



Covid 19 Nhs Organised Home Visits

This message is sent on behalf of our partners at the Sussex Health and Care Partnership

The NHS in Sussex is committed to the roll out of the COVID-19 vaccination and ensuring that all those in the first priority groups are offered the vaccination by mid-February.

Home visits for people who are eligible and considered housebound across Sussex are underway, and people who are registered housebound with their GP will be contacted.

Home visit appointments are being coordinated by the GP led vaccination services in each area, which could be your GP practice, a neighbouring GP practice as in many places they are working in groups, or a team supporting your GP practice.

They will always contact you before a visit is made to confirm the appointment and ensure you are in when they come. They will know your name, address and NHS number, and will only be contacting you to confirm an appointment and not ask for any personal details – and definitely not payment.

If you have a loved one or a neighbour that you know should be expecting a home visit, check whether they have been contacted by the NHS.

When the person arrives to do the vaccination they will either be from a GP service locally or Sussex Community NHS Foundation Trust. Either way they will carry NHS ID, please ask to see it before you let them into your home.

The NHS will:

- NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine
- NEVER ask for payment or for your bank details

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Sussex Police online or by calling 101.

Some people who may be housebound are also receiving a letter from the national booking service inviting them to go online or call the national phone line to book an appointment at one of the vaccination services or pharmacy led services. We know this is causing some confusion but currently the national system cannot distinguish that someone is housebound and so these letters are being sent to all those who are eligible.

If you are housebound and are not able to attend a local vaccination service or centre, please ignore this letter. You are on the list with your GP led vaccination service team and they will contact you in the next two weeks – you do not need to call your GP practice or any other team to make an appointment. As soon as an appointment is available you will be contacted directly.

If you would like to know more about the vaccination programme or have a question please visit www.sussexhealthandcare.uk/get-my-jab for the latest information including a Frequently Asked Questions. If you have any further questions or concerns, please contact the vaccination programme team on sxccg.vaccineenquiries@nhs.net

Message Sent By

Sussex Police (Police, Force-wide message, Sussex)