



email or telephone from 9am to 5pm, 7 days a week.

Issues can be resolved across all vaccine providers with TyneHealth uniquely placed to access all the booking systems used by the different GP, Primary Care Network (PCN) and Pharmacy teams.

TyneHealth is the GP Federation for North Tyneside and represents all GP practices in the borough, working with Primary Care to improve health care in the community.

During phase one and phase two of the COVID-19 Vaccination Programme, a key issue was that residents didn't have a central point of contact locally if there was a problem with getting a jab.

TyneHealth are working in partnership with the North Tyneside Clinical Commissioning Group (NTCCG) and Healthwatch North Tyneside to operate this daily service.

The helpline will help us to update and develop our constantly evolving **Frequently Asked Questions** about the vaccination programme, as well as work on targeted communications and engagement in areas of vaccine hesitancy and greater health inequality in the borough.

TyneHealth Vaccine Helpline and Email Support
A centralised service for North Tyneside residents to access help to deal with more complex vaccine queries and resolve booking issues.

Please visit the **TyneHealth website** tynehealth.org.uk/covid-19/ to see if your query can be answered on our **COVID-19 information page** and **vaccine FAQs**.

If you haven't been able to resolve your vaccine query on-line, or it isn't possible to book an appointment through the **National Booking Service**, online 'Find a walk-in' search or by phoning 119 then please phone or email TyneHealth on:

Available 9am - 5pm 7 days a week

0191 486 2001

tynehealth.vaccine@nhs.net

TyneHealth **NHS North Tyneside Clinical Commissioning Group** **healthwatch North Tyneside**

Residents are asked to visit the FAQs first, with the helpline and email support available for the more complex queries.

Our **FAQs can be found here**, but if you haven't been able to resolve your vaccine query on-line, or it isn't possible to book through the **National Booking Service**, on-line 'Find a walk-in search', or by phoning 119, then please contact the helpline by either phoning **0191 486 2001** or you can email queries to **tynehealth.vaccine@nhs.net**

The new service is also supported by the wider collaboration of partner agencies in North Tyneside including North Tyneside Council, VODA and Living Well North Tyneside.





0191 4862001



tynehealth.vaccine@nhs.net



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<https://tynehealth.org.uk/findoutmore/covid-19-vaccination-helpline/>



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