

13<sup>th</sup> – 26<sup>th</sup> August 2021

## Covid-19 Vaccination: Summary of insight from public engagement

**Patient experience survey:** 96% would recommend to friends & family

**Understanding barriers survey:** 28% want the vaccine but haven't booked in yet, 38% haven't made up their mind yet or want to wait longer, and 22% don't want the vaccine.

### Emerging themes

- **Low intensity engagement** – people continue to tell us that they no longer want to engage in discussions about the COVID-19 vaccine, and they that want to be left alone to make their own decision. This is particularly felt by young people (under 18) and people from ethnic minority backgrounds, as they have told us they feel they have been particularly targeted.
- **Young people and GP appointments:** groups of young people have told us that they were more comfortable being vaccinated at the local GP surgery due to hygiene, trust, convenience and familiarity. Elsewhere, other young people have told us they prefer to attend walk-in clinics, showing the importance of both options remaining available.
- **16 and 17-year-olds and walk-in clinics:** pharmacies and walk-in clinics have fed back that there is some confusion amongst people under 18 around which sites they can be vaccinated at.
- **Vaccination after having COVID:** people have told us that they were not aware that they could not be vaccinated against COVID-19 if they have had COVID in the last four weeks. Although this is picked up in pre-vaccination screening questions, people told us they would have preferred to know this before making the journey.

### Continuing themes

We continue to hear that younger people want to **weigh up the risks** of being vaccinated vs not being vaccinated; that people have concerns about the effect of the vaccine on **fertility**; around **side effects**; that people believe the vaccine was developed **too quickly to be safe**; and that a very small group of people **do not believe the vaccine exists**. For more detail on continuing themes, please see previous reports.

## **Understanding barriers survey (x59 responses completed 09/08/2021 – 25/08/2021)**

81% of respondents in the last two weeks answered 'no' to the question 'have you been offered the vaccine?' All these respondents were over the age of 18.

Of those 350 respondents who have not yet been vaccinated against COVID-19:

- 28% want the vaccine but haven't booked in yet ↑
- 38% haven't made up their mind yet or want to wait longer ↓
- 22% don't want the vaccine ↓

### **Why have you not yet received a vaccine?**

Examples of people's comments:

"I don't want the vaccine because I am worried about infertility. It is expected that I will have children one day and I am worried that the vaccine will make it so I can't have any children."

"I do not want to take the vaccine as I believe I have freedom of choice/free will. I am aware of how to protect myself and others from contracting the virus and will do all my ability to keep myself and others safe."

"People are still dying and they have been fully vaccinated (2 doses) so what is the point"

A large number of comments were from people who did not believe they were 'at risk' as they are young, although several of these respondents stated they had high-risk occupations e.g. carer, taxi driver etc. Several people also stated they were worried that the vaccine would impact their fertility – some of these respondents were not women. Individual comments referenced being anxious about needles, and not believing the vaccine was effective.

### **Would anything make it difficult for you to be vaccinated? E.g. work**

Examples of people's comments:

"I care for my mother who is disabled so it is very difficult for me to get out."

"I have young children to look after so can only go when my husband can look after the children."

"Work away a lot. Vaccine centre always seems to be shut when I'm free."

A large number of comments were from people stating they did not have access to a car and would prefer to walk to an appointment. People also frequently commented that caring for young children made it difficult for them to get to appointments. There were also several comments from builders or labourers who were working away.

## Is there anything that would stop you being vaccinated?

Examples of people's comments:

"If I can't go somewhere locally at a time that suits me."

"I'm nervous that I'll pick up side effects and/or something will go wrong"

The majority of people responded with 'no' to this question. Several comments said that not having the option to be vaccinated somewhere local and convenient would prevent the respondent from being vaccinated altogether. Individual comments included evidence of long-term side effects.

## Where would you go to find information to book your vaccine?

- Contact my GP if I think I've been missed 71% ↓
- My local GP website 26% ↑
- Call National Booking System by phoning 119 20% ↑
- NHS Calderdale CCG website ([www.calderdaleccg.nhs.uk/](http://www.calderdaleccg.nhs.uk/)) 14% ↑
- Calderdale council website ([www.calderdale.gov.uk](http://www.calderdale.gov.uk)) 12% ↑
- Search engine 8% ↑
- National Booking System website ([www.nhs.uk/book-a-coronavirus-vaccination](http://www.nhs.uk/book-a-coronavirus-vaccination)) 7% ↓

## When would it be easier for you to get the vaccine?

The majority of respondents had **no preference** (62%), followed by those who would prefer a weekend or weekday evening (15% each).

