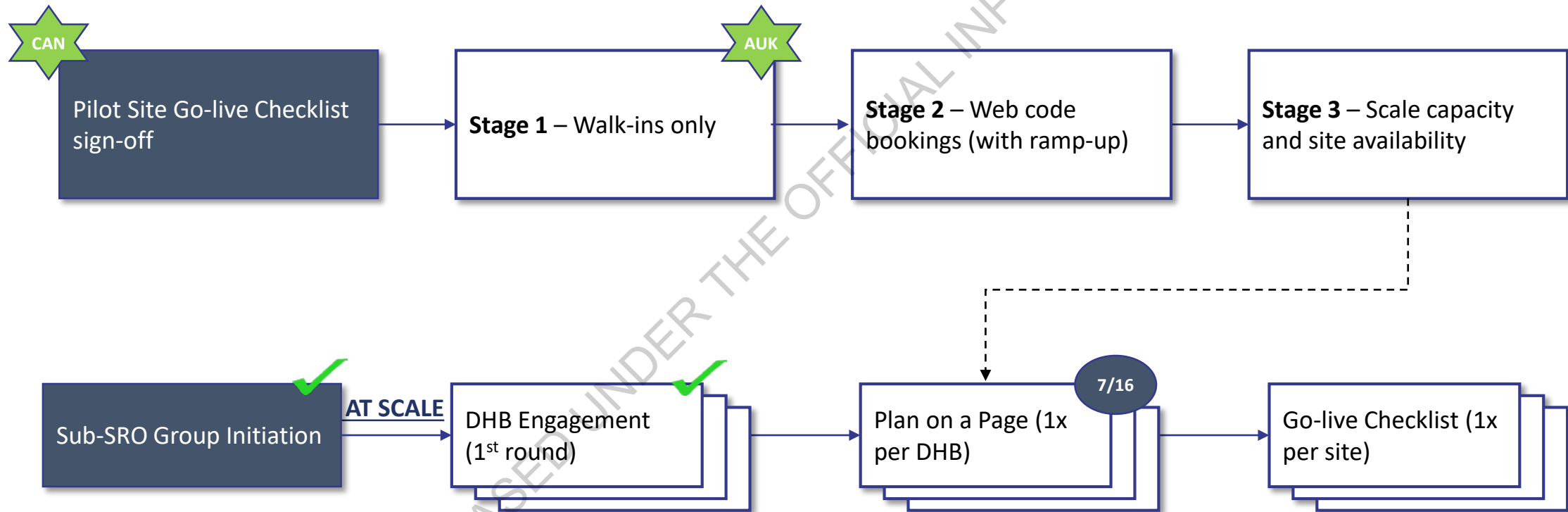
NIBS Implementation Plan

DHB Plans on a Page for Roll out of NIBS

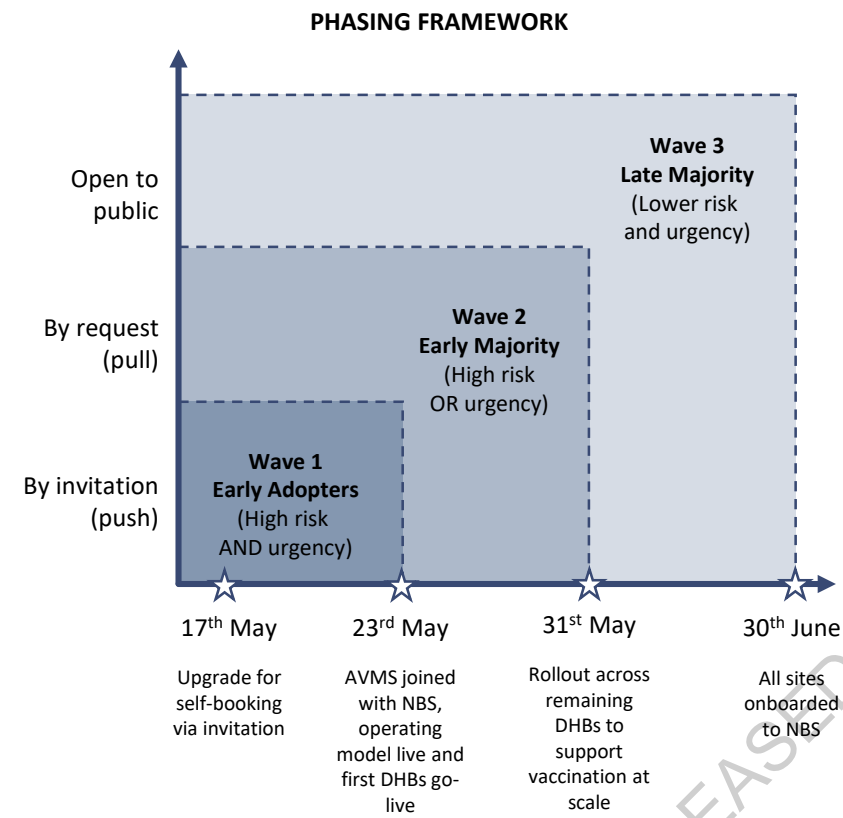
May 2021

Process to date: There are two parallel streams of work underway

STREAM 1 – PILOT SITES



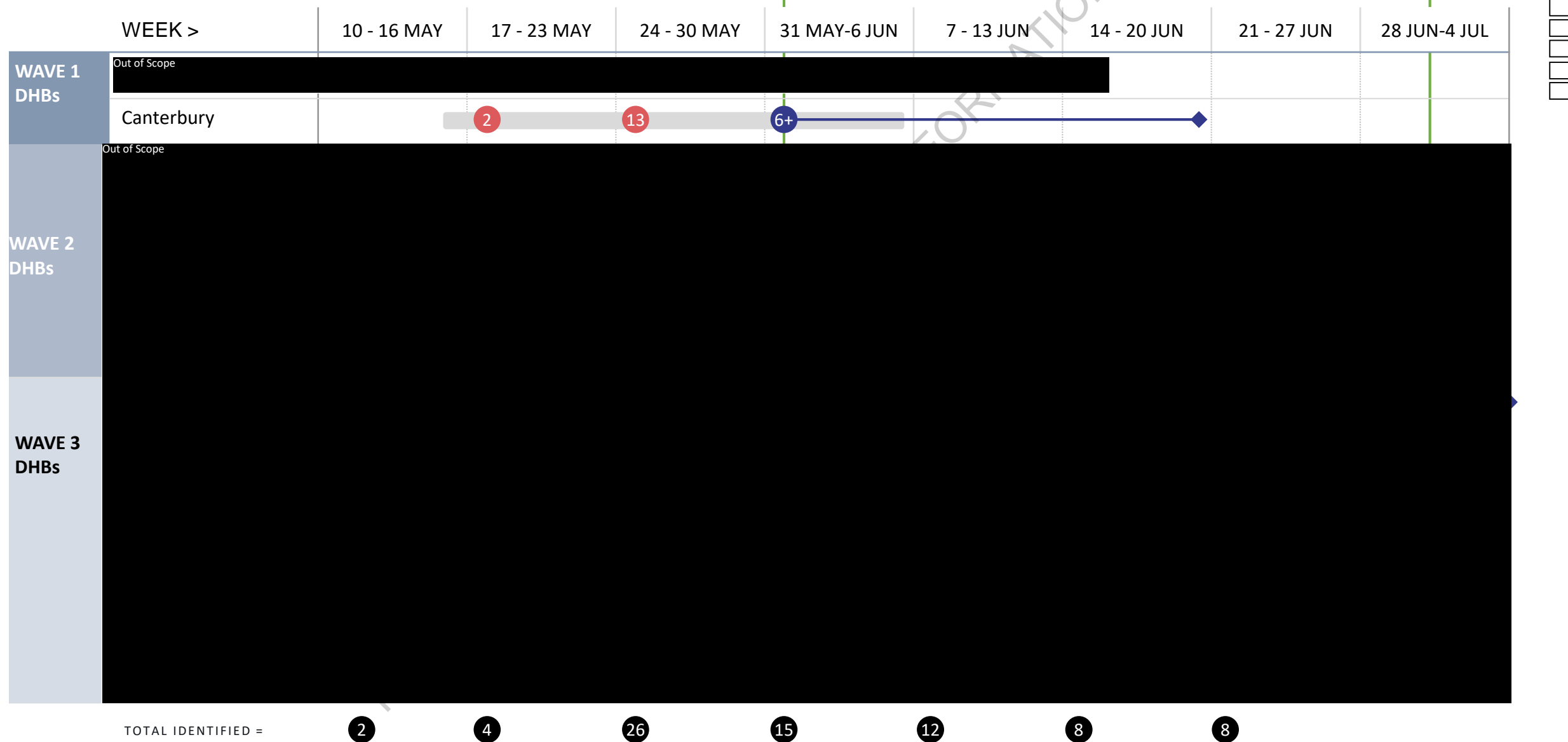
NIBS Rollout Strategy



DHB	Complexity	Rationale	Greenfield Sites	Existing Sites
WAVE 1				
Out of Scope				
Canterbury	Med	Starting with greenfield sites only	15	6+
WAVE 2				
Out of Scope				
WAVE 3				
Out of Scope				
TOTALS =				

Review wave 2 and 3 dates

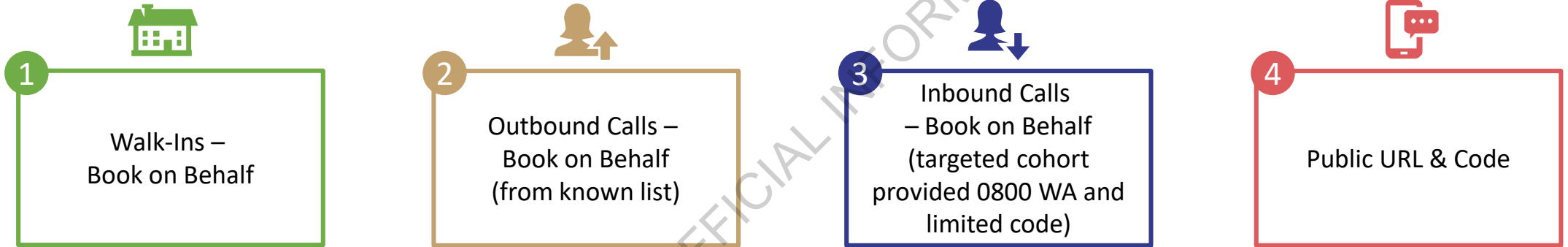
NIBS Rollout



WAVE 1 PILOT DHBs

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Patterns to be tested for NIBS Early Adopters Pilot



Who?

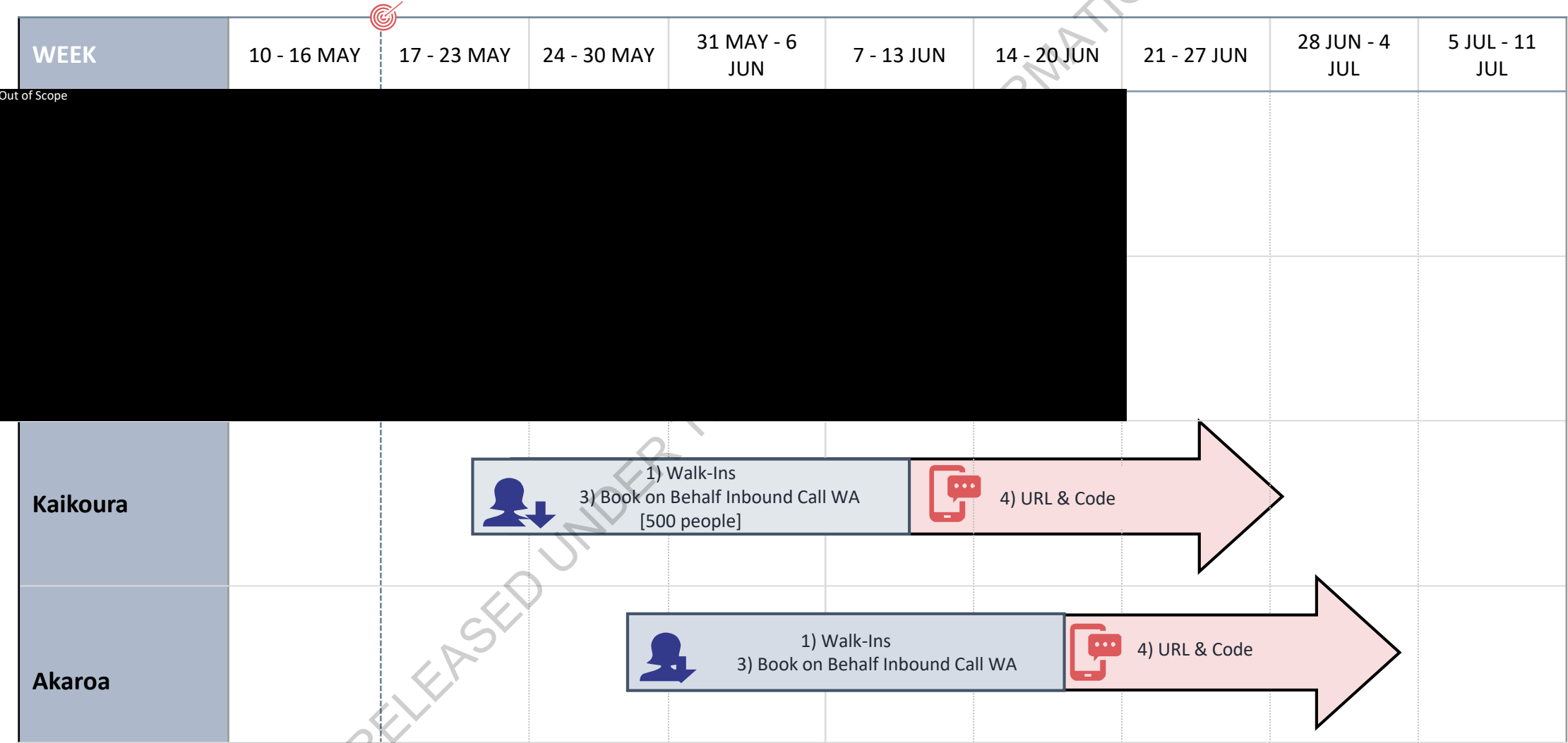
Concierge - onsite

WA
Providers

WA

User

NIBS Early Adopter (Pilot) Sites



NRHCC ([REDACTED], [REDACTED], CDHB) - Proposed NIBS Rollout

WEEK >		10 - 16 MAY	17 - 23 MAY	24 - 30 MAY	31 MAY-6 JUN	7 - 13 JUN	14 - 20 JUN	21 - 27 JUN	28 JUN-4 JUL
Training	Super User Training								
	Out of Scope								
Sites	Out of Scope	B 1	A 2	3	4			B	A
	Out of Scope	B 1	A 2	3	4			B	A
	Out of Scope			B				B	A
	Out of Scope			B				B	A
	Out of Scope	Site, User, Roles & Resourcing Input gathering and provisioning in NIBS Pre go-live checklist being completed				B	A	- Legacy systems to be rolled down progressively - End booking/appointment dates being worked through with DHB's, possible migration from SNOW to NIBS	
	Out of Scope								
	Out of Scope					B	A		
	Out of Scope					B	A		
	Primary Care sites (x17 sites)					B	A	Proposed Pilot 1 or 2 sites using their own register only (Pattern 2)	
	ARC (mobile units)						T		
	Out of Scope						T		
	[REDACTED]						T		
	[REDACTED]						T		

Out of Scope

Agree communications plan &
Volumes between DHB and WA

1. Out of Scope

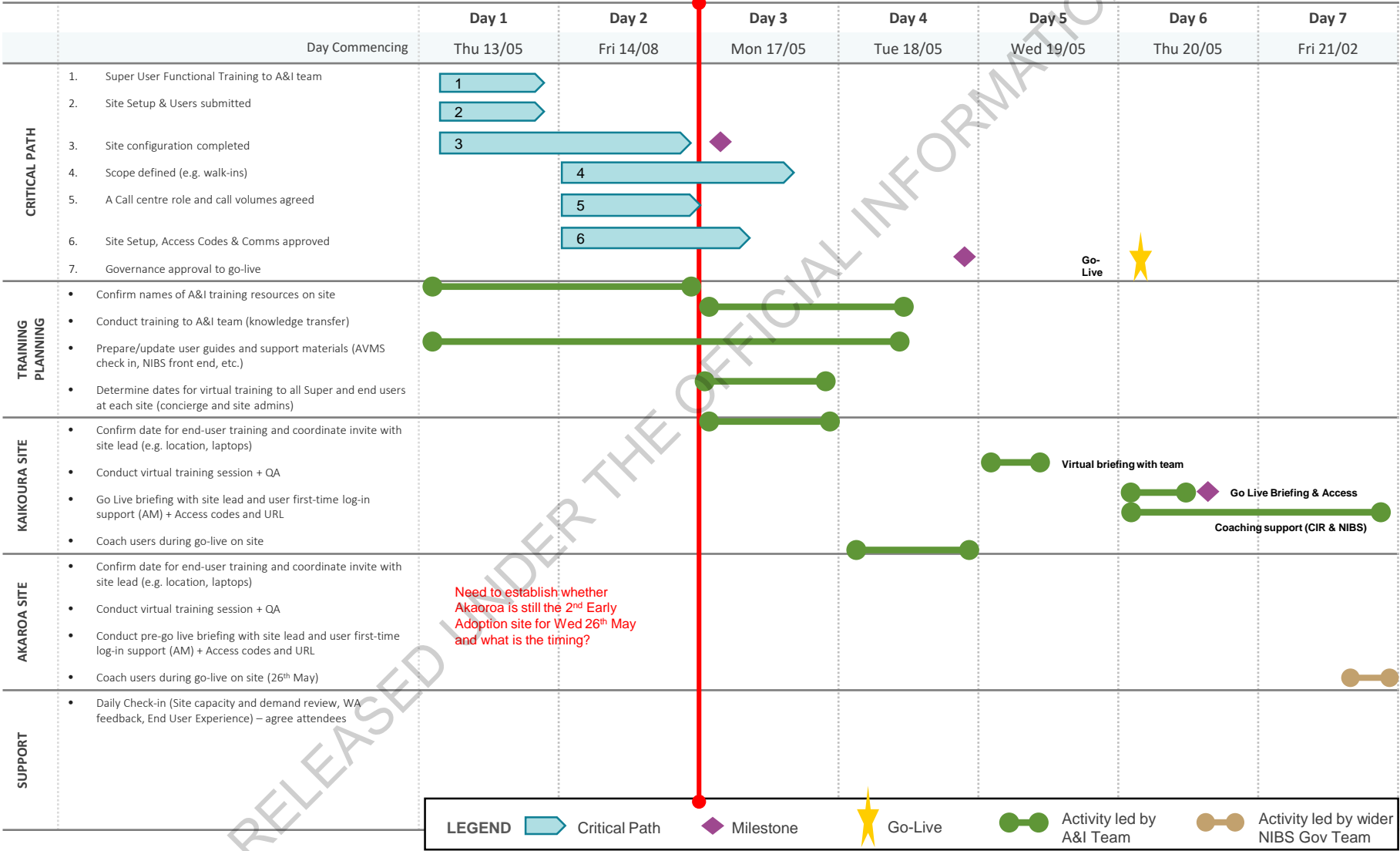
Out of Scope

Users identified and agreed training plan

1. Out of Scope

3. Remaining sites, site/user data being provided by site leads

NIBS Kaikoura (CDHB) Go-live

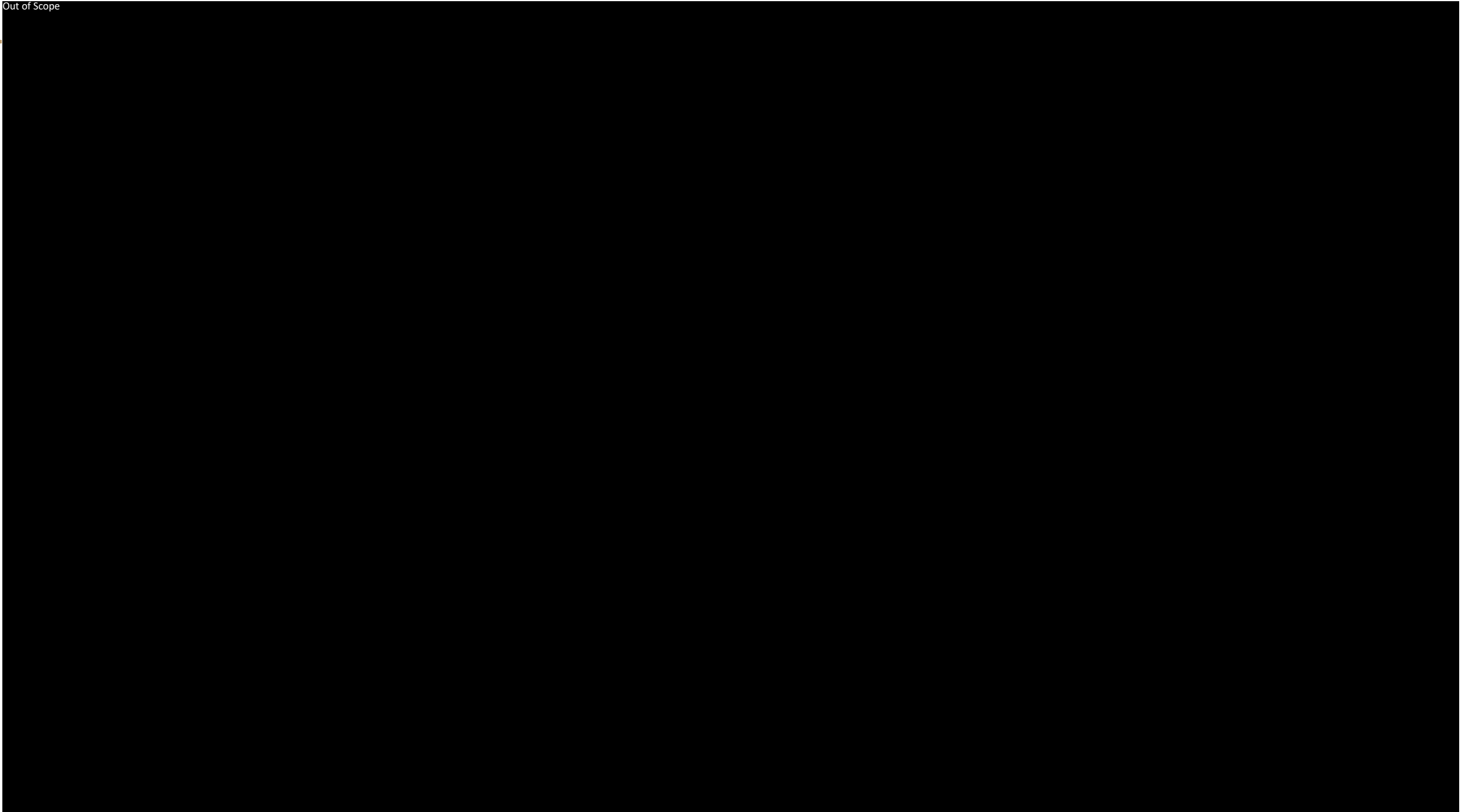


Go-live status – Kaikoura & Akaroa

Agree communications plan & Volumes between DHB and WA	Agreed migration and / or transition plan to NBS single system	Users identified and agreed training plan										
<ul style="list-style-type: none">Comms to be sent out to targeted groups below on TuesdayFollow up invitations to be staggered to 1st 200 below, then TBC next tranche <table><tr><td>Kaikoura health hub staff</td><td>80</td></tr><tr><td>Healthcare staff and General practice</td><td>120</td></tr><tr><td>NGO workforce</td><td>100</td></tr><tr><td>First responders</td><td>80</td></tr><tr><td>Eligible Maori/Pasifika</td><td>120</td></tr></table>	Kaikoura health hub staff	80	Healthcare staff and General practice	120	NGO workforce	100	First responders	80	Eligible Maori/Pasifika	120	<ul style="list-style-type: none">Currently Kaikoura and Akaroa are Greenfields sites so no transition or migration required.	<ul style="list-style-type: none">Users for Kaikoura identifiedAkaroa to follow
Kaikoura health hub staff	80											
Healthcare staff and General practice	120											
NGO workforce	100											
First responders	80											
Eligible Maori/Pasifika	120											

WAVE 2 DHBs

RELEASED UNDER THE OFFICIAL INFORMATION ACT

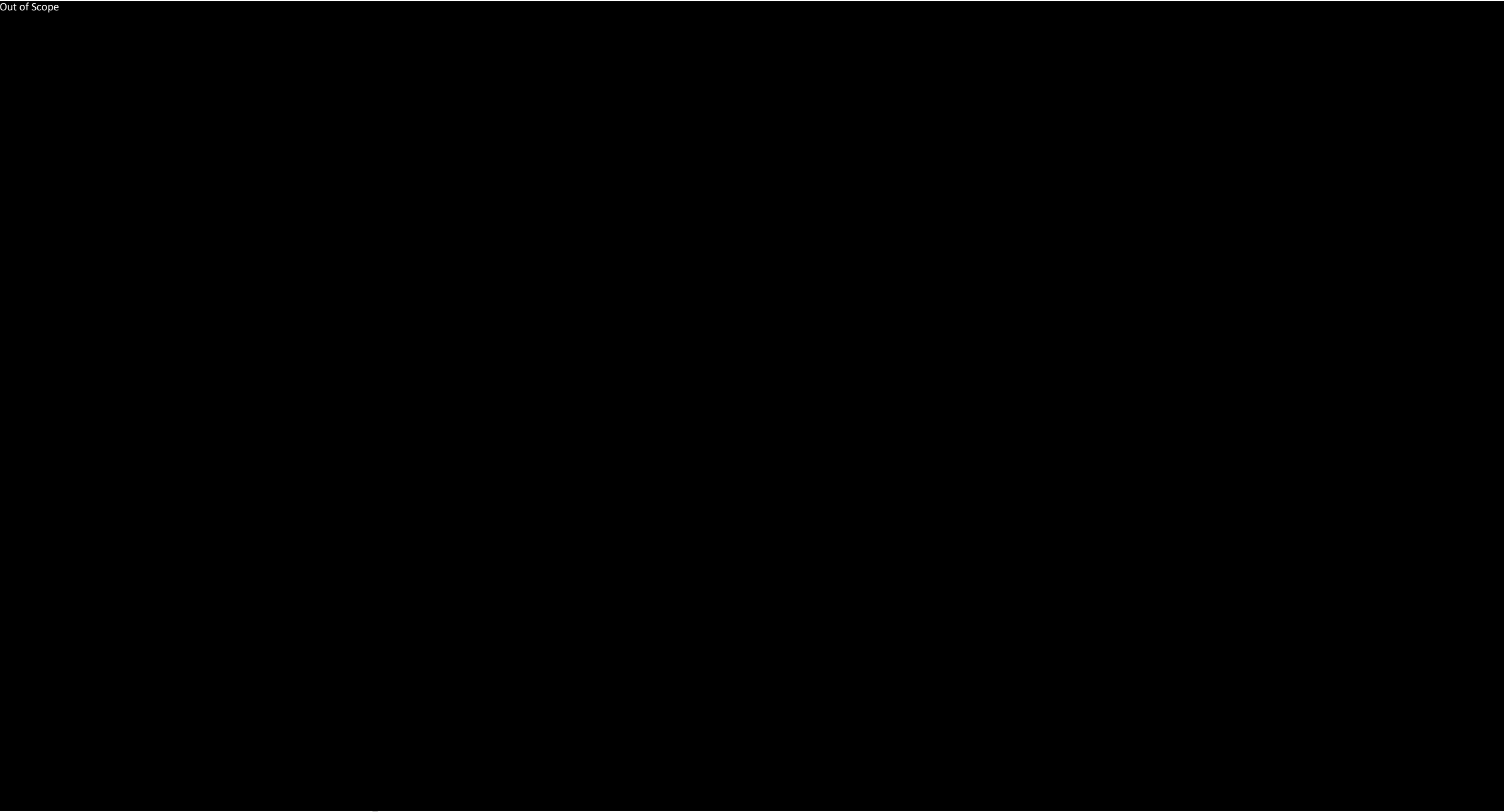


Out of Scope

	[REDACTED]
[REDACTED]	[REDACTED]

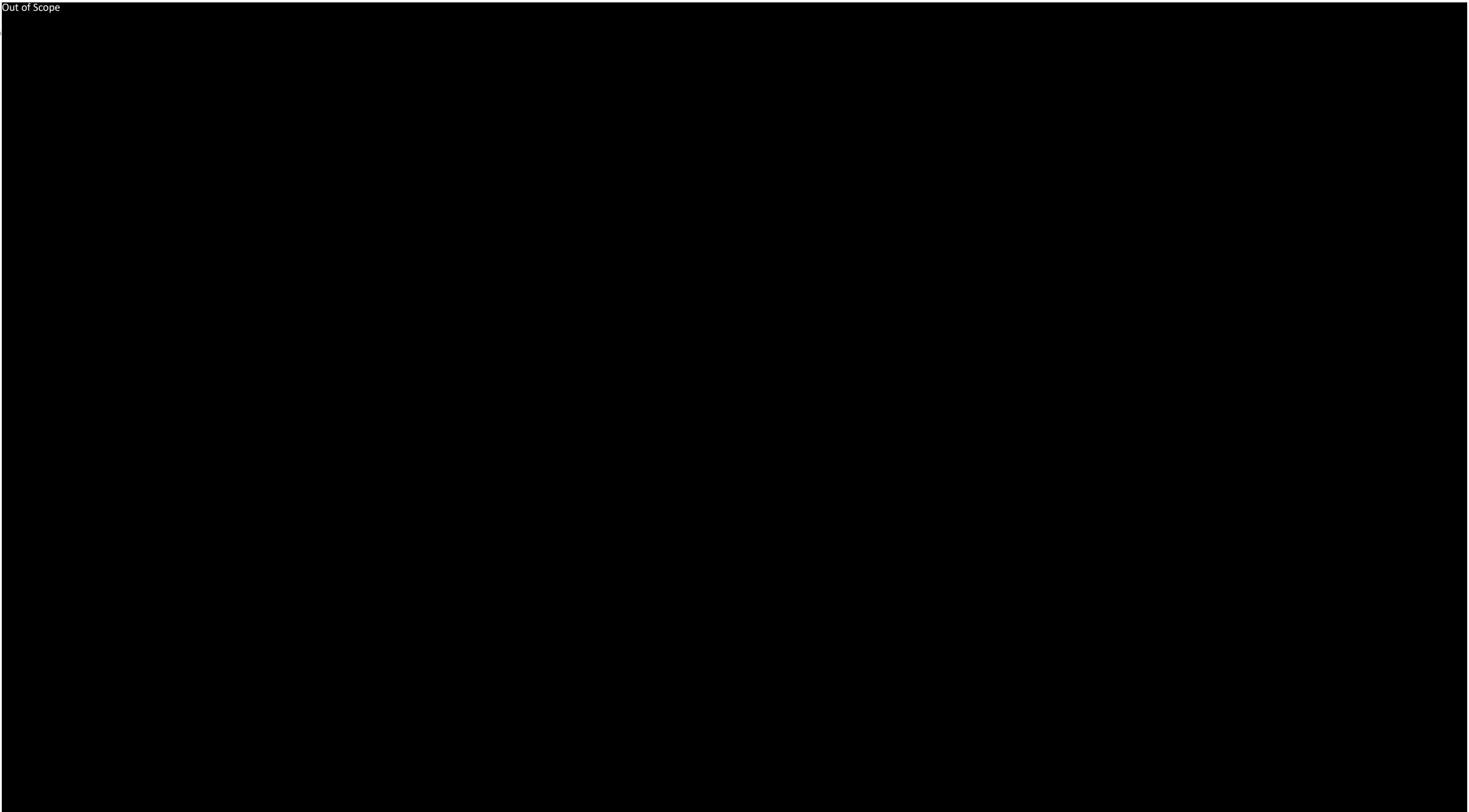
	[REDACTED]
[REDACTED]	[REDACTED]

	[REDACTED]
[REDACTED]	[REDACTED]

