

## Churchdown Vaccination Clinic

### Video Transcript

Time Stamp	Description	Narrated Words	Person Speaking
00:00 – 01:20	Introduction music, information about the video and a hyper-lapse video showing the route visitors will take through the clinic from start to finish	None – only background music	n/a
01:20 – 01:50	Welcome introduction from Rachel	<p>[Rachel] Welcome to Churchdown Community Centre. This is where we're running the Covid Vaccination Clinics.</p> <p>When you arrive at the clinic, we'll meet you here at the doorway <i>[points to entrance door]</i>, where you'll be asked to sanitise your hands and you'll be asked to wear one of the clinical masks.</p> <p>The volunteers will ask you if you're well and prepare you for your journey through the clinic.</p>	Rachel Hodges-Cox, Social Prescribing Link Worker, Churchdown and Longlevens Surgeries

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		<p>So they will ask you your surname, and depending on your surname, they'll take you through the process <i>[points to the two snaking pathways leaving from the entrance door to the Registration Desks. One for patients with surnames from A-L and the other for patients with surnames from K-Z]</i></p>	
01:50-02:05	<p>Scene showing how visitors will enter the building and that it is wheelchair accessible</p>	<p>[Rachel] Hello, come on in</p> <p>[Chris] Hi ya, thank you!</p>	<p>Rachel Hodges-Cox &amp; Christopher Auker-Howlett (Founder of Gloucester Community Networking)</p>
02:05-02:23	<p>Scene showing what the visitor will be asked to do as soon as they enter the clinic</p>	<p>[Rachel] Morning</p> <p>[Chris] Morning</p> <p>[Rachel] Welcome to the Covid Clinic</p> <p>[Chris] Thank you</p> <p>[Rachel] Are you all ready for your vaccination today?</p> <p>[Chris] Yes I am thank you very much</p>	<p>Rachel Hodges-Cox &amp; Christopher Auker-Howlett</p>

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		<p>[Rachel] Super! And you're feeling well?</p> <p>[Chris] Uh, I am feeling well</p> <p>[Rachel] Excellent! That's really good... and I need to ask you to sanitise your hands and we can start the process.</p>	
02:24-02:32	Slow motion scene showing the two snaking routes to the Registration Desk	None	n/a
02:32-02:52	Rachel leading you through from the doorway to the Registration Desks	<p>[Rachel] Once you have been welcomed by the volunteer and we've worked out your surname, we'll take you through the process so that you can be checked in by our friendly admin staff and our community volunteers.</p> <p>You'll be asked to wait here, until the Receptionist or the volunteer calls you forward.</p>	Rachel Hodges-Cox

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02:53-03:13	Rachel at the Reception desk explaining what happens here	<p>[Rachel] Once the member of staff calls you forward to the desk to be checked in, they'll ask you your name and they'll give you one of these leaflets that tell you what to expect from your vaccination.</p> <p>They'll check you in and you will be signposted to the next volunteer, who will direct you to the vaccination stations</p>	Rachel Hodges-Cox
03:14-03:30	Rachel at the doors leading to the vaccination hall	<p>[Rachel] The next volunteer will meet you here. They will be wearing a yellow tabard, so you know who they are, and they'll welcome you in to the community centre for your vaccination.</p> <p>They will ask you to start taking your jacket off in preparation.</p>	Rachel Hodges-Cox
03:31-04:00	Rachel at the entrance to the vaccination hall	<p>[Rachel] This is the next stage and welcome to the vaccination clinic. As you can see, it's really well organised, and there'll be a volunteer here directing you and supporting you all the time ensuring that you observe</p>	Rachel Hodges-Cox

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		<p>social distancing and that you are comfortable and can see what to expect.</p> <p>Your volunteer will guide you over to the next volunteer whilst observing these guidelines on the floor <i>[2m floor stickers]</i>.</p>	
04:01-04:27	Rachel at the vaccination station advising what will happen next	<p>[Rachel] And this is the next stage, and this is where you actually will receive your vaccination. So, there are a number of vaccination stations and they will be occupied by vaccinator nurses, and administrative staff, who will make sure all your details are secure and that the stations are kept clean and sanitised.</p>	Rachel Hodges-Cox
04:28-04:50	Chanelle at one of the vaccination stations with Chloe (admin staff), explaining how your vaccination will be given	<p>[Chanelle] Hello, my name's Chanelle and I'm one of the nurses. You'll be shown to have a seat at one of our stations. I'll then ask a few questions to check that it's safe to give you the vaccine.</p> <p>This is Chloe, she is one of our administrators, she will input all of the data onto the computer.</p>	Chanelle, Practice Nurse

