

Seasonal Vaccination Provider Programme Guide

Autumn/Winter 26/27 (AW26/27)

VERSION 1.



Contents

Seasonal Vaccination Provider Programme Guide	1
Flu programme summary	4
Eligible cohorts for flu vaccination and programme delivery dates	4
COVID-19 programme summary	5
Eligible cohorts for COVID-19 vaccination and programme delivery dates	5
COVID-19 Year-round vaccination pathway	5
Advice for those with a prior clinically confirmed anaphylaxis or systemic allergic reaction to vaccine(s)	6
Contractual and registration information	6
Contract changes for 01 April 2026 - 31 March 2027	6
Enhanced and Advanced Service Specifications	6
Registration/Participation	7
Autumn/winter planning 2026/27	8
Provision for long stay inpatients	8
Provision of the service at off-site locations	8
Provision of the service in care homes	9
Seasonal provision for services for housebound patients	9
People experiencing homelessness (PEH)	10
Legal mechanisms for administration of vaccines	10
Operational systems	10
Federated Data Platform (FDP)	11
Systems to record vaccinations	12
Onboarding and readiness processes for Detained Estates (DE)	13
National Booking Service (NBS)	14
Manage Your Appointment (MYA)	15
COVID-19 vaccination walk-in finder and flu vaccination service finder	16
119 vaccination telephone booking service	18
Creating demand	20
Invitations for eligible people	20
Local invitations by GPs and Detained Estates	20
National call/recall	20
Invitation schedule	21



Accessibility and patient information	21
Patient materials	21
Patient information resources	21
Reducing inequalities	21
Actions for all providers	22
Payments	22
Workforce and training	23
Seasonal vaccines, access and supply	24
Children's flu vaccines	24
Adult flu vaccines	24
Ordering flu vaccine by provider	24
COVID-19 vaccines	25
COVID-19 vaccine types	25
Ordering COVID-19 vaccine via FDP	25
Roles and responsibilities	26
Co-Administration of vaccines	26
Useful information and helpdesks	27

This document is to support providers to participate in the autumn/winter 2026/27 programme for flu and COVID-19 vaccinations.

Changes will be made to this document as needed to keep information current. Any updates will be highlighted in yellow.

Providers must use the most recent version of this guide and keep informed of changes via primary care bulletin updates. Sign up for the primary care bulletin [here](#).

Flu programme summary

[Return to contents](#)

The [annual Flu Letter](#) published in February 2026, confirmed the timing and eligibility cohorts for the AW 2026/27 programme. In June 2026, an [amendment to the letter](#) was published confirming that people experiencing homelessness will be eligible for a flu vaccine; and that the children's flu vaccination service will continue in community pharmacies to improve access and uptake.

Eligible cohorts for flu vaccination and programme delivery dates

Full and further information is in the [National flu immunisation programme 2026 to 2027 letter](#).

There are no changes to eligible cohorts for the 2026 to 2027 programme. The following cohorts, based on the advice from the Joint Committee on Vaccination and Immunisation (JCVI), are announced and authorised to be eligible to receive a flu vaccination:

From 1 September 2026:

- pregnant women
- all children aged 2 or 3 years on 31 August 2026
- primary school and secondary school-aged children (from reception to year 11)
 - (individuals 17 years and over attending a special education needs (SEN) school and who are in a clinical risk group may also be vaccinated alongside their peers)
- all children in clinical risk groups aged from 6 months to less than 18 years (as defined by the [Green Book, Influenza Chapter](#))

Please note, for pharmacies wishing to offer the childrens flu service, the cohort offer is staggered and different to that of GPs.

From 1 October 2026:

- those aged 65 years and over
- those aged 18 years to under 65 years in risk groups (as defined by the [Green Book, Influenza Chapter](#))
- those in long-stay residential care homes

- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- those aged 16 and over experiencing homelessness, (PEH) such as rough sleepers or using homeless hostels or night-shelter, (as defined in the [Green Book, Influenza Chapter](#))
- frontline workers in a social care setting without an employer-led occupational health scheme

The seasonal flu programme will cease on 31 March 2027.

COVID-19 programme summary

[Return to contents](#)

Eligible cohorts for COVID-19 vaccination and programme delivery dates

The government announced that, in line with Joint Committee Vaccination and Immunisation (JCVI) [advice](#) the eligible cohorts for AW 26/27 will remain the same and will be offered to those at higher risk of serious outcomes for COVID-19:

From 1 October:

- Individuals aged 75 years and over (including individuals who turn 75 years old by **31 January 2027**).
- Residents in a care home for older adults (as defined through CQC registration), irrespective of the individual's age.
- Individuals aged 6 months and over who are immunosuppressed (as defined in the immunosuppression row of tables 3 and/or 4 in the [COVID-19 chapter of the Green Book](#)).

The seasonal COVID-19 programme will cease on 31 January 2027.

COVID-19 Year-round vaccination pathway

All providers should be aware of the local pathways for individuals who may need a COVID-19 vaccination all year round. Locally there will be a small number of providers who are commissioned to deliver all year-round COVID-19 vaccination services. Individuals who might be considered for vaccination regardless of the time of year are those in line with the clinical guidance in the [COVID-19 chapter of the Green Book](#). Eligibility will be based on individual clinical assessment on a case-by-case basis, therefore service delivery using a Patient Specific Direction will be required. Further guidance is available on the [Future NHS Workspace](#) and details about local pathways will be available from the ICB.

Advice for those with a prior clinically confirmed anaphylaxis or systemic allergic reaction to vaccine(s)

Advice for vaccination of individuals with a prior clinically confirmed anaphylaxis or systemic allergic reaction to any vaccine or vaccine component is available in the relevant Green Book chapters.

Contractual and registration information

[Return to contents](#)

Contract changes for 01 April 2026 - 31 March 2027

Information on the key vaccination programme contract changes for AW 26/27 has been shared with primary care providers. For training recordings see:

- [Contractual changes – GP and clinical \(Spring 2026\)](#)
- [Contractual changes – Community Pharmacy \(2026/27\)](#)

Enhanced and Advanced Service Specifications

Primary care COVID-19 and adult flu vaccination service specifications have been combined into a single document. Please read the service specification before you sign up, as important contractual information that changed on 1 April 2026 is included.