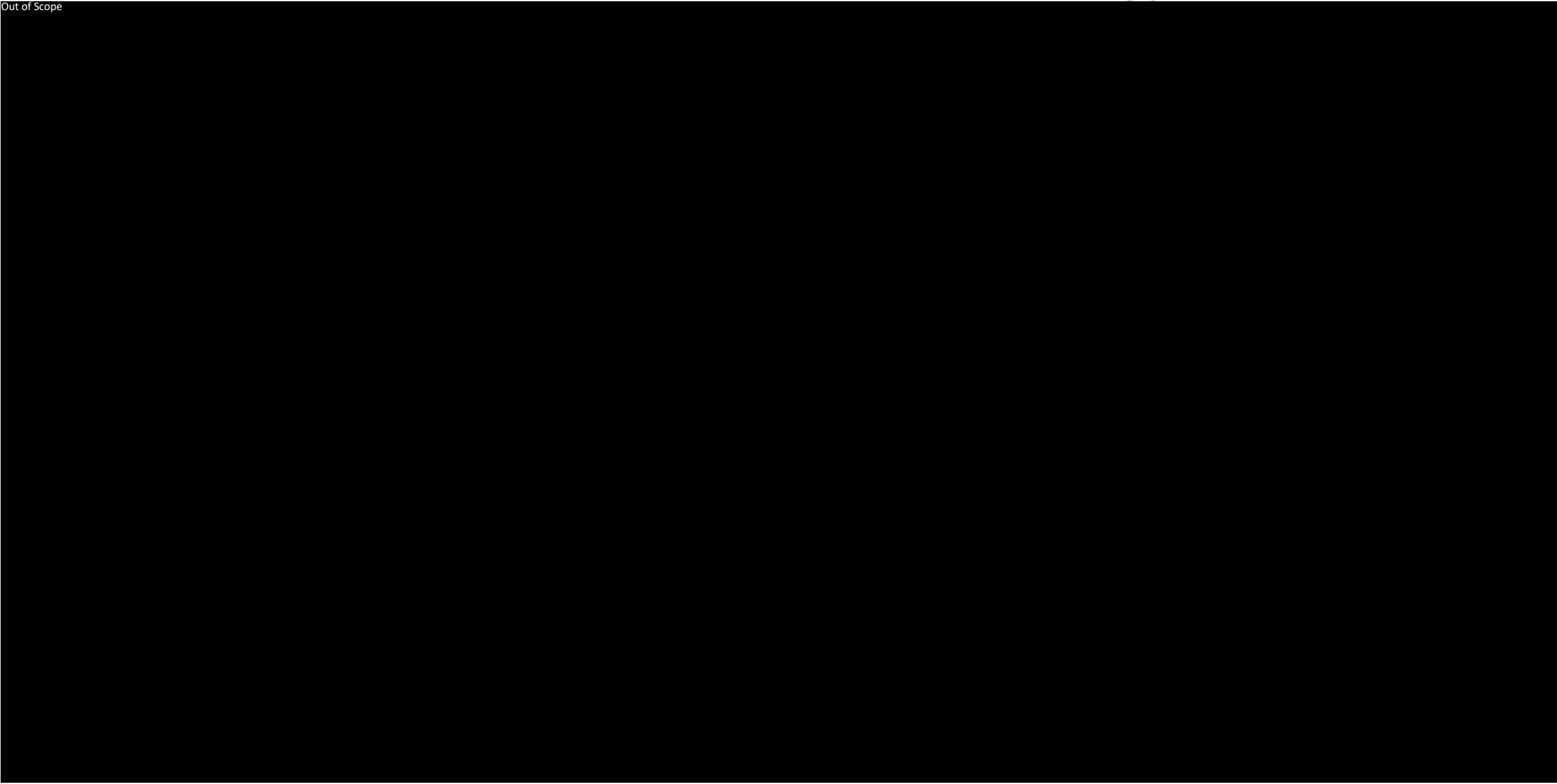


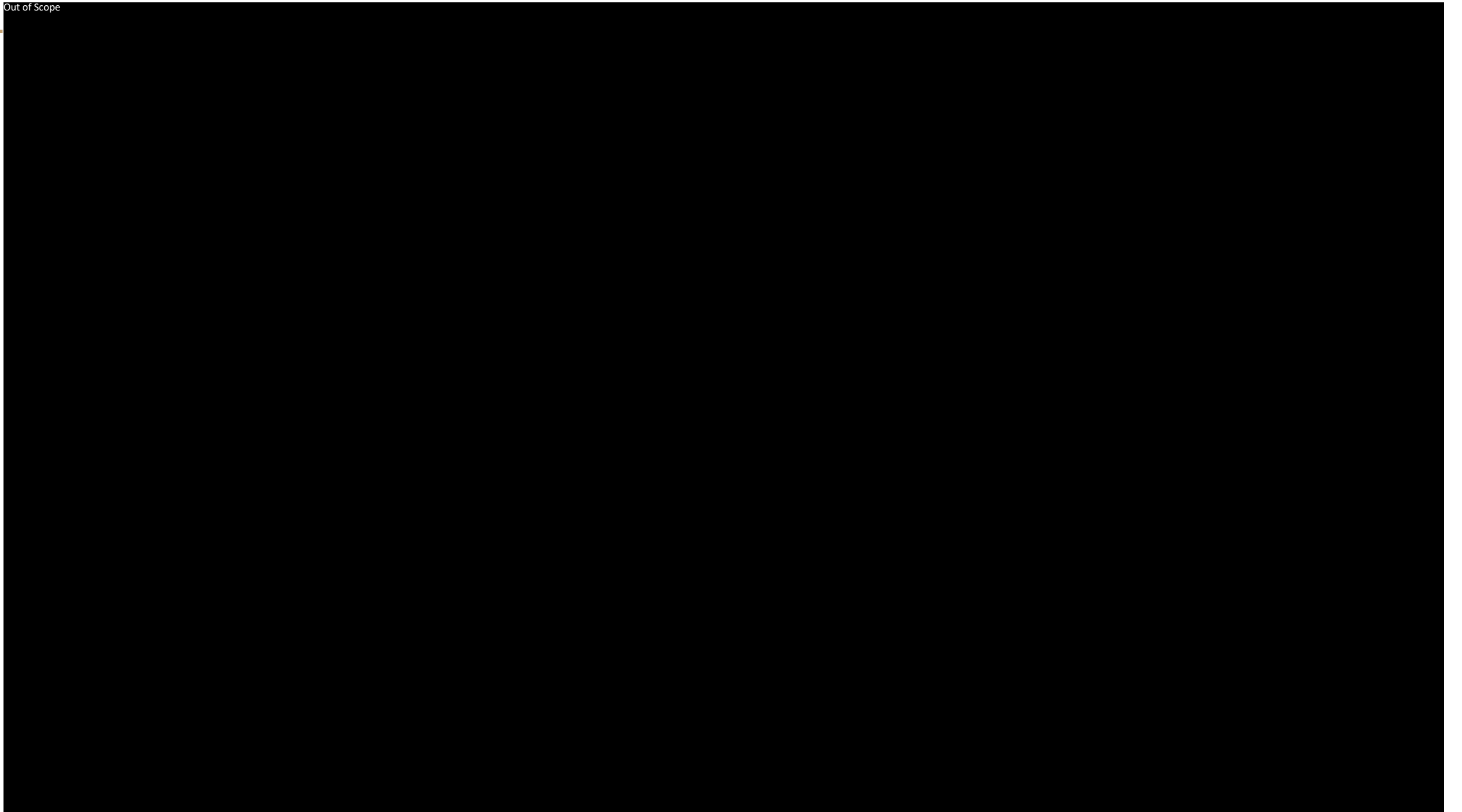
Out of Scope



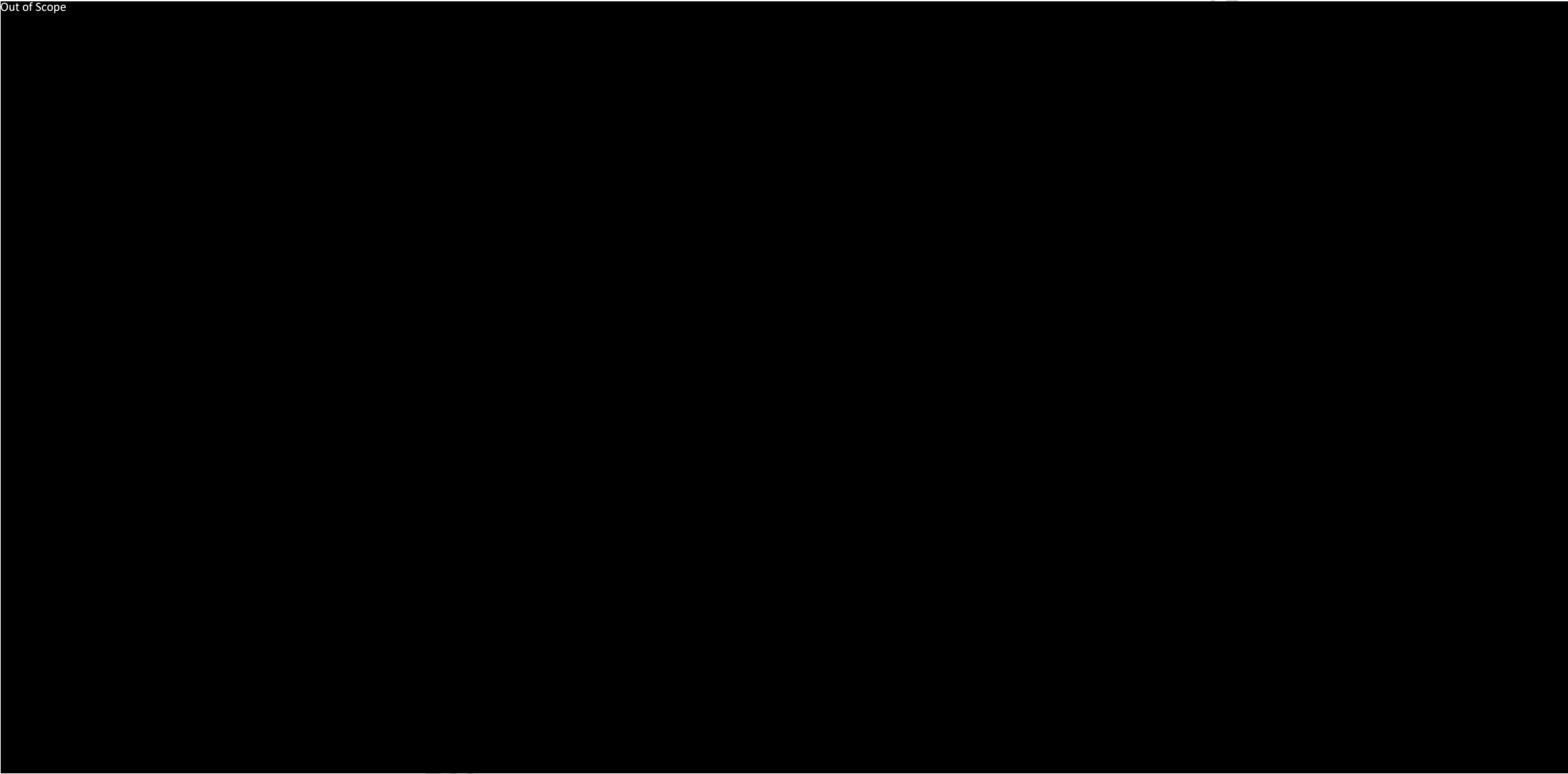


Out of Scope





Out of Scope



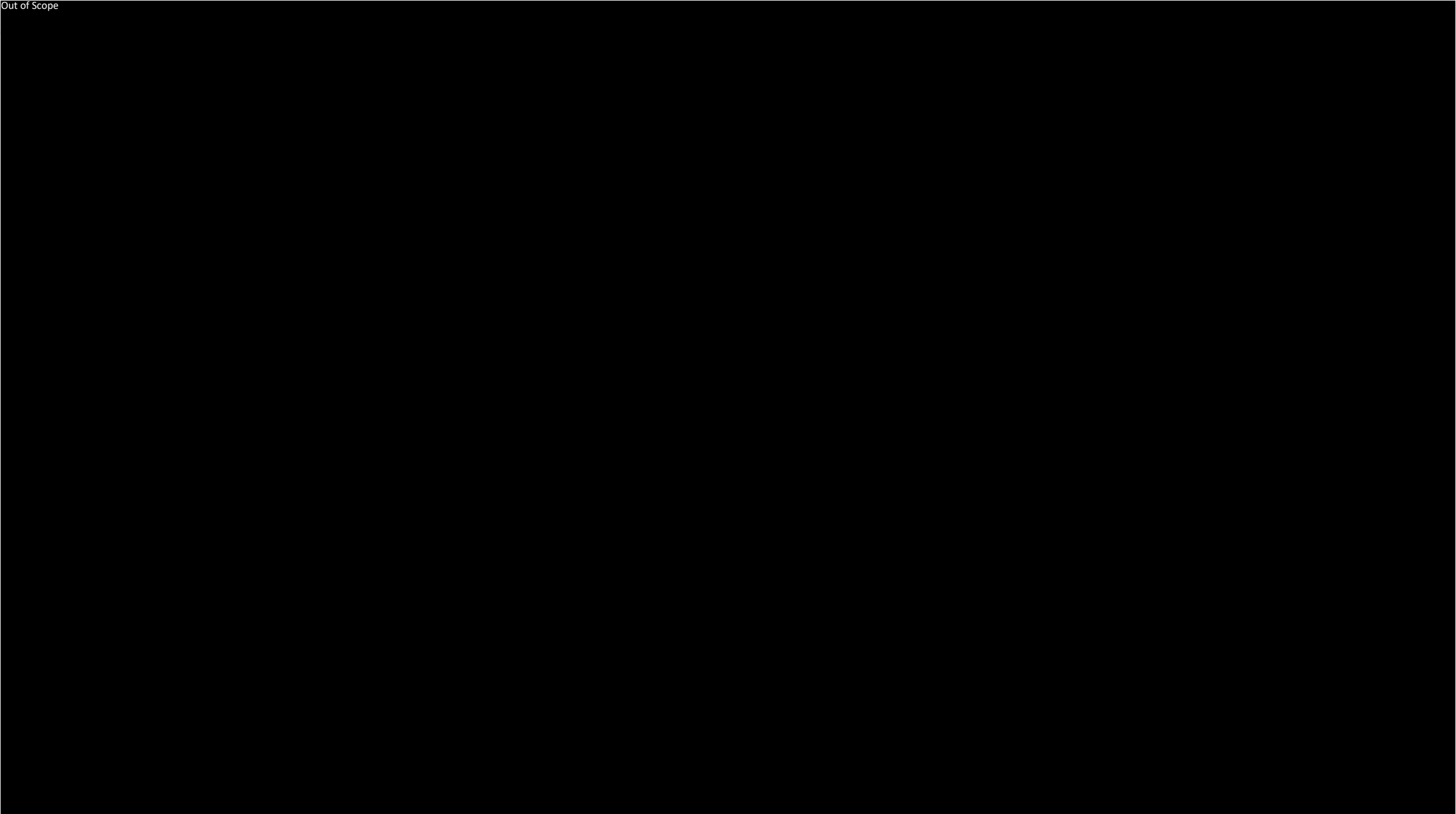
Out of Scope



RELEASED UNDER
THE INFORMATION
ACCESS ACT

Out of Scope

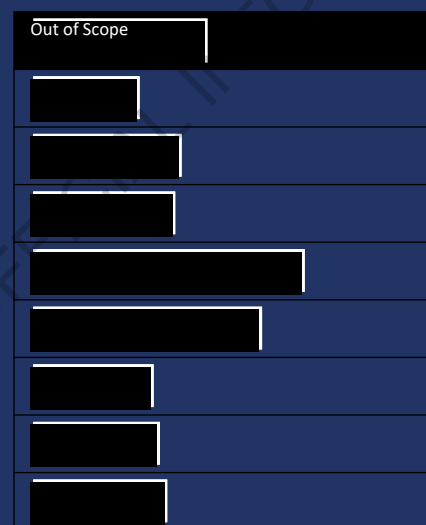


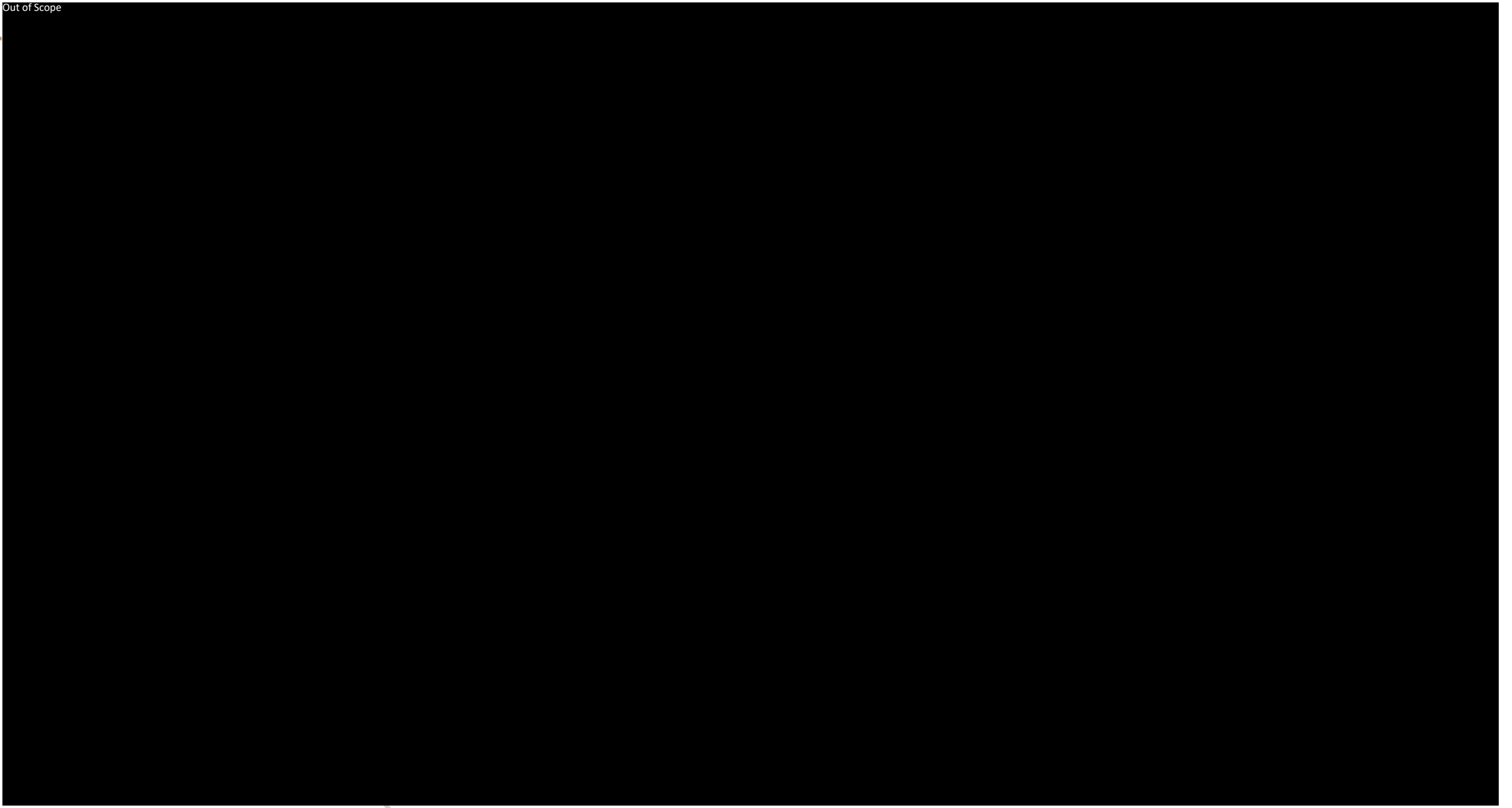


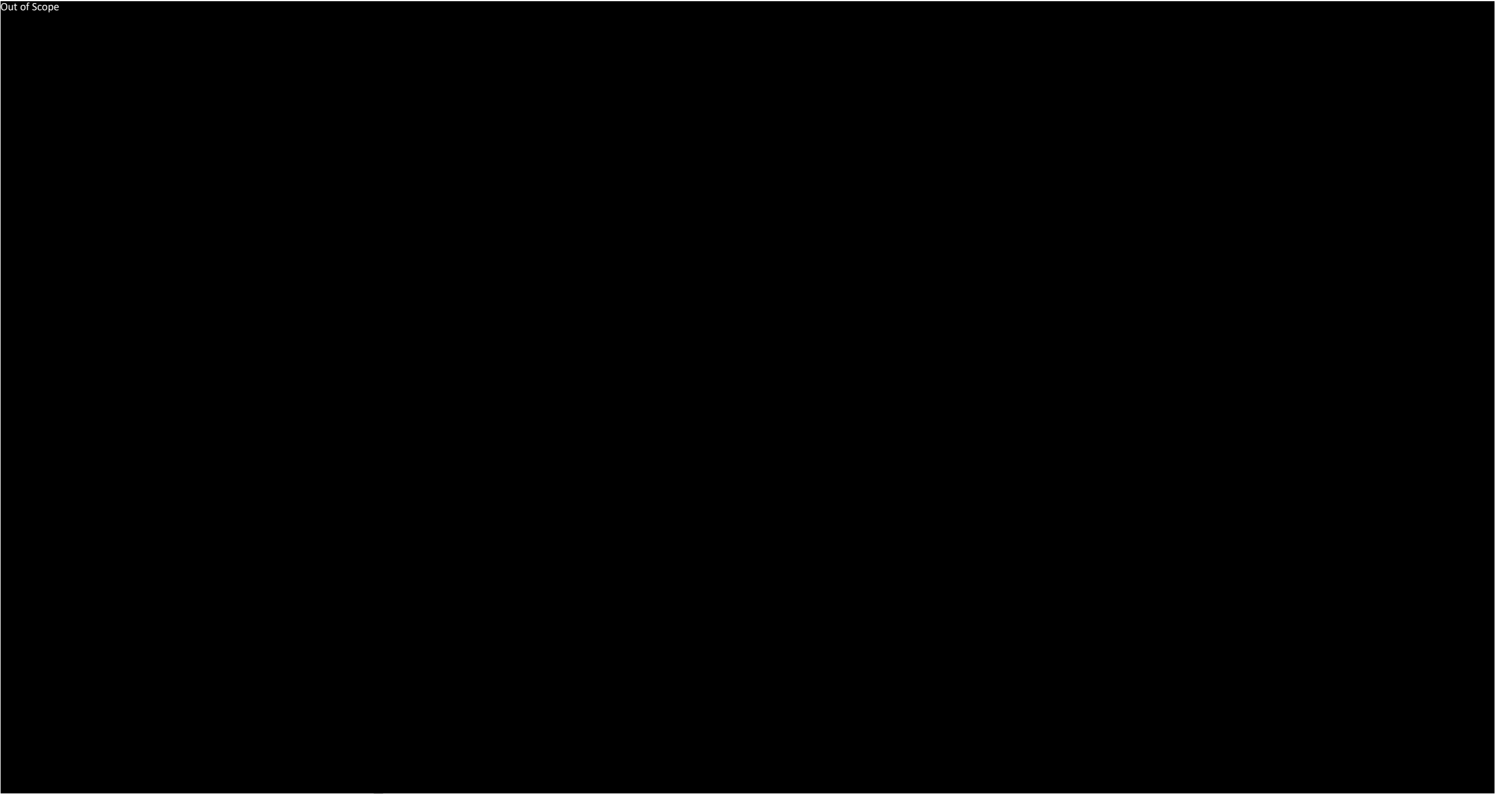
Out of Scope

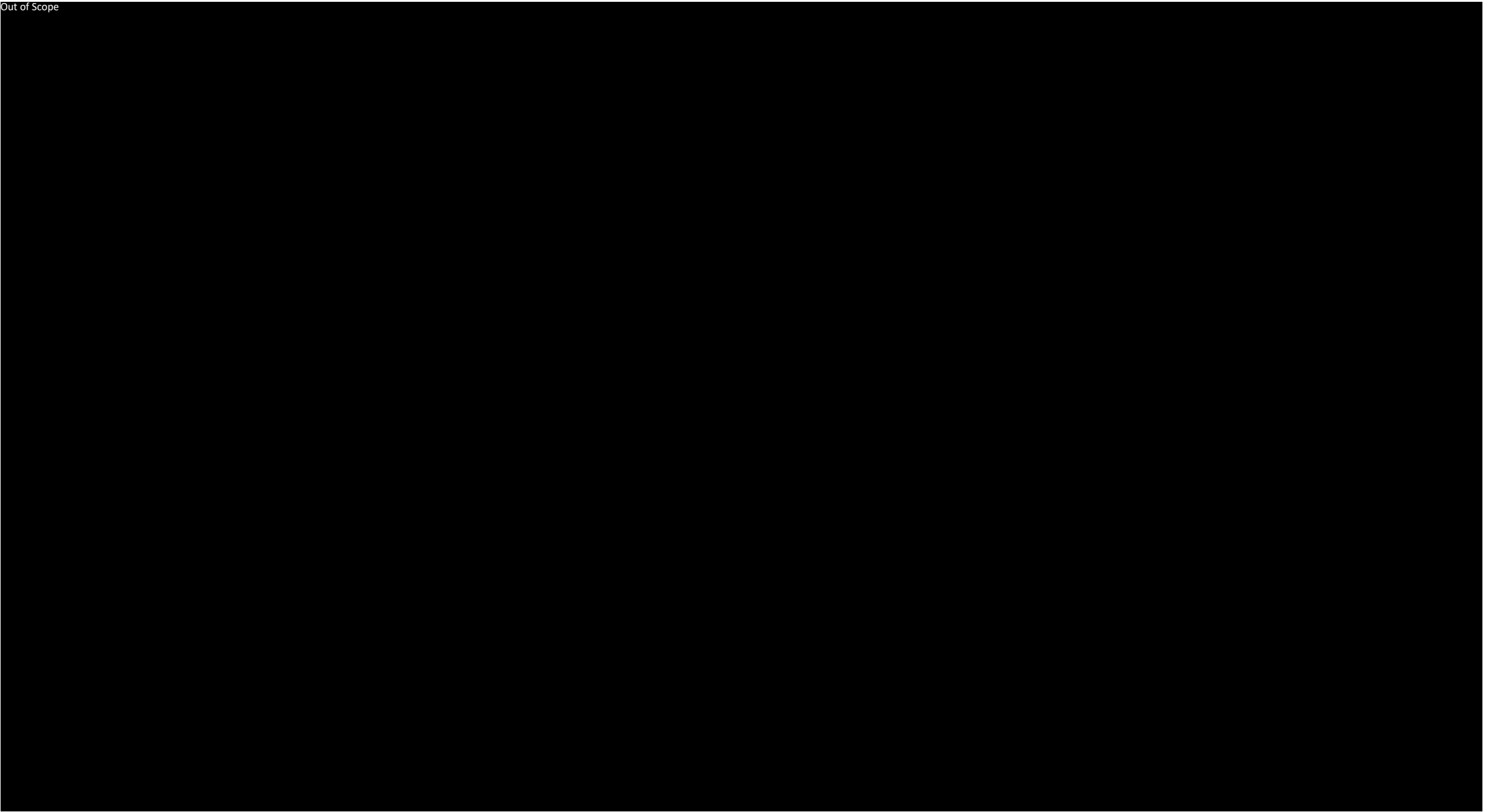


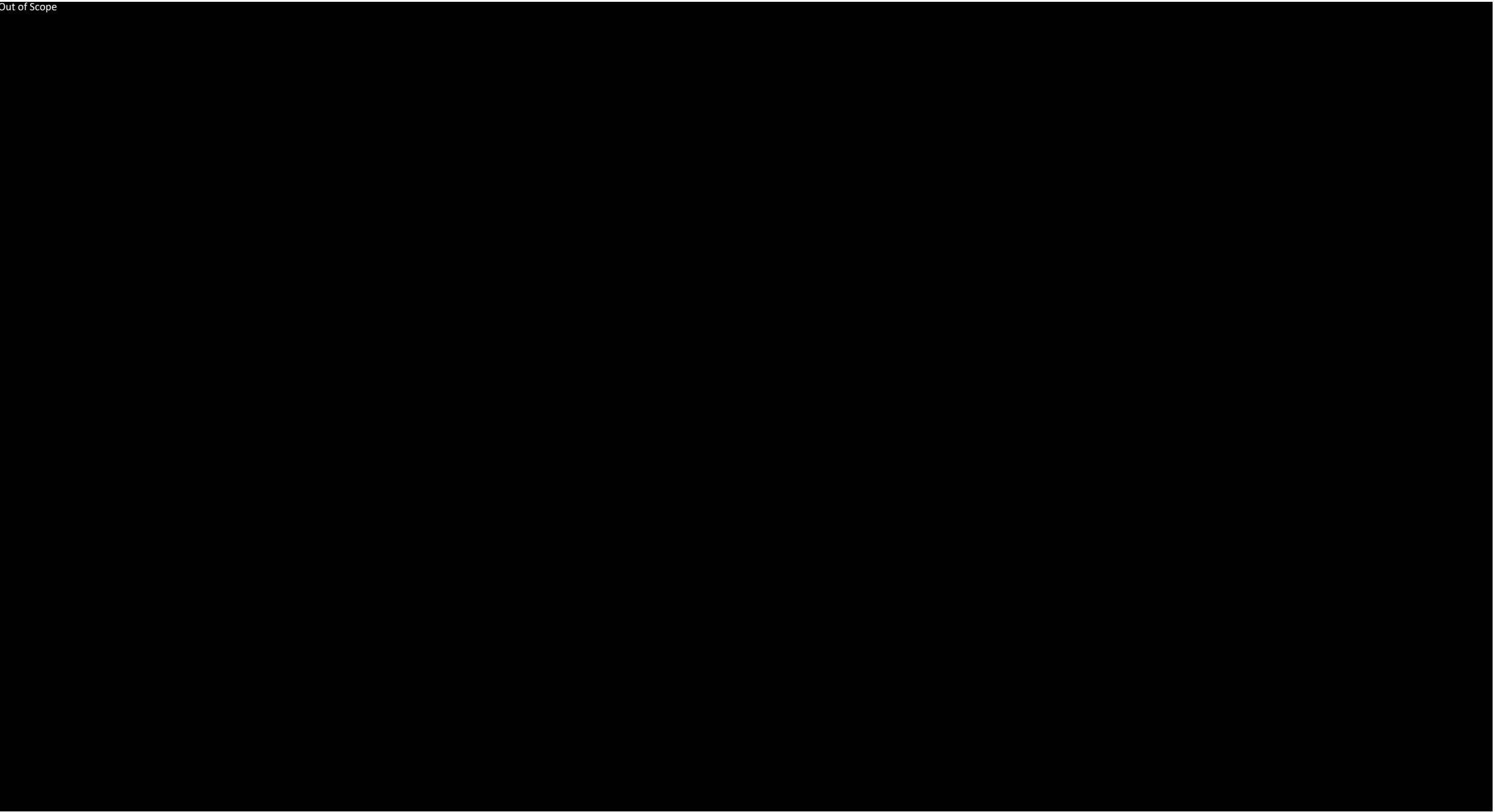
WAVE 3 DHBS

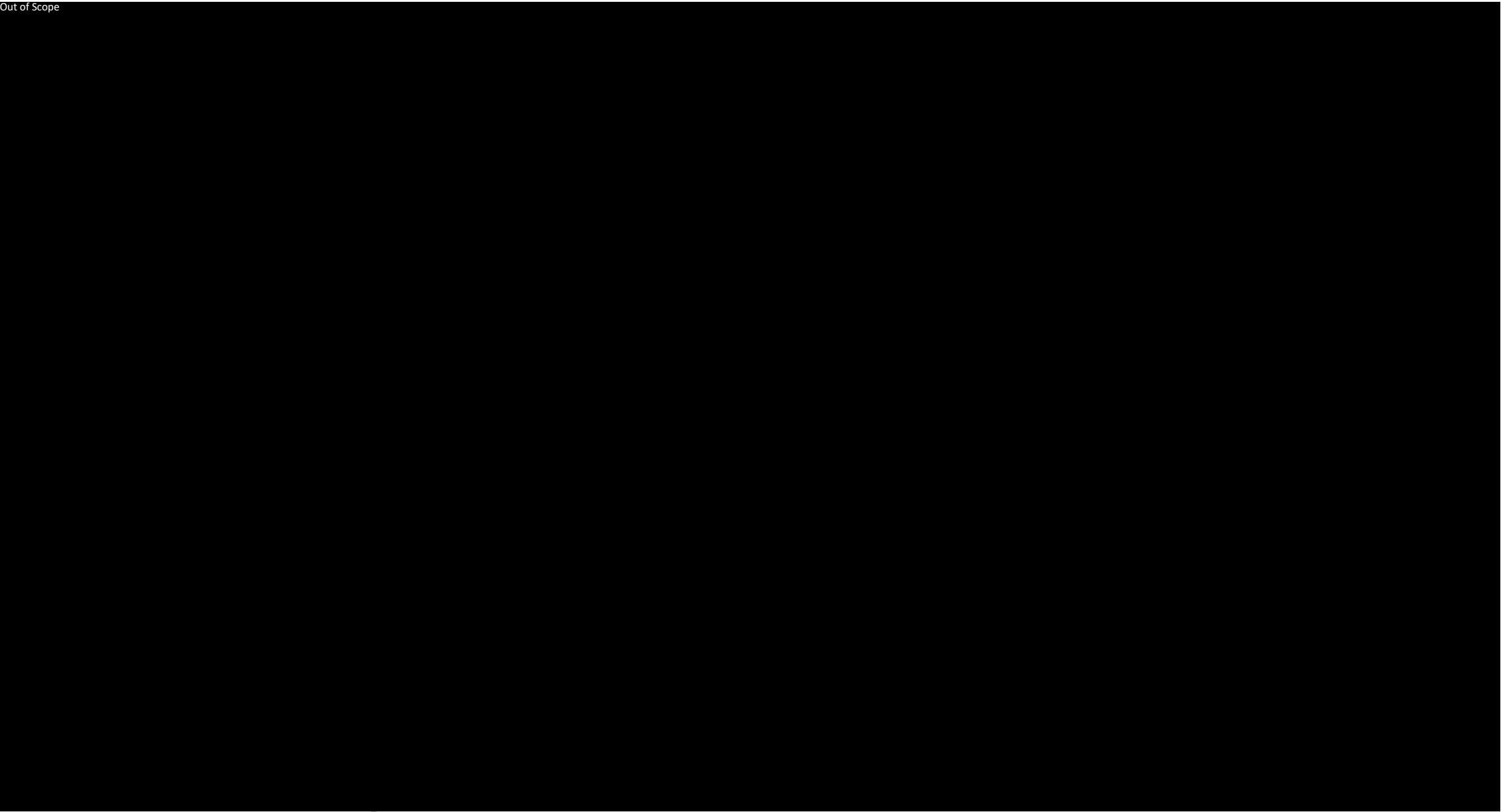












Kathleen Smitheram

From: Charlotte Burgess <Charlotte.Burgess@pegasus.org.nz>
Sent: Wednesday, 19 May 2021 7:17 PM
To: Angela Blunt; [REDACTED] Mark Limber
Subject: RE: Next lot of comms is good to go[EXTERNAL SENDER]

Kia ora [REDACTED]

We have spoken tonight and discussed the considerable issues. Ange is going to send the comms so no action required for you at this stage.

