

**HWES COVID-19 Vaccination Advisory Drop In's - (Zoom platform)
Monday 25 Jan 2021 from 17:00 to 18:30
Notes and Actions**

1. Present

Volunteers: Roy Dobson (RD), Seaford, Chris Marks (CM) - Polegate, Geoff Smith (GS) - Bexhill, Alan Keys (AK) - Uckfield, Phil Hale (PH) - Polegate, Tim Sayers (TS) - Peacehaven, Dr Isaac Suleman (IS) MBE - Eastbourne, Janet Springate (JS) - Eastbourne, Rosie Way (RW), Newick, Gwladys Mabb (GM) - Eastbourne, John Curry (JC) - Bexhill, Tony Moore (TM) -Winchelsea, Pam Keen (PK) - Pevensey Bay, Paula Cohen (PC) - Lewes, Jane Gorringer (JG) - Pevensey, Marilyn Eveleigh (ME) - Crowborough, Cecile Stheeman (CS) - Eastbourne and Linda Pugsley (LP) - Buxted.

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: Roger Sweetman (RS), Edward Peasgood (EP), Vanessa Taylor (VT) and Liz Lash (LL)

2. Apologies: Harriet Vogt (HG) - Herstmonceux and Keith Stevens

One of HW main priorities during Jan - March will be supporting the COVID1-9 vaccination roll out to support this we will be hosting weekly Drop in's which will be open for all staff and Board members to join.

'Drop in's will take place on the following dates:

- Monday 25th January from 4.30 to 5.30
- Monday 1st February from 4.30 to 5.30
- Monday 8th February from 4.30 to 5.30
- Monday 15th February from 4.30 to 5.30
- Monday 22nd February from 4.30 to 5.30
- Monday 1st March from 4.30 to 5.30

Main focus of the Drop in's include :

- to gather individual experiences of the vaccination process
- to capture feedback from your local area on what you are hearing about the process - this can be through your PPG or other groups and networks you access; plus
- we can share information with you to pass on to friends and family etc; and have a platform
- to act as a sounding board, that will inform our work in this area as the Vaccination Roll out gathers pace

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

Vaccination process in East Sussex (as of 20/01/2021)

The NHS is working to ensure that all East Sussex residents who are eligible for a vaccination will be offered one as quickly as possible.

This is following the same priority list for vaccinations as in other parts of the country, which is focusing on these groups before the middle of February:

1. residents in a care home for older adults and their carers
2. all those 80 years of age and over and frontline health and social care workers
3. all those 75 years of age and over
4. all those 70 years of age and over and Clinically extremely vulnerable individuals.

However, people in these groups with similar characteristics or living in the same area may still get vaccinated at different times. For these reasons it is important to be patient and wait to be contacted by the NHS for your invitation.

Variations may exist because:

- Vaccination delivery sites are still being set-up. Some sites have started vaccinations, and others will do so shortly. In East Sussex, all Hospital and GP-led sites should be up and running by the week commencing 25th January.

The latest list of East Sussex vaccination sites is available [here](#).

- Different groups are being prioritised for vaccination at different sites.

For example, people aged over-80 are the focus for all GP-led vaccination sites, but anyone aged over 80 who attends a hospital may receive it as part of their appointment.

GP-led sites will focus on vaccinating those patients registered with them. Until all vaccination sites are up-and-running, some patients may experience a slight delay.

If you have not yet been approached about having the Covid-19 vaccination, please read the information: [why you are being asked to wait](#).

Please remember - The NHS will let you know when it's your turn to have the vaccine, so please do not contact your GP or visit a delivery location to seek a vaccination before the NHS contacts you.

If you miss your invitation or appointment to be vaccinated, the vaccine teams will attempt to rebook you, contacting you either by telephone, by letter, or both methods if necessary.

Q&A from Volunteers - please note information correct as of 19/01/2021

Q. What is happening with vaccination of front-line NHS/Police/Fire Service?

A. Have heard that majority of Ambulance staff have had the vaccine.

Q. A number of GP surgeries are being swamped with calls about when am I/someone I care for being called, what can be done to help?

A. ALL to help get the message out that the NHS will let you know when it's your turn to have the vaccine. You may get a text, phone call or a letter - usually up to 72 hours before your vaccination.

Once it is your turn, you will be contacted by the first NHS service able to offer you a vaccination. This may be your GP, a hospital hub, or another NHS service. If you work in health and social care, you may hear directly from your employer.

Q. What about those with Dementia, they might get a phone call and then forget?

A. If this is the case, they will be contacted by letter, and no-one who is eligible and wants to the vaccine will miss out

Q. If you have call barring we are hearing that the calls are not getting through, as the NHS services are not allowed to leave voicemails unless they have specific prior consent to do so recorded on patients notes?

A. **Not sure - EM to check out**

Q. There have been reports of a number of scams going around, how can we help?

A. Tell people that the NHS will only seek your name and date-of-birth and never seek any payments. Any contact seeking NHS or National Insurance numbers or other details should be reported to Action Fraud on 0300 123 2040.

Q. What happens if I miss my appointment?

A. If you miss your invitation or appointment to be vaccinated, the vaccine team will attempt to rebook you, contacting you either by telephone, by letter, or both methods if necessary.

Q. There is concern that rural areas are missing out, and transport to the existing sites

A. More local sites are being looked

Q. There is confusion about the time scale for the 2nd Vaccine

A. Those that were in the 1st phase of the vaccine roll out, will be getting their 2nd vaccine within the 12 week timescale, the reminder will be called as and when.

Q. What is being done for those who are housebound?

A. **Not sure, EM to ask at the comms meeting**

Q. What information are you given after the vaccine?

A. This seems to be a bit hit and miss, some patients are given a card that gives information, the information is available via the NHS app where you book your appointment, but in some cases, you are getting nothing

Delivery of the Vaccine

To help with delivery of the vaccine on the day, make sure that you have your NHS Number with you

Some sites that have surplus vaccine, due to patients not turning up, are calling known vulnerable people my mum got the vaccine yesterday as she's been shielding since March 2020, despite only being 51. She got a call saying that there were some spare vaccines from a special needs home visit, and that she could get it if she could get to the surgery in ten mins!

As always remember if you use any Primary Care or Hospital service please leave a review on our feedback service - healthwatcheastsussex.co.uk/services