

## **FAQs for Vaccination Team Staff**

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## **Mandatory staff training**

### **How do I get to the Royal London Education Academy?**

The address of the Education Academy is:

Education Academy  
Dental Hospital, Basement  
Turner Street  
Whitechapel  
London  
E1 1FR

For a map showing how to get there, refer to the Resources section of your Job Specific Training.

The entrance is to the right of the dental hospital, as shown above. There is a sign above the door which says 'Education Academy'. Enter the door, take the lift in front of you to the basement. The Education Academy will be on your left, with a sign above the door.

### **Tube**

The nearest tube station is Whitechapel, on the District line and the Hammersmith and City line. The nearest DLR station is Shadwell (approx. 12 minutes' walk).

### **Bus**

The nearest bus stops are the Royal London Hospital, Whitechapel Station Royal London Hospital, Cavell Street and East London Mosque.

## **What do I do if I have a problem with the Learning Portal?**

If you have a problem with the learning portal, you can contact the Barts Health Statutory and Mandatory training team at [statandmand.bartshealth@nhs.net](mailto:statandmand.bartshealth@nhs.net), who will envisage to respond within 3-5 working days.

Make sure you provide your profile ID, name and the email address that's registered to your ID.

What if I already completed the stat mandatory training from Barts (Trust, Agency) Provide [statandmand.bartshealth@nhs.net](mailto:statandmand.bartshealth@nhs.net) with prof, screenshot and/or certificate, include profile ID, name and the email address.

## **What do I do if I have a problem with attending my face-to-face induction?**

If you have a problem with attending your face-to-face induction, you can talk to the Education Academy at 020 7377 7812, or email [annika.waheed@nhs.net](mailto:annika.waheed@nhs.net) or [russell.palmer@nhs.net](mailto:russell.palmer@nhs.net)

### **How do I download the CATQR app?**

You can find instructions on how to download and set up the CATQR app on the Resources section of your Job Specific Training. You must download the CAT QR app so that we can monitor your attendance at face-to-face training sessions and it will be used daily as a check in for work The Street vaccination Centre.

## The Stratford- The Street Vaccination Centre

### How do I get to the Stratford Vaccination Centre?

#### **Address:**

SU 1196-1108 Ground floor  
and SU 2105-2108 first floor  
Westfield Stratford City  
Mountfichet Road  
London  
E20 1EJ

#### **Tube**

The Central line runs to the north east to Epping and to the west to Ealing Broadway and West Ruislip, via Stratford station and Central London. The Jubilee line runs between Stanmore in north London and Stratford station, via Central London and Docklands.

#### **Docklands Light Railway (DLR)**

There are DLR stations at Stratford station and Stratford International station. To the east, the DLR serves Stratford, Beckton and Woolwich Arsenal. To the south, the DLR serves Docklands, Greenwich and Lewisham.

#### **Overground**

London Overground services operate on the North London Line to and from Stratford station. Direct services run between Stratford and Richmond and Stratford and Clapham Junction.

Please note, Stratford station and Stratford International station are in Travel Zone 2/3.

#### **Bus**

Buses serve Stratford City bus station (in Mountfichet Road, adjacent to Westfield), Stratford bus station (over the Town Centre Link Bridge) and Stratford International station (adjacent to Westfield at Waitrose end).

Current bus services serving Stratford include:

25 Hainault Street - Holborn Circus  
86 Romford  
104 Manor Park  
158 Chingford Mount  
241 Prince Regent  
262 East Beckton  
308 Clapton Park – Wanstead  
388 Blackfriars  
473 North Woolwich

69 Canning Town - Walthamstow  
97 Chingford - Walthamstow  
108 Lewisham  
238 Barking  
257 Walthamstow  
276 Newham General Hospital – Stoke Newington  
339 Shadwell – Leytonstone  
425 Clapton  
D8 Crossharbour

## **Rail**

Westfield Stratford City is served by TfL Rail, National Rail services and high speed trains

- From Kent and London St Pancras to Stratford International station
- From Essex, Hertfordshire, East Anglia and Liverpool Street/Fenchurch Street to Stratford station.

