**Somerset Covid Vaccination Programme**

**Frequently Asked Questions (FAQs)**

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| **General Covid Vaccination Questions** |
| 1. **I haven’t had my first or second Covid vaccination and am over 18. Is it too late for me to book?**   It’s not too late to book. You can use the [Covid [National Booking Service](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-1st-or-2nd-dose-of-the-coronavirus-covid-19-vaccination/) to find out where you can book your vaccine, or call 119. Alternatively you can walk in at one of our centres offering this service (see below for details).  <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-1st-or-2nd-dose-of-the-coronavirus-covid-19-vaccination/>)   1. **The NHS app isn’t showing the correct information for my vaccines. Who should I contact?**   If your vaccination record is wrong or incomplete, you need to call NHS 119 and ask them to raise a query through the Vaccine Data Resolution Service (VDRS). You should receive a call back within 5 working days. Your GP can’t alter the information held about your vaccine status, so please do not contact them about this.   1. **I went to the same place I had my first vaccinations, but it’s no longer open for Covid vaccinations. How can I find out where to go for any future vaccinations?**   The best place to go to find out what’s available and where is the [National Booking Service](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/) website as this is kept up to date and includes information on how to book an appointment. Some vaccination sites in Somerset have changed from earlier in the vaccination programme. (<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-1st-or-2nd-dose-of-the-coronavirus-covid-19-vaccination/>)   1. **How can I find out where I am able to ‘walk-in’ to have my Covid vaccination?**   The national ‘Grab-a-Jab’ website has up to date information on sites across Somerset offering walk-in vaccinations.  (https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/) |
| **Booster Vaccinations** |
| 1. **Who is currently eligible to receive a booster vaccine?**   Booster vaccines are available on the NHS for people most at risk from COVID-19 who have had a 2nd dose of the vaccine at least 6 months ago.  This includes:   * people aged 50 and over * people who live and work in care homes * frontline health and social care workers * people aged 16 and over with a health condition that puts them at high risk of getting seriously ill from COVID-19 * people aged 16 and over who are a main carer for someone at high risk from COVID-19 * people aged 16 and over who live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus, or rheumatoid arthritis)   People who are pregnant and in one of the eligible groups can also get a booster dose.   1. **I haven’t had my booster, but I had my second dose more than 6 months ago. What should I do?**   If you had your second dose 6 months ago and are eligible for your booster, please go to the [National Booking Service](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/) website or call 119. They can tell you where slots are available to book at a vaccination centre in Somerset. This could be at one of our larger vaccination sites, or at some GPs and community pharmacies.  (https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/)   1. **If I am housebound, how do I get a booster vaccine?**   We have started visiting people who are housebound to offer them their Covid booster vaccine. If you or your relative are able to get to a vaccination centre, you can book an appointment through the [National Booking Website](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/) and we can come out to vaccinate you in the car if that’s easier. If you can’t leave your home, one of our team will be in touch to book a visit in the coming weeks.  (https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/)   1. **I have had my first or second vaccinations outside of England and am unable to book my booster through NBS. What should I do?**   Currently, vaccines administered overseas can’t be recorded on the UK National Immunisation Management system (NIMS), (the system used to show your vaccination status in the NHS App). This includes vaccines received in Scotland, Wales or Northern Ireland. This means, the ability to show any “overseas” vaccination certificate / request a vaccination passport isn’t currently available via the NHS. This issue is being considered at a national level and an update is expected shortly. In the meantime, any queries regarding this issue need to be directed to NHS 119 or to [NHS App support](https://www.nhs.uk/contact-us/nhs-app-contact-us), rather than to your GP. (https://www.nhs.uk/contact-us/nhs-app-contact-us)   1. **I am eligible for my booster, but when I called 119, I was told to contact my GP. My GP has said they are not part of the Somerset Covid Vaccination Programme and are unable to help. What should I do?**   If you are eligible for a booster vaccination and you are more than 5 months from your second dose, please go to the [National Booking Service](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/) website to book for booster vaccine or call 119. If your GP practice is not part of the programme, they will be unable to help with this.  (<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/>) |
| **3rd doses for immunosuppressed patients** |
| 1. **I have received a letter to say I am immunocompromised, or I think I should be eligible for a 3rd Covid vaccination, but I haven’t yet been invited. What should I do?**   Most patients that need a 3rd Covid vaccination have already been contacted by the Somerset Vaccination Service with an invitation to book their 3rd vaccine, following work with GPs and Musgrove Park and Yeovil District Hospitals to identify eligible patients.  However, we are aware that a letter has been sent out nationally to a broader group of people that advises individuals to contact their GP regarding a third vaccination. Not all GP practices in Somerset are providing Covid vaccinations and are unable to book this for you.  As 3rd primary doses relate to specific conditions and medications, you will require a review of medical information to confirm your eligibility. Please contact the person that looks after your care to ask for confirmation – this might be your GP, specialist nurse or hospital consultant. Ask them to contact the Vaccination Service with your information and we will then arrange an appointment with you. |
| **Vaccinations for 12–15-year-olds** |
| 1. **My child was unable to receive their Covid vaccine at their school. How can I now ensure my child receives their vaccine?**   If your 12–15-year-old has missed their school session due to being absent from school or testing positive for COVID within 28 days of the school session, you can now book an appointment at one of our large vaccination sites via the [National Booking Service.](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-1st-or-2nd-dose-of-the-coronavirus-covid-19-vaccination/) There are appointments available after school hours and at weekends.  (<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-1st-or-2nd-dose-of-the-coronavirus-covid-19-vaccination/>)  There are also ‘walk-in’ opportunities with more information available about these on the ‘Grab-a-Jab’ website.  (https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/)   1. **I have received a letter stating that my child, who is clinically vulnerable, is eligible for two doses of the COVID vaccine. How can I book their second dose if they received their first dose at school?**   Second dose appointments for clinically vulnerable 12–15-year-olds cannot be booked via the National Booking Service.  You can book your 12–15-year-old into a Somerset vaccination site for their second dose by phoning our local bookings team for clinically vulnerable children on 01823 342995. **(Please do not use this number for any other queries as the team can only help with 2nd doses for clinically vulnerable children)** |