

Our Problem

Vaccination is one of the most powerful and cost-effective public health interventions, improving health outcomes and reducing the burden of disease for individuals and communities. However, uptake is not equal across all communities. Health inequalities, barriers to access, and low health literacy contribute to gaps in coverage, leaving some groups at greater risk of vaccine-preventable diseases.

At a glance

Equitable vaccination delivery means ensuring that everyone, regardless of their background, location, or circumstances, has fair access to vaccines and the information needed to make informed decisions.

Vaccinators and those in the wider healthcare workforce who have vaccination conversations (such as health visitors, pharmacists, GPs and midwives) can help ensure timely and equitable access to vaccines for all.

NES and PHS co-developed Inclusive Vaccination Practice to build capability in health literacy, cultural competence, accessibility, Making Every Contact Count (MECC), and managing incomplete vaccination histories.

Methods

Co-developed by NHS Education for Scotland (NES) and the Scottish Vaccination and Immunisation Programme (SVIP), Public Health Scotland.

Aligned with [Scotland's 5-Year Vaccination and Immunisation Framework and Delivery Plan](#) to ensure consistency with national vaccination priorities.

Informed by national policy and data on inequalities.

Input from vaccinators, Board teams, educators and experts.

Tested and refined to ensure clarity and practical use.

The resource is designed primarily for vaccinators across all settings, but is also valuable for any member of the healthcare workforce who:

- Holds vaccination conversations
- Supports access to, or delivery of, vaccination
- Works within a MECC approach to prevention and early intervention

Aims of the resource

This learning resource will help put the priorities of Scotland's 5-Year Vaccination and Immunisation Framework and Delivery Plan into practice. It provides practical strategies to improve communication, overcome barriers, and support informed decision-making for every individual. Practitioners will be able to:

Support the delivery of vaccination services in ways that are equitable, accessible and person-centred.

Use health literacy, cultural competence and accessibility to support informed choice.

Make every contact count by supporting vaccination and wider prevention and early intervention programmes

Effectively manage incomplete or unknown vaccination histories using a person-centred- approach and national guidance.

What the Resource Covers

The resource provides practical guidance on:

Health literacy and inclusive communication

Cultural competence and responding to diverse needs

Accessibility and reducing structural/logistical barriers

Managing incomplete or unknown vaccination histories

MECC: supportive and structured approaches to vaccination conversations

Results / Outcomes

Early evaluation shows that practitioners find the resource highly practical, accessible, and relevant to everyday vaccination delivery. Users report:

More confident addressing practical and cultural barriers through person-centred- conversations.

Improved ability to explore individual needs and support informed vaccination decisions.

High levels of confidence reported in applying the learning in practice.

How to use This Resource

Practitioners can use Inclusive Vaccination Practice as a practical, flexible learning tool to support day-to-day-vaccination delivery. The resource can be used:

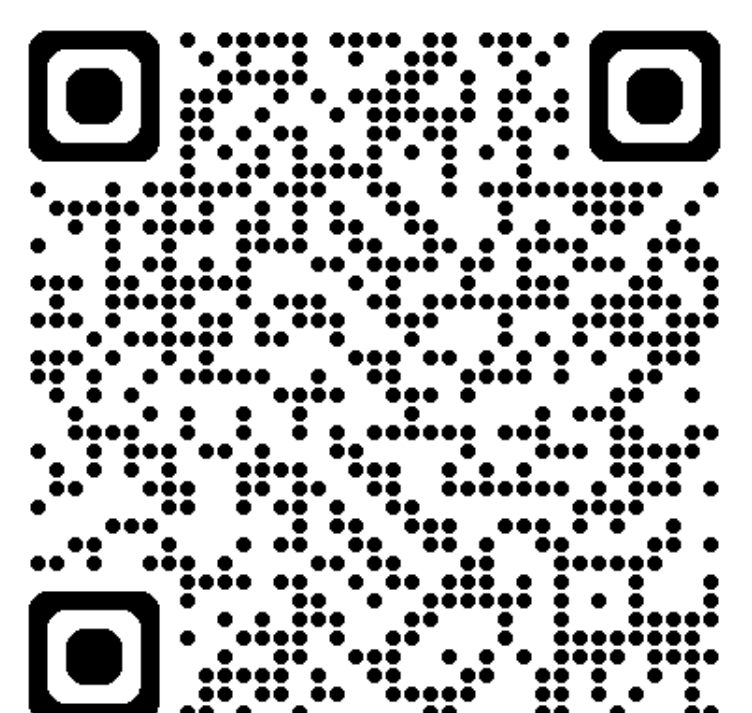
- 1 Independently for self-directed learning
- 2 As part of induction and ongoing development
- 3 During team discussions or supervision
- 4 Alongside national guidance
- 5 To prepare for or enhance vaccination conversations
- 6 To identify local improvement opportunities



This resource was published in February 2026 and is available on Turas learn in the Supporting Resources section



For questions and comments please contact: immunisation-resource@nes.scot.nhs.uk



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