

## NHS Covid-19 Vaccination Programme – Norfolk and Waveney

Information correct as of 10<sup>th</sup> February 2021

We are writing to all communities to provide information and reassurance to patients, relatives, and carers across Norfolk and Waveney about the Covid-19 vaccination programme.

If you are currently eligible for a vaccine please be patient, you will be contacted with an appointment.

**GENERAL ADVICE: Please do not contact your GP – you will get an appointment for a vaccine, it will just take a few weeks before we are able to contact everyone.**

**Anyone aged 70+** or who has been identified by the NHS as being **Clinically Extremely Vulnerable (CEV)** and **who has not yet been offered an appointment**, should contact the NHS national booking service:

1. **Online** - [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)
2. **By Phone** – call **119** (free), between 7am and 11pm seven days a week

**Please use these methods first**, however if a suitable slot is not available people can also call the GP practice they are registered with.

### How and when you will get an appointment for your vaccination

The NHS is identifying people who are in the first priority groups for vaccination. These priority groups are:

- those aged 80 years and over
- those aged over 75 years
- those aged over 70 years
- anyone living in a care home for older adults (aged 65+)
- care home staff (over 65s)
- frontline health care workers
- frontline social care workers
- adults on the NHS shielded patient list / clinically extremely vulnerable (CEV)

Vaccination is by appointment only for people in the priority groups above. If you have not yet been invited to make an appointment, you will be contacted in one of two ways over the coming days and weeks:

- A letter, phone call or text from a local GP practice inviting you to make an appointment at a GP surgery - vaccinating patients registered with their own practice as well as patients from other neighbouring practices.
- A letter from NHS England inviting you to make an appointment at a hospital hub, community pharmacy or large vaccination centre via the national booking website or telephone.

Anyone who has mobility / access needs or difficulty getting to a vaccination appointment should discuss that when they are contacted to make an appointment. Support from various community transport services is available for eligible people.

## Where you will get your vaccinations

When offered an appointment or invited to make one, please do not delay. The more people we can vaccinate quickly with the first dose, the faster our communities, friends and families are protected from COVID-19.

There are four types of vaccination locations that eligible patients are currently being offered across Norfolk and Waveney:

- vaccination sites led by GPs
- Three hospital vaccination hubs: the Norfolk and Norwich, James Paget and Queen Elizabeth hospitals
- Large scale vaccination centres include Castle Quarter in Norwich, Kings Lynn Corn Exchange, Connaught Hall in Attleborough and North Walsham Community Centre.
- Hayden Chemist in Lowestoft – with other community pharmacies providing the vaccine over the coming weeks

You may be offered a choice of site or you may be given an appointment at a specific site. All sites have parking and are fully accessible.

## Information about attending vaccination appointments

Please make sure you attend both appointments given to you - for your first and second dose. These are usually around 12 weeks apart. You must attend both appointments to make sure you have the most protection possible against COVID-19.

You won't get the full protection of the vaccine until around three weeks after your second dose.

When you attend for your vaccination:

- Please do not arrive more than 5-10 minutes before your appointment time. Because if you do, people have to queue for longer and social distancing becomes more difficult.
- Have your NHS Number or invitation letter with you. Your NHS number appears on various NHS documents and letters you may have received related to your healthcare or medications. **Please do not call your GP to ask for your NHS number as their telephone lines are incredibly busy and should be kept clear for patients who need to make appointments.**
- If you are on anticoagulation medication (blood-thinning medicine such as warfarin) please take your 'yellow book' with you to your vaccination appointment. You will be able to receive the vaccine if you are up to date with your scheduled INR testing and your last result was below the upper limit of your target INR range.
- Please wear practical clothing so it's easy to access your upper arm. Wearing a short sleeve t-shirt as your bottom layer of clothing is recommended. But please do wrap up warm with several layers and a coat to protect you from the cold weather before and after your vaccine.
- If you are nervous or don't like needles, let the person giving you your vaccine know so they can support you.

- Remember to wear a face-covering while travelling to, from and during your appointment and maintain social distancing at all times. You should also wash or sanitise your hands before and afterwards.
- Please be respectful of our staff. They are working long hours, evenings and weekends to get people vaccinated. Verbal or physical abuse of NHS staff or volunteers will not be tolerated and police officers are supporting our vaccination sites to keep everyone safe.

**Even if you have received your first and/or second dose of the Covid-19 vaccine, everyone should continue to follow all the guidance to control the virus and save lives – that means staying at home as much as possible and following the ‘hands, face, space’ guidance if you have to go out.**

### Keeping up to date with the Covid-19 vaccination programme locally

NHS Norfolk and Waveney CCG has a dedicated webpage for the latest information about the Covid-19 vaccination programme: <https://www.norfolkandwaveneyccg.nhs.uk/covid-19-vaccination-programme>

The information of this website can be changed to the language you speak by:



Clicking on the ‘Speak’ button



Then selecting the ‘World’ button



Then select the language you speak from the list that appears