

## GUIDANCE ON THE 2020 FLU CAMPAIGN FOR NORTHGATE SURGERY

This year's flu campaign will be a challenging time for the Practice. We have never worked in this environment before. We ask for your co-operation and patience whilst we deliver this service to you. We may have to adapt the service when we see how it is working but our main aim is that everyone who is eligible for a flu jab can have one at the surgery. We will initially concentrate on the main cohorts:-

1. those at clinical risk aged between 18 and 64
2. those aged 65 and over
3. children at risk aged 6 months to 18 years
4. all 2 and 3 year old children (not at risk)
5. Pregnant patients

### Who is classed as At Risk

Those with a chronic long term disease such as respiratory disease, diabetes, liver disease, heart disease, neurological disease and kidney disease

Those with a learning disability

Those who are morbidly obese

We aim to start our flu clinics on w/c September. We will shortly be posting the dates and times of the clinics on this website and texting our patients. There will be specific clinics for each patient group.

We will deliver the service according to guidelines on social distancing and our standard operating procedures.

### Measures taken to protect patients and staff

All our staff will be wearing personal protective equipment and ALL PATIENTS MUST WEAR A FACE COVERING BEFORE ENTERING THE BUILDING.

There will be social distancing as you enter the Practice

The surgery will be divided into 3 zones which will be coloured coded. You will be told which zone to go to once you check in.

Please queue in the correct zone, keeping the correct distance which will be marked on the floor

Whilst queueing you will be told to remove any outerwear and have your arm exposed ready for the vaccine.

Patients with mobility issues, impairments or who find it difficult to stand for long periods will be assisted by a member of staff. Please advise us of this when you make the appointment. On the day, please make yourself known to a member of staff who will be wearing a high visibility jacket.

Please do not arrive more than five minutes early for your appointment as you will be asked to return nearer your appointment time – this is to avoid massive queues and to keep everyone at a safe distance.

During the flu clinics there will be no other appointments available at the surgery

Please avoid visiting the surgery to drop off prescriptions etc at these times as you may be turned away.

Please note there will be no parking at the surgery due to building work, so please use Morrisons' car park. The disabled parking space will remain accessible.

You will exit from the building via a separate door, which will be indicated to you by a member of staff wearing a high visibility jacket.

Patients who have a confirmed case of COVID, have any symptoms of COVID or who are self-isolating because someone they have been in contact with is a confirmed/suspected COVID case, should not attend the Practice and will be turned away. Please wait until you have completed the required isolation period.

#### Patients who are housebound or in a care home

These patients will be vaccinated by the Practice and you will be contacted by us to make the arrangements

#### Vaccines for patients between 50 and 64

You may have heard in the news that patients between 50 and 64 may also be eligible for the flu vaccine. Every year in October, the Practice orders its vaccines for the following year. So in October 2019 we ordered what we thought we would need for the 2020 flu season. Obviously we were unaware of COVID at that stage. So in order to vaccinate this new group, the Practice will need to be provided with additional vaccines centrally from Government. We have been assured that these will be forthcoming but please be patient with us and we will notify you when we have additional vaccines in stock for the 50-64 year olds and any other additional groups of patients you may hear about. This will probably be from November onwards.