

Q1. I am eligible for the Vaccine; how can I book my appointment?

The Surgery will contact you to book your appointment. Our booking team are currently working through a list of patients and will contact you when it is your turn.

Q2. How will I be contacted by the Surgery?

You will be contacted by telephone or via text message invitation. The text message invitation will be from QHealth.

Q3. How long will I have to wait?

The Surgery is working through a list of all priority patients as set out by the Government. We hope to vaccinate patients as quickly as possible, but speed of vaccination will depend on how many patients there are per group, how often we receive deliveries and the quantities of Vaccine per delivery.

For more information on priority groups please see the below webpages:

- <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020/joint-committee-on-vaccination-and-immunisation-advice-on-priority-groups-for-covid-19-vaccination-30-december-2020>
- <https://www.gov.uk/government/publications/covid-19-vaccination-why-you-are-being-asked-to-wait/why-you-have-to-wait-for-your-covid-19-vaccine?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

Q4. Where will I be asked to go to have my vaccine?

We are vaccinating all of our patients at Marine Surgery in Southbourne. The Surgery address is Marine Surgery, 29 Belle Vue Road, Bournemouth, BH6 3DB.

Q5. When are the vaccination clinics starting?

Vaccinations clinics started at Marine Surgery on Friday 15th January 2021, the clinics will continue to run as and when we receive deliveries including weekends.

Q6. What times are the clinics running?

The clinics will be open between 0800-2000 and will include weekends. The clinic dates will vary depending on vaccine delivery dates.

Q8. I have limited mobility and use a mobility aid, will there be support available?

Please bring your own mobility aids. Support will be available if required however this may be limited depending on staff and volunteer capacity. If mobility is a significant issue, we can arrange to vaccinate you at home.

Q9. What should I do when I arrive at the Surgery?

Please arrive for your appointment no sooner than 5 minutes before your booked time. Staff and volunteers will be on hand to direct you.

Q10. I don't drive or have any family to take me, how can I get my vaccine?

If it is impossible for you to get to the Surgery, we can vaccinate you at home. The administration staff will add you to the list for a home visit. However, if you are able to, we ask that you make every effort to come to the Surgery.

Q11. Which Vaccine are you giving to patients?

We will receive both Pfizer and AstraZeneca vaccines and will use whichever vaccine we receive from NHS England.

Q12. Can I choose which vaccine I receive?

Unfortunately not, you will receive the vaccine which is available at the time of your appointment.

Q13. How long will I have to wait at the Surgery?

The Vaccination clinics have been organised so that patients should not need to wait, other than the required 15-minute observation period after receiving the vaccine (Pfizer only although its advisable not to drive for 15 minutes after receiving the AstraZeneca Vaccine). However, delays can occur, and we aim to keep these to a minimum. Patients can assist us by arriving no earlier than 5 minutes before their booking time and bringing their own mobility aids where required.

Q14. I have received an NHS letter to book a vaccination, how do I do this?

The NHS is opening mass vaccination centres across the country. The closest to our patients is now the Bournemouth International Centre (BIC). You may receive a letter invite if you live within driving distance of one of these centres. These letters are initially being sent out to over 80s and will continue to vaccinate the top priority groups first. Please use the booking information on the letter if you are planning to attend.

If you would prefer to receive your vaccine locally by your GP. Then please ignore this letter and await contact from your surgery.

If you have already received your vaccine locally i.e. by your GP, please ignore the letter.

Q15. I've contacted the national booking service, but I can't travel to one of the locations that are available, what should I do?

Further locations will become available in the coming weeks. You could try again later or alternatively choose to wait until your GP Surgery invites you for the vaccine. If you are housebound and unable to leave the house to travel to any appointment, and cannot arrange for someone to help you, your local NHS services i.e. your GP Surgery, will be in contact with you.

Q16. I'm a Health/Social care worker, can I get my vaccine through my GP Surgery?

The Surgery has sent a text message to all patients asking them to identify themselves as a Health or Social Care Worker. The Surgery will begin inviting some Health and Social Care Workers to our first clinics, however the Mass Vaccination Centre at Bournemouth International Centre has been designated as a key site for this group too, so you may receive an invitation via your employer to visit this site. For more information on who classifies as a Frontline Health/Social care worker please see Appendix.

Q17. I'm not in one of the current priority groups but I would like to have my vaccine as soon as possible?

We will be vaccinating patients in order of priority group i.e. those being the most at risk first. Unfortunately, we are unable to vaccinate any patients who fall out of the main vaccination criteria as set out by the Government. For more information please see the links in Q3.

Q18. I'm eligible for the vaccine based on the Government's criteria, but I'm pregnant, can I still have it?

No not at this time. Although the available data does not indicate any harm to pregnancy, there is insufficient evidence to recommend the routine use of COVID-19 vaccines during pregnancy. However, some consideration can be given if the risk of COVID-19 exposure is significantly high and cannot be avoided, or if the mother has underlying health problems which puts them at high risk of serious complications from contracting the COVID-19 virus.

Q19. When will I have my second dose?

We are working to government plans and this states that the second dose will be given between 11 and 12 weeks. We will contact you nearer the time to organise your appointment for your second dose

Please remember we will contact you when it is your turn to be vaccinated. Please do NOT contact your surgery unless specifically advised to do.

Appendix

Frontline healthcare staff

This includes the following groups:

Staff involved in direct patient care

This includes staff who have frequent face-to-face clinical contact with patients and who are directly involved in patient care in either secondary or primary care/community settings. This includes doctors, dentists, midwives and nurses, paramedics and ambulance drivers, pharmacists, optometrists, occupational therapists, physiotherapists and radiographers. It should also include those working in independent, voluntary and non-standard healthcare settings such as hospices, and community-based mental health or addiction services. Temporary staff, including those working in the COVID-19 vaccination programme, students, trainees and volunteers who are working with patients must also be included.

Non-clinical staff in secondary or primary care/community healthcare settings

This includes non-clinical ancillary staff who may have social contact with patients but are not directly involved in patient care. This group includes receptionists, ward clerks, porters and cleaners.

Laboratory and pathology staff

Hospital-based laboratory and mortuary staff who frequently handle SARS-CoV-2 or collect or handle potentially infected specimens, including respiratory, gastrointestinal and blood specimens should be eligible as they may also have social contact with patients. This may also include cleaners, porters, secretaries and receptionists in laboratories. Frontline funeral operatives and mortuary technicians / embalmers are both at risk of exposure and likely to spend a considerable amount of time in care homes and hospital settings where they may also expose multiple patients. Staff working in non-hospital-based laboratories and those academic or commercial research laboratories who handle clinical specimens or potentially infected samples will be able to use effective protective equipment in their work and should be at low risk of exposure.

Frontline social care workers

This would include:

Those working in long-stay residential and nursing care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality

Social care staff directly involved in the care of their patients or clients

Others involved directly in delivering social care such that they and vulnerable patients/clients are at increased risk of exposure Young people age 16-18 years, who are employed in, studying or in training for health and social care work should be offered vaccination alongside their colleagues if a suitable vaccine is available.

Younger people who are taking part in health and social care work as volunteers, interns or for the purposes of work experience, should make all efforts to avoid exposure to infection; vaccination would **not** normally be required.

The above information has been taken from Chapter 14a of the Government's Green book on Covid-19-SARS-Cov-2.