## **Bicycle**

As part of Westfield Stratford City's commitment to creating a safer environment during the ongoing Covid-19 pandemic, an additional 300 cycle racks have been installed. There are over 700 secure bicycle parking spaces at Westfield Stratford City, which can be found in the following locations:

- Car Park A, Level P1 – access via pedestrian/cyclist entrance on International Way or via Roundhouse Lane and International Square
- International Square (near Stratford International Station)
- Westfield Avenue
- Mountfichet Road
- On The Street between Aspers & Four Dials
- Meridian Steps (other side of the link bridge, Stratford town centre)

A bicycle parking map showing the detailed locations of secure bicycle parking spaces at Westfield Stratford City can be viewed [here](#).

## **Driving/Parking**

Please follow the link below for information regarding parking at Westfield.

<https://uk.westfield.com/stratfordcity/parking-how-it-works>

## **Which entrance should I use?**

Staff will enter using the main entrance on the street, alongside patients. The unit is located directly opposite Aspers Casino and next to the North Face clothing store. The entrance is managed by security and the Front of House team. Staff names will be on the register, and they will require photo ID (such as passport or driving license).

All staff should ensure they check-in using the CATQR app on the iPads which will be held by Front of House.

## **What security will be in place on entry?**

We will have several layers of security on site such as CCTV, Access Control (Swipe access doors) & 24-hour Security Staff.

There will be security on site at all times, so it is important that staff carry their personal ID with them as it will be required every time they enter the site.

Official ID badges will not be issued to all staff. Entry will be accepted using Barts Health ID badges, for those in possession of them. The pre-approved security list will be given names of staff 24 hours in advance of their shift to allow them to enter.

Patients will access via pre-booked appointments only.

## **Staff working rights and rules**

### **What is my annual leave entitlement?**

#### **Bank employees:**

Your annual leave entitlement will depend on the number of hours that you actually work and will be pro-rated on the basis of a full-time entitlement of 28 days' holiday during each full holiday year (including all public holidays in England and Wales). At the end of each holiday year (which runs from 1 April to 31 March) the Staff Bank will pay you in lieu of any accrued but untaken holiday for that holiday year. Any claim for accrued but untaken holiday must be submitted by 31 March (i.e., the last day of the relevant holiday year).

### **Can I work at another vaccination centre on other days?**

You are entitled to undertake other work outside of the shifts you have committed to at The Street, Stratford. You will need to apply for other vaccination centres separately: you cannot be directly transferred through Bank Partners.

### **Can I continue my normal substantive role or work bank/agency work elsewhere without any issues?**

You are entitled to continue your other role(s) outside of the shifts you have committed to at The Street, Stratford.

### **What HR checks will be done?**

Bank Partners will perform all the standard pre-employment checks. This includes Right to Work, DBS check and Occupational Health. You must supply at least one reference from an employer from the previous 12 months. You will need to fill in your payroll details on the application pack you receive.

### **Do I need to have all vaccine checks?**

Band 3 HCA, Band 4 Vaccinators and Registered clinical staff will require Non-EPP Clinical Clearance. If they have not received any required vaccinations, Bank Partners will help to arrange these, and they will be administered free of charge. Admin staff will require Non-Clinical Patient Facing Clearance. Bank Partners will help to arrange any required vaccinations, and they will be administered free of charge.



## Staff protection from Covid19

### Can I be vaccinated?

Yes, staff will have opportunity to be vaccinated after they have started working at the Street.

### How will I be kept safe on site?

A number of measures have been put in place to ensure the wellbeing of our staff. Staff working can get a lateral flow test on site. Please ask your team leader or matron in your pod.

These include:

- Symptoms check on arrival
- Social distancing
- One way system with clear signage
- Managed number of participants and staff
- Disinfectant gel stations
- Lateral Flow test on site
- PPE
- Staff only areas

### Will PPE be provided?

All staff will be provided with adequate PPE for their job role, in line with recommendations from Public Health England. PPE will be available within your pod, and there will be clear signage and protocol for how to dispose of it.

### I have latex allergies, will latex-free PPE be available?

All gloves used will be Latex free.

### What do I do if I get COVID symptoms?

If you feel unwell with any of the following symptoms:

- Cough
- Fever
- Loss of taste
- No sense of smell

Then you should:

- Stay at home for 10 days

- Book at test at [nhs.uk/coronavirus](https://nhs.uk/coronavirus).

If your symptoms get worse, seek medical help. Call 111 or in an emergency call 999.

If you test positive for Coronavirus, you should:

- Stay at home until you are well
- Share your contacts with NHS Test and Trace Service
- Make sure you inform the booking team to cancel any booked shifts.