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		Once you are finished here, one of our volunteers will then show you on to the next part of the vaccination centre.	
04:51-05:14	Rachel leading you through into the waiting area and explaining what will happen next	[Rachel] After you have had your vaccination, there'll be another member of staff or volunteer here to welcome you and to support you to go through to the waiting area.  You won't be rushed, if you need support to gather your belongings, they will be there to help you and they will take you through, this way, to have a seat.	Rachel Hodges-Cox
05:15 – 05:35	Rachel in the waiting area explaining what you should do after you have had your vaccination	[Rachel] You'll be asked to wait in the seated area for approximately 15 minutes so that the professional staff and the volunteers can observe your wellbeing and check that you don't have any concerns.  There's a clock here so that people know their time to go but there will be plenty of staff here also to support you.	Rachel Hodges-Cox
05:36-06:03	Rachel next to the screened off area for any visitors that may	[Rachel] At the Covid clinic there are numerous members of staff and volunteers from Admin Assistants, Nurses, we	Rachel Hodges-Cox

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	feel unwell once they have had the vaccination	<p>have an on-call G.P., Pharmacists, Social Prescribers so there's a whole host of people keeping you safe.</p> <p>But if at any point during this process you had an adverse reaction or became unwell, the G.P., will see you, behind this screen here, to maintain your privacy and dignity.</p>	
06:04-06.28	Rachel showing you the exit route out of the clinic	<p>[Rachel] Once you've had your vaccination, this is how you will exit the building. Your carers might be asked to wait here in the foyer so that we can maintain good hygiene and keep the numbers down in the area.</p> <p>They may be waiting here, if not, you will be supported by another two volunteers here, to exit the building this way where the Marshalls will support you to get to your transport.</p>	Rachel Hodges-Cox
06.29-08.13	Chris giving general, reassuring advice about how well the clinic has been set up and about the support	<p>[Chris] So, I've come here today, to the Churchdown Community Centre as a representative from the Butterfly Garden to just see what's going to be involved for students</p>	Chris Evans, Trustee and Chair of the Butterfly Garden Project, Cheltenham

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	<p>that will be available throughout the visit to the clinic</p>	<p>and people who attend our facility and others in the community who are dealing with a troubled journey.</p> <p>What I need to tell you is that I'm amazed at how organised all of this is, that there is nothing about this experience that will frighten you or disturb you and if you get here nervous and you are worried, there are carers and helpers everywhere, it's amazing!</p> <p>You will slide very swiftly through an introduction to the site and before you know it, you'll be in and sitting in a chair and you will be receiving your vaccination.</p> <p>There are people to help, there are people to answer questions and if you are really stressed about it and you need to bring your own support then there's an opportunity to do that. Carers can come and come join you.</p> <p>If you find the journey is really difficult then there's an opportunity to remove to a quiet room. So, there's a quiet</p>	

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		<p>space that is allocated that you can go and you can quietly sit in.</p> <p>If you've got issues of mobility, if you're in a wheelchair, or if you need a wheelchair for some reason when you're first on site, then wheelchairs are here and there's plenty of space. You'll scoot around this place in no time at all in a wheelchair without difficulty.</p> <p>So, don't be afraid. What we're about here is trying to create a situation where you are going to be smoothly delivered to receive this important vaccine.</p> <p>I urge you to come, I urge you to take part and not be frightened. There are people here who want to look after you.</p> <p>Enjoy the experience!</p>	
08:14-08:42	Chris in the 'Quiet Room' where visitor	[Chris] So, I've come through now into the quiet room, and it's very quiet, the only noise is me!	Chris Evans

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	can remove to if required	There's less out and spaced generously so there's room in here to manoeuvre and room to be at ease, and it's what it promises. It's a quiet space and there'll still be access to support if you need it. Yeah, lovely space!	
08:43-9:38	Recap / run-through of what people can expect as soon as they arrive	None – only background music	n/a
09:39-09:54	Rolling Credits	None – only background music	n/a