

**NHS COVID-19 vaccination  
Q&As to support conversations  
with the public, spring 2026**

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# Document information

Title	NHS COVID-19 Spring Vaccination Q&As to support conversations with the public
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Version	66
Date	18 March 2026

This document is designed to support staff working on the NHS spring COVID-19 vaccination programme who are holding conversations with the public, such as call centre staff. It covers questions that may be asked. It is regularly reviewed and updated when there are changes to guidance.

## Document key

**Green text:** Notes to call agents for additional information.

**Red text:** Instructions for call agents to follow.

## Changes in this version

V	Changes	Reason	Date	Author
66	<ul style="list-style-type: none"><li>New script for the spring 2026 campaign</li></ul>	<ul style="list-style-type: none"><li>To support agents with bookings and queries</li></ul>	18/03/2026	Tom Wilson

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## Spring COVID-19 vaccinations

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Call agent: The boxes contain internal links to help you find the relevant sections within this document.

# Who can get a COVID-19 vaccine? 1/2

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## Who can get a free NHS spring COVID-19 vaccine?

You may be eligible if you are:

- aged 75 years or over (by 30 June 2026)
- aged 6 months or over and have a weakened immune system ([Call agent: see details on slide 6](#))
- a resident in a care home for older adults.

It's recommended that you get a spring COVID-19 vaccination 6 months after your last dose. It must be at least 3 months (91 days) since your last COVID-19 vaccination. You can get your spring COVID-19 vaccination regardless of whether you've had a COVID-19 vaccination before.

Household contacts of people with a weakened immune system are **not** eligible. People in other clinical risk groups who do not fall into the above categories are also not eligible.

## Who can get a COVID-19 vaccine 2/2

### Can I get an NHS COVID-19 vaccine for travel or other purposes?

If you are not in an eligible group, it is not currently possible to access COVID-19 vaccination for free on the NHS.

### Can I buy a COVID-19 vaccine?

We do not have information about private vaccinations.

You do **not** need to pay for a COVID-19 vaccine if you are in an eligible group for a seasonal vaccination this spring.

**Call agent: Refer to [slide 4](#) for groups eligible for a COVID-19 vaccine. NHS England does not hold information about private COVID-19 vaccine provision and cannot advise on how to access COVID-19 vaccination privately.**

# Weakened immune system

## Who has a weakened immune system that may mean they're eligible for a COVID-19 vaccination?

You may have a weakened immune system if you:

- have or had blood cancer (leukaemia, lymphoma or myeloma)
- had an organ, bone marrow or stem cell transplant
- have HIV
- have a genetic disorder affecting your immune system (such as deficiencies of IRAK-4 or NEMO, complement disorder, severe combined immunodeficiency)
- are having or recently had chemotherapy, biological therapy or radiotherapy. **Call agent: If the caller has not started chemotherapy yet, arrangements will need to be made with their GP and/or specialist if it's recommended that they are vaccinated. Do not enter into clinical discussion.**
- take steroid medicines, depending on your dosage
- are having immunosuppressive treatment.

This list is a summary and does not cover everything. Speak to your pharmacist, GP surgery or specialist if you are not sure. If your health status has changed and you no longer have a weakened immune system, you may not need the vaccine.

**Call agent: Do not enter into clinical discussion. Callers should discuss eligibility with their pharmacy team, GP or specialist if they are not sure.**

## I am under the age of 75. Do I need to bring anything to my COVID-19 vaccination appointment?

The healthcare professional at your appointment will need to confirm you still have a weakened immune system before you get the vaccine.

At your appointment, it will help if you can:

- show your health record or medication history in the NHS App, OR
- bring a repeat prescription or medicine box, OR
- bring an NHS letter confirming your diagnosis

If your health status has changed and you no longer have a weakened immune system, you may not need the vaccine.

# Citizenship/ registration queries

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## **I am not a British citizen. Can I get a vaccination in England?**

As part of the NHS vaccination programme, you can get a vaccination in England if you are in an eligible group. It is not essential to be registered with a GP. NHS primary care, including most vaccines, is free for everyone. This includes overseas visitors. You can find out more at: [How to access NHS services in England if you are visiting from abroad - NHS \(www.nhs.uk\)](https://www.nhs.uk)

## **Do I need to register with a GP to get vaccinated?**

You are encouraged to register with a GP surgery, however this is not essential. Anyone in England can register with a GP. You do not need proof of identity or immigration status. This information will not be passed on to the Home Office. For more information on how to register with a GP, please visit [www.nhs.uk/register](https://www.nhs.uk/register).

Being registered with a GP surgery will enable you to book an appointment through the national booking service. Otherwise, you can get vaccinated at a walk-in site or pharmacy without being registered with a GP in England or having an NHS number. Information on vaccination in the UK is available in different languages at [www.gov.uk/government/publications/immunisation-information-for-migrants](https://www.gov.uk/government/publications/immunisation-information-for-migrants).

## **I'm in Wales/Scotland/Ireland. Can I get a COVID-19 vaccination?**

This service is for people who are registered with a GP surgery or are resident in England only. For information on vaccination in other parts of the UK, go to:

- [Scotland – NHS Inform: coronavirus vaccination](#)
- [Wales – Public Health Wales: coronavirus vaccination](#)
- [Northern Ireland – Public Health Agency: coronavirus vaccination](#)

# Treatments & testing for COVID-19

## How can I get anti-viral treatment if I am eligible?

Local NHS organisations are responsible for arranging COVID-19 treatments. The way you get treatment may depend on where you live. [Your local integrated care board \(ICB\)](#) can give you more information.

