**Flu Campaign 2018/19 – Frequently Asked Questions**

**Q. Is this a compulsory requirement for individuals?**

A. No, employees can choose whether they wish to take advantage of this service or not.

**Q. What is the eligibility for the scheme?**

A. All Network Rail employees with a valid employee number are eligible for a vaccine, these vaccines cannot be transferred to family members or other dependents.

**Q. Do I have to provide any cost centre details to redeem this offer?**

A. No, all costs are covered centrally.

**Q. What is the process for booking an appointment?**

Vaccines will be administered at your nearest participating LloydsPharmacy. To order your voucher:

* Visit: <https://onlinedoctor.lloydspharmacy.com/uk/flu>
* Create your ‘Patient Record’
* Select ‘Flu Jab’ and ‘Start Online Consultation’
* Complete the medical questionnaire for the doctor to assess your suitability
* In ‘Your Basket’ enter your unique discount code to reduce the cost to £0.00. Discount codes can be found on the Flu Vaccine Communication Poster. If you require the code, please speak to your line manager or contact the OH Assist Helpline on 0330 008 5105 and select option 4.
* Choose the LloydsPharmacy store best suited for you to have the vaccine done at
* Click ‘Continue to Payment’
* You will receive a message stating whether your order has been approved
* Once approved, you should contact your local LloydsPharmacy to book an appointment to have the vaccine administered.
* **Please ensure you take your Network Rail ID card with you to your appointment.**

If you do not have access to the internet or you do not have a Network Rail email address, please phone the OH helpline on 0330 008 5105 and select option 4 to place your order. You will be required to provide medical information on the phone relating to your general health. The call should take no more than 15 mins.

**Q. Can I book an appointment via telephone?**

A. You should book your appointment using the online process outlined above. If the employee does not have access to the internet or does not have a Network Rail email address, please follow the steps below:

* Phone the OH Assist helpline number (0330 008 5105 – Option 4) and confirm that you want to book a flu vaccine through the Network Rail campaign
* The OH Assist administrator will confirm that the employee has no internet access or email address before proceeding
* The OH Assist administrator will then complete the online process for the employee, going through consent etc (As per the LloydsPharmacy site)
* Once complete OH Assist will await sign off from LloydsPharmacy. Once approved, the employee will be contacted to arrange an appointment at their local site
* The OH Assist administrator at that point will advise of the relevant discount code to take to their appointment.

**Q. How long is this campaign open for?**

A. The campaign is open now and all vouchers should be redeemed by 1 March 2019

**Q. Can these vaccinations be administered at place of work?**

A. No, all vaccines need to be administered at your nearest participating LloydsPharmacy. Your nearest LloydsPharmacy can be found here: <https://www.lloydspharmacy.com/AjaxStoreLocatorDisplayView?langId=44&storeId=10151&catalogId=10152>

**Q. Will I be given leave to receive a vaccination?**

A. No, all appointments for vaccinations should be undertaken outside of working hours.

**Q. Where can I find further information on the flu vaccine?**

A. Further information can be found here: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

**Q. How will Lloyds verify my identity?**

A. Employees must take their Network Rail ID with them to their vaccination appointment.