

**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
<b>Queries about the vaccine choice &amp; / or allergy</b>		
Patients groups who have attended Community Vaccination Centres and not vaccinated due to anaphylaxis	<p>Should have been recorded at clinic and passed to admin team. Will be invited to AstraZeneca clinic – advise to wait for appointment</p> <p>Email patient name, CHI and practice code to NHSGGC contact centre  <a href="mailto:ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk">ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</a></p> <p><b>Currently no solution for those under 40</b></p> <p><b>(please do not share email address with patients)</b></p>	Clinics planned on regular basis
<b>Staff</b> not vaccinated with Pfizer due to anaphylaxis	<p>Will be invited to AstraZeneca clinic</p> <p>Staff member should email enquiries to  <a href="mailto:staff.covid19@ggc.scot.nhs.uk">staff.covid19@ggc.scot.nhs.uk</a></p>	Clinics planned on regular basis
Patients who are unable to receive Astra Zeneca vaccine for <b>second dose</b> for clinical reasons	<p>Email patient name, CHI and practice code to NHSGGC contact centre :  <a href="mailto:ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk">ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</a></p> <p><b>(please do not share email address with patients)</b></p>	
GP unsure which vaccine a patient should have (for clinical reasons)	<p>GP to contact NHSGGC Public Health Protection Unit for advice by emailing: <a href="mailto:PHPU@ggc.scot.nhs.uk">PHPU@ggc.scot.nhs.uk</a>.</p> <p><b>(please do not share email address with patients)</b></p>	
Patients who want to be able to choose their vaccine	Not able to accommodate unless for clinical reasons	
Patients under 30 years who received 1 <sup>st</sup> dose Astra Zeneca vaccine and request a different vaccine for 2 <sup>nd</sup> dose	In line with JCVI guidelines, patients who have received a first dose of AstraZeneca should continue with their second dose	
Patients who received Pfizer for first dose who are newly housebound / unable to attend community clinic for second dose	<p><u>Mixed doses</u></p> <p>The following is taken from the Green Book and is included in the PGD: -</p> <p>“For individuals who started the schedule and who attend for vaccination at a site where the same vaccine is not available, or if the first product received is unknown, it is reasonable to offer one dose of the locally available product to complete the schedule. This option is preferred if the individual is likely to be at immediate high risk or is considered unlikely to attend</p>	<b>Addition</b>




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	<p>again. “</p> <p>Every effort should be made to arrange for citizens to receive the same vaccine for a second dose. However if this is not possible, then as stated above, a different second dose can be given. Please note, the PGDs do not exclude giving a different vaccine for the second dose.</p> <p>Every effort should be made to arrange for citizens to receive the same vaccine for a second dose – however for housebound and care home patients if this is not possible then the Clinical Director of the HCSP should confirm that a different vaccine can be given.</p> <p>Public Health advice is also available by emailing NHSGGC Public Health Protection Unit: <a href="mailto:PHPU@ggc.scot.nhs.uk">PHPU@ggc.scot.nhs.uk</a>.</p>	
<b>General queries about ServiceNow/Community Clinic appointments (applies to 1<sup>st</sup> and 2nd dose appointments)</b>		
Patients with a ServiceNow appointment seeking to reschedule their appointment	<p>Advise patient to contact National Vaccination Helpline to reschedule <b>Tel: 0800 030 8013</b></p> <p>Alternatively appointments can be rescheduled online <a href="https://www.nhsinform.scot/covid-19-vaccine/invitations-and-appointments/rearrange-or-opt-out-of-your-coronavirus-vaccination-appointment">https://www.nhsinform.scot/covid-19-vaccine/invitations-and-appointments/rearrange-or-opt-out-of-your-coronavirus-vaccination-appointment</a></p>	
Patients with ServiceNow appointment seeking transport support to attend community vaccination clinic	<p>Advise patient to contact National Vaccination Helpline <b>Tel: 0800 030 8013</b> 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 appropriate local contact for follow-up/ local solution</p>	
Patients with a ServiceNow who require a <b>language interpreter</b>	Advise patient that telephone interpreting service is available at all vaccination clinics, therefore no requirement to organise in advance of appointment	
Patients with a ServiceNow who require a <b>BSL interpreter</b>	If a face to face BSL interpreter is required (some patients prefer to use BSL app) advise patient (or their advocate) to contact National Vaccination Helpline <b>Tel: 0800 030 8013</b> in advance of appointment. National Helpline will then advise NHSGGC Contact Centre to arrange BSL interpreter.	
Those who are <b>newly housebound</b> who <b>have received a ServiceNow appointment</b> for their first vaccination	<p>Advise patient to contact National Vaccination Helpline <b>Tel: 0800 030 8013</b> and request a home visit.</p> <p>The National helpline will then pass patients contact details to NHSGGC local contact centre who will liaise with patient / HSCP housebound contact to confirm housebound status and arrange home visit as appropriate.</p>	