## Travelling to vaccination

The majority of respondents (43%) would travel between **4 and 6 miles** to their vaccination, although **57%** stated if they had to travel further than this, it would not stop them getting their vaccination. The majority of respondents (65%) would **ask someone else to drive them** to their vaccination, followed by 41% who would drive, 40% who would walk, and 16% who would travel by bus.

People most commonly commented that travel was not an issue for them. Several people stated they did not have access to a car and would not use public transport.

## Highlights from survey equality question responses

- Postcode 61% were from HX1
- Gender 37% were female, 63% were male
- Age range 16 to 45, with an average age of 29
- Disability 16% Yes, 82% No, 2% prefer not to say
- Carer 30% Yes, 69% No, 1% prefer not to say
- Receive benefits 60% Yes, 36% No, 4% prefer not to say
- Ethnicity 77% Asian Pakistani, 11% White British, 4% Asian Bangladeshi
- Religion 84% Islam, 5% Christianity, 8% no religion
- Sexuality 95% Heterosexual, 4% prefer not to say

## **Patient Experience Survey Summary** **(x118 responses completed 12/08/2021 – 11/08/2021)**

### **Positive sentiment**

Examples of patient comments:

“Not far from home and signposted where to go.”

“I didn’t have to book but the Piece Hall twitter and the Calderdale CCGs facebook helped a lot when I searched on google for walk in vaccination centres.”

“I was worried about my vaccine, so they got me in straight away and got it over and done with. Very considerate.”

“Really put me at ease, let me stay with a friend as I was anxious.”

The majority of comments were positive. Respondents most frequently commented about the ease of accessing a walk-in session that meant they did not need to book an appointment. Furthermore, people appreciated the location being close to home, that there was parking available, and they were able to undertake other activities such as shopping. People also frequently commented about the staff describing them as understanding, reassuring, friendly, professional, and smiley. Respondents were positive about the waiting times once at the locations and reported that where queues were lengthy, they were well managed. There were further positive comments about helpful communications that advertised the walk-in sessions.

### **Negative sentiment**

Examples of patient comments:

“I work on a ward that was Covid at the time. I’m a HCA. I had to book online - it took 4 days to get an appointment the system kept telling me to try later.”

“The first vaccine was so high up my arm it was nearly on my shoulder, it hurt, it bled, bruised and I had pain for weeks in my arm and swelling under my armpit which I reported on the yellow card system. I was ill after it. The 2nd jab was completely pain free, put in lower down my arm and I had no side effects. I worry that the first vaccine was put in the wrong place and ended up in my bone.”

“Confident in staff, however the queue was not socially distanced and most people were not wearing masks or were wearing them incorrectly.”

“Doesn’t look like it [Acapulco] been clean from last night.”

There were very few negative comments. People commented about access difficulties such as problems booking to get a vaccine with their own GP or problems accessing a vaccine as a health care professional. People also commented about long queues. There were individual comments about side effects, cleanliness and poor social distancing.

## Suggested improvements from respondents

“Check that new queue joiners have had their first vaccine a minimum of 8 weeks prior to getting their second. Some people were turned away upon reaching the front of the queue, and some may get frustrated by this.”

“Please make it easier for HCA and nurses on the frontline to get vaccinated. We should have a separate phone line dedicated to protecting us. I have seen colleagues get covid and have long term complications because they are too busy caring for covid patients to book their vaccines online.”

## Survey responses

- 94.1% found travelling to the site easy or very easy
- 84.2% found booking their appointment easy or very easy
- 97.4% were happy with waiting times
- 98.3% felt confident and safe at their appointment
- 99.9% reported that they are aware and willing to continue using social distancing measures, face masks and washing hands after their vaccination.

## Survey responses per site

- Other 92.4%
- Todmorden Health Centre 2.5%
- Boots the Chemist 2.5%
- Bankfield 1.7%
- Northowram Surgery 0.8%
- Spring Hall 0%
- Nursery Lane 0%

There were 109 responses listed as other, and of these 80 listed The Piece Hall and 15 listed the Acapulco Club.

