

Vaccine Data Resolution Service (VDRS)

The Vaccine Data Resolution Service (VDRS) aims to resolve missing or incorrect vaccination records for people vaccinated in England who have a current NHS number and are registered with a GP practice in England. A pilot of outbound calls was launched on 3 August to patients identified as having a second dose but where no first dose is showing on the national immunisation database (NIMS). This service continues to operate. An inbound service has now been launched, and referrals to the VDRS can be made via any of the services accessed via 119.

Please note: 119 and VDRS call agents will not provide clinical advice and **cannot assist** at this time with queries related to vaccinations received overseas. If the query relates to personal information that is incorrect on the patient record (e.g. name, address), these will still need to be resolved by their GP practice.

If a member of the public believes they have missing or incorrect COVID-19 vaccination data, please advise them to call 119 and ask the call agent to make a referral to the VDRS team on their behalf. The VDRS team will then call the person back within five working days.