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First Vaccine Dose Queries		
<p>Patients over 40 years of age <b>who have not received their first dose of vaccine</b></p>	<p>If a patient is within the above cohorts and has not received their first dose of vaccination advise patient to complete <b>NHS Inform online <i>Missing Appointment Form</i></b> <a href="https://invitations.vacs.nhs.scot/">https://invitations.vacs.nhs.scot/</a> to provide contact details</p> <p>Alternatively, seek assistance from the National Helpline tel: 0800 030 8013</p>	<p>Updated to reflect completed cohorts</p>
<p><b>Housebound patients in above cohorts</b> who have not received a <b>first dose</b> of vaccine</p>	<p>If a patient who is newly housebound is within the above cohorts and has not received their first dose of vaccination advise patient to complete <b>NHS Inform online <i>Missing Appointment Form</i></b> <a href="https://invitations.vacs.nhs.scot/">https://invitations.vacs.nhs.scot/</a> to provide contact details and <b>request home visit in additional information section.</b></p> <p>Alternatively, seek assistance from the National Helpline tel: 0800 030 8013</p>	
<p>Patients who feel that they should have been included in the at risk population (and therefore have not received a ServiceNow invite) by end of March - applies to all ages</p>	<p>If a patient feels that they should be included in the at risk population <b>they should discuss with their GP or Consultant</b></p> <p>- Refer to attached Deputy CMO letter dated 18.02.2021 for included conditions.</p> <div style="text-align: center;">               N Steedman Letter              18.02.21.pdf         </div> <p><b>Clinician Referral form for Covid -19 vaccination</b> - If clinician considers a patient to be at high risk of infection and severe illness from COVID-19 based on their clinical assessment, (where they are not included in the group 6 list). Complete referral form and email to: NHSGGC Contact Centre - <a href="mailto:ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk">ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</a> <b>(please do not share email address with patients)</b></p>	
<p>Patients aged 29-30 years of age</p>	<p>Patients in 30-39 age cohort should receive ServiceNow Appointment for first dose by end June</p>	<p>Addition</p>
<p>Patients aged 18-29 year olds</p>	<p>Those aged 18 to 29 years old on (and including) 17 May 2021 are currently being invited to register for their first dose of coronavirus vaccine The registration service is available for 2 weeks, from 24 May until 11<sup>th</sup> June 2021. Vaccination appointments will start from mid-June.</p> <p>To register complete online registration form <a href="#">Under 30s COVID-19 registration service - Home page (nhs.scot)</a></p> <p>Or alternatively contact national COVID-19 Vaccination Helpline on 0800 030 8013</p>	<p>Addition</p>

