

NHS MenB and RSV vaccination Q&As to support conversations with the public, summer 2026

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summer 2026

Title	NHS MenB (young people) and RSV vaccination Q&As to support conversations with the public, summer 2026
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Version	68
Date	9 July 2026

This document is designed to support staff working on the NHS Men B (young people) and RSV vaccination programmes who are holding conversations with the public, such as call centre staff. It covers questions that may be asked. It is regularly reviewed and updated when there are changes to guidance.

Document key

Green text: Notes to call agents for additional information.

Red text: Instructions for call agents to follow.

Changes in this version

V	Changes	Reason	Date	Author
68	- New Q&As for summer 2026 - Clarified wording on MenB bookings	To support agents with bookings and queries	9/7/2026	Tom Wilson

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Call agent: The boxes contain internal links to help you find the relevant sections within this document.

Time-limited MenB vaccine for young people (1/2)

Who is eligible?

From 20 July 2026, the MenB vaccine will be offered to the following groups:

- individuals who were born between 1 September 2007 and 31 August 2008
- individuals who were born on or after 21 July 2001 and are starting university for the first time in autumn 2026, including international students and those from Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man
- individuals who were born on or after 21 July 2001 and will be starting at some further education colleges for the first time in autumn 2026 as a residential student, including international students and those from Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man

Call agent: If the caller is unsure whether their residential further education college is included, please check this list [List of eligible residential FE settings - GOV.UK](#)

How many doses do I need?

- Two doses are necessary for protection.
- The second dose should be offered a minimum of 28 days after the first dose.

Can I buy the MenB vaccine?

People who are not eligible for a free vaccine on the NHS may be able to buy a MenB vaccine.

Call agent: NHS England does not hold information about private MenB vaccine provision and cannot advise individuals on how to access the MenB vaccine privately.

Time-limited MenB vaccine for young people 2/2

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Why is the programme not being rolled out to all young people?

This is a one-off, time-limited programme to offer vaccination to those at highest risk. Students in their first year of university have a risk that is about 7 times higher than young people of a similar age who do not go to university.

Eligible individuals are encouraged to get vaccinated with two doses prior to starting higher or further education in the autumn.

I am in Wales, Scotland, Northern Ireland but going to university in England. Can I get vaccinated?

Yes. All four nations (England, Wales, Scotland and Northern Ireland), as well as the Channel Islands, are putting vaccination programmes in place. This means you can be vaccinated either in your home nation or in England, and vice versa.

You can also receive your doses across different locations. For example, you could have your first dose in Scotland and your second dose in England, or vice versa.

I am in England now but going to university in Wales, Scotland, Northern Ireland. Can I get vaccinated?

Yes. All four nations (England, Wales, Scotland and Northern Ireland), as well as the Channel Islands, are putting vaccination programmes in place. This means you can be vaccinated can either in England or in another UK nation, and vice versa.

You can also receive your doses across different locations. For example, you could have your first dose in England and your second dose in Scotland, or vice versa.

I am an international student who is going to study in England. Can I get vaccinated in England?

Yes, if you meet the eligibility criteria (see [slide 4](#)). However, you are recommended to receive your first dose in your home country where possible.

About MenB 1/2

What is MenB and why have I been offered a vaccination?

MenB bacteria can cause serious, life-threatening illnesses including meningitis, septicaemia and sepsis. Being around lots of new people in shared living spaces, like university halls, increases the risk of the bacteria that causes meningococcal disease spreading. Getting two doses of the MenB vaccine before the autumn term is one of the most important things young people can do to protect themselves from some types of meningococcal B disease.

Read more at www.nhs.uk/conditions/meningitis/

How well does the MenB vaccine work?

The MenB vaccine covers most, but not all, strains of MenB that commonly cause disease in the UK. It has been routinely used in the UK infant vaccination programme since 2015 and in a study of babies showed a 75% reduction in MenB disease in vaccinated groups. It has been thoroughly tested and meets strict safety standards.

The MenB vaccine does not protect against all causes of meningitis and septicaemia nor against all strains of meningococcal bacteria. So, it remains important to be aware of signs and symptoms, the need to keep checking on those who are unwell and to seek early medical help if concerned about someone's health.

How long does the protection offered by the MenB vaccine last?

Protection lasts for at least 5 years.

Which vaccine are you using?

Bexsero® (4CMenB).

Call agent: Do not engage in clinical discussions.

I think I may have had this vaccine at school.

Young people in eligible groups will not have been offered this vaccine in school; they will have been offered MenACWY vaccine in year 9 or year 10 on the NHS. This vaccine protects against other kinds of meningococcal bacteria but will not help protect against MenB disease. So, even if someone has already received the MenACWY vaccine, getting the MenB vaccine is important.

