

Case Study

Leicester and Rutland DriveThru

A Drive-thru vaccination site in Leicester has been welcomed as a convenient option for both younger adults, and people with long-term health conditions who were too worried about possible risks to go elsewhere for their COVID-19 vaccinations.

The service is commissioned to run from a site next to County Hall until the end of June 2022 and offers potential capacity for around 720 vaccinations a day.

Its size and location were behind the decision to operationalise the service, with commissioners anticipating it would help to drive uptake in 18-30 year olds of first, second and booster doses and help parents who can drop-in without needing to arrange child care or take young children out of their cars.

Since launching in early February 2022, staff have found it's also attracting immunosuppressed patients who feel safer, as they are able to remain in their own vehicles and others for whom it's more convenient than booking and parking for appointments elsewhere. People with phobias and anxiety, including someone who needed a support dog with them, have also used the service.

"It's opening up a new avenue to more people," said Heather Hoskins, C-19 Operations & Delivery Lead at Leicester, Leicestershire and Rutland Patient Care Locally (LLR PCL)

"We're also seeing tradespeople who happen to be passing, families with young children and even people who've come in from other cities who have found out that this is now available."

The service is open from 11-7pm and has been promoted across the region, in newspapers, via social media and online.

It currently [Feb2022] operates with three community pharmacy vaccinators, a clinical lead and site manager, with support staff and marshals from LLR PCL.

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First Leicestershire drive-thru job centre opens today


The drive-thru is at County Hall, on the western edge of the city

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By Tom Mack Senior Reporter 11:42, 27th June 2020

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Drive-thru vaccination stations have proved popular elsewhere (Image: Getty)

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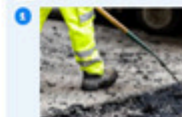
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Today, for the first time, people can get the Covid-19 vaccine in Leicestershire without having to get out of their car.

The new drive-through vaccine centre has been launched today by local health authorities to make it more convenient for people to get the jab.

#GetVaxxedStayOnTrack 

DRIVE THRU VAX

Covid-19 vaccinations

WHO Ages 12+ 1st, 2nd, 3rd and Booster doses	WHEN 11am - 7pm Wednesday - Sunday	WHERE County Hall Car Park, Rear of County Hall, Glenfield, Leicester LE3 8RA
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Drive-through clinics

CLICK HERE for details ▼

Get the covid vaccine without having to get out of your vehicle, at our drive-through vaccine clinic.

The clinic is in the car park to the rear of County Hall, Leicester Road, Glenfield LE3 8RA and is open every Wednesday to Sunday, 11am to 7pm. First, second, third and booster doses available.

Please check which age groups can get the vaccine on each day:

- 16,17,18 February: Age 16+ 11am-7pm. **CANCELLED.**
- 19, 20 February: Age 12+ 11am-7pm
- 23, 24, 25 February: Age 16+ 11am-3pm, Age 12+ 3pm-7pm
- 26, 27 February: Age 12+ 11am-7pm

Just turn up - no appointment needed - or you can book a timed slot in advance, if you wish.

Bookings for ages 16+ [https://www.swiftqueue.co.uk/pre_timescreen.php?id=\\$2y\\$10\\$3S9jedayjawn9LH1iJxue47vpo/4iqeapyZnY2HALai730r.JEJ6](https://www.swiftqueue.co.uk/pre_timescreen.php?id=$2y$10$3S9jedayjawn9LH1iJxue47vpo/4iqeapyZnY2HALai730r.JEJ6)

Bookings for ages 12 – 15 [https://www.swiftqueue.co.uk/pre_timescreen.php?id=\\$2y\\$10\\$3SXJcCK45XT9OtkU4ZzL.ou/Hf.gnO.iKHILbZfkUS6GAOvLHLSU4K](https://www.swiftqueue.co.uk/pre_timescreen.php?id=$2y$10$3SXJcCK45XT9OtkU4ZzL.ou/Hf.gnO.iKHILbZfkUS6GAOvLHLSU4K)

Last updated Sarah O'Gara 9 Mar 2022

The need

Prompted by the accelerated push for booster vaccinations in response to Omicron, Leicester, Leicestershire and Rutland ICS, returned to a previous idea they'd had for a drive-through service.

