

COVID-19 Staff Vaccination FAQs

NHS Herefordshire and Worcestershire STP and Provider Partners



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Vaccination Clinical Overview

Below is a set of information available to staff to support any questions that you may have in relation to the COVID-19 vaccination.

An information leaflet has been produced by NHS England and the UK government with most of the information that you need about the COVID 19 vaccination. This has links in the first section below – please read this and the other information within this FAQ.

Vaccination Information for Healthcare workers

An information leaflet has been produced by NHS England and the UK government with most of the information that you need about the COVID 19 vaccination.

The latest information can be found here:

[COVID-19 vaccination: guide for healthcare workers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-vaccination-guide-for-healthcare-workers)

This guide includes the following information:

1. [Why it's important to get your COVID-19 vaccination](#)
2. [Will the vaccine protect you?](#)
3. [Will the vaccine protect those you care for?](#)
4. [Side effects](#)
5. [Those who cannot have the vaccine](#)
6. [Pregnant or think you may be](#)
7. [Going back to work after having your vaccine](#)
8. [Can you catch COVID-19 from the vaccine?](#)
9. [What to do next \(after your 1st dose vaccine\)](#)
10. [If you are not well when it's your next appointment](#)
11. [After you've had the vaccine will you still need to follow all the infection control advice?](#)
12. [How COVID-19 is spread](#)
13. [Do you need the COVID-19 vaccine if you've had the flu vaccine?](#)
14. [Further information](#)

You can also find information about the following topics on the www.gov.uk

What to do if you are pregnant, breastfeeding or planning to get pregnant: [COVID-19 vaccination: women of childbearing age, currently pregnant or breastfeeding - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-vaccination-women-of-childbearing-age-currently-pregnant-or-breastfeeding)

Understanding why you may have to wait for your vaccine: [COVID-19 vaccination: why you are being asked to wait - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-vaccination-why-you-are-being-asked-to-wait)

What to do after you have had the vaccine: [COVID-19 vaccination: what to expect after vaccination - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-vaccination-what-to-expect-after-vaccination)



COVID-19 vaccine ingredients

The MHRA has confirmed that the COVID-19 Vaccine AstraZeneca and Pfizer/BioNTech COVID-19 vaccine do not contain any components of animal origin.

- A full list of ingredients for the qualitative and quantitative composition of the vaccine can be found at point 2 in the [Information for Healthcare Professionals of COVID-19 Vaccine AstraZeneca](#).
- A full list of ingredients for the excipient composition of the vaccine can be found at point 6.1 in the [Information for Healthcare Professionals of COVID-19 Vaccine AstraZeneca](#).
- A full list of ingredients for the qualitative and quantitative composition of the vaccine and a full list of the excipient composition of the vaccine can be found at point 6 in the [Information for Recipients of COVID-19 Vaccine AstraZeneca](#).

How long does the vaccine take to become effective?

The COVID-19 vaccination will reduce the chance of your suffering from COVID-19 disease. While you will need two doses of the vaccine to get the best long-term protection from the virus, you will still have significant protection at 22 days after you received the first dose.

How many doses of the vaccine will be required and when?

You are required to have two doses of the COVID-19 vaccine. New guidance has been issued to help increase the number of health and care workers and over 80's who are able to take up their first Covid vaccination, in response to the increasing infection rates. The new medical advice is that the second dose of the vaccine remains effective when given up to 12 weeks after the first dose and should be given towards the end of this 12-week period. While you will need two doses of the vaccine to get the best long-term protection from the virus, you will still have significant protection at 22 days after you received the first dose. The new guidance will help ensure that as many people as possible benefit from receiving their first dose of the vaccine as soon as possible. Please be reassured that there are no safety concerns in the new guidance and it will not impact on how effective the vaccination is in protecting you from COVID-19 once the course is complete.

Does one dose of the vaccine offer protection?

The JCVI has recommended that as many people on the JCVI priority list as possible should be offered a first vaccine dose as the initial priority. This is because one dose of the vaccine offers important protection and we want to reach as many at risk people as possible in order to offer protection until the second dose can be administered.

