

## COVID-19 VACCINATION APPOINTMENT – BOOKING LETTERS

**Date: 27 January 2021**

The following pack includes:

### **National call/recall letter**

1. Based on age (this goes with an [information leaflet aimed at older adults](#))
2. Reminder letter for people based on age
3. Clinically Extremely Vulnerable letter and information document
4. Translated insert that goes with the letters

### **Template letter for PCNs**

To be used/tailored as appropriate.

5. Based on age
6. Clinically Extremely Vulnerable

Address 1  
Address 2  
Address 3  
Address 4  
Postcode

Your NHS Number: XXXXX

Date: XXXXXX

## **Book your coronavirus (COVID-19) vaccine appointments now**

Dear XXX

We have sent you this letter as experts recommend that people in your age group should be among the first to receive the free NHS coronavirus vaccine. This is because evidence shows that risk of serious illness due to coronavirus increases with age.

You have a choice of places to be vaccinated:

- By your GP services who will contact you directly, if they haven't already.
- At a vaccination centre or community pharmacy - this letter shows how you can book your appointments if you choose this option.

### **Please ignore this letter if:**

- You would prefer to be vaccinated through your local GP services. If you do, you just need to wait for your GP services to contact you which, if they haven't already, will be soon. You don't need to contact your GP.
- You already have an appointment booked to be vaccinated at a local GP service. If you have, there is nothing you need to do except turn up to your scheduled GP appointment.
- You've had your first vaccine dose already. If you have, the NHS will contact you when it's time for your second dose.

### **How to book your appointments**

If you would like to book your appointments at a vaccination centre or community pharmacy and haven't already:

You can book online at: [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination) and will need:

- your name and date of birth
- your NHS number, which is at the top of this letter.

Please ensure that you book your appointments for both your first and second dose and press the save button to confirm.

Please try the NHS website first. If you cannot use the website, phone 119 free of charge, 7am to 11pm, 7 days a week. You can ask someone else to do this for you. You may choose to ring later in the day when it is less busy. British Sign Language, text relay and interpreter services are available.

If you book through the NHS website or by ringing 119, please bring this letter with you to your appointments.

More locations and appointments will become available through the NHS website or by ringing 119 so you could try again at a later time. If you are housebound or not able to travel to a place that is providing vaccinations, your local NHS services will be in contact with you to make arrangements.

## **About the coronavirus vaccine**

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given around 11 to 12 weeks after your first. More information is in the enclosed leaflet or at [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)

Some people may not be able to get this vaccine at the moment. If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also discuss it when you book, or with a health professional when you attend your appointment.

Whichever place you choose to have your vaccine will keep you safe from COVID-19 through a range of measures including cleaning and disinfecting and having social distancing in waiting areas. Please ensure you wear a face covering to your appointment.

The vaccine is only available from the NHS and is free of charge. The NHS will never ask you for your bank account details or to pay for the vaccine.

The NHS Immunisation Management Service may follow up with a phone call to you from 0300 561 0240 to offer help and support.

**Data Protection:** NHS England is responsible for processing your personal data for the purposes of the Covid-19 vaccination programme. To find out more, you can access our privacy notice at: <https://www.england.nhs.uk/contact-us/privacy-notice/>, or search for "NHS England Privacy Notice" in your browser

