

Vaccine Supply and Ordering Guidance for Providers – updated

Meningococcal B (MenB) time limited vaccination offer

Contents

Vaccine Supply and Ordering Guidance for Providers – updated	1
Updated 23 July 2026	3
Overview	3
Allocations and Ordering.....	3
Before you can order	3
Step 1 – Register for the service.....	3
Step 2 – List appointments on the National Booking Service (NBS).....	3
Step 3 – Complete the site acknowledgement page in FDP	4
Step 4 – Receive your first allocation and place your order	4
Fixed delivery days and order deadlines	4
Checking Estimated Times of Arrival (ETAs)	5
Deliveries and receipt of vaccine	6
Subsequent allocations and orders	7
Allocation uplift buffer	7
Additional supply requests.....	8
Managing vaccine supply.....	8
Modify existing orders.....	8
Cancellations.....	8
Stocktakes.....	9
Cold chain and storage	9
Stock transfer and the Vaccine Transfer App	9
Consumables	10
Escalations.....	10
Risk of Supply Suspension or Withdrawal	10
Key dates summary	10

What is Different to COVID-19 Vaccination Programme.....	10
Allocation model.....	10
Ordering Flexibility and delivery dates	11
Order cut-off deadlines	11
Triggering a new allocation.....	11
Consumables.....	11
Additional supply requests.....	11
Stocktake requirements.....	11
Key Similarities	11
Frequently Asked Questions	13
Allocation and Appointments	14
Ordering and Delivery	15
Walk-in Patients	16
Second Doses.....	17
Eligibility and Patient Queries	17
Systems and Recording	18
Stock Availability and Patient Management.....	19
NBS Availability.....	19
Supply Concerns and Escalation	19
Off-site Delivery and Provider Type.....	19
Glossary.....	20

Updated 23 July 2026

Updates to the previous version are shown in **red text**. The 'Frequently Asked Questions' section is new.

Overview

The 4CMenB (Bexsero) vaccine used in this service is centrally supplied and free of charge. It must be ordered through the Federated Data Platform (FDP). You will not be reimbursed for vaccine costs as part of this service.

This guidance explains how vaccine will be allocated, ordered and delivered to providers during the MenB vaccination programme. It covers:

- How your vaccine allocation is calculated and increased.
- How to set up NBS appointments and complete the FDP site acknowledgement page.
- How to place orders and meet delivery deadlines.
- Your responsibilities for managing stock and minimising waste.
- Key dates and deadlines.

If you have previously delivered the COVID-19 vaccination programme, see the section [What is Different to the COVID-19 Programme](#) at the end of this document before reading the detailed instructions.

Allocations and Ordering

Before you can order

You must complete all of the following steps before you can place a vaccine order. These must be completed in order.

Step 1 – Register for the service

Register for the service by 23:59 on 20 July 2026 via the [electronic registration](#) declaration. If you wish to start offering NBS appointments from the Service Commencement Date (20 July 2026), you must have registered by 6 July 2026.

Step 2 – List appointments on the National Booking Service (NBS)

You must list a minimum of 100 appointments per month on NBS, available across various times including late afternoons and Saturdays (where applicable). You should not upload appointments before you have registered for the service in [Step 1](#).

To set up your NBS appointments:

- Follow the guidance: '[Manage your Appointments on NBS](#)' on the V&S Futures workspace
- Use NHS England Digital resources:

- [Manage Your Appointments guidance](#)
- [Create appointment availability](#)

Having appointments available on NBS ensures your vaccine order requests are processed quickly and efficiently.

Step 3 – Complete the site acknowledgement page in FDP

You must complete the site acknowledgement page in the Federated Data Platform (FDP). You will not be able to order any vaccine until this step has been completed.

1. Log into the FDP [Supply Dashboard](#)
2. Review and confirm your site details:
 - Site lead contact information
 - Storage capacity
3. Update any incorrect information and click 'Accept'

This step verifies that your site details are correct, including your address, and fridge capacity. Your site address determines where the vaccine will be delivered, so it is important that this information is accurate. If you spot any errors, contact your [ICB/SVOC](#) immediately.

