

## **FREQUENTLY ASKED QUESTIONS - FAQs**

Also see <https://nottscq.nhs.uk/covid-19/vaccination-faqs/>

### **About the roll out of the vaccine**

#### **Will all adults receive their Covid-19 vaccine by the autumn?**

Our goal remains to vaccinate as many people as quickly as possible, with the prioritisation guided by advice from the JCVI. The expansion of the programme will mean all adults will be offered a vaccine by the autumn.

#### **When will care homes receive the vaccination?**

The roll out of vaccinations within care homes started last week at three care homes and a further 8 care homes have received the vaccine this week. This important piece of work will continue to be rolled out to care homes across the city and county.

#### **How will patients be invited for a vaccination?**

When it is the right time people will receive an invitation. For most people, this will be in the form of a letter from either their GP or the national booking system. This will include all the information they need, including their NHS number.

This is the biggest vaccination programme in UK history, which means it will take time to vaccinate all the eligible people. We know lots of people will be eager to get protected but we are asking people not to contact the NHS to get an appointment until they get their letter.

#### **Why is the booking link being shared?**

It's unfortunate that the booking information intended for the priority recipients of the invitation to book their covid-19 vaccine has been circulated. We are continuing to ask residents to wait to be contacted by the NHS and until then please continue to observe all the social distancing and national lockdown rules. Once you have your letter it will have all the information that you need to book your vaccination appointment and you should act quickly to make your appointment either online or via a dedicated phone line for people who might not be able to use the website

#### **Is the Swiftqueue link legitimate?**

The NHS locally is using software provided by SwiftQueue to facilitate the booking in of patients for their vaccine. SwiftQueue is only providing the appointment booking software, all the vaccine deployment and administration is being delivered in-house by the NHS. We would ask that if you see a link to this site you help us by not sharing.

#### **When will the top 4 priority cohorts be vaccinated?**

We understand the public are keen to see themselves and their relatives vaccinated as soon as possible and that this is a worrying time. We would like to reassure you that all of our modelling

indicates that, as long as we continue to receive supply of the vaccine, we are on track to deliver the vaccines to the top four cohorts in line with the Prime Minister's deadline of mid-February. These cohorts include older care home residents and staff, everyone over 70, all frontline NHS and care staff and all those who are clinically extremely vulnerable. In Nottingham and Nottinghamshire, we aim to have all over 80s vaccinated by the end of January subject to vaccine supply.

### **Why do we not have more GP surgeries doing vaccines like Leicester for instance?**

In Nottingham and Nottinghamshire we have a long history of GP practices working together and our approach to the Covid-19 vaccine roll out is no different. We have taken an approach to maximise our resilience and coverage across the system to initially have fewer, larger sites delivering the vaccine rather than individual GP practices doing it alone. This will evolve and change over time following the announcement today that GPs will be able to vaccinate within their own practices. This will give people more options over the next few weeks as the vaccination programme continues.

### **When will GPs start vaccinating - Will pharmacies be doing this**

Plans are underway to roll out the vaccination programme in pharmacies and GP surgeries across the city and county with an initial pilot taking place this week. We will bring you more information on this in the coming weeks.

### **When will more sites open?**

A number of Local Vaccination Services have already gone live with more sites set to go online in the next few days and weeks. This is a very careful process and several rigorous checks take place to ensure safety, accessibility, power supplies, security and many other factors. It is a process that takes time which cannot be rushed and we are grateful for the public's patience.

### **How many people have been vaccinated so far?**

NHS England will publish a detailed breakdown of their figures every week which will include vaccinations in England by region. The daily vaccination statistics are published daily on the Covid-19 [dashboard](#).

### **Are you changing the interval because we don't have enough vaccine?**

No. The decision to update the dosing interval is based on advice from the JCVI and MHRA and is designed to maximise the impact of the programme and save lives.

### **When will the public be likely to receive their second dose?**

The Clinical Leaders across Nottingham and Nottinghamshire have together reviewed the recent national guidance, and have agreed that all individuals will have their 2nd appointment scheduled between 10 and 12 weeks after their first appointment.

These arrangements will only be altered where there are exceptional clinical reasons for the second dose to be administered outside this time period. This will be determined on a case by case basis by a small independent panel.

### **How can I complain if I am unhappy with the service?**

If a patient, vaccination However, if dissatisfied

Telephone: Email:

or someone on their behalf, is unhappy with the care received at one of the centres we would ask that they talk directly to the staff involved at the time. this is not possible, or if they feel staff have been unable help, or they remain they can contact the Sherwood Forest Hospital's Patient Experience Team:

01623 672222, Monday – Friday, between 9am – 5pm

[sfh-tr.pet@nhs.net](mailto:sfh-tr.pet@nhs.net)

### **I am over 80 and haven't received my letter, what should I do?**

Letters are in the process of being sent out to all over 80s. Please wait for your letter before booking your appointment. It is hoped that all over 80s will have received a letter and booked their appointment by the end of January.

### **My neighbour/friend has a letter, I am over 80 and don't have a letter can I book?**

Letters are in the process of being sent out to all over 80s. Please wait for your letter before contacting the NHS, your GP or local hospital hub – the letter will have full details of how to make an appointment. Do not call your GP or turn up at A&E or your doctor's surgery – the only way to get an appointment and the job is to follow the instructions in the letter.

## **FAQS**

Most people will book their appointments for either vaccination centres and local vaccinations services via an online booking link, and will make their own way to the site. To ensure that those in vulnerable groups or who are geographically or socially isolated can access community vaccination services as soon as possible, the vaccination programme has made provision for a limited supply of transport to those who meet eligibility criteria. This will be provided by volunteer drivers and taxis.

### **I have an older or vulnerable patient – how do they get access to transport?**

Where patients are invited to attend for a vaccination but are unable to make their own way or secure transport independently, some transport may be made available. These patients should use the local vaccination appointment booking service by calling the number on their invitation. The local booking service will screen patients for transport needs, and where appropriate will

refer to the transport hub. The transport hub is managed by Bassetlaw Action Centre – a voluntary sector transport organiser commissioned by Notts Healthcare as part of the vaccination programme. Patients meeting transport criteria will be referred to the transport hub who will arrange transport.

**This patient has equipment needs or requires an escort – is transport still available for them?**

Within the transport provision identified there are specialist providers which can accommodate transport and provide passenger assistants where these are essential. This will be discussed with the patient. If the patient's journey is too complex, they will be referred to the roving service to have their vaccination undertaken at a home visit.

**Is there a charge?**

Where a patient meets the eligibility criteria there is no charge to the patient.

**What type of transport is available?**

The transport will mainly be provided by volunteer drivers, all of whom will have the necessary checks for safety and assurance. Where a volunteer driver is not available and the journey is necessary a taxi may be used. All taxis will be identified from an approved list of contractors held by the two local authorities.