The respective service specifications contain the full requirements of the provider to offer the service(s).

- [NHS England » Service specification: General practice seasonal vaccination services – COVID-19 and influenza vaccination enhanced services](#)
- [NHS England » Service specification: Community pharmacy seasonal vaccination services – COVID-19 and influenza vaccination advanced services](#)

If GPs want to provide the COVID-19 vaccination service, they **must** also provide the adult flu vaccination service.

However, they can sign up to deliver **only** the adult influenza vaccination service.

The children's 2–3-year-olds and at-risk children flu vaccination service specifications remain separate. These are available here:

- [General Practice Enhanced Service Specification for childhood seasonal influenza vaccinations](#)
- [Community Pharmacy Advanced Service Specification for childhood seasonal influenza vaccinations](#)

Registration/Participation

Registration deadline

The deadline for all providers for all seasonal programmes to ensure supply is received before the start of the season is 31 July 2026. For participation in the programme(s), providers must register no later than 30 November. Full deadline information is detailed within the respective specification.

GP practices

Practices either participating in the service or in a Primary Care network where another practice is participating in the service, must accept the offer on CQRS to enable payments for activity, or to enable the practice to receive payments to reimburse any third parties undertaking any activity on their behalf (for example in a care home) if they haven't already done so.

COVID-19 and adult flu

The Calculating Quality Reporting Service (CQRS) page for COVID-19 vaccinations has been repurposed for solely claiming payment for administered vaccinations and practices must also sign up to the enhanced specification separately using the form linked below.

Practices wishing to opt into (or out of) the service must do so through the form at <https://forms.office.com/e/TpqGnjbmgU>, and provide the relevant data requested for onboarding.

Please note practices offering COVID-19 vaccinations will also need to sign up separately on CQRS to offer flu vaccinations.

Where practices previously signed up in February 2026 to deliver COVID-19 and adult flu nothing further is required.

Adult flu only (for practices not wishing to provide COVID-19 vaccinations)

Practices must register for the to provide the adult flu vaccination service on CQRS.

Childhood flu

Practices who wish to register to provide the childhood flu service must do so on CQRS. Please take note of the cohort information in the enhanced service specification.

For adult and childhood flu programmes, separate participation and claiming mechanisms are required to distinguish between a practices contractual commitment to deliver the seasonal flu vaccination programmes and the payment claims associated with delivery.

Practices must formally opt in to participate in the 'Enhanced Specification Participation services' on CQRS to be eligible to deliver vaccinations.

The claiming services enable automated data extraction, and payment claims for vaccinations administered to eligible patients either by the practice or another practice within the PCN under the Network Contract DES.

Community Pharmacies

To provide seasonal vaccination services, pharmacies must register (or de-register) via Manage Your Service (MYS) [Sign in - Manage Your Service - NHSBSA](#). Once pharmacies register and complete their declaration(s), they can check their status directly within MYS.

COVID-19 and adult flu

Please note pharmacies offering COVID-19 vaccinations will also need to sign up separately to offer flu vaccinations.

For those pharmacies who previously signed up in February 2026, to deliver COVID-19 and adult flu, then nothing further is required.

Adult flu only

Pharmacies wishing to offer just adult flu (no COVID) must sign up on MYS as per the above selecting just flu.

Childhood flu

Pharmacies wishing to offer children's flu must sign up for children's flu as per the above. Signing up for flu does not cover children's flu.

Vaccination Centres

COVID-19 vaccination delivery for vaccination centres may be commissioned through regionally led procurement. Regions may commission vaccination centres to address identified gaps in local coverage and delivery capacity, informed by population need, equity considerations and existing provision.

Schedules have been published at [Standard Contract Holders Seasonal Vaccination Schedules 2026/27](#)

Autumn/winter planning 2026/27

[Return to contents](#)

Provision for long stay inpatients

NHS Trusts will be commissioned to administer vaccinations to eligible long-stay patients (21 days or more) and those being discharged to a care home through a Schedule 2A addition to their contract found at [Standard Contract Holders Seasonal Vaccination Service Schedules 2026/27](#).

A similar schedule will be applied for Detained Estates providers and can be found at the [same link](#). More information for detained estates providers can be found within this document [here](#), although other sections may also be relevant.

Provision of the service at off-site locations

Off-site locations (previously known as temporary sites), such as pop-up clinics, are those where vaccinations are administered away from the usual GPhC or CQC registered location.

They are designed to improve access for underserved populations or to meet specific local needs. This is not considered to be an outreach service and can be undertaken under the seasonal vaccination service specifications and according to the Human Medicines Regulations. Full information on off-site locations is detailed within the respective specification.

Off-site locations can be added to the [NBS](#), along with [COVID-19 vaccination walk-in finder](#). Off-site locations cannot however be added to the [NHS Find a flu pharmacy](#).

Provision of the service in care homes

For seasonal vaccinations, **in accordance with service specifications, sections 6.13 and 6.13.1**, GP practices who have signed up to the enhanced service must offer to administer seasonal vaccinations to all eligible patients on their registered patient list, this includes care homes (and housebound patients).

GP practices cannot 'opt out' from offering and administering vaccinations to certain groups of patients (for example housebound) if they have signed up to the enhanced service.

Practices will be able to collaborate to deliver the seasonal vaccination service within their PCNs. By agreement with the commissioner, GP practices can enter into a [Vaccination Agency Agreement](#) or sub-contracting arrangement to enable, for example care home staff, to administer vaccinations to residents.

Therefore, if one or more member practice has signed up to deliver the COVID-19 and/or adult flu vaccination service, the PCN is collectively responsible under the [2026/27 Network Contract DES](#) to ensure all residents of aligned care homes are offered a COVID-19 and flu vaccine in AW 26/27 as per the terms of the seasonal vaccination enhanced specifications. A PCN could make arrangements for another provider to administer these vaccinations under an appropriate arrangement if they have insufficient capacity, for example, a subcontracting arrangement or a vaccination agency agreement. A template vaccination agency agreement is available on FuturesNHS [here](#).