## Highlights from survey equality question responses

- Postcode 22% were from HX1, 18.6% from HX2 and 15.3% HX3
- Gender 58.5% were female, 40.7% were male
- Age range 13\* to 96 with 53.4% aged 13-19 and 26.3% aged 20-29  
\*There was only one respondent who reported as age 13 and the remainder in this age grouping were aged 16 to 19.
- Country of birth 94.9% born in UK
- Ethnicity 87.3% British, 3.4% prefer not to say, 2.5% White and Asian
- Religion 60% no religion, 20.9% Christianity, 12.2% prefer not to say
- Disability 6% Yes, 91.4% No
- Carer 97.4% No, 2.6% Yes
- Long Term Conditions 27.1% stated they had 1 or more long term conditions

Link to survey: <https://www.smartsurvey.co.uk/s/CaldVacFeedback/>

## **Anecdotal feedback (13/08/2021 – 25/08/2021)**

Feedback was received through a pop-up vaccination clinic at The Acapulco nightclub, community youth groups, pharmacies and walk-in vaccination clinics, Park & Warley COVID partnership group, Youth Advisors reference group (young people and safeguarding), Tough Times reference group (young people and mental health) and 0-25 SEND reference group (young people with SEND).

**Low intensity engagement** – people continue to tell us that they no longer want to engage in discussions about the COVID-19 vaccine, and they that want to be left alone to make their own decision. This was heard from young people (under 18) via youth work teams and people from ethnic minority backgrounds, as they have told us they feel they have been particularly targeted.

**Young people and GP appointments:** groups of young people have told us that they were more comfortable being vaccinated at the local GP surgery due to hygiene, trust, convenience and familiarity. This was heard from 16-25 year olds from a range of reference groups engaging on topics such as safeguarding, mental health and special educational needs and disabilities. Elsewhere, other young people have told us they prefer to attend walk-in clinics, showing the importance of both options remaining available.

**16 and 17-year-olds and walk-in clinics:** pharmacies and walk-in clinics have fed back that there is some confusion amongst people under 18 around which sites they can be vaccinated at.

**Vaccination after having COVID:** people have told us that they were not aware that they could not be vaccinated against COVID-19 if they have had COVID in the last four weeks. Although this is picked up in pre-vaccination screening questions, people told us they would have preferred to know this before making the journey. This was fed back through community partnership meetings.

**Young people and asking questions:** a group of young people aged 14 – 17 years old spoke to us about the best ways to support young people's confidence in the COVID-19 vaccine by increasing their opportunities to ask questions to medical professionals. They suggested:

- Allowing young people to use the 'ask me a question' button on TikTok, to enable medical professionals to answer these questions publicly on TikTok via a video. The young people felt it was important that the person asking the question remains relatively anonymous.
- Allowing young people to ask a question to a medical professional through a free text-line.

## Resources

Fertility:

[FACTSHEET: COVID-19 vaccines and your fertility | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](https://www.calderdaleccg.nhs.uk/FACTSHEET:COVID-19vaccinesandyourfertility)

Fertility, in community languages:

[COVID-19 vaccines and fertility | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](https://www.calderdaleccg.nhs.uk/COVID-19vaccinesandfertility)

Maternity/pregnancy:

[JCVI issues new advice on COVID-19 vaccination for pregnant women - GOV.UK \(www.gov.uk\)](https://www.gov.uk/jcvi-issues-new-advice-on-covid-19-vaccination-for-pregnant-women)

[COVID-19 vaccines, pregnancy and breastfeeding \(rcog.org.uk\)](https://www.rcog.org.uk/COVID-19vaccinespregnancyandbreastfeeding)

Side effects:

[COVID-19 vaccination and blood clotting \(leaflet\)](#)

[JCVI statement on the use of the AstraZeneca Covid-19 vaccine: 7 April 2021](#)

[MHRA advice on possible link between Oxford AstraZeneca vaccine and blood clots](#)

[COVID-19 vaccination: blood clotting information for healthcare professionals](#)

Health conditions and COVID vaccination:

[Health conditions and coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](https://www.nhs.uk/health-conditions-and-coronavirus-covid-19-vaccination)

Understanding vaccines:

[FACTSHEET: What's in the Covid-19 vaccines? | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](https://www.calderdaleccg.nhs.uk/FACTSHEET:WhatsintheCovid-19vaccines?)

British Society of Immunology guide of vaccinations:

[BSIresource A guide to vaccinations for COVID19.pdf \(immunology.org\)](https://www.immunology.org/BSIresource_A_guide_to_vaccinations_for_COVID19.pdf)

Details for walk-in vaccination sessions in Calderdale:

[Walk-in vaccination clinics | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](https://www.calderdaleccg.nhs.uk/Walk-invaccinationclinics)