



Why we ask you NOT to phone the surgery with your vaccination enquiries but call our Vaccination Information Line on 01202 283695 instead.

As the vaccination is rolled out, so are the high levels of information, posts on social media and comments being made by social media users. It is understandable why people would want to phone the GP Surgery, but as you know, we are asking people NOT to. For clarity, and to help you understand our position, here is why:

The eligibility and priority groups are set national by Public Health England and based on advice from the JvCI. Surgeries must follow this advice which may be subject to change.

Sourcing and coordinating

The vaccine has to be sourced; the Cranborne Practice has to apply for allocations like every other GP practice in the country.

Supplies are also being sent to Regional Vaccination Centres, thereby adding to demand.

Once the Practice is aware vaccine are available, they must act fast and put in a requirement for their eligible community.

They will not know how many they will receive and are usually advised at very short notice. As you may appreciate the vaccines have to be manufactured and tested before dispatch. There will also be competing demands regarding who gets the vaccine based on country, regional need, and risk.

When we receive the notification that we have been allocated vaccines and how many we have a short window of time to arrange for our eligible patients to be vaccinated and slots booked at St Leonard's Hospital.

Many of our patients do not have text numbers registered with us, so staff must ring patients individually with their appointment details. This task is incredibly time-consuming – but essential as understandably our patients are concerned and want to ask questions and seek reassurance. All of this takes time.

Once the vaccine is dispatched, its safety and efficacy must be preserved through strict temperature controls and storage. These parameters must be maintained until the vaccine is ready to be administered.

In addition to the vaccine, the surgery must source the right PPE, syringes and health care supplies. The administration of the vaccine requires a specialist needle that is not generally kept by the surgery.

This global Coronavirus pandemic is an unprecedented event in our lifetime. The programme to defeat it often requires that vaccination systems and processes are implemented at short notice.

An unprecedented event on top of business as usual

The programme's ever changing and dynamic nature means that our surgery reception staff may not always have the answers to your vaccination questions. Much of the NHS's coordination of the COVID-19 Vaccination Programme is carried out nationally; therefore, we at The Cranborne Practice also seek information.

This unique vaccination programme is taking place while we continue to provide our ongoing care to 11,000 patients, looking after their continuing health needs requiring the capacity and capability to support our patients who suddenly become unwell.

Community Vaccination Information Line - 01202 283695

So if you phone us for vaccination information, you will be asked to call our Vaccination Information Line on **01202 283695**. All the information we have is on that line and is updated regularly. Please do not ignore this and wait to speak to a receptionist with a COVID-19 vaccination query. They will not be able to tell you anything different that is on the information line. Waiting to talk to a receptionist about your vaccination date or eligibility will put significant additional pressure on an already overstretched team and take up the phone line for patients requiring ongoing medical care.

We understand that people are worried, unsure, and frightened as they see cases and fatalities rising. Be assured our Practice is doing everything to source and deploy the vaccine for its patients in line with guidance. We ask our patients to help us by understanding our position and using the Vaccine Information line on **01020 283695**. This line is ideal for people who do not have access to the internet or who may be visually impaired. You can also visit the Cranborne Practice website or our Facebook page for information. **Please do not phone the surgery:** this will hold us back in getting the vaccine to as many of our patients as fast as we can.

The Practice has already administered the first vaccine to our patients over 75. This is ahead of many other regional practices and is above the national average for vaccine rollout. We continue to work hard to source and administer vaccines for other priority groups.

Thank you for your understanding – remember **WE WILL CONTACT YOU.**

"We know you are there and we do care. we will be in contact as soon as we can."

Thank You

The Cranborne Practice & Lake Road Surgery Team