They have advised that the second dose of the Pfizer-BioNTech vaccine may be given between 3 to 12 weeks following the first dose, and that the second dose of the AstraZeneca (Oxford) vaccine may be given between 4 to 12 weeks following the first dose. The clinical risk priority order for deployment of the vaccines remains unchanged and applies to both vaccines. Both are very effective vaccines.



What has changed to make 12 weeks safe for the dose interval when it wasn't originally?

- Having studied evidence on both the Pfizer/BioNTech and Oxford/AstraZeneca vaccines the JCVI has advised that the priority should be on giving as many people in at-risk groups their first dose, rather than providing two doses in as short a time as possible.
- The four UK Chief Medical Officers agree with JCVI that at this stage of the pandemic prioritising the first doses of vaccine for as many people as possible on the priority list will protect the greatest number of at-risk people overall in the shortest possible time and will have the greatest impact on reducing mortality, severe disease and hospitalisations and in protecting the NHS and equivalent health services.
- This is because the evidence shows that one dose of either vaccine provides a high level of protection from COVID-19.
- For both vaccines, data provided to MHRA demonstrate that whilst efficacy is optimised when a second dose is administered both offer considerable protection after a single dose, at least in the short term. For both vaccines the second dose completes the course and is likely to be important for longer term protection.
- The NHS across the UK will prioritise giving the first dose of the vaccine to those in the most high-risk groups. Everyone will still receive their second dose and this will be within 12 weeks of their first. The second dose completes the course and is important for longer term protection.
- The JCVI's independent advice is that this approach will maximise the benefits of both vaccines allowing the NHS to help the greatest number of people in the shortest possible time. It will ensure that more at-risk people are able to get meaningful protection from a vaccine in the coming weeks and months, reducing deaths and starting to ease pressure on our NHS.

How long will the vaccines protect people for?

PHE will employ existing surveillance systems and enhanced follow-up of cases to monitor how effective the vaccine is at protecting against a range of outcomes including: infection, symptomatic disease, hospitalisations, mortality and onwards transmission.

It is likely to be some time until we have sufficient data to provide a clear picture of how long the protective effect of vaccination lasts.

Updated guidance from MHRA on managing allergic reactions (issued 30 December 2020).

Individuals with a history of allergy are not offered a choice of which COVID-19 vaccine they receive. The decision to use either vaccine would be made by the assessing healthcare professional at the time of vaccination and would be based on an assessment of the individual's clinical history.

The current general recommendations are that individuals with a history of anaphylaxis to food, an identified drug or vaccine, or an insect sting can receive any COVID-19 vaccine, as long as they are not known to be allergic to any component (excipient) of the vaccine.



Reasons not to receive the available vaccines (contraindications) include a previous systemic allergic reaction (including immediate-onset anaphylaxis) to:

- A previous dose of the same COVID-19 vaccine
- Any component (excipient) of the COVID-19 vaccine, including polyethylene glycol (PEG).

For a full list of excipients for each product please refer to both the:

- [Regulatory Approval \(Information for UK Recipients\) for COVID-19 Vaccine Pfizer BioNTech.](#)
- [Regulatory Approval \(Information for UK Recipients\) for COVID-19 Vaccine AstraZeneca.](#)

There are additional specific precautions regarding the Pfizer BioNTech vaccine. Individuals should not be vaccinated with Pfizer BioNTech vaccine if they have a history of:

- immediate onset-anaphylaxis to multiple classes of drugs (more than one medication) or
- an unexplained anaphylaxis.

These additional Pfizer BioNTech precautions are due to the presence of polyethylene glycol (PEG) in the vaccine formulation.

- Polyethylene glycol (PEG), is from a group of known allergens commonly found in medicines and also in household goods and cosmetics.
- Known allergy to PEG is extremely rare but would contraindicate receipt of the Pfizer BioNTech vaccine.
- Patients with undiagnosed PEG allergy may have a history of unexplained anaphylaxis or of anaphylaxis to multiple classes of drugs.
- The AstraZeneca vaccine does not contain PEG and is a suitable alternative, if not otherwise contraindicated

Due to the importance of COVID-19 vaccination where there is doubt about the appropriateness of vaccination, it is recommended that people book and attend a vaccination clinic and discuss their individual clinical history with the registered healthcare professionals present. As part of the vaccination process, individuals will be asked about any history of allergies and have the opportunity to discuss their individual allergy history with a registered healthcare professional.

