



Visit **NHS Inform** or call **0800 22 44 88** as the **FIRST POINT** of contact for **all COVID-19** related symptoms.

## FLU SPECIAL – SEPTEMBER 2020

Flu Season starts from October & ends March 2021.  
COVID has not gone away, so here are the details of how we will deliver flu vaccines under social distancing.



More people to get  
free **flu vaccine**



Flu Clinics will take place in Craigshill Health Centre:

### Monday to Friday

09:00am to 09:45am & 2:00pm – 2:45pm

All eligible patients will be sent a letter with an appointment from the practice.

The Scottish Government will write to all over 65s to ask them to book an appointment with their practice. **If you receive this letter, please do NOT contact the practice. We will write to you separately with your appointment details.**

These clinics will take place throughout October, November and December. This keeps numbers in the practice to a safe level and ensures everyone gets vaccinated in time for winter.

We can maintain social distancing and ensure that the footfall in the practice is safe.

### Why are we changing Flu Clinics?

Previous clinics were walk in and lasted all afternoon. This involved huge numbers (as many as 500 people in one afternoon). This would be unsafe under social distancing. Whilst we have the capacity to vaccinate larger numbers inside the practice, there would be a risk outside the building where patients may form larger groups.

Our aim is to see smaller numbers of people on a daily basis to ensure that we can deliver safe vaccinations to all our patients before winter.

Please do **not** contact the practice with **general enquiries** on Flu Clinics. We will have dedicated channels to communicate with patients.

### Who will be offered the flu vaccine?

The following groups are eligible for the flu vaccine this year:

- All primary school children
- Children aged 2 to 5 (children aged 2 on 1 September 2020 and not yet in school)
- Anyone aged 55 and over
- Anyone with a health condition
- Those living with people shielding
- Pregnant women
- Healthcare workers
- Unpaid and young carers
- Social care workers who provide direct personal care



### When do the clinics start?

The flu clinics start on Monday 5<sup>th</sup> October 2020.

### Where are the clinics?

The majority of patients will be seen in **Craigshill Health Centre**.

There will be other clinics available to patients in other areas to a small number of patients, but the majority of vaccinations will take place in the Health Centre.

- School Children will be vaccinated in their schools.
- Pre School Children (6m – 2years at risk and 2 – 5 year olds) will be vaccinated by the local health authority (details to be confirmed)
- Housebound patients will be treated at home.

There will also be a **limited number of appointments** at the ODP1 Building at St John's Hospital. These will be Monday to Friday late afternoon and early evening. There will also be a weekend clinic available too.

### When are the clinics in Craigshill Health Centre?

- Every day Monday to Friday.
- 09:00 – 09:45 & 14:00 – 14:45

### How will I know about my appointment?

**We will write to you nearer the time with your appointment.** We will be sending letters throughout October, November and December. Details of when and where of your appointment will be in your letter.

### What if my appointment doesn't suit me?

We would be grateful if you can be flexible but understand daily life can make it difficult to attend. After you receive your letter, please contact the practice after 10am and we will book you in at a later date.

### What happens at my appointment?

You will be met at the front door and guided to one of our waiting rooms where we socially distance you from other patients.

You will be given your flu vaccine by one of our Doctors or Nurses and then you will be asked to leave via the nearest exit door. The process should take you no longer than 5 minutes.

### Before your appointment

If you have any of the following symptoms, **DO NOT** come to the Health Centre:

- a high temperature or fever
- a new **continuous** cough
- a loss of, or change in sense of smell or taste
- a shortage of breath
- and / or
- You are in quarantine after travelling abroad

**Please do not come to the Health Centre** and refer to [NHS Inform](#) for further advice.

### During your appointment – Help Us!



Wear a **face mask** or face covering.



Ensure that you have **short sleeves** and can be vaccinated quickly.



**Arrive on time.** Do not arrive more than 5 minutes early or more than 5 minutes late. This is for safety purposes.



**Please attend alone.** We need to make sure that the area is safe and there is no crowding.



**Bring your flu letter.** This will be used for your records and for the benefit of track and trace.

### Please do not call us unless:

**You have not received a letter by 7<sup>th</sup> December 2020**

**You have been given an appointment you wish to change.**

Due to high volume of calls, we will be unable to answer general enquiries over the phone. This will prevent patients from accessing health care.

We will have our website updated and will publish this Newsletter throughout Craigshill.

