



Public Health
England



Responding to questions from parents/patients.

2016



Learning objectives

- Prepare responses to parents/patients questions about vaccines
- Demonstrate knowledge of how vaccines work, vaccine safety and programme design/development



Activity

In your groups:

- You will be assigned a question, either no 1 or no 2
- Please discuss and then record your responses on flip chart paper
- Each table will be asked to feedback



Question 1

A new vaccine programme has been introduced. A patient/parent has been in touch and wants to know why it has been introduced and if the vaccine is safe to be used?

Action for your group:

- 1. Summarise the key points you might use in a conversation with them**
- 2. List any useful resources you could also refer them to?**



Question 2

A patient is scheduled to receive 5 vaccines on the same day. The patient/parent is concerned that this might be harmful to them and the vaccines may interfere with each other.

Actions for your group:

- 1. Summarise the key points you might use in a conversation with them**
- 2. Reflect on how each of you feel about administering 5 vaccines**



Summary

What have you learnt from this session?



Tips for discussion

- Start with a positive statement.

e.g. the immunisation that we are going to give today are

.....

- Listen, evaluate, categorise
- Recognise legitimate concerns
- Provide context
- Refute misinformation
- Provide valid information
- Educate about potential consequences
- Make a clear recommendation



The CASE approach

Corroborate:	Acknowledge the patient's concern and find some point on which you can agree. This sets the right tone.
About Me:	Describe what you have done to build your knowledge base and expertise.
Science:	Describe what the science says.
Explain/Advise:	Give advice to patient, based on the science.

- **Elicit-Provide-Elicit**
 - Would it be ok if...
 - Research shows...
 - What do you think about that?