

**HWES COVID-19 Vaccination Advisory Drop In's - (Zoom platform)  
Monday 01 Feb 2021 from 17:00 to 17:45  
Notes and Actions**

**1. Present**

**Volunteers:** Phil Hale (PH) - Polegate, Linda Pugsley (LP) - Buxted, Chris Marks (CM) - Polegate, Janet Springate (JS) - Eastbourne, Cecile Stheeman (CS) - Eastbourne, Alan Keys (AK) - Uckfield, Dr Isaac Suleman (IS) MBE - Eastbourne, John Curry (JC) - Bexhill, Tony Moore (TM) - Winchelsea, Pam Keen (PK) - Pevensey Bay, Marilyn Eveleigh (ME) - Crowborough, Lesley Meech (LM) - Eastbourne, two new volunteers - Julie Meredith (JM) - East Hoathly and Bernadette Lee (BL) - Seaford

**Healthwatch East Sussex Staff-** Elizabeth Mackie (EM), Volunteer and Community Liaison Manager, Kate Richmond (KR), Community Engagement Officer, John Routledge (JR), Director, [Simon Kiley \(SK\)](#) Evidence and Insight Manager and Sue Wells (SW), Administrator

**Board:** Keith Stevens (KT), Vanessa Taylor (VT) and Liz Lash (LL)

**Apologies** - Roger Sweetman

**There is an update to date page on the HW website with information -**  
<https://healthwatcheastsex.co.uk/covid-19-faqs/>

**Update from around the Sussex area**

Ticehurst vaccine site now open

Heathfield vaccine site now open

Etchingham site now open and people from Rye area are attending - concern about lack of parking - **EM to report**

East Hoathly site are doing the clinically vulnerable

Crowborough site are managing well, with the existing staff, there was a delivery of 'extra' vaccines which caused a short issue with queuing

Brighton Race Course running well

Brighton Centre has just opened and although one hour free parking offered at car park, some reports that this is not long enough - **EM to report**

Sovereign Centre (Eastbourne) running well

Welcome Building (Eastbourne) opening soon

Concern about disabled access to Ticehurst and Brighton Centre sites - **EM to report**

Concern about lack of confidentiality when giving information at the Brighton Centre - **EM to report**

Concern that the vaccine is not given by 'fully trained' staff at the Brighton Centre - **EM to report**

It was reported that there seems to be an issue with appointments for those living at Three Oaks, when three different neighbours phoned, one was offered Gatwick, one Etchingham and one at the Conquest Hospital in Hastings - **EM to report**

It was reported that someone in Eastbourne was offered Brighton or Ticehurst as closest site - **EM to report**

The Meads surgery at Eastbourne is going well and has an excellent website with loads of information. The Foundry Surgery at Lewes is going well.

**Vaccine Cards**

Some vaccine sites are giving cards and some not, now starting on the 'younger' age range, they all want a card to 'prove' they have been vaccinated - **EM to report**

### **Cancelling Appointments**

There does not seem to be an easy way to cancel appointments if you are unable to attend or have had vaccine at another site before the original appointment - **EM to report**

### **Care Homes**

All the Care Homes that are eligible for vaccine have been done, there is concern that not all care home staff have been done in spite of being offered the vaccine.

### **Time between the vaccine**

It was reported that some people have had their 2<sup>nd</sup> vaccine with 21 days of the 1<sup>st</sup>, this should not have happened - **EM to report**

### **What Health issues need to be known**

It was reported that some people are not fully aware of medication they are on and can cause issues when being asked pre vaccine questions - **suggested that people are asked to bring a copy of the latest prescriptions would help - EM to report**

### **HW Survey**

We are going to put a survey online on people's 'journey' to the vaccine, so what information they got before the vaccine, how the process of booking the appointment was, how the vaccine was given, information given at the vaccine and how they felt after the vaccine. **We are looking at ways that we can get to those that are not online**

### **People living in the same household**

It seems that people living in the same household are not being 'called' at the same time, **if this is the case, please let the 'system' know when appointment booked** as the system is trying to be as flexible as possible.

### **Fraud texts/emails**

Unfortunately there are scam texts/emails doing the rounds. **ALL to let anyone they know that the NHS will NEVER ask for bank details/payment for vaccine.**

### **Home Vaccine**

This is now happening and being dealt with by GP's. **ALL to let anyone they know not to let anyone they are unsure about into their home, ALWAYS ask for ID, and the NHS will NEVER ask for payment for the vaccine**

### **Concern about which vaccine to have/missed appointments**

There was concern that if you turn down one vaccine, you won't get called another vaccine - **EM to report**

### **Staff Burn Out**

There was concern that NHS staff would suffer burn out as being asked to do long hours over 7 days - **EM to report**

### **Vaccine Champions**

These are now up and running