Go to [www.nhs.uk/coronavirustreatments](http://www.nhs.uk/coronavirustreatments) for the latest information on who is eligible for COVID-19 treatments.

## Am I eligible for COVID-19 rapid lateral flow tests?

You can no longer order free rapid lateral flow or polymerase chain reaction (PCR) tests from the NHS online.

You may still be able to get free COVID-19 rapid lateral flow tests from your local pharmacy if you're eligible for COVID-19 treatments.

## How can I contact NHS Test and Trace?

NHS Test and Trace is no longer available; however, you can find information about COVID-19, make a complaint or report a problem with a test kit at: [Get help with coronavirus \(COVID-19\) enquiries and complaints \(test-and-trace.nhs.uk\)](https://www.test-and-trace.nhs.uk)

# Invitations 1/2

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## How will I be invited?

If you're eligible for a COVID-19 vaccination, you may receive an email, NHS App message, SMS or letter from NHS England. You may also be invited by local NHS services, such as your GP surgery. You do not need to wait to be invited before booking your COVID-19 vaccination this spring.

## How do you identify who to invite?

The government decide which groups will be eligible for free vaccines on the NHS. Their decision is based on the independent advice of clinical experts in the Joint Committee on Vaccination and Immunisation (JCVI), who review the latest clinical evidence and data. NHS England then uses GP surgery and hospital records to invite people who may be eligible for a COVID-19 vaccination.

## I don't think I'm eligible. Why have I been sent an invitation?

You can check the list of health conditions and treatments that may mean you're eligible for a COVID-19 vaccine at [www.nhs.uk/covid-vaccine](http://www.nhs.uk/covid-vaccine). If you are still unsure, you can speak to your GP, or your pharmacy team may be able to advise you. Sometimes, information on medical records is no longer current. Sometimes, you will receive a text message because your mobile telephone number is in the GP records of someone eligible who you support with health or prescriptions.

**Call agent:** For queries about invitations, you can signpost the caller to [www.england.nhs.uk/invite-enquiry](http://www.england.nhs.uk/invite-enquiry)

## I've already been vaccinated (on the NHS or privately) or arranged my vaccination appointment. Why have I been invited again?

COVID-19 vaccinations are currently offered seasonally in spring and autumn. If you have been vaccinated since 13 April 2026, please ignore the invitation - it can sometimes take a while for your record to be updated. There is nothing you need to do. If you were vaccinated privately, you will still get NHS invitations if you are eligible for a COVID-19 vaccination on the NHS. This is because we cannot access data on private vaccinations. Please ignore these invitations.

# Invitations 2/2

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## Why has the NHS sent me more than one invitation?

Call agent: For information on contact preferences see [slide 32](#)

We make sure that we are catering for as many accessibility needs as possible by sending invitations in multiple formats, including the NHS App, SMS, email and letter, including alternative formats, where possible. We periodically send reminders if someone does not book an appointment or get vaccinated. Some GP surgeries send their own invitations. Our national invites supplement these where they do happen. If someone has already made a booking with a local service, we aim to exclude them from receiving a national invitation, but it is not always possible.

## I was sent an invitation for someone else. What should I do?

**For letters only:** If you get a letter for someone who doesn't live at your address, please do not open it. Tick the return to sender box or write 'return to sender' on the envelope, then put the envelope into a letterbox. You don't need to add a stamp.

**For all invites:** If you would like this to be investigated so it doesn't happen again, you can contact NHS England's Customer Contact Centre. You may get further invitations while we investigate the issue. We apologise for this.

Call agent: Give the caller the contact details for CCC. If they want you to record a complaint or pass info to CCC, please ensure you record the caller's name, address and email so NHS England's Customer Contact Centre can investigate and manage the complaint.

## Why have I been sent an invitation for someone who is deceased?

We sincerely apologise for any upset caused by this. Sometimes information on medical records has not been updated. You can contact NHS England's Customer Contact Centre and they will look into what has happened to improve our processes. You may get further invitations while we investigate the issue.

Call agent: Give the caller the contact details for CCC. If they want you to record a complaint or pass info to CCC, please ensure you record the caller's name, address and email so NHS England's Customer Contact Centre can investigate and manage the complaint.

# Spring vaccine bookings 1/2

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## How can I get my spring COVID-19 vaccination?

There are different ways to arrange a COVID-19 vaccination:

- Using this service
- Find your nearest walk-in site at [www.nhs.uk/covid-walk-in](https://www.nhs.uk/covid-walk-in) – you do not need to make an appointment but check opening times and which age groups they vaccinate before attending
- You may be contacted by a local NHS service if they are offering COVID vaccinations, such as your GP surgery
- Through your care home for older adults

**Call agent:** From 7 April 2026 NBS opens for COVID-19 bookings and closes for new bookings on 29 June 2026. If there is no availability, advise the caller that they can contact their GP or check back on NBS later because more capacity will be added regularly. You can make a booking yourself later at [www.nhs.uk/get-covid-vaccine](https://www.nhs.uk/get-covid-vaccine)

## When is my last chance to get a spring vaccination?

You can get your COVID-19 vaccination until 30 June 2026.

## I can't book a convenient vaccination appointment. What should I do?

More appointments are added every day, so you can call us again tomorrow, or continue to check on the NHS App or online.

