

COVID-19 Response GP practice toolkit

28 January 2021

COVID-19 Vaccination: scams

We are aware that there are a number of scams in circulation relating to the COVID-19 vaccination programme.

The most recent are produced to look like an official confirmation of a vaccination appointment.

This toolkit provides template communication materials to support clear messages to the public and patients.

It includes:

- Template website text
- Template social media
- Template text message

We will also be working to produce an animation like the others in our campaign to support these messages and will share it as soon as possible.

Template website text

Warning over COVID vaccination scams

Be on your guard against fraudulent text and email messages as new scams are being sent to patients.

People are receiving a text or email notification of their 'vaccination appointment' and are being asked to confirm it by clicking on a link.

This looks very similar to the genuine texts being sent to patients to arrange their appointments at the GP led vaccination services.

Please follow the advice below.

- The COVID-19 vaccination is ONLY available from the NHS and it is FREE – you will never be asked to pay for it or give your bank details.
- If you receive a call you believe to be fraudulent, hang up.
- If you receive a text or email that you believe to be fraudulent please delete it. Please be assured that if you don't respond because you are worried and it is a genuine text or email, you will remain on the vaccination list and be contacted again
- 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.

Guidance on official NHS texts

- An official NHS text message from your GP practice or the organisation arranging the appointments for your GP practice such as the local GP Federation will include their details such as the name of the Practice, group of Practices or the name of the Federation working on their behalf. It may also include details of the vaccination centre. Scam text messages and emails usually don't include his information
- An official NHS text message from the national booking system will be a reminder text so will include details of your booked appointment include date, time and location

If you have any further concerns about something you have received please contact the Sussex COVID-19 vaccination programme team on sxccg.vaccineenquiries@nhs.net

*** Please amend the section in yellow to be appropriate to your circumstances ***

Book an appointment using the NHS e-Referral Service - NHSVaccination



Template social media

Be on your guard against fake COVID-19 text and email messages claiming to be confirming your vaccination appointment.

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**Book an appointment using the
NHS e-Referral Service -
NHSVaccination**



Template text message

Please be on guard for fake text messages claiming to be a vaccination appointment.

An official NHS text message from us about your vaccine appointment will include *<insert the appropriate detail - the name of our Practice, group of Practices or the name of the Federation working on our behalf>*

You will never be asked to pay for it or for bank details.

If you receive a text or email that you believe to be fraudulent please delete it. You will remain on our list if you delete one from us by mistake.