

FAQs relating to the independent review into the cold chain failure in the Queenstown Lakes area

Will the provider be allowed to continue administering vaccines?

Currently the provider is not administering vaccines. The Southern DHB and the provider are working through the process to allow them to administer vaccines again safely and confidently in the future.

Will the provider achieve CCA again?

The Southern DHB, alongside the provider, is working through the process to achieve CCA accreditation.

Who will monitor and review the provider and Southern DHB to ensure both parties implement the required recommendations of the review to the required standards?

The Southern DHB has set up a working group to implement the recommendations outlined in the DAA Group report. The Southern DHB is committed to implementing all recommendations as they will improve all Southern immunisation programmes, including the COVID-19 Vaccination programme. The Southern DHB is committed to putting quality and patient safety at the forefront of everything we do, and these recommendations will strengthen our ability to this.

What steps are being taken to implement the recommendations for the SDHB?

The Southern DHB has set up a working group to implement the recommendations outlined in the DAA Group report. This group meets regularly to collectively work towards the implementation of all the report's recommendations. Updates on the Southern DHB's progress towards addressing these recommendations will be provided to the Executive Director Planning, Funding & Population Health on a monthly basis with the goal of addressing all recommendations by the end of August 2022. Normal approval processes, in line with Southern DHB policy and procedures, will be followed.

What steps are being taken to implement the recommendations for the COVAX team?

The recommendations for the COVAX team are being implemented by the Southern DHB steering group. The recommendations for the COVAX team will also be taken into consideration for the whole of the Southern DHB health system.

What steps are being taken to implement the recommendations for the Provider?

The provider, in partnership with the Southern DHB equity lead, is actively working towards implementing the recommendations outlined in the DAA Group report. The provider has already implemented workforce and quality changes and is committed to keeping the Southern DHB equity lead informed of their progress.

Is Southern DHB updating its cold chain provider non-compliance policy guidelines so that it addresses exactly what must be done if CCA renewal isn't completed in a timely way?

Yes. This process is currently underway. The Southern DHB is committed to implementing all recommendations made in the DAA Group report.

Have all providers in Southern now got CCA renewal? The report said that at the time of the breach there were 10 providers working towards it.

As of the release of this report all providers currently vaccinating in the Southern district have current Cold Chain Accreditation (CCA) or Cold Chain Compliance (CCC). There are no providers outstanding.

Has a review of other providers data loggers and/or vaccine monitoring been carried out?

All immunisation providers are required to achieve CCA accreditation or cold chain compliance (CCC) to confirm their ability to meet the required standards as outlined in the Ministry of Health's National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017 (2nd edition). All providers, under CCA and CCC accreditation, self-review their cold-chain procedures to ensure compliance with the National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017. A review has been undertaken of the Southern DHB cold chain accreditation data base to ensure that all immunisation providers have achieved cold chain accreditation or CCA and understand their professional responsibilities.

Why was the provider allowed to have a fridge containing vaccines in their private home?

The fridge located at the providers home was a fully approved and accredited fridge that complied with the Ministry of Health's National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017 that must be met by all providers to gain CCA. Having an approved vaccine storage fridge at a residential address is a common practise for Occupational Health Providers throughout New Zealand who have a home office.

Can you be certain that people who got their vaccine during the low-risk time period of 4 February – 10 February 2022 are protected against COVID-19?

IMAC and the Southern DHB investigations team are confident that the vaccines given during this time were viable. While dataloggers were not in that refrigerator for part of this period, there is good evidence that this refrigerator was performing to specification. This evidence is taken from the data available in the period directly leading up to, and following, the period where no data was logged. IMAC and the investigations team are confident that people who received a vaccine during this period, from this provider, did receive a viable vaccine dose.

Where can people go that have questions about their vaccine delivered by the Provider? Who can they contact? (Assume we have this from previous FAQs)

Anyone with questions about their vaccine should call 0800 28 29 26 (7 days a week, 8am to 8pm) for more information.