NHS logo **COVID-19 VACCINATION APPOINTMENT – BOOKING LETTERS**

**Date: 11 January 2021**

The following pack includes:

**National call/recall letter – based on age**

* That will be sent to people that haven’t already been vaccinated, to book appointments in a Vaccination Centre/other services in line with operational plans through [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) and by phoning 119 (from Saturday 9 January). NOTE: Other letters will be added when we start writing to other cohorts.
* Translated insert that will go with the letter
* Letters will be sent with a copy of the leaflet available here: <http://bit.ly/adultguide>

**Template letter for PCNs**

* To be used/tailored as appropriate.

**National call/recall booking letter for people on the basis of their age**

Address 1

**Your NHS Number**: XXXXX

Date: XXXXXX

Address 2

Address 3

Address 4

Postcode



**Book your coronavirus (COVID-19) vaccine appointments now**

Dear XXX

You are able to book your free NHS coronavirus vaccine now.

We have sent you this letter as experts recommend that people in your age group are among the first to get the vaccine. This is because evidence shows that risk of serious illness because of coronavirus increases with age.

**How to book your appointments**

To book your vaccination, visit: [**www.nhs.uk/covid-vaccination**](http://www.nhs.uk/covid-vaccination)

If you cannot use the NHS website, phone **119** free of charge.

You can ask someone else to do this for you if you prefer. The phone line is open into the evening and you may choose to ring later in the afternoon or early evening when it is less busy.

When you book, you will need:

* your name and date of birth
* your NHS number, which is at the top of this letter

You should book as soon as possible. If you've had your first vaccine dose already, ignore this letter, the NHS will contact you when it's time for your second dose.

If you can’t travel to one of the locations available through nhs.uk or by ringing 119, or there is another reason you can’t book an appointment at one of these locations, you can choose to wait until your local GP services contact you if they haven’t already. If you would rather do that, you don’t need to do anything now – just wait for your GP services to contact you.  More locations will also become available through nhs.uk or by ringing 119 in the coming weeks so you could also try again later.

If you are unable to leave the house to travel to where you are offered an appointment and cannot arrange for someone to help you, your local NHS services will be in contact with you.

If you receive a letter and already have an appointment booked to have your vaccine at a local GP service please ignore the letter. There is nothing you need to do except turn up at your scheduled GP appointment.

**About the coronavirus vaccine**

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given up to 12 weeks after your first.

When you book your first appointment through [**www.nhs.uk/covid-vaccination**](http://www.nhs.uk/covid-vaccination)or by phoning 119, you will also need to book your second appointment.

For more information, read the [leaflet](http://bit.ly/adultguide) that came with this letter, or visit

[**www.nhs.uk/covid-vaccination**](http://www.nhs.uk/covid-vaccination)

Some people may not be able to get this vaccine at the moment. If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also ask about it when you book, or discuss it with a health professional when you attend your appointment.

The place that you choose to have your vaccine will keep you safe from COVID-19 through a range of measures including cleaning and disinfecting and having social distancing in waiting areas. Please also wear a face covering to your appointment.

Remember, the vaccine is only available from the NHS and is free of charge. The NHS will never ask you for details about your bank account or to pay for the vaccine.

**Data Protection**: NHS England is responsible for processing your personal data for the purposes of the Covid-19 vaccination programme. To find out more, you can access our privacy notice at: <https://www.england.nhs.uk/contact-us/privacy-notice/>, or search for “NHS England Privacy Notice” in your browser