Bitesize video guides are available:

[How to Accept the Site Acknowledgement Page](#)

[How to Update Site Storage Capacity](#)

Step 4 – Receive your first allocation and place your order

Once Steps 1 to 3 are complete, you will automatically be allocated 10 doses (1 box) of 4CMenB (Bexsero) vaccine on the FDP Supply Dashboard. You must then actively place an order on FDP to draw down this stock as vaccine will not be dispatched automatically.

Orders are fulfilled on a fixed delivery day schedule. See [Fixed Delivery Days and Order Deadlines](#) below to ensure you place your order in time.

Fixed delivery days and order deadlines

Vaccine deliveries operate on a fixed day schedule assigned to your site. There are no off-schedule deliveries under any circumstances, so it is essential that you place your order before your cut-off deadline. If you miss the cut-off, you will not receive a delivery until your next scheduled delivery day, which may be the following week.

Your order cut-off deadline depends on your fixed delivery day:

Fixed Delivery Day Order Must Be Placed By

Monday	Thursday of the previous week, by 08:00
Tuesday	Friday of the previous week, by 08:00

Fixed Delivery Day Order Must Be Placed By

Wednesday	Monday of the same week, by 08:00
Thursday	Tuesday of the same week, by 08:00
Friday	Wednesday of the same week, by 08:00

There are no exceptions to these deadlines. Plan your ordering carefully to ensure you do not run out of stock between deliveries, particularly during periods of high appointment demand.

Your fixed delivery day will be available for you to view on the [FDP Supply Dashboard](#), along with your site details.

Checking Estimated Times of Arrival (ETAs)

Estimated times of arrival (ETAs) will be available from 6am on the day of delivery on the [Movianto UK \(MUK\) website](#) Market Place, rather than on the [FDP Supply Dashboard](#).

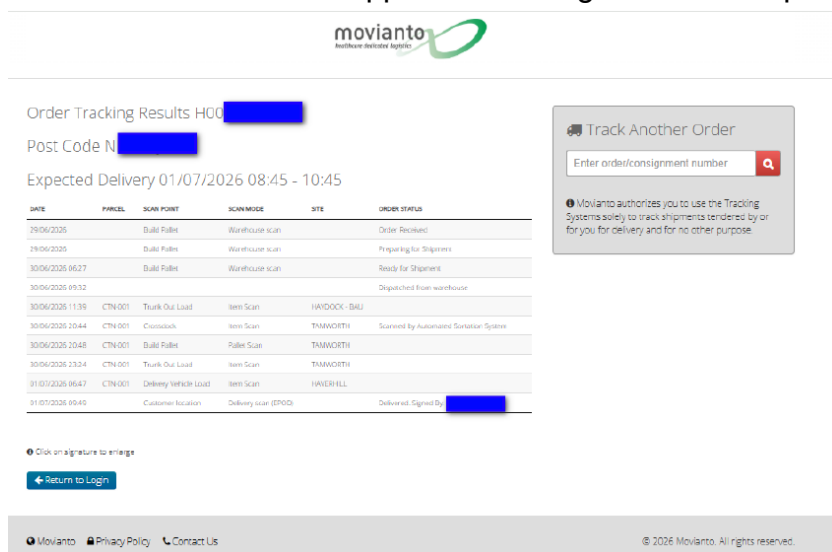
Step 1: Enter the URL <https://marketplace.movianto.com> into your browser.

Step 2: You do not need to sign in as an account is not needed, instead navigate to the search bar on the right of the screen

Step 3: Obtain the order number you are querying from the Supply Dashboard in FDP and prefix it with an M, for example order number “112233” would become “M112233”. Paste this in the search bar and select the spyglass button:-



Step 4: You will be shown details of the status of the order, such as its consignment number (prefixed by H00), The post code of delivery, the expected delivery date and time (depending on the status of the order), the history of the order in the warehouse and if applicable the signature of the person who has signed for it:-



Order Tracking Results H00 [redacted]
Post Code N [redacted]
Expected Delivery 01/07/2026 08:45 - 10:45

