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Dear Patient,

As you are probably aware, this year will be a very challenging year for delivering the flu vaccine programme. We are writing to you with the arrangements for booking and attending.

We are going to be delivering the flu vaccination programme this year in blocks to enable us to manage the amount of patients in the practice at any one time. We will have staff members on hand to help guide you through the building, as we will be working on a one way system only. We ask that you please contact the practice between 10am – 6.30pm Monday – Friday and 8.30am – 12.30pm on Saturday and book a time slot to attend.

When you attend your appointment we ask that you follow the instructions below:

- Attend on your own unless you need help in mobilising.
- Walk to the practice if you are able to. Parking will be very limited. You must not park on the main road outside the practice.
- Do not arrive early or late for your appointment time: we have allocated a strict number of patients per period to ensure that people are queueing for the minimum of time and social distancing is maintained.
- Please wear a face covering.
- We encourage you not to touch anything in the practice. An automatic hand sanitiser station will be available at the entrance and exit of the building. You may bring your own if you wish to.
- Please follow the instructions for queuing. The queue will be controlled to ensure social distancing. If you are in a wheelchair or have very limited mobility, please make yourself known to the queue marshall who will be wearing a high visibility jacket.
- If it is raining on the day, please come prepared with an umbrella as the queue will be outside for a short period of time.
- There will be no chairs available to sit while waiting and you will not be able to sit whilst having the vaccination (for infection control). If you think you will struggle with this, please speak to the queue marshall on arrival.
- Wear clothing which makes it easy to expose your upper arm. The vaccinations will be given in the doorways of the rooms to comply with infection control.

- Do not attend if you or any members of your household have symptoms of coronavirus, or if you have been told to isolate. Contact us the following week and we will rebook you when you are able to leave isolation.
- Please heed the instructions of the staff who are supervising the patient flow – they are there for your safety.

If you cannot attend the appointment time you have been given, please call us asap so we can reallocate you.

If you do not want the flu vaccination this year we would ask you let us know by using one of the 4 options below..

This year more than ever it is important that you let us know if you do not want to have your flu vaccination as vaccine supplies are expected to be in extremely high demand.

How to decline:

If you already know that you don't want a flu vaccine at all please let us know as soon as possible using one of the following options:

1. Call 01277 218393 and select any option – anyone answering the call will take your details and ensure your dissent is recorded appropriately.
2. Go to our practice website and complete an eConsult – using the admin part of eConsult you can select admin and write in the comments that you wish to decline your vaccination this year.
3. You could also email to decline if that's easier – Please note this email account is checked once daily and should only be used for declining flu vaccinations. noreply.thenewsurgerybrentwood@nhs.net
4. If you have received a text message informing you about the flu vaccination then please follow the instructions and reply to the message.

Please do not hesitate to contact us should you have any queries relating to the flu vaccination programme this year.

Yours sincerely

The New Surgery