Standard clinical procedure advises that vaccine recipients should be monitored for 15 minutes after vaccination, with a longer observation period when indicated after clinical assessment.

This updated advice follows enhanced surveillance since the initial precautionary advice was issued, which has found no evidence of an increased risk of anaphylaxis in those with prior severe allergic reactions, other than to the vaccine and its ingredients.

As such you will be asked to wait 15 minutes post vaccination for clinical observation.

As with all vaccines, appropriate treatment and care will be available in case of a rare anaphylactic event following administration.

When you attend your appointment, you will be provided with information in relation to how to report an adverse or allergic reaction to the vaccine.



If you're given one type of vaccine does that mean you have to stick with that vaccine forever?

It is currently advised that patients receive the second dose of your COVID-19 vaccination as the same manufacturer of your first dose.

Can people choose what vaccine they have? It has been suggested that vaccines could be mixed and matched?

There are no current plans to mix these vaccines between doses.

The Government's Vaccine Taskforce keeps its approach under review, ensuring the UK is in the strongest position to protect people. The science is uncertain about how mixing vaccines could produce a better immune response, so trials and testing will continue to assess and test vaccine responses.

Is the vaccine vegan/vegetarian friendly?

The approved COVID-19 vaccines do not contain any animal products or egg. Links to details of the Vaccine ingredients can be found in the Covid-18 vaccine ingredients section of this documents.

If, and when, further vaccines are approved we will publish information about known allergens or ingredients that are important for certain faiths, cultures and beliefs.

Who cannot have the vaccine?

The COVID-19 vaccination is not recommended for women who are pregnant.

People who are suffering from a fever-type illness or testing positive for COVID-19 should also postpone having the vaccine until they have recovered.

Can I go back to work after having my vaccine?

Yes, you should be able to work as long as you feel well. If your arm is particularly sore, you may find heavy lifting difficult. If you feel unwell or very tired you should rest and avoid operating machinery or driving.

The vaccine cannot give you the COVID-19 infection, and two doses will reduce your chance of becoming seriously ill. However, you will need to continue to follow the guidance in your workplace, including wearing the correct personal protection equipment and taking part in any screening programmes. You should also continue to follow Government guidance applicable to your area's Tier rating.

Once I have had my vaccine, do I need to continue doing the Lateral Flow self-testing?

Where it is your organisation's policy to carry out Lateral Flow self testing, then you should still continue to carry out your lateral flow tests and report your results as per your organisation's local policy.



If you test positive from a lateral flow test, please follow your employer organisation's policy for any following up tests and action to follow.

I'm currently ill with COVID-19, can I get the vaccine?

People currently unwell and experiencing COVID-19 symptoms should not receive the COVID-19 vaccine until they have recovered.

You should wait at least 28 days after the onset of symptoms, or 28 days after the data of a positive test if you have not had any symptoms, to have your vaccine.

You should also not attend your appointment if you are in self isolation or are currently feeling unwell.

We would advise you to cancel your appointment and you will be sent another invitation to book for those staff who have not yet booked appointments.

Do people who have already had COVID-19 get vaccinated?

Yes, they should get vaccinated. There is no evidence of any safety concerns from vaccinating individuals with a past history of COVID-19 infection, or with detectable COVID-19 antibody, so people who have had COVID-19 disease can still receive the COVID-19 vaccine after 28 days from positive test result.

Is the new strain of COVID-19 resistant to the vaccine?

There is currently no evidence to suggest that the Pfizer/BioNTech or Astra/Oxford vaccine would not protect people against the new strain. Further laboratory work is currently being undertaken as a priority to understand this.

Why are healthcare workers amongst the first groups to receive the vaccine?