DATE	PARCEL	SCAN POINT	SCAN MODE	SITE	ORDER STATUS
29/06/2025		Build Rollin	Warehouse scan		Order Received
29/06/2025		Build Rollin	Warehouse scan		Preparing for Shipment
30/06/2025 06:27		Build Rollin	Warehouse scan		Ready for Shipment
30/06/2025 09:32					Dispatched from warehouse
30/06/2025 11:39	CTN 001	Trunk Out Load	Item Scan	HARDROCK - BRU	
30/06/2025 10:44	CTN 001	Crossdock	Item Scan	TAMWORTH	Scanned by Automated Sortation System
30/06/2025 10:48	CTN 001	Build Rollin	Pallet Scan	TAMWORTH	
30/06/2025 13:24	CTN 001	Trunk Out Load	Item Scan	TAMWORTH	
31/07/2025 06:47	CTN 001	Delivery Vehicle Load	Item Scan	WINTERHILL	
01/07/2025 09:40		Customer location	Delivery scan (DPDS)		Delivered Signed for [redacted]

Click on signature to enlarge
Return to Login

Movianto Privacy Policy Contact Us © 2026 Movianto. All rights reserved.

Step 5: If a check on an additional order is required, the search bar is on the right of this screen, you can use this to check further order

Deliveries and receipt of vaccine

The delivery window is between 08:00 and 17:00. You must ensure that a trained member of staff is available on site throughout the full delivery window, not just during the ETA window. **ETAs are a guide only and deliveries can be delayed due to unforeseen circumstances such as adverse weather or road incidents.**

If your pharmacy closes during a lunch period, you must still make arrangements to receive vaccine deliveries during that time. A member of staff must remain on site and be ready to answer the door promptly. If your pharmacy displays a closed sign during lunch, ensure it is clear to the delivery driver that the premises are still accessible for deliveries, for example by displaying a notice alongside the closed sign stating that deliveries should knock or use the doorbell, or by ensuring the doorbell or intercom is clearly visible and operational. Delivery drivers are unable to wait, so staff must be prepared to respond immediately without causing any delay to the driver.

Do not book patient appointments on the same day as your scheduled vaccine delivery. Even if your ETA suggests an early arrival, delays can mean vaccine is not available when patients attend. Plan NBS appointments from the day after your confirmed delivery date to avoid cancellations and patient inconvenience.

If there is a problem with the delivery, then the Lead Contact (on FDP) will be contacted. Changes to Lead Contact details can be made through the FDP Supply Dashboard if necessary.

Subsequent allocations and orders

Once you have used a portion of your initial stock, your allocation will be increased on FDP, when all the following conditions have been met:

- You have recorded use of at least 50% of previously supplied doses (for vaccinations administered before 31 December 2026) or 70% (for vaccinations administered after 31 December 2026); and
- Your current stock is below 1 pack (fewer than 10 pre-filled syringes); and
- Your NBS appointments continue to meet the minimum publication standards; and
- You have submitted a valid stocktake on FDP within the previous 7 days.

Where NBS booked appointments indicate a higher need than the standard 10-dose increase, a larger allocation may be approved.

If these conditions are not met, your allocation will not be automatically increased until you can demonstrate compliance.

When your allocation is increased, it will either be:

- a further 10 doses; or
- a quantity matching your NBS booked appointments, if this indicates a higher need.

You must actively place a new order on FDP to draw down each new allocation as stock will not be dispatched automatically. Orders are fulfilled on your fixed delivery day schedule, so plan ahead to avoid running out of stock between deliveries. This process repeats each time you reach the usage threshold.

Allocation uplift buffer

A buffer is applied to allocation uplifts to account for increased demand that may occur during the week before your next fixed delivery day. This ensures you have sufficient stock to meet bookings that arise between deliveries without running out before your next scheduled order can arrive.

The buffer is calculated automatically by NHS England when reviewing NBS booking data and is built into your uplift quantity rather than issued as a separate allocation. You do not need to request it separately.

This means your allocation uplift may be slightly higher than your current confirmed NBS bookings to accommodate anticipated demand in the period leading up to your next delivery.

Additional supply requests

If your current allocation does not meet your confirmed appointment demand, you can request additional allocation through the FDP Supply Dashboard. Requests will only be approved where there is a clear and evidenced need.

Examples of circumstances where a request may be approved include:

- Confirmed offsite delivery activity approved by the Commissioner
- NBS booked appointments that exceed your current allocation

Requests without clear evidence of additional need will not be approved. This includes requests made solely to cover walk-in activity; walk-ins should be served using surplus stock only.