English	To book your COVID-19 vaccination appointments go to <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> or phone 119 which will have interpreters available on request.	For more information in other formats, and languages other than English, go to: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Arabic عربي	، انتقل إلى COVID-19 لحجز مواعيد اللقاح ضد <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> أو اتصل برقم 119 الذي سيوفر مترجمين فوريين عند الطلب.	لمزيد من المعلومات بتنسيقات ولغات أخرى غير الإنجليزية، انتقل إلى: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Bengali বাংলা	আপনার কোভিড-১৯ টিকার অ্যাপয়েন্টমেন্টের বুকিং এর জন্য <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> এ যান বা ১১৯ নম্বরে ফোন করুন যেখানে অনুরোধ সাপেক্ষে দোভাষী পরিষেবা সুবিধা পাওয়া যাবে।	অন্যান্য প্রকরণ এবং ইংরেজী ব্যতীত অন্য ভাষাতে আরও তথ্য পেতে এখানে যান: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Spanish Español	Para reservar sus citas de vacunación contra la COVID-19, vaya a <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> o llame al teléfono número 119, donde tendrá intérpretes disponibles previa solicitud.	Para obtener más información en otros formatos e idiomas distintos del inglés, visite: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Farsi فارسی	برای رزرو قرارهای واکسیناسیون کووید-19 خود به <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> مراجعه کرده یا به شماره 119 زنگ بزنید که بنا به درخواست، مترجم همزمان در اختیار دارند.	برای اطلاعات بیشتر در فرمت‌های دیگر، هر زبان دیگر به غیر از انگلیسی، به اینجا مراجعه کنید: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Gujarati ગુજરાતી	તમારી કોવિડ-19 રસીકરણની એપોઇન્ટમેન્ટ બુક કરવા માટે <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> પર જાવ અથવા 119 પર ફોન કરો જેઓ વિનંતી કરવાથી દુભાષિયા ઉપલબ્ધ કરાવી આપશે.	ઇંગ્લીશ સિવાયના અન્ય સ્વરૂપો અને ભાષાઓમાં વધુ માહિતી માટે, અહીં જાઓ: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Hindi हिन्दी	अपनी COVID-19 टीकाकरण अपॉइंटमेंट की बुकिंग करने के लिए <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> पर जाएं या 119 पर फोन करें जहां अनुरोध पर दुभाषिए उपलब्ध होंगे।	अन्य प्रारूपों, और अंग्रेजी के अलावा अन्य भाषाओं में अधिक जानकारी के लिए इस वेबसाइट पर जाएं: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>

Kurdish سۆرانی	بۆ سازکردنی مەوعید بۆ کوتان دژی کۆفید-19 سەردان بکە بۆ <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> یان تەلەفون بکە بۆ 119 کە وەرگێری زانانیان ھەبێت بە داواکردن	بۆ زانیاری زیاتر بە شیوازی تر، وە بە زمانی تر جگە لە ئینگلیزی، سەردان بکە بۆ <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Nepali नेपाली	तपाईंको COVID-19 खोप एपोजन्टमेन्ट लिन <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> मा जानुहोस् वा 119 मा फोन गर्नुहोस् जहाँ अनुरोध गर्दा दोभाषेहरू पनि उपलब्ध हुनेछन्।	अन्य स्वरूप, र अङ्ग्रेजी बाहेक अन्य भाषामा थप जानकारीका लागि, यहाँ जानुहोस्: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Punjabi ਪੰਜਾਬੀ	ਆਪਣੀਆਂ ਕੋਵਿਡ-19 ਟੀਕਾਕਰਨ ਅਪਾਇੰਟਮੈਂਟਾਂ ਬੁੱਕ ਕਰਨ ਲਈ <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> 'ਤੇ ਜਾਓ ਜਾਂ 119 'ਤੇ ਫੋਨ ਕਰੋ ਜਿੱਥੇ ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਦੁਭਾਸ਼ੀਏ ਉਪਲਬਧ ਹੋਣਗੇ।	ਹੋਰ ਫਾਰਮੈਟਾਂ ਅਤੇ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ, ਇਸ ਵੈੱਬਸਾਈਟ 'ਤੇ ਜਾਓ: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Polish Polski	Aby umówić wizytę na szczepienie przeciwko COVID-19, należy udać się na stronę <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> lub zadzwonić pod numer 119, pod którym na żądanie dostępni są tłumacze ustni.	Więcej informacji w innych formatach i innych językach jest dostępna na: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Romanian Română	Pentru a vă programa pentru vaccinarea împotriva COVID-19 accesați <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> sau apelați numărul de telefon 119, care vă poate pune la dispoziție interpreți disponibili la cerere.	Pentru mai multe informații în alte formate și alte limbi în afară de limba engleză, accesați: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Somali Soomaali	Si aad u qabsato ballantaada tallaalka COVID-19 aad <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> ama taleefoon u dir lambarka 119 khadkaas oo laga heli karo turjubaano marka la weydiisto.	Macluumaad dheeraad ah oo ku saabsan qaabab kale, ama luqado kale aan Ingiriis ahayn, aad: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>
Albanian Shqiptare	Për të rezervuar takimet tuaja të vaksinimit COVID-19 shkoni në <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> ose telefononi numrin 119 i cili do të ketë në dispozicion përkthyes sipas kërkesës.	Për më shumë informacion në formate të tjera dhe gjuhë të tjera përveç anglishtes, shkoni te: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a>

