

Scottish Government

Self-registration Service for unidentified unpaid carers

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Overview – Self-registration for unidentified unpaid carers

The self-registration process for unidentified unpaid carers will open on 15 March and take a once for Scotland approach. The NVSS will be used by all Boards for this group in cohort 6.

People who self-identify as unpaid carers will be able to access self-registration either online (at <https://register.vacs.nhs.scot>) or via the Covid vaccination helpline.

Carers are eligible for vaccination at this stage and should register if all of the following statements apply to them:

- You are 16 to 64 years old;
- You provide face-to-face care and support to one or more family members, friends or neighbours;
- The care you provide is not part of a contract or voluntary work;
- If caring for someone under 18, they are affected by a disability, physical or mental ill-health; and
- You have not already received your first COVID-19 vaccination or vaccination appointment letter.

Once a carer has self-identified as such, they are first asked their date of birth. If they are under 16, they do not progress and are given an explanation and signposted to resources for young carers.

If a carer is 16 or 17 years old, they submit their full information and that information is then passed to health boards to be scheduled locally and not through the national system. If an unpaid carer falsely claims they are over 16, but is actually under 16 they will not be matched with data held on the national clinical data store and will receive a message advising them to contact the national helpline. The only way for an under 16 to get vaccinated by mistake via the self-registration is if they use the identity of a known 16/17/18-year-old.

Process for unpaid carers to be offered an appointment online following self-registration ONLINE

Carers self-identify through the following process

1. After reading a definition of who the service is for, they are then asked:
 - Are you an unpaid carer? (Yes/No)
 - Who do you care for? (Parent/Child (of all ages)/Other family/Friend or neighbour)
 - Do you provide face-to-face care? (Yes/No)
2. The service will direct unpaid carers to register if eligible, and then offer an appointment by email or text message if they do not already have one. It is expected they receive their appointment details around 48-72 hours after submitting their registration information.
3. Carers will receive one of the following messages via notify.gov following self-registration.
 - Those under 16 and 17 years of age and unpaid carers living in Orkney, Shetland and the Western Isles will receive a message advising them that their Health Board will be in contact with an appointment
 - Carers aged 18+ on the mainland will receive a message advising that they will receive an appointment shortly
4. Registration details will be passed into the National Clinical Data Store (NCDS) and updated directly from the National Integration Platform (NIP)
5. There are 3 outcomes following self-registration. Carers will:
 - Be appointed through the NVSS
 - Not scheduled due to already having a previous appointment
 - Not scheduled as already vaccinated
6. Once a carer has been CHI checked and is eligible for appointing through the NVSS, 'list' is created for each mainland Health Board which will be sent to Boards Monday, Wednesday and Friday.
7. The daily list created is based on the number of registrants who have passed through the CHI matching & de-duplication process that day. Boards will have access to a board-specific Management Information report in the NVSS
8. List sizes will be limited to 30K maximum per HB per day due to the restrictions of how many letters can be printed and posted. Once the upper limit is created registrants will be added to the next day's list for scheduling
9. Mainland Health Boards will have up to 48 hours to review the lists and to prepare any additional clinics/capacity which will be required to meet the demand

10. After 48 hours, lists will be automatically appointed to fit the available capacity based on Health Boards schedules
11. Once an appointment has been scheduled, Carers will receive an appointment via email or text message
12. Appointments will be scheduled based on available slots pre-determined by Health Boards
13. Carers can change scheduled appointments through the online rescheduling system or by calling the helpline if not possible to use the online system
14. The central team at NSS will be on standby to support HBs to update records on clinics, locations, vaccinator numbers etc
15. In extenuating circumstances, a HB may request an emergency halt to the schedule. This will not impact any other schedules being run by the HB

