



Dear Patient

Re: Influenza Vaccination Invitation

As you will be aware, we have been working differently for the past few months in order to reduce the risks of infection and to maintain the safety of our patients and staff but to ensure we can offer the care and support required as well.

The flu clinics this year have also been different, so we want to prepare you and inform you of the way the clinics are running so that we are able to carry out the procedures in an effective and efficient way whilst still maintaining safety and minimising the risks to all those involved.

Please read the following carefully.

Who is eligible for a flu vaccine?

Our clinics have been prioritised this year as per government guidance. We had to vaccinate those patients who were either shielding or were vulnerable first, followed by over 65 year olds. We are now able to vaccinate under 65s who are at risk.

When and how can we book an appointment?

Our clinics are available to book either on-line (via the NHS App or our website using Patient Access) or via telephone, please call the practice and press Option 2 to make an appointment.

It is very important that you book your appointment into the correct clinic, NHS England have stipulated that we need to give a different vaccine depending on age (one vaccine for under 65yr olds and another for over), so we will be checking the appointments to ensure they have been booked accordingly.

If your appointment is booked into the incorrect clinic it will be cancelled and rebooked in to the correct clinics, a confirmation text will be sent to you to acknowledge this.

What dates will the clinics be?

At risk patients under 65 years of age:

- Saturday 5th December 2020 9.00 to 12.00
- Tuesday 8th December 2020 13.30 to 17.00
- Tuesday 15th December 2020 13.30 to 17.00

Please only attend on the above dates if an appointment has been made – we will be unable to see you if you haven't booked.

What will happen on arrival?

Due to social distancing, and reducing the risks as much as possible, we need to limit the amount of patients in the building at any one time.

If you are unwell, or self isolating due to a member of your household being unwell, please do not attend the surgery, but contact us and we will re-arrange your appointment.

Please only come to the practice at the time of your appointment – if you are early we ask that you remain in your car until your appointment time. (Please consider the limited car parking space, if you come at the time of your appointment there will be spaces available for everyone).

- Please present at the main surgery entrance. We would like you to wear a mask or cover your mouth and nose before entering if possible.
- You will be greeted by a member of staff who will check you have an appointment, you will then be shown into the waiting room and screened to ensure you do not have any symptoms of Covid or are feeling unwell. You will be asked to use the Hand sanitiser in the waiting room – even if you have just applied your own outside the premises.
- Another member of staff will check you in and direct you to where you need to be seen. You will be asked for your name or date of birth to confirm your identity.
- There will be markers on the floor to identify safe distancing, the staff will direct you as to where to wait.
- Please wear appropriate clothing as you will be asked to ensure you remove coats / jumpers and to have your arm ready for the Nurse or Healthcare Assistant. We will not be able to invite you into a room and close the door, so loose sleeves that can be rolled up will be required.

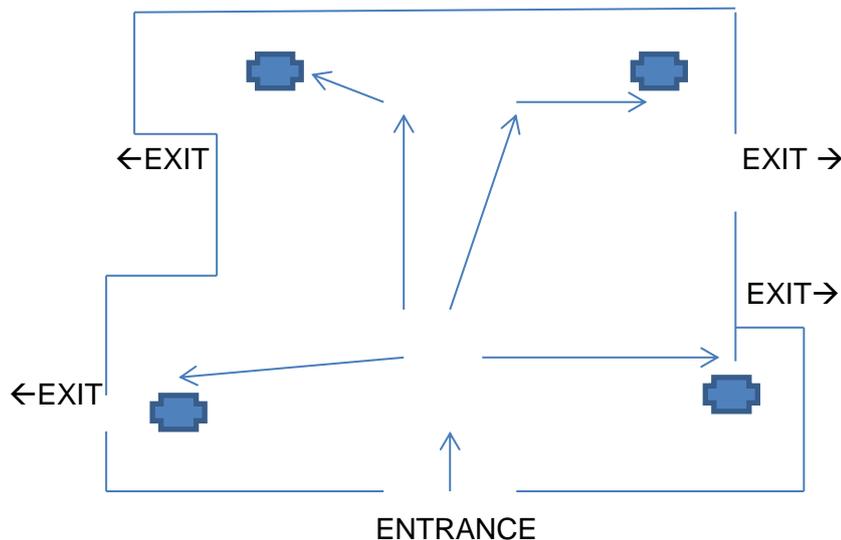
There will be a strict one way system, so coats and bags will not be able to be left in the waiting room.

- Another member of staff will assist the clinician and will confirm your details, you will then be seen at the consulting room door by the clinician and will not be permitted to enter the room.
You will then receive your vaccination and be asked to leave by the nearest exit.

Where do we leave the premises?

Once you have received your vaccination, unless you are feeling unwell, we ask that you vacate the premises as promptly as possible to keep our numbers limited and ensure a safe distance.

Up to 4 clinics will be taking place, so there will be four exit points being used.



What if I need help to access the building?

If you have mobility issues or are in a wheelchair, please contact us. We may be able to offer a vaccination in your car.

If you need help or assistance with walking, we will allow carers to attend with you. However unless they are also in the same risk category and have an appointment, we will not be able to offer an ad hoc vaccination to them at the same time.

We will not be able to accommodate any other person with you other than for assistance due to mobility – no children or friends / relatives will be allowed to enter the practice.

What are you doing to make the practice safe?

All staff will be in appropriate PPE and will ensure all infection control procedures are followed.

Non clinical staff will wear masks and will maintain a safe distance from patients.

When FLU clinics are operational, there will be no other clinics taking place and there will be a strict adherence to limited numbers within the building.

A one way system will ensure no crossing of patients.

Hand sanitiser will be provided

Shielded patients will not be seen in conjunction with non shielded patients to minimise the risks. Where clinics are mixed, time slots will be given at the beginning of clinics and rooms designated for these high risk patients.

All doors and windows will be open during the clinics to prevent cross contamination and ensure air is circulated within the premises.

Patients will not be offered a chair to sit in to reduce the need for additional cleaning and to enable a more efficient service.

SUMMARY

- **You MUST have a booked appointment**
- **Wear short sleeves**
- **Come unaccompanied**
- **Wear a face mask / face covering**
- **Follow a strict one way system**

We are sorry that we have had to be so strict with the procedures this year, many of you like to use this time to meet up with friends and have a chat, and it is normally an enjoyable experience for the staff as well.

However, we must adhere to procedures this year to ensure your safety and well-being and those of the rest of our patients and staff.

Thank you for your understanding and patience during this difficult time, we hope next year we may be able to return to a more normal service.

Yours sincerely

Debbie Stimpson
Practice Manager