

DIRECTING COVID VACCINATION QUERIES
Guidance for GP Practices / HSCPs

PLEASE NOTE: EMAIL ADDRESSES INCLUDED IN THIS DOCUMENT ARE FOR GP/HSCP STAFF ONLY AND SHOULD NOT BE GIVEN TO PATIENTS.

Nature of Query	Direct queries to	Comments
Queries about the vaccine choice & / or allergy		
Patients groups who have attended Community Vaccination Centres and not vaccinated due to anaphylaxis	Should have been recorded at clinic and passed to admin team. Will be invited to AstraZeneca clinic – advise to wait for appointment Email patient name, CHI and practice code to: Nicholas.henry@ggc.scot.nhs.uk (please do not share email address with patients) NB community clinics now using AstraZeneca so will not be issue going forward	Will be invited to attend in next two weeks
Staff not vaccinated with Pfizer due to anaphylaxis	Will be invited to AstraZeneca clinic Staff member should email enquiries to staff.covid19@ggc.scot.nhs.uk	First clinic 20/2/21
Patients who want to be able to choose their vaccine	Not able to accommodate unless for clinical reasons	
Queries about patients in GP cohort		
Those in GP cohorts who have not received a vaccine - Age 75 and over - Shielding /Clinically Extremely Vulnerable	GP practice	
Patients who are housebound who have not yet received a vaccine	If patient is housebound, GP to ensure HSCP Housebound team is aware Email patients name, CHI, contact telephone number and Practice code to NHSGGC Contact Centre who will contact appropriate HSCP housebound team ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk (please do not share email address with patients)	
Queries about patients NOT in GP cohorts (Cohorts 4 & 5)		
Patients with a ServiceNow appointment seeking to reschedule	Advise patient to contact National Vaccination Helpline to reschedule Tel: 0800 030 8013 Alternatively appointments can be rescheduled online https://www.nhsinform.scot/covid-19-vaccine/invitations-and-appointments/rearrange-or-opt-out-of-your-coronavirus-vaccination-appointment	

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<p>Patients with ServiceNow appointment seeking transport support</p>	<p>Advise patient to contact National Vaccination Helpline Tel: 0800 030 8013 where they will be directed to Traveline/MyBus as appropriate.</p> <p>Where Traveline/MyBus is not viable option, the National Helpline will transfer patient to NHSGGC Contact Centre for follow-up/ local solution</p>	
<p>Patients with ServiceNow appointment who are housebound</p>	<p>Email patients name, CHI, telephone number & and GP practice code to NHSGGC Contact Centre: ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk who will contact appropriate HSCP housebound team</p> <p>(please do not share email address with patients)</p> <p>NOTE: Renfrewshire HSCP exception – patients will be advised to contact their GP</p>	
<p>Those in current non-GP cohorts 4 & 5 who have not received an invitation</p>	<p>If ServiceNow appointment has not been received in line with cohort timelines below, email patients name, CHI, contact telephone number and practice code to NHSGGC Contact Centre: ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</p> <p>(please do not share email address with patients)</p> <p>Cohort 4: Individuals aged 70-74 years of age should have been vaccinated unless housebound or in hospital</p> <p>Cohort 5: Individuals aged 65-69 years of age should have been vaccinated unless housebound or in hospital</p>	
<p>Queries about patients in at risk groups (Cohort 6)</p>		
<p>Those in at risk population groups</p>	<p>Those aged 16 to 64 years with the following underlying health conditions which put them at higher risk of serious disease and mortality</p> <p>Patients in at risk groups will receive ServiceNow appointment by end of March</p> <p>Patients have been identified from GP systems</p> <p>The main at risk groups identified by the JCVI are:</p> <ul style="list-style-type: none"> • chronic respiratory disease, including COPD, cystic fibrosis and severe asthma • chronic heart disease (and vascular disease) • chronic kidney disease • chronic liver disease 	

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	<ul style="list-style-type: none"> • chronic neurological disease including epilepsy • Down’s syndrome • severe and profound learning disability • diabetes • solid organ, bone marrow and stem cell transplant recipients • people with specific cancers • immunosuppression due to disease or treatment • asplenia and splenic dysfunction • morbid obesity • severe mental illness <p>Additions</p> <ul style="list-style-type: none"> • Peripheral Vascular Disease • Venous Thromboembolic Disease • Epilepsy • Severe Mental Health • Many of the existing disease areas such as CHD, Liver and Renal Disease, Immunosuppression, have an expanded list of Read codes in the search specifications. <p>See table three of the Greenbook for further information on those who will be included.</p> <p>In contrast to Flu vaccine eligibility, patients who are well controlled on asthma inhalers are not eligible in cohort 6 for Covid vaccination. Pregnant women have also been excluded</p>	
<p>Those in at risk population who have not received a ServiceNow appointment by end of March</p>	<p>If patient is identified within above at risk groups and appointment has not been received by end March, email patients name, CHI, contact telephone number and practice code to NHSGGC Contact Centre: ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</p> <p>(please do not share email address with patients)</p>	
<p>Patients who feel that they should be included in at risk population (and therefore have not received a ServiceNow invite)</p>	<p>If a patient feels that they should be included in the at risk population, a clinical conversation with GP should take place in the first instance.</p>	
<p>Queries about Carers (Cohort 6)</p>		
<p>Unpaid carers – in receipt of carers allowance</p>	<p>Individuals in receipt of carers allowance will receive a ServiceNow appointment by end of March</p>	
<p>Unpaid carers – not in receipt of carers allowance</p>	<p>Unpaid carers will be able to self-refer from 1st March for the coronavirus vaccine if they are not contacted by</p>	

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	phone or letter. Further information will follow.	
Queries about patients NOT in GP cohorts - age 50 – 64 years of age (cohorts 7, 8 & 9)		
When will those aged 50-64 years age receive a ServiceNow appointment?	The timetable is not yet clear and is based on vaccine supply	
Queries about other specific groups		
Specific groups <ul style="list-style-type: none"> - Prisons - Homeless - AS&R - Undocumented/unregistered - Travellers - Pregnancy - those starting immunosuppressive treatment 	TO FOLLOW	
Queries about second doses		
	TO FOLLOW - will replicate system for first doses System for those who had a reaction to their first dose to be confirmed	