In exceptional circumstances where an eligible resident in the care home is not registered with a practice in the PCN, and the practice has signed up to deliver the COVID-19 and/or adult flu vaccination service, the practice could vaccinate those patients if they consent, and if they do so must liaise the patient's registered practice and / or PCN. The patient may be vaccinated under Immediately Necessary Treatment arrangements where, in the clinician's judgement, delaying vaccination would not be in the patient's best interests and no practical alternative route is available.

If no practice within a PCN signs up to the seasonal vaccination ES, then commissioners are responsible for ensuring coverage. The commissioner can procure these services from another type of provider which could include pharmacies, or the care home itself.

Seasonal provision for services for housebound patients

Important note: this has changed since Spring 2026.

In accordance with service specifications, sections **6.13 and 6.13.2**, GP practices opted into the COVID-19 and flu service must offer to provide COVID-19 and flu vaccinations to all housebound patients whose name is included on the practice's list of registered patients.

People experiencing homelessness (PEH)

In March 2026, the Government accepted the Joint Committee on Vaccination and Immunisation (JCVI) advice to make pneumococcal and seasonal flu vaccinations routinely available to people experiencing homelessness (PEH), specifically, “rough sleepers and those using homeless hostels or night-shelters”, rather than the broader definitions of homelessness. More information can be found [here](#).

The flu offer for PEH commences from 1 October 2026 in line with the adult programme start date and although pneumococcal is an all-year-round offer, it will also commence on 1 October to align with the flu programme and support opportunities for [co-administration](#).

Both GPs and community pharmacies who have signed up to deliver adult flu will also be able to vaccinate the PEH cohort. However, only GPs will routinely offer pneumococcal vaccination unless there is a local commissioning arrangement in place.

Based on local population level need, regional commissioners may choose to supplement this offer by commissioning specialist outreach services, homeless healthcare providers or NHS Trusts via a LES, outreach contract or standard contract, which could then enable pharmacies being able to vaccinate this cohort for pneumococcal.

Legal mechanisms for administration of vaccines

[Return to contents](#)

There was a significant change to available legal mechanisms for administration of vaccines for spring 2026. The legislation which enabled the development of a National Protocol lapsed on 31 March 2026.

Legal mechanisms for administration of the vaccine are Patient Specific Directions (PSDs), a Patient Group Direction (PGD) for those aged 5 years and over and a Vaccine Group Direction (VGD) also for those aged 5 years and over (as described by the government in their [response to a recent consultation](#)), which continue to enable suitably trained and competent registered and non-registered staff to participate in the programme.

The PGD and VGD will be updated for AW26/27. When published they can be found [here](#).

Vaccinating teams should read, understand and locally authorise the relevant document (completing the self-declaration and local manager countersignature in Section 7) prior to vaccinating.

Specialist Pharmacy Service have a range of [resources regarding legal mechanisms](#) including guidance to support teams in [Understanding VGDs](#).

Operational systems

[Return to contents](#)

Once registration has been completed, providers should confirm their access to the following systems, paying close attention to any systems that are mandated in the respective service specification.

Federated Data Platform (FDP)

[The Federated Data Platform \(FDP\)](#) is the national data platform that consolidates information on vaccination providers, vaccination events, and supply of COVID-19 vaccines (and children's flu vaccines for community pharmacies) during the seasonal programme.

Site users will primarily use FDP to manage relevant vaccine delivery and supply, although information on vaccination events for all programmes is available as well as the ability to request site detail changes. Providers must ensure that they have sufficient access to FDP before the programme starts (including to cover periods of absence).

To use FDP, users must have:

1. **Access to the FDP site.**
2. **Approval to use the FDP vaccination workspaces.**

This approval is associated with an entry on the 'vaccination sites list' which also contains information about delivery addresses, lead contact details etc. It is specific to each provider ODS code.

1. Access to the FDP site

The information at [Accessing the NHS Federated Data Platform \(FDP\)](#) describes in detail how to get access to FDP itself.

- For those with an nhs.net e-mail address, access is through authentication of this account.
- For users without an nhs.net e-mail account, an OKTA account is required.
 - Request an account at <https://apps.model.nhs.uk/register>.
 - Complete the 'Federated Data Platform - Access Request Form' to link your OKTA account to FDP via the [Customer Service Portal](#). The product you will be using is 'Vaccines Workspaces'. You may need to register for the Portal to make this request (link on the page under the log-in fields).
- Detained Estate users cannot use mobile-phone multi-factor authentication. Guidance for accessing FDP using non-mobile authentication is available here: [Detained Estates](#).

Once the above steps have been completed you can navigate directly to the vaccinations workspace at [Vaccines Homepage](#). You will be prompted to set up multifactor authentication as described in the attached guidance.

2. Approval to use the FDP vaccination workspaces

The FDP vaccination workspaces can be accessed by approved users at <https://england.federateddatapatform.nhs.uk>.

All providers requiring access can request that using [MSForm](#) details submitted on the registration/data capture form will have approval to use FDP vaccination workspaces granted within 15 working days.

Further support

- Additional training materials are available at [Federated Data Platform Training Materials](#).
- To receive updates on vaccine orders or site status, see the [Turning on Supply Notification Guide](#) on FutureNHS.
- For access issues, contact ssd.nationalservicedesk@nhs.net or log a ticket using the [Customer Portal](#).
- To remove a user from FDP, please provide the e-mail address of that user to ssd.nationalservicedesk@nhs.net.

Systems to record vaccinations

Seasonal vaccination events should be recorded on the same day that the vaccine was administered. Where exceptional circumstances apply and this is not possible, they must be recorded as soon as practicably possible but within a maximum of 15 days to ensure payment.

Accurate and timely data makes a direct difference to patient safety, public health, and effective NHS vaccine delivery.

- Recording each vaccination promptly and accurately helps the NHS match supply to real demand. Good data prevents avoidable waste, supports vaccine supply, and protects NHS resources for the patients who need them most.

