

**HWES COVID-19 Vaccination Advisory Drop In's - (Zoom platform)
Monday 08 Feb 2021 from 17:00 to 17:45
Notes and Actions**

Present

Volunteers: Chris Marks (CM) - Polegate, Cecile Steeman (CS) - Eastbourne, Linda Pugsley (LP) - Buxted, Julie Meredith (JM) - East Hoathly, Alan Keys (AK) - Uckfield, Geoff Smith (GS) - Bexhill, John Curry (JC) - Bexhill, Tony Moore (TM) - Winchelsea, Dr Isaac Suleman (IS) MBE - Eastbourne, Rosemary Boucherat (RB) - Eastbourne and Marilyn Eveleigh (ME) - Crowborough

Healthwatch East Sussex Staff- Elizabeth Mackie (EM), Volunteer and Community Liaison Manager, Kate Richmond (KR), Community Engagement Officer, Simon Kiley (SK) Evidence and Insight Manager and Sue Wells (SW), Administrator

Board: Roger Sweetman (RS), Vanessa Taylor (VT) and Liz Lash (LL)

Apologies - Keith Stevens

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

Update on Vaccine roll out

By the 15th February, everyone in priority groups 1-4 should have received their first vaccination. If anyone in these groups has not received a vaccination by that point then it would be worth making contact with their GP.

New Vaccine Sites

There is a site in Ringmer being planned.

Some people in Rye area are raising concerns about travel to Etchingham and are asking why a location in Rye cannot be identified. These issues have been picked up by the CCG. Whilst we aren't aware of any plans for any other sites in East Sussex, this might change over time.

Home Vaccine

Roving provision is now focusing further on those who are housebound, which is to say anyone medically registered as housebound on the notes held by their GP. Any concerns related to registrations or recording of this status on medical notes should be clarified with GPs. **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**

Invitation letters unclear

Healthwatch have fed back comments and suggestions on the content and wording of the national letters used to invite people to receive vaccinations. We will continue to raise this.

Time Period between 1st and 2nd Vaccine

To our knowledge the aspiration is to deliver second vaccinations within the 12 week period. If anyone is still awaiting contact or confirmation of their second vaccination appointment, then 11 weeks is the minimum time gap that should be allowed after their first vaccination before chasing this with their GP.

Different methods of being called.

If you had your 1st vaccine at GP site, then you might not have got a date for the 2nd, where as if you booked via NHS 119, you were given your 2nd appointment time and date when you booked the 1st vaccine and this is causing some confusion as to when to expect 2nd vaccine. The aspiration is that no-one should go beyond 12 weeks between 1st and 2nd vaccine, and if not heard by week 11 after the 1st vaccine then they should contact their GP.

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 vaccinations or anything else.

Vaccine Cards

Some vaccine sites are giving information cards confirming vaccination details and some not. Feedback suggests people in the 'younger' age range all want a card to 'prove' they have been vaccinated - EM to report.

If anyone is aware of any vaccination sites where information (written guidance/vaccination details) is not being provided for individuals to bring away after their vaccination, then we would be very interested to learn where this occurring.

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

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.

There is a training session on the 10th Feb for anyone that would like to capture feedback from Social Media sites.

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.

Concern about missed appointments

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

What happens if you live temp at an address (ie live in carer/not from UK). Not sure EM to check

Webinar

HW Richmond hosted a live drop in webinar that had over 350 people up on the day. EM to look to do something similar

Numbers refusing the vaccine/What is being to ensure that care home staff take up the vaccine?
At the moment the numbers refusing to have the vaccine are unknown, and the reasons why are also unclear. **EM will try and find out when data might be available**. HWES had asked, but in the first instance were told that the data is not currently available.

There is concern that some care home staff/carers that visit at home are not taking up the offer of having the vaccine. There is a lot of work happening to persuade them all to take up the offer, with vaccine champions promoting the vaccine, but no-one can be made to have the vaccine.