

7<sup>th</sup> April – 20<sup>th</sup> April 2021

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

**Patient experience survey:** 95% would recommend to friends & family ↑

**Understanding your views survey:** 81% planning to be vaccinated --

The majority of people continue to state they want to receive the vaccine. Of the majority who have had the vaccine, feedback from their experience continues to be positive. 27 responses were captured from a pop-up clinic at St Augustine's, from respondents with varied ethnicities and ages. Although this feedback was mostly quantitative, it was all positive, and evidence that bespoke pop-up clinics provide a good experience.

### Emerging themes

- **Second doses:** concerns from people who have received their first dose around 12 weeks ago, and not yet been contacted for their second dose yet. There is also some anecdotal feedback that some people observing Ramadan may wait until after Eid before booking their second dose, even though this will take them over the recommended 12 weeks between doses.
- **Waiting to decide:** people are waiting to decide whether or not to be vaccinated. This is often fed back alongside questions around 'how long will the vaccination programme continue' and 'will people be offered another opportunity to be vaccinated if they don't have it when they are invited for the first time'?
- **Transport to vaccination appointments:** a small amount of people have concerns around transport to vaccination appointments as they don't have access to a personal vehicle, as in their view taxis and public transport are unsafe.

### Continuing themes

- **Younger cohorts:** Feedback from several different sources suggests that younger cohorts want to weigh up the potential risks of being vaccinated vs. not being vaccinated, as they perceive the risk of becoming seriously ill from COVID to be lower to them. Potential barriers include work, concerns around fertility, side effects etc.
- **Fertility and maternity** - concerns around the long-term effect of the vaccine on fertility, on pregnant women and women who are breastfeeding, particularly from young Asian women. Several comments that guidance is confusing or difficult to access.
- **Side effects** – concerns around what common side effects and/or allergic reactions are, and how to find reliable information on this. Blood clots following the Oxford Astra Zeneca vaccine are one of the main concerns. Some feedback that people feel much more poorly than they expected to following the vaccination. These stories spread anecdotally within communities and cause vaccine hesitancy.
- **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.
- **Allergy clinic** – some people at risk from anaphylaxis are struggling to access the allergy clinic, which is presenting further issues as shielding has lifted and the need for vaccination becomes more pressing.

## **Patient Experience Survey Summary (x49 responses completed 06/04/2021 – 20/04/2021)**

### **Positive sentiment**

Examples of patient comments:

“Definitely well trained. Very clean. And social distancing organised well.”

“I am happy to be vaccinated and I can now go out with confidence.”

“I was directed to a queue and a seat became available seconds later.”

“I'm impressed at how smoothly both visits have been. Thanks NHS. Thanks Calderdale.”

Patients most frequently commented about how well organised the process was; referring to efficiency and adherence to social distancing such as the use of one way systems. Patients also frequently commented about their positive interactions with staff; describing them as friendly, kind, knowledgeable and well trained. Patients also reported that venues were easy to access and there were minimal waiting times.

### **Negative sentiment**

Examples of patient comments:

“By the time I was ready to confirm the booking the appointment slot I'd chosen had been taken, so I had to restart the whole process. This happened 3 times, but the 4th time I managed to book my appointment.”

“I checked with my GP before making the vaccine appointment as to the best way ahead for me. She advised ... a clinic with full resuscitation facilities and we also decided I would increase my medication an hour before having the vaccine. I did this. I waited around half an hour at the clinic with questionable hygiene and social distancing only to be refused the vaccine. Almost 2 months on and many phone calls later, I still have not been vaccinated. The system is a total farce for someone with additional medical needs. It is impossible to navigate and is increasing health inequalities. I cannot believe Calderdale cannot make provision for someone who is CEV and who has allergies to have the vaccine. Other areas have managed to do this.”

“Long queue outside for 30 minutes, fortunately not too cold.”

“I was really ill following the vaccine. It triggered an immune response ... I'm being treated with steroids which is long term.

Patients most frequently commented about having to queue for long periods and the impact of this if there was no seating provided. Patients also commented about disorganisation at the centre including poor social distancing and a lack of sanitising in between uses of a wheelchair. One person raised concerns about difficulties getting vaccinated due to allergies and the potential impact on people deemed clinically extremely vulnerable. A further person reported difficulties using the online booking system which has also been raised previously.

### **Suggested improvements from respondents**

“Give vaccinations on time and provide seating for the old and infirm if there is a delay.”

### **Survey responses**

- 95.8% found travelling to the site easy or very easy
- 95.7% found booking their appointment easy or very easy
- 93.8% were happy with waiting times
- 95.8% 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**

- Other 65.3%
- Boots the Chemist 14.3%
- Northowram Surgery 6.1%
- Todmorden Health Centre 4.1%
- Spring Hall 4.1%
- Nursery Lane 4.1%
- Bankfield 2.0%

Of the 32 surveys with sites listed as ‘other’ 27 were from St Augustines.