Thanks all for the support.

Ngā mihi,

[REDACTED]

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M [REDACTED]
 E: [REDACTED]@pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: Wednesday, 19 May 2021 5:28 PM
To: [REDACTED]@ccn.health.nz; [REDACTED]@pegasus.org.nz; Mark Limber <Mark.Limber@cdhb.health.nz>
Subject: RE: Next lot of comms is good to go

Thanks [REDACTED]

I am reluctant to send the comms out as the NBS issues have continued this afternoon with staff members being told that NBS doesn't book for Kaikoura, one got transferred to 111, another spent 15 minutes once she got through trying to help the team to get herself booked [REDACTED] I have created an incident form and asked staff to fill it out so that we can send all of the issues to NBS [REDACTED]

Hopefully tomorrow when [REDACTED] are here we can iron out the wrinkles and get our team to book everyone for the next two days while NBS gets sorted as it has been such a nightmare today for our health literate staff and I can only imagine how it will be for our older Maori And Pasifika community.

I believe we will have a few gaps over the next few days but I have a list of staff who gave up after holding for 30 minutes and we will just get them in. I know the system will improve as the team up north have only had 24 hours since it was released to them but my biggest concern is the number of times throughout the day call centre staff have told my staff they do not manage bookings for Kaikoura and even when I gave my team a script about being put through to staff who have been trained in the new system one woman just kept saying no we don't book for Kaikoura the Canterbury line does!!!

I have copied mark and [REDACTED] in so I don't need to send this email twice.

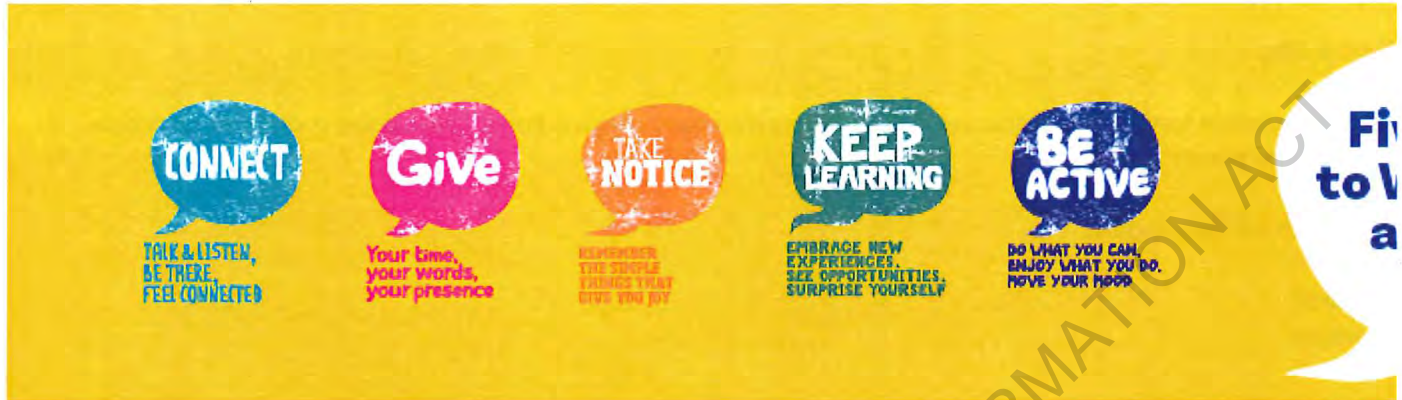
Thanks for your help with the Comms.

Ngā mihi mahana,

Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: 9(2)(a) <[redacted]@ccn.health.nz>
Sent: Wednesday, May 19, 2021 2:07 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Cc: 9(2)(a) <[redacted]@pegasus.org.nz>
Subject: Next lot of comms is good to go
Importance: High

Hi Angela,

Attached is the next lot of comms which is now signed off and good to go. You'll notice it has a different booking number from yesterday's comms and I understand that this (and other plans) are now in place to avoid the issues some of your staff have experienced calling the NBS today.

In our initial conversation around contacting the local Māori and Pasifika community we agreed this would be better for next week's clinics (as indicated in the timeline of comms 3) but I'll leave that in your hands if you want to send it earlier now we have the green light.

Also, I'm pleased to say the press release has been signed off through the local vaccination programme channels. We have a final hoop to get through which is having it signed off by the Ministry / NBS people. Because I didn't know how long this would take I haven't contacted 9(2)(a) but I am happy to/ or happy for you to. Do you think it's best for us to invite her photographer on Friday instead, to give the staff some time to settle into the vaccination clinic?

Cheers,



9(2)(a)

Canterbury Clinical Network

P: 9(2)(a) <[redacted]@ccn.health.nz>

PO Box 741, Christchurch 8140 | 395 Madras Street, Christchurch 8013

CCN.HEALTH.NZ



Thanks for your patience, when booking you second vaccine if you surname begins with the letters A- C , J- I , -N to R or then I would ask you to book your second vaccination 4 weeks out from your first so that if anyone has reactions we have sufficient staff to keep the facility running.

Kia pai tō koutou rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

9(2)(a)



Kathleen Smitheram

From: Angela Blunt
Sent: Wednesday, 19 May 2021 7:19 AM
To: [REDACTED]
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Thanks [REDACTED]
 Have not received ZOOM invite yet

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: [REDACTED]@pegasus.org.nz
Sent: Tuesday, May 18, 2021 4:32 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Great, I'll ask the MoH send the zoom meeting invite to you to share with whoever you need to.

I won't be able to attend unfortunately the zoom, (I have a Marae visit that I can't move) [REDACTED] from CIR who will be onsite Thursday for NBS training and Mark Limber from CDHB bookings team will both be on the zoom.

I'll be available from 4pm tomorrow if you have any questions and I'll be in Kaikōura on Thursday 20th for the launch day.

Ngā mihi,

[REDACTED]

Primary Care COVID Vaccine Team
 Onsite location Pegasus House Room 109

M [REDACTED]

E: [REDACTED]@pegasus.health.nz

Canterbury
 District Health Board
 Te Pori Hauora o Waitaha

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: Tuesday, 18 May 2021 3:27 PM
To: 9(2)(a) <[REDACTED]> @pegasus.org.nz>
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Kia ora 9(2)(a)

Teams is fine as is ZOOM so whatever works best for MOH. I have blocked staff diaries for 12noon tomorrow and we will do our dry run straight after.

Thank you so much for all your help.
 Kia pai tō rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: 9(2)(a) <[REDACTED]> @pegasus.org.nz
Sent: Monday, May 17, 2021 5:27 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Kia ora Angela,

I just got off a call with the MoH who have now said they will run a zoom or teams lesson with the staff on the Wednesday at 12. Is access to a screen in the room of the meeting? Would you prefer teams or Zoom and who should I get the invite sent to?

Yes we will have both CIR and NBS support on site on Thursday from 11:30/12, I will be there as well as Jayne Thomas.

Ngā mihi

9(2)(a)

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M: 9(2)(a)
 E: 9(2)(a)@pegasus.health.nz

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: Monday, 17 May 2021 3:49 PM
To: 9(2)(a)@pegasus.org.nz
Subject: RE: Kaikōura National Booking System Schedule

Kia ora,

Just thinking about the NBS training, if the MOH person is here on Wednesday and gives the lesson at the start of our meeting that would be great. They could also repeat the lesson on Thursday at 12noon for the reception team while the Nurses are doing the Cold Chain stuff with 9(2)(a) and drawing up the vaccine.

Kia pai tō kōrua/ koutou rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: 9(2)(a)@pegasus.org.nz
Sent: Monday, May 17, 2021 3:04 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: FW: Kaikōura National Booking System Schedule

As discussed

Ngā mihi,
 9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M: 9(2)(a)

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

Kathleen Smitheram

From: Angela Blunt
Sent: Wednesday, 19 May 2021 11:53 AM
To: Angela Blunt
Subject: RE: Covid Vaccination booking information
Attachments: Incident reporting re national booking system.docx

Kia ora koutou

Thanks to [REDACTED] for highlighting to me the probelem with the booking system this monring.

We have experienced some difficulties booking on the COVID booking line. If you ring and they do not know about Kaikoura Health staff being vaccinated please explain to them we are using the new booking system and only their staff trained in this will know about us being on it. Ask them to put you through to the staff who are trained in using the new system.

The O in the middle of the password is O for orange not zero. They will also want you to confirm that you work for/ in the Kaikoura Health team.

If you have difficulties booking then please complete the attached incident form so I can send it to Pegasus and they can help us get this sorted [REDACTED]

Kia pai tō koutou rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



Double Up

Kathleen Smitheram

From: 9(2)(a)@kaikourahc.co.nz>
Sent: Wednesday, 19 May 2021 2:24 PM
To: Angela Blunt
Subject: Re: Covid Vaccination booking information
Attachments: Incident reporting re national booking system (1).docx

Incident Report - Covid

9(2)(a)

Kaikoura Medical Centre

Moblie 9(2)(a)

From: 9(2)(a)
Sent: Wednesday, May 19, 2021 1:52:23 PM
To: Angela Blunt
Subject: Re: Covid Vaccination booking information

Hi Ang

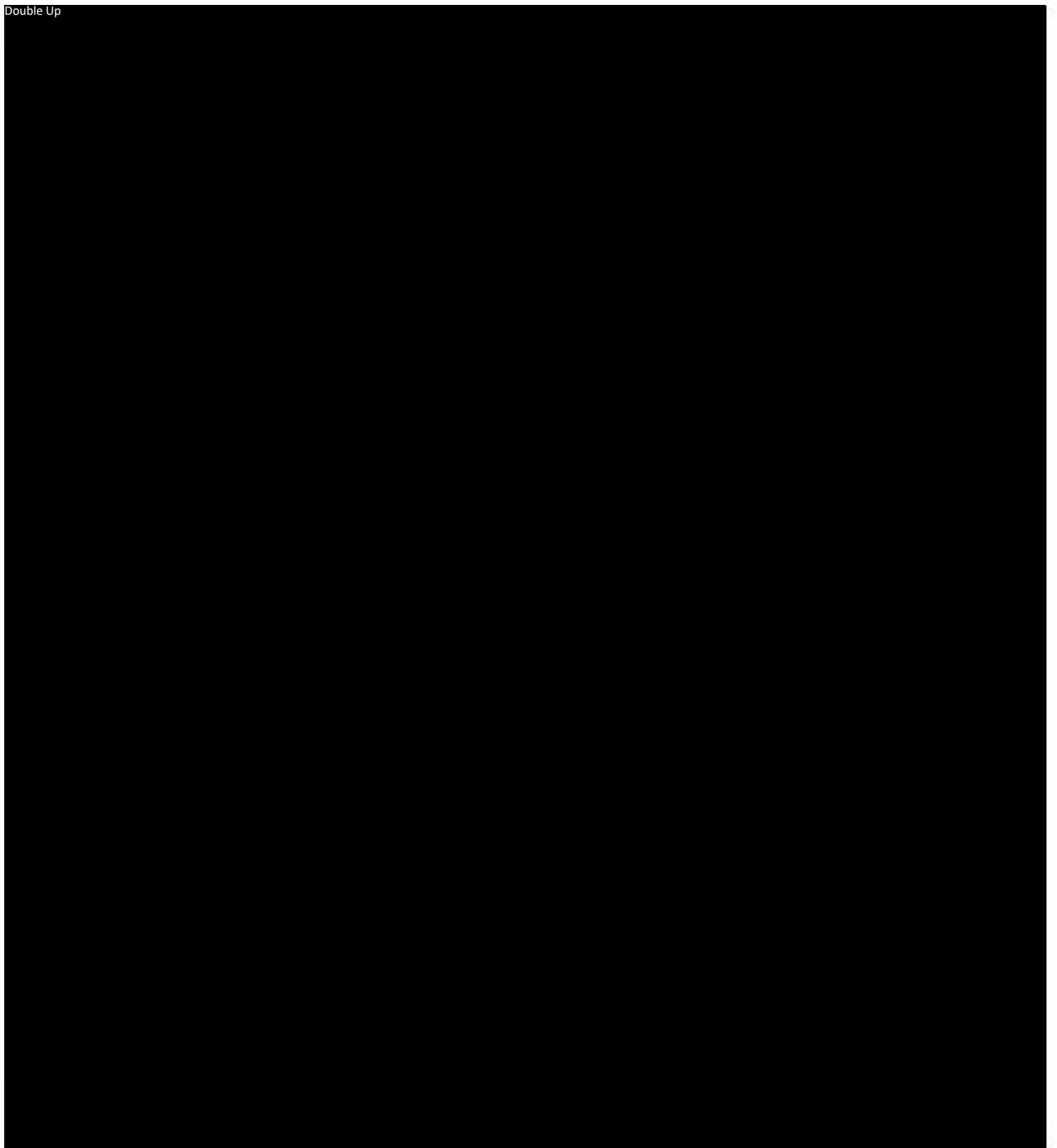
Just tried to make a booking and they are now not taking any bookings from Kaikoura until tomorrow.

9(2)(a)

Kaikoura Medical Centre

Moblie: 9(2)(a)

Double Up



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INCIDENT REPORTING form Re COVID National Booking System

☐ Incident

Date: 19/05/2021

Time: 2:00pm

How long did you have to wait to make a booking? How long did your call take from beginning to end?

First time 10 minutes

Second time 20-30 minutes

What, if any, other difficulties did you experience?

First call- was told not taking bookings for Kaikoura until tomorrow.

Second Call- got transferred to someone dealing with 'Kaikoura region', spent a lot of time waiting for the right location to be found even after I advised the address and location, I was read out a few options Kaikoura Seal Colony, Kaikoura Lookout etc then told there was no locations available in Kaikoura.

Name and role of person completing this section:

9(2)(a)

9(2)(a)

Signature:

Kim Foy

Date: 19/05/2021

PERSON INVESTIGATING THE INCIDENT COMPLETES THE FOLLOWING SECTION

Action taken

By whom:

Date:

External reporting

By whom:

Date:

Kathleen Smitheram

From: Angela Blunt
Sent: Tuesday, 18 May 2021 3:27 PM
To: 9(2)(a)
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Kia ora 9(2)(a)

Teams is fine as is ZOOM so whatever works best for MOH. I have blocked staff diaries for 12noon tomorrow and we will do our dry run straight after.

Thank you so much for all your help.

Kia pai tō rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB
Telephone: 9(2)(a)
Mobile Number: 9(2)(a)



From: 9(2)(a)@pegasus.org.nz
Sent: Monday, May 17, 2021 5:27 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: RE: Kaikōura National Booking System Schedule[EXTERNAL SENDER]

Kia ora Angela,

I just got off a call with the MoH who have now said they will run a zoom or teams lesson with the staff on the Wednesday at 12. Is access to a screen in the room of the meeting? Would you prefer teams or Zoom and who should I get the invite sent to?

Yes we will have both CIR and NBS support on site on Thursday from 11:30/12, I will be there as well as Jayne Thomas.

Ngā mihi,

9(2)(a)

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

E:

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

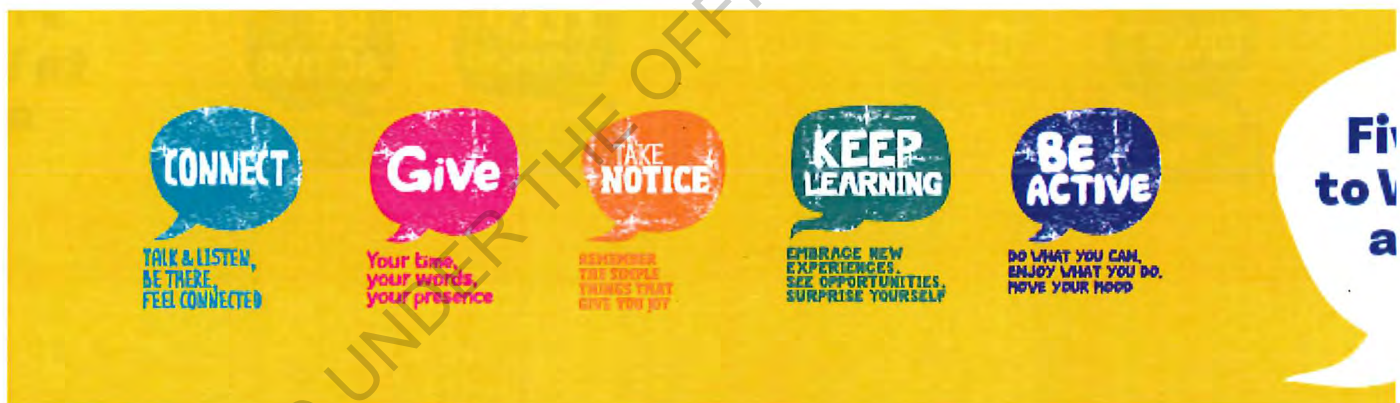
From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: Monday, 17 May 2021 3:49 PM
To: 9(2)(a) <[9\(2\)\(a\)@pegasus.org.nz](mailto:9(2)(a)@pegasus.org.nz)>
Subject: RE: Kaikōura National Booking System Schedule

Kia ora,

Just thinking about the NBS training, if the MOH person is here on Wednesday and gives the lesson at the start of our meeting that would be great. They could also repeat the lesson on Thursday at 12noon for the reception team while the Nurses are doing the Cold Chain stuff with 9(2)(a) and drawing up the vaccine.

Kia pai tō kōrua/ koutou rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikōura Health Services Manager
 Kaikōura Healthcare/Canterbury DHB
Telephone: 9(2)(a)
Mobile Number: 9(2)(a)



From: 9(2)(a) <[9\(2\)\(a\)@pegasus.org.nz](mailto:9(2)(a)@pegasus.org.nz)>
Sent: Monday, May 17, 2021 3:04 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: FW: Kaikōura National Booking System Schedule

As discussed

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

E: [REDACTED]@pegasus.health.nz

From: [REDACTED]

Sent: Wednesday, 12 May 2021 3:22 PM

To: Mark Limber <Mark.Limber@cdhb.health.nz>; Gloria Hsu <Gloria.Hsu@cdhb.health.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; Cameron Bradley <Cameron.Bradley@cdhb.health.nz>; Timi Boddington <Timi.Boddington2@cdhb.health.nz>; Rachael Turnbull <Rachael.Turnbull@cdhb.health.nz>; ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>; ECC Intelligence (CDHB) <ECCIntelCDHB@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>

[REDACTED]@ccn.health.nz

Cc: [REDACTED]@pegasus.org.nz

[REDACTED]@pegasus.org.nz

Subject: Kaikōura National Booking System Schedule

Kia ora all,

Please see the attached schedule (new tab) for Kaikōura Healthcare. The schedule looks different as it is for the National Booking System. This start date of Thursday 20th May is reliant on the booking system being able to be set up for this clinic, staff having access and training, comms being sent 'how to book' to consumers.

Mark/Gloria/Chelsea – Mark please send to NBS and follow up with phone call ASAP to establish timeframe of set up, please let me know urgently if launch date of 20th May is not possible.

Cam/Timi – Please update modelling (270/week)

Rachael – FYI re: ordering vaccine

Chris – FYI only no action required

Erin/Keith (ECC Ops) – FYI only no action required

Haidee/Elly – FYI re: Comms

ECC Intel – FYI only no action required

Ngā mihi,

[REDACTED]

Primary Care COVID Vaccine Team

Onsite location Pegasus House Room 109

M: [REDACTED]

E: [REDACTED]@pegasus.health.nz

Canterbury

District Health Board

Te Pōari Hauora o Waitaha

Kathleen Smitheram

From: Angela Blunt
Sent: Tuesday, 18 May 2021 4:45 PM
To: 9(2)(a)
Subject: RE: Covid Vaccination booking information[EXTERNAL SENDER]

Yes of course, same code for all health staff to book whenever they want to book.

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB
Telephone 9(2)(a)
Mobile Number 9(2)(a)



From: 9(2)(a) @kaikourahc.co.nz]
Sent: Tuesday, May 18, 2021 4:34 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: Re: Covid Vaccination booking information[EXTERNAL SENDER]

Do we still use this code and system if booking for the following week?

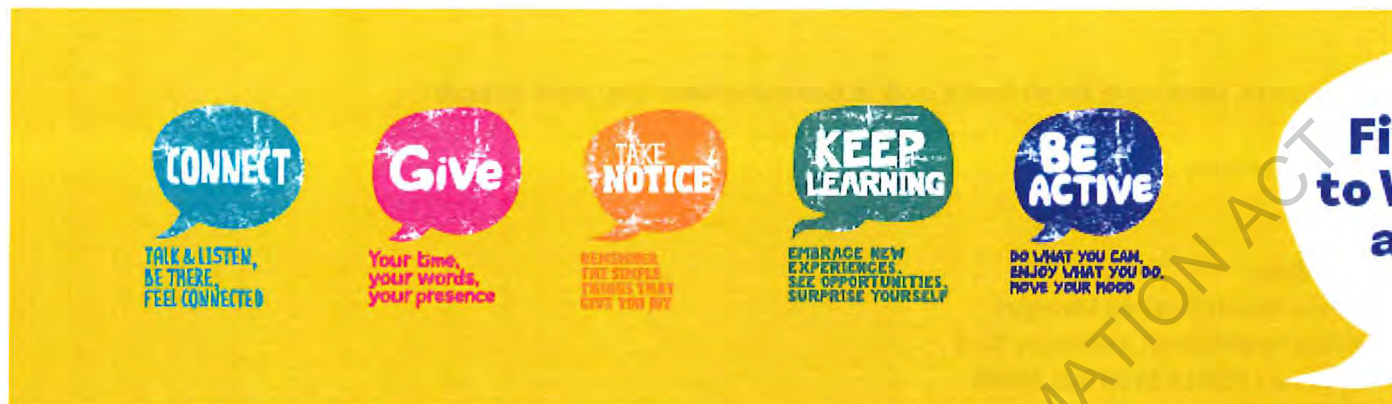
From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: Tuesday, May 18, 2021 3:45:45 PM
To: Angela Blunt
Subject: FW: Covid Vaccination booking information

Apologies I pressed send too quickly. The Ministry does not want lots of bookings tomorrow so has asked that health Staff in the facility book first tomorrow. I will ,tomorrow, receive a code for 9(2)(a) and other emergency services and all other NGOs and then the next day I will receive the code for Maori and Pasifika people aged 65 years and over. I will share these with those working outside the health facility as soon as they are received. My apologies for my oversight- a few too many balls in the air.
 If you are not staff in the facility please do not use the code in the email below.

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: Angela Blunt
Sent: Tuesday, May 18, 2021 3:37 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: Covid Vaccination booking information

Kia ora koutou,

We're pleased to tell you that starting this week you'll be able to have your COVID-19 vaccination locally, at Kaikōura Healthcare.

Our designated clinic, located onsite at Kaikōura Health, opens on **Thursday 20 May**. You can book your appointment **from 9am Wednesday 19 May** by calling the national booking team at the COVID Vaccination Helpline on 0800 28 29 26.

You'll need to quote the code 9(2)(a) when asked. The call operator will make the booking on your behalf. Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

You'll also be asked to book your second vaccination at the same time. This can be changed at any time.

Waitaha (Canterbury) COVID-19 vaccination progress

In Waitaha we're currently vaccinating [Groups 1 and 2](#), and will continue to do so for the next couple of months.

Group 1 includes border and Managed Isolation and Quarantine (MIQ) workers, and their household contacts. These people are at the highest risk of exposure to people with COVID-19, so are top priority for vaccination.

Group 2 includes frontline health workers, people working and living in long-term residential care settings and Māori and Pacific people aged 55 and over (and their household contacts and carers). These groups will be invited to book their vaccination in the same way.

What else do I need to consider?

- You need to leave at least 21 days between the date of your first vaccination and your second vaccination.
- Leave two weeks between your COVID-19 vaccination and your flu vaccination.
- Leave four weeks between your COVID-19 vaccination and the MMR vaccination.

More information

- [VaccinateCanterburyWestCoast.nz](https://www.vaccinatecanterburywestcoast.nz) for local vaccination information
- covid19.govt.nz for information and resources about the national programme

Kathleen Smitheram

From: Angela Blunt
Sent: Wednesday, 19 May 2021 5:50 PM
To: Angela Blunt
Subject: COVID-19 Vaccination clinics. Booking information
Attachments: Incident reporting re national booking system.docx

Please note our staff have had issues booking today, on the National booking line, which we hope will be ironed out for you and your staff by tomorrow morning. I have however attached an incident form and would be grateful if anyone who has any issues with the booking line could fill it in, scan and email it back to me. If it is hard for us to book imagine what it will be like for our community so please help me by filling out a form if you have any issues. I can only get them to fix problems if I know about them.

Could you please share this email with your staff as due to the pressures of time I will be unable to send it out to them today or tomorrow? If they get in early they may well get booked in for tomorrow.

Double Up



Kia pai tō kōrua/ koutou rā,



RELEASED UNDER THE O

INCIDENT REPORTING form Re COVID National Booking System

☐ Incident

Date:

Time:

How long did you have to wait to make a booking? How long did your call take from beginning to end?

What, if any, other difficulties did you experience?

Name and role of person completing this section:

Signature:

Date:

PERSON INVESTIGATING THE INCIDENT COMPLETES THE FOLLOWING SECTION

Action taken

By whom:

Date:

External reporting

By whom:

Date:

Kathleen Smitheram

From: Angela Blunt
Sent: Wednesday, 19 May 2021 7:00 PM
To: Angela Blunt
Subject: FW: COVID-19 Vaccination clinics. Booking information
Attachments: Incident reporting re national booking system.docx

Kia ora again team,

Please ask your staff when they phone the 0800 number to ask the person who answers the call to be put through to NIBS or the National Immunisation Booking system team. Hopefully by later tomorrow they will have a press 1 for bookings message so people will not have to wait for too long. As we have had major difficulties today I may be calling you tomorrow to fill any gaps we have tomorrow if I cannot get health staff in for vaccinations.

Thanks for your understanding and please send me an incident form for any issues you or your team may have.

Ngā mihi mahana,

Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

9(2)(a)



Double Up

Double Up



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



Your time,
your words,
your presence



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF



DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD

Five
to Live
a

Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Wednesday, 19 May 2021 4:48 PM
To: 9(2)(a)
 9(2)(a) Angela Blunt 9(2)(a)@kaikourahc.co.nz
Subject: National Immunisation Booking System Production (Live) Access - Guide for Log In
Attachments: National Immunisation Booking System Production (Live Environment) Access – Guide for Log In.pdf

Kia ora koutou

Thank you for being part of the team helping us protect New Zealand through our COVID-19 vaccination efforts. We are so thrilled that you are working with us as early adopters on the National Immunisation Booking System (NIBS)

ACTION REQUIRED: Accessing the LIVE NIBS: This is the environment that contains **real** bookings. This has a different link and username to the Classroom (or practice) environment which you may have used in training. Having access to the live NIBS will allow you to see bookings on your site and, if you are a Site Administrator, adjust availability on your site.

Shortly you will receive an email to set up your live NIBS account. Please follow the **attached** instructions to set up your account.

- If you will be onsite in Kaikoura tomorrow, you can wait to log in with the assistance of either myself or my colleague Sweta.
- If you will not be onsite in Kaikoura tomorrow, please follow the instructions in the next 24 hours before the link expires. If you are unable to do this and your link has expired please contact the COVID-19 Imms ServiceDesk as outlined below.

If you have issues accessing NIBS in future please contact the COVID-19 Imms ServiceDesk by emailing help@C-19imms.min.health.nz or call the team on 0800 223 987.

- Please note these channels are currently monitored 8am – 8pm, Monday – Sunday
- In the email please provide a detailed description of the issue including:
 - That your issue relates to the Production (Live) NIBS Environment.
 - Your full name.
 - Your mobile number so the resolver can contact you to resolve the issue.

Kind regards,

9(2)(a)

9(2)(a)

Ministry of Health | www.moh.govt.nz



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If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments.

If you have received this message in error, please notify the sender immediately and delete this message.

First time login

How a concierge or site administrator can login to the NIBS backend for the first time.

Login NIBS backend for the first time

Future users will receive an email with their credentials after completion of training. The email will come from

support@emea.salesforce.com

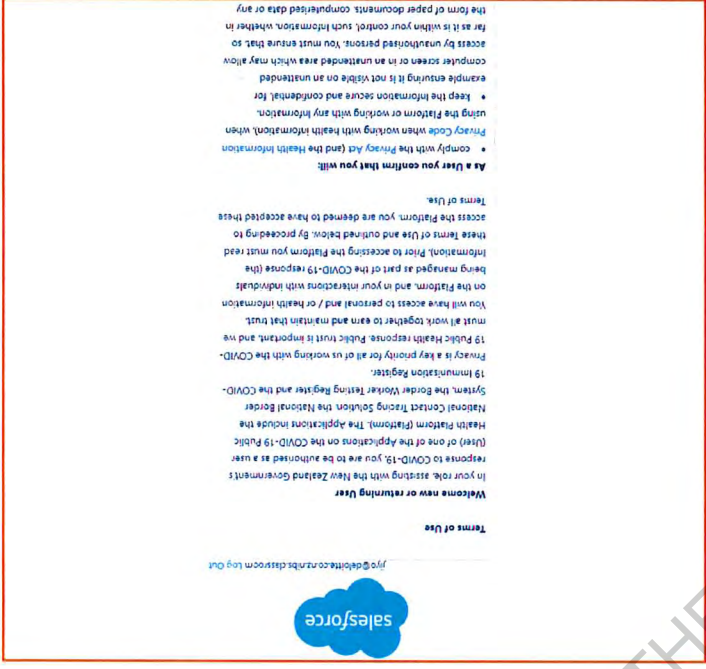
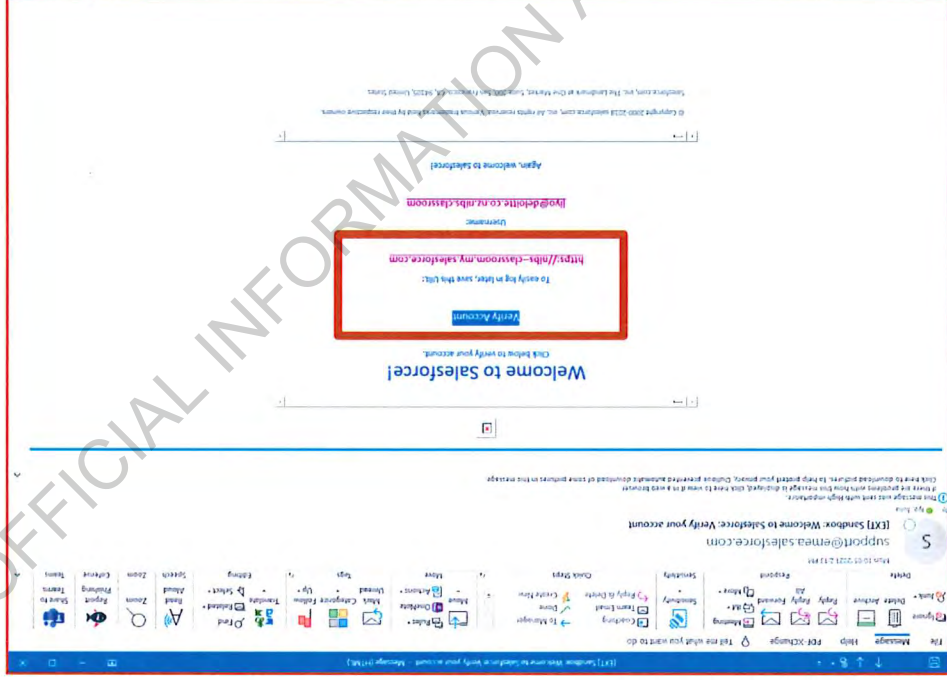
1 Click on verify your account

This email will include a link to set up your password. Copy and Paste the hyperlink within the email into Google Chrome (or Microsoft Edge) and this will take you to the set-up screen.