About MenB 2/2

I have already received the MenB vaccine privately. Do I need it again?

If you are in an eligible group but have completed a course of MenB vaccination in the past 5 years you will not need further MenB vaccinations now.

I've already received **one dose of MenB vaccine privately or on the NHS as part of an outbreak response? Can I get my second dose for free on the NHS?**

Yes.

Some individuals will have received one dose of the MenB vaccine previously. For example, as part of an outbreak response or privately. Where individuals have received one prior dose of the MenB vaccine Bexsero within the last 5 years, a further dose should be given, a minimum of 28 days after the first dose, to complete the full course of 2 Bexsero doses. Evidence to demonstrate the timing of previous MenB vaccination will be assessed based on one of the following:

- relevant entries in the GP record
- presentation of a MenB vaccination record card
- presentation of a written or virtual (for example, app) record of dose(s) delivered via a private provider

Side effects, allergies, health queries 1/2

Who should not receive the MenB vaccine?

There are very few individuals who cannot receive the MenB vaccine. The vaccines should not be given to those who have had:

- A confirmed anaphylactic reaction to a previous dose of the vaccine **OR**
- A confirmed anaphylactic reaction to any component or residue from the manufacturing process.

Call agent: Do not enter into clinical discussions. Advise caller to speak to their healthcare professional.

What are the side effects of the Men B vaccine?

Common side effects of the MenB vaccine are usually mild and do not last long. These may include:

- Fever
- Some swelling
- Redness or tenderness at the injection site
- Nausea
- Headache
- Muscle ache

Most symptoms resolve within 1-2 days but can also be managed with paracetamol where needed. More serious side effects are rare.

How can I report an adverse reaction?

Healthcare professionals and those vaccinated are asked to report suspected adverse reactions through the online Yellow Card scheme (www.mhra.gov.uk/yellowcard), by downloading the Yellow Card app or by calling the Yellow Card scheme on 0800 731 6789 9am – 5pm Monday to Friday.

Side effects, allergies, health queries 2/2

I am pregnant. Can I still have the MenB vaccine?

Yes, if you are in the eligible cohort. The MenB vaccine may be given to pregnant women when clinically indicated. There is no evidence of risk from vaccinating pregnant women. Speak to your pharmacist if you have any concerns.

I am breastfeeding. Can I still have the MenB vaccine?

Yes, if you are in the eligible cohort. There is no evidence of risk from vaccinating women who are breastfeeding. Speak to your pharmacist if you have any concerns.

Invitations

How will I be invited?

- **Teenagers who were born between 1 September 2007 and 31 August 2008:** if you're registered with a GP surgery, the NHS may send you an NHS App notification, text or email inviting you to get a vaccination at a pharmacy, but you do not need to wait to be invited if you're eligible. You can book an appointment online or by using this service (see [slide 11](#)). You can also find a participating pharmacy to make a local appointment (see [slide 11](#)). Online bookings will be available from Monday 13 July.
- **If you were born on or after 21 July 2001 and starting university for the first time in Autumn 2026,** you will not receive an invitation from the NHS. You can self-refer and get a vaccination at a participating pharmacy (see [slide 11](#)). This service will open on Monday 20 July.
- **If you were born on or after 21 July 2001 and starting in some further education settings for the first time this autumn as a residential student,** you will not receive an invitation from the NHS. You can self-refer and get a vaccination at a participating pharmacy . (see [slide 11](#)). This service will open on Monday 20 July.

MenB Bookings 1/2

How can I get my Men B vaccination?

For teenagers who were born between 1 September 2007 and 31 August 2008, you can book your first dose of MenB vaccine by:

- Using this service which opens on Monday 13 July.
- Booking online at www.nhs.uk/nhs-services/vaccination-and-booking-services/book-menb-vaccination/ . This service opens on Monday 13 July.
- Finding your nearest participating pharmacy at www.nhs.uk/nhs-services/vaccination-and-booking-services/find-a-pharmacy-that-offers-walkin-menb-vaccinations-for-young-people/. You may need to make an appointment to return for vaccination, check opening times before attending. This service opens on Monday 20 July.
- The second dose is given a minimum of 28 days after the first dose, and an appointment can be made after the first dose is complete.

Eligible young people born on or after 21 July 2001:

- You can only arrange your first and second dose vaccinations by attending a participating pharmacy. You can find your nearest participating pharmacy at www.nhs.uk/nhs-services/vaccination-and-booking-services/find-a-pharmacy-that-offers-walkin-menb-vaccinations-for-young-people/. You may need to make an appointment to return for vaccination, check opening times before attending. This service opens on Monday 20 July.