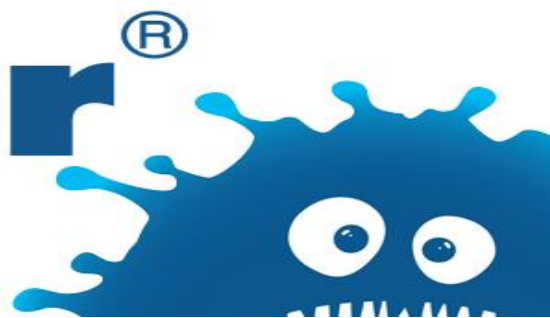
All our patients will receive details of this Newsletter via text.

# flu

CRAIGSHILL HEALTH CENTRE

FLU CLINICS 2020 - 2021

# fighter<sup>®</sup>



**There are important changes to how we provide flu vaccines this year.**

Flu Clinics will take place **every day** at Craigshill Health Centre.

**You will receive a letter from the local health authority** with an appointment. If the appointment is unsuitable, you can call us to change it.

**Most of our patients will be seen in Craigshill Health Centre.** Some may be given an appointment nearby. Details will be given on the letter.

Details of our Flu Clinics will be on our **Website, Facebook** and on our **Newsletter**.

All patients will be sent a link to our website page via **text**.

**PLEASE DO NOT CALL THE HEALTH CENTRE WITH GENERAL ENQUIRY ON FLU. PLEASE VISIT OUR WEBSITE TO DOWNLOAD A COPY OF OUR NEWSLETTER.**

**[www.craigshillhealthcentre.scot.nhs.uk](http://www.craigshillhealthcentre.scot.nhs.uk)**

## MACMILLAN @ WEST LoTHIAN

**Macmillan@WestLothian** is now live on NHS Inform 'Click to be Contacted'

Macmillan @ West Lothian are still providing support via email and over the phone during the Coronavirus outbreak. We can also arrange 1-1 appointments on the internet. For cancer information, support, or just someone to talk to contact us today on 01506 283053 or email: [MacmillanWestLothian@westlothian.gov.uk](mailto:MacmillanWestLothian@westlothian.gov.uk)

In 2019 over 900 people contacted the Macmillan @ West Lothian service. As Covid-19 took hold we made the decision to suspend Face to Face contact. The assumption was that our email and phone delivery would increase, not only from transference of this service but also due to heightened concern over the current situation. We also altered our delivery methods to include face to face support Online.

Whilst this has been promoted widely online we appreciate that not everyone is digitally aware and have a real concern that whilst there is obviously a need for our service, people may think that as we are not providing our face to face delivery the service is closed.

To help bridge this gap and make referrals easier Macmillan @ West Lothian is now live on NHS Inform Scotland's Service Directory, along with the 'Click To Be Contacted' functionality. The new function allows for professionals in the voluntary and health sector to instantly refer people affected by cancer into our support and information service. People who are affected by cancer can also self-refer, providing their details and indicating their preferred method of contact, and will be contacted within 2 working days. You can find out more and Click to be Contacted today.

The Service is able to provide listening ear support, access to information on the non-clinical aspects of living with cancer, and referral to local services. We welcome contact from anyone affected by cancer, including patients, former patients, carers, friends and families. No referral is required. Although currently unable to offer a face to face service we are available online, by telephone and email. For more information contact [MacmillanWestLothian@westlothian.gov.uk](mailto:MacmillanWestLothian@westlothian.gov.uk) or 01506 283053



**Open up when you're feeling down**

**Get in touch**

**0800 83 85 87**

A graphic for a virtual information event. It features a blue background with a white laptop keyboard and a white coffee cup on the left. The text 'Carers of West Lothian' is in the top left. The main text reads 'CARERS OF WEST LoTHIAN PRESENTS VIRTUAL INFORMATION EVENT' in white and blue. Below this, it says '(open to all unpaid carers, disabled adults and professionals working in West Lothian)' in white. Further down, it lists 'WE HAVE GUEST SPEAKERS COVERING LEGAL, SOCIAL WORK, BENEFITS AND HEALTH & WELL BEING TOPICS' in white. The date and time 'on October 1st from 10 30am to 11.30am.' are in red. At the bottom, it says 'Please register your place before Thursday 24 Sept on 01506 448000 or email [office@carers-westlothian.com](mailto:office@carers-westlothian.com) and get a ZOOM codes to join us!' in white.

**Carers of West Lothian**

**CARERS OF WEST LoTHIAN PRESENTS**

**VIRTUAL INFORMATION EVENT**

**(open to all unpaid carers, disabled adults and professionals working in West Lothian)**

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