



# Mid Dorset Primary Care Network COVID Vaccination Clinic

## Frequently Asked Questions for Patients

Vaccination clinic for patients who reside in the catchment areas of the following surgeries:

Atrium Health Centre, Cerne Abbas Surgery, Fordington Surgery, Milton Abbas Surgery, Prince of Wales Surgery, Portesham Surgery, Poundbury Doctors Surgery, Puddletown Surgery, Queens Avenue Surgery.

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## The Invitation and Booking Process

### **Which Surgeries does this vaccination programme cover?**

Atrium Health Centre, Cerne Abbas Surgery, Fordington Surgery, Milton Abbas Surgery, Prince of Wales Surgery, Portesham Surgery, Poundbury Doctors Surgery, Puddletown Surgery, Queens Avenue Surgery.

### **Do I need to call my surgery to book a vaccination?**

No. You will be contacted individually by your practice when a vaccination slot is available for you.

### **How will I receive my invitation?**

Most practices are sending a text message that will contain a link for you to use to access the booking system, called accuRx. Patients without mobile numbers will be called by their practice instead.

### **I don't have a mobile phone/I do not use the Internet. Does this mean I won't get a vaccine?**

Don't worry. If you haven't responded to your text invitation, or don't have a mobile number to send the invitation to, your surgery will contact you by telephone.

### **I don't want the vaccine but have received an invitation. Can I give my place to my friend/spouse?**

No. Each invitation is unique and linked to you. If you do not wish to have the vaccine, please inform your practice when you are contacted.

### **If I choose not to have the vaccine will it be wasted?**

No. We have additional patients pre-selected to be invited should anyone choose not to have the vaccine. If you do not wish to have the vaccine, please inform your practice when you are contacted.

### **Is the time slot I receive the time I should arrive, or the time I will be vaccinated?**

The time you have been given is an arrival time, not the time you will receive your vaccination. We are expecting hundreds of patients and arriving early will disrupt the queuing systems we have in place.

### **I haven't received an invitation, but my spouse has, can I get my vaccination at the same time?**

Whilst we try to invite couples at the same time, the limited number of vaccines available to each practice, coupled with the order in which we have been instructed to invite patients means those who have not received an invitation cannot be "squeezed in".

### **Why haven't I received an invitation but my neighbour/friend etc has?**

Due to the number of people who are eligible for a vaccination, it will take us many weeks to invite and vaccinate everyone. You have not been forgotten, so please do not contact your surgery. They will contact you when it is your turn.

### **My relative is a resident in a care home, how will they receive their vaccination?**

A team will visit each of the care homes within the Primary Care Network to vaccinate their residents. They will not need to book an appointment. Each care home will be contacted as we receive supplies to advise on when their vaccinations will take place. The care homes will contact family members to discuss consent for those that are unable to provide this.

## The Vaccine

### **Which vaccine will I be receiving? Can I choose my preferred vaccine?**

When you are invited you will be told which vaccine will be given at the clinic you are attending. We receive an allocation of vaccines that will include both the Pfizer and AstraZeneca vaccine (and in the future, other vaccines that receive approval). Due to both logistical reasons and our need to prevent wastage of these valuable vaccines, you will not be able to choose your vaccine brand.

### **Is the vaccine safe? I am pregnant/have other health conditions/have allergies, should I get the vaccine?**

The vaccine is safe, and we will only be using vaccines approved by MHRA. Please see this NHS website for more information about the vaccine, including what to do if you are pregnant or have allergies:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

### **Are there any side effects?**

For information on the possible side effects of either of the vaccines we are currently offering, please follow the same link as above:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

### **Who is eligible for the vaccine?**

We will be following NHS instructions regarding eligibility. The first groups to be invited are those over the age of 80, people who live or work in care homes, and health and social care workers at high risk.

### **I am currently living in the area covered by one of the surgeries in this programme but am registered at a surgery near my home in another part of the country. How do I get the vaccine?**

You must be registered with a GP surgery in England to receive the vaccine. You do not have to re-register at a local surgery to receive the vaccine through this programme. Please contact your closest practice who will take your name, date of birth, and NHS Number. They will then add you to the list of people who will be invited when a vaccine slot is available.

## The Day of Your Vaccination

### The Location

#### **Where are the vaccinations taking place?**

The vaccine clinic is being held at The Atrium Health Centre, 7 Weymouth Avenue, Dorchester. DT1 1QR. The Atrium is in Dorchester town centre on the outskirts of the Brewery Square complex.