2

Complete Privacy Consent Form

You will be prompted to read and consent to the Terms of Use and Declaration form.



Login NIBS backend for the first time

3

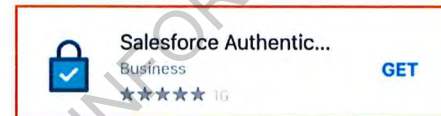
Follow up instructions to set up your password

You will be prompted to set your password as per the requirements and set your security question if prompted. This includes password and security question.

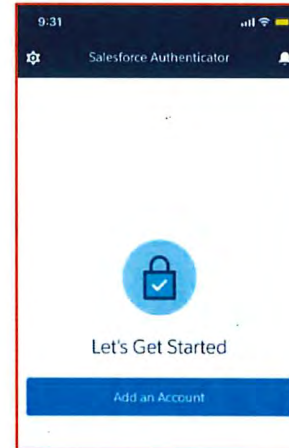
4

Download Salesforce Two-factor Authentication (2FA)

Logging into the Live (production) AVMS requires 'two-factor authentication'. You will need to download the 'Salesforce Authenticator' app on your mobile device.



This app can be accessed via the Apple App Store or Google Play Store. Download the app, and proceed through the steps (you can click 'Skip') until you see the screen 'Let's Get Started'



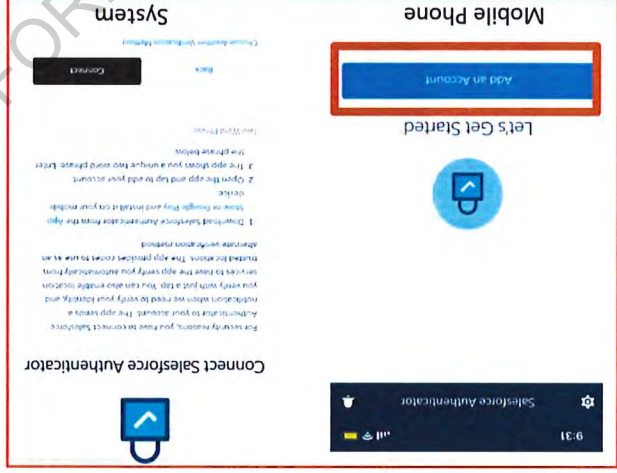
Login NIBS backend for the first time

5 Complete Salesforce Authenticator App Set Up

Once you have downloaded the Salesforce Authenticator app, log out of AVMS and then log in again using your username and the password you set up in the previous step.

Select the button on the app on your phone to 'Add an Account'.

You will see a two word phrase on the app. Enter the two word phrase in the CIR on your PC or laptop screen when prompted.



You will be logged into AVMS and can now view your homepage

You will then be prompted on the screen to check your mobile. On the app on your mobile select 'Connect' when prompted

6 Login with 2FA

Each time you log in to AVMS thereafter, you will need to enter your username and password.

You will then be prompted to check your mobile to approve access with the Salesforce Authenticator App and will need to click 'Approve'



Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Wednesday, 19 May 2021 7:47 PM
To: ECC Operations (CDHB); COVIDservicemanager, 9(2)(a)
Subject: RE: Site Challenges

Kia ora Erin,

Top of mind Primary Care Designated Clinics challenges below, happy to discuss if you need further detail on any of these:

1. Uncertainty with booking current systems
 - a. Indici (Barrington, Wigram, Riccarton, Ashburton)
 - i. wait time on CDBH switchboard for consumer
 - ii. IP address in sites may change at random to protect privacy can unexpectedly block access
 - iii. No online booking access
 - b. National Booking System (NBS) (Kaikōura from 20/05)
 - i. Considerable issues with pilot stage
 - ii. 30 minute call delays to get through to WA
 - iii. WA staff not trained and up to speed yet, incorrectly advising Kaikōura consumers
Canterbury bookings are made through 0800CANVAX
 - iv. Processes for training and onboarding not defined
 - v. Uncertainty of realistic timeframe when we will be able to onboard further sites
 - c. General Practice PMS (Amberley 25/05, Akaroa 26/05 as interim solution as NBS not ready)
 - i. Lack of oversight/transparency
2. Messaging from MoH through public channels, tv radio flyers etc not consistent with local situation creating huge amount of noise in primary care from patients wanting to book/find out when they are eligible
 - a. Consumers turning up to sites wanting to book but not eligible according to Canterbury Sequence Framework
 - b. Patients calling general practice and disrupting BAU by clogging phone lines
3. Planning for transition from current booking systems to NBS – managing this in live sites
4. Concerns re: comms to consumers with multiple places to contact for bookings, 2x 0800 numbers, Ngai Tahu bookings, potentially additional PMS sites
5. Delays with ordering patient collateral
 - a. 2+ week wait time for vaccine cards ordered from MoH to be delivered resulting in scrambling and last minute printing by CDHB/pick up of these taking vaccination staff off site
6. Capacity within Primary Care Onboarding Team/CIR/IMAC/NBS/DHB teams to support more sites coming on to scale up to group 3
7. Contracts – primary care sites working in high trust model without clarity of when they will be paid, having employed staff and paid set up costs
8. People presenting for dose 2 where dose 1 has not been entered into CIR (on paper at the time has not been entered)
9. No access to surge workforce pool

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

E: @pegasus.health.nz

Canterbury

District Health Board

Te Poari Hauora o Waitaha

From: ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>

Sent: Wednesday, 19 May 2021 2:07 PM

To: COVIDservicemanager <COVIDservicemanager@cdhb.health.nz>; 9(2)(a)

9(2)(a) 9(2)(a) @pegasus.org.nz

Subject: Site Challenges

Hi 9(2)(a)

As part of our response to the MOH for the next plan can you please provide me with any feedback (bullets is fine) on any challenges the sites face from your perspectives? Can you send that through by 10:30am tomorrow please?

Thanks

Erin

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Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz
Sent: Wednesday, 19 May 2021 5:45 PM
To: 9(2)(a); Mark Limber; ECC Operations (CDHB); 9(2)(a)
Subject: [External] Re: Consumer feedback making assisted bookings through WA for Kaikōura
Importance: High

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Following my email, please see further feedback from Angela Operations lead in Kaikōura.

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
M 9(2)(a)
E: @pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Angela Blunt Angela.Blunt@cdhb.health.nz
Sent: Wednesday, 19 May 2021 5:28 PM
To: 9(2)(a) @ccn.health.nz; 9(2)(a) @pegasus.org.nz; Mark Limber
Mark.Limber@cdhb.health.nz
Subject: RE: Next lot of comms is good to go

Thanks 9(2)(a)

I am reluctant to send the comms out as the NBS issues have continued this afternoon with staff members being told that NBS doesn't book for Kaikoura, one got transferred to 111, another spent 15 minutes once she got through trying to help the team to get herself booked. I could add more stories - I have created an incident form and asked staff to fill it out so that we can send all of the issues to NBS for sorting before any other poor people get subjected to the same torture.

Hopefully tomorrow when 9(2)(a) are here we can iron out the wrinkles and get our team to book everyone for the next two days while NBS gets sorted as it has been such a nightmare today for our health literate staff and I can only imagine how it will be for our older Maori And Pasifika community.

I believe we will have a few gaps over the next few days but I have a list of staff who gave up after holding for 30 minutes and we will just get them in. I know the system will improve as the team up north have only had 24 hours since it was released to them but my biggest concern is the number of times throughout the day call centre staff have told my staff they do not manage bookings for Kaikoura and even when I gave my team a script about being put through to staff who have been trained in the new system one woman just kept saying no we don't book for Kaikoura the Canterbury line does!!!

I have copied mark and [REDACTED] in so I don't need to send this email twice.

Thanks for your help with the Comms.

Ngā mihi mahana,
Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 19 May 2021 5:22 PM
To: [REDACTED]@whakarongorau.nz>
Cc: [REDACTED]@whakarongorau.nz> [REDACTED]@deloitte.co.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>
Subject: Consumer feedback making assisted bookings through WA for Kaikōura
Importance: High

Kia ora [REDACTED]

Following up with an email from phone and text conversations throughout the day with the assisted booking for Kaikōura live from 9am this morning.

Firstly, absolutely appreciate that we are in pilot phase and the purpose is to iron out issues as we go, putting these into an email so we have a record of the things to follow up and lessons learnt etc. He waka eke noa (we are all in this together)!

Feedback from today is that around 9am there were several people who called 0800 28 29 26 who gave their access code (which was unable to bypass eligibility criteria as below) they were told they needed to call the canterbury number 0800 CANVAX. Feedback was also that wait time was approx. 1 hour. These folks called 0800CANVAX and were told they couldn't be booked in Kaikōura.

The WA team followed up by ensuring all staff had up to date info and we communicated in Canterbury to please call 0800 28 29 26 again.

Again at approx. 1:30pm, person calling 0800 28 29 26 was redirected to 0800CANVAX (local Canterbury line) and told "we only make booking for Auckland.

I spoke to Louise who has followed up with WA Lisa, recorded call will be listened to and person followed up/contacted by WA to be booked in.

Ngā mihi,

[REDACTED]

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
M: [REDACTED]
E: [REDACTED]@pegasus.health.nz

Canterbury
District Health Board
Te Poari Hauora o Waitaha

From: [REDACTED]@deloitte.co.nz>
Sent: Tuesday, 18 May 2021 8:26 PM

To: [9(2)(a)] <[9(2)(a)]@whakarongorau.nz>; [9(2)(a)] <[9(2)(a)]@pegasus.org.nz>
 Cc: [9(2)(a)] <[9(2)(a)]@whakarongorau.nz>; [9(2)(a)] <[9(2)(a)]@deloitte.co.nz>; [9(2)(a)] <[9(2)(a)]@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>
Subject: FOR IMPLEMENTATION 19/05 AM - New Call Centre Access Code
Importance: High

Hello [9(2)(a)]

We have a learning that we need to apply tomorrow. [9(2)(a)] we've already spoken. [9(2)(a)] - we are due to shortly.

I've set this out in a structured format as it may help with communicating to the WA team.

Executive Summary

Problem: The Call Centre Access Code, issued to [9(2)(a)] today, that has been communicated to 80 Kaikoura health hub staff and 120 Healthcare staff and General practice, will not work when entered in the booking system.

Solution: We need to replace the Call Centre Code issued today with a new one. WA will only use this new code in all bookings. [9(2)(a)] will communicate this new code in all communications going forward. No advice to our Health partners or consumers is necessary.

Background

Today at the Governance meeting we determined to apply the 'bypass eligibility' rule to the WA Call Centre Access Code. This is because the existing eligibility criteria on the NIBS form would not deem Maori and Pacific people over the age of 55 as an eligible group (this is something for address going forward).

By applying the bypass rule, we can ensure that Maori and Pacific people over the age of 55 who call WA to make a booking can do so.

Note: the eligibility questions as they apply on the form will still need to be asked (and will still show as needing to be completed) but the form will continue on its flow through to choosing a location and scheduling a booking.

The Problem (or shall we say the learning)

It was our assumption that the underlying rules of the Access Code could be changed without impacting the code itself.

When making the change this evening to apply the eligibility bypass, we have discovered this is not the case and we have had to create a new Access Code.

The Problem is that the old code, issued to [9(2)(a)] today, has been communicated to 80 Kaikoura health hub staff and 120 Healthcare staff and General practice, and will not work.

The Solution

We will make some adjustments to our forward process so that this problem is transparent to, and does not impact our consumers.

The new Access Code is [9(2)(a)]

[9(2)(a)] - when someone calls WA quoting the old code, WA will treat that only as 'authority to book' and will enter the new code into the booking form.

[9(2)(a)] - we will only provide the new code for the remaining communications due to be released tomorrow.

WA Script

9(2)(a) your script might be:

If a caller quotes 9(2)(a) you will enter 9(2)(a) into the booking form.

If a caller quotes 9(2)(a), you will enter the same number, 9(2)(a) into the booking form.

Communications

9(2)(a) your communications sent tomorrow would now read with the new code:

To make the booking, you'll need to provide your unique code 9(2)(a) when prompted.

END

This is a valuable learning (and a problem under management) that should be shared across the wider governance group. Before I do so later this evening, it would be good receive any questions or feedback on the above.

Kind regards,

9(2)(a)

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Kathleen Smitheram

From: [REDACTED]@pegasus.org.nz>
Sent: Wednesday, 19 May 2021 6:46 PM
To: [REDACTED] Mark Limber; ECC Operations (CDHB);
Subject: RE: Consumer feedback making assisted bookings through WA for Kaikoura

Resending to cc in [REDACTED] Please forward to those who need this feedback.

Ngā mihi,

[REDACTED]
Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
M: [REDACTED]
E: [REDACTED]@pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: [REDACTED]
Sent: Wednesday, 19 May 2021 5:45 PM
To: [REDACTED]@whakarongorau.nz>; [REDACTED]@whakarongorau.nz>; [REDACTED]
 [REDACTED]@deloitte.co.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; ECC Operations (CDHB)
 <ECCOpsCDHB@cdhb.health.nz>; [REDACTED]@whakarongorau.nz>; [REDACTED]
 [REDACTED]@accenture.com>
Subject: Re: Consumer feedback making assisted bookings through WA for Kaikōura
Importance: High

Following my email, please see further feedback from Angela Operations lead in Kaikōura.

Ngā mihi,

[REDACTED]
Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
M: [REDACTED]
E: [REDACTED]@pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

Double Up

From: [REDACTED]
Sent: Wednesday, 19 May 2021 5:22 PM
To: [REDACTED] <[REDACTED]@whakarongorau.nz>
Cc: [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>
Subject: Consumer feedback making assisted bookings through WA for Kaikōura
Importance: High

Kia ora [REDACTED]

Following up with an email from phone and text conversations throughout the day with the assisted booking for Kaikōura live from 9am this morning.

Firstly, absolutely appreciate that we are in pilot phase and the purpose is to iron out issues as we go, putting these into an email so we have a record of the things to follow up and lessons learnt etc. He waka eke noa (we are all in this together)!

Feedback from today is that around 9am there were several people who called 0800 28 29 26 who gave their access code (which was unable to bypass eligibility criteria as below) they were told they needed to call the canterbury number 0800 CANVAX. Feedback was also that wait time was approx. 1 hour. These folks called 0800CANVAX and were told they couldn't be booked in Kaikōura.

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I spoke to [REDACTED] who has followed up with WA [REDACTED] recorded call will be listened to and person followed up/contacted by WA to be booked in.

Ngā mihi,
[REDACTED]

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M: 9(2)(a)

E: @pegasus.health.nz

Canterbury

District Health Board

Te Poari Hauora o Waitaha

From: 9(2)(a) <@deloitte.co.nz>

Sent: Tuesday, 18 May 2021 8:26 PM

To: 9(2)(a) <@whakarongorau.nz>; 9(2)(a) <@pegasus.org.nz>

Cc: 9(2)(a) <@whakarongorau.nz>; 9(2)(a) <@deloitte.co.nz>; 9(2)(a)

9(2)(a) <@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>

Subject: FOR IMPLEMENTATION 19/05 AM - New Call Centre Access Code

Importance: High

Hello 9(2)(a)

We have a learning that we need to apply tomorrow. 9(2)(a) we've already spoken. 9(2)(a) - we are due to shortly.

I've set this out in a structured format as it may help with communicating to the WA team.

Executive Summary

Problem: The Call Centre Access Code, issued to 9(2)(a) today, that has been communicated to 80 Kaikoura health hub staff and 120 Healthcare staff and General practice, will not work when entered in the booking system.

Solution: We need to replace the Call Centre Code issued today with a new one. WA will only use this new code in all bookings. 9(2)(a) will communicate this new code in all communications going forward. No advice to our Health partners or consumers is necessary.

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The Problem is that the old code, issued to 9(2)(a) today, has been communicated to 80 Kaikoura health hub staff and 120 Healthcare staff and General practice, and will not work.

The Solution

We will make some adjustments to our forward process so that this problem is transparent to, and does not impact our consumers.

The new Access Code is [REDACTED]

[REDACTED] - when someone calls WA quoting the old code, WA will treat that only as 'authority to book' and will **enter the new code into the booking form.**

[REDACTED] - we will only **provide the new code for the remaining communications** due to be released tomorrow.

WA Script

[REDACTED] your script might be:

If a caller quotes [REDACTED] you will enter [REDACTED] into the booking form.

If a caller quotes [REDACTED], you will enter the same number [REDACTED] into the booking form.

Communications

[REDACTED] your communications sent tomorrow would now read with the new code:

To make the booking, you'll need to provide your unique code [REDACTED] when prompted.

END

This is a valuable learning (and a problem under management) that should be shared across the wider governance group. Before I do so later this evening, it would be good receive any questions or feedback on the above.

Kind regards,

[REDACTED]

Disclaimer:

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Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Thursday, 20 May 2021 9:05 PM
To: Angela Blunt; Mark Limber
Subject: Fwd: Trial the new National Immunisation Booking & Scheduling system[EXTERNAL SENDER]

Kia ora Ange,

Great day today, so nice to watch your team do their thing.

Please send out the email to trial the url link and book themselves. You can use my contact details at the bottom if they have any issues, or yourself and I'll be on the end of the line whenever you need.

Any questions or concerns let me know.

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team

Onsite location Pegasus House Room 109

M 9(2)(a)
 E: @pegasus.health.nz

From: 9(2)(a)@deloitte.co.nz>
Sent: Thursday, May 20, 2021 8:39 PM
To: Mark.Limber@cdhb.health.nz; 9(2)(a)
Cc: 9(2)(a)
Subject: Trial the new National Immunisation Booking & Scheduling system

Use this version – I added do not share this email or link.

Hello Mark and 9(2)(a) – here is the email content for you to use in the morning with 10 invitees. Please add the contact details in the last sentence. Then ready to go.

<Name>

You are invited to take part in a pilot and trial the new National Immunisation Booking & Scheduling system.
Please do not share this email or URL.

We're pleased to tell you that starting this week you'll be able to have your COVID-19 vaccination locally, at Kaikōura Healthcare.

Our designated clinic, located onsite at Kaikōura Health, opened on Thursday 20 May. You can book your appointment online now by clicking on the following 9(2)(a)

You have been given an Access Code of ^{9(2)(a)} [REDACTED] and is for your personal use only. Please enter it into the booking form when requested.

You'll also book your second vaccination at the same time. This can be changed at any time. Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

To participate in this pilot, please complete your booking today. Your Access Code expires on Monday 24 May.

Should you have any issues when using the form or have any questions, please contact <NAME> on <PHONE NUMBER> or <EMAIL>

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Kathleen Smitheram

From: Mark Limber
Sent: Friday, 21 May 2021 9:47 AM
To: Angela Blunt; [REDACTED]
Subject: RE: Trial the new National Immunisation Booking & Scheduling system[EXTERNAL SENDER]

Thanks Angela

I've really appreciated your positive attitude on this. Pilot trials always come up with issues – that's the point of them. I realise that makes it much more difficult for you and the team and you would be well within your rights to be very grumpy at times- thanks for keeping smiling – it makes the job much more easy and enjoyable

Please thank your team and reiterate the importance of this pilot. You are the first team to test the national booking line and will be the first to have people self book online with the national system.

[REDACTED]

[REDACTED] and I both on call this weekend to deal with any issues that come up

Mark Limber

[REDACTED]

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: 21 May 2021 09:09
To: [REDACTED] <[REDACTED]@pegasus.org.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>
Subject: RE: Trial the new National Immunisation Booking & Scheduling system[EXTERNAL SENDER]

Kia ora [REDACTED] and Mark,
 Firstly thanks to you both for your support. It was absolutely brilliant to have [REDACTED] here and I know that in the background you have also been advocating for us Mark. It was good also to see the bigger picture and realise how much is involved for you all as a team. I think some cooms to all of us about the work you are doing would provide us all with a greater understanding of the massive laod you are all carrying at the moment.

I valued your precise and ordered processing [REDACTED] - the team is lucky to have you. You are clear in your communication and that for me is priceless.

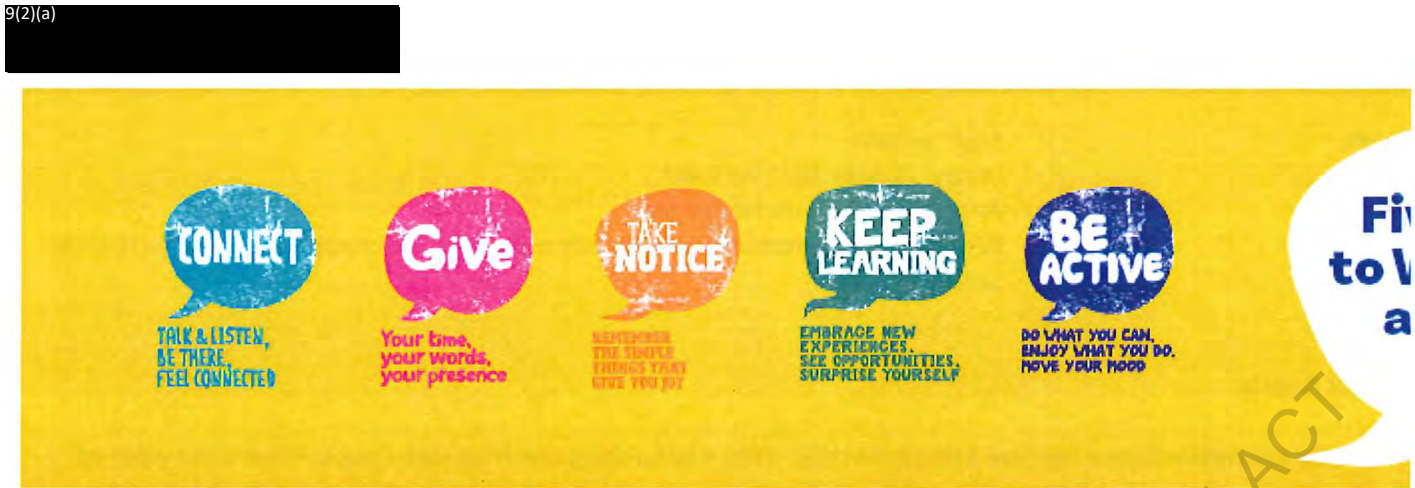
I have sent the link to my ten pilots and the 4 who have so far accessed it and said it is fantastic, simple to use and they think everyone will really like it.

I hope you both get some downtime over the weekend. Thank you again- it feels great to have started and be vaccinating our team and those in emergency services and other health teams.

Kia pai tō kōrua rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: 9(2)(a) [redacted] <[redacted]@pegasus.org.nz>
 Sent: Thursday, May 20, 2021 9:05 PM
 To: Angela Blunt <Angela.Blunt@cdhb.health.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>
 Subject: Fwd: Trial the new National Immunisation Booking & Scheduling system[EXTERNAL SENDER]

Kia ora Ange,

Great day today, so nice to watch your team do their thing.

Please send out the email to trial the url link and book themselves. You can use my contact details at the bottom if they have any issues, or yourself and I'll be on the end of the line whenever you need.

Any questions or concerns let me know.

Ngā mihi,

9(2)(a) [redacted]
Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M: 9(2)(a) [redacted]
 E: 9(2)(a) [redacted] <[redacted]@pegasus.health.nz>

From: 9(2)(a) [redacted] <[redacted]@deloitte.co.nz>
 Sent: Thursday, May 20, 2021 8:39 PM
 To: Mark.Limber@cdhb.health.nz; Charlotte Burgess
 Cc: 9(2)(a) [redacted]
 Subject: Trial the new National Immunisation Booking & Scheduling system

Use this version – I added do not share this email or link.

Hello Mark and 9(2)(a) [redacted] – here is the email content for you to use in the morning with 10 invitees. Please add the contact details in the last sentence. Then ready to go.

<Name>

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Kathleen Smitheram

From: 9(2)(a)@deloitte.co.nz>
Sent: Friday, 21 May 2021 5:31 PM
To: Mark Limber
Cc: 9(2)(a) Angela Blunt; 9(2)(a)
Subject: Trial the new national booking system

REPLACEMENT EMAIL AND ACCESS CODE WITH EXPIRY MIDNIGHT TUES 25 MAY <DELETE THIS LINE> PLEASE AWAIT APPROVAL

You are invited to take part in a pilot and trial the new national booking system. Please do not share this email or the booking URL provided

We're pleased to tell you that starting this week you'll be able to have your COVID-19 vaccination locally, at Kaikōura Healthcare.

Our designated clinic, located onsite at Kaikōura Health, opened on Thursday 20 May. You can book your appointment online now by clicking on the following 9(2)(a)

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You'll also book your second vaccination at the same time. This can be changed at any time. Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

To participate in this trial, please book now. There is a clinic running Saturday 22 May and next week, Thursday through Saturday. **This trial Access Code will expire midnight Tuesday 25 May.**

Should you require assistance when making your booking please contact the COVID Vaccination Healthline on 0800 28 29 26. Please follow the prompts to reach the team for the national booking system and be ready to provide your Access Code.

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Kathleen Smitheram

From: Angela Blunt
Sent: Friday, 21 May 2021 11:35 AM
To: Mark Limber, 9(2)(a)
Subject: RE: COVID Vaccinations[EXTERNAL SENDER]

That would be so fantastic

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: Mark Limber
Sent: Friday, May 21, 2021 11:10 AM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>; 9(2)(a) <[redacted]@pegasus.org.nz>
Subject: RE: COVID Vaccinations[EXTERNAL SENDER]

Great stuff

Just awaiting MOH approval to proceed to issue self booking for another 100 – then the brakes are really off!!

Mark Limber

9(2)(a)

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Sent: 21 May 2021 10:06
To: 9(2)(a) <[redacted]@pegasus.org.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>
Subject: FW: COVID Vaccinations[EXTERNAL SENDER]

FYI

Feedback from one of our local NGO team members below- rest of feedback I have had it via txt and 6/10 so far feedback system working great.

Ngā mihi mahana,

Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

9(2)(a)



9(2)(a)

From [REDACTED]
Sent: Friday, May 21, 2021 10:04 AM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>
Subject: Re: COVID Vaccinations[EXTERNAL SENDER]

Very easy to use - although I did have to ask [REDACTED] what category I fitted under - but that's me and forms!

9(2)(a)

9(2)(a)

On Fri, 21 May 2021 at 09:58, Angela Blunt <Angela.Blunt@cdhb.health.nz> wrote:

Kia ora [REDACTED]

9(2)(a)

You are invited to take part in a pilot and trial the new National Immunisation Booking & Scheduling system. Please do not share this email or URL.

We're pleased to tell you that starting this week you'll be able to have your COVID-19 vaccination locally, at Kaikōura Healthcare.

Our designated clinic, located onsite at Kaikōura Health, opened on Thursday 20 May. You can book your appointment online now by clicking on the following ^{9(2)(a)} [REDACTED]

You have been given an Access Code of ^{9(2)(a)} [REDACTED] and is for your personal use only. Please enter it into the booking form when requested.

You'll also book your second vaccination at the same time. This can be changed at any time. Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

To participate in this pilot, please complete your booking today. Your Access Code expires on Monday 24 May.

Should you have any issues when using the form or have any questions, please contact Angela Blunt on ^{9(2)(a)} [REDACTED] or Angela.Blunt@cdhb.health.nz

Kia pai tō rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

^{9(2)(a)} [REDACTED]



Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz
Sent: Friday, 21 May 2021 4:36 PM
To: 9(2)(a)
Cc: Angela Blunt; 9(2)(a)
Subject: Please give National Booking System access to Kathy Brown[EXTERNAL SENDER]

Kia ora 9(2)(a)

Please give concierge access to 9(2)(a) as discussed on the phone earlier.

Can you please also share the info you sent to Angela yesterday of an overview of how to book a walk-in plus any if you have a sign in info of NBS that'd be great.

9(2)(a)

USER ACCESS FORM		
First name	9(2)(a)	
Last name	9(2)(a)	
Organisational email address	9(2)(a)	
1. Do you have an existing CIR login?	Yes	<input type="checkbox"/>
	No	<input checked="" type="checkbox"/>
	Username	9(2)(a)
2. Will you have access to your email or a device to complete two-factor-authentication when logging in:	Email	<input checked="" type="checkbox"/>
	Device	<input checked="" type="checkbox"/>
	None	<input type="checkbox"/>
3. What is your facility and site, or where do you plan to be located when using the booking solution?	9(2)(a)	
Level of access required	Site admin	<input checked="" type="checkbox"/>
	Concierge	<input type="checkbox"/>

Ngā mihi
 9(2)(a)

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M 9(2)(a)

E: [REDACTED]@pegasus.health.nz

Canterbury

District Health Board

Te Poari Hauora o Waitaha

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Kathleen Smitheram

From: Mark Limber
Sent: Friday, 21 May 2021 5:24 PM
To: Angela Blunt
Cc: 9(2)(a)
Subject: FW: Trial the new national booking system[EXTERNAL SENDER]

Importance: High

Heres the approved email and code Angela

The team are just checking they can see the bookings made today before we send this. I'll text/call you and email you when I get the green light

M

Mark Limber
 9(2)(a)

From: 9(2)(a)@deloitte.co.nz>
Sent: 21 May 2021 15:50
To: Mark Limber <Mark.Limber@cdhb.health.nz>
Cc: 9(2)(a)@health.govt.nz>; 9(2)(a)@pegasus.org.nz>
Subject: Trial the new national booking system[EXTERNAL SENDER]
Importance: High

Hello Mark. Sending you this email now so you have it ready to send ONCE 9(2)(a) PROVIDES APPROVAL. This requires us first to complete the name matching exercise.<DELETE THIS LINE>

You are invited to take part in a pilot and trial the new national booking system. Please do not share this email or the booking URL provided

We're pleased to tell you that starting this week you'll be able to have your COVID-19 vaccination locally, at Kaikōura Healthcare.

Our designated clinic, located onsite at Kaikōura Health, opened on Thursday 20 May. You can book your appointment online now by clicking on the following URL: 9(2)(a)

You have been given an Access Code of 9(2)(a) and is for your personal use only. Please enter it into the booking form when requested.

You'll also book your second vaccination at the same time. This can be changed at any time. Once you've booked, you'll be sent an email and text message confirming the date and time of your appointment.

To participate in this trial, please book now. There is a clinic running Saturday 22 May and next week, Thursday through Saturday. **This trial Access Code will expire midnight Tuesday 25th May**

Should you require assistance when making your booking please contact the COVID Vaccination Healthline on 0800 28 29 26. Please follow the prompts to reach the team for the national booking system and be ready to provide your Access Code.

Kathleen Smitheram

From: Mark Limber
Sent: Friday, 21 May 2021 6:02 PM
To: Angela Blunt ^{9(2)(a)}
Subject: Fwd: Trial the new national booking system[EXTERNAL SENDER]

Here's the email with replacement code Angela

Good to go
Thanks.

M

Mark Limber
^{9(2)(a)}

Double Up



Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz
Sent: Friday, 21 May 2021 11:40 AM
To: Mark Limber, 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Pilot site no 2 Canterbury

Kia ora all,

Yes Rolleston is launching 3rd June and we they would be an excellent population to trial as second pilot for NIBS.

9(2)(a) is the site lead who I've cc'd in and I'll be involved for additional support from our end. 9(2)(a) has sent the schedule and list of folk who need access to 9(2)(a) for set up.

Can we please agree on Rolleston being the second pilot site rather than Akaroa and get the ball rolling on the setup?

Ngā mihi,

9(2)(a)

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109

M 9(2)(a)
 E: 9(2)(a)@pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Mark Limber <Mark.Limber@cdhb.health.nz>

Sent: Thursday, 20 May 2021 12:34 PM

To: 9(2)(a)@health.govt.nz; 9(2)(a)@deloitte.co.nz; 9(2)(a)

9(2)(a)@health.govt.nz

Cc: 9(2)(a)@pegasus.org.nz

Subject: Pilot site no 2 Canterbury

Hi team

In light of some of the issues we've faced in filling clinics using assisted booking and the fact that the self-booking pattern will not be approved until Tuesday next week (assuming we can test it this week at Kaikoura) the Canterbury programme team have decided not to go ahead with the second pilot site at Akaroa

Akaroa goes live on Wednesday of next week and so we don't have the confidence at this stage of having all the issues resolved in enough time to fill booking slots for the early clinics.

Next week we have Amberley and Akaroa community hubs going live on Tuesday and Wednesday respectively and we have delayed our Rolleston site go live to the following week - 3rd June I think - 9(2)(a) can confirm.

Therefore we may look to use Rolleston as our 2nd pilot site.

Mark Limber
Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme
 Canterbury District Health Board

9(2)(a)

From: [Mark Limber](#)
To: 9(2)(a)
Cc: 9(2)(a)
Subject: [External] Re: Online booking folk[EXTERNAL SENDER]
Date: Friday, 21 May 2021 6:08:43 PM

This message is from an **EXTERNAL SENDER** - be **CAUTIOUS**, particularly with links and attachments.