You can go to a COVID-19 walk-in site. You can find your nearest walk-in site at [www.nhs.uk/covid-walk-in](https://www.nhs.uk/covid-walk-in) – you do not need to make an appointment but check opening times and which age groups they vaccinate before attending

**Call agent:** Direct any complaints or request for more support to NHS England's Customer Contact Centre to manage.

## Can I book an appointment for two people?

Yes, we can book appointments for two people on the same day.

**Call agent:** Follow information on the NBS booking screens.

# Spring vaccine bookings 2/2

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## **Why was my booking cancelled?**

We're sorry to hear that your appointment was cancelled and we apologise for the inconvenience. On rare occasions, providers cancel booked appointments due to unforeseen circumstances, for example, if there is staff sickness. They send a cancellation message to try and prevent wasted journeys. We can help you to book a new appointment now so you can get your vaccine at the next earliest opportunity.

## **Do I need to give you my mobile number to make a booking?**

No, you can still make a booking. However, providing a mobile number means we can send you a text message to confirm your booking details and notification if your appointment is cancelled. We will not use your mobile number for any other purpose.

**Call agent:** [Follow information on the NBS booking screens.](#)

## **Do I need to give you my email address to make a booking?**

No, you can still make a booking. However, providing an email address means we can send you an email to confirm your booking details and notification if your appointment is cancelled. We will not use your email address for any other purpose.

**Call agent:** [Follow information on the NBS booking screens.](#)

## **Can I make a booking at my GP using this service?**

Yes, we can book an appointment at your registered GP if they have published appointments. Not all GPs use the National Booking Service however, so if none are available you may wish to book an appointment with your GP directly or consider the alternative locations offered.

**Call agent:** [Follow information on the NBS booking screens. The individual's NHS number is used to determine the GP practice that they are registered with. If their GP practice has published appointments and these are within range of the postcode or location, then those appointments will be shown alongside pharmacies and vaccination centres with availability nearby. If no GP appointments are available and the individual's preference is still to attend at their GP, encourage the individual to contact their GP directly.](#)

# Reasonable adjustments

## **What adjustments are available to support people with additional needs attending vaccination appointments?**

If you have any access needs (e.g. step-free or wheelchair access), we can try and help you find a suitable vaccination site. If you need any other reasonable adjustments at your appointment, please let a member of staff know on arrival. We are unable to arrange reasonable adjustments in advance so make sure you tell staff what your additional needs are on the day. Staff will try to meet your needs wherever possible. You can also bring someone who can support you, like a family member or your carer.

## **I need information in another format. Where can I get this?**

Other formats of your spring COVID-19 invitation are available. For easy read, audio, BSL and translations, go to [www.england.nhs.uk/seasonal-invites](http://www.england.nhs.uk/seasonal-invites).

## **Can the NHS support me with transport arrangements for my vaccination?**

Some people are eligible for free non-emergency patient transport services (PTS). PTS may not be available in all areas. To find out if you're eligible for PTS and how to access it, you'll need to speak to your GP or the healthcare professional who referred you for vaccination. Your Integrated Care Board can also help you to arrange transport in your area. If you need help, you can find your local contacts at [www.england.nhs.uk/vaccination-contacts](http://www.england.nhs.uk/vaccination-contacts).

# Home visits (for COVID-19 only)

## I need a home visit for COVID-19 vaccination . Can you help?

Please contact your GP surgery **first** to arrange a home visit for **COVID-19 vaccination** if you usually get your care at home.

Call agent must confirm with callers that they:

1. Are registered as housebound with their GP surgery and routinely get their care at home
2. And they have already tried to organise a home visit through their GP surgery

**Only** give the caller details for their local ICB vaccination contacts if they confirm that they meet criteria 1 and 2.

I can give you contact details for your **local COVID-19 vaccination** contacts. They should be able to help you arrange a home visit.

1. Open this NHS portal to [check the caller's ICB](#) and type in the caller's town or village in the 'Organisation' search bar
2. Select their GP surgery from the list (click on the cross icon on the left)
3. The caller's ICB will be listed under 'Higher Health Geography' and their region under 'National Grouping'
4. Open this page: [Coronavirus » Local COVID-19 vaccination contacts](#) and find the caller's ICB in the regional drop-down menus
5. Give the caller the ICB contact information. Advise the caller that they may need to leave their phone number, and someone will call them back. They should make sure that their phone is set to receive incoming calls from that number.

Log the call as outcome: Housebound needs local service - Referred for support.

## I need a home visit and have already tried to arrange this locally. Can you help?

If you arranged a home visit through your GP surgery or your local ICB vaccination contacts, please contact them directly for an update. We do not have access to systems being used by local NHS teams so we cannot confirm details about your home visit or make a direct booking.

Call agent: follow the same process above for repeat callers and provide local ICB contact details.

# Vaccine types 1/2

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## Can I choose which vaccine I have?

You cannot choose which vaccine you have. If you have queries about vaccine types, you can discuss these with the healthcare professional at your appointment.

**Call agent: do not signpost callers to 111 or UKHSA**

## Which COVID-19 vaccine will I get?

You will be given a vaccine made either by Moderna, Pfizer or Sanofi. COVID-19 vaccines in use in the UK have met strict standards of safety, quality and effectiveness. Some people are only offered certain vaccines, for example if you're under 18 years old. Children under 12 years old will be given smaller doses than older children and adults. For the latest information, go to: [www.nhs.uk/covid-vaccine](https://www.nhs.uk/covid-vaccine) **Call agent: do not signpost callers to 111 or UKHSA**

## Vaccine types 2/2

### **Will I need the same type of COVID-19 vaccine as I had before?**

No, all COVID-19 vaccines authorised for use by the NHS are effective and provide a strong booster response. You will be offered a vaccine that is suitable for you. If you have any concerns, you can discuss these with the healthcare professional at your appointment.

