



## **I am aged 18-29. How do I self-register for the COVID-19 vaccination? What can I expect from the process?**

Anyone in mainland Scotland aged 18 – 29 (as of 17 May) who hasn't already had their first vaccination or a letter of appointment can self-register through NHS Inform up until 4 June: <https://www.nhsinform.scot/under30register>

People can also register by calling the national Covid Vaccination Helpline on 0800 030 8013.

Those in Shetland, Orkney and the Western Isles will be contacted separately by their Health Board.

When registering, you will be asked to confirm that you meet all of the above criteria. You will also be asked to provide the following information about yourself to help NHS Scotland identify you:

- name
- Community Health Index (CHI) number (if available)
- date of birth
- postcode
- Gender
- contact details

You will be asked your contact preferences so that once you have been identified, your next steps can be confirmed through email or text.

If you're aged 30 and over you will not be able to self-register as these appointments are currently being processed. You'll receive your blue envelope in the post. If you think you should have received an invitation to your coronavirus (COVID-19) vaccination appointment by now, or if you have lost your invitation letter please call the helpline on 0800 030 8013 or use the online missing invitations contact form on <https://invitations.vacs.nhs.scot>

## **I am trying to self-register but am getting a 'no match response,' Why might this have happened?**

When you register the system uses information you have entered to search for you in the registry of health records. Sometimes the system can't match the details a person enters to their health records. This can happen for a number of reasons.



The more information entered that is the same as information in someone's health records the more likely it is that the system will be able to match the information you put in with your health records.

If you are trying to register and getting a no match response, we would suggest paying close attention to the information you are providing. Your full details as registered with your GP are required.

### **Common matching issues:**

If people cannot be matched, this would indicate that some information has been entered that doesn't match their record at their GP. Here are some common matching issues:

- Date of Birth:

This is done at the very start of the form. It's easy to get numbers mixed up.

- Community Health Index (CHI) number (if available)
- First Name
- Using a short name, when a long name is registered with GP, or vice versa
- Person known by middle name all their life, but first name on GP record

### **Surname**

Double-barrelled names are causing issues. For example, if a person's name is 'Abell-Brown' has this been recorded in that format at the GP, or is it still recorded as 'Abell' or 'Brown'?

### **Postcode**

A number of postcodes have been entered incorrectly. As there is a dropdown address selector to help prevent this, it may be that people have moved and not updated their address at their GP.

### **Gender**

Both 'in another way' and 'prefer not to say' is a perfectly valid choice, but does reduce chances of a match compared to entering a gender that matches your GP records. If you have asked your GP to amend your CHI number to reflect your gender please ensure that you are entering the correct amended one.



## **Why I am I being asked about my gender?**

This is **only** because using information on gender increases the chances of matching the information a person enters with their GP records. Choosing 'Prefer not to say' or 'in another way' in response to the question on gender is a perfectly valid choice.

## **Is there a specific issue with the gender question?**

No. Choosing 'Prefer not to say' or 'in another way' is a perfectly valid choice.

Answers to other questions on the registration form have a much greater impact on the chance of a match than the gender question.

Everyone is entitled to receive their vaccine. If you initially receive a 'no match response' please do not let this put you off. As explained above there are a number of different potential matching issues that people are experiencing.

## **Is it possible to register using “prefer not to say” or “in another way” in the gender box?**

Yes, either of these options is a perfectly valid choice and registrations are flowing through the pre booking system for people who have chosen these options.

## **What is a CHI Number?**

The Community Health Index (CHI) is a population register, which is used in Scotland for health care purposes. The CHI number uniquely identifies a person on the index.

The CHI number is a 10-character numeric identifier, allocated to each patient on first registration with the system. It is unique to you and includes a record of your date of birth and a binary gender marker (the penultimate digit: even for female, odd for male).

Someone's CHI number can be updated to reflect their gender transition but this will not be done unless you have specifically asked your GP practice to do this. If you have asked your GP to amend your CHI number, please ensure that you are entering the correct amended one.

You can find out more about CHI numbers, why they are important and amending them to reflect a gender transition here [NHS Inform CHI number](#)

## **I am trying to self-register, have checked the data I'm entering but am still getting a 'no match response,' what should I do?**

If you haven't already, you can get help to register by calling the helpline on: 0800 030 8013.



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Ideally, if you can have your CHI number to hand which you can find on any GP or hospital correspondence, this will make it easier for call handlers to match your details

If you are not sure about what details your GP has regarding your address or gender - or if you don't have a GP in Scotland, please use the helpline to organise a vaccination appointment.