Help and support for all providers recording vaccinations can be found here: [Recording vaccinations \(VVES\) – help and support](#) along with [Point of Care systems guidance](#)

General Practice - GPIT

Vaccinations administered by GP practices must be recorded within the GPIT System, onto the electronic health record in a way that allows the General Practice Extraction Service (GPES) to access structured information for the purposes of payments and sharing of information.

A vaccinating practice will have access to patient records if the patient is registered with a practice in their PCN. Vaccinations of patients registered with other practices in the PCN will be recorded in the patients registered practice records. If practices are not aware how this is facilitated in their GP IT system, they should contact the provider of their GPIT system.

For guidance and support on usage and collaboration functionality of their chosen system, practices must engage directly with their GPIT supplier. The current Network Contract DES guidance requires each PCN to “have in place appropriate data sharing and, where appropriate, data processing arrangements between members of the PCN and any sub-contractors as required. These arrangements must be in place prior to the start of the activity to which they relate.”

Where a practice has chosen to sub-contract or use a vaccination agency agreement, details of this contract or agreement must stipulate how the data will be recorded on the practice's GPIT.

Community pharmacy, NHS Trusts, or vaccination centres – Record a Vaccination Service (RAVS)

The way pharmacies must record NHS vaccinations is changing

- From 1 September 2026, community pharmacies **must** record all NHS vaccinations in the Record a Vaccination Service (RAVS), either accessing the service directly or via an approved pharmacy IT system.
- Pharmacies will still need to sign up for a RAVS account if they do not already have one.
- Pharmacies should use the Help and Support section on the RAVS website for RAVS guidance. [Login - NHS Record a vaccination](#)

NHS Trusts and vaccination centres must also use the RAVS system for autumn/winter vaccinations.

Specific support is planned for pharmacy multiples and larger pharmacy organisations, including bulk onboarding and central reporting functionality. This will support autumn/winter delivery by making it easier for pharmacy chains operating across multiple sites to manage access, onboarding and reporting through RAVS.

Vaccination event data is sent to GP practice records, national reporting, and payment systems at the end of each day. Users can view the total recorded vaccinations through the PoC system's reporting function or FDP.

A further key update for autumn/winter is the introduction of support for frontline healthcare worker vaccination. NHS Trusts will be able to upload staff lists into RAVS, enabling trusts to monitor and report on vaccination uptake within their own workforce.

Regarding accessing RAVS and OKTA:

- Users should receive two emails when setting up access (RAVS and OKTA).
- They should check spam/junk folders if emails are not received.
- If no OKTA email is received, this may indicate an existing account—users should attempt login and reset their password if needed.
- Any unresolved OKTA issues should be directed to the IT Service Desk, as these are separate from RAVS itself.

Onboarding and readiness processes for Detained Estates (DE)

[Return to contents](#)

New detained estates are onboarded or removed from systems via regional vaccination and detained estate commissioners.

Unless specifically written for Detained Estates, the general operational arrangements described for vaccination centres in this guide, also apply to detained estate providers.

- Specific instructions for detained estate locations to access FDP using a non-mobile phone authentication is available here: [Detained Estates](#).

National Booking Service (NBS)

NBS enables individuals to book vaccination appointments at the most convenient location and time for them and reflect on accessibility preferences.

Eligible individuals will be directed to the system (along with other routes) via national invitation and reminders.

For autumn/winter, a new functionality is being introduced for the campaign, which means the appointment dates shown to some users will depend on their cohort.

Community Pharmacy providers offering COVID-19 and/or childhood flu must offer vaccination appointments through NBS.

GP providers are encouraged to use NBS where possible. When individuals on a GP registered list search NBS, any available appointments posted on the Manage Your Appointments (MYA) system by their registered GP will appear alongside nearby pharmacies and vaccination centres.

- Where collaborating GP practices are using NBS, individuals accessing NBS will be offered any available appointments posted by their registered GP alongside nearby pharmacies and/or vaccination centres. This offer is based on the prescribing code of their registered practice. **User details and requirements:** individuals submit their name and NHS number (or date of birth and postcode on GP records to determine the NHS number), and a preferred postcode or location. They will also be asked to identify which of nine accessibility requirements apply. Joint bookings (two adjacent appointments for different individuals) can be made, or in some circumstances, to receive more than one vaccine at the same booking (co-administration appointment).
- **Eligibility:** An NHS number is used by the NBS system to check whether the appointment is for someone eligible on age grounds. Where eligibility is for other reasons, the system cannot accurately differentiate, so individuals are asked to review eligibility criteria and if necessary, self-declare.
 - Where a self-declaration is made, individuals are informed that they will only receive a vaccine if eligible and that this will be confirmed through assessment by a clinician at the appointment.
- **Availability:** NBS will search the Manage your Appointments system to find appointments that match the user details and requirements. It will display the nearest locations and appointments so that a convenient time and location can be selected.
- **Booking:** Once individuals choose a convenient location and/or time and accept the booking, they are asked to leave a contact e-mail and/or a mobile telephone number for the purpose of confirmation or booking amendments.
 - Bookings cannot be made on the same day.
- **Confirmation:** Once a booking has been made, confirmation is sent to the e-mail or mobile phone number provided, with a further reminder 72 hours before the booking.
- **Changes or cancellations:** Bookings can be changed or cancelled up to an hour before the appointment commences, but cancelled appointments cannot be rebooked for 24 hours.

- If a COVID-19 vaccination event is reported on GPIT or RAVS an assured PoC system before the appointment date, then the booking will be cancelled as no longer required and the individual notified.
- **Timings:** For COVID-19 and flu vaccination appointments there is a defined date range that calendars will be shown to the public.

Manage Your Appointment (MYA)

Manage Your Appointments (MYA) is the system used by providers (pharmacies, vaccination centres and GPs) to create and manage their availability for vaccination appointments. It shares this availability with NBS so that individuals are aware of where and when they can book an appointment.

Providers set up appointment availability in MYA as either a single ad hoc date session or a recurring weekly session. Providers can choose the duration of that session length when creating the sessions, they can also select the services and cohorts of individuals who can book into them. Once everything has been confirmed the site can publish those appointments and they are then available to be booked by individuals wanting to make bookings.

