

# Practice manager/receptionist/care navigator key lines for telephone vaccine enquiries.

These depend on the circumstances of the GP surgery, so please use as appropriate.

**They are to help avoid worrying messages to patients such as 'we don't know when we will get any vaccine' which has caused serious concern for patients thinking that they may not get vaccinated.**

- We are now vaccinating people aged 70 and over, people in care homes, frontline staff and people who are clinically extremely vulnerable. You can find links to the list of clinically extremely vulnerable people on the ELHCP website
- You will be contacted when it is your turn - we are vaccinating thousands of people a day across east London so if you are in one of these groups please wait. There is no priority within a priority group - so it may be that a neighbour who is 70 will be asked to come forward before you, even if you are older.
- If you are aged 80 or over and haven't received an invitation for a first vaccine then I can take your name now for a vaccination to be arranged for you, otherwise please wait to be contacted. Our service to housebound people has only recently started.
- The vaccine surgeries run when we are provided with stock. We get very little notice on when vaccine deliveries come in so we can't book anyone else in directly, but rest assured you will be contacted.
- Search ELHCP online ([eastlondonhcp.nhs.uk](http://eastlondonhcp.nhs.uk)) for information, updates and frequently asked questions on the vaccination programme in east London.
- We have been assured we will have stock to give people their second vaccine dose; but we are currently not booking people in.