

## Flu announcement for Tring radio –question and answer session

### Who can have the flu vaccination this year?

The flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. This year, as per previous years the vaccination will be offered to the following groups:

Patients aged over 65

Pregnant women

Patients with some medical conditions including diabetes, heart failure and asthma, you will receive an invite letter if you fall into one of the at risk groups.

Pre-school children over the age of two

All primary school children, as last year, and, for the first time, Year 7 pupils

The programme has been extended this year to include free vaccinations for patients aged between 50-64. Patients in this group will be invited later in the Autumn, we are awaiting further national guidance on this.

School age children up to year 7 will have their vaccine at school. All other age groups will receive an invite letter from the surgery if eligible.

### How will patients know how and where they can book an appointment?

Patients who are eligible will be contacted via text message or letter to book an appointment. These invite letters are being sent out very soon. Appointments will be available for patients to book online or you can telephone your surgery. If you do book an appointment online and are not eligible your appointment will be cancelled and we will notify you.

Patients over 65, patients in at risk groups and pregnant women will be invited first followed by patients who are aged 50-64.

### Where are flu clinics being held this year?

This year we will be running flu clinics from our surgery sites at Chapel Street – Tring, The New Surgery and Pitstone.

Berkhamsted patients will be seen in a clinic at Berkhamsted Cricket Club and Markyate Village Hall will be used for Markyate patients.

The clinics will be held on Saturday's at Chapel Street Tring and Berkhamsted Cricket Club. Markyate Village Hall and The New Surgery will run clinics on weekdays and Pitstone will run clinics on a Friday afternoon.

### Can patients book for any site/clinic?

Please book an appointment at the site where you are registered.

### What will happen on the day of my appointment?

The clinics will operate a one way system. We are asking patients to arrive on their appointment time, not too early and not late so we can keep the flow of patients moving. You will be directed to wait on a numbered spot on the floor then directed to a member of the nursing team to receive your injection and then follow the one way system to leave the building. We will have plenty of staff available to direct you on the day.

### Will there be any seats available for patients who are waiting?

There will be minimal seating for those who are unable to stand only. You will be shown to this area on the day if needed.

### Can I bring anyone to the appointment with me?

Please attend on your own unless you need the support of a carer

### Will there be wheelchair access?

Yes, there will be access for all patients with mobility concerns.

### Will toilets be available to patients to use?

Only if absolutely necessary, we would ask you not to use the toilet if possible to keep our patients and staff safe.

### Is it just the flu vaccination available on the day?

Yes due to current restrictions. Appointments for other vaccinations that you are due can be made in a routine clinic nurse appointment.

### Can I collect prescriptions, book appointments etc on the day?

No, again due to restrictions this year and keeping the patient flow we are not able to offer anything apart from the flu vaccination on the day.

### Where can I park?

- Chapel Street carpark will be open however if able please park offsite in a side road
- The New Surgery please use the Forge Carpark
- Pitstone minimal onsite parking, if able please park offsite in a side road
- Markyate onsite parking at the Village Hall
- Berkhamsted onsite parking at the Cricket Club

### What about patients who have previously needed to shield?

Shielded patients will be seen at the beginning of the clinic before other patients arrive. Social distancing measures including a one way system and screens to protect patients and staff will be in use. Please make sure you mention you have previously needed to shield when you book your appointment.

### How safe is it for patients to attend?

Very safe. All staff will be wearing appropriate PPE and social distancing guidelines are in place throughout the clinics along with a one way system. Windows and doors will be open to allow air flow. Please remember to wear a face covering when you attend.

### Is there any reason patients shouldn't attend on the day?

Please do not attend for your appointment if you have any of the following:

- A new, continuous cough?
- A high temperature ( $\geq 37.8^{\circ}\text{C}$ )?
- Loss of, or change in, normal sense of taste or smell?
- Anyone in your household have a 1) new continuous cough or 2) a high temperature or 3) loss of, or change in normal sense of taste or smell?
- Foreign travel to a country that is on the quarantine list at the time of your appointment