The JCVI have put patient-facing health and social care staff into a priority group because of their heightened risk of exposure to the virus. Healthcare workers are not the top priority though and with limited vaccine, employers are being asked to offer the vaccine to the most at risk healthcare workers first.

The NHS is experienced in vaccinating hundreds of thousands of staff quickly and safely – we do it every year for the flu vaccine – and all local NHS employers will be responsible for ensuring that 100% of eligible staff have the opportunity to take it up over the coming weeks and months.

Which healthcare workers will be prioritised?

Frontline health and social care workers at high risk of acquiring infection, at high individual risk of developing serious disease, or at risk of transmitting infection to multiple vulnerable persons or other staff in a healthcare environment, are considered of higher priority for vaccination than those at lower risk.

This is nationally defined in the 'Greenbook Chapter 14a COVID-19', please refer to the following link for detailed information: [COVID-19: the green book, chapter 14a - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/covid-19-the-green-book-chapter-14a)



Frontline staff are being invited to a vaccination on a rolling basis and more appointment slots will be becoming available over the coming weeks. Other staff will then be invited for vaccination according to the Green book prioritisations above, unless national guidance on this changes.

Why are care home workers prioritised over NHS staff?

There is evidence that infection rates are higher in residential care home staff, than in those providing home care or in healthcare workers. Care home workers are therefore considered a very high priority for vaccination.

I work in a health and care setting, why have I not been invited for a vaccination yet?

NHS Herefordshire and Worcestershire CCG is working with all health and social care providers across both counties to identify key points of contact at each of those organisations with whom to coordinate invitations to their eligible frontline staff to receive their vaccination. This is based on the priority criteria outlined above.

Invitations to book into appointment slots are being sent to health and social care organisations in priority order, and those employers/organisations are in turn then inviting their staff when they receive this information.

We are unable to take bookings direct from staff identifying themselves as health and care workers. However, if you have a query about you or your organisation's eligibility to receive vaccination, please review the Greenbook guidance above. If you still have further queries, then please email us at hwccg.staffcovidhelpline@nhs.net and we will try to help.

Is it mandatory, and what happens if staff don't want the job?

There are no plans for a COVID-19 vaccine to be compulsory. Just as they do with the winter flu vaccine, local NHS and social care employers will be working hard to ensure staff are able to get vaccinated, and that any concerns that staff have are answered. We are confident that most staff – as they do every year for the flu vaccine – will protect themselves and their patients by getting the vaccine. The UK operates a system of informed consent for vaccinations.

How are you raising awareness of the vaccine among the NHS workforce?

The Cabinet Office have developed a campaign to raise awareness of the vaccine with the public and health and social care staff. This includes specific engagement with BAME communities and workforce.

I work at Worcestershire Acute Hospitals NHS Trust, when can I get my vaccine?

The Alexandra Hospital is a designated Hospital Hub for the county.

The current vaccination programme for substantive, patient facing front line staff across Worcestershire Acute Hospitals NHS Trust and Herefordshire and Worcestershire Health and Care Trust started on Saturday December 12 2020 and runs until January 25 2021.



Appointment slots for patient facing frontline staff from both the Acute Trust and Health and Care Trust, care home staff, and over 80s have been available in our hospitals in line with the Joint Committee on Vaccination and Immunisation (JCVI) recommendations.

Don't worry if you have been unable to book - we will communicate further when and how you can book into further clinics when they become available.

Why am I only being invited to specific sites for a staff vaccine?

The Department of Health identified a number of Hospital Hubs across the country to deliver the first phase of the vaccine rollout. This is because special facilities are required to keep the vaccine in a controlled environment.

A number of further sites are becoming available throughout January 2021 and staff may be invited to attend a number of sites for vaccination. The sites may include:

- Community sites or GP practices which are coordinated by GP practice networks (PCNs)
- Mass vaccination sites which are coordinated via the CCG
- Hospital sites coordinated by NHS Trust

We want staff to have their vaccination as quickly as possible. If you cannot attend the first site you are invited to (you may not be able to get there) you will be invited to attend other sites in due course which may be more local to you. This will be communicated to identified staff on a rolling basis as more clinics become available.

