



## COVID-19 VACCINATION – STAFF HANDBOOK

This handbook is for the use of staff to support service-users and clients to access the Covid-19 vaccination. Inside you will find information which will support you to encourage the uptake of the vaccination by answering frequently asked questions (FAQs) including transport options, helplines for rebooking/missed appointments and how to book the quiet booth for those with learning difficulties or anxiety. There is also additional information regarding Covid-19 testing.

A toolkit has also been produced by Public Health Scotland which has lots of useful information on the vaccine including; vaccine effectiveness, vaccine ingredients, safety and side effects and information in other languages <https://publichealthscotland.scot/our-areas-of-work/covid-19/covid-19-vaccinations/covid-19-vaccine-information/covid-19-vaccine-overview/>

Vaccination is the best way to protect our communities and we all have a part to play in encouraging uptake.

If you have any further queries, please get in touch by emailing – [ACHSCPTtransformation@aberdeencity.gov.uk](mailto:ACHSCPTtransformation@aberdeencity.gov.uk)

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## **Making Every Opportunity Count – Approaching the subject of vaccination**

We all have a part to play to encourage as many people to get the vaccine as possible, to ensure family, friends and our communities are protected. Here are a few prompts that could be used to initiate conversation, you will find all the information you may need to answer the questions in the FAQ section.

### **Questions you could ask:**

Have you had your vaccine appointment through yet?

Is there anything that is putting you off attending your appointment?

Is there anything I could do that would support you attending your appointment?

Is there anything that seems unclear to you about the Covid-19 vaccination appointment?



## Useful Covid-19 Vaccination Contacts

We have created a contact list of information you may need to support accessing the Covid-19 vaccination. This includes travel support, a guided tour of the P&J Arena and the Grampian Covid-19 website which is full of information of what to expect. If you struggle with mobility please note there are accessibility options available at the venue including wheelchairs and lift access.

A dedicated quiet space has been set up at P&J live to support people with Learning Disabilities, or those who are feeling anxious, to receive their vaccinations away from the hustle and bustle of the main hall. You can request this on arrival, but it is best to book in advance as it is only staffed as required. Please contact Aberdeen City Learning Disability Health Duty Team on 01224 812900 or [gram.cityldhealthduty@nhs.scot](mailto:gram.cityldhealthduty@nhs.scot) to book.

Who?	Contact	How can they help?
National Call Centre	T: 0800 030 8013	The national call centre is the main contact for <b>all under 75s</b> .
<b>Travel Support</b>		
THInC Travel Hub - Grampian	T:01467 536111 E: <a href="mailto:travel@thinc-hub.org">travel@thinc-hub.org</a>	THInC provides advice on travelling to health or social care appointments.
Traveline	W: <a href="http://www.travelinescotland.com">www.travelinescotland.com</a> T: 0871 200 2233	Traveline Scotland is there for anyone needing to find out about public transport to P&J Live
<b>General Information</b>		
Grampian Vaccination Website	W: <a href="http://www.covidvaxgrampian.com/">http://www.covidvaxgrampian.com/</a>	Vaccination information
P&J Live Vaccination Centre	W: <a href="https://www.youtube.com/watch?v=gCwLx_Du0GE">https://www.youtube.com/watch?v=gCwLx_Du0GE</a>	P&J Live guided tour



### **Volunteering**

If a service-user or client wishes to volunteer to support the vaccination clinic, please get in touch with the following organisations for more information on opportunities available e.g. drivers.

**Royal Voluntary Service** – Telephone: 0330 555 0315 or Email:

[opportunities@royalvoluntaryservice.org.uk](mailto:opportunities@royalvoluntaryservice.org.uk)

**British Red Cross** – Telephone: 0344 871 11 11 or Email: [contactus@redcross.org.uk](mailto:contactus@redcross.org.uk)



## **Frequently Asked Questions (FAQs) – Covid-19 Vaccination**

### **What should I expect when I get to P&J live?**

A walk-through video has been created by staff at the vaccination clinic so people can see what to expect before arriving at the P&J Live and plan their journey. The video can be viewed on YouTube by searching “Tour of NHS vaccination centre at P&J Live”

You can also view Grampians dedicated Covid website, where you will find a whole host of information - <https://www.covidvaxgrampian.com/vaccination-centres/>

### **I have missed my appointment, how can I re-book?**

Please try your best to attend the appointment that is given to you, this helps to ensure no vaccines are wasted. However, if you have missed your appointment or cannot attend the appointment given to you, you can contact the telephone number on your letter to rebook.

### **I do not drive so I am not able to get to P&J live.**

There are a few transport options available. The Covid vaccine is classed as an essential medical appointment, this means in this case although not recommended, if it is the only way you will be able to attend the appointment, car sharing is allowed. There are a few things you can do to limit the risk of transmission when car sharing such as opening the windows and having one person drive and the passenger sit in the back, it is also a good idea to keep the radio on a low volume to avoid having to shout.

In addition to this, The THInC helpline can provide advice on the community transport options available. It is open Monday-Friday, 9am-4.30pm and can be contacted on 01467 536111 or by emailing [travel@thinc-hub.org](mailto:travel@thinc-hub.org).



You can also get public transport direct to the venue. Stagecoach Jet 727 and First X27 bus standard services operate through the event complex daily. You can view the timetable for these buses on the operator's websites.