Ok so I'm going to follow up with these 2 specifically to find out what's happened

But threshold met so sending comms.

Mark Limber

9(2)(a)

From: 9(2)(a)@health.govt.nz>
Sent: Friday, May 21, 2021 5:47:59 PM
To: 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>
Cc: Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)
 9(2)(a)@accenture.com>; 9(2)(a)@accenture.com>; 9(2)(a)
 9(2)(a)@health.govt.nz>
Subject: RE: RE:Online booking folk[EXTERNAL SENDER]

Hi,

I can confirm that all are in the system except these two:

9(2)(a)

Thanks,

From: 9(2)(a)@deloitte.co.nz>
Sent: Friday, 21 May 2021 5:30 pm
To: 9(2)(a)@health.govt.nz>
Cc: Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)@health.govt.nz>;
 9(2)(a)@accenture.com>; 9(2)(a)
 9(2)(a)@accenture.com>; 9(2)(a)@health.govt.nz>
Subject: RE:Online booking folk

Mark

Updated email with new Access Code on the way.

Only for use following approval

9(2)(a)

Sent from my iPhone

On 21/05/2021, at 5:17 PM, 9(2)(a)@health.govt.nz wrote:

9(2)(a) can you confirm that we can see them in the system on our end, then the wider invite can go out with new code as discussed.

From: Mark Limber <Mark.Limber@cdhb.health.nz>

Sent: Friday, May 21, 2021 5:15:06 PM

To: 9(2)(a) <[9\(2\)\(a\)@deloitte.co.nz](mailto:9(2)(a)@deloitte.co.nz)>; 9(2)(a) <[9\(2\)\(a\)@health.govt.nz](mailto:9(2)(a)@health.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@health.govt.nz](mailto:9(2)(a)@health.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@accenture.com](mailto:9(2)(a)@accenture.com)>; 9(2)(a) <[9\(2\)\(a\)@accenture.com](mailto:9(2)(a)@accenture.com)>; 9(2)(a) <[9\(2\)\(a\)@health.govt.nz](mailto:9(2)(a)@health.govt.nz)>

Subject: FW: Online booking folk

Spoke to Angela

All 10 had no problem booking in

See below

She has 80 slots to fill tomorrow so if we can get the comms and code out for the next 100 tonight it would be a big help

M

Mark Limber

9(2)(a)

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>

Sent: 21 May 2021 17:12

To: Mark Limber <Mark.Limber@cdhb.health.nz>

Subject: Online booking folk

Kia ora,

The following 10 people tested the URL today

9(2)(a)

[Redacted list of 10 names]

Thanks Mark,

Kia pai to ra,

Nga mihi mahana,

Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)

<image001.jpg>

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Statement of confidentiality: This e-mail message and any accompanying

Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Monday, 24 May 2021 4:20 PM
To: 9(2)(a) Chelsea Dickson; Gloria Hsu; 9(2)(a)
 9(2)(a) Angela Blunt; 9(2)(a)@kaikourahc.co.nz
Subject: National Immunisation Booking System – System Update
Attachments: NIBS - How to Export and Run a Report 240521.pdf

Kia ora koutou,

Thank you for being part of the team helping us protect New Zealand through our COVID-19 vaccination efforts. We are so thrilled that you are working with us as early adopters on the National Immunisation Booking System (NIBS).

We are writing to advise of a few changes that occur overnight to both the front-end and back-end NIBS system. The primary reason for this is to get the system ready for migration into the Covid Immunisation Register (CIR) system which we expect to occur later in the week – please watch out for further information from us on this.

There is no specific action required by you for tonight's update except to make users aware of the key changes below:

- Front-end NIBS (i.e. Skedulo): There are new fields - preferred first name, middle name, ethnicity and NHI number.
- Back-end NIBS (i.e. AVMS): There is new functionality to run and export reports of your jobs (i.e. bookings). Please see **attached** for more information.

Remember, If you have issues with NIBS please contact the COVID-19 Imms ServiceDesk by emailing help@C-19imms.min.health.nz or call the team on 0800 223 987.

- Please note these channels are currently monitored 8am – 8pm, Monday – Sunday
- In the email please provide a detailed description of the issue including:
 - That your issue relates to the Production (Live) NIBS Environment.
 - Your full name.
 - Your mobile number so the resolver can contact you to resolve the issue.

Kind regards,

9(2)(a)

Ministry of Health | www.moh.govt.nz



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4 User Training

oncierge: How to run a report

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Incierge: Run a report – via NIBS

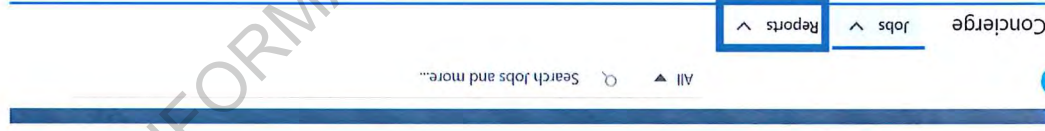
Login to Salesforce

From the tabs on the left side, click 'All Reports

If you do not have a Salesforce account, contact your Site Administrator

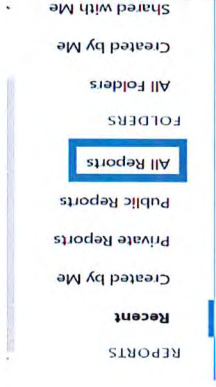
URL Location will be provided during training

Click 'Reports'



Click 'All Jobs'


Report Name	Description	Folder	Created By
All Jobs	A report containing the jobs, can be filtered to show specific consumers, dates, and locations.	Public Reports	Ellia Sheedy
My Team's Bookings	A report that will generate your team's upcoming bookings. To see today's appointment, filter the "Start" column.	Public Reports	Shaheryar Chaudhry
Population Conditions Report		Public Reports	Anna Loughnan
Population Prescriptions		Public Reports	Anna Loughnan
Sample Flow Report	Which flows run, what's the status of each interview, and how long do users take to complete the screens?	Public Reports	Automated Process
Screen Flows		Public Reports	Anna Loughnan
Sample Report # of Accounts	How many accounts are being added to Salesforce?	Public Reports	Anna Loughnan



Concierge: Run a report – via NIBS

5

The following 'All jobs' report can be filtered via dates and locations to find specific consumers.

<div>  <div> Report: Jobs All Jobs </div> </div> <p>A report containing the jobs, can be filtered to show specific consumers, dates, and locations.</p>						
	Job: Job Name ▾	Account ▾	Booking ▾	Location ▾	<input checked="" type="checkbox"/> Confirmation Number ▾	Start ▾
1	JOB-0003	9(2)(a)				-
2	JOB-0001					12/05/2021, 1:45 am
3	JOB-0000					19/04/2021, 11:15 am
4	JOB-0004					20/04/2021, 12:00 am
5	JOB-0005					11/05/2021, 12:00 am
6	JOB-0006					19/04/2021, 12:00 pm
7	JOB-0007					10/05/2021, 11:30 am
8	JOB-0008					19/04/2021, 1:30 pm
9	JOB-0009					10/05/2021, 11:45 am
10	JOB-0010					20/04/2021, 3:00 pm

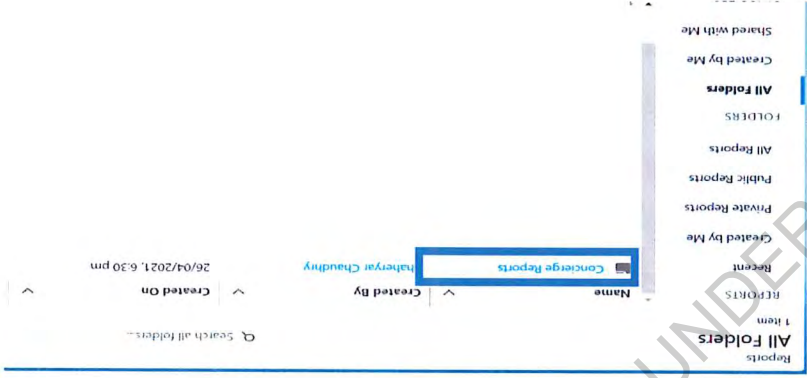
Concierge: Run a report for todays bookings – via BS

Click 'Reports'



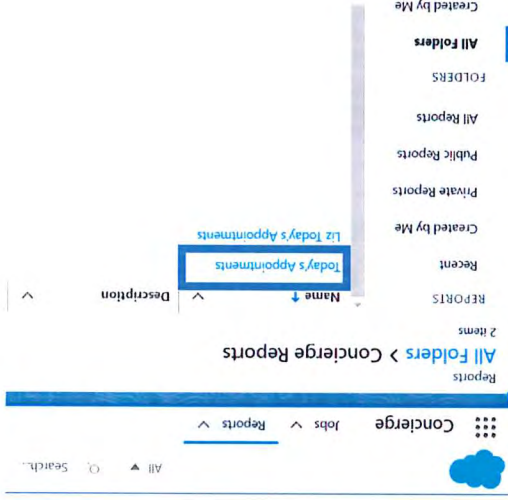
8

Click 'Concierge Reports'

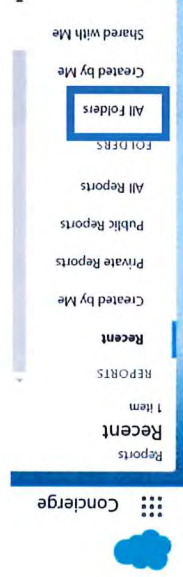


9

Click 'Today's Appointments'




Click 'All Folders'



Concierge: Run a report for today's bookings – via BS

10 You should now be viewing the below report



All

Search...

★

+

?

⚙


🔔

👤

Concierge

Jobs

Reports



Report: Jobs
Today's Appointments

Q

▼

↺

Edit

Total Records
12

	Job: Job Name	Confirmation Number	Location	Start	First Name	Last Name	Birthdate	Address
1	JOB-0294	[REDACTED]						
2	JOB-0117							
3	JOB-0282							

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RELEASED UNDER THE OFFICIAL INFORMATION ACT

4 User Training

oncierge: How to export a report

Concierge: Export a report – via NIBS

1

Once you are viewing a report, click the drop down arrow on the right hand side

Report: Jobs
Today's Appointments

Total Records
12

	Job: Job Name	Confirmation Number	Location	Start	First Name	Last Name	Birthdate	Address
1	JOB-0294	9(2)(a)						
2	JOB-0117							
3	JOB-0282							

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Incierge: Export a report – via NIBS

Click 'Export'

2

The screenshot displays the Salesforce Classic interface for the 'Incierge' report. The left sidebar contains a menu with the following items: 'Add to Dashboard', 'Delete', 'Export' (highlighted with a blue box), 'Subscribe', 'Save', 'Save As', and 'Edit (Salesforce Classic)'. The main content area shows a table with the following columns: 'Information Number', 'Location', 'Start', 'First Name', 'Last Name', 'Birthdate', and 'Address'. The table data is completely redacted with a large black box. The top navigation bar includes a search bar, a 'Reports' dropdown menu, and a 'All' button. A blue circle with the number '2' is overlaid on the 'Export' button in the sidebar.

ncierge: Export a report – via NIBS

3

Pick a view, and click 'Export' on the bottom of the page.

Export

Export View

Formatted Report

Export the report, including the report header, groupings, and filter settings.

Details Only

Export only the detail rows. Use this to do further calculations or for uploading to other systems.

Format

Excel Format .xlsx
▲▼

Cancel
Export

4

The report will now be exported to your into a .xlsx file

Today's Appointments
As of 2021-05-21 16:23:09 New Zealand Standard Time/NZST • Generated by Joshua Manuel • Sorted by Confirmation Number (Descending)

Filtered By
Show: All jobs
Date Field: Start equals Today (21/05/2021 to 21/05/2021)

Job: Job Name	Confirmation Number	Location	Start	First Name	Last Name	Birthdate	Address
JOB-0294	9(2)(a)						
JOB-0117							
JOB-0302							
JOB-0282							
JOB-0288							

Kathleen Smitheram

From: Angela Blunt
Sent: Monday, 24 May 2021 12:03 PM
To: [REDACTED] Mark Limber
Cc: [REDACTED]
Subject: RE: Bookings for Kaikoura Health care

Also any progress on an easy process for booking the second vaccination for those we called in at short notice to ensure no vaccine wastage as they were not booked in the NIBS. We will continue to tell them to book their second appointment as though it is their first and then just cancel the other second appointment after they have had their second jab

Thanks team,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: Angela Blunt
Sent: Monday, May 24, 2021 11:56 AM
To: [REDACTED]@pegasus.org.nz; [REDACTED]@health.govt.nz
Cc: [REDACTED]@pegasus.org.nz; [REDACTED]@pegasus.org.nz
Subject: Bookings for Kaikoura Health care

Kia ora team,

No wastage last week which is awesome and we are well through recalling our Maori whanau aged 55 years and over. Thanks to you both for your support last Thursday and by phone since then.

A few wee anomalies with the booking system:

Can you please confirm that the following are the clinic times and that there are 2 nurses are loaded on the system?

Thursday 5p.m.-8p.m

Friday 10a.m.- 2.30p.m.

Saturday 9a.m.-12 noon and 1p.m. and 4p.m.

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- Some days the appointments are 30 minutes and some days they are 6 minutes.
- Random start times on the booking system= eg 10.12 a.m. on 28th May when I know from the booking record we only have one booking for the 10:00 and 10:06 time slots when there should be 2 appointments in each of those slots as we have 2 nurses working- hope that makes sense to you.

Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

Thanks so much for your help

Kia pai tō kōrua rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

9(2)(a)



Kathleen Smitheram

From: Angela Blunt
Sent: Monday, 24 May 2021 3:57 PM
To: Mark Limber; [REDACTED]
Cc: [REDACTED]
Subject: RE: Bookings for Kaikoura Health care

Thanks Mark and [REDACTED]

We are ready to fly and the clinics in the weekend worked really well so we want to continue in the same way. The people being vaccinated were very complimentary of the system.

Also those who have so far tested the url have sent positive feedback. I tested it on a wide range of the community from young 18 year old Maori living with Kaumatua to those well over 65 years of age and so far no issues at all. I asked them to only provide feedback if it had not worked but as always happens lots provided feedback anyway and it was all positive. I am not sure if the 100 links have all been used as I sent it out via some service groups and iwi groups in the community as this was the quickest and easiest way for me to share the information..

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: Mark Limber
Sent: Monday, May 24, 2021 12:17 PM
To: Angela Blunt <Angela.Blunt@cdhb.health.nz>; [REDACTED]@pegasus.org.nz; [REDACTED]
 [REDACTED]@health.govt.nz
Cc: [REDACTED]@pegasus.org.nz; [REDACTED]@pegasus.org.nz
Subject: RE: Bookings for Kaikoura Health care

This is the correct workaround at the moment Angela

The team are working on a fix

Ill connect with [REDACTED] on the other anomalies.

We need to get you flying this week now

Mark Limber

Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme

Canterbury District Health Board

9(2)(a)

Canterbury
District Health Board
Te Poari Hauora o Waitaha



From: Angela Blunt

Sent: Monday, 24 May 2021 12:03 PM

To: 9(2)(a) <[redacted]@pegasus.org.nz>; 9(2)(a) <[redacted]@health.govt.nz>;

Mark Limber <Mark.Limber@cdhb.health.nz>

Cc: 9(2)(a) <[redacted]@pegasus.org.nz>; 9(2)(a) <[redacted]@pegasus.org.nz>

Subject: RE: Bookings for Kaikoura Health care

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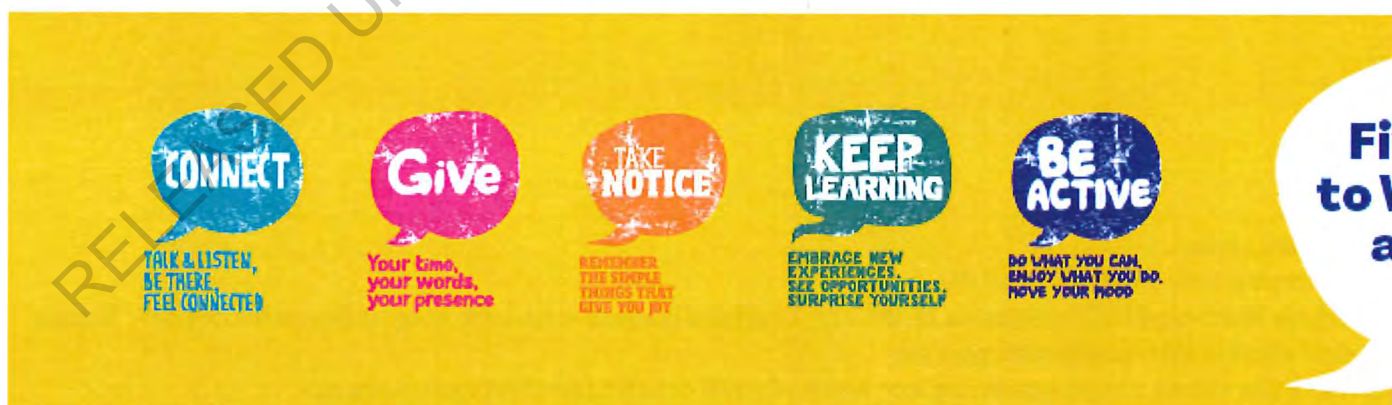
Thanks team,
Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: Angela Blunt

Sent: Monday, May 24, 2021 11:56 AM

To: 9(2)(a) <[redacted]@pegasus.org.nz>; 9(2)(a) <[redacted]@health.govt.nz>

Cc: [REDACTED] 9(2)(a) @pegasus.org.nz>; [REDACTED] 9(2)(a) @pegasus.org.nz>
Subject: Bookings for Kaikoura Health care

Kia ora team,

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Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

Thanks so much for your help

Kia pai tō kōrua rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

[REDACTED] 9(2)(a)



Kathleen Smitheram

From: Angela Blunt
Sent: Monday, 24 May 2021 4:05 PM
To: [REDACTED]
Cc: Mark Limber, [REDACTED]
Subject: RE: NBS Actions required -Kaikōura Health care

Kia ora [REDACTED]

Thanks for all the work you have done. We have expected the teething issues and appreciate your prompt action.

Can I ask how, in the system., I can get a report like the one I have copied below as it is much easier than trying to see how many booked and how many available in the report I am looking at? WE can then plan for staff to call in other patients over 65 on the day of or before the clinic if I can access and update this report.

Friday, 28 May 2021			Last Updated from AWS: 24/05/2021, 03:26 pm NZST			Day
Total Slots		Scheduled Appointments		Reserved Appointments		Available Slots
90		35		0		55
Time Slot	Slot Duration	Total Slots	Scheduled Ap...	Reserved App...	Available	
10:00 AM	6 min	2	1	0	1	

Thanks again for your prompt response.

Kia pai tō kōrua/ koutou rā,

Ngā mihi mahana,

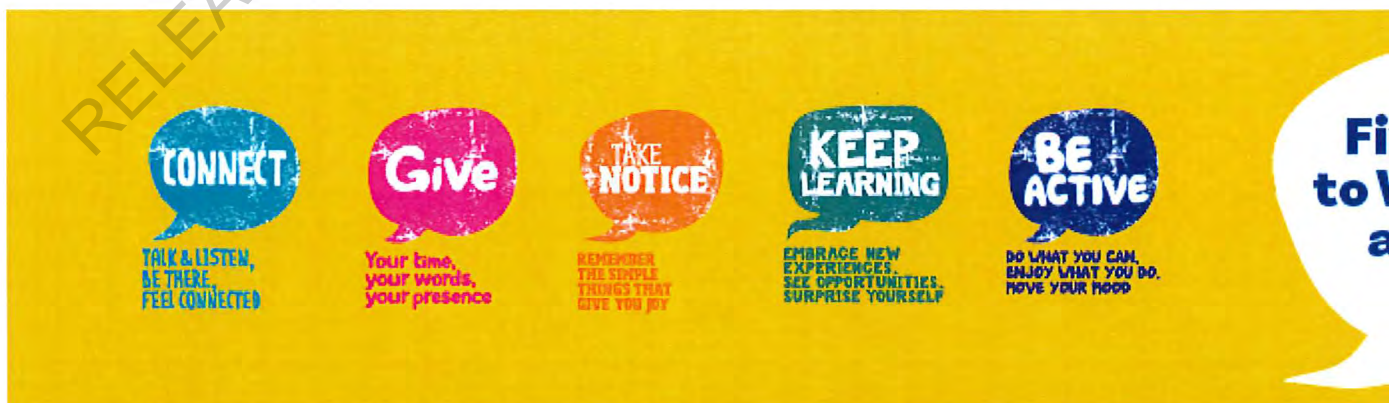
Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: [REDACTED]@health.govt.nz]
 Sent: Monday, May 24, 2021 3:42 PM
 To: [REDACTED]@deloitte.co.nz>; [REDACTED]@pegasus.org.nz>
 Cc: Mark Limber <Mark.Limber@cdhb.health.nz>; Angela Blunt <Angela.Blunt@cdhb.health.nz>; [REDACTED]@pegasus.org.nz>; [REDACTED]@deloitte.co.nz>
 Subject: RE: NBS Actions required -Kaikōura Health care

Hi [REDACTED]

I had incorrectly assigned one vaccinator instead of two, so the slots should be correct now, see below:

Related Details <u>Availability</u> Reporting						
Default hours						
Set your locations default opening hours and capacity. These are used to display the opening times of your location on search results.						
Day	Opening hours			Time window duration (mins)	Appointments per time window	
MON	Unavailable					
TUE	Unavailable					
WED	Unavailable					
<input checked="" type="checkbox"/> THU	05:00 PM	08:00 PM	All day	6	2	Action
<input checked="" type="checkbox"/> FRI	10:00 AM	02:30 PM	All day	6	2	Action
<input checked="" type="checkbox"/> SAT	09:00 AM	12:00 PM	All day	6	2	Action
	01:00 PM	04:00 PM		6	2	Action
SUN	Unavailable					

The random things have been caused by me altering the hours on the fly last Thursday, we have discovered updating site availability whilst the site is operating can have some unintended consequences, which would have let through the booking for this Thursday 27th at 1:30pm. I have also checked and can confirm that the booking slots are all 6 minutes.

See the details for the appointment in case you want to connect with the consumer to reschedule.

9(2)(a)

Title Email Mobile 9(2)(a) Account Owner 9(2)(a)

Details Related

Account Owner
9(2)(a)

Account Name
9(2)(a)

Birthdate
9(2)(a)

Is Registration? ⓘ

Tracked Fields Last Updated

MiddleNames

PrefFirstName

PrefLastName

Ethnicity

NHI Number

Billing Address

Created By
9(2)(a)

Description

Regarding the rest of the appointments I have checked these and they now look okay, see below:

Thursday

Thursday, 27 May 2021			Last Updated from AWS: 24/05/2021, 03:25 pm NZST			Day
Total Slots	Scheduled Appointments		Reserved Appointments		Available	
60	28		0		32	
Time Slot	Slot Duration	Total Slots	Scheduled Ap...	Reserved App...	Availab	
05:00 PM	6 min	2	3	0	-1	

Friday

Friday, 28 May 2021

Last Updated from AWS: 24/05/2021, 03:26 pm NZST

Day

Total Slots

1

90

Scheduled Appointments

1

35

Reserved Appointments

1

0

Available Slots

1

55

Time Slot

v

Slot Duration

v

Total Slots

v

Scheduled App...

v

Reserved App...

v

Available

10:00 AM

6 min

2

1

0

1

Saturday

Saturday, 29 May 2021

Last Updated from AWS: 24/05/2021, 03:30 pm NZST

Day

Total Slots

1

120

Scheduled Appointments

1

13

Reserved Appointments

1

0

Available

1

107

Time Slot

v

Slot Duration

v

Total Slots

v

Scheduled Ap...

v

Reserved App...

v

Available

09:00 AM

6 min

2

4

0

2

I can confirm that I have closed Kaikoura for the fifth of June.

Please let me know if there is anything that does not look okay?

Thanks very much and apologies for the teething issues.

9(2)(a)

From: 9(2)(a) <[redacted]@deloitte.co.nz>

Sent: Monday, 24 May 2021 2:42 pm

To: 9(2)(a) <[redacted]@pegasus.org.nz>; 9(2)(a) <[redacted]@health.govt.nz>

Cc: Mark Limber <Mark.Limber@cdhb.health.nz>; Angela Blunt <Angela.Blunt@cdhb.health.nz>; 9(2)(a) <[redacted]@pegasus.org.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>

Subject: RE: NBS Actions required -Kaikōura Health care

Thanks 9(2)(a) <[redacted]>

9(2)(a) <[redacted]> will respond but I will keep across and check-in with Adrian later today.

Kind regards,

9(2)(a)

From: 9(2)(a) <[redacted]@pegasus.org.nz>

Sent: Monday, 24 May 2021 2:03 pm

To: 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>

Cc: Mark Limber <Mark.Limber@cdhb.health.nz>; Angela Blunt <Angela.Blunt@cdhb.health.nz>; 9(2)(a) <[redacted]>

9(2)(a) [redacted] @pegasus.org.nz>

Subject: [EXT] NBS Actions required -Kaikōura Health care

Kia ora 9(2)(a) [redacted]

Can you please look at each of these individual issues from Kaikōura which Angela has sent through and come back to be with outcomes? Please also note comments around the 2nd dose work around in email thread below.

Can you please confirm that the following are the clinic times and that there are 2 nurses are loaded on the system?

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Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

We need to send out a link to a wider group in Kaikōura ASAP to get clinics full so it is essential we are well set with the schedule etc before that time.

Ngā mihi,

9(2)(a) [redacted]

Primary Care COVID Vaccine Team
Onsite location Pegasus House Room 109
 M: 9(2)(a) [redacted]
 E: [redacted] @pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Mark Limber <Mark.Limber@cdhb.health.nz>

Sent: Monday, 24 May 2021 12:17 PM

To: Angela Blunt <Angela.Blunt@cdhb.health.nz>; 9(2)(a) [redacted] @pegasus.org.nz; 9(2)(a) [redacted] @health.govt.nz

Cc: 9(2)(a) [redacted] @pegasus.org.nz; 9(2)(a) [redacted] @pegasus.org.nz

Subject: RE: Bookings for Kaikoura Health care

This is the correct workaround at the moment Angela

The team are working on a fix

I'll connect with 9(2)(a) [redacted] on the other anomalies.

We need to get you flying this week now

Mark Limber

Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme

Canterbury District Health Board

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Canterbury
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Te Poari Hauora o Waitaha

**From:** Angela Blunt**Sent:** Monday, 24 May 2021 12:03 PM**To:** 9(2)(a) <[redacted]@pegasus.org.nz> 9(2)(a) <[redacted]@health.govt.nz>;

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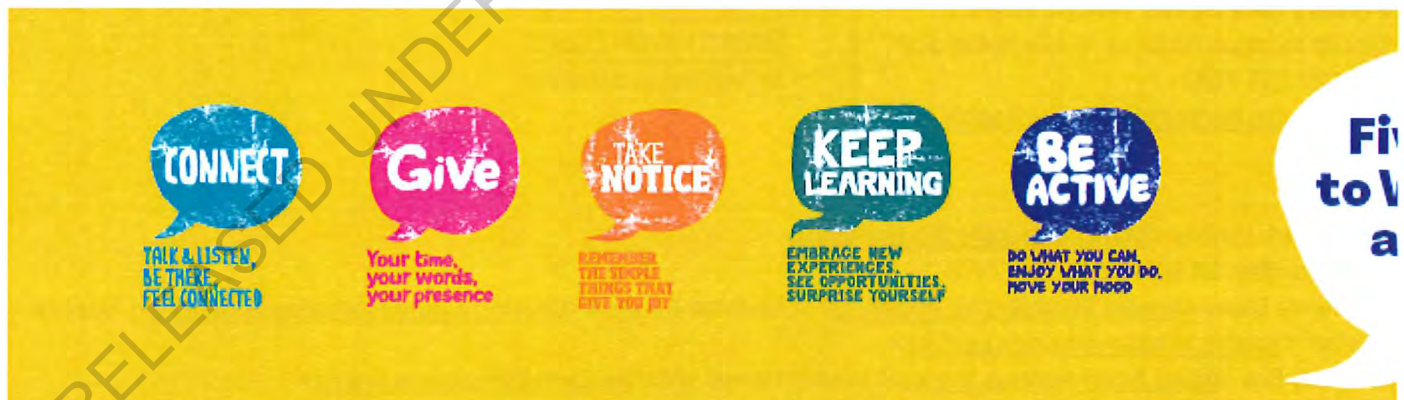
Cc: 9(2)(a) <[redacted]@pegasus.org.nz> 9(2)(a) <[redacted]@pegasus.org.nz>**Subject:** RE: Bookings for Kaikoura Health care

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Thanks team,
Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

9(2)(a)

**From:** Angela Blunt**Sent:** Monday, May 24, 2021 11:56 AM**To:** 9(2)(a) <[redacted]@pegasus.org.nz> 9(2)(a) <[redacted]@health.govt.nz>**Cc:** 9(2)(a) <[redacted]@pegasus.org.nz> 9(2)(a) <[redacted]@pegasus.org.nz>**Subject:** Bookings for Kaikoura Health care

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Friday 10a.m.- 2.30p.m.

Saturday 9a.m.-12 noon and 1p.m. and 4p.m.

We have a few random things happening like:

- on Thursday this week an appointment booked at 1.30p.m.
- No appointments available for booking using the system on Thursday yet the back door report shows that the clinic so far only has 25 bookings instead of the 60 we should have.
- Some days the appointments are 30 minutes and some days they are 6 minutes.
- Random start times on the booking system= eg 10.12 a.m. on 28th May when I know from the booking record we only have one booking for the 10:00 and 10:06 time slots when there should be 2 appointments in each of those slots as we have 2 nurses working- hope that makes sense to you.

Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

Thanks so much for your help

Kia pai tō kōrua rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

9(2)(a)



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Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Monday, 24 May 2021 4:02 PM
To: 9(2)(a)
Cc: Mark Limber, 9(2)(a)
Subject: NIBS Schedule - Pilot #2 please enter Rolleston Unichem Schedule
Attachments: Rolleston Canterbury DHB NIBS_ Site Activation and User Set Up v2.1- Rolleston (1).xlsx

Kia ora 9(2)(a)

Please see the attached information for second Pilot site using NIBS in Canterbury – 9(2)(a) Rolleston Pharmacy.

Please load this into the system 9(2)(a). I think it's worth us checking we both have the same understanding of the way the clinic template should look for this one while we are still testing the set up processes. We have agreed with the team to send out invitations by Friday 28th which is a short lead in time but manageable.

Ngā mihi,

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

**Canterbury Primary Care
 COVID-19 Vaccination Operations Lead**

M 9(2)(a)
 E: 9(2)(a)@pegasus.health.nz

From: 9(2)(a)
Sent: Monday, 24 May 2021 3:51 PM
To: Mark Limber <Mark.Limber@cdhb.health.nz>; Cameron Bradley <Cameron.Bradley@cdhb.health.nz>; Timi Boddington <Timi.Boddington2@cdhb.health.nz>; Rachael Turnbull <Rachael.Turnbull@cdhb.health.nz>; ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>; ECC Operations (CDHB) <ECCOpsCDHB@cdhb.health.nz>; ECC Intelligence (CDHB) <ECCIntelCDHB@cdhb.health.nz>; ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>; 9(2)(a)@ccn.health.nz>
Cc: 9(2)(a)@pegasus.org.nz>; 9(2)(a)@pegasus.org.nz>; 9(2)(a)@pegasus.org.nz>
Subject: Rolleston 9(2)(a) Schedule - Thursday 3 June ongoing regular schedule

Kia ora all,

Please see the attached info for 9(2)(a) Rolleston set up, vaccinating 300/week from 3rd June using National Immunisation Booking Schedule (NIBS).

The form is a working process, Cam has been working on a format that is easier to understand but still provides the information we need. This is the second NIBS pilot site in Canterbury and we will be sending out invitations to book online on Friday 28th May. 9(2)(a) is the site lead for Rolleston and I will be supporting with some of the NIBS aspects.

Mark – FYI I will send to the NIBS MoH team to load into site

Cam/Timi – Please update modelling

Rachael – FYI re ordering vaccine

9(2)(a) – FYI only no action required

Erin 9(2)(a) – FYI

ECC Intel – FYI

Haidee ⁹⁽²⁾_(a) – FYI re comms

Ngā mihi,

⁹⁽²⁾_(a)

**Canterbury Primary Care
COVID-19 Vaccination Operations Lead**

M ⁹⁽²⁾_(a)

E: ⁹⁽²⁾_(a) [@pegasus.health.nz](mailto:superscript92a@pegasus.health.nz)

Canterbury

District Health Board

Te Poari Hauora o Waitaha

RELEASED UNDER THE OFFICIAL INFORMATION ACT

INSTRUCTIONS FOR USE

The purpose of this set up entry form is to expedite the process for DHB and site onboarding into the National Immunisation Booking System (NIBS). This form should be completed by the DHB Operations Lead for all the sites that you plan to use NIBS for COVID-19 immunisation booking and scheduling activities. This form will provide the Ministry and deployment team with information required to schedule deployment of DHBs and sites onto the NIBS and to set up your system users with the correct access permissions to perform their roles.