### **Do the vaccines contain animal products?**

- COVID-19 vaccine types offered by the NHS this spring do not contain animal products, including egg. For the latest information about COVID-19 vaccine types, including their ingredients, go to [www.nhs.uk/covidvaccine](https://www.nhs.uk/covidvaccine).
- You can read the UKHSA animal products and vaccines leaflet at [www.gov.uk/government/publications/use-of-human-and-animal-products-in-vaccines](https://www.gov.uk/government/publications/use-of-human-and-animal-products-in-vaccines).

# Safety & effectiveness 1/2

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## Why should I get a spring COVID-19 vaccination?

It's important you top up your protection if you are eligible because it fades over time and viruses can change. If you are at increased risk of getting severe symptoms, having your COVID-19 vaccination helps to:

- reduce your risk of getting seriously ill or dying from COVID-19
- reduce your risk of needing to go to hospital if you catch COVID-19
- protect against different types (variants) of COVID-19 – vaccines are updated each season to give the best protection.

Read more at [www.nhs.uk/covid-vaccine](https://www.nhs.uk/covid-vaccine).

## Is vaccination safe?

COVID-19 vaccines are highly regulated products. The Medicines and Healthcare products Regulatory Agency (MHRA), the official UK regulator, is globally recognised for requiring the highest standards of safety, quality and effectiveness for medicines and vaccines. There are checks at every stage in the development and manufacturing process. Like all medicines, vaccines can cause side effects. Most of these are mild and short-term, and not everyone gets them. Vaccines are continuously monitored for safety – the benefits of the vaccines far outweigh any risk in most people. Vaccines are available on the NHS once they have been thoroughly tested. If you have any concerns, you can speak to the healthcare professional at your vaccination appointment.

## How do vaccines work?

Vaccines teach your immune system how to create antibodies to protect you from diseases. It's usually much safer for your immune system to learn this through vaccination than by infection. Once your immune system knows how to fight a disease, it can often protect you.

## Safety & effectiveness 2/2

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### **Can I still catch COVID-19 after having the COVID vaccine?**

COVID-19 vaccination will reduce the chance of you becoming severely unwell from COVID-19. It may take a few days for your body to build up some extra protection from the dose. Like all medicines, no vaccine is completely effective. Some people may still get COVID-19, but any infection should be less severe.

### **Can I catch COVID-19 from the vaccine?**

You cannot catch COVID-19 from the vaccine.

### **Have the vaccines been tested on animals?**

Laws and regulatory agencies worldwide currently require that all medicines are tested on animals before clinical trials on humans.

### **How well do the COVID-19 vaccines work?**

All vaccines are classed as highly effective. If you are at increased risk of severe COVID-19, it's important you get the additional protection you need. Research has shown COVID vaccines have helped to reduce the risk of getting seriously ill or dying from COVID-19 and protect against different strains (variants) of COVID-19. There is a chance you might still get or spread COVID-19 even if you have a vaccine, so it's important to follow advice about how to avoid catching and spreading COVID-19.

# Side effects & allergies 1/3

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## Are there any side effects from the vaccines?

COVID-19 vaccines have a good safety record. Most side effects are mild and only last for a day or so, such as:

- A sore arm from the injection
- Feeling tired
- A headache
- General aches, or mild flu-like symptoms

You can rest and take paracetamol to help you feel better. Side effects following vaccination normally last less than a week. If your symptoms seem to get worse or if you are concerned, you can call NHS 111 or use textphone 18001 111.

## I'm experiencing serious side effects (or a serious allergic reaction). What should I do?

Seek medical advice urgently if you experience chest pain, shortness of breath or feelings of having a fast-beating, fluttering, or pounding heart. I can transfer you to 999 if life is at risk.

**Call agent: if there is a risk to life, advise caller to end call and dial 999 immediately. Otherwise, direct them to [www.111.nhs.uk](http://www.111.nhs.uk) or to call 111.**

## How can I report side effects?

You can report suspected side effects of vaccines and medicines through the Yellow Card Scheme:

- online at [Yellow Card Scheme](#) or by downloading and using the Yellow Card app on Apple or Android
- by calling the Yellow Card scheme on 0800 731 6789

## Side effects & allergies 2/3

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### **Is there anyone that shouldn't get the vaccine?**

There are very few eligible people who cannot have the vaccine. If you have had allergic reactions following COVID-19 vaccinations in the past, tell the healthcare professional about this at your appointment.

### **Will I have to wait after my vaccination?**

Most people will not be asked to wait. If you have a history of allergies, or if you had a reaction immediately after a previous dose, you may be advised to stay for 15 minutes after the vaccination. Please make sure you tell the healthcare professional at your appointment.

### **What should I do if I've had a common allergic reaction after vaccination previously?**

Please make sure you tell the healthcare professional at your appointment. They'll help you to manage any allergies or side effects. Some people experience mild or common allergies following vaccination but have safely had a vaccine before. This includes having a rash, swelling, wheezing or hives. If you've had any of these mild or common allergies, you can continue to have your vaccination.

