



Coronavirus Vaccination Programme - FAQ Sheet

Q1. I'm eligible for the Vaccine, how can I book to receive this?

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

Q2. How will I be contacted by the Practice?

Our dedicated booking team will call you on the telephone numbers provided on your medical record. Although we may introduce Text message invitations to later groups.

Q3. How long will I have to wait?

We are 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 working as part of our Primary Care Network to deliver the “Pfizer” vaccine which is being delivered out of the Primary Care designated site, Christchurch Medical Practice – Orchard & Barn Surgery. Christchurch Medical Practice will be delivering the AstraZeneca out of either, Orchard, Barn, Burton or Bransgore Surgeries.

Q5. When are the vaccination clinics starting?

We have already started our vaccinations clinics. Vaccinations will continue as and when we receive deliveries including at the weekend.

Q6. What times are the clinics running?

The clinics will be open between 0800-2000 and will include weekends. Although this will be dependant on our delivery dates.

Q7. 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.



Q8. What should I do when I arrive at the Surgery?

On arrival the car park marshals will direct you into an allocated car park space. Once parked, please make your way to the entrance of the building where your appointment has been booked, e.g. Orchard, Barn, Burton or Bransgore no sooner than 5 minutes before your booked time. Staff and volunteers will be on hand to direct you.

Q9. I don't drive or have any family to take me, how can I get my vaccine?

A. If it is impossible for you to get to the Surgery we can vaccinate you at home, and staff will add you to a list for this. However, if you are able to, we ask that you make every effort to come to the Surgery if possible, so as not to delay receiving your vaccine.

Q10. Which Vaccine are you giving to patients?

You will be receiving either the Pfizer or AstraZeneca vaccine

Q11. Can I choose which vaccine I receive?

Unfortunately, not, you will receive the vaccine which is available at the time of your appointment, unless there is any underlying medical condition that exempts you from a particular vaccine.

Q12. How long will I have to wait after my Vaccination?

Clinics are booked in such a way that patients should not need to wait, other than the required 15-minute observation period after receiving the Pfizer vaccine and 15minutes after the AstraZeneca vaccine if you have driven to your appointment. 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.

Q13. 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 were initially being sent out to over 80s and now they are being sent to those over the age of 65 years old.

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 and are over the age of 70, then please ignore this letter and contact the surgery to book your COVID vaccine.

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



Q14. I've contacted the national booking service, but I can't travel to one of the locations that are available, what should I do?

More locations will become available in the coming weeks' so you could try again later. Alternatively, you can choose to wait until your GP service 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, will be in contact with you.

Q15. I'm a Health/Social care worker, can I get my vaccine through my GP?

We have sent a text message to patients asking them to identify themselves as a Health or Social Care Worker and will begin inviting some Health and Social Care Workers to 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.

Q16. 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.

Q17. I'm eligible for the vaccine based on the Government's criteria, but I'm pregnant, can I still have it?

Not at this time. Although the available data do 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.

**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.



Christchurch Medical Practice

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.