What are the expected timeframes?

We need this information at least 10 days before the site comes onboard. Allowing enough time to complete these steps will allow us to effectively set up proposed sites in the system, plan for onboarding activities, and coordinating Super User training & User adoption support. We are seeking site setup information as soon as possible to support phasing.

For which sites should I use this form?

Use this form for all sites either currently active or expected to be active in the future.

How is this document organised?

Section 1: Site Set up

This section collects information about the site. Please note that this is just an initial gathering of data. We have provided some information for sites we are aware of but please remove sites that are not relevant e.g. now closed. It is expected that your Regional Site Coordinator (role) will continue to maintain the site availability and information post-onboarding and training. This information will be

Site Information - Includes site details such as the DHB, region, display name (name that will be used in the front-end system), address, etc. The site information also requires you to complete the start date (when the site opens or will be activated). If sites are already active, please provide the date when it opened.

Operational Details - Basic information about the site operations including opening and closing hours, days of operation, and duration of Staff Details - Information about your workforce and resourcing at the site to provide an indication of capacity.

Access & Services - Other relevant information for consumers, such as disability access, language translator on site, etc. This information will be displayed in the consumer front-end.

Section 2: Roles & Resourcing

This section collects information about the key operational roles required to initiate DHB and site onboarding. Details on the proposed roles are provided. Our request is that you provide contact information for those team members who will play the mentioned roles so that deployment team have contact details for these key stakeholders. The project team will be in touch with them to validate the

Section 3: User Setup

This section captures details of the future NIBS users at the site, DHB and/or regional level. Please provide all the details for each future user, indicating their user profile (system role). You will also be asked to identify Training Super Users. These individuals are expected to attend train-the-trainer sessions to acquire the knowledge and tools to train their teams in NIBS (front-end and back-end) Please refer to the onboarding pack for details on the user role (system role) in the onboarding pack. We will review and confirm these roles with you to confirm access permissions are appropriate for each person so they can perform the

Site Information				
DHB	Region	Site Location (display name)	Address	Site Activation Date (when the vaccination site opens)
<i>Example: Auckland DHB</i>	<i>Example: Northern Region</i>	<i>Example: Auckland Vaccination Centre</i>	<i>Example: 1 Main Street, Auckland CBD, Auckland, 1001</i>	<i>Example: 1st May 2021</i>
		9(2)(a) Rolleston	9(2)(a) Rolleston 7614	3-Jun-21
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
CDHB				
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
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CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			
CDHB	Southern Region			20-May
CDHB	Southern Region			25-May
CDHB	Southern Region			26-May
CDHB	Southern Region	9(2)(a) Rolleston		3-Jun
CDHB	Southern Region	9(2)(a) Medical Corners (Rangiora)		9-Jun
CDHB	Southern Region	9(2)(a) Rangiora		10-Jun
CDHB	Southern Region	Amuri		14-Jun
CDHB	Southern Region	Cheviot		14-Jun
CDHB	Southern Region	Hanmer		14-Jun
CDHB	Southern Region	Waikari		14-Jun
CDHB	Southern Region	Methven		15-Jun
CDHB	Southern Region	Darfield		17-Jun
CDHB	Southern Region	9(2)(a) Lincoln		22-Jun

[illegible]

Staff details				
Number of vaccinators (capacity)	Vaccinator throughput per hour	Number of nurses (pharmacy staff please update language)	Number of doctors (Pharmacy staff, please update language)	Number of concierges
Example: 10	Example: 15	Example: 5	Example: 1	Example: 4
1	10	4* Vaccinator	Nil, located at medical centre next door	1
1	10	*4		1
1	10	*4		1
1	10	*4		1
1	10	*4		1
1	10	*4		1
1	10	*4		1
270				
120				
120				
300				
300				
300				
60				
30				
30				
30				
180				
180				
300				

Kathleen Smitheram

From: [REDACTED]@pegasus.org.nz
Sent: Monday, 24 May 2021 4:24 PM
To: [REDACTED] Mark Limber; [REDACTED]
Subject: Feedback on 100 NBS URL users

Kia ora folks,

Please see the feedback below re: users with access to NBS url in Kaikōura and share with those who need this information.

Ngā mihi,

[REDACTED]
Canterbury Primary Care
COVID-19 Vaccination Operations Lead
 M: [REDACTED]
 E: [REDACTED]@pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: Angela Blunt <Angela.Blunt@cdhb.health.nz>

Sent: Monday, 24 May 2021 3:57 PM

To: Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED]@pegasus.org.nz; [REDACTED]

[REDACTED]@health.govt.nz

Cc: [REDACTED]@pegasus.org.nz; [REDACTED]@pegasus.org.nz

Subject: RE: Bookings for Kaikoura Health care

Thanks Mark and [REDACTED]

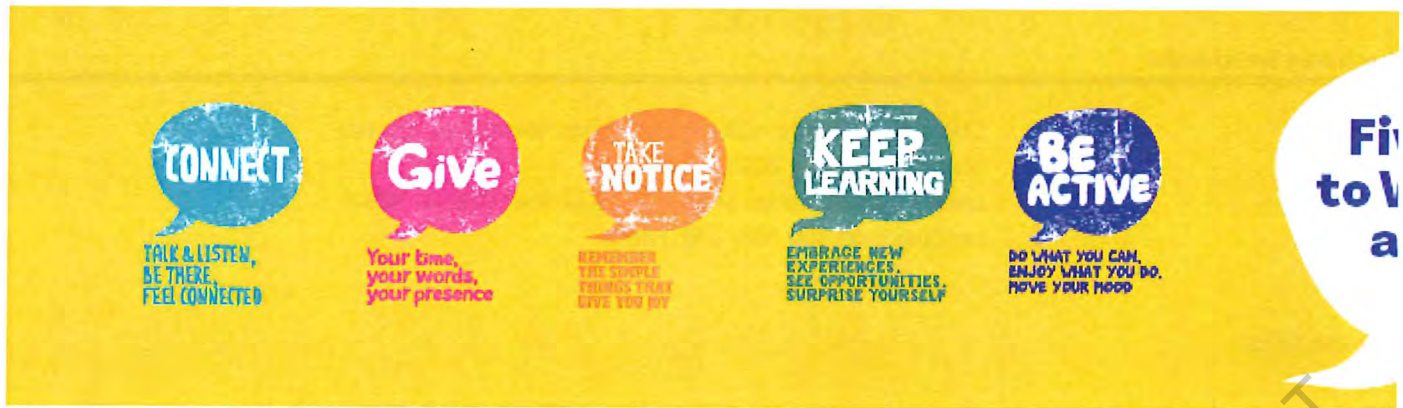
We are ready to fly and the clinics in the weekend worked really well so we want to continue in the same way. The people being vaccinated were very complimentary of the system.

Also those who have so far tested the url have sent positive feedback. I tested it on a wide range of the community from young 18 year old Maori living with Kaumatua to those well over 65 years of age and so far no issues at all. I asked them to only provide feedback if it had not worked but as always happens lots provided feedback anyway and it was all positive. I am not sure if the 100 links have all been used as I sent it out via some service groups and iwi groups in the community as this was the quickest and easiest way for me to share the information..

Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

[REDACTED]



From: Mark Limber

Sent: Monday, May 24, 2021 12:17 PM

To: Angela Blunt <Angela.Blunt@cdhb.health.nz>; [REDACTED] <[REDACTED]@pegasus.org.nz>; [REDACTED] <[REDACTED]@health.govt.nz>

Cc: [REDACTED] <[REDACTED]@pegasus.org.nz>; [REDACTED] <[REDACTED]@pegasus.org.nz>

Subject: RE: Bookings for Kaikoura Health care

This is the correct workaround at the moment Angela

The team are working on a fix

I'll connect with [REDACTED] on the other anomalies.

We need to get you flying this week now

Mark Limber

Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme

Canterbury District Health Board

[REDACTED]

Canterbury

District Health Board

Te Poari Hauora o Waitaha



-West Coast-

DISTRICT HEALTH BOARD
TE POARI HAUORA A ROHE O TAI POUTINI

From: Angela Blunt

Sent: Monday, 24 May 2021 12:03 PM

To: [REDACTED] <[REDACTED]@pegasus.org.nz>; [REDACTED] <[REDACTED]@health.govt.nz>;

Mark Limber <Mark.Limber@cdhb.health.nz>

Cc: [REDACTED] <[REDACTED]@pegasus.org.nz>

Subject: RE: Bookings for Kaikoura Health care

Also any progress on an easy process for booking the second vaccination for those we called in at short notice to ensure no vaccine wastage as they were not booked in the NIBS. We will continue to tell them to book their second appointment as though it is their first and then just cancel the other second appointment after they have had their second jab

Thanks team,
Angela

Angela Blunt
Kaikoura Health Services Manager
Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: Angela Blunt

Sent: Monday, May 24, 2021 11:56 AM

To: 9(2)(a)

@pegasus.org.nz>

9(2)(a)

@health.govt.nz>

Cc: 9(2)(a)

@pegasus.org.nz>

Subject: Bookings for Kaikoura Health care

Kia ora team,

No wastage last week which is awesome and we are well through recalling our Maori whanau aged 55 years and over. Thanks to you both for your support last Thursday and by phone since then.

A few wee anomalies with the booking system:

Can you please confirm that the following are the clinic times and that there are 2 nurses are loaded on the system?

Thursday 5p.m.-8p.m

Friday 10a.m.- 2.30p.m.

Saturday 9a.m.-12 noon and 1p.m. and 4p.m.

We have a few random things happening like:

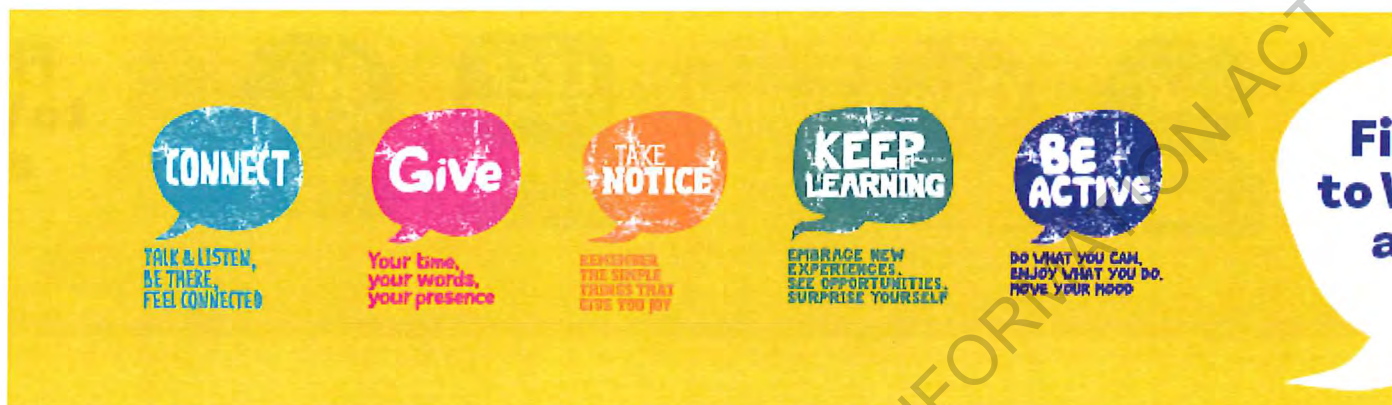
- on Thursday this week an appointment booked at 1.30p.m.
- No appointments available for booking using the system on Thursday yet the back door report shows that the clinic so far only has 25 bookings instead of the 60 we should have.
- Some days the appointments are 30 minutes and some days they are 6 minutes.
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Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

Thanks so much for your help
 Kia pai tō kōrua rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



Kathleen Smitheram

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To: Angela Blunt^{9(2)(a)}
Cc: ^{9(2)(a)}
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Mark Limber
Programme Lead - Technology & Intelligence Systems

Control Centre - COVID-19 Vaccination Programme
 Canterbury District Health Board

^{9(2)(a)}

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha



From: Angela Blunt
Sent: Monday, 24 May 2021 12:03 PM
To: ^{9(2)(a)} <^{9(2)(a)}@pegasus.org.nz>; ^{9(2)(a)} <^{9(2)(a)}@health.govt.nz>;
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Subject: RE: Bookings for Kaikoura Health care

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Thanks team,
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Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

^{9(2)(a)}



From: Angela Blunt

Sent: Monday, May 24, 2021 11:56 AM

To: ^{9(2)(a)} [redacted] <[\[redacted\]@pegasus.org.nz](mailto:[redacted]@pegasus.org.nz)>, ^{9(2)(a)} [redacted] <[\[redacted\]@health.govt.nz](mailto:[redacted]@health.govt.nz)>

Cc: ^{9(2)(a)} [redacted] <[\[redacted\]@pegasus.org.nz](mailto:[redacted]@pegasus.org.nz)>, ^{9(2)(a)} [redacted] <[\[redacted\]@pegasus.org.nz](mailto:[redacted]@pegasus.org.nz)>

Subject: Bookings for Kaikoura Health care

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Can you also confirm that bookings have been closed for Queens birthday Saturday 5th June- it appears open when we look at it on the booking system

Thanks so much for your help

Kia pai tō kōrua rā,

Ngā mihi mahana,

Angela

Angela Blunt

Kaikoura Health Services Manager

Kaikoura Healthcare/Canterbury DHB

^{9(2)(a)} [redacted]

Issues and risk log

Week commencing 10/5	Responsible Person	Site	Date Raised	Date Resolved
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Out of Scope

Week commencing 17/5	Responsible Person	Site	Date Raised	Date Resolved
Critical operational reporting	9(2)(a)		17/5	
Data Workforce session for metrics 9(2)(a) (For now) 9(2)(a) (MoH -more complex)	9(2)(a)		17/5	19/5 – underway see below
Acceptance Criteria -Goal is to progress with outbound calling 80-100 by Thursday	9(2)(a)		17/5	
Review access permissions vs role requirements	9(2)(a)		17/5	Closed
Level 1 support Follow up with 9(2)(a) to ensure the L1 support is in place as new sites are onboarded	9(2)(a)		17/5	Closed
Need to create training content to support DHB and other end users to be able to run key back end reports Also needs to be added into the operational guide.	9(2)(a) 9(2)(a) follow up how to run reports in saleseforce		17/5	Closed – link to reporting action above
Simulate walk-in scenario 50 vaccinations into WA for Thursday & 10 (for end of day) to Mark so doesn't exceed 60.	9(2)(a) / Mark		17/5	Closed 21/5
				Closed

Existing processes -Site have print out of night before bookings next day, if system down for short time WA would revert to existing call back spreadsheet – if down for 24hrs would revert to DC – could be set up in DC as a back up plan if needed to execute	9(2)(a)		17/5	
			18/5	
Format for 80-100 lists – how many people can be given, consistent file format, what data might need to be refreshed each day Follow up directly – Andrew on lists	9(2)(a)		18/5	Closed
By-pass eligibility for access code for Maori & Pacifica	9(2)(a)		18/5	Closed
9(2)(a) to send confirmation – find out when training is booked for to send to 9(2)(a) then comms can go out Before this comms must be approved by Loren 2-4 as per her email this morning with 9(2)(a) 9(2)(a) follow up in person. Healthline is now replace with covid vaccination health line – 9(2)(a) to add to email.			18/5	Closed
WA: Text message piece but not a show stopper just desirable leave yellow but know it's a manageable risk	9(2)(a) Follow up		18/5	Closed
WA Revise Training Technology release next week – walk through today – integration piece – probably wont have access to systems to close of business tomorrow (2days to revise training) – action for next week approval process Chasing processes – preparing for review Wed Orphan to NHI matching	9(2)(a)		18/5	Closed – in review
Tech: Hired another 5 people to support cir, inventory etc – stretched team Reporting on call volumes in workshop 19 th Call volumes for tech support Tomorrow session – what are they key items of information required 1. Wa training and onboarding complete – duplicate of a slide remove row (top 2 talk about WA, 2. Should stay – how to access support) NIBS – complete Training & onboarding green			18/5	Closed
Monitoring & Reporting: Tomorrow			18/5	Closed
Back up plan: Action from 9(2)(a) – “roll back plan”			18/5	Closed

<p>Mark as green – 9(2)(a) – supporting content</p> <p>Support Contact Directory – 9(2)(a)</p> <p>Mark Limber – talked about testing pattern using URL – test in Kaikoura – 9(2)(a) has put together copy out – for out to consumer – progression this week push through governance group</p> <p>-</p> <p>If small discrete group – get ready for next following days (Next suitable date- how we test this with 10 people with the pattern 9(2)(a)) - Checklist ready - SRO sign off Thursday – Monday test</p> <p>GP primary site test – 9(2)(a)</p> <p>Primary care ops team: Not able to get comms out we can't realistically fill those clinics 9(2)(a) – raised DHB's to get through 9(2)(a) "Mark – far easier to contain Out of Scope Chch can do the last two"</p> <p>9(2)(a) – email sent to 9(2)(a)</p>				
			19/5	
<p>Code Best Practice – Access Code Management -code & deployment advice (Loop in 9(2)(a) for knowledge)</p> <p>Responsibility – site level – work with 9(2)(a), WA</p>	9(2)(a)		19/5	WIP need by 27 th
Update on Kaikoura – email from Angela	Mark send to 9(2)(a)		19/5	Closed
Clarification wait-times/ transfer process (if longer than 30min)	9(2)(a)		19/5	Closed
Reasonable wait time	9(2)(a)		19/5	Closed
Support Mark & 9(2)(a) with getting people into sites (to minimise wastage)	9(2)(a)		19/5	Closed (Ongoing support)
Daily Reporting	9(2)(a)		19/5	
			20/5	
<p>9(2)(a) – What's the work around? (shadow site – 2nd booking 2nd code these codes already exist)</p>	9(2)(a) follow up with 9(2)(a)		20/5	Closed
<p>Kaikoura 10 to 100 approval process</p> <ul style="list-style-type: none"> - 10 people green light and comms and if everything going to plan WA will go to 9(2)(a) & Director approval before going to 100 people - At least 8 people make booking before approval to 100 	9(2)(a) to check volumes		20/5	Closed

Success threshold: 50 bookings & no bad news				
Multiple text after cancellation	9(2)(a)		20/5	Closed
Adjusting training guide <ul style="list-style-type: none"> - clearer on size & numbers on site & when (rather than all arriving at the same time) - accurate of reflection of what it does 1. Spreadsheet documentation – in terms of set up 2. Training guidance Creating FAQs Level 2 support	9(2)(a) to work with 9(2)(a)		20/5	Closed – to be reviewed by 9(2)(a) + team
Incorrect time Thursday clinic next week to be updated & no ripple effects	9(2)(a) reported to 9(2)(a)		20/5	Closed
Update scripts <ul style="list-style-type: none"> - eg. No photo ID, masks 	9(2)(a)		20/5	Closed (fine tuning comms as different in regions)
Friday - 21/5				
Code expiry Sunday extend end date to Tuesday <ul style="list-style-type: none"> - wanting to get more people to use the code email comms needs modifying (waiting 8 names)	9(2)(a) talk to 9(2)(a)			Closed
9(2)(a) changing booking slots to 6min <ul style="list-style-type: none"> - Site information change – implications to WA 	9(2)(a)			Closed
2 nd Dose Booking Current Solution: User gets both and then will get cancellation with one. Next week: Single comes next week.	9(2)(a)			Closed
Critical reports -capacity – (aim for live next week)	9(2)(a)			In progress
9(2)(a): Rolleston Waiting for 9(2)(a) to provide code & be approved & setup	9(2)(a) confirm			In progress
Week commencing 24/5	Responsible Person	Site	Date Raised	Date Resolved
Level 2 support needed over weekend for WA	9(2)(a)			In progress
WA Risks <ol style="list-style-type: none"> 1. System functionality (exemption processes, matching, clarification) 2. Business process (no email or phone) – clear message (gives confidence in system) 3. Single appointments tbc (screenshots to be pulled out) 4. Business rules that 5. Update details how to do this – clicks through 	9(2)(a) follow up (3) 9(2)(a) (10) 9(2)(a) to pick up with 9(2)(a) (12) + 9(2)(a) (13)			In progress in NIBS RAID

6. Limitation on location (35km – eg. Healthcare workers rural etc) – how does WA staff know to do that 7. Release management, release notes, distribution list (lead time for impact on training materials) 8. Management of site capacity – with codes 9. Sufficient support – what sites available over weekend 10. Evidence of code not within target group (can't do much about but to be included in engagement pack for DHB) – should be a normal spike and then if grows exponentially & unexpected (turn away or let them in?) 11. Wa need to put business process – how familiar WA team need to be with specific codes (when to use which code) 12. Functionality eg. Off the back of DNA 13. Privacy				
Resend link of risks & issues	9(2)(a)			Closed
Customer Journey -personal invitation strategy etc	9(2)(a) to call 9(2)(a) 25/05			Closed
Transition to single list Eg. 9(2)(a) WA list (1-13) & 9(2)(a) list etc 9(2)(a) to get new code for 9(2)(a), Kaikoura for 25/05	Chamonix			Closed
Tech - 9(2)(a) Proposal – Mark & 9(2)(a) Site schedule double check its correct	Approval provided – 9(2)(a) to provide code			Closed
25/5				
Text curfew – investigate Eg. 10pm-7am close off then send – careful for working eg “tomorrow” - Operating guide around reminders Technical capabilities fixed time	9(2)(a)			Closed
Send notes to session from this morning	9(2)(a)			
Dose – end date cap (42 days currently)	Backlog list 9(2)(a)			
1 st Dose one site 2 nd Dose different site (single booking)				

Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Tuesday, 25 May 2021 3:47 PM
To: 9(2)(a) Chelsea Dickson; Gloria Hsu 9(2)(a)
 9(2)(a) Angela Blunt; 9(2)(a)@kaikourahc.co.nz
Subject: National Immunisation Booking System – Integration with Covid Immunisation Register (CIR) – Further Training
Attachments: NIBS Concierge Launch Session.ics; NIBS Concierge Launch Session.ics; NIBS Concierge Launch Session.ics

Kia ora koutou

As we sign-posted yesterday, the National Immunisation Booking System (NIBS) back-end (i.e. AVMS) is being migrated into the Covid Immunisation Register (CIR). We are excited for this development as it will mean there will only be one system to both check-in consumers for their appointments and record their vaccinations.

The migration will occur on the evening of Wednesday 26 May 2021 – this means that from Thursday 27 May 2021:

- **Concierge/reception:** will see a new step in the CIR which will enable them to check-in a consumer who has been booked on the NIBS.
- **Site administrators:** will still need to login to NIBS back-end (i.e. AVMS) to manage site availability etc.

ACTIONS REQUIRED: Please ensure all your impacted users (i.e. concierge/reception) attend one of the training sessions for a live demonstration of checking-in a consumer on CIR who has been booked on the NIBS. These sessions are **attached** so you can forward them on and have been scheduled at times to try and minimise disruption to site operations:

- Wednesday 26 May 2021: 4.30pm – 5.15pm;
- Thursday 27 May 2021: 7.00am – 7.45am; or
- Thursday 27 May 2021: 10.00am – 10.45am.

To support the above training, a user guide is being created which we will circulate once ready.

We recognise that this migration may present some challenges to your users and wish to thank-you again for working with us as early adopters of NIBS. The lessons we learn from sites such as yours are vital for the success of the national roll out and we appreciate both the patience and resilience you are all showing in the face of changes.

Remember, If you have issues with NIBS please contact the COVID-19 Imms ServiceDesk by emailing help@C-19imms.min.health.nz or call the team on 0800 223 987.

- Please note these channels are currently monitored 8am – 8pm, Monday – Sunday
- In the email please provide a detailed description of the issue including:
 - That your issue relates to the Production (Live) NIBS Environment.
 - Your full name.
 - Your mobile number so the resolver can contact you to resolve the issue.

Kind regards,

9(2)(a)

Ministry of Health | www.moh.govt.nz



Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Tuesday, 25 May 2021 9:28 AM
To: 9(2)(a)
Cc:
Subject: [External] FW: Risk List
Attachments: NIBS Issue Log as at 210524.xlsx

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Hi 9(2)(a)

As discussed can we please pull together a single list of risks and issues for the National Booking System, this will be WA risks, those risks outstanding from the pilot and any others from my email the other day. We will then use this to assign tasks and work through this.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme |
 Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



From: 9(2)(a)@whakarongorau.nz>
Sent: Monday, 24 May 2021 10:39 pm
To: 9(2)(a)@health.govt.nz>
Cc: 9(2)(a)@whakarongorau.nz>
Subject: RE: Risk List

Hi 9(2)(a)

Please see attached with summary below as discussed on the call earlier.
 Could you advise 9(2)(a) role in the signoff to move out of pilot tomorrow?

System functionality

- We would like to be involved early in design of new functionality, particularly where it impacts us e.g. call logs, follow up actions, efficiency of changes in NIBS. Team will bring experience to the table based on volume of calls, also NCTS outbound campaigns (followups) etc.
- NHI matching release planned for Thursday 27/05 – a number of business processes for exception processes need to be worked through
 - Match process runs only once per hour (or is it every 4 hours or every 24 hours?)
 - Process for unmatched bookings has not been shown to us yet i.e. what we could do in CICS to resolve

Noting your comment ^{9(2)(a)} that "no action is required from you as the system will pick this up and Ministry central teams will run this." – that's great i.e. will hopefully reduce the # times there is a gap, however if we do find an 'orphan booking' we really want to match it there and then, to avoid call logs/notes being added to the orphan record etc. We want to try and encourage completeness of the overall record and continuity. Unless the team will be able to copy across Call Logs/Notes from orphan profiles once they're matched?

- No business process yet for people with no email/phone
- Design for single-appointments not yet clarified
- Not clear where/how we update contact details for a SU (possibly on the Group Member record which is a number of clicks and not intuitive)
- Limitation on location – must be within 35km, may not work for rural areas or people working away from home location
Note mitigation action is to search for location based on nearest big town or work location.
- 10-character codes are hard for consumers and our staff
- Don't have reporting visibility – needs to be in place for broader scale rollout

Release mgmt.

- Releases are being planned without us involved for impact assessment, or giving us sufficient lead-time to update training material and comms
- Release notes not being sent to us as a matter of course, we have to ask/go find them

Business processes at DHB level

- Management of site capacity is complex – witness issues over the weekend with getting sufficient capacity on the correct site/shadow site, with a controlled access code, for a single, planned outbound call (~30 bookings)
 - This is going to be particularly tricky during transition
- Is there sufficient support being provided for sites to do this? It took several messages/calls this weekend to resolve the Akld issue
- Evidence of codes being shared with people not in the target group => could upset the call volume calcs

Business processes we need (and have in progress)

- It looks like codes are going to get complex fast – reality of that is dawning from the weekend, and we will need to work out how we're going to manage that
- Standardisation of the process for requests for outbound call campaign (in progress as per email last week), plus implementation via Dialler

Governance

- Some DHBs are asking about the privacy implications of us doing follow-up and outbound calls – has this been covered off by MOH? What do we need to do here?

What the pilot has not tested

- Outbound campaign with Dialler

Thanks,

^{9(2)(a)}

Whakarongorau Aotearoa | New Zealand Telehealth Services

m: ^{9(2)(a)}

Workdays: Monday - Thursday

From: ^{9(2)(a)} @health.govt.nz>

Sent: Monday, 24 May 2021 6:50 p.m.

To: ^{9(2)(a)} @whakarongorau.nz>

Subject: Risk List

H 9(2)(a)

If you can send through your risk list that would be great so I can sort that out, I already have one answer on the unmatched NHI which is no action is required from you as the system will pick this up and Ministry central teams will run this. I would like to cover of your list with the Team as part of the wider list.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme
Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



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Ref	Issue / Risk	Title	Detail	Category	Probability	Impact	Status	Last Updated	Escalation(s) Made
1	Issue	New Logins to NIBS Back end (AVMS) failing until password reset has been performed	There is an issue with NIBS / AVMS logins where the advisor needs to reset their password through the Service Desk before they can access the system. Followed up with 9(2)(a) 24/05	System functionality	5	3	Complete	14/05/2021	Escalated to 9(2)(a) on 11th May 7.55pm after phone discussions. Informed that the problem should resolve following integration with CICS but short-term password reset is required. Update 24th May is that issue was a known global issue, should be resolved going forward.
2	Issue	Whakarongorau were provided user access for training materials and training that did not align with the accounts we were provided with	Our frontline was given access to "Concierge" whereas we were trained and given training materials for "Site Manager". This meant that what they were shown in training did not align to what they needed to do in production. It also meant our advisors could not easily search records (see #3 for full detail).	Release management	5	4	Complete		Escalated to 9(2)(a) on 10th May. Back and forward a few times until it was acknowledged on Tuesday 11th that a new process would be provided which it was. It was recognised by Whakaronogorau trainers on Wednesday 12th that the process 9(2)(a) proposed had issues (see #3 below) and escalated back to 9(2)(a). Issue now sits in #3
3	Issue	Search function with concierge access does not work	Search function for concierge is limited to searching the 2000 records available on the page, rather than the entire list of 20,000 which will keep growing. New instructions provided Friday 21st May.	System functionality	5	4	Complete		Team to document how has this been resolved and any remaining complexity.
4	Risk	Insufficient workforce to support booking reference lookup	<p>Return on Training Investment in AVMS is low in a workforce that is already overwhelmed</p> <p>The key reason we need to use this system is because there is no integration between NIBS and CICS currently. When we have the ability to see booking reference number against a SU profile in CICS, then we will not need to access this system (NIBS back end)</p> <p>Mitigation: have not trained full ring-fenced workforce and do not plan to train any more in AVMS functionality.</p> <p>Mitigation: hold off on expanding training rollout until NIBS/CIR integration release (planned 27/05)</p>	Scalability	2	3	Outstanding		

5	Issue	Classroom and live links for NIBS front end look the same	<p>Advisors have tried to use the training system during live calls. There is no obvious defining feature that indicates that it is just the training environment.</p> <p>Raised to Ministry on Friday 21 May to ask if the training environment could look different</p> <p>Note significance of this at scale, especially as we transition remaining workforce into NIBS in bulk across full workforce.</p>	Other	NA	4	Outstanding		
6	Issue	Kaikoura access code	The incorrect link was shared with Kaikoura staff meaning we had calls from Service Users with an incorrect code.	Release management	2	2	Complete		Escalation made and solution provided.
7	Issue	Kaikoura calls started coming in before we were ready	The communications and access code with Service Users from Kaikoura was given out before we were ready to deal with this and had the correct process in place.	Governance	2		Complete		Note also that the Engagement Plans put in place with each DHB ongoing will address how we work together, including release of comms/invitations.
8	Issue	Lack of visible reporting in NIBS Back End	WA cannot view the bookings that we have completed.	Governance	NA	3	Outstanding		Escalation made to ^{9(2)(a)} 20/05. Confirmation from Skedulo that this functionality is not available.
9	Issue	A number of business processes for exception processes need to be worked through for the matching of NHIs.	There are a number of scenarios that have not been worked through in matching of NHI's for numbers in the system. We understand the match process runs only once per every 4 hours.	System functionality	NA	3	Outstanding		Workshop on CICS/NIBS integration provided by Fiona on 24/05. Raised issues of matching NHI's from CICS to NIBS and a few scenarios were worked through. Information and training/job aid updates to be worked through.
10	Issue	Users with no email/phone	There is currently no business process for people with no email/phone. How do we deal with these users? Note this will disproportionately impact priority populations. Need a key message in place about how these SUs will be booked.	System functionality	NA	4	Outstanding		
11	Issue	Design for single-appointments not yet clarified	It is currently not clear what the functionality will be for users who only need a single appointment. Workaround would be to book 2 appointments and cancel 1, with potential this could lead to some confusion for SUs and mislabelling of appointments as 1st/2nd dose for vax sites.	System functionality	NA	4	Outstanding		

12	Issue	Updating records of users	It is currently unclear where or how we update contact details for a user. If it is through the Group Member record, this is a difficult to access and is not intuitive.	System functionality	NA	3	Outstanding		
13	Issue	Locations available to users are limited	Users are limited to vaccination sites within 35km of their current location. This becomes an issue for people living in rural areas/travelling to work etc.	System functionality	NA	3	Outstanding		<p>Raised in meeting with MoH 24/05 on further release to NIBS, MoH was going to follow up this week.</p> <p>Feedback 24/5 from ^{9(2)(a)} [REDACTED] advising to ask Service User for nearest big town if no location found i.e. expand search by changing the SU location.</p> <p>Out of Scope [REDACTED]</p>
14	Issue	New release consultation	Releases are being planned without us involved for impact assessment, or giving us sufficient lead-time to update training material and comms. Release notes not being sent to us as a matter of course, we have to ask/go find them. Impact is limited time for us to update learning material, comms to frontline etc.	Release management	NA	5	Outstanding		
15	Risk	Not involved in design of functional changes early enough => miss opportunities to design a system that works en masse	It's important to set up a way of working where we are involved in early stages of design for new functionality that impacts us. This could include functionality that only we use (e.g. CICS) and that we use a lot (e.g. we'll end up being highest user of NIBS). We will need to ensure that both systems work efficiently at scale, and work for the way we need to allocated and execute work. Currently we have been involved in CICS at later stage for the call log functionality. How can we be engaged earlier ongoing?	System functionality	4	4	Outstanding		
16	Issue	Privacy of personal information	Some DHBs are asking about the privacy implications of WA doing follow-up and outbound calls, including for outreach where SUs have not yet engaged with the system. Keen for MOH to issue comms/position on this.	Governance	NA	3	Outstanding		

17	Risk	Have not tested an outbound campaign with Dialler for national booking as part of pilot, therefore risk for go-live at scale	A Dialler outbound campaign has not been tested in NIBS. The standardisation of the process for requests for outbound call campaign is still in progress. This is tied in with the Followup activity which still needs to be designed in CICS, and our ability to respond positively to DHB requests.	Process	3	4	Outstanding		Design of standardised request process in progress internally.
18	Risk	Access codes complex to manage, contributing to increase call time or not being able to support SU	Access codes are going to be complex to manage for our advisors and an finalised approach is needed quickly to address this issue.	Scalability	5	4	Outstanding		Raised in meeting with MoH 24/05 on further release to NIBS, MoH was going to follow this up and come up with a strategy
19	Risk	Complexity of use of access codes and setup of site capacity within NIBS may impact ability to be managed at DHB site level	Management of site capacity is complex (for e.g. getting sufficient capacity on the correct site/shadow site, with a controlled access code).This creates confusion, frustration and issues for our Service Users. Delays in remediation of the issues identified at Manurewa on 22/23 May caused delays to customer outcomes.	Process	5	5	Outstanding		
20	Issue	Viewing Kaikōura bookings in AVMS	Advisors could not find Kaikōura bookings in AVMS. Follow up confirmed issue was a list display and user error, now corrected	System functionality	5	4	Complete, pending fuller understanding of error		
21	Issue	Lack of reporting accesses - especially exception reporting	Lack of exception reporting in the systems available to support exception management	Governance	NA	5	Outstanding		
22	Issue	Lack of visibility of language and ethnicity requirements for outbound	Need to add language and ethnicity into data capture (where not already in NES) and in reporting dashboards.	System functionality	NA	5	Outstanding		
23	Issue	Group bookings/Household bookings	Currently no facility to support group or household bookings.	System functionality	NA	3	Outstanding		
24	Risk	Cannot progress rollout to full workforce in time to pick up demand from new and existing DHBs on NIBS	Need resolution of Issues above: #9 (no NHI match), #10 (no email/phone), #11 (single-dose appointments), #12 (record updates)	System functionality	3	4	Outstanding		
25	Risk	Call volume is higher than expected due to access codes being shared	There is already evidence of codes being shared with people not in the target group that could upset the call volume calcs and impact on capacity.	Process	4	4	Outstanding		

26	Risk	Insufficient support for vax sites to manage effective set up and management of access codes and site capacity	Including over weekends	Scalability	3	5	Outstanding		
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Kathleen Smitheram

From: Angela Blunt
Sent: Wednesday, 26 May 2021 10:05 AM
To: 9(2)(a); Chelsea Dickson; Gloria Hsu; 9(2)(a) @kaikourahc.co.nz
Subject: RE: National Immunisation Booking System – Integration with Covid Immunisation Register (CIR) – Further Training

Kia ora 9(2)(a) and team,
 Thanks for this update, I will ensure all staff who need to attend this training this week.

