Dear colleague

As you will be aware we are currently responding to a significant number of measles related enquiries, outbreaks, and cases in the West Midlands. To support our work and the increasing volume of calls, from today, 25th of January 2024 UKHSA have set up an additional call management system. The purpose of the system is to help us triage measles calls.

The system can be accessed in the normal manner by calling UKHSA West Midlands health protection team on 0344 225 3560 and pressing option 9 and should be used for notifications of measles cases and general enquiries.

**Please note**: if you are reporting a case(s) that requires health protection advice or information please ensure that you can provide the case information including name, date of birth, address, and any other pertinent information such as symptoms, date of onset, close contacts, vaccination status, and any setting affected e.g., school etc.

**Please note:** Some lower risk / general enquiries may receive an email response with links to further advice and guidance instead of a call from our team

We would be grateful if you could cascade this letter to any partners who may benefit from this information.

Best Wishes

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| UKHSA logo | **K**atie Spence  Regional Deputy Director Health protection  West Midlands Health Protection Team  UK Health Security Agency  [www.gov.uk/ukhsa](https://protect-eu.mimecast.com/s/egFfCElJZtomx3gsNL0Ch?domain=gov.uk)  Follow us on Twitter @UKHSA |