### **What should I do if I've had a severe allergic reaction after vaccination previously?**

Please make sure you tell the healthcare professional at your appointment. Some people who have severe allergic reactions to certain COVID-19 (mRNA) vaccines may be referred to an allergy specialist. This will only be in rare cases, for example, if you have a history of anaphylaxis or systemic allergic reactions. An expert allergist or other appropriate specialist will then assess your risk. If suitable, they may advise you to get vaccinated in hospital for additional observation and monitoring.

## Side effects & allergies 3/3

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### I need to be vaccinated in a specialist setting. How can I arrange this?

Your GP surgery should refer you for further assessment if this is appropriate for you. If they can't help, I can give you contact details for your local COVID vaccination contacts. They should be able to help you.

1. Open this NHS portal to [check the caller's ICB](#) and type in the caller's town or village in the 'Organisation' search bar
2. Select their GP surgery from the list (click on the cross icon on the left)
3. The caller's ICB will be listed under 'Higher Health Geography' and their region under 'National Grouping'
4. Open this page: [Coronavirus » Local COVID-19 vaccination contacts](#) and find the caller's ICB in the regional drop-down menus
5. Give the caller the ICB contact information. Advise the caller that they may need to leave their phone number, and someone will call them back. They should make sure that their phone is set to receive incoming calls from that number.

**Close the call. Log as outcome: Referred to ICB.**

### Can I have an alternative (non-mRNA) COVID-19 vaccine instead?

You cannot choose which vaccine you have. If you have queries about vaccine types, you can discuss these with the healthcare professional at your appointment. Where there is a greater risk of severe allergy, NHS vaccination services may offer vaccination under appropriately enhanced clinical supervision.

Call agent: The UK Health Security Agency (UKHSA) is responsible for COVID-19 vaccines chosen. If the caller would like more detail, queries should be directed to UKHSA at [enquiries@ukhsa.gov.uk](mailto:enquiries@ukhsa.gov.uk)

# Health queries 1/3

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## **Can I get vaccinated if I feel unwell, or if I've recently had COVID-19 or symptoms?**

Wait until you've recovered to have your vaccine, but you should try to have it as soon as possible. You should not attend an appointment if you have a fever or think you might be infectious to others. If you have recently recovered, there is no need to delay getting vaccinated.

## **Can I get vaccinated if I'm taking antibiotics?**

Yes, there is no interaction between antibiotics and the COVID-19 vaccines. You should only delay vaccination if you currently have a bad fever or 'febrile' illness, such as the rapid onset of headaches, chills or muscle and joint pains. A cold or low-grade fever are not reasons to postpone getting the vaccine. If you have any concerns, speak to the healthcare professional at your appointment.

## **I can't take injections in my arm. Should I still get vaccinated?**

Yes, you should still book an appointment. Tell the healthcare professional at your appointment and they can discuss your options with you.

## **I'm undergoing treatment. Should I have a vaccination?**

Your specialist or GP will be able to advise you on the best time to have the vaccination around your planned treatment.

## **Should I get the vaccine if I have long COVID?**

Yes. The MHRA has advised that getting vaccinated is just as important for those who have already had COVID-19 as it is for those who haven't, including those who have mild residual symptoms. If you have significant ongoing complications, speak to your specialist or GP.

## **Can I give blood after having my vaccine?**

Waiting 7 days is recommended to ensure donor and donation safety. It also reduces the risk of a donation being discarded if you developed side effects around the time you donated blood. You can donate again provided you are fully recovered from any side effects.

## Health queries 2/3

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### **I'm on a blood thinner. Can I still be vaccinated?**

If you normally have vaccinations without difficulty, then COVID vaccines should present no additional problems. If you have any concerns, you can discuss these with the healthcare professional at your appointment.

### **I've had a stem cell transplant or CAR-T therapy. Do I need to be revaccinated against COVID-19?**

Yes, if you've had a stem cell transplant or CAR-T therapy, you should be offered COVID-19 revaccinations as your protection from previous vaccines may be lost. Your specialist or GP should refer you, regardless of the time of year. Your specialist or GP should also complete a template form advising on the best time for you to start your vaccinations. They will tell you about other routine vaccinations you will need, and any other seasonal vaccinations you may be eligible for.

### **I've had a stem cell transplant or CAR-T therapy. How can I arrange my re-vaccinations?**

Your GP surgery or specialist should refer you for the vaccinations you need. If they can't help, I can give you contact details for your local vaccination contacts. They should be able to help you.

1. Open this NHS portal to [check the caller's ICB](#) and type in the caller's town or village in the 'Organisation' search bar
2. Select their GP surgery from the list (click on the cross icon on the left)
3. The caller's ICB will be listed under 'Higher Health Geography' and their region under 'National Grouping'
4. Open this page: [Coronavirus » Local COVID-19 vaccination contacts](#) and find the caller's ICB in the regional drop-down menus
5. Give the caller the ICB contact information. Advise the caller that they may need to leave their phone number, and someone will call them back. They should make sure that their phone is set to receive incoming calls from that number.

**Close the call. Log as outcome: Referred to ICB.**

## Health queries 3/3

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### **Does the vaccine affect fertility?**

There is no evidence to suggest that COVID-19 vaccines affect fertility.

### **Can I get vaccinated if I'm breastfeeding?**

Yes, you can have the COVID-19 vaccine if you're breastfeeding. You can also contact your maternity service or GP surgery for advice.

### **Should I get the COVID-19 vaccine while I'm pregnant?**

Yes, if you are eligible for the spring COVID-19 vaccination. If you have any concerns, speak to the healthcare professional at your appointment. You can also contact your maternity service or GP surgery for advice about vaccinations during pregnancy.

