

## Frequently Asked Questions

Edition 1 – Dec 2020

Firstly on behalf of all of the doctors and nurses at Shirley Health Partnership, we would like to thank you for your support for the partnership and our NHS during the pandemic. Your warm wishes and messages of support have kept us going during our busiest months ever. We are now excited to report that we will shortly take delivery of the COVID-19 vaccine and are writing to explain what you need to do next in order to receive it. Trials have shown the vaccines to be more than 90% effective in preventing Covid-19 and essential to reducing the spread of infection and saving lives.

### **Why can't I have my vaccine on a different day or time?**

Supply of the vaccine is extremely limited. Delivery to the surgery is determined by NHS England, and we are required to vaccinate our population within 48 hours of vaccine delivery. Thank you in advance for bearing with us whilst we try to get as many people vaccinated as smoothly as possible.

### **I am housebound, why are you offering me an appointment at a health centre?**

We recognise that some housebound patients have friends and family to help them get to planned appointments. We want to make sure that if you can make it that you are invited. *If you are unable to leave your home under any circumstances then there will be a visiting service for you, so don't worry if you cannot make it to the surgery.* Please note that once delivered the vaccine is not licensed to be moved from the surgery. Once government approval is received, we will start vaccinating housebound and care home residents. We will let you know when this starts.

### **Why can't I have my vaccination at my local surgery?**

NHS England is delivering the vaccine to six GP practices across Southampton. Due to the stability of the vaccine it cannot be transported to other surgeries. We are therefore asking all patients to travel to our nominated vaccination site at **Adelaide Health Centre**. As soon as we are allowed we will start running local vaccination campaigns near to your main surgery.

### **What if I want to know more about the vaccine?**

Enclosed you will find a helpful leaflet about the vaccine and its benefits and possible side effects. You can also find out more at [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/)

### **I am clinically extremely vulnerable, should I attend my appointment at the surgery?**

Yes absolutely. We want you to get protected as soon as possible. Please be reassured we will be taking full precautions with PPE and social distancing. If you have any concerns on the day please speak to a member of staff.

### **What is the process for patients unable to consent to the vaccination?**

If your eligible relative or friend does not have the ability to consent to a vaccination, say due to Dementia or a Learning Disability, please let a member of staff know when they arrive for their vaccination. We will have special forms for carers/next of kin to sign, and you can ignore the consent form in this pack.

### **What if I don't want the vaccination?**

Please fill out the red section of the attached consent form and place in the postbox at your local surgery to advise us that you do not want the vaccine. We will update our records and remove you from our follow up communications. Please note it may take 10 days for this to be fully processed and you may receive some messages in that time which you can ignore.

### **How will it work on the day?**

- Do not attend if you have any Covid-19 symptoms. We will contact you to arrange another appointment.
- Please wear a face covering and maintain social distancing. There may be a short wait outside for you to receive your vaccination so please dress appropriately for the weather.
- Arrive at the location at any time within the time window above. If you cannot attend your time slot, please attend as close to the time slot as you can.
- You will be asked some questions and asked for your consent

- Decide if you want your vaccination in your right or left arm and ensure quick and easy access for an injection into the shoulder muscle, just like the annual flu jab.
- Receive your vaccination from one of our trained clinicians.
- As you leave the Health Centre we will confirm the time slot of your second vaccination appointment. Keep hold of this and bring it with you to your second appointment.
- After your vaccination there will be a waiting area. It is recommended you wait for 15 minutes after the vaccine and report any side effects. You must not drive within 15 minutes of vaccination.
- Alert a member of staff if you feel unwell at any time.

### **Is there car parking available?**

Yes, Adelaide Health Centre has a car park, which can be used by patients attending vaccination appointments. Disabled parking bays are located outside the main entrance of the building.

### **Is anyone excluded from having the vaccine?**

Yes, the following individuals are currently advised not to have the vaccine:

- Anyone who needs an adrenaline injector (Epi-pen) for severe allergic reactions.
- Anyone who has any significant allergic reactions to any foods or medicines.
- Received any other vaccine (including flu vaccine) within the seven days prior to Covid vaccination.
- Pregnant and breastfeeding women.
- Planning on getting pregnant within three months of vaccination.

Please note that you must wait 21 days between jabs, you cannot have it sooner.

### **What do you mean by a significant allergy?**

If you have an allergy to ANY food or medicine that causes you to have a rash, itching, wheezing, lip/tongue swelling or breathing difficulties you cannot have the vaccine. This is because there is a risk of developing a similar 'anaphylactic' reaction to the vaccine. A mild intolerance such as tummy ache, or diarrhoea, say, after an antibiotic would not count. You will be asked about your allergies at the point of vaccination. In some cases the supervising doctor will make a final decision on your eligibility on the day. Please note this guidance may change without notice.

### **Why do I have to stay on site for 15 minutes after the vaccine?**

This is a nationwide guideline and it is a precaution to ensure medical staff are on hand in case you feel unwell after your jab.

### **Can I bring someone along to help me?**

If you need help, by all means bring a friend, relative or carer to help you. Our staff are also on hand to help you. That said, wherever possible we would prefer it if patients went in for their vaccination individually. This helps maintain a smooth flow of patients through the surgery and avoids queues building up.

### **If my carer comes with me, can they have the vaccine?**

No, at this stage vaccine supply is limited and vaccines are only given to patients who are at greatest risk and have received an invite from the practice. As vaccines become available and we work through the priority lists, invites will be sent to all eligible patients. Please be patient with us as we work through this.

### **What about if I have any other vaccine queries on the day?**

All the information we have about the vaccine can be found via the following links and in the enclosed leaflet. Please familiarise yourself with these. If you have questions on the day our staff will be able to help you.

[www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/)

[www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination/what-to-expect-after-your-covid-19-vaccination](http://www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination/what-to-expect-after-your-covid-19-vaccination)

### **How will you keep me safe at my appointment?**

During the vaccination delivery, we will maintain the range of measures we have in place to keep you safe from COVID-19. Staff giving the vaccine will be wearing personal protective equipment and will abide by all our cleaning and disinfection requirements.

**What if I am unwell and cannot make it for my first jab?**

Please wait for us to automatically send you another invite for two new appointments. Do not turn up for the second appointment if you cannot make it to the first. Do not call the surgery to rebook since at the present time we have no other confirmed delivery dates.

**What if I am unwell and cannot make it for my second jab?**

Let the surgery know and we will book you in at the very next opportunity.

**What if I cannot attend my second appointment?**

We ask when booking your appointments you commit to attending both the first and second appointment to ensure you are protected from Covid-19, and to minimise wastage. If you cannot make your second appointment after attending your first, please let the surgery know and we will book you in at the very next opportunity.

**How might I feel after the vaccine?**

The latest government guidance can be found here:

[www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination/what-to-expect-after-your-covid-19-vaccination](https://www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination/what-to-expect-after-your-covid-19-vaccination)

**What if you run out of vaccine on the day?**

We have to factor in that some people will not turn up for their vaccine. We do not know how many people this will be, but we have to make sure we do not waste any vaccine, so we will need to invite more people to the clinic than we have vaccine. If the clinic you attend is full, we will take your contact details and ensure you are first in the queue at the next clinic.

**How can I update my contact details?**

Please post a letter through the surgery letter box with your name, address, date of birth and up to date contact details. Please include a mobile number as this will allow us to send you a text message with essential updates and appointment reminders. You can also update us via eConsult.

**Have you written to all practice patients?**

No. There are strict rules about which patients are to be vaccinated first, starting with over 80 year olds, those living in care homes and front line health and social care staff. We will be inviting patients in turn for their vaccination.

End.