Do I need to let you know who is attending which session?

Kia pai tō koutou rā,
 Ngā mihi mahana,
 Angela

Angela Blunt
 Kaikoura Health Services Manager
 Kaikoura Healthcare/Canterbury DHB

9(2)(a)



From: 9(2)(a) @health.govt.nz]
Sent: Tuesday, May 25, 2021 3:47 PM
To: 9(2)(a) @pegasus.org.nz>; 9(2)(a) @pegasus.org.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; Gloria Hsu <Gloria.Hsu@cdhb.health.nz>; 9(2)(a) @waitaha.health.nz>; Dianne Surgenor <Dianne.Surgenor@cdhb.health.nz>; Angela Blunt <Angela.Blunt@cdhb.health.nz>; 9(2)(a) @kaikourahc.co.nz
Subject: National Immunisation Booking System – Integration with Covid Immunisation Register (CIR) – Further Training

Kia ora koutou

As we sign-posted yesterday, the National Immunisation Booking System (NIBS) back-end (i.e. AVMS) is being migrated into the Covid Immunisation Register (CIR). We are excited for this development as it will mean there will only be one system to both check-in consumers for their appointments and record their vaccinations.

The migration will occur on the evening of Wednesday 26 May 2021 – this means that from Thursday 27 May 2021:

- **Concierge/reception:** will see a new step in the CIR which will enable them to check-in a consumer who has been booked on the NIBS.
- **Site administrators:** will still need to login to NIBS back-end (i.e. AVMS) to manage site availability etc.

ACTIONS REQUIRED: Please ensure all your impacted users (i.e. concierge/reception) attend one of the training sessions for a live demonstration of checking-in a consumer on CIR who has been booked on the NIBS. These sessions are **attached** so you can forward them on and have been scheduled at times to try and minimise disruption to site operations:

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- Thursday 27 May 2021: 10.00am – 10.45am.

To support the above training, a user guide is being created which we will circulate once ready.

We recognise that this migration may present some challenges to your users and wish to thank-you again for working with us as early adopters of NIBS. The lessons we learn from sites such as yours are vital for the success of the national roll out and we appreciate both the patience and resilience you are all showing in the face of changes.

Remember, If you have issues with NIBS please contact the COVID-19 Imms ServiceDesk by emailing help@C-19imms.min.health.nz or call the team on 0800 223 987.

- Please note these channels are currently monitored 8am – 8pm, Monday – Sunday
- In the email please provide a detailed description of the issue including:
 - That your issue relates to the Production (Live) NIBS Environment.
 - Your full name.
 - Your mobile number so the resolver can contact you to resolve the issue.

Kind regards,

9(2)(a)

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Kathleen Smitheram

From: ECC Intelligence (CDHB) <ECCIntellCDHB@cdhb.health.nz>
Sent: Wednesday, 26 May 2021 4:37 PM
To: Becky Hickmott^{9(2)(a)} @ccn.health.nz; ECC Controller (CDHB); Ralph La salle
Subject: Update for Chairs
Attachments: ECC Update 20210526.docx

My apologies, I just sent this to Ralph, forgot to include everyone else in.

Ngā mihi,
 Deborah Callahan
 ECC Intelligence Lead

Canterbury
District Health Board
 Te Pōari Hauora ō Waitaha

ECC Intelligence Lead | COVID-19 Vaccination Programme Roll-Out | Canterbury District Health Board | Tel: ^{9(2)(a)}
^{9(2)(a)} | 320 Manchester St, Christchurch

**Have you
 scanned in today?**

Everyone, including all
 DHB staff, should scan in
 at work every day using the
COVID-19 Tracer App.

**Unite
 against
 COVID-19**



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Canterbury COVID-19 Vaccination Programme Progress Report

26 May 2021

Progress:

■ Progress:

	w/e 9 May	w/e 16 May	w/e 23 May	w/e 30 May	Vacc to Date	Planned by 30 June 2021
Weekly Capacity	7,093	8,900	8,259	8,296		
Target (Our Plan)	6,400	6,939	7,927	9,346	61,817*	97,423
TOTAL ACTUALS (to date)	7,062	7,569	8,718	2,700	51,725	
Progress against Target (to date this week)	110%	109%	110%	29%	99%	53%
Progress against Daily Capacity	100%	100%	105%	94%		
MoH 30 June Expected Delivery						95,000

*Plan modified to meet vaccine supply requirements to end of June.

- We achieved the milestone of delivering over 50,000 vaccinations.
- We continue to balance the need to progress vaccinations in our target population with the reality of fixed vaccine supply (anticipated until mid July) and workforce challenges.
- Plan for 1 July to end September developed and delivered to MoH.
- Workforce planning proceeding at pace.
- Pasifika forum last week.
- Met with PHOs re their role in ramp up.
- Continuing to meet with community providers such as Migrant Forum, Local Psychosocial Committee, Disability sector, etc.
- Public forum for CALD communities planned for 8 June.
- Public forum for Rainbow communities planned for 9 June.
- Invitations to people in Group 2 continue. Planning for Group 3 invitations in progress.
- Agreement with Ryman about supporting them to vaccinate their staff and residents.

■ Sites:

- Mass vaccination clinic at 9(2)(a) remains operational. Accessibility audit in progress.
- Burwood GG returns to provide vaccinations to CDHB staff only from this week. Clinics for CDHB staff to receive second doses have opened at CHOC and ED (two days each).
- Designated clinics:

Location	Start Date (subject to change)
Akaroa	Starts 26 May
Amberley	Starts 26 May
Ashburton	Active
Barrington Hub	Active
Darfield	Starts 17 June
Kaikoura	Started 20 May
Riccarton COVAX	Active
Rolleston	Starts 3 June
Wigram	Active
He Waka Tapu at Nga Hau e Wha marae	Starts 9 June
Etu Pasifika	Starts 1 June

- Primary care programme team to be supported with additional capacity to assist with the ramp up in July.
- Two mobile teams are delivering vaccinations to staff and residents at aged residential care facilities outside of Ashburton and additional mobile clinics will be activated to achieve the goal of vaccinating this group by the end of July.
- MIHI and Kaupapa Māori providers will deliver marae-based clinics beginning 28-29 May.
- Logistics – Vaccine:
 - Vaccine supply process is working well but significant consideration will be given to scalability of delivering vaccine to an increasing number of clinic sites. MoH leading this with DHBs.
 - Wastage-Utilisation audit delivered to MoH. Average wastage across one-week period was 0.59% across all Canterbury clinics which is acceptable.
- ECC structure changes:
 - Looking to recruit to Quality Lead, and Production Planning and Intel Lead.

Challenges:

- Planning
 - Workforce planning, site readiness, inviting people to attend for ramp up in July.
- Comms
 - Clarifying messages to public and providers re sequencing and timing of groups to be vaccinated.
 - General practice having to cope with high volume of public queries.
- Staffing
 - Recruiting, contracting, onboarding and training – needs to move quickly.
 - Casual pool for vaccinators, admin and recovery staff is in development.
 - Call centre staff remains under pressure at peak hours.
- Booking system:
 - National Immunisation Booking System (NIBS) pilot has been successful in Kaikoura. Plans are in progress to continue to roll this out. In the meantime, some designated clinics will be using their practice management systems or spreadsheets.

Next Steps:

Planning and work is underway in the following areas:

- Equity focus on delivery across all sites. Engagement with communities has already been helpful.
- Workforce – building capacity.
- Progressing second mass vaccination clinic location and ongoing onboarding of designated clinics.

Data:

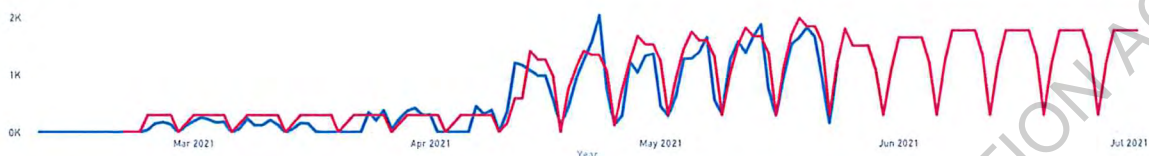
Screen shots from today's Dashboard below:

Canterbury DHB Covid Vaccination as at 24/05/2021

Dose 1 Actual (Planned) 34,730 (39,706) Dose 2 Actual (Planned) 16,995 (22,094) Total Actual (Planned) 51,725 (61,817) Variance to Plan -10,092 -1... Last 7 days actual 7,357 Next 7 days planned 8,530

Actual versus plan

● Actual ● Planned



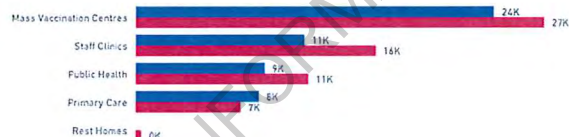
Cumulative Actual versus Plan (Total)

● Actual ● Planned



Cumulative Actual versus Plan by Delivery Type

● Actual ● Planned



This table above is reflecting our modified plan in which we are managing capacity against vaccine supply (approximately 95,000 doses by end of June).

Canterbury DHB Covid Vaccination Actuals as at 24/05/2021

Total vaccinations by day



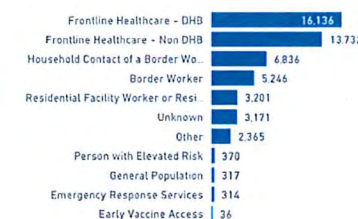
By site

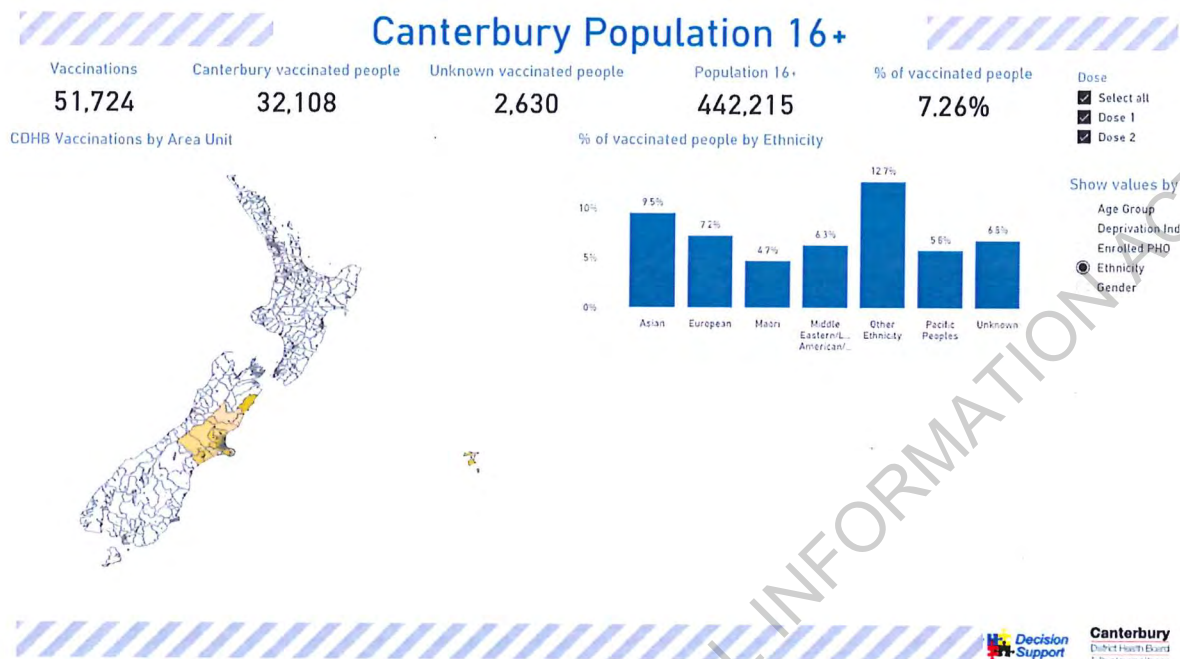


By dose

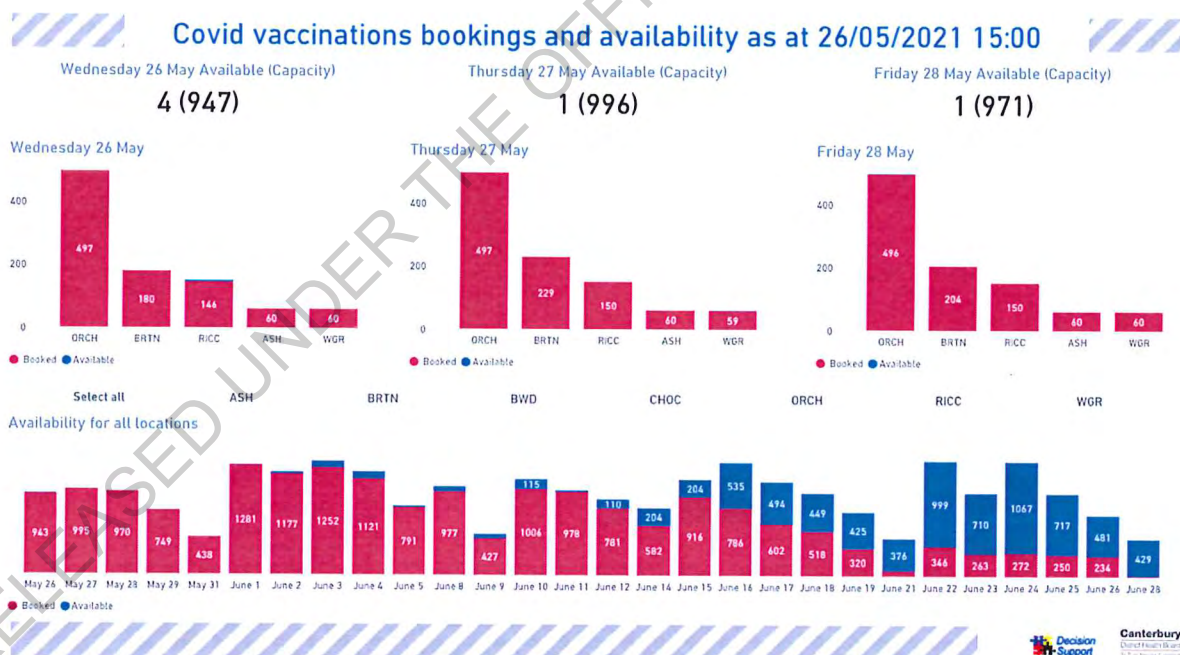


By tier



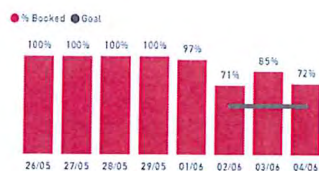


New graphs:

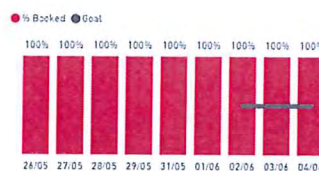


Average % of booked slots for 02/06/21, 03/06/21, 04/06/21

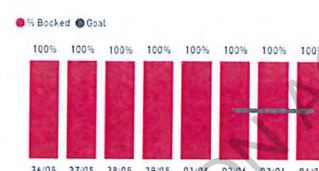
ASH
75%✓
Goal: 50%



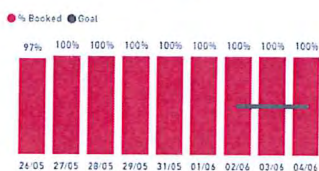
BRTN
100%✓
Goal: 60%



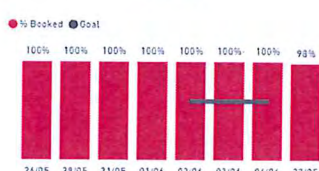
ORCH
100%✓
Goal: 60%



RICC
100%✓
Goal: 60%



WGR
100%✓
Goal: 60%



Kathleen Smitheram

From: 9(2)(a)@accenture.com>
Sent: Thursday, 27 May 2021 3:04 PM
To: 9(2)(a)
Cc:
Subject: Transition Plan Meeting Notes

Afternoon 9(2)(a)

Transition plan meeting notes from yesterday are below. Note that everything raised is already on the radar. There are no specific actions/ escalations required.

9(2)(a) is available to take your call if you have any questions.

Kind Regards,
 9(2)(a)

Transition Plan – Initial thinking on approach

Summary:

1. Principles/ policies that simplify how we get to the end state. Once more comfortable around what data migration seems like the best option as long as there is a good end user experience.
2. Need to fast track experience, choices and provide a small number of choices (3) options to choose from.

Key Observations from Mark & 9(2)(a)

1. Technical

Set up site that is already on another system - what is the technical migration path so there's no duplicates?

Options:

- Hard fast cutover
- Stop taking bookings and continue to take in and let old one bleed out (2 booking system)

NOTE: This is being detailed as part of deployment at scale

2. Call Centre Support through transition

Kaikoura assisted bookings are done through WA. Canterbury through own DHB centre rather than WA.

Issue: Complexity & communication through transitional issues - need to figure out how to book using up to three systems and multiple call centres

NOTE: Hoping to overcome this by limiting migration patterns and run-out periods

Options:

- Kaikoura - Own local call centre until it flips to WA however ADHB don't have their own call centre – what does this look like?

Issue: Executing codes creating fear around WA getting a lot of confusion & complexity – policies needed to make processes clean

NOTE: There is an outstanding action to create business rules around this

3. Reporting

Needed at a site level to manage holistically over multiple systems. Management level needed so there's regional cluster rather than autonomy

Transition reporting needed as well as operational reporting to transition

NOTE: This has been flagged with reporting workstream

4. Lost Appointments in transition - Biggest risk

Option: daily check in responsibility back to sites (sign off at site level)

Note: Preference for DHBs to reconcile against existing system post migration

Additional Observations:

- What do we do with bookings we've been chucking in since June – need to be in NIBS?
- Embedding & Transitioning - Someone walks in – we need a uniform way of dealing with it – need to make sure we look at it from the customer perspective
- Procedures needed around how shadow capacity is used – who is it visible to?

- Naming convention needs to be clarified – phone booking, walk in, url/access code (the only difference is some are visible some aren't)
- Site challenge of giving autonomy to site too early – people decide to close up or choose not to work because they have the option - this needs oversight & governed to see what each site is doing
- Control around transition - active campaign



9(2)(a)



Accenture Strategy & Consulting

Wellington
New Zealand

Mobile: 9(2)(a)



[accenture.com](https://www.accenture.com)



RELEASED UNDER THE OFFICIAL INFORMATION ACT

Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Friday, 28 May 2021 1:12 PM
To: 9(2)(a)
Cc: Haidee Scott; 9(2)(a); Mark Limber; 9(2)(a)
Subject: RE: Text message drafts for comment[EXTERNAL SENDER]

Thanks 9(2)(a), just waiting on the access code and I will send you the message to put send to these groups.

If I have not received this from MoH by 2pm this text will have to be sent on Monday. I have called to escalate this at MoH the person who is signing off, they are aware of our deadline and this is outside of my control.

Ngā mihi,

9(2)(a)

Canterbury Primary Care
COVID-19 Vaccination Operations Lead
M: 9(2)(a)
E: 9(2)(a)@pegasus.health.nz

Canterbury
District Health Board
 Te Poari Hauora o Waitaha

From: 9(2)(a)@pegasus.org.nz>
Sent: Friday, 28 May 2021 11:26 AM
To: 9(2)(a)@pegasus.org.nz>
Cc: Haidee Scott <Haidee.Scott@cdhb.health.nz>; 9(2)(a)@ccn.health.nz>; 9(2)(a)@pegasus.org.nz>; 9(2)(a)@pegasus.org.nz>
Subject: RE: Text message drafts for comment[EXTERNAL SENDER]

Just an update I have now loaded the over 55 Pasifika (22) and over 55 Maori (99) rolleston Patients into the Vodafone txtng system.

Contact Groups

Rolleston

GROUP NAME ▲

TOTAL CONTACTS

Rolleston_55plus_Maori

99

Rolleston_55plus_Pasifika

22

Show 100 Entries

From: 9(2)(a) <[REDACTED]@pegasus.org.nz>

Sent: Friday, 28 May 2021 10:48 am

To: 9(2)(a) <[REDACTED]@pegasus.org.nz>

Cc: Haidee Scott <Haidee.Scott@cdhb.health.nz>; 9(2)(a) <[REDACTED]@ccn.health.nz>; 9(2)(a) <[REDACTED]@pegasus.org.nz>; 9(2)(a) <[REDACTED]@pegasus.org.nz>

9(2)(a) <[REDACTED]@pegasus.org.nz>

Subject: Re: Text message drafts for comment [EXTERNAL SENDER]

Hi 9(2)(a)

The content of the texts is virtually finalised, but we need to wait for the access code from the MoH. We are expecting that to come through about the middle of the day.

The texts to go today are just for Maori age 55+, and Pasifika and 55+, so those are the lists we need from 9(2)(a). We will move into Group 3 (general population over 65) next week.

9(2)(a)

[REDACTED]

[REDACTED], Pegasus Health

On 28/05/2021, at 10:29 AM, 9(2)(a) <[REDACTED]@pegasus.org.nz> wrote:

Hi everyone

Is there any update on this? As in when we are expecting to send the messages.

I would also like to know the names of the groups that you would like set up.

The first file I have received from 9(2)(a) is RollestonMed 70plus so I just need to know whether these will be lumped in with another group or be separate.

Thanks

9(2)(a)

From: 9(2)(a) <[redacted]@pegasus.org.nz>

Sent: Thursday, 27 May 2021 4:57 pm

To: Haidee Scott <Haidee.Scott@cdhb.health.nz>

Cc: 9(2)(a) <[redacted]@ccn.health.nz>; 9(2)(a) <[redacted]@pegasus.org.nz>

Subject: Re: Text message drafts for comment[EXTERNAL SENDER]

Just heard back from 9(2)(a) No problem to add the name.

Kim

On 27/05/2021, at 4:50 PM, 9(2)(a) <[redacted]@pegasus.org.nz> wrote:

Those messages are great 9(2)(a)

As discussed, I think it would be good to add the patient name if possible, mainly because many older people will have a family member's cell ph number listed, and it would be good to be clear about who we are inviting.

I have left a message with 9(2)(a) about the feasibility of this.

9(2)(a)

On 27/05/2021, at 4:28 PM, Haidee Scott <Haidee.Scott@cdhb.health.nz> wrote:

I love them 9(2)(a)

From: 9(2)(a) <[redacted]@ccn.health.nz>

Sent: Thursday, 27 May 2021 4:24 PM

To: 9(2)(a) <[redacted]@tat.org.nz>; Haidee Scott

<Haidee.Scott@cdhb.health.nz>

Cc: 9(2)(a) <[redacted]@pegasus.org.nz>

Subject: Text message drafts for comment[EXTERNAL SENDER]

Hi all,

Thanks for your time today. Below are the draft text messages to be sent from either general practice or PHOs. Feel free to provide feedback:

Book your vaccine

Call to book

Warm Pasifika greetings. You and your aiga are now able to have your COVID-19 vaccination. To book call 9(2)(a) and provide your unique code 9(2)(a) (158 characters with spaces)

Book online

Warm Pasifika greetings. You and your aiga are now able to have your COVID-19 vaccination. Book using this link [linklinklink] and your unique code 9(2)(a) [REDACTED] (160 characters with spaces)

More information

Warm Pasifika greetings. The COVID-19 vaccine is here, it's safe and it's free. Find out about the vaccine and how it protects you and your aiga: [linklinklink] (160 characters with spaces)

Cheers,

9(2) [REDACTED]

<image007.jpg>

[REDACTED]
Canterbury Clinical Network

P: [REDACTED] [REDACTED] @ccn.health.nz

PO Box 741, Christchurch 8140 | 395 Madras Street, Chri
8013

CCN.HEALTH.NZ

<image009.jpg>

<image010.jpg>

<image011.jpg>

<image012.jpg>

<image013.jpg>

Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Friday, 28 May 2021 3:19 PM
To: 9(2)(a)
Subject: Fwd: CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

This text will not be able to be sent today. Very frustrating..

Ngā mihi,

9(2)(a)

Canterbury Primary Care

COVID-19 Vaccination Operations Lead

M: 9(2)(a)

E: 9(2)(a)@pegasus.health.nz

From: 9(2)(a)@deloitte.co.nz>
Sent: Friday, May 28, 2021 3:17:07 PM
To: 9(2)(a)@pegasus.org.nz>; 9(2)(a)@whakarongorau.nz>; 9(2)(a)@deloitte.co.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)@whakarongorau.nz>
Cc: 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>
Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

I will let the wider team know. We have the access code ready to go – just managing the risk of sending it then changing it!

Sorry team.

9(2)(a)

From: 9(2)(a)@pegasus.org.nz>
Sent: Friday, 28 May 2021 3:02 pm
To: 9(2)(a)@whakarongorau.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@deloitte.co.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)@whakarongorau.nz>
Cc: 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>
Subject: [EXT] Re: CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

No, we have not received the code as it is not yet signed off.

We have not met our deadline and will no longer be able to send this today. This will have to be sent on Monday.

Ngā mihi,

9(2)(a)

9(2)(a)

Canterbury Primary Care

COVID-19 Vaccination Operations Lead

M: 9(2)(a)

E: 9(2)(a) @pegasus.health.nz

From: 9(2)(a) @whakarongorau.nz>

Sent: Friday, May 28, 2021 2:58:21 PM

To: 9(2)(a) @deloitte.co.nz>; 9(2)(a) @pegasus.org.nz>; 9(2)(a)

9(2)(a) @deloitte.co.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)

9(2)(a) @deloitte.co.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)

9(2)(a) @whakarongorau.nz>

Cc: 9(2)(a) @deloitte.co.nz>; 9(2)(a) @health.govt.nz>

Subject: Re: RE:CDHB Rolleston Go-Live - 3 June 2021 [EXTERNAL SENDER]

Hi All,

9(2)(a) - checking in on whether or not we have had any update regarding the code and invitations?

We have missed the timeline for today (12pm) so we will need to regroup on when the go live date/time is.

Can we please connect over this or do you have any new timelines for us to consider?

Ngā mihi,

9(2)(a)

COVID-19 Response Support

Mobile: 9(2)(a) [REDACTED]
Address: 25 College Hill, Freemans Bay,
Auckland 1011
Web: www.whakarongorau.nz

We're a 24x7 organisation but if this email arrives outside of your normal working hours, don't feel you have to reply until at least your usual working day.

Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

A booking reference is always required to amend or cancel a booking.

The booking tool is designed as a self-service tool designed for the consumer to create and manage their booking. They can ask for assistance from WA or potentially from a site – at which you would be asking for the booking reference they received and their email / phone number in order to do this on behalf.

One can lookup the booking reference in the AVMS backend – referring to the Jobs and locating the booking.

This is what WA could use if someone calls but does not have their booking reference. I am not aware of a valid scenario being for sites to manage bookings for consumers without their knowing, using this approach – this is something that we should check 9(2)(a) and add to our FAQ's.

What scenario would you anticipate for anyone on a site to change someone's booking without consumer request or without a booking reference?

Many thanks,

9(2)(a)

To: 9(2)(a)@deloitte.co.nz; 9(2)(a)@whakarongorau.nz; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)@deloitte.co.nz; 9(2)(a)
9(2)(a)@deloitte.co.nz; 9(2)(a)@deloitte.co.nz; 9(2)(a)
9(2)(a)@health.govt.nz; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)

9(2)(a) [REDACTED]@whakarongorau.nz>

Cc: 9(2)(a) [REDACTED]@deloitte.co.nz>; 9(2)(a) [REDACTED]@health.govt.nz>

Subject: [EXT] RE: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

I completed the training yesterday and am still not sure how to change a booking without a booking reference.



Manage your appointments

Enter your details to continue

Select Language

English

Please correct the errors below

- [Booking reference](#): Field is required

How would you like to find your booking?



Mobile phone number and booking reference



Email and booking reference

Mobile phone number

Enter the phone number you used to book your first appointment

9(2)(a) [REDACTED]

Can you please point me in the right direction?

Ngā mihi,

9(2)(a) [REDACTED]

Canterbury Primary Care
 COVID-19 Vaccination Operations Lead
 M: 9(2)(a)
 9(2)(a) @pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: 9(2)(a) @deloitte.co.nz
 Sent: Thursday, 27 May 2021 3:35 PM
 To: 9(2)(a) @pegasus.org.nz; 9(2)(a) @whakarongorau.nz; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @health.govt.nz; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) @whakarongorau.nz
 Cc: 9(2)(a) @deloitte.co.nz; 9(2)(a) @health.govt.nz
 Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Thanks 9(2)(a) – answers in red below.

9(2)(a)

From: 9(2)(a) @pegasus.org.nz
 Sent: Thursday, 27 May 2021 3:30 PM
 To: 9(2)(a) @deloitte.co.nz; 9(2)(a) @whakarongorau.nz; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @deloitte.co.nz; 9(2)(a) @health.govt.nz; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) @whakarongorau.nz
 Cc: 9(2)(a) @health.govt.nz
 Subject: [EXT] RE: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Thanks 9(2)(a)

Please can you clarify:

1. What do we advise practices to do if they do not have their booking reference? – A booking reference isn't required to check in a person or change an appointment – its ideal but you can also search for the booking using other personal details. This is covered in the training and quick user guides which you users will be taken through.
2. 2nd dose workarounds should not be used at Rolleston. – By which you mean we can only offer appointments to people in Rolleston who have not had their first vaccine, please confirm. – Yes correct.