### **Should I avoid pregnancy after vaccination?**

You do not need to avoid pregnancy after your vaccination. The vaccine cannot give you or your baby COVID-19.

### **Can I get vaccinated if I've had cosmetic procedures?**

Yes, health risks associated with the COVID virus outweigh the current known associated risks of vaccination. There is no specific interval specified between vaccination and cosmetic procedures. Swelling of the face in patients who have had facial cosmetic injections is a rare side effect included in some types of the COVID-19 vaccine, which will be detailed in the leaflet you receive. If facial swelling occurs after vaccination, please report it through the Yellow Card scheme.

# Vaccination record 1/2

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## How can I check my vaccination record?

You can check your record using the NHS App. For COVID-19 you can also go to: [www.coronavirus-record.service.nhs.uk](http://www.coronavirus-record.service.nhs.uk).

## Why is my COVID-19 vaccine record wrong or missing information?

Your COVID-19 vaccine record could be wrong or missing information because:

- your last dose of the vaccine was given in the last 5 working days and your record has not yet been updated
- you were vaccinated outside of England – this service is for people who have been vaccinated in England
- you had your vaccination as part of a clinical trial
- you had a private vaccination rather than an NHS vaccination
- your vaccine record may not have been updated correctly

## How can I correct my COVID-19 vaccine record?

You should contact the site where you had your COVID-19 vaccine and ask them to update your record. You'll need to contact your local Integrated Care Board (ICB) if:

- the site where you had your COVID-19 vaccine has closed
- you had your COVID-19 vaccine more than 365 days ago
- you have more than one NHS number
- you have had or are planning to have gender reassignment

[Find contact details for your local integrated care board \(ICB\).](#)

Call agent: Signpost to NHS England's Customer Contact Centre for complex or non-COVID-19 queries on vaccination records. They can investigate further.

# Vaccination record 2/2

[Home](#)

## How can I get my COVID pass?

There are no longer any domestic requirements to demonstrate your vaccination status and the NHS COVID Pass is no longer required to travel abroad to any countries. If you need to view your vaccination history, use the NHS App or ask your GP surgery. If you do not have the NHS App but know your NHS number, you can use this link to check your vaccination record: [www.coronavirus-record.service.nhs.uk](http://www.coronavirus-record.service.nhs.uk)

Call agent: The NHS COVID Pass service has now closed.

## How can I get my COVID-19 record updated if I had vaccinations outside of England?

The NHS does not need evidence of COVID-19 vaccinations you've had outside of England. You should be invited for vaccinations you are eligible for. If you need proof for work or travel, you can use the original documents from the country that provided the vaccination.

## Will my records show a private COVID-19 vaccination?

The NHS cannot routinely keep records of privately accessed healthcare, including COVID-19 vaccinations. We do not have access to this data.

If you choose to inform your GP, they may be able to add a note to your GP health record but your COVID-19 vaccination history will not be updated in the NHS App. If you would like evidence that you had a private COVID-19 vaccination, please contact the provider.

# Consent for children

## **Will my consent be sought for my child to get vaccinated?**

Consent is an important part of vaccination. At the appointment, you and your child will be given the opportunity to ask questions. Consent will normally be obtained on the day. So that we can get your consent more easily, we strongly advise you to accompany your child to the appointment.

## **Can my child be vaccinated without my consent?**

Your child may have the right to get vaccinated without your consent. This is based on an individual assessment. This can only be determined by the healthcare professional at the time. We would prefer you to come to a joint decision with your child, it's a decision you should make together. Further information on is available at [www.nhs.uk/conditions/-to-treatment/children](http://www.nhs.uk/conditions/-to-treatment/children).

# Personal data and GP records 1/3

## How can I find my NHS number?

If you do not know your NHS number, you can find it at [Find your NHS number](#). It should also be on any letter from the NHS.

If you are in the armed services, you can also find your NHS number using:

- MyNavy app for Royal Navy personnel
- MyRAF App for RAF personnel
- Defence Gateway for army personnel.

## How do I get an NHS number?

You may already have an NHS number but just don't know it. You can check at: [Find your NHS number - NHS \(www.nhs.uk\)](#). If you don't have one, this may be because you aren't registered with a GP. We recommend speaking with your local practice about registering.

## How do I register with a GP?

Find your closest GP surgery accepting new patients or I can advise you: [Find a GP – NHS](#). You can usually contact them online or by phone or visit in person to register.

## Who can register with a GP?

Anyone in England can register with a GP surgery and see a doctor or nurse for free. You do not need to provide proof of identity or immigration status. This applies if you are an asylum seeker, refugee, homeless or an overseas visitor, whether lawfully in the UK or not. If you are of no fixed abode, you are entitled to register in the area where you are without proof of address.

# Personal data and GP records 2/3

[Home](#)

## How can I find out what is on my medical record?

You have the right to ask for a copy of any personal/ health information held about you on NHS systems. Please contact your GP surgery in the first instance. If your GP surgery can't help, contact the NHS England Customer Contact Centre: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us).

Call agent: Hospital data sources are also used to invite people for vaccination, which GP surgeries cannot view.

## How can I update my medical record?

Please contact your GP surgery. The names and addresses used to invite people for vaccination are the same as those held at GP surgeries. If your contact details are incorrect, reception staff can update your information. You do not need an appointment with a GP. If you would like your health information to be updated, speak to the practice manager. They should be able to advise you further.

