

ST LUKE'S PRIMARY CARE CENTRE

SPECIAL EDITION - FLU 2021

Feedback from patients last year indicated that they found the set-up of our flu clinics very effective and user friendly. Therefore, we are going to keep the format the same this year.



How are the clinics going to run?

Clinics are going to be held in the waiting rooms where we have the most space, to ensure that we maintain social distancing. There will be 4 clinics running each time. Patients will enter the building through one door, queue in the corridor, and be directed to the next available vaccination station. Patients will leave the building via another door to create a smooth flow through the building.

Queuing for your vaccination

Please note, that you may need to queue whilst you wait for your vaccination, however, we are not able to advise on how long you may need to queue for. If you have difficulty standing for long periods, please let us know when you arrive & we will do our best to accommodate this.

Getting ready for the vaccination

It is vital that you remove any outer layers so that your arm is exposed ready for the vaccination. You will be encouraged to do this by the marshals who will be there to help. If you are coming to the clinic in a car, it would be ideal if you could leave any outer layers, such as coats, in the car.

Can I have my pneumococcal vaccination at the same time as my flu vaccination?

Where time allows we will endeavour to accommodate this for you.

Can I have my shingles vaccination at the same time as my flu vaccination?

Unfortunately it is not possible for us to co-administer these two vaccinations due to the complexity of the shingles vaccination.

Can I have my COVID booster vaccination at the same time as my flu vaccination?

You cannot have your COVID booster vaccination at the same time as these are being delivered by the local vaccination centre at Kings Heath. You will receive an invitation from them directly.

When are the clinics going to be held?

We are going to hold the majority of the clinics at the weekend to try to minimise the disruption to routine patient care. There may be some clinics held within the normal opening hours of the surgery, but these will be kept to a minimum.

When can I book my vaccinations?

The appointment are available now

How do I book my flu vaccination?

This year we are rolling-out a text invitation service. You will be sent a text that includes a link to follow to book your appointment. Please be aware the link is only valid for 7 days, alternatively you can call the surgery and selection OPTION 1.

Hands, Face, Space

All patients will be asked to use hand sanitiser on arrival at the surgery and wear a face covering. Clinical staff will be wearing the appropriate PPE to give a vaccination.

What time can I arrive?

We would ask all patients to arrive as close to their appointment time as possible. This will help us keep to maintain social distancing and ensure that you do not have to queue for longer than is necessary.

What if I am not sure where to go?

There will be a number of marshals on hand to help. They will be wearing hi-vis jackets to help you identify them.

How do I make sure I am up to date with what is happening and when the clinic dates are announced?

We will keep patients up to date using the following methods of communication:

- ⇒ Practice website: www.stlukesprimarycarecentre.co.uk
- ⇒ Facebook: www.facebook.com/StLukesPCC/
- ⇒ Text messages
- ⇒ Phone calls
- ⇒ Reminders on prescriptions
- ⇒ Opportunistic offers of appointments during contact with patients
- ⇒ Posters

Our thanks to the PPG (Patient Participation Group) once again for supporting us with the marshalling.