<p>Tagalog Tagalog</p>	<p>Para mai-book ang iyong mga appointment sa pagpapabakuna laban sa COVID-19, pumunta sa <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> o tumawag sa 119 na kung saan may maaaring tumulong na mga interpreter kapag hiniling.</p>	<p>Para sa higit na impormasyon sa iba pang mga format, at mga wika maliban sa Ingles, pumunta sa: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a></p>
<p>Urdu اُردُو</p>	<p>کوویڈ-19 کے حفاظتی ٹیکے لگوانے کے لیے اپنی ایوائنٹمنٹ بک کرنے کے لیے <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> پر جائیں یا 119 پر کال کریں جہاں پر درخواست کرنے پر مترجم دستیاب ہوں گے۔</p>	<p>دیگر فارمیٹس، اور انگریزی کے علاوہ دیگر زبانوں میں معلومات کے لیے جائیں: <a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a></p>
<p>Chinese 中文</p>	<p>欲预约您的 COVID-19 疫苗接种，请访问 <a href="http://www.nhs.uk/covid-vaccination">www.nhs.uk/covid-vaccination</a> 或拨打 119，可根据要求提供口译员服务。</p>	<p>欲获其它格式及英语以外其它语言的更多信息，请访问：<a href="http://bit.ly/adultguide">http://bit.ly/adultguide</a></p>

**National call/recall booking letter for people that are CEV**

Address 1  
Address 2  
Address 3  
Address 4  
Postcode

Your NHS Number: XXXXX  
Date: XXXXXX

## Book your coronavirus (COVID-19) vaccine appointments now

Dear XXX

We have sent you this letter as experts recommend that people who are at most risk of severe illness from coronavirus are among the first to get the vaccine.

You have a choice of places to be vaccinated:

- By your GP services who will contact you directly, if they haven't already.
- At a vaccination centre or community pharmacy - this letter shows how you can book your appointments if you choose this option.

### Please ignore this letter if:

- You would prefer to be vaccinated through your local GP services. If you do, you just need to wait for your GP services to contact you which, if they haven't already, will be soon. You don't need to contact your GP.
- You already have an appointment booked to have your vaccine at a local GP service. If you have, there is nothing you need to do except turn up to your scheduled GP appointment.
- You've had your first vaccine dose already. If you have, the NHS will contact you when it's time for your second dose.

### How to book your appointments

If you would like to book your appointments at a vaccination centre or community pharmacy and haven't already:

You can book online at: [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination) and will need:

- your name and date of birth
- your NHS number, which is at the top of this letter.

Please ensure that you book your appointments for both your first and second dose and press the save button to confirm.

Please try the NHS website first. If you cannot use the website, phone 119 free of charge, 7am to 11pm, 7 days a week. You can ask someone else to do this for you. You may choose to ring later in the day when it is less busy. British Sign Language, text relay and interpreter services are available.

If you book through the NHS website or by ringing 119, please bring this letter with you to your appointments.

More locations and appointments will become available through the NHS website or by ringing 119 so you could try again at a later time. If you are housebound or not able to travel to a place that is providing vaccinations, your local NHS services will be in contact with you to make arrangements.

Whichever place you choose to have your vaccine will keep you safe from COVID-19 through a range of measures including cleaning and disinfecting and having social distancing in waiting areas. Please ensure you wear a face covering to your appointment.

### **About the coronavirus vaccine**

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given around 11 to 12 weeks after your first. More information is in the enclosed leaflet or at [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)

Some people may not be able to get this vaccine at the moment. If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also discuss it when you book, or with a health professional when you attend your appointment.

If you are pregnant, or think you might be pregnant, you should speak to your healthcare professional before booking a vaccine appointment.

The vaccine is only available from the NHS and is free of charge. The NHS will never ask you for your bank account details or to pay for the vaccine.

The NHS Immunisation Management Service may follow up with a phone call to you from 0300 561 0240 to offer help and support.

## Book your coronavirus (COVID-19) vaccine appointments now

Dear [NAME]

You can book your free NHS coronavirus vaccination appointments by contacting us on xxx.

We have sent you this letter as experts recommend that people in your age group are among the first to get the vaccine. This is because evidence shows that risk of serious illness because of coronavirus increases with age.

### About the coronavirus vaccine

The coronavirus vaccine is free of charge to you.

