



## Frequently Asked questions about Covid-19 vaccinations

The practice in conjunction with our Patient Participation Group (PPF) has compiled a list of frequently asked questions, which we hope will address some of your queries and concerns about the Covid-19 vaccination programme.

Common questions we have addressed include:

[When will I get my vaccination?](#)

[When is the next clinic being held?](#)

[Where will the clinic be held?](#)

[Why are other Practices/Primary Care Networks ahead of us and already vaccinating younger patient cohorts?](#)

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[Who do I contact if I am unhappy about the vaccination programme?](#)

### 1. When will I get my vaccination?

The Droitwich practices are currently working together to deliver the vaccination programme from Droitwich. As a town we get a single delivery which we then apportion out between the three practices according to the number of patients registered at each practice.

At present GP practices cannot arrange or request when they get a delivery, as this is controlled centrally. Practices are told a few days prior to expect a delivery and we are usually given an indication of the vaccine type and quantity at this point.

We are sent a specific number of vaccine doses and this can vary depending on the type of vaccine. Unfortunately the number of doses provided does not allow us to vaccinate everyone in a specific JCVI (Joint Committee on Vaccination and Immunisation) cohort, so we frequently have to wait for multiple deliveries (and several clinics) to be able to cover everyone in a particular cohort.

### 2. When is the next clinic being held?

The clinics are determined by the delivery schedule and the type of vaccine we are allocated. There may be weeks where several clinics are running and other weeks where we are not allocated a delivery. As we don't currently know when our deliveries will be, we are unable to publish advance notice of when our clinics will be held, or estimate when we may be able to start vaccinating a specific JCVI patient cohort.

Some vaccines are manufactured outside the UK which means there are further logistical issues than can impact on the supply chain.

**3. Where will the clinic be held?**

This is largely determined by the type of vaccine delivered to us. The Pfizer vaccine for example has very specific storage and handling requirements, which limits its onward transport to another site to run a clinic. As a result of this the Corbett team operate a clinic out of the Droitwich Medical Centre instead of the Corbett Medical Practice. However the Oxford Astra Zeneca vaccine is more portable and as such can be transported to the Corbett Medical Practice to allow us to run a clinic from our own premises. As other types of vaccine become available, we will continue to build our delivery models around the specific requirements of the vaccine. We will ensure that the location of your appointment is made clear at the time of booking and if we have your mobile number on record we will also send you a text before your appointment to confirm arrangements. This text message may contain a link to a video from one of our GP Partners. Please do take time to watch these short videos, as they provide further instructions and tell you what to expect when you attend for your vaccination.

**4. Why are other Practices/Primary Care Networks ahead of us and already vaccinating younger patient cohorts?**

The Droitwich Practices were in wave 2 of the vaccine rollout, which meant that we started vaccinating just 2 days after wave 1 practices. However, due to the delivery and allocation schedules determined centrally, some practices/Primary Care Networks have made more progress on vaccinating their patients than others. There has been a lot of media coverage about how much this currently varies and NHS England is working to 'level up' progress across the country to allow areas that started later and have larger populations to catch up. The Droitwich practices have made considerable progress in already vaccinating a considerable number of patients and collectively the Droitwich and Ombersley Primary Care Network to date has achieved one of the highest proportion of vaccinations in the country. Indeed, our small patch of Worcestershire has vaccinated more patients than many major European countries!

Currently the Droitwich practices are now starting to vaccinate Cohort 4 which includes patients aged 70 and older and patients on the government's official 'shielded list'.

**5. How are clinics delivered safely?**

We have made every effort to ensure social distancing and protection for our patients and staff. Appointment times are staggered and there is a one-way system operating through the building. Doors and windows are kept open to promote airflow through the building, and there are social distance markers to ensure that anyone queuing is appropriately spaced.

All staff and volunteers wear personal protective equipment and there are multiple sanitising points throughout the clinic. The clinic rooms used all meet the specified infection control standards with hard floors and wipeable surfaces and are wiped down with disinfectant between every patient. Doors are propped open to avoid unnecessary contact with surfaces, and if they need to be closed for patient privacy, the clinician disinfects the handle.