You can choose any participating pharmacy for your second dose – it does not need to be the same place as your first vaccination.

Call agent: This is a time-limited offer. The first doses will be offered until 31 December 2026 and second doses offered until 31 March 2027.

MenB Bookings 2/2

Do I need to bring any evidence with me to the vaccination walk-in site?

You do not need to bring any evidence if your date of birth is between 1 September 2007 and 31 August 2008.

All other eligible individuals should bring evidence to the pharmacy for their vaccination appointment.

You can bring:

- Official email confirmation of your offer from your university, college or UCAS
- A letter confirming your offer
- Screenshot from the UCAS confirming your offer

Your document should clearly show:

- The name of the university or college
- The course name and/or course code
- Confirmation that you have an offer of a place (conditional or unconditional)
- Where you are starting at one of the listed further education settings, you must also show confirmation that you will be entering residential accommodation

Why was my booking cancelled?

We're sorry to hear that your appointment was cancelled and we apologise for the inconvenience. On rare occasions, providers cancel booked appointments due to unforeseen circumstances, for example, if there is staff sickness. They send a cancellation message to try and prevent wasted journeys. We can help you to book a new appointment now so you can get your vaccine at the next earliest opportunity.

Do I need to give you my mobile number to make a booking?

No, you can still make a booking. However, providing a mobile number means we can send you a text message to confirm your booking details and notification if your appointment is cancelled. We will not use your mobile number for any other purpose.

Call agent: [Follow information on the NBS booking screens.](#)

Do I need to give you my email address to make a booking?

No, you can still make a booking. However, providing an email address means we can send you an email to confirm your booking details and notification if your appointment is cancelled. We will not use your email address for any other purpose.

Call agent: [Follow information on the NBS booking screens.](#)

Reasonable adjustments

What adjustments are available to support people with additional needs attending vaccination appointments?

If you have any access needs (e.g. step-free or wheelchair access), we can try and help you find a suitable vaccination site. If you need any other reasonable adjustments at your appointment, please let a member of staff know on arrival. We are unable to arrange reasonable adjustments in advance so make sure you tell staff what your additional needs are on the day. Staff will try to meet your needs wherever possible. You can also bring someone who can support you, like a family member or your carer.

I need information in another format. Where can I get this?

Other formats of your MenB invitation are available. For easy read and audio versions of the email invitations, go to the NHS England website.

Can the NHS support me with transport arrangements for my vaccination?

Some people are eligible for free non-emergency patient transport services (PTS). PTS may not be available in all areas. To find out if you're eligible for PTS and how to access it, you'll need to speak to your healthcare professional. Your Integrated Care Board can also help you to arrange transport in your area. If you need help, you can find your local contacts at www.england.nhs.uk/vaccination-contacts.

Fraud, scams & media

How do I know if my invitation is legitimate?

The NHS will never ask you for your bank account or card details. NHS invitations will never ask you for your PIN or banking password. The NHS will never arrive unannounced at your home to administer the vaccine. NHS invitations will never ask you to prove your identity by sending copies of personal documents such as your passport, driving licence, bills or payslips. Local NHS services may send invitations for vaccinations, such as your GP surgery. National invitations will come from the following senders:

- SMS message - 'NHSvaccine'
- Email - nhs.vaccination.invitations@notifications.service.gov.uk
- NHS App – NHS Vaccine

Call agent: If the caller thinks they've been the victim of fraud or identify theft, advise them to report this to Action Fraud on 0300 123 2040.

Someone used my personal details to book a vaccine. What should I do?

If you believe you have been the victim of fraud or identify theft, you should report this directly to Action Fraud on 0300 123 2040.

I'm a journalist. Can I make a media enquiry?

Please send your enquiry directly to nhsengland.media@nhs.net and the national media team will respond in due course.

Call agent: Do not engage the journalist in conversation.

Personal data and GP records 1/3

How can I find my NHS number?

If you do not know your NHS number, you can find it at [Find your NHS number](#). It should also be on any letter from the NHS.

If you are in the armed services, you can also find your NHS number using:

- MyNavy app for Royal Navy personnel
- MyRAF App for RAF personnel
- Defence Gateway for army personnel.

How do I get an NHS number?

You may already have an NHS number but just don't know it. You can check at: [Find your NHS number - NHS \(www.nhs.uk\)](#). If you don't have one, this may be because you aren't registered with a GP. We recommend speaking with your local practice about registering.

How do I register with a GP?

