#  COVID-19 Vaccination - Frequently Asked Questions

**Booking – please call your practice and select the option to transfer to our Covid Advice and Booking line.**

**Lines open 10am Wednesday 16 December.**

**Who is currently eligible?**

The first **patient** groups to receive the COVID-19 vaccination are:

* Patients over 80 years of age
* Workers based in the care homes located in the Chapeltown Network area. (We will contact all care homes directly).
* Patients aged between 75-79 years old (if there is available vaccine). These patients will be pre-screened and placed on stand-by. There may be vaccine available after all 80+ patients have been offered it so we hope to extend it to some or all people age 75-79. If this is the case you may be asked to attend at short notice. If you are aged 75-79 years old and live with someone in the 80+ age group, you will automatically be eligible from the outset and you can both book and attend the clinic together.

**Which vaccine is being offered?**

The vaccine currently being offered is the one developed by Pfizer-Biontech.

**When will I be vaccinated?**

Clinics will run as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **9:00 – 12:00** | **13:00 – 16:00** | **17:00 – 20:00** |
| **Tuesday 5 January** | **ü** | **ü** | **ü** |
| **Wednesday 6 January** | **ü** | **ü** | **ü** |
| **Thursday 7 January** | **ü** | **TBC** |  |

It is imperative that if you book to have the vaccine, you must be able to attend the appointment. We cannot guarantee that you will be able to book into our clinics at a later date.

**Where will I be vaccinated?**

The designated site for Chapeltown as agreed by NHS England is Woodhouse Medical Practice, Cambridge Road, LS6 2SF.

The team at Woodhouse are busy facilitating the vaccination service for the four GP practices of Chapeltown Primary Care Network (Allerton Medical Centre including Westfield Medical Centre, St Martin’s Practice, Chapeltown Family Practice and Woodhouse Medical Practice). We are working closely together and staff will be coming from all practices to support the programme.

**What if I can’t get to Woodhouse Medical Practice?**

The vaccine is very fragile and can not be moved from the Woodhouse Medical Centre site. This means that we are unable to offer it to anyone who is either housebound or unable to get to Woodhouse Medical Practice.

We will contact anyone who would like a vaccine and has been unable to get to the vaccination site as soon as either

* We have an alternative vaccine that can be moved OR
* We have been able to make transport arrangements .

**How do I book an appointment?**

**From 10am Wednesday 16 December onwards**, please call your usual practice phone number and select the option to be transferred to our booking line. There will be an answerphone service for you to leave your details in the event that the staff are all busy. We will return your call before the end of the next working day.

You will need two appointments **21 days** apart. You will be booked for both the1st and 2nd appointment. We anticipate the second clinic dates to be Tues 26th, Weds 27th & Thurs 28th January 2021 but these are still provisional dates for now.

Please do not call the practice until your patient group is listed above. As vaccine availability and booking capacity increase, we will regularly add more patient groups to the table.

## What if I cannot attend my second appointment?

In order to achieve maximum immunity, it is imperative that you attend your 2nd appointment. If you can not attend the second appointment, we would ask that you do not book any appointments at this time.

**PLEASE BE AWARE THAT THESE LINES WILL BE VERY BUSY AND WE ASK FOR YOUR PATIENCE WHEN BOOKING. There will be a voicemail for you to leave your contact details if we are unable to answer when you call.**

## Do I have a choice?

We hope our patients will want to be vaccinated but you can choose whether you are vaccinated or not. We have enclosed information to allow you to make an informed choice. You can also book to speak to a nurse or GP about and queries or concerns you may have.

## I don't want to have the vaccine. Do I need to do anything?

Please contact your practice so that we can make a note on your record that you do not want the vaccine. This will mean that you won’t receive any further information about the vaccination programme and means that we have accurate information for our planning and ordering so that no vaccine is wasted.

**How do I prepare for my appointment?**

1. Come alone if possible.
2. If you are able, **please wear a face mask or face covering**.
3. It will help us if you wear clothing that gives **easy access to your upper arm**.
4. We are trying to limit use of our toilets, so if possible, go before you leave home.
5. Do not bring unnecessary bags or belongings into the building.
6. We will try and minimise queueing but there is likely to be some. Also everyone who has been vaccinated must wait for 15 minutes afterwards, before leaving. So please be prepared for some queuing and waiting (see below for more).

**What if I have symptoms of COVID-19?**

**Do not attend your appointment if you have any COVID-19 symptoms** (temperature above normal, a new continuous cough, a loss or change to your sense of taste or smell). If you are able, cancel by calling your practice and selecting the option to be transferred to our Covid Advice and Booking line. Please leave a message on our voicemail if we are unable to answer your call. When you have recovered and completed the required isolation period, please wait for the next opportunity to rebook your appointment.

**What if I have other symptoms?**

**Do not attend your appointment**. If you are able, cancel your appointment by calling your practice and selecting the option to be transferred to our Covid Advice and Booking line. Please leave a message on our voicemail if we are unable to answer you call.

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

During the vaccination delivery we will maintain the range of measures we have in place to keep our staff and patients safe from COVID-19, following all government advice. Staff giving the vaccine will be wearing personal protective equipment and will abide by our stringent cleaning and disinfection requirements. We will be operating a one-way system through the building, with staff on hand to provide guidance and assistance.

**Will I be able to park?**

We are aiming to vaccinate more than 900 patients over the 3 days. This will put pressure on the parking spaces at Woodhouse Medical Practice.

If you have no mobility issues, we ask that you consider being driven/picked up by family member or anyone in your COVID-19 “bubble”, walking or parking nearby. This will leave parking spaces for patients with mobility issues.

**Departure**

The vaccine guidance specifies that patients will not be able to drive for 15 minutes after the vaccine has been administered. If you have been dropped off by someone in your bubble, we will be happy to contact them when you are ready to be collected (please make sure you have their contact number).

**How long will I wait?**

We will be working as quickly as we possibly can be whilst also being mindful of social distancing and vaccine requirements. We hope to keep queues to a minimum but please do come prepared for bad weather.

To avoid long queues, you should aim to arrive at the building entrance **no more than five minutes before your appointment time**. When in the queue please maintain social distancing.

Whilst we aim to keep to schedule, we will give priority to those with a disability and invite them in on arrival (subject to capacity). This may mean a slight delay for some.

**I am eligible and I have a Carer: can they have the vaccine?**

Sorry but unfortunately not at the moment. Carers will be called at a later date.

**I work in a Care Homes whose patients are cared for by a practice in the Chapeltown network, but I myself am not a registered patient with any of them. Does this mean I can’t get the vaccination?**

You do not have to be registered with one of our practices to get the vaccination. As long as you work in a care home looked after by a Chapeltown Network practice, you can receive your vaccination with us. The system that we will use to record your vaccination will automatically update your own GP practice in due course.