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| English | To book your COVID-19 vaccination appointments go to [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or phone 119 which will have interpreters available on request. | For more information in other formats, and languages other than English, go to:  <http://bit.ly/adultguide> |
| Arabic  عربى | لحجز مواعيد اللقاح ضد COVID-19، انتقل إلى [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) أو اتصل برقم 119 الذي سيوفر مترجمين فوريين عند الطلب. | لمزيد من المعلومات بتنسيقات ولغات أخرى غير الإنجليزية، انتقل إلى:  <http://bit.ly/adultguide> |
| Bengali  বাংলা | আপনার কোভিড-১৯ টিকার অ্যাপয়েন্টমেন্টের বুকিং এর জন্য [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) এ যান বা ১১৯ নম্বরে ফোন করুন যেখানে অনুরোধ সাপেক্ষে দোভাষী পরিষেবা সুবিধা পাওয়া যাবে। | অন্যান্য প্রকরণ এবং ইংরেজী ব্যতীত অন্য ভাষাতে আরও তথ্য পেতে এখানে যানঃ  <http://bit.ly/adultguide> |
| Spanish  Español | Para reservar sus citas de vacunación contra la COVID-19, vaya a [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) o llame al teléfono número 119, donde tendrá intérpretes disponibles previa solicitud. | Para obtener más información en otros formatos e idiomas distintos del inglés, visite:  <http://bit.ly/adultguide> |
| Farsi  فارسی | برای رزرو قرارهای واکسیناسیون کووید-19 خود به [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) مراجعه کرده یا به شماره 119 زنگ بزنید که بنا به درخواست، مترجم همزمان در اختیار دارند. | برای اطلاعات بیشتر در فرمتهای دیگر، هر زبان دیگر به غیر از انگلیسی، به اینجا مراجعه کنید:  <http://bit.ly/adultguide> |
| Gujarati  ગુજરાતી | તમારી કોવિડ-19 રસીકરણની એપોઇન્ટમેન્ટ બુક કરવા માટે [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) પર જાવ અથવા 119 પર ફોન કરો જેઓ વિનંતી કરવાથી દુભાષિયા ઉપલબ્ધ કરાવી આપશે. | ઇંગ્લીશ સિવાયના અન્ય સ્વરૂપો અને ભાષાઓમાં વધુ માહિતી માટે, અહીં જાઓ:  <http://bit.ly/adultguide> |
| Hindi  हिन्दी | अपनी COVID-19 टीकाकरण अपॉइंटमेंट की बुकिंग करने के लिए [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) पर जाएं या 119 पर फोन करें जहां अनुरोध पर दुभाषिए उपलब्ध होंगे। | अन्य प्रारूपों, और अंग्रेजी के अलावा अन्य भाषाओं में अधिक जानकारी के लिए इस वेबसाइट पर जाएं:  <http://bit.ly/adultguide> |
| Kurdish  سۆرانی | بۆ سازکردنی مەوعید بۆ کوتان دژی کۆڤید-19 سەردان بکە بۆ [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) یان تەلەفون بکە بۆ 119 کە وەرگیڕی زنانیان هەیە بە داواکردن | بۆ زانیاریی زیاتر بە شێوازی تر، وە بە زمانی تر جگە لە ئینگلیزی، سەردان بکە بۆ:  <http://bit.ly/adultguide> |
| Nepali  नेपाली | तपाईंको COVID-19 खोप एपोइन्टमेन्ट लिन [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) मा जानुहोस् वा 119 मा फोन गर्नुहोस् जहाँ अनुरोध गर्दा दोभाषेहरू पनि उपलब्ध हुनेछन्। | अन्य स्वरुप, र अङ्ग्रेजी बाहेक अन्य भाषामा थप जानकारीका लागि, यहाँ जानुहोस्:  <http://bit.ly/adultguide> |
| Punjabi  ਪੰਜਾਬੀ | ਆਪਣੀਆਂ ਕੋਵਿਡ-19 ਟੀਕਾਕਰਨ ਅਪਾਇੰਟਮੈਂਟਾਂ ਬੁੱਕ ਕਰਨ ਲਈ [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) 'ਤੇ ਜਾਓ ਜਾਂ 119 'ਤੇ ਫੋਨ ਕਰੋ ਜਿੱਥੇ ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਦੁਭਾਸ਼ੀਏ ਉਪਲਬਧ ਹੋਣਗੇ। | ਹੋਰ ਫਾਰਮੈਟਾਂ ਅਤੇ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ, ਇਸ ਵੈੱਬਸਾਈਟ 'ਤੇ ਜਾਓ:  <http://bit.ly/adultguide> |
| Polish  Polski | Aby umówić wizytę na szczepienie przeciwko COVID-19, należy udać się na stronę [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) lub zadzwonić pod numer 119, pod którym na żądanie dostępni są tłumacze ustni. | Więcej informacji w innych formatach i innych językach jest dostępna na:  <http://bit.ly/adultguide> |
| Romanian  Română | Pentru a vă programa pentru vaccinarea împotriva COVID-19 accesați [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) sau apelați numărul de telefon 119, care vă poate pune la dispozție interpreți disponibili la cerere. | Pentru mai multe informații în alte formate și alte limbi în afară de limba engleză, accesați:  <http://bit.ly/adultguide> |
| Somali  Soomaali | Si aad u qabsato ballantaada tallaalka COVID-19 aad [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) ama taleefoon u dir lambarka 119 khadkaas oo laga heli karo turjubaano marka la weydiisto. | Macluumaad dheeraad ah oo ku saabsan qaabab kale, ama luqado kale aan Ingiriis aheyn, aad:  <http://bit.ly/adultguide> |
| Albanian  Shqiptare | Për të rezervuar takimet tuaja të vaksinimit COVID-19 shkoni në [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) ose telefononi numrin 119 i cili do të ketë në dispozicion përkthyes sipas kërkesës. | Për më shumë informacion në formate të tjera dhe gjuhë të tjera përveç anglishtes, shkoni te:  <http://bit.ly/adultguide> |
| Tagalog  Tagalog | Para mai-book ang iyong mga appointment sa pagpapabakuna laban sa COVID-19, pumunta sa [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) o tumawag sa 119 na kung saan may maaaring tumulong na mga interpreter kapag hiniling. | Para sa higit na impormasyon sa iba pang mga format, at mga wika maliban sa Ingles, pumunta sa:  <http://bit.ly/adultguide> |
| Urdu  اُردُو | کوویڈ-19 کے حفاظتی ٹیکے لگوانے کے لیے اپنی اپوائنٹمنٹ بُک کرنے کے لیے [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) پر جائیں یا 119 پر کال کریں جہاں پر درخواست کرنے پر مترجم دستیاب ہوں گے۔ | دیگر فارمیٹس، اور انگریزی کے علاوہ دیگر زبانوں میں معلومات کے لیے جائیں:  <http://bit.ly/adultguide> |
| Chinese  中文 | 欲预约您的 COVID-19 疫苗接种，请访问 [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) 或拨打 119，可根据要求提供口译员服务。 | 欲获其它格式及英语以外其它语言的更多信息，请访问：  <http://bit.ly/adultguide> |

