

Frequently Asked Questions

Edition 2 – Dec 2020



Firstly on behalf of all of the doctors and nurses at Living Well 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 have started to receive deliveries of the Covid-19 vaccine, which trials have shown to be more than 90% effective in preventing Coronavirus and essential to reducing the spread of infection and saving lives. This document explains more about what you need to do to receive the vaccine.

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 3 days 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 the surgery?

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 Living Well patients to travel to our nominated vaccination site at Ladies Walk Surgery. This site is central for all our patients and can easily be transformed into a vaccination clinic. We have run successful mass flu clinics from this site. As soon as we are allowed we will start running local vaccination campaigns near to or at your main surgery.

What if I want to know more about the vaccine?

You can find out more about the vaccine, its benefits and possible side effects at www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/ or by reading the leaflet available at <https://www.gov.uk/government/publications/covid-19-vaccination-guide-for-older-adults/covid-19-vaccination-guide-for-older-adults>.

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 so you can ignore the consent form in this pack.

What if I don't want the vaccination?

Please fill out the red "decline" 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 on your invitation.
- **Bring your invitation AND consent form with you** so we can quickly confirm your eligibility.
- 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 surgery 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?

At the weekends we have made arrangements for patients to be able park in the local church opposite the surgery, **Thornhill Baptist Church, Thornhill Park Road, SO18 5TR**. **For clinics on weekdays, there is also plenty of parking** in the local streets near the practice. The design of the surgery car park makes it very difficult for lots of cars to park and will not be available for parking on the day.

Will Ladies Walk Surgery be open as usual on the day?

We will continue to offer day to day GP services at all other Living Well Partnership sites as usual. The practice phone lines will remain open, eConsults responded to and prescriptions available as usual. Our GPs and nurses are busier than ever consulting with patients. Ordinary clinics running at Ladies Walk on vaccination days will be moved to nearby surgeries within our Partnership to ensure patients continue to have access to doctors and nurses.

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 (see next question).
- Anyone who has 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, facilitates safe social distancing and avoids queues building up.

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. 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/

www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination/what-to-expect-after-your-covid-19-vaccination

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.

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

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 on our website.

Have you written to all practice patients?

No. There are strict rules about which patients are to be vaccinated first, starting with older patients, those living in care homes and front line health and social care staff. We will be inviting patients in turn for their vaccination based on government guidance.

On behalf of all the Partners at LWP we would like to thank our patients for their support and patience during these extraordinary times, and wish everyone a Happy New Year.