Provider access

System access can be requested by completing the data capture form at [Vaccination Provider System Access Request](#). Most providers will have already completed this when signing up to deliver a previous seasonal service, so no further action will be required if providers already have MYA accounts.

GP providers were set up with a MYA account in April 2026; respective regions can help if account information is unknown.

For new providers, the data capture form needs to be completed once you have signed up to deliver a seasonal vaccination service.

When a new vaccination site is set up with an account, two site managers typically receive an email with instructions. Site managers can add or remove access for other staff members, including other site managers if required. They can also check and confirm location details and create appointment availability as needed.

- For those with an nhs.net e-mail address, access is through authentication of this account.
- For those without an nhs.net e-mail account, an OKTA account is required. (Request an account at <https://apps.model.nhs.uk/register>).

Once the login is active (or if there is an existing login) MYA is open for providers to create availability for both flu and COVID-19 vaccinations.

Providers using MYA should upload their appointment availability no later than 12 August 2026.

Appointments will be visible to the public from 17 August 2026. MYA users should **not** add any appointments for dates between 1 September 2026 and 31 January 2027 until **after** the 6 August 2026 release. This is to make sure upcoming clinics work correctly with the new features.

This offer is based on the prescribing code of their registered practice. Practices can request a Manage Your Appointments account with their prescribing code and a location other than their surgery (for example a collaborating clinic location) to offer appointments to their registered patients. They can request this through the [data capture form](#).

Training and Guidance

Training videos are available here: [Manage Your Appointments \(NBS\) training videos](#), and these will be supported by [drop-in Q&A sessions](#). Guidance pages are also available online [Manage Your Appointments guidance - NHS England Digital](#).

Drop-in sessions will also commence fortnightly from Wednesday 29 July. Registrations links for each session can be found on the [Futures page](#).

To add a temporary (pop-up) site onto Manage Your Appointments please contact the [ICB](#) or [Regional team](#) to add the site onto the approval process through FDP.

Closing a site/ turning offline

It is the providers responsibility to close the site on MYA and turning it offline should it no longer be required. This can be done by navigating to “change site details” and then “change site status” when logged into [Manage your appointments](#).

MYA Help and support

- Contact the helpdesk for support via the customer portal and raise a ticket to our helpdesk: [NBS Helpdesk](#).
- NBS information, including frequently asked questions and advice can be found at [Manage your Appointments - FutureNHS](#)

New features due later in MYA for autumn/winter 26/27

From 6 August 2026 a new functionality is being introduced to MYA to make appointment management easier for providers.

A message confirming this has been sent to all MYA users and further communications will be sent following the release.

COVID-19 vaccination walk-in finder and flu vaccination service finder

[Return to contents](#)

COVID-19 vaccination walk-in finder

Walk-in clinics are an important part of the COVID-19 vaccination offer for adults. Some individuals are more likely to receive a vaccination if they are given the opportunity to do so without an appointment. Therefore, to maximise uptake and reduce health inequalities, it is important that providers offer both bookings and walk-in availability where possible.

Individuals can use the [COVID-19 vaccination walk-in finder](#) if they live in England. The service finder will be available to use from the 1 October 2026 and will close on 31 January 2027.

When using this service finder, individuals can enter a postcode and see information on which providers are offering COVID-19 vaccinations to individuals without an appointment in their local area. They will also be able to view vaccination opening times if a provider has entered this information in NHS Profile Manager.

The COVID-19 vaccination walk-in finder allows eligible individuals to identify nearby walk-in vaccination sites, including providers offering both seasonal vaccines (COVID-19 and flu) at the same time if they prefer a walk-in co-admin option.

Pharmacy flu vaccination service finder

The [Find a pharmacy that offers free flu vaccination - NHS](http://www.nhs.uk/flu-pharmacy) <http://www.nhs.uk/flu-pharmacy> will also inform the public how they can access flu vaccination services by indicating one or more of the following access types for each pharmacy:

- walk-in service
- bookable via the national booking service
- bookable on pharmacy website
- bookable by phoning pharmacy customer telephone number

This service finder will be available for individuals to use from the 1 September 2026 and will close on 31 March 2027.

Community pharmacies offering COVID-19 and/or flu walk-in vaccinations should ensure their service information is published and kept up to date on the NHS Pharmacy Finder using NHS Profile Manager (or through arrangements agreed with their head office).

NHS Profile Manager actions for pharmacies and vaccination centres

Communications have been issued to all pharmacies and vaccination centres requesting must:

- Check that the walk-in COVID-19 and flu vaccination services offered are correct for the seasonal programme; and
- Add seasonal clinic opening times (for COVID-19); and
- Keep this up to date during the season, including removing COVID-19 walk-in services when they are not available (for example if they no longer have vaccine in stock or a trained vaccinator on site). Changes made are reflected almost immediately on the website.

Pharmacies must offer vaccinations through advertised walk-in clinics via the NHS [Pharmacy Services Finder](#).

The NHS website flu vaccination service finder is supported through NHS Profile Manager: [NHS Profile Manager](#). For support with access or updating service details, contact nhswebsite.servicedesk@nhs.net.

Managing walk-in vaccination service information in NHS Profile Manager

The NHS Profile Manager can be accessed here [NHS Profile Manager - NHS](#).

If registering for access, non-pharmacy providers should choose 'Vaccination site' at the prompt. For help, providers can email nhswebsite.servicedesk@nhs.net.

1. Click the 'Add profiles' link to request permission to edit the service information for specific vaccination site(s), providing the provider ODS code. If your ODS code is not recognised, then see new locations below.
2. Enter clinic dates and opening times when vaccinations could be accommodated without appointments. Clinics will only be displayed on the day(s) that they are open so they may not appear on the public site immediately.
3. If the service has moved, or the address on the profile is incorrect, providers should contact their ICB to amend the FDP site details.

New locations:

Pharmacy and vaccination centre information are refreshed weekly to ensure that these locations can be linked to user accounts as described in point 1 above.

If a profile cannot be found, or if it is a new location and the provider does not receive vaccine at the site where walk-in services will be offered, they should request that their ICB adds it to FDP as a temporary site. These sites will be added to Profile Manager weekly; regional approval by noon Tuesday will appear as created FDP sites on Wednesday, however, providers are requested to give as much notice as possible.

