

Patient Update

Coronavirus - COVID-19

Wednesday 27th January 2021

COVID-19 Vaccination Program

We have already delivered over 4200 vaccinations in less than 2 weeks since we opened on the 15th of January. This includes vaccinating in all our Care Homes in the area. It has been a monumental effort to organise and deliver this vaccination program on top of our usual day job in Practices especially our heroic administration staff making the calls to book appointments and handling the added influx of calls with queries and requests from patients about the vaccination.

To run a clinic, it takes 24 staff and we also have the Rotary Club with an amazing team of volunteers who are assisting in Halcyon Car Park and at the front doors to help guide patients in, along with a security guard. We are incredibly grateful to them! The clinics are running pretty smoothly with only a few minor teething problems that we have had to improve on. It has been a wonderful atmosphere to work in and a great opportunity for staff from all 7 Practices in the area to work together in this way. Many of the staff were retired and have returned to work to help out, many are part-time and working extra hours or giving up their weekends off to deliver this vaccination program. Of course, patients coming in for their vaccination have been fantastic too, so cheerful, polite and grateful. It really makes it all worthwhile, thank you!

We are already planning for our next clinics and working our way through the priority groups set by NHS England and the Government but our deliveries are still ad-hoc so we cannot get into a set pattern of when the clinics will be, or how often. There may be several days a week we may not be able to run clinics and there may even be some weeks we might not get any deliveries at all so can't open that week. We would ask that you bear with us as NHS England develops and establishes the logistics for the vaccination program and we can then hopefully get into a more regular schedule.

We would also like to ask the following:

- Please wait to be contacted by your GP Practice for a vaccination appointment. This may be by phone call or letter.
- If you have received a letter informing you to contact your GP Practice from the NHS, and it does not have your specific Practice details on then this is a generic letter, and you should still wait for us to contact you.
- Please do not turn up at the centre without an appointment.
- If you have not received a letter with your vaccination appointment details on you can still come for your vaccination but if you could bring your NHS number and Date of Birth with you that would really help speed up finding your appointment on the system when you check-in.
- If you are exempt from wearing a face mask, please consider wearing one for the short time you will be in the centre for your vaccination. We want to make the centre as safe as possible for all patients and staff.
- Make sure your contact details are up to date at your GP Practice so that we can contact you when it is your turn to be vaccinated. Most Practices have a link on their website or an email address for you to do this. Please don't call your Practice unless you have to.
- Please be very wary of texts, emails and letters linked to the vaccination program that are scams. There are several going around, and GP Practices or other NHS services would never ask for bank details, lot of personal information or ask you to set up an account.

Please remember to follow Government guidelines and continue to be vigilant to help prevent the spread of the virus. The vaccination program has only just started; it will be several months before all priority groups have received both doses of the vaccine to optimise immunity.



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