

## WHAT TO EXPECT WHEN YOU COME FOR A FLU VACCINATION

During the pandemic we have made changes to our flu clinic procedure to ensure that you are safe. Please read the following carefully and help us to keep you safe during the pandemic.

1. Please arrive no more than 2 minutes before your scheduled appointment time and present yourself in the reception area through the front door.  
**This ensures that we do not have too many people waiting in a small space**
2. You must enter the building on your own unless you are accompanying a child under 16 or you are the carer. In these instances only 1 person may accompany the patient.  
**This ensures we do not have more people than is absolutely necessary congregating and waiting to be seen**
3. We are operating a One Way System. Please enter by the main entrance where you will be met by a team member who will direct you to either room 23 or room 24 for your vaccination. You will exit via the side emergency door  
**This will minimise the contact you have with other patients**
4. Please remove your coat and any layers of clothing covering your arms to ensure that we can easily access your arm to provide the vaccination  
**This reduces the time spent in the practice and enables an efficient flow of patients**
5. Social distancing guidelines remain in place so please maintain 2m distance between yourself and others until you are with the clinician administering your vaccinations and wear a mask unless you are exempt.  
**This reduces the risk of transmission of the coronavirus**
6. NHSE requests that the patient advises the practice of their ethnicity status if they have not previously provided this information; and where provided by the patient or their carer, the practice must record the ethnicity information in the patient record  
**This supports reporting to ensure that no eligible patient shall be excluded or experience particular difficulty in accessing and effectively obtaining a vaccination due to a protected characteristic, as outlined in the Equality Act (2010)**

**WE HOPE THIS INFORMATION IS HELPFUL AND  
WE LOOK FORWARD TO SEEING YOU**