

The Vale Medical Group , as part of our Primary Care Network (PCN), is launching the new NHS Covid-19 Vaccine booking system called Accubook.

The Vale Medical Group is working collaboratively as part of our local Primary care Network (PCN) with Syston Jubilee, Syston County and Latham House Medical Practice to deliver the Covid-19 vaccine to our community

NHS England are now supporting general practice PCN's with the roll out of a new Covid-19 vaccine online booking system for patients.

This will be a huge help in enabling invited patients to book their own covid-19 vaccines when the vaccine clinics become available.

The new NHS booking system is called Accubook.

Clinicians in general practice already use the NHS sister system, AccuRX for video consultations and sending texts to patients.

### **What is AccuBook?**

AccuBook is a software solution provided by the AccuRx platform. It has been approved as a provider by NHS Digital to support the COVID-19 vaccination programme.

The software integrates with both SystemOne and EMISweb, but in some regards also functions as a stand-alone platform.

The PCN can utilise AccuBook as a means for patients to remotely book in to clinics at the designated vaccine site: For Vale Medical Group patients this is Melton Sports Village (same site as Melton Mowbray Rugby Club / MV16).

### **Who can use it?**

**If you consent to your Practice sending you SMS text messages:** AccuBook will automatically send a bespoke SMS text invitation which allows the patient to click on a unique link taking them to a site where they can book an appointment quickly, negating any need to call their practice.

The AccuBook system will also send the patient reminder texts as their appointment nears and it will alert the practice regarding patients who have received an SMS but have not yet booked an appointment.

### **If you do not consent to SMS text messages from your Practice:**

For patients who do not have SMS consent recorded, our practice staff will still telephone patients and book their appointment manually using the AccuBook system.

## What will the patient will receive via SMS text?

Patients who are eligible\* to be invited to book their Covid-19 vaccine will receive an SMS text which will contain a unique link for the patient to follow to book their vaccine appointment at the next available clinic.

\*Eligibility is defined by the Government's priority patient cohort

## lists Example Invitation SMS Text Message

*Your GP Practice invites you to book your COVID-19 Vaccination. Please follow the instructions below. PLEASE NOTE: If the clinic is fully booked please do not worry, and do not call the practice. You will be contacted again in the coming days with an invitation to book in to another clinic. If you require further information please visit the practice website.*

## What happens if I follow the link to book my appointment but the clinic is full?

Don't worry! Clinics are being scheduled all the time in line with when the vaccines are made available to our PCN. If the current clinic is fully booked please do not worry, and do not call the practice. You will be contacted again in the following days with an invitation to book in to another clinic.

# AccuBook

## A new NHS system to enable patients to book their own Covid-19 vaccine online.

Latham House Medical Practice are working collaboratively as part of our local PCN to deliver the Covid-19 vaccine to our community

NHS England are now supporting PCN's with the roll out of a new Covid-19 vaccine online booking system for patients called AccuBook.

This will help in enabling invited patients to book their own covid-19 vaccine quickly, when the vaccine clinics become available.

**Eligible patients who have consented to receiving SMS text messages from their GP Practice will receive a text message inviting them to book their Covid-19 vaccine by following a unique link.**

Patients who do not consent to receiving SMS text messages will receive a phone call from their GP Practice to book their vaccine appointment

Find out more at our website and to see an example text message to help you ensure the invitation you receive is genuine. [www.lhmp.co.uk/covid-19-vaccine/](http://www.lhmp.co.uk/covid-19-vaccine/)

