

Sections in **green** have been updated

Primary Care Quick Access Comms Pack

Key Messages

The key overarching messages for patients are:

- please don't contact the NHS to seek a vaccine, we will contact you;
- when we do contact you, please attend your booked appointments;
- you may not receive your vaccine at your GP practice but at another local vaccination centre;
- vaccines are being supplied in a phased approach;
- it is likely to take until at least Spring before the most at risk groups have been vaccinated, this is a marathon and not a sprint;
- as more vaccine supplies become available, more vaccine sites will be added, and more people able to get their vaccine;
- please continue to follow the government's guidance to control the spread of the virus and save lives.

Automated Email Response from Practice email – Please set this up on your email account

Thank you for your enquiry – we are being inundated with calls and emails about the COVID-19 vaccine and we cannot respond to these messages individually. If you have another query we will respond as soon as possible.

COVID-19 Vaccine

The NHS in South East London is supporting the roll out of the COVID-19 vaccination programme across the region and the good news is that the Oxford/AstraZeneca vaccine has now been approved and we will be getting deliveries of these in the coming weeks.

The nationally set [priority list](#) for the vaccine is still being used to co-ordinate who is offered the vaccines and when. This is a long-term rolling programme which will take several months so please be patient. Demand is very high but we are currently only on the first batch of vaccines. As more vaccines becomes available more sites will open in South East London and more of the priority groups will be contacted.

It is also important to note that patients may not be vaccinated at their local GP practice but could be sent to a vaccination hub site in the SE London region.

People will only be contacted when the vaccine is available for them – and depending on your position in the priority groups above this could be within a few weeks or even a few months.

As I am sure you appreciate our practice is very busy at the moment, as are other NHS services – **please do not contact us with general queries about when you will be able to get the vaccine.**

Information on the vaccine is available on www.selondonccg.nhs.uk/what-we-do/covid-19/ including frequently asked questions and this information is updated on a regular basis.

Please continue to follow all government guidelines to help control the virus and keep you, your loved ones and your community safe.

Thank you for your patience and understanding during these unprecedented times.

Answer Phone Message

Either

If you are calling about the COVID-19 vaccine, please note that we are not currently giving the vaccine at our practice. When it is the right time for you to receive your vaccination, you will receive an invitation to come forward. Information on the vaccine is available on the NHS.UK website. In the meantime, please continue to follow the recommended guidance including regularly washing your hands, wearing a mask and keeping a safe distance. Help us control the virus and save lives.

Or

The first phase of the COVID-19 vaccination programme has begun but this will be a long process. Please do not contact the practice or the NHS to ask for a vaccine – we will contact you. When you are contacted, please attend your booked appointment. In the meantime, please continue to follow the recommended guidance including regularly washing your hands, wearing a mask and keeping a safe distance. Help us control the virus and save lives.

Web Message

COVID-19 Vaccine: The NHS will get in touch when it's your turn to be vaccinated – please do not contact the Surgery before then

The vaccine may not be given at your GP Practice but at another local vaccination service

The first phase of the NHS COVID-19 vaccination programme has begun. However, initially the vaccination will be prioritised for those over 80, care home workers and residents, and frontline health and care staff. These vaccinations will be delivered through a limited number of Hospital and GP Hubs. See this [leaflet](#) explaining who was chosen for the first group and why.

If you are in a priority group, when it is the right time, you will receive an invitation to come forward for your vaccination. For most people this will be a letter (some might receive a call or a text), either from the practice or the national NHS. This letter will include all the information you will need to book appointments, including your NHS number.


This is going to be a long-term programme and it will likely take until at least Spring before all high-risk groups have been offered a COVID-19 vaccine.

Please help us and **do not contact the practice or other NHS services** to get an appointment for a COVID vaccination until you get this letter. Please also continue to follow the national guidance to control the virus and save lives.

Information on the vaccine is available on www.selondonccg.nhs.uk/what-we-do/covid-19/

Priority Cohort Sequence

1. Older people's care homes residents and staff
2. People 80 years of age and over, and healthcare and social care workers
3. People 75 years of age and over
4. People 70 years of age and over
5. People 65 years of age and over
6. Adults under 65 years of age at high risk due to medical conditions
7. Adults under 65 years of age at moderate risk due to medical conditions
8. People 60 years of age and over
9. People 55 years of age and over
10. People 50 years of age and over
11. Key workers, and the rest of the population

Text Message 1
Dear patient. Phase 1 of Covid vaccine has begun. When the time is right, you will be contacted. Please do not call or email your GP practice to get an appointment until then. More info here . (156 characters)
Text Message 2
Your GP practice is open but please do not come to the surgery unless you have an appointment. For Covid vaccine advice please visit here . (138 characters)
Text Message 3
The NHS is very busy, but GPs are offering extended hours, pharmacies are available and 111 can help out of hours. 999 and A&E should only be for emergencies. (158 characters)
Call Handler messages to include when making COVID-19 Vaccine Appointments <i>(after confirming appointment details)</i>
<ul style="list-style-type: none"> • Your appoint time is please only arrive 5min before your appointment and only bring one other person with you if you require assistance. • Please wear a mask at all times on site and use the hand sanitizer provided. • This is a high-volume service and you might be required to stand in a queue to receive your vaccine – please make sure to keep to the social distancing requirements of 2 metres and follow all directions when on site. • We realise that this is a stressful time for everyone but ask for your patience and support when attending your appointment.
Materials
Downloads of materials (including special prints eg foreign languages, braille, large print, etc) can be made via the NHSE Health Publications website : <ul style="list-style-type: none"> • About the Vaccine • Why do I have to wait? • What to expect after your vaccine • Advice for pregnant women • Consent forms • Staff leaflets (Healthcare, Care Home, Social Care) • Vaccination Record Card • Posters, etc
Additional Information
 201210_PRIMARY_CA RE_Covid19_vaccine_p
NHSE Primary Care comms pack
SEL Covid Website https://selondonccg.nhs.uk/what-we-do/covid-19/
Tier 4 materials - https://coronavirusresources.phe.gov.uk/tiering/resources/
COVID-19 Testing materials - https://coronavirusresources.phe.gov.uk/Community-Testing/resources/
Hand-Face-Space materials - https://coronavirusresources.phe.gov.uk/Hands-Face-Space/resources/
Covid Symptoms materials - https://coronavirusresources.phe.gov.uk/Symptoms/resources/