For help, including gaining editing access to new vaccination locations launched after 1 October 2026, providers can email nhswebsite.servicedesk@nhs.net.

119 vaccination telephone booking service

[Return to contents](#)

Overview

Individuals who cannot use the online booking service can book a seasonal vaccination(s) by calling 119, which is a telephone booking service operated by NHS England.

It aligns with the online National Booking service and operates Monday - Friday 8:00am – 6:00pm. On the first day of booking via NBS (17 August 2026) bookings for COVID-19 and flu will be live from 9:00am.

The 119 service is for eligible individuals and their representatives only. It cannot support providers or ICBs with calendar changes, script queries or programme questions. Such calls create additional costs for the NHS.

Booking appointments

Call agents act as proxy for callers who cannot use digital services. They:

- Follow a non-clinical script, updated immediately before the seasonal programme starts (available on [FuturesNHS](#)).
- Book, change or cancel appointments on the National Booking Service.
- Use the COVID-19 vaccination walk-in finder to signpost callers to walk-in options.

Agents cannot offer clinical advice.

Cancelling and rearranging appointments

Providers should support eligible individuals to book or rearrange appointments where possible. However, referring someone to 119 may sometimes be appropriate, remembering that:

- Bookings can be cancelled up to 1 hour before the appointment.
- If an NBS appointment is cancelled on the day, it cannot be rebooked for the next 24 hours, so the individual should be instructed to call 119 on the following day if local arrangements cannot be made.

119 support for individuals who are housebound

When someone calls 119 and reports that they usually receive care at home:

- They will be advised to contact their registered GP, who is responsible for their vaccinations.
- The NHS Customer Contact Centre will also signpost those requiring housebound / specialist support to their GP for all vaccinations. **This is a change compared to spring 2026.**
- If housebound callers call back to 119, they will continue to be referred to their GP. Should they wish to escalate, they will be supported to raise a complaint that will be sent to the NHS Customer Contact Centre.
- Any complaints received by 119 or the NHS Customer Contact Centre, from those still requiring housebound services / specialist support to access their seasonal vaccine(s), will be shared with regional commissioners through normal processes.

119 cannot make domiciliary appointments directly or set up bespoke arrangements for geographical areas. Where possible healthcare professionals should support individuals with their needs rather than signposting them to 119.

119 support for those with a prior clinically confirmed anaphylaxis or systemic allergic reaction to vaccine(s)

Advice for vaccination of individuals with a prior clinically confirmed anaphylaxis or systemic allergic reaction to any vaccine or vaccine component is available in the relevant Green Book Chapters

Call agents are not clinical, if an individual calls 119 and reports they have had an allergic reaction previously to a vaccine, the agents will advise the caller to inform their healthcare professional at their appointment and advise that they may not receive a vaccination at that time, depending on the advice of the clinician, to help manage expectations.

Healthcare professionals should not refer an individual to 119 to help them make an appointment if they need support from an allergy specialist – they will be referred back to their GP. Healthcare professionals should refer to their local pathways and/or contact their ICB for further support, if needed.

Creating demand

[Return to contents](#)

Invitations for eligible people

Local invitations by GPs and Detained Estates

For seasonal vaccinations, participating general practices must undertake a proactive call/recall of all eligible patients as described in section 8 of the service specification, in addition to what is sent nationally.

Detained Estates must use locally developed reports from 'TPPSysmOneHJIS' to identify the eligible cohorts and offer COVID-19 and flu vaccines.

National call/recall

The national call/recall service will send invitations and reminders to individuals whose NHS records suggest they may be eligible for vaccination, to complement local invitations from general practices. The service will not contact anyone who already has a future booking on NBS, has a recorded vaccination, lives in a care home or detained estate, or who has chosen to opt out of national vaccination messages.

National communications will direct individuals to consider their eligibility and to book through the NBS (on-line or via 119) or to find walk-in services. They will note that individuals may also be contacted by their GP practice.

There are limitations to national invitations and so local provider action remains important:

- National invitations are based on clinical coding. If records are not up to date, some people may be incorrectly identified as eligible or no longer eligible. Clinicians may need to review these cases and decide, sensitively, whether vaccination is appropriate. This discussion must be recorded in the clinical record.
- Some individuals cannot be identified by national clinical coding but may be identified as eligible by local providers.
- 119 call handlers are not clinicians. They cannot advise on eligibility but may help individuals with questions about their invitation.

Eligible individuals who do not want to receive vaccination invites through national routes can opt out at www.nhs.uk or by calling 119, where call handlers can submit the 'change your invitation preference' form with that individual's consent.

General practices that do not provide seasonal vaccinations must ensure housebound patients are referred to the appropriate local vaccination services.

Invitation schedule

A planned schedule of invitations for the 26/27 season is indicated below; this may be subject to change:

- **Week commencing 28 September** - Email only invitations sent out to all eligible people with an e-mail address recorded (for both flu & COVID-19).
- **Week commencing 5 October** – Invites sent to immunosuppressed ages 5–74-year-olds cohort (reminders in the weeks commencing 26 October and 16 November) (COVID-19 only).
- **Week commencing 29 September** - Seasonal flu children 2–3-year-olds and 4–16-year-olds at risk cohorts (reminders in the week commencing 20 October and 10 November).
- **Week commencing 12 October** – Invites sent to age 75-year-old plus cohort (reminders in the weeks commencing 2 November and 23 November) (for both flu & COVID-19).
- **Week commencing 19 October** – Invites sent to 16–64-year-olds at risk cohort (reminders in the weeks commencing 9 November and 30 November) (flu only).
- **Week commencing 2 December** - Seasonal flu (not at risk) children 2 – 16-year-old cohort (no reminders, as a one-off).

Accessibility and patient information

[Return to contents](#)

Patient materials

Everyone who is eligible for vaccination must feel welcomed and able to access appropriate information for informed consent in accordance with the [Accessible Information Standard](#); and to support high uptake and reduce health inequalities. Providers must ensure that reasonable adjustments are considered and that communication support is put in place as required to facilitate the uptake of vaccinations for those with different needs.