**Template age-based letter for PCNs to adapt as appropriate**

**Book your coronavirus (COVID-19) vaccine appointments now**

Dear [NAME]

You can book your free NHS coronavirus vaccination appointments by contacting us on xxx.

We have sent you this letter as experts recommend that people in your age group are among the first to get the vaccine. This is because evidence shows that risk of serious illness because of coronavirus increases with age.

**About the coronavirus vaccine**

The coronavirus vaccine is free of charge to you.

You need 2 doses of the vaccine to get the best protection from the virus. Your second dose will be given up to 12 weeks after your first.

For more information, read the leaflet that came with this letter, or visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

Some people may not be able to get this vaccine at the moment. If you have had bad allergic reactions in the past, it is important that you read all the guidance. You can also ask about it when you book, or discuss it with a health professional when you attend your appointment.

If you are unable to leave the house to travel and cannot arrange for someone to help you, XXXXX.

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.

**Other information**

You may also receive an invitation letter from the national NHS to book through [www.nhs.uk/covid-vaccination or by ringing 119](http://www.nhs.uk/covid-vaccination%20or%20by%20ringing%20119). If you choose to book through our services by calling xxxx, you can ignore the national letter and attend your appointment with us as planned.

If you have already booked through [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by ringing 119, please keep those appointments and there is no need to respond to this letter. Your records will be updated automatically.

Yours sincerely,

[Signatory]