I can't get to the site I've received a booking invitation for my vaccine. How will I get my vaccine?

Further sites will become available across the county in later tranches towards the end of January. We will communicate when these sites are available to take bookings.

Who will give me my vaccine?

A registered health care professional who has received training in administering the COVID-19 vaccine.

Why are some patients receiving COVID-19 vaccination record cards?

When patients are vaccinated, they are likely to receive a vaccine record card that notes the date of their vaccination, the suggested date for their second dose and details of the vaccine type and batch.

Is this a vaccine ID card showing proof of vaccination?

This is a vaccine record card, similar to those given to patients for other NHS vaccinations as a note of when they received their vaccine. It is not intended to be used for any other purpose, or as an immunity certificate. All vaccinations are recorded on the patient's record with their GP, including those for staff.



Booking Vaccination Appointments

Will I get an invitation or can I just turn up?

You need to book an appointment using an online booking system. You will receive an email inviting you to book in. Please do not turn up at the clinic without an appointment.

How can I book my vaccination date and time?

Your invitation email will include a link to a booking system which will allow you to book your appointment date and time for your 1st vaccination.

The date and time for your 2nd vaccination will be booked with you on site at the same time as you receive your 1st dose of vaccine.

You will need your NHS number and date of birth in order to complete the vaccine appointment booking.

Please follow instructions within your invitation to book.

Can I go in work time for my vaccine?

Please check with your employer and ensure that this is discussed and agreed with your line manager to ensure adequate staff cover within your area of work.

How do I find my NHS number to enter into the booking system?

You should be able to find your NHS Number on any letter or document you have received from the NHS, including prescriptions, test results, and hospital referral or appointment letters.

If you use one of the NHS applications to access your GP practice system (such as Patient Access, Evergreen, NHS App) you can find your NHS number in there.

If you cannot find your NHS Number at home, you can ask your GP practice to help you. They should be able to provide the number for you as long as you are registered with them. To protect your privacy, you may be asked to show a passport, driving licence or some other proof of identity. You can also register for the NHS App (this is different from the NHS COVID-19 App), which will then give you your NHS number.

Once I have made my appointment what will happen?

You will receive an email containing a QR code and appointment ticket reference, as well as instructions for what to do on the day of your vaccination appointment. You will also receive a second reminder email before your appointment date and time.

PLEASE NOTE: It can take up to one hour to receive email confirmation.



What do I do if I don't receive my QR code prior to my clinic slot?

Please contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net with your name and email address, and we will re-send your confirmed booking.

What should I do if I do not receive a confirmation email with any vaccine appointment details?

It can take up to 1 hour for your appointment confirmation to come through.

If your email has not come through 1 hour after you completed your booking, please contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net with your name and email address, and we will re-send your confirmed booking.

What do I do if I have put the wrong email address into the system when I booked?

Please contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net with your name and email address.

What if I am unable to make my appointment?

It is important that you cancel the appointment on the system, so we can provide the slot to someone else and the vaccine is not wasted.

Please cancel through 'my bookings' on the bookings website link you were sent when you were invited to book your vaccine appointment. You will also find a link to cancel your booking on the bottom of the appointment confirmation email you have received.

How do I cancel my appointment?

Please cancel through 'my bookings' on the bookings website link you were sent when you were invited to book your vaccine appointment.

You will also find a link to cancel your booking on the bottom of the appointment confirmation email you have received.

Please try this first. However, if this does not work or you are unable to do this, please contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net with your name and email address and the date, time and location of the appointment that you wish to be cancelled.

Can I move my appointment?

No. You are not able to move your appointment. If you are unable to attend the appointment time, please cancel your booking as per the steps outlined above.

Your organization will contact you again to invite staff who have not yet had their vaccine to book their appointment as new clinics become available, so you will have the opportunity to book again.



I have received an invitation but when I click to book there are no available appointments?

Clinics are becoming available as and when we have confirmed supplies of the vaccines and are changing on an ongoing basis. Staff are then invited to book and slots can get booked up very quickly. This may mean that when you go to book, there may no longer be any available appointments.

