



LAKESIDE HEALTHCARE

COVID-19 Vaccination Programme Important Patient Information - (Pfizer Vaccine)

We are pleased to confirm that we are now in a position to begin offering COVID-19 Vaccinations to our patients in **St Neots** as part of the national programme. As further vaccines are made available, we will be able to extend this service to all of our practices.

The way we deliver the COVID-19 Vaccination Service will need to be very different to the Flu Immunisation Service you may have attended earlier this season. The nature of the vaccine and the process we are instructed to follow to ensure we can safely provide the vaccination is very different to that used for our flu clinics.

For this to work effectively we need you to work with us as much as possible. The purpose of this information is to give you all of the details you need to help us to when attending for your vaccination.

Clinic location

Patients from **St Neots** will be vaccinated at Dumbelton Medical Centre, Chapman Way, Eynesbury, St Neots, PE19 2HD

The Vaccine

The vaccine is currently available in very limited quantities. In order to decide which of our patients are vaccinated we closely follow the guidelines developed by the Joint Committee for Vaccinations and Immunisations (JCVI).

When booking your appointment, it is important you book 2 appointments, 21 days apart. This is because the COVID-19 vaccination requires 2 separate injections. Patients who do not have both injections will not be protected from the virus.

Appointments

Please do not contact the surgery regarding COVID-19 vaccinations. We will contact eligible patients as soon as we are able to arrange their vaccination.

In order to observe social distancing, we need to limit the numbers of patients inside the surgery at any point in time. To do this we are running clinics that are broken down into 15-minute blocks of time. Each clinic will be restricted to a limited number of patients with access strictly by prior appointment only. We ask that you work with us by **treating both appointments as a priority and do everything possible to attend at your given time**

Before your appointment

If you have any symptoms of COVID-19 you cannot have the vaccination, please do not attend the surgery even if invited. Instead, please contact us and we will either rebook your appointment or add you to a waiting list.

If you have had your flu vaccination seven days or less, prior to your COVID-19 Vaccination appointment, please do not attend your appointment. Instead, please contact us and we will either rebook your appointment or add you to a waiting list.

If you have been confirmed as not having COVID-19 but have a temperature relating to another illness you cannot have a vaccine. Please do not attend the surgery. Instead, please contact us and we will rebook your appointment.

Wherever possible we ask that patients attend the surgery alone as space in the building is strictly limited to enable us to maintain social distancing. Those patients who need to be accompanied by a carer are asked to attend with a maximum of one carer.

Before heading to the surgery for your appointment please:

- **Wear loose fitting clothing to enable access to your shoulder.**
- **Have a face covering. Patients without face coverings will only be permitted to enter the surgery if they meet one of the agreed exclusion categories.**
- **Prepare to wait outside, bring an umbrella and wear suitable clothing. We are taking measures to minimise the need to queue outside, but this could still be a possibility.**
- **If you are driving to the surgery, we would also suggest you leave home in sufficient time to allow time to park. Patients are asked to park in the Tesco car park that adjoins the medical centre.**

Arrival for appointment

Please **arrive at the medical centre at the time of your appointment.** This minimises the need to queue outside the practice. Access to the surgery will be strictly limited to patients who have a COVID-19 Vaccination appointment. If you do arrive before your appointment time, please wait in your car until your appointment. Due to the limited space in the surgery, we cannot allow patients access prior to their appointment time.

On arrival, a member of staff will ask for proof of your appointment (text message or letter) and they will ask you the following COVID-19 screening questions.

- Do you or any member of your household/ family have a confirmed diagnosis of COVID-19?
- Are you or any member of your household/family waiting for a COVID-19 test result?
- Have you travelled internationally in the last 10 days?
- Have you had contact with someone with a confirmed diagnosis of COVID-19, or been in isolation with a suspected case in the last 10 days?
- Do you have any of the following symptoms?
 - high temperature or fever
 - new, continuous cough
 - a loss or alteration to taste or smell

If the answer to any of these questions is 'yes' you will not be able to be vaccinated. We will contact you to arrange a new appointment when stock of the vaccine becomes available.

Please use the floor markings in and outside the building to ensure you observe social distancing and help keep our staff and other patients safe.

Your vaccination

This appointment is strictly for a COVID-19 vaccination only. If you need to speak to a healthcare professional about any other issue, please contact the surgery to make a separate appointment.

After receiving the vaccination, all patients must remain inside the surgery for a 15-minute observation period to ensure they do not have an adverse reaction. Once this 15-minute period is completed, you will be able to leave.

After your vaccination

Once you have completed the 15-minute observation period, all patients are asked to follow the directional signage set out in the building. This will be different to the entrance. We will direct waiting friends or relatives to the exit where they can wait for you.



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We thank you in advance for your co-operation in keeping our staff and patients safe during our COVID-19 vaccination clinics.