

4th March – 23rd March 2021

Covid-19 Vaccination: Summary of insight from public engagement

Patient experience survey: 93% would recommend to friends & family ↑

Understanding your views survey: 83% planning to be vaccinated --

The vast majority of people are still telling us that they want to receive the COVID-19 vaccine, and follow all guidance around hands, face, space. The majority of feedback around the vaccination process and programme is overwhelmingly positive, with lots of praise for the efficiency of the vaccine programme and all those involved.

Overall key emerging themes

- **Mistrust of information** due to feelings that government and pharmaceutical organisations may have ulterior motives. Feedback around this has increased since reports of blood clot side effects to Oxford Astra Zeneca vaccine, with many people stating they feel unsure about what information is 'neutral' or trustworthy. Several queries around why government organisations are not explicitly addressing people's concerns. GPs and medical professionals remain the most trusted sources.
- **Issues with SMS vaccine invites**, with feedback that these are either not being received, are not clear or look like a scam text. Some concern over what happens if these are missed, and some feedback that better clarity is needed on what cohorts are being vaccinated.

Continuing themes

- **Fertility and maternity** - concerns around the long-term effect of the vaccine on fertility, on pregnant women and women who are breastfeeding. Several comments that guidance is confusing or difficult to access.
- **Side effects** – concerns around what common side effects and/or allergic reactions are, how common they are, whether they effect certain groups more, whether they are more likely to effect people with certain health conditions, and how to find reliable information on this. Some feedback that people feel more poorly than they expected to following the vaccination.
- **Enforcement of the vaccination** – some are worried they will have no choice but to have the vaccination.
- **Validity of the vaccine** – small groups of people who believe they do not need the vaccine as they are not at risk (people in their 20s/30s), or that the virus simply does not exist.
- **Understanding the vaccine** – many people do not know how the vaccine works or what is in the vaccine.

Patient Experience Survey Summary (x73 responses completed 04/03/2021 - 23/03/2021)

Positive sentiment

Examples of patient comments:

“Well organised, clean environment, friendly and professional staff.”

“Great parking and very easy access.”

“Easy to follow website.”

“In and out in under 10 minutes.”

“Cannot fault the organisation of the whole process, including marshals in the car park and clear marking on the floor for social distancing.”

“The vaccinators were friendly and put me at ease and communicated clearly.”

Patients most frequently commented about how well organised the process was; referring to efficiency, adherence to social distancing and minimum waiting times. Patients also frequently reported that staff had been friendly, helpful, put them at ease and communicated well. Patients also reported that venues were clean, easy to travel to and park, and that the booking process had been simple.

Negative sentiment

Examples of patient comments:

“I tried to book but an awful site stated I needed to change the cookie settings in my browser before I could go any further. I gave up and rang my GP Surgery and did it through them.”

“Tried to get through to number that had been given took 3 hours.”

“I had to wait in a queue outside in the pouring rain.”

“It was very rushed and I stood up while I was vaccinated. Felt a bit like a conveyor belt.”

“I felt really poorly for a day and a half. I didn't mind the sore arm - but the extremely bad headachy flu was absolutely awful. I had to call 111 and the doctor. I think they should have explained to me that I could have such bad side effects to this vaccine. Thankfully these side effect went after one and half days - but it was quite frightening not knowing how long they would last or if not even go away.”

Patients most frequently commented about problems at the vaccination site(s) including having to wait for long periods outside in poor weather conditions, a lack of seating resulting and poor signage. Patients also commented that the booking process was difficult both online and on phones. People also raised concerns about side effects with one person also stating that their experience means they will not be taking up the offer of their second dose.

Suggested improvements from respondents

“Maybe let me know that there could be a queue and to maybe arrive early or make sure I had enough time.”

“Take time to listen, ease concerns and give advice, not just a scrap of paper, and take time to monitor people.”

“I think it could have also been better to sit down while being vaccinated”

“Maybe allow people to wait in their cars rather than the small room with other people”

Survey responses

- 90.2% found travelling to the site easy or very easy
- 90.2% found booking their appointment easy or very easy
- 98.6% were happy with waiting times
- 94.4% felt confident and safe at their appointment
- 100% 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

- Boots the Chemist 32.9%
- Other 15.1%
- Spring Hall 12.3%
- Todmorden Health Centre 12.3%
- Bankfield 12.3%
- Northowram Surgery 8.2%
- Nursery Lane 6.8%

Sites listed as ‘other’ included Calderdale Royal Hospital, Boots Chemist Huddersfield, John Smiths Stadium, Leeds General Infirmary, Home and Lynfield Mount Bradford.

