



Dear Colleague,

We are writing following the Prime Minister's statement last night to try and help support practices through the utter confusion, and short notice changes.

General practice has delivered throughout and continues to do so, despite being vilified by the press on numerous occasions. It seems utterly inexplicable that we, and you, are finding out the plans on the day our patients are. Demand for vaccine has been ramped up, without the practicalities being thought through and with many of you concerned how we get the balance right between patient care and the vaccination effort.

We are meeting urgently today locally and nationally to ensure the following are being addressed:

- Clarity of logistics
- Balance of clinical need vs vaccinations
- Security of income and freeing of performance management targets (we expect an announcement that both QOF and Winter access programmes will be stood down)
- Releasing of elements of contract e.g., 111 direct booking and e-consultations
- Removal of the 15-minute observation times
- Reassurance re: CNSGP claims
- Reassurance of concerted effort to address any secondary care transfer.

We are also liaising with the comms team to get clear messaging to prevent practices being inundated. This needs to include expectations around vaccinations AND general practice care. We are also pushing for local messaging about the importance of social measures irrespective of what the government says, we need more than vaccines alone.

In the meantime, Sussex have very kindly agreed that we can share with our practices the comms they have sent out to their practices for websites, texts etc., which may prove helpful. Please see below:

There are four parts to this:

- Key points for reception teams / answer phones.
- Website text.
- Text message for those who are eligible for the booster – please share this today with all registered patients aged 18 and over.
- Please encourage patients to use the direct booking service.





Key Messages for Reception Teams

About vaccination appointments:

- Thank you for your interest in your vaccination.
- Vaccination services are working extremely hard to roll out the booster programme and to make as many appointments available as possible.
- After last night's announcement the website is very busy, but please keep checking; **more appointments will be added from Wednesday 15th December**. You may also be contacted by your local service over the next few days.
- You must be 2 months from the date of your second vaccination to arrange your booster – and you will be able to have it when you are three months from your second vaccination.
- The best step if you are at 2 months from the date of your second vaccination is to go on the National Booking System website or call 119 and there you will be able to see all the available appointments. More and more are added every day so if you can't see a local service, try later in the day or the next day.
- All the vaccination services are working at pace to increase the number of appointments they can offer.

About GP appointments:

- Unless you hear from us, your appointment will continue as planned.
- If we need to change anything, we will make direct contact with you.
- We understand that NHS England will be issuing further guidance shortly and we will be having further discussions about what may need to happen to support the vaccination programme, but at this current time there is no change to your planned appointment.

Website Text

Message to our patients – update on the COVID-19 booster programme

Across Derby and Derbyshire, the NHS and its partners are working extremely hard to roll out the COVID-19 booster vaccination programme to our communities.

All adults are eligible from Monday 13th December, and you will be able to book via the National Booking System from Wednesday 15th December.

You can book your booster for 3 months from the date of second vaccine, and you can access the National Booking System to book the appointment from 2 months.

We are working at pace to increase the availability of appointments so that there are plenty of options for people on the National Booking System. Some local vaccination services may also contact patients directly.

New appointments are being added every day across our vaccination services. Further availability will come online from Wednesday 15th December.

We will be working with all of our sites to take further steps to increase what they can offer again, including opening later and on more days.

All of these appointments will be added to the National Booking System and so we encourage everyone who is aged 18 and over, is yet to have their booster and who is approaching 3 months from your second vaccine to use the National Booking System to arrange your appointment when you are able to do so.

In terms of any planned appointments with **<insert name of the GP practice>**, there are no changes at the current time, and everyone should attend their planned appointments as normal. If we need to make any changes, we will contact you directly.

The information provided in this document is correct at the time of publication.
Please see the Derby and Derbyshire LMC website for any revisions.





Text Template

All adults are now eligible for a COVID-19 vaccination booster at three months from the date of their second vaccine.

If you have not yet had your booster, you can use the National Booking System from Wednesday 15th December.

New appointments are being added every day. Please keep checking the website or call 119.

Booking via the Appointment System

Please encourage all patients where possible to book their vaccination appointment via the National Booking System. This will help to prevent possible delays in waiting times at sites should they choose the walk-in option.

