

## GP practices flu care navigation information

This year, NHS Lanarkshire is delivering the flu vaccination to everyone who is eligible. This is more than 300,000 people.

This is the same as all health boards in Scotland, following Scottish Government guidance asking boards to deliver the vaccination programme instead of GP practices.

The programme this year will build on what was achieved last year, but will be delivered differently to take into account covid-19 guidelines – for example, physical distancing.

### What's happening in Lanarkshire?

Due to the number of people to be vaccinated, appointments will be allocated at local community clinics. These include both health and non-health premises.

Details of cohorts to be vaccinated:

Cohort	Timescale to be vaccinated
2 to 5 years (not yet in school)	October and November
Everyone aged under 65 at risk	October and November
Everyone aged 65 and over	October and November
People who have been shielding and members of their households	December
55 to 64 years (who are not otherwise eligible, if vaccine supplies allow)	December
Pregnant women	At their midwife appointment
Primary school children	At school
NHS staff and social care staff with direct patient care	Through their workplace

If a patient calls asking about flu vaccinations please support them to navigate the new approach using the following questions / answers:

### When I will hear about my flu vaccination? I'm worried as I've not heard yet?

All flu immunisations are being delivered by NHS Lanarkshire this year. GP practices are working with the health board to identify everyone who is eligible for the flu vaccination.

Invites to attend will begin to arrive with patients from w/c 21 September. There are more than 300,000 patients who need to be invited. The scheduling means you may not get your invite at the same time as others in your practice / community but you will get an invite.

You may receive your invite at a different time than you normally do. We can't tell you exactly when, but you will receive one.

**I don't know if I am meant to get a flu vaccination?**

Anyone who falls into the following groups has been identified as someone who getting the vaccinations is important.

- 2 to 5 years (not yet in school)
- Everyone aged under 65 at risk
- Everyone aged 65 and over
- People who have been shielding and members of their households
- 55 to 64 years (who are not otherwise eligible, if vaccine supplies allow later in the programme)

**I got an invite but I've lost it and can't remember when or when my appointment is?**

Don't worry. You can call 01698 687456 (Monday to Thursday, 8am to 5pm and Friday 8am to 4.15pm) and they will be able to help you.

**I got an invite but the appointment does not suit?**

With more than 300,000 people to vaccinate NHS Lanarkshire is asking people, where possible, to attend their initial appointment. If, however, this is really not possible please call the number on the invite to rearrange. This number is 01698 687456 (Monday to Thursday, 8am to 5pm and Friday 8am to 4.15pm).

**I've just realised I forgot to attend my vaccination appointment?**

Don't worry everyone understands this can happen. Anyone who did not attend (and did not cancel / change) their first appointment will receive a further invite. Please attend this as getting your vaccinations is very important to keep you, your community and the NHS safe.

**I know I won't get my invite because you have the wrong address**

Update address as per practice process.

Advise them that invite will go to previous address held and if they do not have arrangements in place to redirect mail. Then they should call 01698 687456 (Monday to Thursday, 8am to 5pm and Friday 8am to 4.15pm). If they have arrangements in place then no need to worry.

Invites to attend will begin to arrive with patients from w/c 21 September. There are more than 300,000 patients who need to be invited. The scheduling means you may not get your invite at the same time as others in your practice / community but you will get an invite.

**I don't want to go to the clinic – just want the same as previous years / come to GP practice?**

We appreciate that this is different to previous years, but this is what is happening across Scotland. It means the GP practice team can focus on other important areas of providing care while you still get your important vaccination.

**I don't want to go to the clinic because of the venue / location**

Locations need to be suitable to deliver the vaccine to large numbers, especially with the guidelines around physical distancing.

**I don't want to go to a large clinic because of covid-19**

Please be assured that the clinics will be set up and run following strict infection prevention and control guidelines. Physical distancing and hand hygiene measures will be in place and staff will be wearing appropriate personal protective equipment (PPE).

**Do I need to wear a face covering when I attend?**

Yes. This is the same as attending any other medical appointment or indoor space. Please wear a face covering for the entire time you are inside, unless you are exempt.

**I'm housebound – how will I get my flu vaccine?**

The practice is liaising with the district nursing team to make sure you get your flu vaccine as you usually do.

**I'm a carer, how do I get my vaccine?**

(If coded as a carer) You'll receive a letter in the post.

(If not coded in vision, please code) You'll receive a letter in the post later in the autumn.

**More information**

There is a dedicated web page [www.nhslanarkshire.scot.nhs.uk/flu](http://www.nhslanarkshire.scot.nhs.uk/flu). Information is also regularly published on NHS Lanarkshire's social media channels – Facebook, Twitter and Instagram.

Also give details of practice website, if appropriate.