**I feel anxious about going to P&J live after avoiding busy places for the past 12 months.**

That is completely understandable, and we have done all we can to reduce these anxieties. There has been a quiet booth set up at the vaccination clinic which allows people to get their vaccine done away from the hustle and bustle of the main hall. You can request this when you arrive but there may be a bit of a wait as it is only staffed as required. To save you having to wait, you can book to have your appointment in the quiet booth by contacting Aberdeen City Learning Disability Health Duty Team on 01224 812900 or by emailing [gram.cityldhealthduty@nhs.scot](mailto:gram.cityldhealthduty@nhs.scot)

**I do not want to have to wait in a long queue when I get to P&J live.**

Appointment times have been staggered to avoid large queues and we have a lot of vaccination nurses working through-out the day to ensure there are no long waits. Where you queue has markers to ensure everyone stays 2 meters apart, this sometimes makes the queue look longer but it is just because everyone is social distancing. We have tried our best to minimise wait times, but sometimes unforeseen circumstances may get in the way.

Please ensure you arrive at the time specified on your letter. Arriving early or late may cause longer queues.

If you have mobility issues and struggle to stand for a long time, please let one of the team know when you arrive, and arrangements can be made to ensure you have access to a wheelchair or seat to support you.



### **What if I need to use the bathroom while I am there?**

There are fully accessible toilets at P&J live, just ask a member of the team to point you in the right direction.

### **English is not my first language, so I'm worried I don't understand what the staff at P&J Live are saying**

NHS Grampian has a contract with Language Line for the provision of telephone interpretation services. The service is available at all times that the mass vaccination centre is in operation.

Over 170 languages are available, on the telephone, in 60-90 seconds, and uses experienced interpreters.

Members of the public are asked to alert staff at the check in desk that they require this service. They will be asked to identify what language they require, using a poster (by asking them to point to the language they understand)

Each text reads:

"Point to your language  
we will get an interpreter on  
the telephone to help us".

If the person does not recognise any of these languages, the Language Line Call Centre staff will assist.

### **I have allergies. Is it still safe for me to get the vaccine?**

If you have an allergy to the components of the vaccine, an alternative will be available on the day of your appointment. If the vaccinator / clinician has concerns that you have allergies from an unknown origin they will refer you to an Allergy Specialist.



**I have heard a lot of people are poorly after getting the vaccine. I have to go to work the next day and don't want this to be a problem.**

There can be side effects from the vaccine such as having a temperature or having flu-like symptoms, this is similar to other vaccines such as the Flu jab. If you start to feel poorly, we recommend you take some paracetamol, and this normally passes within 24-48 hours.





## **Frequently Asked Questions (FAQs) - Covid-19 Asymptomatic Testing**

### **What is asymptomatic testing?**

Asymptomatic testing can help to identify whether you are carrying the Covid-19 virus, even if you are not showing any symptoms.

The test is called a lateral-flow test. It involves taking a swab from your mouth and nose. The process takes just a few minutes. You will be notified of the test result by email or text within 24 hours by NHS Test and Protect, and possibly much faster.

### **Why should I get an asymptomatic test?**

It is beneficial to get tested as not everyone who has coronavirus will have symptoms, so people could be spreading the disease without knowing it. Testing for positive cases and encouraging those people to self-isolate means we have a better chance of stopping the virus spreading.

### **Where can I go to get an asymptomatic test?**

If you would like to get an asymptomatic test, you can do so by attending the test centre at the University of Aberdeen Butchart Centre on University Road between:

Mon 0800 – 1700

Tue 0800 – 1400

Wed Closed

Thurs 0800 – 1700

Fri 0800 – 1400

This is not a drop-in clinic and you must book an appointment, the booking form can be accessed by visiting the “Covid-19 community testing” page on NHS Grampians website.

[Booking form](#)



It is important to remember if you are showing any Coronavirus symptoms such as a new, persistent cough, high temperature and loss of taste or smell, you should not attend the asymptomatic testing centre. Instead you should book a Covid-19 test online via [nhsinform.scot](https://nhsinform.scot) or by calling 0800 028 2816.

### **How often can I take an asymptomatic test?**

Tests can be taken every 3 days, but it should be remembered that a negative result is a 'snapshot' in time, and you should continue observing FACTS guidance even if your test is negative.

### **Will I have to wait in a long queue if I go to get an asymptomatic test?**

Appointment times are staggered at the test centre to minimise the chance of having to wait in a queue.

### **What if my test comes back positive?**

If you test positive you will need to self-isolate until a confirmatory PCR test is sent to you and processed. If a positive result is confirmed, then your 10 days isolation period is counted from when you began isolating following the first test.

If you test positive for COVID-19 from the PCR test, you will be contacted by the local contact tracing team so close contacts can be identified. These close contacts will be asked to self-isolate for 10 days. You will also be sent a unique code to your mobile which can be entered into the Protect Scotland App. The data held in the app will then be sent to a server so close contacts also using the app can be notified.

### **What if my test comes back negative?**

A negative result is a 'snapshot' in time and you should continue observing FACTS guidance even if your test is negative.



- F – Face Coverings
- A – Avoid crowded places
- C – Clean hands regularly
- T – Two-meter distancing (where possible/applicable)
- S – Self isolate and book a test if you have symptoms