Providers should ensure their NBS appointments are kept up to date. This is the primary mechanism through which routine allocation increases are identified and applied, and keeping appointments current will reduce the need to make manual requests.

Managing vaccine supply

The onus is on pharmacies to manage their bookings in line with supply. Please review your [MYA bookings and calendars](#) to make sure that you have sufficient vaccine to manage your booked activity up to the point at which your next delivery will be due.

- If you have booked appointments which will exceed the volume of vaccine you have, please reschedule these bookings, or ask the individual to rebook at another participating pharmacy which has supply
- At such time as your booked appointments come close to the volume of vaccine you have, please close availability until after your next scheduled delivery day.

Modify existing orders

Providers can now modify existing vaccine orders directly through the Federated Data Platform (FDP) Supply Dashboard. This feature allows you to update order quantities without needing to cancel and resubmit. Log into the [FDP Supply Dashboard](#) to use this feature. Full [guidance](#) is available on the [V&S Futures workspace](#).

Cancellations

If you need to cancel a scheduled vaccine delivery, the process you follow depends on whether your order has passed the cut-off deadline in FDP.

Before the order cut-off (order not yet locked): You can self-cancel directly in the FDP Supply Dashboard up to 08:00 two days before your scheduled delivery date.

After the order cut-off (order locked): Once your order is locked, you cannot cancel it yourself. You must escalate the cancellation request to your ICB/SVOC as soon as possible. The absolute latest a delivery can be cancelled is early morning on the day before delivery is due. Your ICB will have their own local deadline before this point so confirm this with your ICB in advance.

Cancellation requests made after the local deadline cannot be guaranteed.

Before requesting cancellation, review your NBS appointment availability and close or reschedule any upcoming slots to avoid patients booking appointments you will be unable to fulfil. This is your responsibility under paragraph 4.22 of the service specification, which requires you to update NBS as soon as practically possible if you temporarily cannot provide the service.

Stocktakes

- You must submit a valid stocktake in FDP within the previous 7 days before you can place any order for additional vaccine.
- Vaccination records must be entered on the same day as administration, unless exceptional circumstances apply.
- Do not stockpile vaccine. All stock must be actively managed.

Failure to report usage or stock levels accurately may result in the temporary suspension of your vaccine supply.

Cold chain and storage

- Vaccines must be stored, handled and transported in line with the manufacturer's instructions, MHRA and UKHSA guidance, and Green Book Chapter 3 ('Storage, distribution and disposal of vaccines').
- Vaccines may only be stored overnight at CQC/GPhC registered premises.
- All vaccine refrigerators must have a maximum/minimum thermometer. Temperatures must be recorded on every working day, with prompt action taken if readings fall outside the recommended range.
- Where vaccination is carried out off-premises, you must ensure cold chain integrity is maintained throughout transport and administration.
- Your SOP must include procedures for cold chain management, including escalation processes for temperature deviations.

Stock transfer and the Vaccine Transfer App

MenB vaccine can be moved, in accordance with the movement of vaccine defined in the Human Medicines Regulations (HMR), including from providers that hold a WDA licence, or between locations that are part of the same legal entity. Any permitted stock movements should be recorded using the Vaccine Transfer App.

Consumables

You are responsible for sourcing and supplying your own consumables, including suitable needles for use with the pre-filled syringes. These are not centrally supplied.

Escalations

If you have any queries regarding how to order vaccine, allocations, stocktakes or deliveries, please escalate to your [ICB/SVOC](#) in the first instance, using the [escalation template](#).

Risk of Supply Suspension or Withdrawal

The Commissioner may pause or withdraw your vaccine supply if you:

- Consistently fail to meet the usage thresholds (50%/70% as above); or
- Repeatedly fail to meet the 7-day stocktake reporting requirement; or
- Administer fewer than 10 vaccines between 20 July and 30 September 2026.

Key dates summary

Date	Action Required
6 July 2026	Register by this date to access NBS from Service Commencement Date
20 July 2026	Latest registration deadline (23:59)
20 July – 30 September 2026	Must administer at least 10 vaccines
31 December 2026	First dose must be administered by this date
31 March 2027	Service end date

What is Different to COVID-19 Vaccination Programme

Allocation model

There is no season forecast model. All providers start with a flat initial allocation of 10 doses regardless of size or historical activity. Subsequent allocations are either a further 10 doses or a quantity matching NBS booked appointments.

