

Clinical Incident Calls to the NaTHNaC Advice Line, 2019-2025: Trends, Patterns, and Implications for Practice

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Background: The National Travel Health Network and Centre (NaTHNaC) operates a telephone advice line for UK travel health practitioners. This study reviews incident calls received from 2019-2025 to provide an updated picture of travel-health-related clinical incidents and to support clinicians' training.

Materials and Methods: All telephone enquiries to the national advice line are routinely recorded and logged on a standard electronic record by the nurse advisor handling the call. Calls logged between January 2019 to December 2025 and categorised as a "clinical incident" were retrospectively reviewed. A descriptive analysis was conducted, focusing on the source of the call and the nature of the incident.

Results: Between 2019 and 2025, 18,661 calls were made to the advice line, of which 191 (1%) were clinical incident calls. Most originated from general practice (68%), followed by pharmacies (16%) and private travel clinics (7%). Vaccine related errors accounted for 92% of all incident calls. Scheduling errors were the most common (37 calls), frequently involving hepatitis A or B vaccines (15/37; 41%) or administration of yellow fever vaccine within 28 days of measles, mumps and rubella vaccine (10/37; 27%). Wrong vaccine dose (n=35), vaccine administration errors (n=16), and vaccines given when not indicated (n=15) were also reported.

Conclusion: Although both total call volume and incident call frequency declined compared with the pre-pandemic period, the types of incidents and vaccines most commonly implicated remained consistent. These findings can inform targeted training and support for clinicians, contributing to improved travel health practice and better protection of travellers.