

Patient information regarding Covid Vaccinations

Understandably, we are being overwhelmed with Covid injection telephone enquiries; however, we are asking patients **not to ring us** to see when your appointment is going to be booked.

Asking you **not to ring us** to book your Covid injection allows us to deal with calls from patients who may need urgent medical attention; and to ring patients we need to book in for their Covid injection when it's their turn.



NHS Covid Injection Website

We fully appreciate how anxious you may feel, and to help with your concerns we ask you to firstly access the NHS website* www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/ to address any questions you may have.

Using this website will let you know which Cohorts are due to have their vaccination; and if your turn, will allow you to book your appointment.

Q&A

1. I have received a letter from the NHS asking me to book an appointment for my Covid Injection at a mass vaccination centre.

If you have received a letter from the NHS, we kindly ask you to book yourself in at a mass vaccination site, if you can get there, as there will more appointments/venues available to you.

If you can't get book on the website or telephone as its busy or the venue is too far away, we ask you to keep trying due to the amount of people also trying to book their appointment. Try different times of the day. New appointments are different locations are put on regularly.

As you are aware the Government are inviting people to have their vaccination in Cohorts, we must follow these instructions when booking in patients at Leigh Sports Village.

2. Why have I been invited to a mass vaccination site?

The Government are sending letters out to all patients to book an appointment through the National Booking system, which will direct them to the mass vaccination site. You can book your appointment at a mass vaccination site or **wait** to be contacted by the practice.

3. What happens if I can't travel to a vaccination site?

If you are unable to get the mass vaccinations sites as you maybe housebound, or simply have no one to take you, please **wait** for us to contact you.

Additionally, we may be able to put you in touch with a Community Link Worker who will arrange to take you.

4. Can I be put on a cancellation list?

Sorry, we do not have a cancellation list.

5. Why are some areas inviting different cohorts?

Grasmere Surgery is part of Leigh Primary Care Network along with Old Henry Street, Brookmill, The Avenue, Foxleigh, Leigh Family Practice, Leigh Sports Village, Lilford, Pennington, Premier, Westleigh with a joint patient population of approx 59,000.

Vaccine deliveries come to the Primary Care Network, and information on the delivery dates are notified to the Clinical Director of the PCN.

The vaccines are then allocated to the practices depending on their patient populations and to ensure that the distribution is done fairly across the Primary Care Network.

This may mean that the Vaccination Sites, in different areas, are ahead in delivering the vaccinations to different cohorts due to the size of their sites, and or patient populations.

Hence why we ask you, where possible, to travel to a Mass Vaccination site to book your injection.

6. I am due my second vaccination what is happening? When will I be invited? I was told my appointment would be 12 weeks' time, same day of week at the same time is that correct?

You will be contacted by phone/text/letter regarding the booking of your 2nd appointment.

If by text/letter you will be given a code to book your appointment (this code lasts for 7 days only).

7. Why are people younger than me getting vaccinated?

Patients who have been classed as at risk and aged between 18- 65 years have been invited and vaccinated as part of Cohort 6.

8. I think that I am in the wrong group what should I do?

If you feel that you are in the wrong cohort please put this in writing to the Practice, and your reasons why.

9. My Consultant at the hospital says I must have my second vaccination before my operation / next round of treatment.

Please ask your consultant to confirm this in writing to us.

10. I am a Carer when can I get vaccinated? – Cohort 6

Formal Carer – these are our patients who are carers as an occupation and are paid to give care.

Informal - Patients themselves providing main care for relatives, friends, or neighbours.

As a carer you will be offered vaccination e.g. flu; and **will need** to undertake a yearly carer review with us.

If you have not registered yourself as a main carer – you will need to put this in writing that you are a main carer, and state the name, address and relationship to the person you are caring for.

If you have any questions which have not been answered through the *website or this Q&A, please put your enquiry in writing to us through ASKMYGP to help us keep our phone lines free.



askmyGP

Please be assured that we are vaccinating as soon as we can.