Please see this map for further help in locating it: <https://goo.gl/maps/BzZoSnhuvGq1qFfZ9>

#### **Should I arrive early?**

No. Please arrive at the time given to you. The time slot is your arrival time, not the time you will receive the vaccine.

### **Is there parking available?**

Yes. Parking will be available in the covered car park called Fairfield Short Stay. Please see this map for help locating it: <https://goo.gl/maps/Ne7SPW5TfUzi1bvK8>

### **Do I have to pay for parking?**

You should pay for parking at the normal machines which accept cash, cards, and mobile app payments. The current rate is 60p per hour. Unfortunately, this charge is levied by Dorset Council and we have no ability to override their charges. Our volunteers will never ask you to pay them for parking, so please ensure you only pay using the machines or the mobile app approved by Dorset Council.

### **Can I be dropped off outside the Atrium Health Centre?**

No. The road outside the Health Centre is a busy main road. To prevent our clinic causing congestion in the town we ask all patients to be dropped off at the Fairfield Short Stay car park. We will have volunteers guiding you from the car park to the entrance queue.

### **How far is the walk from the car park to the entrance?**

The distance from the car park entrance to the Health Centre entrance is approximately 75 meters (82 yards). This route does include crossing the road at the closest pelican crossing.

### **Is there access for those using wheelchairs and walking aids?**

Yes, the route in the Health Centre is completely accessible, and the pedestrian entrance to the car park is step free.

### **I can't walk from the car park to the entrance. What should I do?**

There will be extremely limited car parking spaces behind the Atrium Health Centre for those who cannot walk from the Fairfield car park. We ask this space is saved for those who genuinely cannot manage the distance. To access these spaces, please speak to a volunteer at the entrance to the Fairfield car park.

If you have been invited but are unable to walk unaided and do not have someone who can attend the appointment with you, please let your practice know. Due to current COVID-19 social distancing rules, our volunteers will not be able to assist you if you are unable to walk. A 'housebound' note will be made on your record and you will be contacted again when we are able to vaccinate you in your home.

### **I will be arriving on foot/by public transport. Where do I go?**

There is a bus stop directly outside the Atrium Health Centre called Brewery Square. Please alight here and join the queue which will be outside the main entrance to the Health Centre. Those on foot should make their way to the main entrance of the Health Centre too.

### **Do I have to wear a face covering/adhere to social distancing during the clinic?**

Yes. All patients attending the vaccination clinic, as well as staff and volunteers will be asked to wear a face covering to help protect others. You will also be asked to use hand sanitiser on arrival and at other times during the vaccination process. We have laid the queue and post-vaccination waiting areas out in a way that enables social distancing.

Windows and doors will be left open in the building to increase airflow through the clinic area.

### **Will there be a toilet available?**

We ask you to use the toilet at home before attending the clinic. There will be an accessible toilet available for emergency use. To help reduce the risk of virus transmission we ask you only use this if you absolutely cannot wait until you return home.

## [The Vaccination Process](#)

### **How long will it take for me to be vaccinated?**

It is difficult to give an exact length of time. You may have to queue before entering the building. You will be asked to wait for 15 minutes after receiving your vaccine to ensure you do not suffer any allergic reactions.

### **What will happen when I arrive?**

When you arrive, your temperature will be taken. You will then be asked some questions including your name, date of birth, and some health-related questions. You will be directed to the vaccination room where you will be asked to confirm your details again and the clinician and their assistant may ask some further questions about your health and suitability for the vaccine.

The clinician will then inject the vaccine into your arm.

Once you have received the vaccine you will be instructed to proceed to the waiting room where you must stay for 15 minutes. A member of staff will let you know when you may leave.

### **Who will administer my vaccination? Can I ask my usual GP to do it?**

Your vaccine will be administered by a qualified GP or Nurse. All staff vaccinating at this clinic are employed by, and usually work at, the surgeries covered by this programme, or Dorset HealthCare. Due to the length of time each clinic will run for and the number of vaccinators at each session it is not possible to ask for a particular member of staff.

### **Can I drive once I have received my vaccination?**

Yes. As long as you have completed your 15-minute wait after your vaccination, and you feel well, you are permitted to drive. Please be aware you may have a sore arm after having the vaccine.

### **Can I bring my son/daughter/carer to help me during the clinic?**

Yes. We will allow a single person to attend with you for support if needed. Please be aware they will not be vaccinated and will need to stand in the waiting room after you have had your vaccine as we only have one chair per patient available.