

COVID-19 VACCINATION PROGRAMME

Date: 17 May 2021

Communications materials: bringing forward second dose appointments for priority groups

The following template materials are designed to support rebooking of appointments following guidance published on accelerating second doses for priority cohorts (1-9): <https://www.england.nhs.uk/coronavirus/publication/covid-19-vaccination-accelerating-second-doses-for-priority-cohorts-1-9/>

These templates can be used/tailored as appropriate.

1. Script
2. Template letter
3. Template text message
4. Template web copy
5. FAQs (link when updated version published)

1. Script/messages

- In line with government and JCVI guidance, the NHS is bringing forward when people in the highest priority groups, receive their second dose of the COVID-19 (coronavirus) vaccination, if they haven't already had it.
- This is so people that are at greater risk of getting seriously ill due to coronavirus, can get maximum protection earlier.
- The NHS has been offering the second dose of vaccine up to 12 weeks after the first dose, which is within the time period that experts recommend.
- With new variants of coronavirus circulating in some parts of the country, it is important that we ensure people that are at greatest risk can get their second dose earlier - at around 8 weeks after their first - or as soon as possible if they haven't already had it.
- We/the NHS will contact you with information on how to do this.
- We would also strongly encourage everyone that is eligible to come forward to book their vaccination appointments when we contact you.

2. Template letter for PCNs to adapt as appropriate

New date/time for your second COVID-19 dose appointment

Dear [NAME]

We are writing to you to change the date and time of your appointment for your second dose of the coronavirus (COVID-19) vaccine and would like to offer you an earlier appointment.

This is because the NHS wants to ensure that people who are at greater risk of getting seriously ill from coronavirus get fully protected earlier. This is in line with expert guidance.

You can choose an earlier date and time to get your second dose of the vaccine by:

XXXXXX

Other information

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.

Yours sincerely,

[Signatory]

3. Template text message

****STARTS****

We are changing the date of your second coronavirus (COVID-19) vaccine appointment to ensure you get maximum protection earlier. Click on the link to choose an earlier date and time:

****ENDS****

4. Template web copy

You may have seen the news about different variants of coronavirus circulating in some parts of the country/in our area.

It is important that we quickly respond to this. That is why, in line with government and JCVI (Joint Committee on Vaccination and Immunisation) guidance, we are bringing forward when people that are at greater risk of getting seriously ill from coronavirus, get their second dose of the vaccine, if they haven't already had it. If you are in a higher risk group, it will ensure you can get maximum protection from the virus earlier.

If you are in a higher risk group, we will contact you with information on how you can book an earlier appointment.