### **Highlights from survey equality question responses**

- Postcode 35.4% were from HX1, 14.6% from HX3, and 12.5% from HX2
- Gender 40.4% were female, 57.4% were male
- Age range 25 to 83 with 33.3% aged 30-39 and 27.1% aged 60+
- Country of birth 45.8% born in UK, 12.5% Pakistan, 8.3% Sudan, 33.3% other
- Ethnicity 40.4% British, 17% African, 12.8% Pakistani, 10.6% Arab
- Religion 41.3% Islam, 23.9% Christianity, 23.9% no religion
- Disability 6.7% Yes, 91.1% No
- Carer 93.6% No, 6.4% prefer not to say
- Long Term Conditions 28.6% stated they had 1 or more long term conditions

## **Calderdale 'Understanding your views' survey summary**

**(x1 response received 07/04/2021 – 20/04/2021, 482 responses total)**

There was only one response received in the last two weeks to this survey. Themes from previous responses include:

### **What might stop you from having the vaccine?**

A large proportion of people continue to state nothing would stop them having the vaccine. People who told us what might stop them having the vaccine said e: evidence of serious side effects; evidence of long-term effects on fertility; or advice from GPs, religious leaders, or (in a small number of cases) workplaces advising against the vaccine.

### **Reasons people gave for not wanting the vaccine**

Concerns about the safety of the vaccine; concerns about blood clots following vaccination with Oxford Astra Zeneca; people not believing the virus was real; people not believing the vaccine was legitimate; wanting more time to decide whether or not to have the vaccine; wanting to wait and see how successful the vaccine was for others first.

### **Anything else you would like to know about the vaccine?**

More detailed information from official sources e.g. NHS and government, particularly around data on side effects for different brands of vaccine. Questions around the evidence that the vaccine reduces transmission; how often people will need to be vaccinated; whether vaccines will be mandatory for certain activities e.g. travel abroad.

### **Where would you prefer to get your vaccinations?**

50% would prefer to be vaccinated at their GP surgery, followed by 38% with no preference. Other locations suggested included place of work, and local mosque.

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

89% reported that they are aware and willing to continue using social distancing measures, face masks and washing hands after their vaccination.

### **Most trusted sources of information**

- GP or other medical professional
- Friends and family
- Faith leaders
- NHS website
- Local authority

The least trusted sources were 'police' (2%), 'social media' (10%) and 'people I work with' (14%).

### **Highlights from survey equality question responses**

- Postcode            39% were from HX1
- Gender                49% were female, 51% were male
- Age range            16 to 86, with an average age of 43

- Disability 25% Yes, 73% No
- Carer 29% Yes, 70% No
- CEV 18% Yes, 78% No, 4% I don't know
- Ethnicity 62% Asian Pakistani, 25% White British, 3% Asian Bangladeshi
- Religion 70% Islam, 16% Christianity, 10% no religion

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

- Average age is 37, more likely to be male than female
- Less likely to be disabled, less likely to be a carer, significantly less likely to be CEV
- A representative proportion (60-70%) state their ethnicity is Asian Pakistani and their religion is Islam
- Most likely to live in Park ward.

### **Anecdotal feedback (07/04/2021 – 20/04/2021)**

Feedback provided by: voluntary and community groups, Park and Warley COVID Engagement Partnership, North Halifax COVID Hub meeting, COVID Community Champions, Healthwatch.

**Transport to vaccination appointments:** some anecdotal evidence that transport is an issue for some people who don't have access to a personal vehicle, as they view taxis and public transport as unsafe. Only a very small proportion of survey respondents reflected this view, which was fed back by a voluntary and community group.

**Second doses:** concerns from people who have received their first dose around 12 weeks ago, and not yet been contacted for their second dose yet. As contacting GP surgeries is difficult at the moment, there is some confusion as to the best way to book this in. There is also some anecdotal feedback that some people observing Ramadan may wait until Eid before booking their second dose, even though this will take them over the recommended 12 weeks between doses. This was fed back through North Halifax, and Park and Warley COVID Engagement partnership meetings.

**Waiting to decide:** there has been both anecdotal feedback from COVID Champions and survey responses to suggest people are waiting to decide whether or not to be vaccinated. This is often fed back alongside questions around how long the vaccination programme will be and when people will be offered another opportunity to be vaccinated.

**Patients from overseas:** anecdotal feedback that a small number of patients from overseas have been refused a vaccine as they do not have an NHS number, contrary to guidelines.

## 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)