Ngā mihi,

9(2)(a)

Canterbury Primary Care
 COVID-19 Vaccination Operations Lead
 M: 9(2)(a)
 E: 9(2)(a) @pegasus.health.nz

Canterbury
 District Health Board
 Te Poari Hauora o Waitaha

From: 9(2)(a) @deloitte.co.nz
 Sent: Thursday, 27 May 2021 3:10 PM
 To: 9(2)(a) @whakarongorau.nz; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)

9(2)(a) @deloitte.co.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a) @deloitte.co.nz>;
 9(2)(a) @health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)
 9(2)(a) @whakarongorau.nz>; 9(2)(a) @pegasus.org.nz>
 Cc: 9(2)(a) health.govt.nz>
 Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Hi team,

Thanks again for everyone's hard work on working towards Rolleston go-live.

9(2)(a) Just following up on the engagement as we need to get this to 9(2)(a) (MoH operational lead) asap today to get sign appropriate offs to proceed. Please let us know if there's anything we can assist with.

9(2)(a) @pegasus.org.nz (and for the benefit of the wider group) we sought clarification on the points you raised with our technical partners:

- **Amending bookings:**
 - All bookings are managed (changed or cancelled) via the Booking form URL – whether direct by the consumer or on behalf of e.g. by a site or WA call centre – using the /manage extend: <https://book.vaccine.covid19.health.nz/manage>.
 - No access is required to do this – you need the URL and if doing this on behalf of a consumer their booking reference and either a mobile phone or email address.
 - The AVMS backend is for site detail management and reporting – you cannot change bookings from the AVMS backend.
 - This CIR booking check in function is only for checking in consumers – you cannot change bookings from this page.
 - As such there is no additional access required across concierge roles for changing or cancelling bookings as its all done through the booking form URL.
 - As an aside, I was on the training yesterday where the point was raised whether the booking form URL could be put on the CIR booking check in page (i.e. so it directs the reception to the right place to assist to change a booking) and this has been raised as a possible enhancement.
- **2nd dose bookings:**
 - We've had advice from 9(2)(a) MoH that we are not to extend 2nd dose bookings beyond pilot sites.
 - Cancelling a booking, for example, as a workaround would send a consumer cancellation text and is not considered acceptable user experience. A such, 2nd dose workarounds should not be used at Rolleston.
 - I have heard that the 2nd dose booking functionality is due on the 31 May. All going well will mean that there will be a formalised solution in place for go-live.

I hope this answers the key questions raised and we'd again like to thank-you for your energy and patience as early adopters!

Many thanks

9(2)(a)

From: 9(2)(a)
 Sent: Thursday, 27 May 2021 1:10 PM
 To: 9(2)(a) @whakarongorau.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)
 9(2)(a) @deloitte.co.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a) @deloitte.co.nz>;
 9(2)(a) @health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)
 9(2)(a) @whakarongorau.nz>
 Cc: 9(2)(a) @health.govt.nz>
 Subject: RE: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Thanks 9(2)(a)

See the updated PPT I have for deployment. You can populate a slide at the end based on your discussions and what I've inserted on slide 5.

Thanks

9(2)(a)

From: 9(2)(a) <9(2)(a)@whakarongorau.nz>

Sent: Thursday, 27 May 2021 1:00 PM

To: 9(2)(a) <9(2)(a)@deloitte.co.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a)

9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a)

9(2)(a) <9(2)(a)@health.govt.nz>; Mark Limber

<Mark.Limber@cdhb.health.nz>; 9(2)(a) <9(2)(a)@whakarongorau.nz>

Cc: 9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@health.govt.nz>

Subject: [EXT] Re: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Hi All,

Just to let you know I am working on finalising our engagement plan for Rolleston. I have a meeting at 2pm to clear this off so eta would be after that.

@Chelsea Dickson - do you have some time to catch up from now until 2pm for a quick call?

Ngā mihi,

9(2)(a)

COVID-19 Response Support



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

Mobile: 9(2)(a)

Address: 25 College Hill, Freemans Bay,
Auckland 1011

Web: www.whakarongorau.nz

You'll notice we've changed our organisational name - to Whakarongorau Aotearoa, from Homecare Medical. We think this name better reflects the work we do. We've started rolling it out slowly as things come up for refresh, review or reprint.

We're a 24x7 organisation but if this email arrives outside of your normal working hours, don't feel you have to reply until at least your usual working day.

From: 9(2)(a) <[redacted]@deloitte.co.nz>
Sent: Thursday, 27 May 2021 9:30 AM
To: Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@homecaremedical.co.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted].Whelan@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) <[redacted]@whakarongorau.nz>
Cc: 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@health.govt.nz>
Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Thanks 9(2)(a) this is all very clear and we will discuss next steps at our meeting soon.

Marianne

From: Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>
Sent: Wednesday, 26 May 2021 6:06 PM
To: 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) <[redacted]@whakarongorau.nz>
Cc: 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@health.govt.nz>
Subject: [EXT] RE: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Hi all, apologies for my delayed response here.

After having a thorough conversation with Mark and 9(2)(a) please see answer to questions below.

We discussed the site information provided, with the key piece of information needed being how Rolleston plans to fill the 60 vaccinations per day (i.e. booking options). @Chelsea Dickson is going to speak to @Mark Limber <Mark.Limber@cdhb.health.nz> and 9(2)(a) this afternoon to leverage existing knowledge based on Kaikoura experience and potential cohorts (i.e. whether specific eligibility needs to be met which impacts access code provisioning).

- We will need a code to be provided for all invites/bookings for Rolleston, to bypass eligibility.
 - A multi-use code;
 - To bypass eligibility
 - Location pool, CallCentreBooking & URL self-booking (limited to Rolleston only);
 - It by-passes eligibility;
 - Start date: ASAP;
 - End date: 31/12/2021
- We have an invitation ready to be sent via SMS to a list of 600+ local health care workers, Maori and Pacific over 55 and patients over 75, from both the Pharmacy and Practice PMS.
- The invitation will contain the access code, a link to the URL (for self-booking) as well as the phone number for Whakarongorau to manage assisted bookings.
- We would not like to provide any walk in capacity for Rolleston. 100% online or phone bookings with access code.

Please let me know if I have missed anything here or if you need any thing further from me before tomorrow's meeting.

We are hoping to get the booking invitation out by EOW so that bookings can commence over the weekend and prior to the clinic starting on the 3rd. Do we think that that will be achievable?

Thanks again for your time this morning and great to meet some of you.

Ngā mihi

Chelsea Dickson

Project Manager

Control Centre - COVID-19 Vaccination Programme

Canterbury District Health Board

9(2)(a)

Canterbury

District Health Board

Te Poari Hauora Ō Waitaha



From: 9(2)(a) <9(2)(a)@deloitte.co.nz>

Sent: Wednesday, 26 May 2021 12:45 PM

To: 9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>;

9(2)(a) <9(2)(a)@deloitte.co.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>;

9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@health.govt.nz>; Mark Limber

<Mark.Limber@cdhb.health.nz>; 9(2)(a) <9(2)(a)@whakarongorau.nz>

Cc: 9(2)(a) <9(2)(a)@whakarongorau.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>;

9(2)(a) <9(2)(a)@health.govt.nz>

Subject: RE:CDHB Rolleston Go-Live - 3 June 2021[EXTERNAL SENDER]

Thanks for the update 9(2)(a)

I can confirm that having had a meeting this morning, we will be working closely with the newly onboarded Site Setup team, to ensure we can meet the Rolleston timeframe.

We need to finalise the Site Setup information as a priority (today/early tomorrow). We do need to understand how the site intends to fill booking capacity but we/Rolleston Site Admin (Chelsea?) can have a discussion further on Access Codes with the support team directly (so we don't need to delay on the basis of detail).

@team – due to pace required, we will submit your requirements for site setup on your behalf during this initial transition phase.

9(2)(a) – I will catchup with you later to see where we are at. We will need know when bookings are first required, through what booking pattern, and when vaccinations will start.

Kind regards,

9(2)(a)

From: 9(2)(a) <9(2)(a)@deloitte.co.nz>

Sent: Wednesday, 26 May 2021 12:28 pm

To: 9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>; Chelsea Dickson

<Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>;

9(2)(a) <9(2)(a)@deloitte.co.nz>; 9(2)(a) <9(2)(a)@health.govt.nz>; Mark Limber

<Mark.Limber@cdhb.health.nz>; 9(2)(a) <9(2)(a)@whakarongorau.nz>; 9(2)(a) <9(2)(a)@deloitte.co.nz>

9(2)(a) <9(2)(a)@deloitte.co.nz>

Cc: 9(2)(a) <9(2)(a)@whakarongorau.nz>

Subject: RE: CDHB Rolleston Go-Live - 3 June 2021

Kia ora everyone,

Thanks again for making this call. Confirming discussions/next steps:

1. Per previous email from 9(2)(a), there are various approvals that need to occur to move from pilot to go-live phase on NIBS and 9(2)(a) will keep us up to date with these and how it may impact Rolleston.
2. We discussed the site information provided, with the key piece of information needed being how Rolleston plans to fill the 60 vaccinations per day (i.e. booking options). @Chelsea Dickson is going to speak to @Mark Limber <Mark.Limber@cdhb.health.nz> and 9(2)(a) this afternoon to leverage existing knowledge based on Kaikoura experience and potential cohorts (i.e. whether specific eligibility needs to be met which impacts access code provisioning).
3. 9(2)(a) to send Rolleston information to @Chelsea Dickson in addition to high level options for booking (i.e. walk in vs WA inbound/outbound, URL etc).
4. 9(2)(a) raised need for understanding of wider CDHB deployment plan to assess WA support. 9(2)(a) will arrange for wider discussion on this next week as CDHB's various sites will roll out weekly.
5. We will reconnect tomorrow morning at which point we will hopefully have an understanding from @Chelsea Dickson on our questions so we can finalise deployment plan for the Rolleston site (pending updates on point 1).

Thanks everyone!

9(2)(a)

-----Original Appointment-----

From: 9(2)(a)

Sent: Tuesday, 25 May 2021 3:35 PM

To: 9(2)(a) Chelsea Dickson; Whelan, 9(2)(a)

9(2)(a)

Cc: 9(2)(a)

Subject: CDHB Rolleston Go-Live - 3 June 2021

When: Wednesday, 26 May 2021 11:30 AM-12:00 PM (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Team,

To discuss go-live for NIBS at Rolleston which CDHB has requested for 3 June 2021. Given we are creating rhythm for site set ups would appreciate attendance from all and speaking to:

- 9(2)(a) – approvals etc needed to proceed.
- 9(2)(a) – CIR set up.

The aim is to come away with clear actions to get Rolleston ready to go which will create our rhythm for the sites coming after.

Thanks

9(2)(a)

Microsoft Teams meeting

Join on your computer or mobile app

9(2)(a)

Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Monday, 31 May 2021 2:02 PM
To: 9(2)(a) Chelsea Dickson; Gloria Hsu 9(2)(a)
 9(2)(a) Angela Blunt
Cc: 9(2)(a)
Subject: National Immunisation Booking System – Single Vaccination Dose Booking
Attachments: NIBS Single Vaccination Dose Update 310521.pdf

Kia ora koutou

We are pleased to let you know that there is a planned update to the National Immunisation Booking System (NIBS) tonight which will **allow consumers to book a single vaccination dose**.

This update will on the evening of Monday 31 May 2021 – this means that from Tuesday 1 June 2021:

- **Consumers:** will be able to book a single vaccination dose via the online booking form (i.e. Skedulo).
- **Concierge/reception:** will be able to assist a consumer to book a single vaccination dose via the online booking form (i.e. Skedulo).

Please see **attached** a short guide which highlights planned update. We are working on integrating this into our existing user guides which we will also circulate once updated.

Remember, If you have issues with NIBS please contact the COVID-19 Imms ServiceDesk by emailing help@C-19imms.min.health.nz or call the team on 0800 223 987.

- Please note these channels are currently monitored 8am – 8pm, Monday – Sunday
- In the email please provide a detailed description of the issue including:
 - That your issue relates to the Production (Live) NIBS Environment.
 - Your full name.
 - Your mobile number so the resolver can contact you to resolve the issue.

Kind regards,

9(2)(a)

Ministry of Health | www.moh.govt.nz



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Consumer: book appointments – enter initial details – via Skedulo

1

1

Visit the Booking Tool

URL Location will be provided during training

2

Select Language

Get your COVID-19 vaccinations

Register your details to get vaccinated.

If you meet the criteria to get vaccinated now, you'll be able to book your appointments.

If you're in a group that will get their vaccination later this year, you can sign up for updates. We'll let you know when it's your turn to book.

To register, you need to provide your name and age, along with an email address or mobile number.

English

Register now

3

Accept Privacy Statement and enter an access code if applicable

An access code can exempt users from the eligibility check and can determine which locations are available for them to schedule an appointment at.

Find out when you can get a vaccine

If you're 16 or over, answer these questions to find out when you will be able to get your COVID-19 vaccinations.

☐ I have read and accept the Privacy Statement (Insert link to NZ privacy statement)

Access code (optional)

If you have been given an access code, please enter it here

4

Select if you are completing this booking on behalf of yourself or on behalf of another person

Are you filling out this form for yourself?

☐ Yes – I am registering my own details

☐ No – I am registering someone else's details

Consumer: book appointments – Single dose – via Skedulo

2

If you have already had a single dose of the Vaccine, you can get your second dose:

Select 'Yes' if you have had your first dose of the vaccine

Have you had your first dose of the vaccine?

☐ Yes

☐ No

Select the type of vaccine

What type of vaccine was it?

☐ Pfizer

What date did you have your first dose?

Day Month Year

Continue

Find a location

You can book your vaccination appointments now

Based on the information you've provided, you meet the criteria to book your

appointment now

Enter a location below to find a vaccination centre near you

If you live in a rural or remote area, you may need to enter your closest town or

city

Enter an address, suburb or postcode

Auckland, New Zealand

Use your current location

Continue

Select a location

Choose a location

Vaccination centres nearest to Auckland, New Zealand [Change your location](#)

Auckland Hospital Test

1.2 kms away

2 Park Road, Grafton, Auckland 1023, New Zealand

[View on map](#)

Open 12am - 11:59pm Mon-Thu

Choose dates and times

Consumer: book appointments – Single dose – via Skedulo

3

9

Select an appointment time

The earliest appointment dates shown will be 21 days, and the latest appointment slots will be until 42 days of your first dose.

Book Dose 2

2 Park Road, Grafton, Auckland 1023, New Zealand [Change your location](#)

Now that you have received your first dose, please choose a time for your follow up appointment.

2 Appointment 2

Choose a date and time

May 2021 < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

10

Select continue, and proceed

Book Dose 2

14 Adelaide Road Newtown Wellington Wellington 6011 [Change your location](#)

Now that you have received your first dose, please choose a time for your follow up appointment.

☒ Appointment 2
Friday June 18 2021, 11:00AM

Continue

< Back

Consumer: book appointments – Single dose – via Skedulo

4

If you have not had a dose of the vaccine, complete the following process:

11

Select 'No' if you haven't had an initial dose of the vaccine

Have you had your first dose of the vaccine?

☐ Yes

☐ No

Continue

< Back

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Kathleen Smitheram

From: 9(2)(a)@pegasus.org.nz>
Sent: Monday, 31 May 2021 9:59 AM
To: 9(2)(a);
 Mark Limber; 9(2)(a)
Cc: 9(2)(a)
Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested - Signed approval

Thanks, yes I can confirm we will send the first 121 texts at 12pm.

Ngā mihi,

9(2)(a)

**Canterbury Primary Care
 COVID-19 Vaccination Operations Lead**

M 9(2)(a)

@pegasus.health.nz

Canterbury

District Health Board

To Pori Hauora o Waitaha

From: 9(2)(a)@whakarongorau.nz>
Sent: Monday, 31 May 2021 9:51 AM
To: 9(2)(a)@health.govt.nz>; 9(2)(a)@pegasus.org.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>; 9(2)(a)@accenture.com>; 9(2)(a)@health.govt.nz>; 9(2)(a)@health.govt.nz>; 9(2)(a)@accenture.com>; 9(2)(a)@whakarongorau.nz>; 9(2)(a)@whakarongorau.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a)@deloitte.co.nz>; 9(2)(a)@ccn.health.nz>
Cc: 9(2)(a)@accenture.com>; 9(2)(a)@health.govt.nz>; 9(2)(a)@health.govt.nz>; 9(2)(a)@whakarongorau.nz>
Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested - Signed approval

Thanks 9(2)(a)

As per discussion last week, we would like to agree a go-live time for both comms @ 9(2)(a) end as well as our internal comms and IVR change.

9(2)(a) I have asked 9(2)(a) to reach out to you to help coordinate that time with 9(2)(a) is also engaging with our telephony folk via 9(2)(a). It feels like midday would be a good goal from where we are now.

I'll advise re signoff.

Thank you,

9(2)(a)

Whakarongorau Aotearoa | New Zealand Telehealth Services

m: 9(2)(a)

Workdays: Monday - Thursday

From: 9(2)(a) @health.govt.nz>

Sent: Monday, 31 May 2021 9:33 a.m.

To: 9(2)(a) @pegasus.org.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @health.govt.nz>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @accenture.com>; 9(2)(a) @accenture.com>; 9(2)(a)

9(2)(a) @health.govt.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @health.govt.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @accenture.com>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @whakarongorau.nz>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) deloitte.co.nz>; 9(2)(a) @health.govt.nz>; Mark Limber

<Mark.Limber@cdhb.health.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @ccn.health.nz>

Cc: 9(2)(a) @accenture.com>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @health.govt.nz>

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested - Signed approval

Hi 9(2)(a), Mark and 9(2)(a)

Please see attached the plan for Rolleston that has been signed by 9(2)(a). If you can please sign this and send back a copy to me, 9(2)(a) can you also have this signed by Whakarongorau.

Louise you can now go ahead and provide the DHB with a code for Rolleston, and Mark and 9(2)(a) can you let Whakarongorau and 9(2)(a) know when you send the communication out.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme |
Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



From: 9(2)(a) @pegasus.org.nz>

Sent: Sunday, 30 May 2021 1:00 pm

To: 9(2)(a) @deloitte.co.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @health.govt.nz>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @accenture.com>; 9(2)(a) @accenture.com>; 9(2)(a)

9(2)(a) @health.govt.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) health.govt.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @accenture.com>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @whakarongorau.nz>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @deloitte.co.nz>; 9(2)(a) @health.govt.nz>; Mark Limber

<Mark.Limber@cdhb.health.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @ccn.health.nz>

Subject: Re: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Kia ora 9(2)(a)

Please can you provide approval for this access code to be created. If there is an issue that is preventing approval please let me know so I can communicate to the team in Canterbury.

Ngā mihi,

9(2)(a)

9(2)(a)

**Canterbury Primary Care
COVID-19 Vaccination Operations Lead**

M: 9(2)(a)

@pegasus.health.nz

From: 9(2)(a) @pegasus.org.nz>

Sent: Friday, May 28, 2021 12:00 PM 9(2)(a)

Gilbert, Louise; Izzi Lithgow

Cc: 9(2)(a)

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Yes thank you, all feedback has been included.

Ngā mihi,

9(2)(a)

**Canterbury Primary Care
COVID-19 Vaccination Operations Lead**

9(2)(a)

E: 9(2)(a) @pegasus.health.nz



From: 9(2)(a) @deloitte.co.nz>

Sent: Friday, 28 May 2021 12:22 PM

To: 9(2)(a) @health.govt.nz>; 9(2)(a) @pegasus.org.nz>

Subject: RE:12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Thanks 9(2)(a) received your voicemail.

I'm sure the Canterbury team 9(2)(a) @pegasus.org.nz will have seen your amendment.

Kind regards,

9(2)(a)

From: 9(2)(a) @health.govt.nz>

Sent: Friday, 28 May 2021 11:43 am

To: 9(2)(a) @pegasus.org.nz>; 9(2)(a) @health.govt.nz>; 9(2)(a)

9(2)(a) @whakarongorau.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @accenture.com>

Cc: Double up of email trail above

Double up of email trail above

Subject: [EXT] RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi All

Can we please update this again (sorry!) to align with other campaign messages that people will see. Revised copy below.

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. You can book online at <https://book.vaccine.covid19.health.nz> with your unique code 12345678910, or call 9(2)(a). The vaccine is free. Find out about how it protects you and your aiga here [linklinklink]

Cheers

9(2)(a)

9(2)(a)

COVID-19 Vaccination and Immunisation Programme
Ministry of Health

9(2)(a)

From: 9(2)(a) @pegasus.org.nz>

Sent: Friday, 28 May 2021 11:40 am

To: 9(2)(a) @health.govt.nz>; 9(2)(a) @whakarongorau.nz>; 9(2)(a)

9(2)(a) @deloitte.co.nz>; 9(2)(a) @accenture.com>

Cc: Double up of email trail above

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Yes fine to change this. 9(2)(a) can you please update the comms drafts.

Ngā mihi,

9(2)(a)

Canterbury Primary Care
COVID-19 Vaccination Operations Lead

M: 9(2)(a)
@pegasus.health.nz



From: 9(2)(a) @health.govt.nz>

Sent: Friday, 28 May 2021 11:38 AM

To: 9(2)(a) @whakarongorau.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @accenture.com>

Cc: Double up of email trail above

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi 9(2)(a)

Good spotting, is this possible to change this? I am still waiting for the approval once I get this I will send it through asap.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme
Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



From: 9(2)(a) @whakarongorau.nz>

Sent: Friday, 28 May 2021 11:34 am

To: 9(2)(a) @health.govt.nz>; 9(2)(a) @deloitte.co.nz>; 9(2)(a)

9(2)(a) @accenture.com>

Cc: Double up of email trail above

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi,

Is it possible to get the messaging changed slightly in the text to provide the link first then our number?

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. You can book online at <https://book.vaccine.covid19.health.nz> with your unique code 12345678910, or 9(2)(a). The vaccine is safe and it's free. Find out about how it protects you and your aiga here [linklinklink]

Thanks,

9(2)(a)

9(2)(a)
 Whakarongorau Aotearoa | New Zealand Telehealth Services
 m: 9(2)(a)
 Workdays: Monday - Thursday

From: 9(2)(a) <[REDACTED]@health.govt.nz>

Sent: Friday, 28 May 2021 11:08 a.m.

To: 9(2)(a) <[REDACTED]@deloitte.co.nz>; 9(2)(a) <[REDACTED]@accenture.com>

Cc: Double up of email trail above

Subject: Re: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi team

It is currently with the director CVIP, I am chasing this now again.

Cheers 9(2)(a)

From: 9(2)(a) <[REDACTED]@deloitte.co.nz>

Sent: Friday, May 28, 2021 11:03:34 AM

To: 9(2)(a) <[REDACTED]@accenture.com>; 9(2)(a) <[REDACTED]@health.govt.nz>

Cc: Double up of email trail above

Subject: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hello 9(2)(a)

Can you please reply all to this group with your Rolleston approval or any communication. The team are ready to go and your approval email will initiate a number of actions.

- 9(2)(a) has confirmed WA readiness and the IVR is ready to go – all on standby for 12pm
- The Site Setup is complete and verified. The Access Code is generated and ready to be provided.

Also, as requested I include the text message content from the Canterbury team. I shall assume that Izzi can facilitate any conversations/feedback required on your behalf. Thank you.

I shall be away from communications for approx. 45 minutes but should not be in the critical path.

TEXT MESSAGE CONTENT, AS REQUESTED

The text comms to go to Pasifica folk to book in Rolleston this afternoon.

All in one with name (on smartphones it will appear as one message, but the PHO will pay for two. Max 320 characters)

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. To book call 9(2)(a) [REDACTED] or go online <https://book.vaccine.covid19.health.nz> and provide your unique code 12345678910. The vaccine is safe and it's free. Find out about how it protects you and your aiga here [linklinklink]

The team are confirming the language for the text to Māori patients (likely to start with Kia ora, and change aiga to whanau), other content won't change.

This message will only be sent to people who have no vaccines recorded on the CIR.

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If you have received this message in error, please notify the sender

Kathleen Smitheram

From: 9(2)(a)@health.govt.nz>
Sent: Monday, 31 May 2021 8:18 AM
To: 9(2)(a)
Cc: 9(2)(a); Ralph La salle; ECC Operations (CDHB)
Subject: FW: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested[EXTERNAL SENDER]

Hi 9(2)(a)

9(2)(a) is dealing with it and will respond directly back to you.
 Intention is to respond this morning and she is aware it is urgent.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme |
 Manatū Hauora | Ministry of Health |

Mobile: 9(2)(a)

Email:

Webpage: <http://www.health.govt.nz>



From: 9(2)(a)@health.govt.nz>
Sent: Monday, 31 May 2021 8:15 am
To: 9(2)(a)@health.govt.nz>
Cc: 9(2)(a)@health.govt.nz>
Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested[EXTERNAL SENDER]

Hi 9(2)(a)

I am managing this, the signature should come through this morning. I will send this through to the DHB.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme |
 Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



From: 9(2)(a)@health.govt.nz>
Sent: Monday, 31 May 2021 8:12 am
To: 9(2)(a)@health.govt.nz>
Cc: 9(2)(a)@health.govt.nz>
Subject: FW: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested[EXTERNAL SENDER]

HI [9(2)(a)]

Not sure if you have already seen this email?

Canterbury are urgently trying to send out a text but appear to understand they require approval via you?
Is it possible to please provide an update with urgency so they can get this clinic booked up for Wednesday?

Your input would be very much appreciated.

Kind Regards

[9(2)(a)]

COVID-19 Vaccine and Immunisation Programme |
Manatū Hauora | Ministry of Health |

Mobile: [9(2)(a)]

Email:

Webpage: <http://www.health.govt.nz>



From: [9(2)(a)] <[redacted]@ccn.health.nz>

Sent: Monday, 31 May 2021 8:09 am

To: [9(2)(a)] <[redacted]@health.govt.nz>

Cc: Ralph La salle <Ralph.Lasalle@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>;
Mark Limber <Mark.Limber@cdhb.health.nz> <mark.limber@cdhb.health.nz>

Subject: Fw: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested[EXTERNAL SENDER]

Kia ora [9(2)(a)]

Please see below. I've just spoken to [9(2)(a)] and he asked me to send this through to you to see if you can address please.

Ngā mihi

[9(2)(a)]

Canterbury Covid-19 Vaccination Programme Lead

Phone: [9(2)(a)]

Email:

Out of Scope

Out of Scope

From: [REDACTED] <[REDACTED]@pegasus.org.nz>

Sent: Sunday, May 30, 2021 12:59:45 PM

To: [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@accenture.com>; [REDACTED] <[REDACTED]@accenture.com>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@accenture.com>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@ccn.health.nz>

Subject: Re: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested[EXTERNAL SENDER]

Kia ora [REDACTED]

Please can you provide approval for this access code to be created. If there is an issue that is preventing approval please let me know so I can communicate to the team in Canterbury.

Ngā mihi,

[REDACTED]

[REDACTED]

Canterbury Primary Care

COVID-19 Vaccination Operations Lead

M

E: [REDACTED] <[REDACTED]@pegasus.health.nz>

From: [REDACTED] <[REDACTED]@pegasus.org.nz>
Sent: Friday, May 28, 2021 12:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Yes thank you, all feedback has been included.

Ngā mihi,

[REDACTED]
Canterbury Primary Care
COVID-19 Vaccination Operations Lead
M [REDACTED]
E: [REDACTED]@pegasus.health.nz



From: [REDACTED] <[REDACTED]@deloitte.co.nz>
Sent: Friday, 28 May 2021 12:22 PM
To: [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@pegasus.org.nz>
Subject: RE:12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Thanks [REDACTED] received your voicemail.

I'm sure the Canterbury team [REDACTED] <[REDACTED]@pegasus.org.nz> will have seen your amendment.

Kind regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@health.govt.nz>
Sent: Friday, 28 May 2021 11:43 am
To: [REDACTED] <[REDACTED]@pegasus.org.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@accenture.com>
Cc: [REDACTED] <[REDACTED]@accenture.com>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; [REDACTED] <[REDACTED]@accenture.com>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@whakarongorau.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; [REDACTED] <[REDACTED]@deloitte.co.nz>; [REDACTED] <[REDACTED]@ccn.health.nz>
Subject: [EXT] RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi All

Can we please update this again (sorry!) to align with other campaign messages that people will see. Revised copy below.

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. You can book online at <https://book.vaccine.covid19.health.nz> with your unique code 12345678910, or call 9(2)(a) The vaccine is free. Find out about how it protects you and your aiga here [linklinklink]

Cheers

9(2)(a)

COVID-19 Vaccination and Immunisation Programme
Ministry of Health

9(2)(a)

From: 9(2)(a) <[redacted]@pegasus.org.nz>

Sent: Friday, 28 May 2021 11:40 am

To: 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@accenture.com>

Cc: 9(2)(a) <[redacted]@accenture.com>; 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@accenture.com>; 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@health.govt.nz>; Chelsea Dickson <Chelsea.Dickson@cdhb.health.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@health.govt.nz>; Mark Limber <Mark.Limber@cdhb.health.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@ccn.health.nz>

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Yes fine to change this 9(2)(a) can you please update the comms drafts.

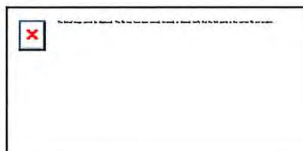
Ngā mihi,

9(2)(a)

Canterbury Primary Care COVID-19 Vaccination Operations Lead

M: 9(2)(a)

E: [redacted]@pegasus.health.nz



From: 9(2)(a) <[redacted]@health.govt.nz>

Sent: Friday, 28 May 2021 11:38 AM

To: 9(2)(a) <[redacted]@whakarongorau.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@accenture.com>

Double Up

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi 9(2)(a)

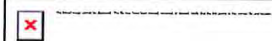
Good spotting, is this possible to change this? I am still waiting for the approval once I get this I will send it through asap.

Kind Regards

9(2)(a)

COVID-19 Vaccine and Immunisation Programme |
Ministry of Health - PO Box 5013, Wellington 6145

9(2)(a)



From 9(2)(a) <[redacted]@whakarongorau.nz>

Sent: Friday, 28 May 2021 11:34 am

To: 9(2)(a) <[redacted]@health.govt.nz>; 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@accenture.com>

Double Up

Subject: RE: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi,

Is it possible to get the messaging changed slightly in the text to provide the link first then our number?

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. You can book online at <https://book.vaccine.covid19.health.nz> with your unique code 12345678910, or call 9(2)(a) [redacted]. The vaccine is safe and it's free. Find out about how it protects you and your aiga here [linklinklink]

Thanks.

9(2)(a)

Whakarongorau Aotearoa | New Zealand Telehealth Services

m: 9(2)(a) [redacted]

Workdays: Monday - Thursday

From 9(2)(a) <[redacted]@health.govt.nz>

Sent: Friday, 28 May 2021 11:08 a.m.

To: 9(2)(a) <[redacted]@deloitte.co.nz>; 9(2)(a) <[redacted]@accenture.com>

Double Up

Double Up

Subject: Re: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hi team

It is currently with the director CVIP, I am chasing this now again.

Cheers ^{9(2)(a)}

From: ^{9(2)(a)} <[\[redacted\]@deloitte.co.nz](mailto:[redacted]@deloitte.co.nz)>

Sent: Friday, May 28, 2021 11:03:34 AM

To: ^{9(2)(a)} <[\[redacted\]@accenture.com](mailto:[redacted]@accenture.com)> ^{9(2)(a)} <[\[redacted\]@health.govt.nz](mailto:[redacted]@health.govt.nz)>

Double Up

Subject: 12PM ROLLESTON APPROVAL: Email Distribution List for Advice to Proceed & Text Content requested

Hello ^{9(2)(a)}

Can you please reply all to this group with your Rolleston approval or any communication. The team are ready to go and your approval email will initiate a number of actions.

- ^{9(2)(a)} has confirmed WA readiness and the IVR is ready to go – all on standby for 12pm
- The Site Setup is complete and verified. The Access Code is generated and ready to be provided.

Also, as requested I include the text message content from the Canterbury team. I shall assume that Izzi can facilitate any conversations/feedback required on your behalf. Thank you.

I shall be away from communications for approx. 45 minutes but should not be in the critical path.

TEXT MESSAGE CONTENT, AS REQUESTED

The text comms to go to Pasifica folk to book in Rolleston this afternoon.

All in one with name (on smartphones it will appear as one message, but the PHO will pay for two. Max 320 characters)

Warm Pasifika greetings [name name]. You and your aiga are now able to have your COVID-19 vaccination. To book call ^{9(2)(a)} or go online <https://book.vaccine.covid19.health.nz> and provide your unique code 12345678910. The vaccine is safe and it's free. Find out about how it protects you and your aiga here [linklinklink]

The team are confirming the language for the text to Māori patients (likely to start with Kia ora, and change aiga to whanau), other content won't change.

This message will only be sent to people who have no vaccines recorded on the CIR.