



What can I expect when I attend my vaccine appointment?

The teams at the large-scale vaccination centres and the GP-led vaccination services want to make your appointment as comfortable and as simple as possible. If you require extra support during your visit, it is available. Time is not an issue – you should not feel rushed.



You can choose to have the same member of the team with you every step of the way if a familiar face makes you feel more relaxed.

If you require a translator or a carer including a signer, they are welcome, please let the team know and follow social distancing guidelines. The team will also have access to online translation apps to help support with any conversations during your vaccine appointment.

Wherever possible please come into the centre on your own unless you need a family member, carer or friend to support you. Do not bring your children when you have your vaccination to prevent the spread of the COVID virus.

The vaccination teams appreciate that sometimes it is impossible to find alternative care for your children at the time of your visit. We want to vaccinate everyone in Cornwall and the Isles of Scilly as they are invited to have their vaccine so do not let this prevent you from making an appointment.

When you arrive for your appointment let them know if you have a child, family member, carer or friend with you. The vaccination teams will then perform a risk assessment to ensure they can best meet your needs without risking the health of you or anyone else. This may mean you have to wait a little longer to receive your COVID vaccination – please be patient. Keeping everyone at the vaccination site as safe as possible from the spread of the COVID virus is our top priority. Please make sure you and anyone else who accompanies you are wearing face masks, use the hand sanitisers regularly and always follow the social distancing guidelines.

Please try to attend your appointment as near to the time it is scheduled to avoid unnecessary waiting around, which will also help minimise the risk of spreading the virus.

Staff and volunteers at the site will be following social distancing guidelines. All those attending their vaccination will be expected to follow social distancing guidelines - keep 2 metres apart from the person next to you wherever possible, wear a face mask and regularly use the hand sanitisers provided at the sites.

There will be clear signs to help with social distancing.

If you feel unsafe and see social distancing not being followed, please speak to a volunteer or staff member. All staff at the large-scale vaccination centres and the GP-led vaccination services follows social distancing guidelines and if they observe or are made aware they are not being followed, the teams will remind individuals of these guidelines.



Some people will be nervous about receiving the COVID vaccine or dislike needles. The team will always take time to explain the process and reassure you. There are also trained St John's Ambulance Patient Advocates at Stithians Showground and Royal Cornwall Showground, Wadebridge, who are happy to provide you with extra support, reassurance and care throughout your journey, if you require it.

Adults with a severe mental illness such as schizophrenia or bipolar, anyone age 16 who is registered on the GP Learning Disability Register and those with associated conditions, such as Down's syndrome will be contacted by the GP-led vaccination services because they hold the information about each individual's medical condition. However, you can discuss with your GP if you would prefer to go to the large-scale vaccination centres.

The team at the Stithians Showground and Royal Cornwall Showground will open a third vaccination station at each site to provide a quiet/private space for any person that might need it. The station could be used to perform the entire vaccination process from clinical assessment to vaccination in the same place with the same clinical team, if it makes the person feel for comfortable.

You may be asked to wait for up to 15 minutes after having your vaccine. This is a routine and precautionary piece of advice that is often given after having a vaccination.

The GP surgeries also have volunteers on hand to provide you with extra reassurance.

GP surgeries offer home visits for people who are housebound.

If you need help with transport to get to a vaccine appointment, please telephone: 01872 265300.

Or to book, visit the [Volunteer Cornwall transport website](#).