

You may be aware that the following practices have come together to form Arden Primary Care Network (PCN):

- Alcester Health Centre
- Budbrooke Medical Centre
- Henley in Arden Medical Centre
- Lapworth Surgery
- Pool Medical Centre
- Tanworth in Arden Medical Practice
- The Arrow Surgery

With the government's announcement of the approval of the Pfizer vaccine, it was clear that not only would this be a huge logistical challenge, but also that the time constraints were extremely tight.

To ensure we were meeting the current government rules of “hands, face, space”, our Clinical Directors had to find a location where we could safely vaccinate over 400 patients a day, whilst keeping the day-to-day access to your practices going. It was agreed that it was impossible to run the service from our sites as they are just too small. In addition, there would not be a large enough workforce to run the Centre seven days a week.

The first solution was finding and agreeing the use of Studley Village Hall with the help of the amazing village hall committee. The next to negotiate a contract with the SWGP to provide a call center and workforce support to staff the center. There are many other minor and major issues but without the help of the Studley village hall committee and SWGP Federation then this would never have been possible.

After weeks of meticulous planning, on Friday 8th January, Arden PCN went live with their COVID-19 Vaccination Hub under the Clinical Leadership of Dr. Gareth Rowland, PCN Joint Clinical Director and senior partner at Lapworth Surgery, supported by Studley Village Hall, SWGP Federation and Lead / Senior Clinical Pharmacist for Arden PCN, Sheetal Kotecha.

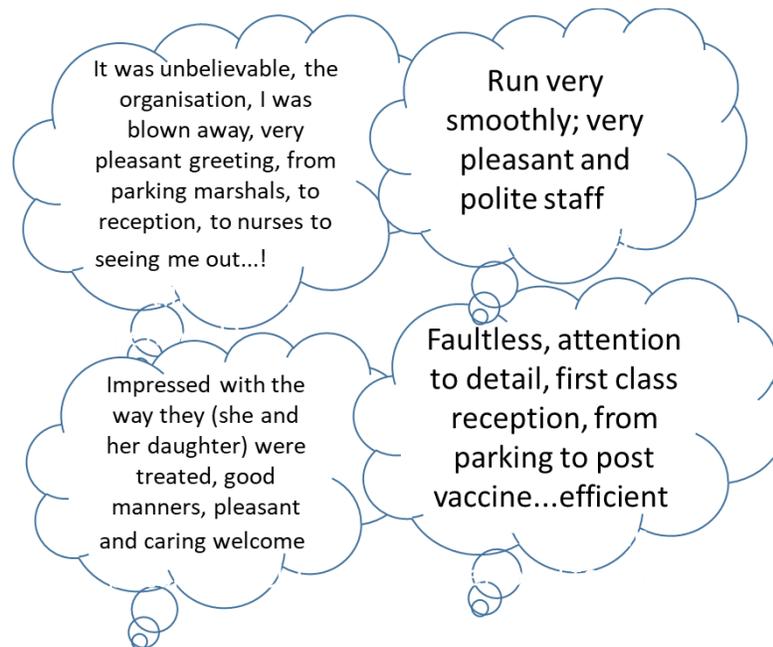


A trial 'dry run' on Friday 8th January was conducted by vaccinating the frontline healthcare within the practices, thus allowing time not only to book the patients, but also allowing the opportunity to review processes and ensure the best possible service for our patients on the day of their vaccination. The wait for our most vulnerable patients, their family members / carers was finally over, with the first cohort of patients receiving their vaccination on Saturday 9th January.

After the **first 6 days** of vaccinating from 8am to 8pm, the staff and volunteers at Arden PCN had successfully

- Vaccinated **over 2700 vulnerable patients** registered across all 7 practices
- **Patients and staff within all the care homes** that the practices provide services to
- Most of the **frontline healthcare staff** working at the practices
- **Trained an additional 14 GPs and nursing staff** to follow the processes required to safely reconstitute the Pfizer vaccine, ensuring the vaccine integrity is maintained at all times

Below are some snippets of feedback we have had from the patients who have attended:



Feedback from our initial patient satisfaction surveys show:

- 100 % found the overall experience on the day to be exceptional
- 90% found the location easy to get to
- 100% found the staff to be courteous
- 100 % found the staff to be informative
- 100% found the staff to be prompt and efficient
- 100% found the quality of the venue to be exceptional
- 100% found the parking facilities to be exceptional



Our vaccination service continues to go from strength to strength. Whilst we understand that there are still a number of anxious patients, family members / carers, please be rest assured that we are working round the clock to ensure that we can continue to support all our patients with the care and attention that they have come to expect from their local GP practices. We look forward to inviting you to our vaccination hub soon.

In the meantime, please continue to follow the current government guidelines:

Stay at home (unless you are coming for your vaccine!)...Protect the NHS...Save Lives...

Dr Gareth Rowland, Joint Clinical Director Arden PCN

Sheetal Kotecha, Lead/Senior Clinical Pharmacist Arden PCN