Your organization will contact you again to invite staff who have not yet had their vaccine to book their appointment as new clinics become available, so you will have the opportunity to book again.

I have received an invitation to book a vaccine, but I have already booked an appointment/already had my 1st dose vaccine?

Ignore the invitation to book your vaccine if you have already booked a clinic slot or if you have already had your vaccine 1st dose.

There will inevitably be some overlap in communication between staff groups and the team coordinating sending out the invitations to bookings.

What will happen if I do not manage to attend my appointment on time, but haven't been able to tell you?

We will try and vaccinate you if you are late, but you may well have to queue.

If you cannot attend on that day at all, you will be invited again at a later date as additional clinics become available.

Can I give my appointment to someone else if I can't make it?

No, you must cancel your appointment on the system. You cannot turn up at an appointment if you haven't registered through the online booking system first.

I didn't manage to book when I received the email – can I still use the link and book an appointment?

You can try but there may not be any slots as the clinics are being booked up very quickly.

Your organization will contact you again to invite staff who have not yet had their vaccine to book their appointment as new clinics become available, so you will have the opportunity to book again.

What do I do if I do not have an NHS number (e.g. I am a foreign national)?

You will not be able to book your appointment via the link that you are being provided with.

Please contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net and we will keep hold of your details. We will work with the vaccination sites and your employer to ensure that you are offered a vaccination appointment as soon as we are able to.



What do I do if I have I am registered with a Welsh GP (you may work or live in an England but be registered as a Welsh patient)?

Currently, you will not be able to book your appointment as the booking systems in use are not able to recognise Welsh NHS numbers.

However, there is work underway for a national fix in relation to this that is expected to be implemented imminently.

In the meantime, if you let us know that you have this problem. Contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net and we will work with the vaccination sites and your employer to ensure that you are offered a vaccination appointment as soon as we are able to.

Am I allowed to share the link I receive to invite me to my appointment with my colleagues, family or friends?

Absolutely not. The priorities for who received the vaccination are set nationally and the Trust has invited you to book for your vaccination according to these national priorities. Your colleagues, family or friends will be invited for their vaccination when they meet the criteria as the waves are rolled out to different groups of staff and patients.

It could be viewed by your employer as professional misconduct to seek to prioritise your colleagues, family and friends outside of the nationally agreed criteria.

Attending your Appointment

What do I need to bring with me when I attend for my vaccination?

Ideally it would be good if you could attend the clinic with either

- Your ticket reference number
- QR code

Both the ticket and QR code are emailed to you with your booking confirmation). This can be on a mobile device or paper copy.

If you have forgotten your QR code, please attend the clinic with your employee ID or proof that you are a health or social care worker (letter from employer, payslip etc)

How much time do I need to plan for my vaccination appointment?

You will need to plan in approximately 30 minutes for your appointment time. See below section which explains what will happen at your vaccination appointment.

Please bear in mind, however, that at times you may be asked to queue as the vaccination centres can, through no fault of their own, fall behind with their schedule.

Please be patient with the staff at the centre, it will not be their fault – they are doing as much as they can to make the process as smooth as they possibly can for you.



Do I need to wear a mask or other PPE to attend my vaccination appointment?

You will need to wear a mask at all times when attending your vaccination appointment. If you are exempt from wearing a mask, please have your exemption with you to show staff at the vaccination site.

Please also follow instructions and any markings showing you where to go at the site you are at and observe social distancing at all times (you should wear a mask AND socially distance).

What happens at the vaccination appointment?

1. You are checked in via the booking system on arrival. If you have a QR code or ticket reference, you will be asked to present this as it helps to speed up checking in
2. You undertake a pre-clinical questionnaire (verbal). If you have clinical questions in relation to this, there are clinical staff on site who can answer your questions which may be specific to your individual health.
3. You are vaccinated.
4. You book your 2nd dose appointment (if appointment is for 1st dose)
5. You will be asked to stay on site for 15 minutes in a waiting area following your injection.

2nd Dose Appointments

When will I be informed of my 2nd dose appointment and will I have to book it online again?

