

# COASTAL PRIMARY CARE NETWORK

PERRANPORTH • CHACEWATER • CARNON DOWNS • ST AGNES SURGERIES



## COVID VACCINATIONS YOUR QUESTIONS ANSWERED



### WHERE CAN I HAVE MY VACCINATION?

We are currently vaccinating all of our patients at Mount Hawke Surgery. A safe, socially distanced, efficient and friendly team of staff and volunteers have been based there since January and have already vaccinated over 8000 patients. Alternatively, if you have received a letter from NHS England you can follow the instructions on your letter to book an appointment at a mass vaccination centre (see question below for more details).

### I HAVE HAD A LETTER FROM NHS ENGLAND, DOES THAT MEAN I HAVE TO GO TO THE MASS VACCINATION CLINIC?

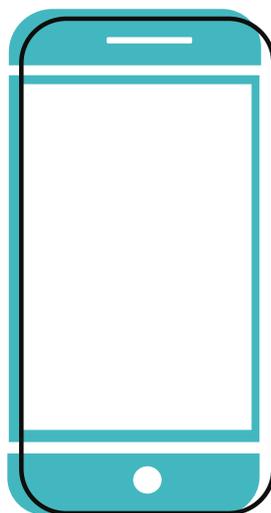
Absolutely not. Letters are being sent to patients who live within a 45 minute drive of a mass vaccination centres. They are being sent in accordance with the JCVI priority list, so currently all patients over 60 are receiving these letters. As the letter explains, **you do not have to attend an appointment at a mass vaccination centre**, these letters are designed to offer choice. If you cannot travel to one of these centres or would prefer to attend an appointment with us at Mount Hawke Surgery you can ignore the letter and wait for us to contact you to book a local appointment.

### WHY CAN'T I HAVE IT AT MY SURGERY?

Vaccine deliveries are controlled by NHS England and vaccination centres have to pass strict safety checks before they are approved for use. One of the main reasons GP surgeries are not being used is that the storage of the vaccines is very complex, and once delivered they cannot be transported again (Pfizer) and must be used within a very short period of time. The delivery of the vaccine is not regular and so clinics are created and implemented in a very short period of time.

### CAN I CHOOSE WHICH VACCINE I HAVE?

No. We do not have any control over which vaccines are delivered and the quantities of each will vary. The Pfizer vaccine is not recommended for patients who have previously had an anaphylactic reaction to any ingredient used in the production of the vaccine, or any unexplained anaphylaxis. When you attend for your appointment the clinician will go through a set of safety questions with you to determine which vaccine is suitable for you.



## IMPORTANT!

**IN ORDER FOR US TO INVITE YOU FOR YOUR VACCINATION IT IS REALLY IMPORTANT TO MAKE SURE WE HAVE YOUR CURRENT MOBILE PHONE NUMBER AND CORRECT HOME ADDRESS.**

## SHOULD I CALL THE SURGERY IF I HAVE NOT HEARD ABOUT MY VACCINE?

In short, no. We are currently experiencing a significant increase in the amount of incoming calls due to people calling to find out about the vaccine. In January all of the practices saw an increase and it is really important that our phone lines are kept clear for people calling for urgent medical attention and also for our teams to be calling out to book vaccine appointments.

Please do not call the surgery to try to book an appointment, we will contact you when it is your turn, you will not be forgotten.

## WHERE CAN I GET HELP WITH TRANSPORT TO MY APPOINTMENT?

If you are not clinically housebound you should attend an appointment at a vaccination centre. There are services available for patients who struggle with transport. Age UK offer a transport service called TAP (Transport Access People) for clinically vulnerable patients or those on low income -TAP can be contacted on 01872 223 388 You can also contact Volunteer Cornwall Transport Services on 01872 265 300 who can help with transport to and from appointments.

## IS THE VACCINE SAFE?

Absolutely. The vaccines which have been approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the Independent Medicines and Healthcare products Regulatory Agency (MHRA). Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks that all other licenced medicines go through. The MHRA follows international standards of safety. So far, more than 20 million people in the UK have received a first dose of the vaccine and reports of serious side effects have been very rare.

**PLEASE FOLLOW US ON FACEBOOK AND KEEP AN EYE ON ALL OUR WEBSITES FOR FURTHER UPDATES AND TO KEEP UP TO DATE WITH THE LATEST INFORMATION FROM EACH SURGERY.**

## HOW WILL MY SURGERY CONTACT ME?

We will either send you a text message with a link to book your appointment online or a member of surgery staff will call you to book your appointment. If there are no appointments available online please do not call the surgery. Appointments are being added regularly when we have notification of vaccine delivery so please try online again later or wait to be contacted via telephone.

Criminals are using the Covid-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing looking text messages and emails letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS or a local pharmacy. **The vaccine is given free of charge - the NHS will NEVER;** ask for payment, ask for your bank details, arrive unannounced at your home and administer the vaccine, or ask you to prove your identity by sending copies of personal documents such as your passport.

## ARE YOU ON SCHEDULE WITH YOUR VACCINE DELIVERY?

As of the end of February we have administered over 8000 vaccines to patients across our area. All of our nursing home residents who are able to have the vaccine plus a large majority of Health & Social Care staff have received their first vaccination. We have nearly completed vaccinating all patients who are 65 years and older who are able to have the vaccine. We continue to try and contact those that have so far been uncontactable from the first six cohorts. This is a huge achievement and we will start providing second vaccines in the same order at the end of March whilst continuing to provide first vaccinations for other groups of the population.

## I'VE ALREADY HAD MY FIRST VACCINE, WHEN WILL I RECEIVE AN APPOINTMENT FOR MY SECOND AND WHERE IS IT LIKELY TO BE?

The current government and medical advice is that doses should be given approximately twelve weeks apart. We plan to contact patients when their second dose is due in a similar way to contacting you originally.

**THANK YOU**

**From The Partners and Staff at Coastal Cluster PCN**