For clinics at the Corbett Medical Practice, we have closed off one side of the building with a separate entry, so that our usual General Practice activities can continue separately to our vaccination clinic and patients do not mix.

For clinics held at the Droitwich Medical Centre, we have a separate check-in point in the lobby and a team of ushers to take you to a dedicated waiting area and suite of rooms where the Corbett team are working. The observation area for the 15 minutes post vaccination has chairs spaced out to socially distance and each patient has a timer set to 15 minutes to ensure that we do not detain you in the building any longer than necessary. This all helps to control the flow of patients through the building to help limit the number of people there at any one time. These timers are disinfected after every patient.

#### **6. Which vaccination will I receive?**

The practice has no choice in which vaccine is being sent to us to use and the prime directive and best protection for us all as a society is to vaccinate our most vulnerable patients first and as many people as possible, as quickly as possible. Both vaccines available to us currently have very high efficacy rates. There have been no trials directly comparing the Pfizer and Oxford AstraZeneca vaccines.

*The JCVI 'does not advise a preference for either vaccine in any specific population. For operational and programmatic reasons, such as to enable more extensive and timely vaccine coverage, one vaccine may be offered in certain settings in preference over another vaccine.'*

#### **7. How do I book in?**

In order to ensure that we are compliant with the JCVI cohorts for prioritising vaccinations, the practice is contacting patients directly to invite them to book in for their appointment when we know that we have vaccine available and that we are able to offer this to your JCVI cohort. You do not need to contact the practice unless we ask you to, or you are calling to let us know that you are a front line health and social care worker. We do not have these appointments available to book on line as we need to ensure that these appointments are used for the correct cohort of patient.

The NHS has recently introduced a national invitation and booking system which will open up further options for where you will be able to go for a vaccination, which will include GP practice run Primary Care sites, hospitals, community 'pop-up' sites and mass vaccination centres.

#### **8. How do I know the vaccine I am due to receive is safe for me?**

The vaccines supplied to the NHS for this programme have all been through the rigorous scrutiny of the MHRA, the UK's national body for licensing medicines. Part of their licensing process is to specify if there are any 'contra-indications' or reasons why specific patients should not have a vaccine. All patients will be asked a set of pre-screening questions at the clinic and whichever site we are delivering a clinic from, we have access to your live GP records and can view your medical history, current medication and test results. Patients who have previously had an anaphylactic shock to a vaccine in the past or allergy to any ingredients in the vaccine may potentially be advised not to have a specific vaccine, but this will be discussed and decided with the GP.

#### **9. What can I do to ensure I get contacted when it's my turn?**

Please ensure that you have provided the practice with your correct, complete and up to date contact details. If you have online access you can view your contact details online to see what contact information we have on your record. Practices are increasingly making use of text messaging to be able to contact

patients to let them know that they are now able to book in and we also text videos that our GPs have made to provide you with important information about how the clinic is run and what to expect.

The contact details often missing or out of date are mobile numbers and email addresses, as these tend to change.

To provide us with any corrected or additional contact information you can either email us at [Corbett.medical@nhs.net](mailto:Corbett.medical@nhs.net), write to us, visit our [enter your details via our website](#) or go into your records if you have online access.

If you are concerned that you have not yet been contacted about your vaccination and you know of others around you in the same vaccination cohort that have, please do contact the practice for advice and information. Please note that it can take multiple clinics and several weeks to work through particular cohorts due to the number of patients and limited amount of vaccine available at the time.

#### **10. Who do I contact if I am unhappy about the vaccination programme?**

Depending on the reason as to why you are unhappy you may wish to contact the practice in the first instance, however if it concerns the wider national policy about which patients are vaccinated when and which vaccines are available and allocated where and when, then you can contact:

NHS England, PO Box 16738, Redditch, B97 9PT

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

0300 3112233