

# Barwell & Hollycroft



Medical Centres

## **Information about text message invites for Covid-19 vaccination**

In order to be able to offer a more flexible booking process for the Covid-19 vaccination program, we are now sending a text message to patients who have a mobile phone listed on their records. This page has some Frequently Asked Questions about this process.

### **Who does the text come from?**

We will send you a text direct from your medical records. The text will show as coming from “NHS-NoReply” and will be signed off with our practice email address “barwellandhollycroftmc.noreply@nhs.net”.

### **How do we know the text is genuine?**

The text will include a link to this page, and also the booking link. If you do receive a link you’re unsure about, please remember, we will never ask for your bank details or take payment for the vaccine.

### **I share a mobile number with my partner and children, how do I know who the invite is for?**

The invite is specific to the patient. In order to book an appointment, you will need to input your date of birth. If you input your partners’ or child’s dates of birth then the system will not allow you to book.

### **What if I can’t click the link, or don’t have internet access?**

Don’t worry; we can also book you by talking to you. If you receive a text but cannot book using the link, please call the practice. Please try to avoid calling the practice at our busiest times between 8am and 10am if you can. If you cannot call the practice, we will be running searches to see who hasn’t yet booked, and we will call people and/or send out letters. Don’t worry – you won’t miss out.

**Where are the clinics?**

The clinics are still being held at Hinckley Leisure Centre. When you book, you will get a confirmation text with the address details.

**Do I need to wear a mask?**

Yes, please wear a face covering if you are able to. If you have a medical exemption, please wear a face shield instead. This is for your protection, as well as other patients and staff on site.

**What if I get a temperature, a cough or loss of taste or smell?**

If you are currently isolating, please do not book an appointment yet, wait until you have a negative test result or have finished your isolation period. If you develop symptoms after booking, you can cancel your appointment by calling the practice.

**What if I've had Covid recently?**

The current advice is not to have the vaccine if you've had a Covid positive test in the last four weeks. This link does expire in 7 days but if you have not had the vaccine, you will remain on our waiting list and will get further text messages when clinics are available.

**What if there are no appointments when I click the link?**

We are trying not to let this happen as we are only sending out texts for the appointment availability, but if you do find this, you should keep trying every day or two over the next week as there may be cancellations. We may add extra clinic times as we may get new vaccines delivered at short notice. After 7 days, the link will expire and when more clinics are available, we will send out a new text message.

**What about my second vaccination?**

The current guidance is your second vaccine will be 12 weeks after your first. You will be invited to book this in the week or so leading up to the 12th week. Please do not contact the practice to chase this as we will be in touch.

**What if I've booked through the National Booking Centre or a Local Pharmacy Service?**

That's fine – we are just pleased you are getting vaccinated! There is no need to tell us, we will get notified automatically.

**What if I can't make any of the appointment times offered?**

You will be offered a range of appointment times, but if you can't make any of them, check back in a day or so for the next release of appointments. We may add extra clinic times as we may get new vaccines delivered at short notice. After 7 days, the link will expire and when more clinics are available, we will send out a new text message.

**Can my partner use my text link to book?**

The link is only valid for the person it is sent to. Your partner will get a text of their own, or a telephone call, to book them in.

**My partner is in the same cohort as me, why haven't they had a text?**

The most likely reason is that we are sending text invites out in batches as we only have a certain amount of vaccines to give at once, they will get an invite when their batch has been included. It could also be because we have the wrong number recorded on their medical records. If you think this might be the case, please ask them to update their contact details with the practice.

**Do I need to bring anything with me on the day?**

As well as a mask, please make sure you wrap up warmly as the queue starts outside the practice. We hope not to keep you waiting for too long. If it is raining, please bring your umbrella.

**Is there parking on site?**

Yes, there is a car park, and marshals to help keep traffic moving.

**I need a carer to support me in accessing the appointment, am I allowed to bring them?**

Yes, please ask them to wear a mask.

**I have a carer and want them to have the vaccine with me, can they book?**

Carers come in to Priority Group 6, so will be invited as/when we get to this group. They will not be able to turn up and get the vaccine.

**I struggle with stairs, is there a lift?**

You will not have to contend with stairs as everything is at ground level and suitable for wheelchair access also.

**I am a single parent and don't have childcare for my children, can I bring them with me?**

We encourage everyone to come on their own where possible for everyone's safety. If this is not possible, you can bring your child(ren) with you. If they are able to wear a mask, please do get them to do so. Please ensure that you are able to control them and prevent them from running around.

**I have a question about side effects, who can I ask?**

All the up to date information about the vaccines can be found here  
<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

**I want to choose the vaccine I have, how do I know what is being given?**

At the moment, we have been allocated both the Pfizer and the Astra Zeneca vaccines, and each clinic will have one or the other. We do not offer patients the choice of the vaccine. If there is a medical reason why you cannot have one of the vaccines, please ring the practice to discuss this.

**I cannot get to Hinckley Leisure Centre as I don't drive, how can I get help?**

As this is an unprecedented situation, you may be able to get family/friends to bring you. If this is not an option, then there are several support groups available in Hinckley and Bosworth who can provide transport for a nominal fee.

**I am housebound and not able to get to Hinckley Leisure Centre, can I have the vaccine at home?**

If you are genuinely housebound, please call the surgery to discuss.

**I've recently had the vaccination but still got a text invite, is this an error?**

It can take a few days for the system to record your vaccination onto your medical record. As a result, you may receive an SMS invite following your vaccination appointment. If it is more than a few days since you had the vaccine, please contact us using the admin pathway on EngageConsult from our website.

**How can I be confident that my data is secure using this link?**

The system we are using to offer this appointment is the same as the system used to store your medical records; SystemONE. The information is just as secure as accessing appointments, prescriptions and your medical records online using the app/website.

If there is anything in this document that you do not understand or if you have any further questions, then please contact the practice to discuss.