Data consistently showed the region's under-30s were slow in coming forward for first, second and booster doses, with convenience emerging as a reported barrier for this group who have other commitments and are busy during the week.

With an agreement to use a site alongside County Hall for free, Leicester City CCG pressed ahead with the plan and commissioned provider LLR PCL to work with it to develop and open the Drive-Thru Vax service in early February 2022.

The solution

Using a well-known location alongside the A50, with room for multiple lanes and space to overflow if required, combines desired capacity with easy access from the M1 and trunk roads

linking the city centre and surrounding areas.

A vaccine preparation area and resus and patient treatment space is in a double portacabin, separate from a staff administration office, storage, toilets, and sluice room. A staff rest area, kitchen, toilets and vaccine storage are located in a nearby annexe.

Outside, two traffic lanes are protected by large canopies, which are lit and heated to make it more comfortable for staff and people attending. Three vaccinators are assigned to each lane in operation, working in rotation and supported by a clinical supervisor.

There is also a site manager, a team of vaccination support workers and marshals, all of whom are employed by Patient Care Locally, the CIC provider.

Despite starting late in the vaccination rollout, staff have found the added convenience has been welcomed by patients who felt unable to use other locations.

“It is still worth it,” said Kay Darby, Deputy Director of the vaccination programme at Leicester, Leicestershire and Rutland ICS. “The Drive-Thru has a lot of capacity to step up and step down. It’s very flexible, isn’t drawing on primary care workforce and it’s reaching people, even those we hadn’t expected who are coming in from other cities. It’s helping to future-proof the programme.”

A mass vaccination centre at Leicester Racecourse is due to close at the end of March 2022. Commissioners, working with local VCSE and community partners are developing hyperlocal shop-front services within densely populated areas, supported by the drive-through and two mobile units, operating at city and county level.

Costs

The site has been provided free by County Hall, which also made necessary alterations. LLR PCL was commissioned to develop and run the service and has met the set up and operational costs.

Challenges

- Uncertainty over the governance model led to a delay from initial conception to deployment

Impact

The service has been promoted across local NHS websites and social media, and local media, but word of mouth and signage from the road have been just as critical in bringing people in.

Within its first month of operation, staff provided more than 584 doses:

- 71 first doses
- 124 second doses
- 186 boosters

The feedback has been especially striking for staff, who've asked those attending how they've heard about the Drive Thru and why they've come.

Example feedback

Wheelchair user with multiple underlying health conditions, expressed her relief. Her concern was the possibility of catching COVID and/or any other illness, which could have a further detrimental impact on her health.

A cancer patient undergoing chemotherapy felt that this was the only way to be vaccinated, given the immunosuppression caused by his treatment.

Lung cancer patient attended, who has been deeply concerned about attending a usual static site, for fear of catching COVID or another airborne illness. He was smiling from ear to ear. When asked about his experience, he gave a 'thumbs up' and gave a resounding thank-you.

A patient that had undergone a major transplant just a week ago, attended. The lack of movement due to the transplant, meant the patient had limited options when seeking vaccine. The ability to stay in their seat was critical.

A 12+ patient who wanted her sister, mother and father to attend. They were told this wasn't possible at another site in Leicester. They came here specifically because they could stay a collective for support

Lessons

Recommendations for other areas considering implementing a similar model

- Be flexible and consider how you can step up, and step down to match demand
- Securing a location that is easily accessible for target communities, as well as passing traffic, has helped to raise awareness of the offer and increase the numbers of people using the service
- Locating it close to other well used services and shops, means that people are more likely to see it, even if they've missed the promotional activity

Next steps

The service is commissioned through to June 2022. As other vaccination sites close, commissioners anticipate the Drive-Thru will allow them to balance that capacity and still provide the flexibility to do more in the event of another surge.

Working with equalities colleagues, the CCG is examining the data to see what impact it is having on uptake across different cohorts and population groups.

Find out more

[First drive-through vaccine centre opens in Leicestershire - Leicester City Clinical Commissioning Group Leicester City Clinical Commissioning Group \(leicestercityccg.nhs.uk\)](#)

Contact: Kay Darby, Programme lead for the Leicester, Leicestershire & Rutland Covid vaccination programme, Leicester City CCG - kay.darby1@nhs.net, 07960 144648



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