Highlights from survey equality question responses

- Postcode 25% were from HX1, 18.1% from HX2 and 16.7% from HX3
- Gender 57.5% were female, 42.5% were male
- Age range 30 to 92 with 57.5% aged 60+ and 30.1% aged 50-59
- Country of birth 95.8% born in UK, 4.2% other (Cyprus, Pakistan and Germany)
- Ethnicity 93.2% British, 4.1% Pakistani, 1.4% other white, 1.4% prefer not to say
- Disability 16.4% Yes, 78.1% No, 5.5% prefer not to say
- Carer 20.8% Yes, 76.4% No, 2.8% prefer not to say
- Long Term Conditions 32.9% stated they had 1 or more long term conditions

Calderdale 'Understanding your views' survey summary (x224 responses received 04/03/2021 – 23/03/2021, 441 responses total)

What might stop you from having the vaccine?

Examples of people's comments:

"I am certain I will have the vaccine, as I have many family and friends who have died in the last year."

"If I needed to take it I would but only if mandatory."

"If my family bubble bursts & I need to provide childcare."

"I am overweight, so not sure if that affects me having a job?"

A large proportion of people continue to state nothing would stop them having the vaccine. However, people frequently commented that seeing evidence of side effects may stop them having the vaccine, and many more recent responses have stated more evidence of blood clots being a risk would stop them having the vaccine. Several comments included GP advice being a deciding factor.

Reasons people gave for not wanting the vaccine

"The blood clots side effect... has also confirmed my fears that the vaccine testing has been rushed... What else is going to come out as time goes on?"

"I do not think the vaccine will be effective; I think we will be having another lockdown after the summer."

"Matt Hancock and his friends are making tens of millions of pounds out of this."

People frequently referenced blood clots in their reasoning, however this was exclusively mentioned by those who stated they were unsure rather than those who had decided not to be vaccinated. Several people also mentioned concerns around the efficacy of the vaccine, which was often linked to being suspicious of the motives of pharmaceutical companies and/or the government. Individual comments included basing the decision on the research and concerns of their friends and family.

Anything else you would like to know about the vaccine?

Several people expressed concern that the government/NHS was not directly addressing people's concerns about the vaccine.

Examples of people's comments:

"We need more information from scientists, who are independent from the government and drug companies. We are just being drilled with the same message time and time again but key concerns are not being addressed."

"Why are the government not coming out and counteracting the rumours and information out there saying it's not safe?"

“How it affects more complex or rare conditions... finding testing groups with these that are big enough to give proper data is hard.”

“Are my rights going to be impinged... will I be stopped from doing things or going to places because I have not been vaccinated.”

Where would you prefer to get your vaccinations?

53% would prefer to be vaccinated at their GP surgery, followed by 35% with no preference.

Would you be willing to continue following safety advice after having your vaccine?

93% reported that they are aware and willing to continue using social distancing measures, face masks and washing hands after their vaccination, which is 3% down since 3rd March.

Most trusted sources of information

- GP or other medical professional 86% ↓
- Friends and family 63% ↑
- Faith leaders 45% ↓
- NHS website 35% ↑
- Local authority 32% ↑

The least trusted sources were ‘police’ (2%), ‘social media’ (8%) and ‘people I work with’ (16%).

Highlights from survey equality question responses

- Postcode 36% were from HX1
- Gender 51% were female, 49% were male
- Age range 16 to 86, with an average age of 44
- Disability 28% Yes, 71% No
- Carer 33% Yes, 67% No
- CEV 20% Yes, 76% No, 4% I don’t know
- Ethnicity 61% Asian Pakistani, 27% White British, 3% Asian Kashmiri
- Religion 69% Islam, 17% Christianity, 10% no religion

Those who said they do not want the vaccine, or are unsure:

- Average age is 37, slightly more likely to be male than female
- Recently, many more people who are not a carer and/or not disabled have stated they do not want the vaccine or are unsure
- A representative proportion (60-70%) state their ethnicity is Asian Pakistani and their religion is Islam.

