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Novel coronavirus (COVID-19) standard operating procedure

COVID-19 local vaccination services deployment in community settings

This guidance is correct at the time of publishing. However, as it is subject to updates, please use the hyperlinks to confirm the information you are disseminating to colleagues and the public is accurate.

Any changes since v3.3 (8 March 2021) are highlighted in yellow.

The document is intended to be used as a PDF and not printed: weblinks are hyperlinked and full addresses not given.

The latest version of this guidance is available here.

To provide feedback about this SOP please complete this email template.

- Vaccinators, Clinical Supervisors and Registered Healthcare Professionals from NHS Professionals. These candidates will require local onboarding, training and checks before being deployed to a site.
- Volunteer vaccinators, patient advocates and post-vaccination observers supplied by St John Ambulance. These are provided free of charge.
- Volunteer stewards supplied by NHS Volunteer Responders, led by Royal Voluntary Service. These are provided free of charge.
- Clinical and GP Returners who have offered support to the NHS by taking part in the COVID-19 vaccination programme.

A Statutory Instrument was agreed to amend the Human Medicines Regulations, enabling the expansion of workforce and the breaking down of vaccination activity into component parts. The legislative changes allow unregistered staff with appropriate training to administer the vaccine under the National Protocol, thereby reducing the need for the clinical team to be composed solely of registered healthcare professionals.

The national workforce supply routes have capacity to support Providers with over 10,000 unregistered vaccinators. In addition, St John Ambulance is providing volunteers who can support (with the relevant pre-requisite training and competency sign off) as unregistered vaccinators. Providers should consider the optimum skills and staffing mix, including the use of unregistered vaccinators, to ensure a sustainable and efficient workforce delivery model.

Finally, to further support workforce resilience, both individual and team-level coaching is available to all staff through the LookingAfterYouToo and LookingAfterYourTeam programme. These free-of-charge sessions can be booked here.

Further advice on workforce planning is in Appendix A.

2.3 Site preparation

All providers administering vaccinations will have been designated in line with the relevant Site Designation Process which includes site requirements (available online for GP practice and community pharmacy led-sites).

Access

Providers should ensure that their local vaccination services are accessible to all members of their community and take reasonable steps to improve access and reduce potential inequalities for people eligible to access vaccinations.

This includes having access to translation and interpretation services as required to support consent, mental capacity and clinical assessments. It may be helpful to have supporting literature available in a range of languages and easy read formats

appropriate to the population being served (see the section on 'Communicating for diversity and inclusion' in 4.3 below). Contact your commissioner for information about local translation and interpretation services.

Patients, including NHS staff, do not require an NHS number or GP registration to receive a vaccination and should never be denied one on this basis, either in person when presenting for a vaccine, or through booking systems.

General-practice providers should note that for COVID-19 vaccination, the Enhanced Service permits the vaccination of unregistered patients to ensure these patients are able to access local vaccination services, and to ensure their unregistered status is not a barrier to them accessing local vaccination services. Patients should be encouraged to register with a general practice. A range of resources are on the FutureNHS workspace to help encourage people to register with their GP.

Community pharmacy providers should seek ways to encourage uptake of vaccine, particularly in populations where uptake is low. Local booking is permissible under the terms of the LES in agreement with the NHS England regional team.

PCN and Community Pharmacy sites should work collaboratively to target underserved populations in the most effective way possible using all providers.

More information about other potential health inequalities and inclusion groups can be found in Appendix B.

COVID-secure, social distancing and patient flow

Please refer to the Health and Safety Executive guidance on making your workplace COVID-secure, government guidance on working safely during coronavirus (COVID-19), guidance on social distancing and guidance on wearing of face coverings.

The following advice may also be helpful where vaccinating on-site:

- Use clear signage to direct patients to the appropriate site/space on arrival.
- Ensure alcohol gel/handwashing facilities are readily available for patients and staff, including at site entrances.

The Home Office may have set up initial accommodation for asylum seekers in your area who may need access to (and have a right to register for) local vaccination services. PHE has published advice on healthcare for refugees and migrants. Doctors of the World can provide specialist advice on working with asylum seekers and refugees.

Gypsy, Roma and Traveller communities face some of the most severe health inequalities and poor health outcomes in the UK. Friends, Families and Travellers has a service directory on its website, and relevant information on COVID-19.