For most staff, you will be booked into a clinic for your 2nd dose appointment when you attend your 1st vaccination appointment.

For a number of staff who received their 1st dose in the very first weeks of local roll out, your 2nd dose appointment had to be changed due to the change in national guidelines, you should have received details of an amended 2nd dose appointment date and time made for you.

If you have not received this, please email us at hwccg.staffcovidhelpline@nhs.net

Staff who have received their 1st vaccine at a PCN site (delivered by a local GP practice) may not have been booked onto their 2nd dose appointment yet. Where this applies to you, you will be contacted to arrange the 2nd dose appointment. We do hold details of staff who have had 1st dose and are not booked into a 2nd dose appointment, so we will be in contact.

Please note that our ability to reschedule will be limited to vaccine and clinic availability so please do make every effort to attend the appointment booked for you.

I have an appointment for my second dose vaccination but I am not able to attend this date and time – what do I do?

Please note that our ability to reschedule will be limited to vaccine and clinic availability so please do make every effort to attend the appointment booked for you and we would encourage you to attend.



If you are unable to attend, please cancel your appointment and await a further invitation to book your 2nd dose.

I have lost my appointment card with the date/time of my 2nd dose booking on it and I didn't write it down anywhere – what do I do?

Contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net and staff will be able to find your appointment date and time for you. We may not always be able to do this straight away over the phone but will take your details and get back to you.

I have an appointment for my second dose vaccination but can I bring it forward (due to special circumstances)?

We are currently unable to bring forward any second dose appointments. It is national policy that second dose appointments are to be close to the 12 week window.

I have had my 1st dose appointment in another area/another trust – what do I do about my 2nd dose appointment?

Contact the COVID-19 Staff Vaccine Helpline on telephone **0333 332 4750** or email hwccg.staffcovidhelpline@nhs.net. We will need to record your issue and get back to you once we have further guidance. Please only do this if it relates to a change of employer to an employer in Herefordshire and Worcestershire.



BAME Communities

Why are BAME groups not being prioritised?

There is clear evidence that certain Black, Asian and minority ethnic (BAME) groups have higher rates of infection, and higher rates of serious disease, morbidity and mortality. The reasons are multiple and complex.

There is no strong evidence that ethnicity by itself (or genetics) is the sole explanation for observed differences in rates of severe illness and deaths. Certain health conditions are associated with increased risk of serious disease, and these health conditions are often overrepresented in certain Black, Asian and minority ethnic groups.

Societal factors, such as occupation, household size, deprivation, and access to healthcare can increase susceptibility to COVID-19 and worsen outcomes following infection.

Prioritisation of persons with underlying health conditions will also provide for greater vaccination of BAME communities who are disproportionately affected by such health conditions.

The advice is for NHS England and NHS Improvement, the Department of Health and Social Care, Public Health England and the devolved administrations to work together to ensure that inequalities are identified and addressed in implementation.

This could be through culturally competent and tailored communications and flexible models of delivery, aimed at ensuring everything possible is done to promote good uptake in Black, Asian and minority ethnic groups and in groups who may experience inequalities in access to, or engagement with, healthcare services. These tailored implementation measures should be applied across all priority groups during the vaccination programme.

What is the evidence to show the vaccine is safe for BAME communities?

The phase three study of the Pfizer BioNTech COVID-19 vaccine demonstrated a vaccine efficacy of 95%, with consistent efficacy across age, gender and ethnicity.

Overall, among the participants who received the COVID-19 vaccine 82.1% were White, 9.6% were Black or African American, 26.1% were Hispanic/Latino, 4.3% were Asian and 0.7% were Native American/Alaskan.



Further Information

Where can I get further information?

Information leaflets will be given to you when you get your vaccine.
You can also download and read them here:

- COVID-19 vaccination – a guide for adults - [COVID-19 vaccination: guide for older adults leaflet](#)
- COVID-19 vaccination - Health care worker leaflet - [COVID-19 Vaccination Programme Healthcare worker leaflet](#)
- What to expect after your COVID-19 vaccination - [What to expect after my COVID-19 vaccination leaflet](#)