Patient information resources

[Vaccination campaigns resources](#) are available here for all vaccinations.

Most leaflets can be printed or shared digitally.

BSL support for people with hearing impairments is available at appointments via either an onsite BSL interpreter or using the [SignVideo app](#) and selecting the NHS 119 button in the app's Sign Directory.

Reducing inequalities

Providers should proactively identify and encourage people from groups with lower uptake to be vaccinated, addressing any local hesitancy factors. Systems and providers are asked to identify their underserved communities and inclusion groups; then plan and deliver interventions to meet their needs. This includes detained estates supported by detained estate regional commissioners.

Plans may include:

- Working with partners, for example Local Authority teams and Voluntary, Community and Social Enterprises (VCSEs) to support engagement with underserved communities.
- Involving staff networks, faith and community leaders; and local clinical leaders to disseminate messaging.
- Responding to local and national intelligence about perceived enablers of, or barriers to, local vaccination among under-served groups.

A national case study template was shared to aid analysis and ensure consistency in evaluating inequalities interventions. Resulting case studies can be found at [Inequalities Toolkits](#).

Actions for all providers

- Ensure that up to date resources are in place to support people with different communication needs and that all members of the team can access them.
- If NBS is used, ensure that site accessibility attributes are up to date so that people who need these adjustments can book with the provider.
- Maintain a supply of Braille leaflets, as it is the only leaflet which cannot be shared digitally. These can be ordered by visiting the [Publications Portal](#) or by telephone (0300 123 1002, Monday to Friday 8am-6pm). The Publications Portal also has digital clips of BSL information that can be used by providers, registering as an organisation, not an individual, will enable the ordering of more leaflets.
- Where there are gaps in service provision, regional commissioners may reach out to alternative areas to commission additional providers to ensure coverage for the population that doesn't require significant travel. If a provider has agreed with their local system to undertake an Outreach event, then they may be asked to record this as such on their PoC.
- Ensure arrangements for vaccination of individuals who are housebound are in place and signpost accordingly. This will usually be the GP, but if they are not providing the relevant vaccination programme then local ICBs will be able to advise about local arrangements. For more information, see [here](#).

Payments

[Return to contents](#)

Payment mechanisms vary across different provider groups. More detailed guidance is provided in the relevant service specification.

Community pharmacies must claim for COVID-19 vaccination programmes through the MYS payment portal operated by NHS Business Services Authority (BSA). For adult flu and child flu, there is no separate sign-up for payments once registration on MYS has been completed, it remains BAU for payments.

GP payments will be through the usual GP payment processes, including the payment being made to the practice of the registered patient (rather than the practice that vaccinated). Practices will claim via CQRS; All practices need to sign up to all 3 of the claiming services (COVID-19, adult flu and child flu), as well as the enhanced service participation service if they are participating, to enable payments to be claimed if vaccinated by another practice. The claiming services enable data to be extracted for payment.

In a sub-contracting arrangement, payment flows to the practice (or the practice of the registered patient within that PCN) which sub-contracted the service, because the Commissioner holds the contract with the practice and not with the sub-contracted provider. It is between the practice and the sub-contracted provider to agree how funding is re-distributed.

Vaccination centres, hospital hubs, non-primary care providers, and detained estate payments are calculated and paid by regional finance teams. Payments are calculated using data that flows from the Point of Care system to FDP.

Outreach Service payments are calculated and authorised by regional teams. Community Pharmacies then claim fees via the NHS BSA MYS payment portal.

More information:

- Queries relating to non-MYS payment claims should be directed to the regional finance and payments leads via the [ICB](#)
- MYS issues should be directed to mys@nhsbsa.nhs.uk including a screen shot of any error message including the URL address at the top of the screen.

Workforce and training

[Return to contents](#)

Systems and providers will need to design, plan and resource a sufficiently trained and competent workforce. This includes:

- Sufficient workforce to meet demand without impacting other services, representative of local communities and, where appropriate, inclusive of unregistered workforce.
- Resilient workforce to support potential increased demand.
- Flexible workforce that can work across systems, share workforce between providers and support other services.
- Trained and competent workforce with rewarding career paths that enables retention and support to other prevention activity.

Vaccination workforce management guidance including toolkits, case studies and learning network resources can be found here: [FutureNHS - Vaccination Workforce](#).

The national flu vaccination programme training slides for 2026 to 2027 can be found [here](#).

Updated COVID-19 vaccines training modules can be found here: [Learning Hub - COVID-19 Vaccination](#).

Updated flu vaccine training modules can be found here: [Learning Hub - Flu Vaccination](#)

Monthly recordings of the Vaccination Workforce forums available here: [Vaccination Workforce Forums \(monthly recordings\)](#)

Upcoming workforce forums to include:

Date	Topic
12 August	FHCW uptake (improvements)
9 September	Health visitors (toolkit)
8 October	Motivational conversations, part 2

Seasonal vaccines, access and supply

[Return to contents](#)

Children's flu vaccines

Children from 2 years of age should receive the nasal spray (Live Attenuated Influenza Vaccine – LAIV). LAIV has an expiry date 15 weeks after manufacture.

For those aged 6 months – 2 years and for children where LAIV is contraindicated or declined, Inactivated Influenza Vaccine Surface Antigen, Cell Cultured – (IIVc) can be offered as an alternative.

Adult flu vaccines

Preparations for participating in a seasonal flu programmes differ by providers. The [annual Flu Letter](#) provides further guidance.

Ordering flu vaccine by provider

As preparations for participating in a seasonal flu programmes differ by providers, the below section may be helpful for each provider.

GP and School Aged Immunisation Services (SAIS)

Children's flu vaccines (both LAIV and IIVc) should be ordered via ImmForm. The [annual Flu Letter](#) provides further guidance.

It is good practice for more than one person within the practice / service to have an ImmForm account to ensure that vaccine can always be ordered.

Community Pharmacy

For community pharmacies participating in the children's programme, LAIV vaccine will be delivered via NHS England Supply chain and must be ordered via FDP.

