



Oak Tree Surgery & Pensilva Health Centre

Covid Vaccine Q&A's



Here we have answered some of your frequently asked questions about the Covid-19 vaccinations. We hope that this information will provide you with some reassurance about the rollout of the vaccinations.

Where can I have my vaccination?

There are currently two local vaccination centres, one at Millennium House in Pensilva and one at The China Fleet Country Club in Saltash. There are also "pop-up" clinics running from the Council Chamber in Rame and the Millpool Centre in Looe. You can choose where you would like to attend when you are contacted by the surgery to book an appointment. Alternatively, if you have received a letter from NHS England you can follow the instructions on your letter to book an appointment at a mass vaccination centre (see question below for more details).

I've had a letter from NHS England, does that mean I have to travel to Plymouth or Truro for my vaccination?

Absolutely not. Letters are being sent to patients who live within a 45 minute drive of a mass vaccination centre (Plymouth or Truro). They are being sent in accordance with the JCVI priority list, so currently all patients over 70 are receiving these letters. As the letter explains, **you do not have to attend an appointment at a mass vaccination centre**, these letters are designed to offer choice. If you cannot travel to one of these centres or would prefer to attend an appointment locally you can ignore the letter and wait for us to contact you to book a local appointment.

How will my GP surgery contact me?

We will send you a text message with a link to book your appointment online or a member of surgery staff will call you to book your appointment. If there are no appointments available online please do not call the surgery. Appointments are being added regularly so please try online again later or wait to be contacted via telephone.

Should I call the surgery if I have not heard about my vaccine?

In short, no. We are currently experiencing a significant increase in the amount of incoming calls due to people calling to find out about the vaccine. In January we logged 17'126 incoming phone calls. It is important that our phone lines are kept clear for people calling for urgent medical attention and also for our teams to be calling out to book vaccine appointments. Please do not call the surgery to try to book an appointment, we will contact you when it is your turn, you will not be forgotten.

I've already had my first vaccine, when will I receive an appointment for my second and where is it likely to be?

The current government and medical advice is that doses should be given approximately twelve weeks apart. We plan to contact patients when their second dose is due in a similar way to contacting you originally.

Why can't I just have it at my GP surgery?

Vaccine deliveries are controlled by NHS England and vaccination centres have to pass strict safety checks before they are approved for use. One of the main reasons GP surgeries are not being used is that the storage of the vaccines is very complex, and once delivered they cannot be transported again (Pfizer) and must be used within a very short period of time. The delivery of the vaccine is not regular and so clinics are created and implemented in a very short period of time.

I've had a text message but I am unable to book online, what should I do?

If you have received a text message from the surgery but are unable to book online then please wait to be contacted by a member of the surgery team. Please do not try to call the surgery to book your appointment, we will be in touch.

Can I choose which vaccine I have?

No. We do not have any control over which vaccines are delivered and the quantities of each will vary. The Pfizer vaccine is not recommended for patients who have previously had an anaphylactic reaction to any ingredient used in the production of the vaccine, or any unexplained anaphylaxis. When you attend for your appointment the clinician will go through a set of safety questions with you to determine which vaccine is suitable for you.

Are you vaccinating housebound patients?

Yes. Oaktree and Pensilva Surgery will be working closely with Rosedean Surgery over the coming weeks to vaccinate all of our eligible housebound patients in Liskeard. Please do not contact the surgery to enquire about a vaccination, we will contact you.

Where can I get help with transport to my appointment?

If you are not clinically housebound you should attend an appointment at a vaccination centre. There are services available for patients who struggle with transport. Age UK offer a transport service called TAP (Transport Access People) for clinically vulnerable patients or those on low income. TAP can be contacted on 01872 223 388. You can also contact Volunteer Cornwall Transport Services on 01872 265 300 who can help with transport to and from appointments. Millennium House may also be able to help with transport, you can contact them on 01579 363 096 (please do not call them to ask about appointment availability, they do not have access to the appointments).

What happens if I do not attend my appointment?

Once the vaccines have been removed from the cold chain they have a very short shelf life. Booking an appointment and then not attending means that you have potentially wasted a vaccine that could have been given to somebody else. If you cannot attend your appointment for any reason please make every effort to contact us to cancel the appointment so that we may offer it to another patient. The vaccination is your best chance of protecting yourself against Covid-19 and we would strongly encourage you to attend when it is your turn.

How do I know if I've received a scam invitation?

Criminals are using the Covid-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing looking text messages and emails letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS or a local pharmacy.

The NHS will NEVER; ask for payment-the vaccine is free, ask for your bank details, arrive unannounced at your home and administer the vaccine, or ask you to prove your identity by sending copies of personal documents such as your passport.

If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud either [online](#) or via phone on 0300 123 2040.

If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting Crimestoppers COVID Fraud Hotline [online](#) or phone on 0800 587 5030.

Are you on schedule with your vaccine delivery?

As of 31 January we have administered 10'297 vaccines to patients across East Cornwall. All care home residents registered with Oaktree/Pensilva Surgery and Rosedean Surgery have received their first vaccination (or have been offered a vaccination and declined). A large majority of Health and Social Care staff have had their first vaccination. We have now attempted to contact every patient over the age of 80, most of whom have now had their first vaccination or declined. We continue to try and contact those that have so far been uncontactable from this age group. The plan is to have contacted everyone in priority group 4 (over 70 and clinically extremely vulnerable) by mid February. This is a huge achievement and we hope to continue this success.

How safe is it to attend an appointment?

Very safe. Each vaccination site has been set up with strict covid safety measures in place. We are adhering to all infection control measures and all staff and volunteers working at the clinics have a covid test twice weekly. Clinics are set up via a one way system so that there is no patient cross over. Patients are ushered through so that the 2 metre social distancing rule is followed. All clinical patient facing staff wear full PPE whilst vaccinating. Patients are screened and have their temperatures checked prior to entering the building. All surfaces are cleaned down thoroughly and regularly throughout the day and chairs are wiped down between each patient.

Why have you cancelled some routine appointments at the surgery?

The nine GP surgeries across East Cornwall are working extremely hard in collaboration with the East Cornwall Primary Care Network to deliver the covid vaccination to all of our eligible patients as quickly and as safely as possible. This means that some of our staff, clinical and administrative, are regularly working at the vaccination sites. You should continue to contact us if you have an urgent concern or symptoms that you are worried about, but if your problem is routine you will be asked to wait until routine services resume. Please be reassured that appointments such as cervical smears, baby immunisations, and post-natal checks will continue throughout this period. If you need us – we are still very much open and here for you. Our patient's health is always our highest priority.

Is the vaccine safe?

Absolutely, the vaccines which have been approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the Independent Medicines and Healthcare products Regulatory Agency (MHRA). Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks that all other licenced medicines go through. The MHRA follows international standards of safety. So far, more than 9.2 million people in the UK have received a first dose of the vaccine and reports of serious side effects have been very rare.

Please follow us on Facebook or Twitter and keep an eye on our [website](#) for further updates and to keep up to date with the latest information from the surgery.