

This tool is to help practitioners and volunteers have short conversations (deliver very brief interventions) with people to encourage uptake of a Covid-19 vaccine. Some members of the public may not be confident about receiving a vaccination. This tool helps us to handle conversations with such people.

Ask

1. Getting the conversation going
2. Using questions and reflections to get the person talk about what they feel
3. Building understanding and assessing how you might help
4. Deciding what information to offer



Assist

Once you understand the person's views and feelings

1. Offering appropriate information and advice
2. Ensuring it's personalised, tailored and appropriate



Act

1. Clarifying next steps
2. Strengthening person's intention/plan to get vaccinated
3. Booking an appointment / Signposting to further info or GP

The 3 'A's approach is a simple structure to help conversations flow. It also ensures we listen to peoples' concerns, reassure them and, as a minimum, keep them open to the idea of getting a Covid-19 vaccine.

See below for ideas and tips for each step in the conversation.

Key benefits of Covid-19 vaccination

- **Reduced risk** - the vaccinations reduce the chance of people suffering from Covid-19
- **Safe** - they had the same checks as other vaccines we routinely use (even though they were developed quickly)
- **Mild side effects** - most should not last longer than a week and are mild such as:
 - sore arm where the needle went in
 - feeling tired
 - a headache
 - feeling achy
- **A start to return to normal life** - the vaccination programme is a crucial part of our efforts to overcome the pandemic
- **Protection for our communities** - without a vaccine there will always be a risk that new outbreaks of the disease will emerge

Ask

[Assist](#)

[Act](#)

Have you had a chance to think about your Covid vaccination?

Has anyone been in touch about your Covid vaccine yet?

If getting it or had it move onto Assist step

If unsure, a quick conversation will be particularly useful: ask about their concerns e.g. Some people do have questions or concerns about the vaccines. I'm interested to hear what you think. Would it be okay if we discussed those?

If a definite no, reaffirm it's their decision and if they change their mind, they can still get vaccinated

What are your thoughts about getting vaccinated?

Do you have any concerns or worries about taking a Covid-19 jab?

Don't pressure the person

Listen, then say back what you've heard

Don't take sides, just sum-up the pros and cons as they see it

[Ask](#)

Assist

[Act](#)

May I share some information that might ease some of your concerns? Ultimately, however, the final decision is yours.

It's great that you're taking an interest in the vaccine. The information I've read has reassured me about lots of these issues. Would you like me to share it with you?

May I share the reasons how the vaccines were developed so quickly, then you can tell me what you think?

Lots of the hold-ups developing vaccines are getting funding and finding enough people to test it on. That's not been a problem with the Covid vaccines.

It was possible because scientists were focused on finding a way to beat Covid and had already developed similar vaccines for other types of coronaviruses.

Would you like to hear about how scientists ensured the vaccine is safe?

We have strict criteria to make sure medicines and vaccines are safe before we roll them out to the public, rest assured you are not a guinea pig.

The Covid vaccines have been tested on tens of thousands of people from a variety of backgrounds and ages, including those with medical issues. They were found to be very safe and effective in preventing Covid infection.

Although they have been developed very quickly, they have been through all the same checks as other vaccines we routinely use.

The Covid-19 vaccines were tested on tens of thousands of people all over the world and was found to be very safe and effective.

A system is in place (the 'Yellow Card') to monitor side effects and stop vaccination if it gets dangerous.

Would you like to hear about some of the benefits of Covid-19 vaccinations that we're aware of?

The latest medical knowledge is saying that the immunity you will get from the vaccine may be longer lasting than any natural immunity.

The faster we get people vaccinated, the faster we can get back to normality; whether that's school, work, or seeing our family and friends.

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[Ask](#)

Assist

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The vaccine does not have any virus in it. It only contains a component from the virus that will make your body recognise the Covid virus if you ever encounter it in the future - think of it as memory. If you do pick up the virus in real life, your body will kill the virus straightaway and you shouldn't feel unwell.

Vaccines work by getting your body ready to fight off the virus. It's not the vaccine that deals with it, it's your body that fights it off.

Without a vaccine there will always be a risk that new outbreaks of the disease will emerge.

Ultimately the vaccine programme is to stop people suffering with the virus and save lives.

How do you feel knowing this information?

Can I share some more resources with you?

[Ask](#)

[Assist](#)

Act

Encourage to book an appointment for a jab

Reassure them their GP Practice will be in touch when their vaccine is available

Agree to speak again

Signpost to more information

[NHS Covid-19 vaccination page](#) (NHS)

More details about how the vaccines were developed:

[Is the Covid vaccine safe](#) (BBC)

[Ten reasons we got Covid-19 vaccines so quickly without 'cutting corners'](#) (The Guardian)

[Oxford vaccine: How did they make it so quickly?](#) (BBC)

The World Health Organisation (WHO) 'WHO Vaccines Explained series' provides information about all vaccines:

Part 1: [How do vaccines work?](#)

Part 2: [How are vaccines developed?](#)

Part 3: [Manufacturing, safety and quality control of vaccines](#)

Local information

[COVID-19 vaccination Frequently Asked Questions \(FAQs\)](#) Compiled by NHS North London Clinical Commissioning Group