The programme is designed for a specific, time-limited cohort of approximately one million young people, so allocations are tightly managed and linked directly to appointment activity. Walk-in activity should be served using surplus stock only. Providers will not receive allocations to cover walk-in activity, and additional supply requests made solely for this purpose will not be approved.

Ordering Flexibility and delivery dates

Unlike COVID-19, providers can only place orders for delivery on their assigned fixed delivery day each week. There are no off-schedule deliveries under any circumstances.

Order cut-off deadlines

Cut-off deadlines are fixed and tied to your delivery day. See [the Fixed Delivery Days and Order Deadlines](#) section above for the full schedule. Missing the cut-off means waiting until your next scheduled delivery day. There are no exceptions.

Triggering a new allocation

There is no TDM or season forecast release mechanism. A new allocation is triggered once a provider has vaccinated at least 5 patients (50% of the initial 10-dose pack).

Consumables

Unlike the COVID-19 programme, consumables including suitable needles are not centrally supplied. You are responsible for sourcing and funding your own consumables.

Additional supply requests

Unlike the COVID-19 programme, there is no formal additional supply request process linked to a season forecast. Allocation increases are primarily driven by NBS appointment data and usage thresholds.

However, providers can request additional vaccine supply above their current allocation through the FDP Supply Dashboard where there is a clear and evidenced need. Examples of circumstances where a request may be approved include confirmed offsite delivery activity approved by the Commissioner, or NBS booked appointments that exceed your current allocation. Requests made solely to cover walk-in activity will not be approved.

See the [Additional supply requests section](#) above for full details.

Stocktake requirements

Both programmes require a valid stocktake to have been completed within the last 7 days before an order can be placed. The same exceptions apply: no stocktake is required for new sites that have never received stock, or where the last stocktake showed zero stock with no deliveries since.

Key Similarities

The following aspects work in the same way as the COVID-19 programme:

- Vaccine is centrally supplied and free of charge via FDP.
- Providers must actively place orders — stock is not dispatched automatically.

- Stocktake compliance is required before ordering.
- Cold chain management and [Green Book Chapter 3](#) guidance applies.
- Vaccination records must be entered on the same day as administration.
- NBS is used for appointment booking and visibility.

Frequently Asked Questions

Contents

Frequently Asked Questions	13
Allocation and Appointments	14
Ordering and Delivery	15
Walk-in Patients	16
Second Doses	17
Eligibility and Patient Queries	17
Systems and Recording	18
Stock Availability and Patient Management.....	19
NBS Availability	19
Supply Concerns and Escalation	19
Off-site Delivery and Provider Type.....	19
Glossary	20

Allocation and Appointments

Q: Why do I need to list 100 appointments if I only receive 10 doses initially?

A: The 100-appointment requirement listed in 4.16 of the [advanced service specification](#) ensures patients can access the service from day one. The initial 10-dose allocation is a starting point only as your allocation increases as you administer doses and your NBS booked appointments grow. In practice, your allocation should keep pace with confirmed bookings. To avoid gaps, schedule appointments only from the day after your confirmed delivery date onwards and align your booking availability with expected stock levels. If your NBS booked appointments consistently exceed your allocation (the quantity of vaccine available to order), contact your ICB using the escalation template.

Q: Do I need confirmed patient bookings before receiving my initial allocation?

No. Your initial 10-dose allocation requires only that you meet service entry requirements: registration, FDP site acknowledgement, and a minimum of 100 NBS appointment slots listed. Confirmed bookings are not required for the first allocation but will drive subsequent increases.

Q: How should pharmacies manage their NBS appointments in relation to their delivery schedule?

Providers are responsible for ensuring their NBS appointments are listed on dates when they will have vaccine available. Appointments should not be listed before or on the expected delivery date, but from the day after delivery is due. Providers should plan their appointment availability around their fixed delivery day and only open appointments from the date stock is expected to be in the pharmacy. Accurate and timely publication of appointments on NBS is a mandatory requirement.

Q: At what time are overnight MYA bookings reviewed and first 10 doses released?