## What do I do if someone I know tests positive for COVID?

If you are contacted by Test and Trace, you should stay at home for 10 days measured from when you were last in contact with the person who tested positive. If you feel ill then you should book a Covid19 test. You must inform the Booking team that you are self-isolating.

## **Managing your shifts/pay slips**

### **How do I check my shifts?**

Shifts will be managed through the online platform HealthRoster. Detailed instructions will be provided by Bank Partners regarding how to use this service. Staff will be able to view but not book shifts on HealthRoster.

### **How do I book my shifts?**

Staff will be given contact details for the Bank Partners booking team in order to be able to book their shifts. They must book shifts within the shift pattern being used: there is no flexibility regarding length of shifts.

### **Can I request specific shifts?**

Some staff will have a regular shift pattern and some will book shifts on a weekly basis. Staff must commit to two days a week minimum, but these do not have to be set days. Staff can choose these days on a weekly basis.

### **What shift pattern is being used?**

The vaccination centre will be open from 8 am until 7 pm, 7 days a week. Clinical staff will be on shifts from 8am until 8pm. Admin staff will be on shifts from 8am until 8pm.

### **What do I do if I can no longer make a shift?**

If you cannot make a shift which you are scheduled for, you must contact the Bank Partners Booking team to cancel your shift. If you cancel within 24 hours of your shift beginning, this will be classed as a late cancellation. Multiple late cancellations may result in sanctions.

### **How do I get paid?**

The clinical lead in your pod will be responsible for inputting your shifts onto HealthRoster. Provided that the clinical lead submits the time sheet by 3 pm on

Monday, staff will be paid Friday for the previous week. Staff will be paid through the bank details which they submitted on their application pack.

### **How do I access my pay slips?**

Payments will be made by Barts Health, not by Bank Partners. Bank Partners will provide staff with instructions on how to log into ESR (Employee Self Records) so that employees can view their payslips.

## Staff wellbeing

### Is food and drink provided?

#### Water

Staff will have access to water supply from the water points located across the vaccination site (please bring a bottle).

#### Tea and Coffee

A free supply of tea and coffee will be available via the pop-up refreshment trolleys located on site in the designated room upstairs.

#### Food

There are over 89 places to eat in Stratford Centre. These include to-go and eat-in options. There is a Marks & Spencer located opposite The Street Vaccination Centre and Waitrose in the centre.

Please follow the link for further information.

<https://uk.westfield.com/stratfordcity/food>

#### Facilities for own food

In addition to this, staff will have access to a designated room upstairs with a microwave, fridge, and kettle. Anything left here is not the responsibility of Barts Health or the Stratford Centre. All these areas will be included in the local induction tour.

### Is there a staff wellbeing hub?

There is a room designated for staff breaks upstairs on the second floor, in the vaccination centre.

### What breaks are I entitled to?

Staff are entitled to one-hour unpaid break per shift, and two paid smaller breaks.

### Where can I put my possessions?

Staff will have access to lockable lockers to secure their belongings, on site on the second floor. Anything brought to The Street vaccination centre is the responsibility of individual staff.

### How can I give feedback on The Street Stratford Vaccination Centre?

Staff feedback will be received through a survey area on the ImproveWell app, allowing staff to voice their concerns and suggestions.

## **Starting work**

### **Where do I go when I arrive at The Street?**

New staff arriving at The Street Stratford for local induction should enter via front entrance of the centre. Instructions on how to reach the centre are found above. New staff should identify themselves to a member of security and sign in with the Front of house team using CATQR and report to lead matron or matron on site for local induction after the daily morning huddle.

### **What do I wear?**

All staff, Band 5/6 clinical Staff, vaccinators and non-clinical staff should wear their own, work appropriate clothing. There will be staff changing areas available on site.

### **What documentation do I need to bring with me?**

ID badges and/or old ExCeL ID badges. If you have a badge from ExCeL you will exchange it for a new ID The Street badge from Lenny Moughton, Estates Manager.

You will need to bring a valid form of ID, such as your passport or driving license.

## **What do I do in an emergency?**

### **Firearm, weapon or bomb threat**

In the rare event of a firearms or weapons attack, RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then HIDE. It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe: TELL the police by calling 999.

### **Fire**

Initially the in the event you hear the fire alarm you should calmly make your way to the muster point. The evacuation point is outside Holiday inn. Leave the centre and take direct left following the main building structure taking left again and Holiday Inn is directly around the corner.