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	Those who do not self-register will receive a ServiceNow invitation via post	
Vaccination of adult household contacts of severely immunosuppressed adults.	Adult household contacts of adults with severe immunosuppression are offered COVID-19 vaccination alongside priority group 6. Refer to attached CMO letter dated 01/04/2021  Chief Medical Officer Letter - final version -	
<b>Unpaid carers</b> – not in receipt of carers allowance including young carers	Unpaid carers not in receipt of carers allowance, can continue to self-refer for the COVID-19 vaccine. Individuals must be registered with a GP to access this service.  This should be done by telephone via the COVID-19 Vaccination Helpline on 0800 030 8013, please select option 3, Register as an Unpaid Carer.	
<b>Second Vaccine Dose Queries</b>		
When will patients in <b>non GP cohorts</b> receive their ServiceNow second vaccination appointment?	Following updated JCVI guidance, as outlined in CMO letter dated 18 <sup>th</sup> May 2021, second doses of all vaccines should be brought forward from 12 to 8 weeks for all priority groups, with priority given to those areas where the B.1.617.2 variant is of the highest threat.  Chief Medical Officer - Numbered letter - fi  If patient has not received an appointment to attend their second attend their second dose vaccination 10 weeks after their first dose, advise patient to contact National Helpline on 0800 030 8013 if they have not received an <b>appointment letter</b> for their second vaccination  Where the 12 week period is missed for any reason (for example a scheduled patient is unable to attend due to self-isolation) the second dose should be given as soon as possible and you do not have to restart the course.	<b>Updated</b>
<b>Newly housebound</b> patients due second vaccine dose, who <b>received their first dose of vaccine in GP practice</b>	GP to ensure HSCP Housebound team have been informed and confirm date of first vaccine dose – refer to attached guidance for HSCP contacts   HSCP housebound contact list 22_02_21.1	
<b>Newly housebound</b> patients due second vaccine dose who <b>received their first dose at</b>	For newly housebound patients, once ServiceNow appointment to attend their second dose vaccination has been received, advise patient to contact National Vaccination	

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<p><b>community clinic</b></p>	<p>Helpline <b>Tel: 0800 030 8013</b> when appointment letter is received and request a home visit.</p> <p>The National helpline will then pass patients contact details to NHSGGC local contact centre who will liaise with patient / HSCP housebound contact to confirm housebound status and arrange home visit as appropriate.</p> <p>NHSGGC Contact Centre will advise HSCP housebound team of date of patients first vaccination and vaccine type.</p>	
<p><b>Patients in GP cohorts</b> who have not received their second vaccine dose (e.g. due to being away, isolating)</p>	<p>Email patient name, CHI and practice code to NHSGGC contact centre :  <a href="mailto:ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk">ggc.covidvaccinationcontactcentre@ggc.scot.nhs.uk</a></p> <p><b>(please do not share email address with patients)</b></p>	<p style="color: red;">Addition</p>
<p><b>General</b></p>		
<p><b>Vaccination Status Scheme</b></p>	<p>Coronavirus vaccination status can be accessed by anyone who has had a dose of the coronavirus vaccine. Vaccination status includes name, date of birth, and any coronavirus vaccinations received in Scotland</p> <p>To access, visit NHS inform  <a href="http://www.nhsinform.scot/covid19status">www.nhsinform.scot/covid19status</a>.</p> <p>Or alternatively contact national COVID-19 Vaccination Helpline on 0800 030 8013</p>	<p style="color: red;">Addition</p>
<p><b>NHSGGC Drop in Clinics for those over 40 years of age</b></p>	<p>A drop in clinic schedule is currently until Friday 6<sup>th</sup> June. Individuals <b>over 40 years old</b> or over who have <b>not yet had a first dose</b> of vaccine or who have waited more than 10 weeks for their <b>second dose of AstraZeneca</b> (in any age category) can access drop in clinics.</p> <p>Refer to NHSGGC website for up to date drop in clinic schedule  <a href="#">NHSGGC : Drop-In Vaccinations</a></p> <p>Drop in clinic operate on a first come first served basis and there will be a set capacity each day. Future dates will be made available if required and we will use our social media channels to keep you regularly updated about potentially busy periods at each of the centres.</p>	<p style="color: red;">Addition</p>