Bookings are typically reviewed by 10am each weekday morning.

Q: What is the cadence for approving requests?

Allocation uplift requests are reviewed and approved by the national team throughout the day.

Q: A provider has been validated and is on FDP, but their allocation is still showing as zero. Why?

A: Validation and FDP access do not automatically release vaccine allocation. For the initial allocation, the provider must also have completed the FDP Site Acknowledgement page and published more than 100 appointments on NBS. Providers registered after 6 July may also experience a delay before vaccine ordering becomes available. Providers should check these requirements before escalating.

Q: Can a provider place an order before publishing future NBS appointment availability?

A: No. Orders cannot be processed where future appointment availability has not been published. For the first order, providers should publish appointment availability on the same day the vaccine order is placed and make sure the first appointments are at least 8 days after ordering vaccine.

Q: How frequently does NHS England review NBS bookings and update allocations?

A: Allocation increases are triggered in two ways. First, automatically when you reach your replenishment threshold (50% of doses used before 31 December 2026, or 70% after; stock levels are below 10 doses, 100 appointments listed on NBS) or when your NBS booked appointments indicate a need for additional supply. NHS England reviews confirmed NBS bookings daily (bookings data flows into FDP overnight and is assessed the following day) and may increase allocations where confirmed bookings exceed current stock. Keeping your NBS slots open and current encourages bookings, which strengthens the case for allocation increases.

Q: Can I request additional supply above my current allocation?

Yes, through the FDP Supply Dashboard, but requests will only be approved where there is clear, evidenced need. For example, confirmed NBS bookings exceeding your current stock level, or confirmed commissioner-approved offsite delivery activity. Requests based solely on anticipated demand or walk-in activity will not be approved. All additional supply you order will be delivered on your next scheduled delivery day; there are no off-schedule deliveries.

Q: Will NHS England apply scaling to uplift volumes between delivery days?

A buffer is applied to allocation uplifts to cover additional activity between delivery days.

Q: When will the allocation increase after appointments or usage increases?

A: Allocation increases may be triggered by vaccine usage, stock position and confirmed NBS bookings. NBS booking data flows into FDP overnight and is reviewed the following day. Providers should keep NBS availability up to date and order promptly once they meet the relevant replenishment requirements.

Ordering and Delivery

Q: The replenishment process feels unresponsive. Orders must be placed by 08:00 on Wednesday for Friday delivery. What if demand spikes mid-week?

A: The fixed delivery schedule has been designed to provide reliable, predictable stock replenishment during the initial phase of the programme, when the level of expected demand is undetermined. In the meantime, the best way to stay ahead is to monitor your NBS bookings regularly and place orders as early as possible once you reach your replenishment threshold. Additional supply will still be delivered on your next fixed delivery day, so timely ordering is essential. Do not wait until stock is critically low. If you see an increase in demand, you can modify your order via FDP

to increase the quantity to be delivered, provided you have sufficient allocation available to order from.

Q: How does the ordering and delivery schedule work?

Deliveries operate on a fixed weekly schedule during the initial programme phase, with a move to dynamic ordering currently under review. Orders must be placed by 08:00 on your assigned cut-off day. Missing this deadline means waiting until your next scheduled delivery day; no off-schedule deliveries are available. Monitor NBS bookings regularly and place orders promptly when you reach replenishment thresholds rather than waiting until stock runs critically low. All orders must be in line with national ordering restrictions.

Q: Are interim deliveries planned between fixed delivery days?

There are no interim deliveries planned between a site's fixed delivery day.

Q: What should providers do if they have confirmed bookings but cannot order enough vaccine?

A: Providers should use the FDP Supply Dashboard to request additional supply where there is clear, evidenced need, such as confirmed NBS bookings exceeding current stock. Requests based only on anticipated demand or walk-in activity will not be approved. Additional supply will be delivered on the provider's next scheduled delivery day.

Walk-in Patients

Q: The service allows walk-in patients. How can pharmacies order enough stock to meet walk-in demand if they have no NBS bookings?