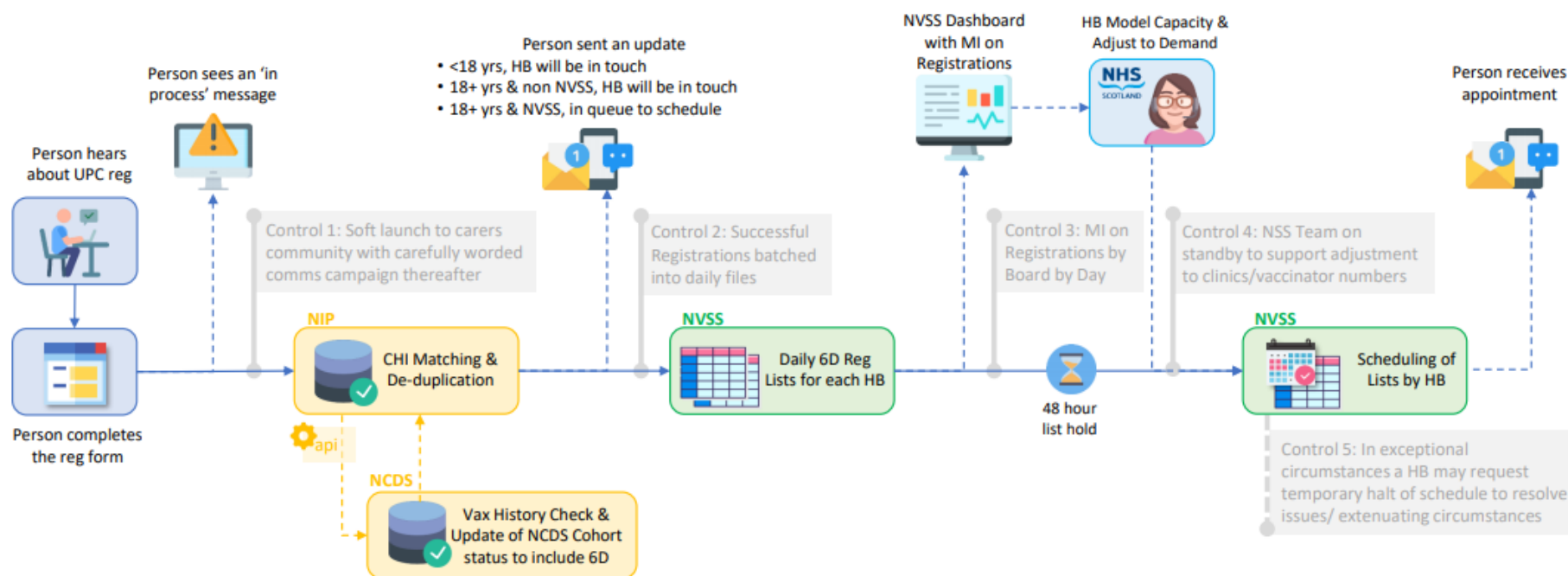
Process for unpaid carers to be offered an appointment off-line because they are not able to complete the process of self-registration ONLINE

The helpline is available for those who prefer a non-digital route and also to support people with issues through the website route for example not being matched with national records and being unclear why.

Carers self-identify through the following process:

1. Agents within the national helpline will take the details and run a CHI check to identify their record.
After reading a definition of who the service is for, they will then be asked:
 - Are you an unpaid carer? (Yes/No)
 - Who do you care for? (Parent/Child (of all ages)/Other family/Friend or neighbour
 - Do you provide face-to-face care? (Yes/No)
2. The agent will direct carers to register if eligible. Carers will be advised as follows:
 - Under 16/17's and carers living in Orkney, Shetland and the Western Isles will receive a message advising them that their Health Board will be in contact with an appointment
 - Carers aged 18+ on the mainland will be advised they will receive an appointment shortly via text, email or call back from the Helpline.
3. Registration details will be fed into the National Clinical Data Store (NCDS)
4. There are 3 outcomes following self-registration. A carer will either:
 - Be appointed through the NVSS
 - Not scheduled due to already having a previous appointment
 - Not scheduled as they have already been vaccinated
5. Once an appointment has been scheduled, carers will receive an appointment via email, text message or call back from the Helpline
6. Appointments will be scheduled based on available slots pre-determined by Health Boards
7. Carers can change scheduled appointments through the online rescheduling system or by calling the helpline if not appropriate

