



COVID-19 Primary Care Vaccination Site Brighton Racecourse

Reasonable Adjustments Policy

Document Version:	1.0
Document Author:	Dr Simon Hincks
Document Owner:	Dr Simon Hincks
Approved By:	
Approved Date:	
Review Date:	As required during the COVID-19 pandemic
Review Cycle:	As required during the COVID-19 pandemic

Version	Date	Summary of Change	Reviewer
1.0	22/02/2021	Initial draft	Dr Simon Hincks

Contents

1. Background.....	4
2. Access.....	4
3. Translation & Interpretation.....	4
4. Chaperones.....	4
5. Cultural Sensitivities.....	4
6. Sensory Overload, Severe Disabilities, Autism.....	4
7. Anxiety related to receiving vaccine.....	4
8. Process for supporting patients who request reasonable adjustments:.....	5
8.1 Booking Team.....	5
8.2 Reception/Marshal Team.....	5
8.3 Vaccinator/Consenters.....	5
9. Appendix 1 – Interpreting & Sign Live Processes.....	6
10. Appendix 2 – Links to Patient Information in Different Languages.....	7
11. Appendix 3 - Links to Pictorial guides for those with Learning Disabilities/Autism.....	8

1. Background

As part of the booking process, providers are advised to ensure that eligible patients:

- require any additional support e.g. access, translation and interpretation, chaperone, etc, and any reasonable adjustments e.g. for people with a learning disability or who may be autistic; PCNs should prepare their sites to enable support and reasonable adjustments through all aspects of the operating model

From: *Novel coronavirus (COVID-19) standard operating procedure COVID-19 local vaccination services deployment in community settings V3.2*

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/12/C1038-covid-19-vaccine-deployment-in-community-settings-lvs-sop-v3.2.pdf>

2. Access

There is access to the racecourse via public and private transport. The site has a large, tarmacked car park close to the Vaccination Hall Exit. Those with disabilities can be dropped off at the entrance to the vaccine hall. Those in wheelchairs can enter and exit the site from the front entrance where there is a wheelchair ramp.

3. Translation & Interpretation

Translation & Interpretation services are available to both booking and on-site teams via Language Line. BSL interpreting is available via AD Communications. (Please see Appendix 1 - Providing Interpreting and Sign Language Procedure' for how to book these services.

Within the site the Resuscitation area is enclosed and can be used for any patients requiring Interpreting / BSL services for consent and vaccination.

The Booking service have access to written materials in other languages and a visual guide for those with Learning Disabilities and Autism.

4. Chaperones

Any patient can request a chaperone to be present during the vaccination. This will be undertaken by trained chaperones available on-site.

5. Cultural Sensitivities

The Resuscitation Area is available as a screened off area for use when a more private area is requested for example cultural sensitivities around the need to undress to receive the vaccination.

6. Sensory Overload, Severe Disabilities, Autism

It is realised that some patients will struggle attending a large site with many people. Some will have been shielding for a significant period and may find coming to the site causes significant anxiety and distress. The site will do all it can to make a patient's visit as stress free as possible.

This includes, but is not limited to:

- Allowing waiting either outside or in a less busy part of the site
- Attending at 9am when less patients are being vaccinated or towards closing time
- Using the Resuscitation Area for screening and vaccinating
- Supervising the 15-minute wait outside the Vaccination Hall when requested

7. Anxiety related to receiving vaccine

- See No 5 above
- Please be aware that these patients may only be identified once arriving at a vaccine pod

8. Process for supporting patients who request reasonable adjustments:

8.1 Booking Team

- At time of booking identify with patient / carer what adjustments may need to be made as per list above
- Ascertain from the patient's practice how the patient is normally vaccinated. Consider whether we can adjust our set-up to reflect this or whether a home visit would be more appropriate
- Be aware of processes for using Language Line and SignLive at the time of telephone booking
- Use links to Patient Information in different languages and pictorial guides for those with Learning Disabilities and Autism
- Once patient is identified then ascertain specific requirements for the patient to have a smooth vaccination pathway
- Advise Vaccination Site manager of the patient name, date and time of vaccination and the requirements to support their vaccination

8.2 Reception/Marshal Team

- Be aware of the list of patients due to attend that day requiring reasonable adjustments and on arrival alert the On-Site Manager
- Be alert to patients arriving On-Site who may require reasonable adjustments, discuss with patient carers where possible and alert On-Site Manager
- Be flexible in responding to requests for reasonable adjustments including waiting outside and where these requests do not follow the standard vaccination pathway

8.3 Vaccinator/Consenters

- Be aware of patients who may benefit from reasonable adjustments
- Work with the On-Site Manager to accommodate the needs of those that have been flagged by the booking team or on-site.
- Be aware that a patient may arrive in your pod that would be better suited to being vaccinated in a quieter area.
- The Resuscitation area is being set up to accommodate both the consenting and vaccination processes. Please liaise with On-Site Manager to facilitate this.

9. Appendix 1 – Interpreting & Sign Live Processes



Providing
Interpreting and Sign

<https://www.improvingaccessservices.co.uk/wp-content/uploads/2021/02/Providing-Interpreting-and-Sign-Language-Procedure-v3.0-FINAL.pdf>

BSL Guides to the COVID-19 Vaccination:

<https://www.gov.uk/government/publications/covid-19-vaccination-british-sign-language-resources>

10. Appendix 2 – Links to Patient Information in Different Languages

Vaccine information in community languages:

<https://www.england.nhs.uk/london/our-work/covid-19-vaccine-communication-materials/>

What to expect after vaccination in community languages:

<https://www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination>

11. Appendix 3 - Links to Pictorial guides for those with Learning Disabilities / Autism

COVID-19 Vaccination Information:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/961301/PHE_11843 Covid-19 vaccination Easy Read guide.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/961301/PHE_11843_Covid-19_vaccination_Easy_Read_guide.pdf)

What to expect after your vaccination:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963183/Easy Read what to expect after your vaccination leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963183/Easy_Read_what_to_expect_after_your_vaccination_leaflet.pdf)

Information for women who might get pregnant, are pregnant or are breastfeeding:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963184/Easy Read guide to COVID-19 vaccination for women.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963184/Easy_Read_guide_to_COVID-19_vaccination_for_women.pdf)