Most eligible individuals (approximately 80%) will receive an invitation to book via NBS, and supply will primarily be issued in line with NBS bookings. The remaining cohort are invited to contact a pharmacy directly to arrange a vaccination at a suitable time. Where an eligible individual walks in and stock is available, vaccination can proceed. If stock is insufficient, the individual should be asked to return at a time that aligns with the pharmacy's next scheduled delivery. Note that pharmacies are required to offer walk-in clinics advertised via the Pharmacy Services Finder.

Q: How are pharmacies expected to meet walk-in demand?

The service specification does not require pharmacies to vaccinate every individual at the point they walk in. Individuals can walk in to arrange a vaccination at a suitable time that aligns with the pharmacy's delivery schedule. Most of the demand is expected to come via NBS bookings.

Q: Can pharmacies order additional stock specifically to cover walk-in demand?

No. Additional supply requests cannot be approved solely on the basis of anticipated walk-in activity. Any order that does not meet the replenishment requirements set out in the specification will be deferred until the pharmacy can evidence that those requirements have been met.

Q: How should I manage walk-in patients alongside NBS bookings?

Approximately 80% of eligible individuals receive NBS invitations and should book in advance; the remaining cohort will need to present directly. Where stock is available, walk-in patients should be vaccinated. If stock is insufficient to accommodate a walk-in on the day, direct them to return on or after your next confirmed delivery date and encourage them to book via NBS if eligible. You cannot request additional supply solely to cover anticipated walk-in demand but confirmed walk-in appointments that generate NBS bookings will contribute to allocation increases reviewed by NHS England daily. Locally booked appointments made outside NBS do not automatically trigger allocation increases. If you have confirmed local appointment activity that is not reflected in your NBS bookings and is not covered by your current allocation, you can request additional supply through the FDP Supply Dashboard. To support your request, you should provide evidence of confirmed appointments, for example, a record of scheduled bookings or commissioner-approved offsite activity. Requests of this kind are reviewed on a case-by-case basis and are not guaranteed. Anticipated demand or walk-in activity alone will not be accepted as sufficient evidence.

Second Doses

Q: How do I manage second dose supply and scheduling, including for walk-in patients?

Pharmacies can request additional vaccine to meet confirmed second dose demand through the FDP Supply Dashboard. Providers should plan second dose appointments around their delivery schedule and request additional supply in advance where second dose demand is anticipated. At the point of first dose administration, patients must be informed that their second dose must be given at least 28 days later and should be encouraged to book as soon as possible. Patients must also be told that the second dose does not have to be administered at the same pharmacy. The aim is to complete both doses by mid-September 2026. Note that the first dose must be administered before 31 December 2026 — no payment will be made for first doses administered after this date. NBS will be unavailable on 6 August 2026, so advise patients booking second doses around this date to use alternative dates.

Eligibility and Patient Queries

Q: Are young people starting university or residential further education from abroad eligible?

A: Eligible individuals starting higher education or eligible residential further education as a residential student for the first time in autumn 2026 can access the programme if they meet the age and eligibility criteria. International students under 25 starting their first year of university should receive their first dose in their home country where possible. If they are eligible and remain unvaccinated when in England, they should be able to access vaccination through participating community pharmacy sites.

Q: Who is responsible for checking eligibility?

A: NBS supports booking access but is not a substitute for clinical eligibility checks. Providers remain responsible for confirming eligibility before administering the vaccine and should follow the service specification and clinical guidance.

Systems and Recording

Q: Where should providers go for FDP, NBS/MYA or RAVS access?

A: Providers need access to the relevant systems before they can deliver the programme: FDP is used to order vaccine; NBS/MYA is used to publish and manage appointments; and RAVS is used to record MenB vaccinations. Providers should use the relevant onboarding or access route for each system. If they already have access to a system for another vaccination programme, they should check whether the MenB service has been added before submitting a new request. Further information on these systems is available on the [Vaccinations IT System Access & Use - Vaccinations and Screening - Futures](#).

Q: How do I request access to FDP?

The information at [Accessing the NHS Federated Data Platform \(FDP\)](#) describes in detail how to get access to FDP itself.

For those with an nhs.net e-mail address, access is through authentication of this account.

For users without an nhs.net e-mail account, an OKTA account is required.

- Request an account at <https://apps.model.nhs.uk/register>.
- Complete the 'Federated Data Platform - Access Request Form' to link your OKTA account to FDP via the [Customer Service Portal](#). The product you will be using is 'Vaccines Workspaces'. You may need to register for the Portal to make this request (link on the page under the log-in fields).

