



**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 PATINETS.**

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:  <a href="mailto:Nicholas.henry@ggc.scot.nhs.uk">Nicholas.henry@ggc.scot.nhs.uk</a></p> <p><b>(please do not share email address with patients)</b></p> <p><b>NB</b> community clinics now using AstraZeneca so will not be issue going forward</p>	Will be invited to attend in next two weeks
<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>	First clinic 20/2/21
Patients who want to be able to choose their vaccine	Not able to accommodate unless for clinical reasons	
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>	Addition
<b>Queries about patients in GP cohort (age 75 and over and Shielding/Clinically Extremely Vulnerable)</b>		
Those in GP cohorts who have not received a vaccine	GP practice	
Housebound patients who have not received a vaccine	<p>GP to ensure HSCP Housebound team have been informed – refer to attached guidance for HSCP contacts</p> <p>If housebound patient has been discharged, and has not received their vaccination in Hospital please send an email advising the HSCP that they are now home</p> <p>If a patient provides or the practice has updated contact details, please send an email advising the HSCP of these new details.</p> <div style="text-align: center;">   HSCP housebound contact list 22_02_21 </div>	

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<b>Queries about patients NOT in GP cohorts (Cohorts 4 &amp; 5)</b>		
Patients with a ServiceNow appointment seeking to reschedule	<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	<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>	Amendment – will be directed to appropriate local contact
Patients with <b>ServiceNow appointment</b> who are <b>newly housebound</b>	<p>GP to confirm housebound status and ensure HSCP Housebound team have been informed (refer to attached contact list)</p> <p>If housebound patient has been discharged, and has not received their vaccination in Hospital please send an email advising the HSCP that they are now home.</p> <p>Please then advise patient to contact National Vaccination Helpline <b>Tel: 0800 030 8013</b> to cancel their ServiceNow appointment.</p> <div style="text-align: center;">             HSCP housebound contact list 22_02_21         </div>	Amendment - queries to be directed to HSCP housebound teams
Those in current non-GP cohorts 4 & 5 who have not received an invitation	<p>If ServiceNow appointment has not been received in line with cohort timelines below, email patient: Name, CHI, contact telephone number and practice code to NHSGGC Contact Centre - <b>Please insert patient CHI in subject heading.</b></p> <p><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>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>	Amendment - insert patient CHI to email subject heading
Patients with a ServiceNow who require a language interpreter	Advise patient that telephone interpreting service is available at all vaccination clinics, therefore no requirement to organise in advance of appointment	Addition

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Patients with a ServiceNow who require a BSL interpreter	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.	Addition
<b>Queries about patients in at risk groups (Cohort 6)</b>		
Those in at risk population groups	<p>Those aged 16 to 64 years with the underlying health conditions which put them at higher risk of serious disease and mortality</p> <p>Patients have been identified from GP systems</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>Patients in at risk groups will receive ServiceNow appointment by end of March</p>	Amendment – updated with recent Deputy CMO letter
Those in at risk population who have not received a ServiceNow appointment by <b>end of March</b>	<p>If patient is identified within above at risk groups and appointment has not been received by week <b>by end March</b>, email patients name, CHI, contact telephone number and practice code to NHSGGC Contact Centre - <b>Please insert patient CHI in subject heading.</b></p> <p><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>	Amendment - add patient CHI to email subject heading
Patients who feel that they should be included in at risk population (and therefore have not received a ServiceNow invite)	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.	
<b>Queries about Carers (Cohort 6)</b>		
Unpaid carers – in receipt of carers allowance	Individuals in receipt of carers allowance will receive a ServiceNow appointment by end of March	
Unpaid carers – <b>not</b> in receipt of carers allowance	Unpaid carers will be able to self-refer from 8 <sup>th</sup> March for the coronavirus vaccine if they are not contacted by phone or letter. Further information will follow.	Amendment – updated date
<b>Queries about patients NOT in GP cohorts - age 50 – 64 years of age (cohorts 7, 8 &amp; 9)</b>		
When will those aged 50-64 years age receive a ServiceNow appointment?	The timetable is not yet clear and is based on vaccine supply	

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Queries about other specific groups		
Specific groups - 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	