Respondents from Asian Pakistani backgrounds are somewhat overrepresented in these results, which is due to concentrated efforts to engage with these communities, particularly through the Engagement Champions project. Black African communities are not represented in this survey so far, which will be an area of focus going forward.

Understanding the views of people with disabilities, caring responsibilities or those who are considered clinically extremely vulnerable will continue to be a focus.

Anecdotal feedback (04/03/2021 – 23/03/2021)

Feedback provided by: Brighouse and Northowram social prescribing team, Pennine GP Alliance (Central PCN and Upper Valley PCN), Boots pharmacy, COVID Community Champions, Engagement Champions, Chair of Calderdale Council of Mosques, Active Calderdale Disability Access Forum (ACDAF), SEND reference group (aged 14-15), Calderdale Forum 50+, Neighbourhood teams in Park & Warley, Healthwatch.

Blood clots as a side effect of Oxford Astra Zeneca vaccine: several comments and queries on this topic, however these are mostly from people seeking reliable data and reassurance rather than as feedback on why people are choosing not to be vaccinated. Feedback from Boots that there have been high numbers of calls with queries/concerns, a small number of people refusing the AZ vaccine, and a lower than usual number of DNAs/cancellations, and from other vaccination sites feeding back increased calls seeking reassurance around this brand of vaccine.

Validity: sources have fed back a very small number of people not believing that COVID-19 is real or stating that they do not believe in vaccines – one pocket includes people in their 30s and 40s in Brighouse area.

Issues with SMS vaccine invites: feedback that these are either not being received, are not clear or look like a scam text. Several people had discovered they had not received an invite that had been sent to them by logging onto their patient record portal and seeing one had been sent. This raised concerns around the 'mopping up' process if an invitation had been missed or not taken up at the time. Some reported the texts were confusing and looked as though they were a 'scam' – this feedback came from people with various disabilities. Other comments received that texts came from a different GP practice than the one registered with, which was confusing and led people to believe this wasn't genuine. Finally, some people suggested GP practices being clear about what cohorts they were currently vaccinating on their website would be helpful.

Fertility: continuing reports of concern and vaccine hesitancy due to pregnancy or worries about the effect on fertility. This feedback came from women from various backgrounds, but particularly in their 30s and younger.

A need for 'neutral' information sources: continued feedback that people do not feel confident that information sources are trustworthy, and often feel worried that information has a hidden political agenda. Survey results show GPs and medical professionals are most trusted, and anecdotal feedback supports this, e.g. feedback from older people that they prefer to receive information from professionals e.g. Professor Van Tam. Similar comments from young people with special educational needs/disabilities and parents/carers of people with mental health issues.

Side effects: a few reports that people were surprised/not prepared for how poorly they felt following the vaccine.

Allergies in clinically extremely vulnerable people: some questions asked about the provision of the vaccine to members of the public who are clinically extremely vulnerable but who have significant allergies. Some information around a staff clinic set up, and GPs pulling together lists of patients who fall into this category, but process unclear.

Myths/misinformation: very small numbers (one to three instances) of the following myths circulating:

- Vaccine contains nuts
- Vaccine contains meat
- Vaccine can cause women to grow facial hair
- People can develop 'ticks' following vaccination
- Vaccine can cause cancer later in life

Pop-up clinic for people with more profound learning disabilities: really positive feedback on the day, follow-up comments include: "A lot of thought had been put into the clinic: a safe, calm and welcoming environment that addressed the needs of a diverse group of people. The organisers obviously had a thorough understanding of those with additional needs and catered for them fantastically. A true example of good practice, well done!" More feedback to follow and to inform future pop-up clinics for this group of people.

Resources

Oxford Astra Zeneca side effects: [Reviews confirm that Oxford AstraZeneca vaccine does not cause blood clots | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](#)

Common side effects: [Coronavirus \(COVID-19\) vaccine - NHS \(www.nhs.uk\)](#)

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

Maternity: [Combined info sheet and decision aid 23.02.2021 \(rcog.org.uk\)](#)

Understanding how vaccines work: [FACTSHEET: What's in the Covid-19 vaccines? | Calderdale Clinical Commissioning Group \(CCG\) \(calderdaleccg.nhs.uk\)](#)

[BSIresource A guide to vaccinations for COVID19.pdf \(immunology.org\)](#)