Further support is available:

- FDP help guides are available throughout the platform via the “Training Material” icon located at the top of the [Supply Dashboard](#) as well as in the [FDP Supply Dashboard user guides](#) section of the [V&S Futures workspace](#).
- Additional training materials are available at [Federated Data Platform Training Materials](#).
- To receive updates on vaccine orders or site status, see the [Turning on Supply Notification Guide](#) on FutureNHS.
- For access issues, contact ssd.nationalservicedesk@nhs.net or log a ticket using the [Customer Portal](#).
- To remove a user from FDP, please provide the e-mail address of that user to ssd.nationalservicedesk@nhs.net.

Q: Does successful UKHSA validation mean the provider can start vaccinating immediately?

A: No. Successful UKHSA validation confirms the site has passed the supply assurance checks, but providers must also complete the remaining onboarding and service requirements before vaccinating. This includes FDP access and Site Acknowledgement, publishing the required NBS appointment availability, having RAVS access, and ensuring staff meet the service specification requirements.

Stock Availability and Patient Management

Q: What should I do if I have insufficient stock to meet booked appointments?

A: Act promptly. Proactively pause or remove NBS appointment slots before stock runs out and contact affected patients to rebook. Cancellations resulting from responsible stock management and prompt escalation will not trigger automatic performance action.

NBS Availability

Q: Will NBS be extended to non-Year 13 students?

The national team is working towards implementing NBS for non-Year 13 students by early September 2026. Further information will be communicated to providers in due course.

Q: Can NBS stop providers from publishing appointments before vaccine delivery?

A: Not currently. Providers are responsible for managing their appointment availability and should not publish appointments before they expect to have vaccine available. Providers should align NBS availability with their confirmed or expected delivery schedule and amend availability promptly if stock or delivery timings change.

Supply Concerns and Escalation

Q: Who do I contact if I have ongoing supply or operational issues?

Escalate to your ICB using the escalation template provided in the guidance. NHS England monitors operational performance during the initial programme phase and welcomes formal escalations of systemic issues through ICBs for consideration in any national programme review.

Off-site Delivery and Provider Type

Q: Can distance-selling pharmacies provide the MenB service?

A: Distance-selling pharmacies must follow the relevant commissioning and approval requirements for delivery away from their registered premises. Where an alternative location is required, this must be reviewed and approved through the appropriate regional process. If a location is not approved, the provider should not be treated as ready to deliver the service from that location.

Q: Can providers vaccinate off-site or at alternative locations?

A: Off-site or alternative location delivery must be considered in line with the service specification and local commissioner approval requirements. Providers remain responsible for meeting all service, governance, workforce, record-keeping and vaccine supply requirements. Any off-site arrangements should be agreed through the appropriate regional or commissioner process before delivery begins.

Glossary

Term	Definition
4CMenB	Four-component protein-based meningococcal B vaccine. The vaccine used in this service, supplied as single pre-filled syringes in packs of 10.
Allocation	The quantity of vaccine made available to your site on FDP that you are permitted to order. Your allocation must be drawn down by placing an order — it is not dispatched automatically.
Cold chain	The system of temperature-controlled storage and transportation that maintains vaccine integrity from manufacture to administration.
FDP	Federated Data Platform. The system through which vaccine allocations are managed and orders are placed.
ICB	Integrated Care Board. Your local NHS commissioning body, and your first point of contact for queries and escalation.
NBS	National Booking Service. The system through which patients book their vaccination appointments.
MHRA	Medicines and Healthcare products Regulatory Agency. The UK body responsible for regulating medicines and medical devices.
NBS	National Booking Service. The system through which patients book their vaccination appointments.
Stocktake	A record of your current vaccine stock submitted through FDP. Must be completed within the previous 7 days before placing an order.
SVOC	System Vaccination Operations Centre.
TDM	Targeted Deployment Model. A mechanism used in the COVID-19 programme to automatically increase provider allocations based on booking activity. This does not apply to the MenB programme.

Term	Definition
UKHSA	UK Health Security Agency. The government agency responsible for protecting the public from infectious diseases, including oversight of national vaccination programmes.