Flow Chart Describing Flow Through Millennium Point

Attendees arrive at either ground or second floor	Should the vaccination centre become busy, attendees that arrive over 45 minutes before their appointment will be asked to return to their cars or to wait outside – this is important as it allows for social distancing and avoids overcrowding.
Attendee is checked in on NBS app on iPads at the entrance by confirming name and date of birth. Attendees need to know their NHS number and this must be provided to them if they don't have it	
If NBS states AZ 2 nd dose – attendee is direct to ground floor and given blue sticker. The AZ Blood Clotting patient leaflet will also be stickered (nb 1 st dose AZ appointments are no longer available at MP) If NBS states Pfizer 1 st dose – attendee is directed to 2 nd floor and given orange sticker	
DrDoctor bookings – these will be for 1 st dose and 2 nd dose Pfizer only at MP. No AZ appointments are on DrDoctor at MP	
If no appointment – attendees from the Umbrella service or from shelters are eligible for a vaccine. Any queries must be directed to Nurse in Charge	
	\checkmark
Ground floor = Astra Zeneca = Blue	Level 2 = Pfizer = Orange
\checkmark	
At each human touch point and at the start and end of a queue attendees will be checked to ensure that they are in the correct place	
Attendees will then be invited to take a seat in the pre vaccine waiting area if necessary	
From the waiting area attendees will be called into	
· · · · · · · · · · · · · · · · · · ·	V
All of the pre vaccine questions are asked. It is essential that both the vaccinator and administrator confirm that the correct patient is receiving the correct vaccine prior to administration. To ensure this, vaccinators will check via O4H the date and vaccine type of the first dose if already given	
	↓
Vaccine is administered. Medical advice line is available 07799007414	
	stered the patient is given a timer with 15 mins or 30 and started. They are directed to wait on one of the are able to leave
	\checkmark
Timers are to be dropped in to the returned box. They will be cleaned and returned to the lanes by the Logistics team, ready for use.	
Page 1 of 2	
Millennium Pont Flow Chart (Pfizer & AZ)	Version: 6 Issue Date: 27/05/2021
CDN: BSOL UHB VP005 Approved by	r: Tracy Nightingale, Clinical Advisor Corporate Affairs

When a patient feels unwell

Staff become aware that patient feels unwell, alert the Nurse in charge (NIC)/Rapid Responder (RR) for the floor.	
NIC for the floor attends and quickly assesses the customer's condition, decides the need for privacy and if RR are required Staff care for relatives and those around the customer	
 If required, Rapid Responder makes an assessment with options:- → remain in place as no intervention needed → remain in place privacy provided minimal intervention needed → transfer to RR room 2nd floor or privacy lane , intervention needed and ambulance required - communicate to site lead via radio that ambulance required stating location. 	
The RR will monitor the patient and take initial action as dictated by their condition, for example administration of adrenaline for anaphylaxis. If an ambulance is required the RR will radio the Site Lead stating patient location, and the Site Lead will call 999 and inform the MP security that an ambulance has been called	
MP Security staff will be positioned outside the main entrance to ensure access for the ambulance and escort to patient location.	
If ambulance not required staff care for patient until condition allows them to leave escorted if possible. If alone and travelling on public transport a taxi can be arranged by the site lead.	
\downarrow	
Note of incident completed in patients O4H record and Datix completed	
Yellow Card completed if collapse is related to vaccine	

Version: 6