An account will be set up as part of the sign-up process, which can be found [here](#).

Additional details for the programme will be updated by the end of the second week in August.

For children requiring the inactivated vaccine (IIVc), community pharmacies must order this directly from the vaccine manufacturer, this is not supplied by NHS England Supply chain.

Detained Estates

Detained estates have specific security requirements for deliveries.

A process describing key points for delivery drivers, detained estates gate staff and the detained estates healthcare teams to ensure a secure and prompt delivery is available here: [COVID-19 Supply - Detained Estates - Information for Sites - Vaccinations and Screening - Futures](#)

COVID-19 vaccines

Overview

For autumn 2026 programme, providers will continue to use the provider-led ordering model.

This is designed to:

- Ensure equitable access to vaccine across all providers.
- Align supply more closely with the eligible population.
- Minimise the risk of stranded vaccine or waste.

COVID-19 vaccine types

Details of the vaccines available for the autumn 2026 programme will be updated here within next couple of weeks, once written confirmation has been received.

Ordering COVID-19 vaccine via FDP

Provider-led orders must be placed through the FDP supply dashboard through [Vaccines Homepage](#)

Providers should:

- Order vaccine aligned to confirmed and planned vaccination activity
- Avoid requesting large deliveries that may reach their thawed expiry before use.

Roles and responsibilities

Providers are responsible for:

- Ordering vaccine in line with this policy
- Maintaining stocktakes (at least every 7 days)
- Managing stock to minimise waste
- Ensuring vaccine is used within shelf-life constraints
- Requesting additional supply only where there is evidenced need

The way COVID-19 vaccine will be allocated, ordered and delivered to vaccination providers during the autumn 2026 vaccination programme is currently under review and will be updated here over the next couple of weeks.

Co-Administration of vaccines

Providers are encouraged to co-administer flu vaccines, and/or other commissioned vaccination programmes for eligible individuals where possible and where clinically indicated. This is also particularly important in care homes for older adults and for pregnant women.

Co-administration of adult flu vaccine and Pneumococcal vaccine for older adults and PEH (people experiencing homelessness)

The pneumococcal vaccine helps protect against some types of bacterial infections that can cause serious illnesses like:

- [meningitis](#) (an infection in the brain and spinal cord)
- [sepsis](#) (a life-threatening reaction to an infection)
- [pneumonia](#) (an infection in the lungs).

From 1 October 2026, pneumococcal vaccination should be offered to people experiencing homelessness (PEH). PEH eligibility is defined [here](#).

PEH aged 16 years and over will be eligible through NHS England (NHSE) commissioning arrangements, while retaining a degree of flexibility in practice to accommodate younger individuals experiencing homelessness when appropriate

PCV20 (Prevenar 20® vaccine) can be co-administered with seasonal flu vaccine and all other vaccines for which the individual may be eligible.

Refer to the [Pneumococcal the green book, chapter 25](#) for more information. Other useful information can be found [here](#).

Co-administration of Respiratory syncytial virus (RSV)

For the older adults programme RSV vaccination should **not** be routinely scheduled with flu vaccination but can be co-administered with the COVID-19 vaccine.

For the maternal programme the influenza vaccination can be given at the same time as the RSV vaccine.

Providers are also reminded that RSV vaccines can be administered at any time and offers of vaccination should continue throughout the year.

Useful information and helpdesks

[Return to contents](#)

Local contacts

- Programme-specific escalation routes for the COVID-19 vaccination programme can be found at [Escalate an Issue / Contact Details - Vaccinations and Screening - Futures](#).

FutureNHS

- Access to FutureNHS Vaccinations and Screening workspace is open to everyone with an nhs.net email account. A FutureNHS account is required, which can be requested by accessing <https://future.nhs.uk> and following instructions under 'Need an Account?'. If struggling to access an item – help may be available here.
- A help guide for can be accessed at the [FutureNHS Members Helpdesk](#).
- Each ICB team has responsibility for management of the seasonal vaccination services in their area. The ICB team will be able to either respond to provider queries or advise on the appropriate contact for help in the local area. ICB contact details can be found [here](#).

Green Book: Immunisation against infectious disease

- Latest information on vaccines and vaccination procedures for vaccine preventable infectious diseases in the UK.

Quality criteria for an effective immunisation programme

- Defines the key elements for the implementation and delivery of a safe, equitable, high quality, effective and efficient immunisation service.

Vaccine incident guidance: responding to vaccine errors - GOV.UK

- Supports decisions on the appropriate response to vaccine incidents.

Vaccine update

- A monthly vaccination newsletter for health professionals involved in immunisation which contains up to date information vaccination programmes

Annual flu programme - GOV.UK

- Provides a wide range of information and resources, such as posters, health professional training, covering all eligible children, SAIS and adult cohorts, including the 2026/27 National Flu Immunisation Programme letter / Amendment to National Flu Immunisation Programme letter
- [The national flu vaccination programme training slide set 2026 to 2027](#)

COVID-19 vaccination: information for healthcare practitioners - GOV.UK

- A document intended for healthcare staff involved in delivering the programme. It includes detailed information on the background of the programme, the vaccines (as they

become available), vaccine recommendations and eligibility, contraindications and precautions, vaccine administration issues.

Pneumococcal vaccination expansion for people experiencing homelessness (PEH)

- Provides a range of information for providers delivering the programme, including vaccine supply, training, PGD template and other resources.

Vaccination of individuals with uncertain or incomplete immunisation

- One page summary for health professionals and immunisation practitioners giving vaccinations.

FDP

- [FDP supply dashboard](#) - Vaccine supply application with site-level metrics and delivery information
- [Supply Scorecard](#) - Data tool to track site/ICB/Regional metrics on waste, uptake, activity and TDM output
- [COVID-19 vaccination Dashboard](#) - Data tool to track COVID-19 vaccination activity, bookings and uptake by cohort
- [Vaccines Homepage — Flu Vaccination Events](#) -

Access to necessary systems

If you are unable to access necessary systems, contact your local IT Service Desk in the first instance, then escalate to your [ICB](#) if problems persist. For all other vaccine supply queries, contact your [ICB](#) through standard escalation procedures.