## How does the vaccination programme use my personal information?

We use personal information (such as your NHS number/name/phone number/address/date of birth/health information) recorded in GP records to check eligibility for the vaccine and to invite you to book an appointment.

We use health information to clarify any medical history relevant to vaccination suitability. We only view a limited part of your GP records for the purposes of checking your eligibility. For further information on how we process personal information, the purpose of processing and the legal basis, go to [www.england.nhs.uk/privacy-notice](http://www.england.nhs.uk/privacy-notice).

## Can you delete or stop using my personal information from your systems?

You can ask us to stop or limit using any personal information that we hold about you on our systems. However, this is not an absolute right under data protection law, and we may need to continue to use your information. For example, the use of your data to help deliver and monitor public health programmes such as vaccinations is protected by law. To discuss this further, contact your GP surgery.

## Personal data and GP records 3/3

### How long will you keep my personal information?

All personal details that you provide will be stored safely and securely. Your data will be used to help monitor the safety and effectiveness of the vaccine. We will only keep your personal details/ health information for as long as necessary depending on the purposes. For further information, search 'Records Management Code of Practice for Health and Social Care 2016'.

### Who is the data controller for this service?

The Joint Data Controllers are the Department of Health and Social Care and NHS England. They control the way personal data is collected, processed, stored, transferred and deleted for the purposes of providing a telephony service to make vaccination bookings.

### How do I exercise my data protection rights?

You can contact:

Data Protection Officer  
Department of Health and Social Care (DHSC)  
39 Victoria Street  
London  
SW1H 0EU  
Email: [data\\_protection@dhsc.gov.uk](mailto:data_protection@dhsc.gov.uk)

Data Protection Officer  
NHS England  
Wellington House, 133-155 Waterloo Road  
London  
SE1 8UG  
Email: [england.dpo@nhs.net](mailto:england.dpo@nhs.net)

### How is my personal data being handled by the 119 service?

We process your personal data to help make a vaccination booking. This is a public health task. We process personal data to meet our legal obligations in delivering this service. Personal data is only be shared with those that have a valid 'need to know' reason. Only the part of personal data that is relevant to the function being performed is shared. Processing personal data is completed within the UK and stored safely and securely. We only keep personal data for as long as is needed and dispose of it appropriately and securely.

# Fraud, scams & media

## How do I know if my invitation is legitimate?

The NHS will never ask you for your bank account or card details. NHS invitations will never ask you for your PIN or banking password. The NHS will never arrive unannounced at your home to administer the vaccine. NHS invitations will never ask you to prove your identity by sending copies of personal documents such as your passport, driving licence, bills or payslips. Local NHS services may send invitations for vaccinations, such as your GP surgery. National invitations will come from the following senders:

- SMS message - 'NHSvaccine'
- Email - [nhs.vaccination.invitations@notifications.service.gov.uk](mailto:nhs.vaccination.invitations@notifications.service.gov.uk)
- NHS App – NHS Vaccine

**Call agent:** If the caller thinks they've been the victim of fraud or identify theft, advise them to report this to Action Fraud on 0300 123 2040.

## Someone used my personal details to book a vaccine. What should I do?

If you believe you have been the victim of fraud or identify theft, you should report this directly to Action Fraud on 0300 123 2040.

## I'm a journalist. Can I make a media enquiry?

Please send your enquiry directly to [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net) and the national media team will respond in due course.

**Call agent:** Do not engage the journalist in conversation.

# Complaints and contact preferences

[Home](#)

## How can I complain about this call?

We are sorry this service has not met your expectations on this occasion. May I take some more details about the nature of your complaint?

**Call agent:** Follow vaccine booking service 'complaints' process.

## How can I complain about my vaccination appointment?

We are sorry this was your experience on this occasion. Can I take some more detail about the nature of your complaint please?

**Call agent:** Follow vaccine booking service 'complaints' process. If the caller says they would prefer to contact the complaints team directly, advise them to contact [england.contactus@nhs.net](mailto:england.contactus@nhs.net). No other department details should be given out. If in doubt, discuss with your team leader.

## How can I change my COVID-19 invite contact preferences?

You can change your contact preferences online at [www.nhs.uk/covid-invite-preferences](http://www.nhs.uk/covid-invite-preferences) (16+ only). If you are calling on behalf of someone else, you must confirm that you have their permission to make this change. If you can't get online, we can complete the request on your behalf. I will read the information to you and complete the process using the information you give. You will be sent a security code on email or by SMS, which you will need to provide to us so we can update your preferences. If you would like to opt your child out of receiving national COVID-19 invites, contact the NHS England Customer Contact Centre: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us). Please note, your child will automatically be opted back in when they turn 16.

## Can I opt out of RSV invites?

If you would like to opt out of receiving national invites for RSV vaccination, contact the NHS England Customer Contact Centre: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us). Please note, your child will automatically be opted back in when they turn 16.

## Why haven't my contact preferences updated?

Please be aware that it can take up to 48 hours for your contact preferences to be updated. You may also be receiving invitations from your local NHS services, so you need to also inform your GP surgery about your contact preferences. We can help you to re-submit your contact preferences online: [www.nhs.uk/covid-invite-preferences](http://www.nhs.uk/covid-invite-preferences)

# Who can get an RSV vaccine?

## Who can get a free NHS RSV vaccination?

- Adults aged 75 and over
- Residents in a care home for older adults. **Call agent: anybody who is a resident in a care home for older adults will be eligible for the RSV vaccination regardless of their age (i.e. if they are <75 years but are a resident of an older adult care home they will be eligible).**
- Pregnant women (from 28 weeks of pregnancy)

## How many doses do I need?

For older adults, you only need **1 dose** of the RSV vaccine for good, long-term protection.