Find your closest GP surgery accepting new patients or I can advise you: [Find a GP – NHS](#). You can usually contact them online or by phone or visit in person to register.

Who can register with a GP?

Anyone in England can register with a GP surgery and see a doctor or nurse for free. You do not need to provide proof of identity or immigration status. This applies if you are an asylum seeker, refugee, homeless or an overseas visitor, whether lawfully in the UK or not. If you are of no fixed abode, you are entitled to register in the area where you are without proof of address.

Personal data and GP records 2/3

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How can I find out what is on my medical record?

You have the right to ask for a copy of any personal/ health information held about you on NHS systems. Please contact your GP surgery in the first instance. If your GP surgery can't help, contact the NHS England Customer Contact Centre: www.england.nhs.uk/contact-us.

Call agent: Hospital data sources are also used to invite people for vaccination, which GP surgeries cannot view.

How can I update my medical record?

Please contact your GP surgery. The names and addresses used to invite people for vaccination are the same as those held at GP surgeries. If your contact details are incorrect, reception staff can update your information. You do not need an appointment with a GP. If you would like your health information to be updated, speak to the practice manager. They should be able to advise you further.

How does the vaccination programme use my personal information?

We use personal information (such as your NHS number/name/phone number/address/date of birth/health information) recorded in GP records to check eligibility for the vaccine and to invite you to book an appointment.

We use health information to clarify any medical history relevant to vaccination suitability. We only view a limited part of your GP records for the purposes of checking your eligibility. For further information on how we process personal information, the purpose of processing and the legal basis, go to www.england.nhs.uk/privacy-notice.

Can you delete or stop using my personal information from your systems?

You can ask us to stop or limit using any personal information that we hold about you on our systems. However, this is not an absolute right under data protection law, and we may need to continue to use your information. For example, the use of your data to help deliver and monitor public health programmes such as vaccinations is protected by law. To discuss this further, contact your GP surgery.

Personal data and GP records 3/3

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How long will you keep my personal information?

All personal details that you provide will be stored safely and securely. Your data will be used to help monitor the safety and effectiveness of the vaccine. We will only keep your personal details/ health information for as long as necessary depending on the purposes. For further information, search 'Records Management Code of Practice for Health and Social Care 2016'.

Who is the data controller for this service?

The Joint Data Controllers are the Department of Health and Social Care and NHS England. They control the way personal data is collected, processed, stored, transferred and deleted for the purposes of providing a telephony service to make vaccination bookings.

How do I exercise my data protection rights?

You can contact:

Data Protection Officer
Department of Health and Social Care (DHSC)
39 Victoria Street
London
SW1H 0EU
Email: data_protection@dhsc.gov.uk

Data Protection Officer
NHS England
Wellington House, 133-155 Waterloo Road
London
SE1 8UG
Email: england.dpo@nhs.net

How is my personal data being handled by the 119 service?

We process your personal data to help make a vaccination booking. This is a public health task. We process personal data to meet our legal obligations in delivering this service. Personal data is only be shared with those that have a valid 'need to know' reason. Only the part of personal data that is relevant to the function being performed is shared. Processing personal data is completed within the UK and stored safely and securely. We only keep personal data for as long as is needed and dispose of it appropriately and securely.

Complaints and contact preferences

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How can I complain about this call?

We are sorry this service has not met your expectations on this occasion. May I take some more details about the nature of your complaint?

Call agent: Follow vaccine booking service 'complaints' process.

How can I complain about my vaccination appointment?

We are sorry this was your experience on this occasion. Can I take some more detail about the nature of your complaint please?

Call agent: Follow vaccine booking service 'complaints' process. If the caller says they would prefer to contact the complaints team directly, advise them to contact england.contactus@nhs.net. No other department details should be given out. If in doubt, discuss with your team leader.

Can I opt out of RSV invitations?

If you would like to opt out of receiving national invitations for RSV vaccination, contact the NHS England Customer Contact Centre: www.england.nhs.uk/contact-us.

Who can get an RSV vaccine?

Who can get a free NHS RSV vaccination?

- Adults aged 75 and over
- Residents in a care home for older adults. **Call agent: anybody who is a resident in a care home for older adults will be eligible for the RSV vaccine regardless of their age unless they are under 18 years old (i.e. if they are <75 years and >18 years but are a resident of an older adult care home they will be eligible).**
- Pregnant women (from 28 weeks of pregnancy)

How many doses do I need?

For older adults, you only need **1 dose** of the RSV vaccine for good, long-term protection.

Pregnant women should have the RSV vaccine in every pregnancy – this will help protect the baby for the first few months after they're born.