If you see a fire, raise the alarm immediately by breaking the nearest call point (red break glass) and move to a place of safety. Do not put yourself at risk.

### **Emergency Information**

Please contact **020 8221 7333-7398**

- Emergencies (medical (999), fire, unattended packages, security emergency).

## Glossary of important terms

TERM	EXPLANATION
Adrenaline	A drug used to treat severe allergic reaction (anaphylaxis). Also a hormone produced by the adrenal gland.
Anaphylaxis	An acute, multi-system, allergic reaction (IgE mediated) to a substance, such as vaccination, drugs, and food. Symptoms of anaphylaxis may include breathing difficulties, loss of consciousness, and a drop in blood pressure. This condition can be fatal and requires immediate medical attention.
Auto-disable (AD) syringes	AD syringes are self-locking syringes that can be used only once. AD syringes are the preferred equipment for immunizations requiring injections.
Booster injection	An additional vaccine dose needed to "boost" (increase) antibody levels after completion of the primary immunization, which may be a series of up to three doses.
Cold chain	A system used to transport vaccines at a constant temperature involving a chain of refrigerators and portable cool boxes. Most vaccines and diluents need to be transported and stored in a cold chain between 2°C to 8°C.
Contra-indication	A condition that makes a particular treatment or procedure, such as vaccination with a particular vaccine, inadvisable. Contraindications can be permanent, such as known allergies to a vaccine component, or temporary, such as an acute febrile illness.
Drug (or medicine)	Any substance in a pharmaceutical product that is used to modify or exploit physiological systems or pathological states for the benefit of the recipient. The term drug/medicinal product is used in a wider sense to include the whole formulated and registered product, including the presentation and packaging, and the accompanying information. Vaccines are drugs/medicines.
Immunity	The body's response mechanism for fighting against bacteria, viruses and other foreign substances. If a cell or tissue (such as bacteria or a transplanted organ) is recognized as not belonging to the body, the immune system will act against the "invader." The immune system is the body's way to fight external invasions.
Immunization	The process by which a person becomes protected or resistant against a disease through an



	enhancement of their immune response. This term is different from vaccination which is a form of immunization where the body learns to recognize a particular foreign object (active immunization). Passive immunization can be provided by administering external antibodies that will temporarily help strengthen the body's response without inducing memory against a specific foreign object.
Immunization safety	The process of ensuring and monitoring the safety of all aspects of immunization, including vaccine quality, vaccine storage and handling, vaccine administration, disposal of sharps, and management of waste.
Informed consent	An ethical requirement that an individual who gives consent for an invasive medical procedure (e.g. a vaccination) is fully informed of all relevant risks and benefits of the procedure before making the decision to consent.
Intramuscular (IM) injection	Administration of vaccine into the muscle mass. Vaccines containing adjuvants should be injected IM to reduce the depot effect and formation of granulomas.
Key message	A key message gives the most important information that you want the public to know, for example in relation to a health education campaign on the benefits of vaccination.
Minor (or mild) vaccine reaction	Vaccine reactions that usually occur within a few hours of injection, resolve after a short period of time, and pose little danger.
Severe vaccine reaction	This is not a regulatory term. It refers to vaccine reactions that usually do not result in long-term problems, but can be disabling and, rarely, life threatening. Severe reactions include serious reactions but also include other severe reactions.
Side effect	Any unintended effect of a pharmaceutical product (including vaccines) occurring at a dose normally used in man.
Stridor	A whistling sound generated when breathing that indicates obstruction (blockage or swelling) of the trachea (windpipe) or larynx (throat).
Time to onset	The period of time between an intervention (in this case, a vaccination) and the onset of an adverse reaction to the vaccine.
Vaccination	Inoculation with a vaccine for the purpose of inducing immunity.
Vaccine	A preparation that improves immunity to a particular disease. A vaccine typically contains an agent that

	resembles a disease-causing microorganism, and is often made from weakened or killed forms of the microbe, its toxins or one of its surface proteins. The agent stimulates the body's immune system to recognize the agent as foreign, destroy it, and "remember" it, so that the immune system can more easily recognize and destroy any of these microorganisms that it later encounters.
Vaccinee	The individual receiving a vaccine.
Virus	An ultramicroscopic infectious agent that consists of genetic material surrounded by a protein coat. A virus can replicate themselves only within cells of living hosts.