Process flow diagram



How the 6D List Process will work in NVSS:

- A daily list is created for each Health Board based on number of individuals who have passed through the CHI matching & de-duplication process that day
- List size will reach an upper limit of 30K per HB per day, before being queued for the next day's list
- Lists will sit in a holding stage for 48 hours, to ensure HBs have time to prepare any additional clinics/capacity required to meet the demand
- After 48 hours, lists will be automatically scheduled to fit the available capacity in the schedules
- The central team at NSS will be on standby to support HBs to update records on clinics, locations, vaccinator numbers etc.
- In absolute extenuating circumstances, a HB may request an emergency halt to the 6D schedule. This will not impact any other schedules in the HB

Communications Plan:

A Scottish Government marketing campaign will be launched next week to encourage all carers who are eligible for a vaccine at this time to get one.

Digital

Targeted digital assets will be launched W/C 15th March to include Google, Facebook and Instagram.

Press and Radio

W/C 22nd March a National and Local Press and Radio campaign will commence – the campaign will have a total reach of 85% of adults.

Press –

REGIONAL			
Newspaper	Format	No. of pages	Date of insert
Dundee Courier	Full Page	3	23 rd , 25 th and 29 th March
Aberdeen Press & Journal	Full Page	3	23 rd , 25 th and 29 th March
Edinburgh Evening News	Full Page	3	23 rd , 25 th and 29 th March
Glasgow Evening Times	Full Page	3	23 rd , 25 th and 29 th March
Dundee Evening Telegraph	Full Page	3	23 rd , 25 th and 29 th March
Aberdeen Evening Express	Full Page	3	23 rd , 25 th and 29 th March
NATIONAL			
Daily Record	Full Page	2	27 th and 29 th March
Daily Express	Full Page	2	26 th and 29 th March
Sunday Post	Full Page	2	21 st and 28 th March
LOCAL			
Local Publications Pack	Quarter Page / 25x4	1	W/C 29 th March

Radio stations on 22nd – 31st March –

Clyde 1, Clyde 2, Forth 1, Forth 2, MFR, Northsound 1, Northsound 2, Central FM, Kingdom FM, Radio Borders, Tay 2, Tay FM, West Sound, Smooth Scotland, Heart Scotland, Capital FM.

The campaigns will run until the end of March and use the “Roll up your sleeves” creative treatment, please see example in [Annex 1](#) - **Please do not share wider before 15th March**. We will share new assets with you that can be used for upcoming unpaid carers campaign on Monday 15th March.

This will be supported by additional communications from local carer services and other third sector organisations to carers on their mailing lists. There will also be internal communications sent out across the programme.

A news release with details on the self-registration system will be sent out after the Cabinet Secretary’s announcement on Friday.

ANNEX 1 – Sample of creative campaign

If you regularly care for family or friends who need extra support, it's time to roll up your sleeve.




Providing face-to-face care can be anything from doing the shopping and preparing meals to giving personal and practical support.

If that sounds like you, find out if you're eligible for the COVID-19 vaccine by visiting

nhsinform.scot/carersregister

or calling **0800 030 8013**

#WeAreScotland

RADIO Script:

The vaccine campaign music starts up.

FVO: People all over Scotland are rolling up their sleeves for the COVID-19 vaccine.

If you provide regular face-to-face care and support to another, you may now be eligible.

The person you're caring for could be a child with a disability, an elderly neighbour, or a frail parent.

And providing care can be anything from doing the shopping and preparing meals to giving personal and practical support.

If this sounds like you, and you're 16 or over, it's time to roll up your sleeve.

Protect yourself from the virus. Find out if you're eligible for the COVID-19 vaccine by visiting nhsinform.scot/carersregister or calling 0800 030 8013.

We Are Scotland [If there's time]