Pregnant women should have the RSV vaccine in every pregnancy – this will help protect the baby for the first few months after they're born.

## Can I buy an RSV vaccine?

People who are not eligible for a free vaccine on the NHS may be able to buy an RSV vaccine, similar to the flu vaccine.

**Call agent: NHS England does not hold information about private RSV vaccine provision and cannot advise citizens on how to access RSV vaccination privately.**

# About RSV

## **What is RSV?**

RSV is a respiratory virus that affects the lungs. Symptoms include a cough, sore throat and cold. RSV infection can be especially dangerous for infants and the elderly. Read more at [www.nhs.uk/rsv-vaccine](http://www.nhs.uk/rsv-vaccine)

## **Why have I been offered an RSV vaccination?**

Most people get better on their own, but older people are at increased risk of serious illness. Every year, thousands of people in your age group need hospital care for RSV infection. RSV can make it difficult to breathe and can lead to severe problems like pneumonia and flare-ups of existing lung disease and other long-term conditions. In some cases, it can be life-threatening. For a guide to RSV vaccination for older adults, visit [www.gov.uk/rsv-vaccine](http://www.gov.uk/rsv-vaccine)

## **I'm pregnant. Why have I been offered an RSV vaccination?**

RSV can be especially dangerous for infants. Severe RSV is most common in infants under 1 year old. Babies are particularly vulnerable to RSV lung infections as they have small airways and have limited immunity against the virus. RSV infection in infants can cause a condition called bronchiolitis which is inflammation and blockage of the small air tubes in the lung. Infants with severe bronchiolitis may need intensive care and the infection can be fatal. The best way to protect babies against RSV infection is for the mother to have the vaccine during pregnancy (from 28 weeks).

Read more at [www.nhs.uk/pregnancy/keeping-well/vaccinations](http://www.nhs.uk/pregnancy/keeping-well/vaccinations).

# RSV Invitations

## How will I be invited?

- **Aged 75 and over:** if you're registered with a GP surgery, your surgery may send you a letter, text or email inviting you to get a vaccination, but you do not need to wait to be invited if you're eligible. You can contact your surgery to book an appointment.
- **Resident of a care home for older adults:** speak to a member of staff at the care home or your GP surgery about how to get the RSV vaccine
- **Pregnant women:** You should be invited by your maternity service, or other local NHS services, such as your GP surgery, but you do not need to wait to be invited if you're eligible (28 weeks or more). You can contact your surgery or maternity service.

## Can I opt out of RSV invitations?

If you would like to opt out of receiving national invites for RSV vaccinations, contact the NHS England Customer Contact Centre: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us). Please be aware that you may still be invited by local NHS services, such as your GP surgery.

# RSV Bookings 1/2

## How can I arrange an RSV vaccination?

- If you are aged 75 and over and registered with a GP surgery, you can contact your surgery to book an appointment. Your surgery may send you a letter, text or email inviting you to get a vaccination, but you do not need to wait to be invited if you're eligible. The RSV vaccination can be given at the same time as your COVID-19 vaccination. You can discuss this with the healthcare professional at your appointment.
- If you are a resident in a care home for older adults speak to a member of staff at the care home or your GP surgery about how to get the RSV vaccine.
- If you're 28 weeks pregnant or more, you can speak to your maternity service or GP surgery about getting your RSV vaccination.

Call agent: You can offer to check availability of their GP practice (if the GP practice is using the National Booking Service). All cohorts that are eligible for the NHS RSV vaccination are eligible for an RSV vaccine at a community pharmacy. Community pharmacy provision is available in some parts of the East of England, North West, Midlands and London **only**.

For eligible callers living in East of England, North West, Midlands, or London **only** you can offer to check availability to:

- Book a pharmacy appointment at [www.nhs.uk/book-rsv](http://www.nhs.uk/book-rsv)
- Find a pharmacy offering the RSV vaccine at [www.nhs.uk/service-search/vaccination-and-booking-services/find-a-pharmacy-where-you-can-get-a-free-rsv-vaccination](http://www.nhs.uk/service-search/vaccination-and-booking-services/find-a-pharmacy-where-you-can-get-a-free-rsv-vaccination). You can get an RSV vaccination at some pharmacies without needing an appointment. Contact the pharmacy directly to find out if they can do this.

Call agent: Once the online booking is confirmed for RSV, NBS will prompt to also book an appointment for COVID-19.

## RSV Bookings 2/2

### **Can I book an RSV and COVID-19 vaccine appointment for the same time?**

If you are eligible for both an RSV vaccine and a COVID-19 vaccine you can now book an appointment to receive these at the same time in some locations.

**Call agent:** Follow information on the NBS booking screens. This option is only available when booking through the RSV booking pathway.

### **Can I book an RSV appointment for two people?**

Yes, we can book appointments for two people on the same day.

**Call agent:** Follow information on the NBS booking screens

## Other queries

Call agent: For any miscellaneous questions, including queries about other vaccines (for example, pertussis (whooping cough), gonorrhoea, mpox, shingles, MMR) advise the caller that 119 is currently a telephone booking service for COVID-19 and RSV vaccinations **only**. For the latest information, go to NHS.UK or speak to your GP or midwife (for pregnant women).

Frontline health care workers may be offered vaccines through Occupational Health. Advise the caller to contact their employer.