



Easy read  
booklet



# You asked for a letter to show you have had your COVID-19 vaccination, but it did not arrive



Emmanuelle Carrington  
Whittington-Cunningham  
8888 Northumberland-Pembrokeshire Gardens  
High Wycombe  
Buckinghamshire  
HP20 1UA



07 June 2021

### Your coronavirus (COVID-19) vaccination status

You recently contacted 119 (COVID-19 vaccination status service) to request a letter confirming that you have received your COVID-19 vaccinations.

Unfortunately we were unable to generate a letter on this occasion. A letter can only be generated when your vaccination record contains all of the required information to confirm that you have received **two doses** of any UK approved COVID-19 vaccine.

#### What you should do now

If you are planning to travel outside of the UK and need to have evidence of your vaccination course, please contact your GP practice with your vaccination details. It will help them if you can also provide this reference: **3006 No vaccine record found**.

Your GP practice will then liaise with the vaccination programme and local vaccination service(s) to understand what information may be preventing your letter from being generated.

#### Getting your vaccination status confirmation

Once your record has been updated, there are two ways you can choose to demonstrate your vaccination status:

120001

# About the letter



We are the NHS. We sent you a letter after you had your COVID-19 vaccination.



You asked us to send you a letter to say you have had **2 doses** of the COVID-19 vaccination.



Unfortunately we couldn't send you that letter. We sent you a different letter telling you why we couldn't.



This booklet tells you about the different letter we sent.

# What is on the front of the letter



At the top of the letter is your name, address and the date the letter was sent.



The letter tells you we couldn't send a letter saying you have been vaccinated because information is missing from your vaccination records.



If you plan to travel outside of the UK and need to show that you have been vaccinated speak to your GP practice.



Your GP practice will find out what is stopping us being able to send you the letter saying you have been vaccinated.

# What is on the back of the letter



The back of the letter tells you how to show that you have been vaccinated and gives information about travelling.



## How to show that you have been vaccinated

When your vaccination records have been updated there are **2** ways you can show you have been vaccinated.



1. Online using your computer, phone or tablet.
  - Use the NHS App  
**[www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)**
  - or
  - Go to this website  
**[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)**

You need to sign up. Then you can download a PDF or email showing that you have been vaccinated.



2. Call **119** and ask for your COVID-19 vaccination letter again.



The fastest way to show that you have been vaccinated is to use our NHS App or go to our website.

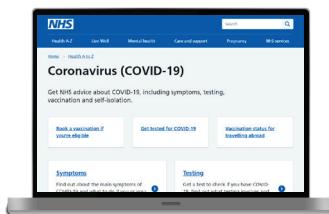
### If you plan to travel soon



Check the latest travel advice by talking to your travel operator and going to this website

[www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

### Find out more



To find out more about COVID-19 go to our website

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

### Your personal information



The Department for Health and Social Care looks after your **personal information**. **Personal information** means information about you that other people can use to tell who you are like your name and address.

Thank you to A2i for the words  
[www.a2i.co.uk](http://www.a2i.co.uk) (reference 33746)

The full version of this document is called  
**“COVID-19 vaccination status: if you cannot get a post-vaccination letter”**