Can I buy an RSV vaccine?

People who are not eligible for a free vaccine on the NHS may be able to buy an RSV vaccine, similar to the flu vaccine.

Call agent: NHS England does not hold information about private RSV vaccine provision and cannot advise individuals on how to access RSV vaccination privately.

About RSV

What is RSV?

RSV is a respiratory virus that affects the lungs. Symptoms include a cough, sore throat and cold. RSV infection can be especially dangerous for infants and the elderly. Read more at www.nhs.uk/rsv-vaccine

Why have I been offered an RSV vaccination?

Most people get better on their own, but older people are at increased risk of serious illness. Every year, thousands of people in your age group need hospital care for RSV infection. RSV can make it difficult to breathe and can lead to severe problems like pneumonia and flare-ups of existing lung disease and other long-term conditions. In some cases, it can be life-threatening. For a guide to RSV vaccination for older adults, visit www.gov.uk/rsv-vaccine

I'm pregnant. Why have I been offered an RSV vaccination?

RSV can be especially dangerous for infants. Severe RSV is most common in infants under 1 year old. Babies are particularly vulnerable to RSV lung infections as they have small airways and have limited immunity against the virus. RSV infection in infants can cause a condition called bronchiolitis which is inflammation and blockage of the small air tubes in the lung. Infants with severe bronchiolitis may need intensive care and the infection can be fatal. The best way to protect babies against RSV infection is for the mother to have the vaccine during pregnancy (from 28 weeks).

Read more at www.nhs.uk/pregnancy/keeping-well/vaccinations.

RSV Invitations

How will I be invited?

- **Aged 75 and over:** if you're registered with a GP surgery, your surgery may send you a letter, text or email inviting you to get a vaccination, but you do not need to wait to be invited if you're eligible. You can contact your surgery to book an appointment.
- **Resident of a care home for older adults:** speak to a member of staff at the care home or your GP surgery about how to get the RSV vaccine.
- **Pregnant women:** You should be invited by your maternity service, or other local NHS services, such as your GP surgery, but you do not need to wait to be invited if you're eligible (28 weeks or more). You can contact your surgery or maternity service.

Can I opt out of RSV invitations?

If you would like to opt out of receiving national invites for RSV vaccinations, contact the NHS England Customer Contact Centre: www.england.nhs.uk/contact-us. Please be aware that you may still be invited by local NHS services, such as your GP surgery.

RSV Bookings

How can I arrange an RSV vaccination?

- If you are aged 75 and over and registered with a GP surgery, you can contact your surgery to book an appointment. Your surgery may send you a letter, text or email inviting you to get a vaccination, but you do not need to wait to be invited if you're eligible.
- If you are a resident in a care home for older adults speak to a member of staff at the care home or your GP surgery about how to get the RSV vaccine.
- If you're 28 weeks pregnant or more, you can speak to your maternity service or GP surgery about getting your RSV vaccination.

Call agent: You can offer to check availability of their GP surgery (if the GP surgery is using the National Booking Service). All cohorts that are eligible for the NHS RSV vaccination are eligible for an RSV vaccine at a community pharmacy. Community pharmacy provision is available in some parts of the East of England, North West, Midlands and London **only**.

For eligible callers living in East of England, North West, Midlands, or London **only** you can offer to check availability to:

- Book a pharmacy appointment at www.nhs.uk/book-rsv
- Find a pharmacy offering the RSV vaccine at www.nhs.uk/service-search/vaccination-and-booking-services/find-a-pharmacy-where-you-can-get-a-free-rsv-vaccination. You can get an RSV vaccination at some pharmacies without needing an appointment. Contact the pharmacy directly to find out if they can do this.

Can I book an RSV appointment for two people?

Yes, we can book appointments for two people on the same day.

Call agent: Follow information on the NBS booking screens

Other queries

Can you book me a COVID-19 vaccination?

COVID-19 vaccination is delivered as part of a seasonal programme, so appointments are not routinely available all year round through 119.

At the moment, 119 is only able to book appointments for MenB and RSV.

If you think you may be eligible for a COVID-19 vaccination outside of the seasonal programme, for example due to a clinical recommendation, you should contact your GP surgery for advice.

Bookings for the next COVID-19 and flu vaccination will open from **17 August 2026**, and 119 will be able to support bookings from that point.

Call agent: For any miscellaneous questions, including queries about other vaccines (for example, pertussis (whooping cough), gonorrhoea, mpox, shingles, MMR) advise the caller that 119 is currently a telephone booking service for MenB and RSV vaccinations only. For the latest information, go to NHS.UK or speak to your GP or midwife (for pregnant women).