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given around 11 to 12 weeks after your first.

For more information, read the leaflet that came with this letter, or visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also ask about it when you book, or discuss it with a health professional when you attend your appointment.

If you are unable to leave the house to travel and cannot arrange for someone to help you, XXXXX.

Our services have a range of measures to keep you safe from COVID-19 including cleaning and disinfecting and having social distancing in waiting areas. Please also wear a face covering to your appointment.

### Other information

You may also receive an invitation letter from the national NHS to book through [www.nhs.uk/covid-vaccination-or-by-ringing-119](http://www.nhs.uk/covid-vaccination-or-by-ringing-119). If you choose to book through our services by calling xxxx, you can ignore the national letter and attend your appointment with us as planned.

If you have already booked through [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by ringing 119, please keep those appointments and there is no need to respond to this letter. Your records will be updated automatically.

Yours sincerely,

[Signatory]

## Book your coronavirus (COVID-19) vaccine appointments now

Dear [NAME]

You can book your free NHS coronavirus vaccination appointments by contacting us on xxx.

We have sent you this letter as experts recommend that people who are at most risk of severe illness from coronavirus are among the first to get the vaccine.

### About the coronavirus vaccine

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You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given around 11 to 12 weeks after your first.

For more information, read the information that came with this letter, or visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also ask about it when you book, or discuss it with a health professional when you attend your appointment.

If you are pregnant, or think you might be pregnant, you should speak to your healthcare professional before booking a vaccine appointment.

booking an appointment to have the vaccine. More information about the vaccine in pregnancy can be found on the government website [www.gov.uk](http://www.gov.uk)

If you are unable to leave the house to travel and cannot arrange for someone to help you, XXXXX.

Our services have a range of measures to keep you safe from COVID-19 including cleaning and disinfecting and having social distancing in waiting areas. Please also wear a face covering to your appointment.

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If you have already booked through [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by ringing 119, please keep those appointments and there is no need to respond to this letter. Your records will be updated automatically.

Yours sincerely,

[Signatory]

## **Booking your coronavirus (COVID-19) vaccination appointments**

The NHS will let you know when it is your turn to get the COVID-19 vaccination.

You have a choice of ways to get vaccinated. The information provided here is about how you can book vaccination appointments at a vaccination centre or community pharmacy.

Please **do not** book using the details below if:

- You would prefer to have your vaccine through your local GP services. If you do, you just need to wait for your GP services to contact directly you which, if they haven't already, will be soon. You don't need to contact your GP.
- You already have an appointment booked to have your vaccine at a local GP service. If you have, there is nothing you need to do except turn up to your scheduled GP appointment.
- You've had your first vaccine dose already. The NHS will contact you when it's time for your second dose.

## **How to book your appointments**

When it is your turn to book your vaccination, visit:

[www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

When you book, you will be asked for information including:

- your name and date of birth
- your NHS number – this is a 10 digit number you can find on any letter the NHS has sent you, for example, 485 777 3546.

If you do not know your NHS number you can still book.

Please ensure that you book your appointments for both your first and second dose and press the save button to confirm.

Please use the NHS website first. If you cannot use the NHS website, you can phone 119 free of charge. You can ask someone else to do this for you if you prefer.

At times, the phone line might get very busy and this may mean waiting to speak to someone. The phone line is open from 7am to 11pm, 7 days a week. You may choose to ring later in the day when it is less busy. Interpreters will be available on request.

If you have difficulties communicating or hearing, or are a British Sign Language (BSL) user you can go online at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus), use textphone **18001 119** or the NHS BSL interpreter service at: [www.interpreternow.co.uk/nhs119](http://www.interpreternow.co.uk/nhs119)

If you are housebound or are not able to travel to a vaccination centre, your local NHS services will be in touch to make arrangements.

The place that you choose to have your vaccine will keep you safe from COVID-19 through a range of measures including cleaning and disinfecting and having social distancing in waiting areas. Please also wear a face covering to your appointment.

### **About the coronavirus vaccine**

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given around 11 to 12 weeks after your first. When you book your first appointment, you will also need to book your second appointment.

Some people may not be able to get this vaccine at the moment. If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also ask about it when you book, or discuss it with a health professional when you attend your appointment.

If you are pregnant, or think you might be pregnant, you should speak to your healthcare professional before booking a vaccine appointment.

For more information: [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)