

18th January – 3rd March 2021

Covid-19 Vaccination: Summary of insight from public engagement

Patient experience survey: 90% would recommend to friends & family

Understanding your views survey: 83% planning to be vaccinated

Talk-Back panel survey: 92% planning to be vaccinated

Overall key emerging themes

- Overall, significantly more people are saying they would have the COVID-19 vaccination; than unwilling or unsure about having the vaccination
- If you are older, you are more likely to be willing to have the vaccine
- If you are White British, you are more likely to be willing to have the vaccine
- BAME groups are significantly more likely to say they are unwilling to have be vaccinated or are unsure
- Older BAME people are more likely to say they are willing to have the vaccine than younger BAME people
- Men more likely to be willing to have the vaccine than women; women are more likely than men to say they are unsure, but still predominantly are willing to be vaccinated
- Those who are unsure about the vaccine much more likely to trust friends and family than any other source.

Key themes why people say they are willing to have the COVID-19 Vaccine

- To protect myself and others
- To end the pandemic / get back to normal
- Feeling well informed – some people have had their concerns addresses by finding out more through reputable sources

Key themes of what people's concerns are

- Side effects/safety concerns – including allergic reactions and ill health
- The development of vaccines was too quick, meaning they cannot have been rigorously tested
- Long term impact on health and fertility
- Is it worth having the vaccination? For those at low risk of experiencing a significant impact of COVID-19, as they are young and healthy, do the benefits outweigh the risks? Several respondents stated they were simply “not bothered.”
- Understanding the vaccination – many people do not know how the vaccine works or what is in the vaccine.
- Mistrust of government and the pharmaceutical industry – there are questions about the objectivity of information provided by government and pharmaceutical companies
- Enforcement of the vaccination – some are worried they will have no choice but to have the vaccination

Patient Experience Survey Summary

(x57 responses received 10/02/2021 - 03/03/2021)

Positive

Examples of patient comments:

“Good clinical atmosphere, efficient pleasant staff.”

“It was clean, tidy, warm and staff were friendly.”

“Waiting area seats were separated with perspex screen.”

“Well ventilated and social distancing measures were in place.”

Patients most frequently commented about how well organised the process was; referring to efficiency, adherence to social distancing requirements, provision of clear instructions at every stage and minimum waiting times. Patients also frequently reported that staff had been friendly, helpful, kind and responded to queries well, as well as being professional and well trained. Patients also reported that venues were clean and easy to travel to. Individual positive comments included free parking, plenty of time to read information first and no side effects.

Negative

Examples of patient comments:

“A huge socially distanced queue outside...it was cold...it took 25 mins”

“Poor layout, lack of stewarding meant one guy had a back and front queue to try and merge”

“Area was on open view to all ... Appalled that elderly people were given the injection standing up ...felt like it was a cattle market”

Patients most frequently commented about a lack of information or communication. In particular these related to information given in advance of the appointment, printed materials to take away from the appointment, and signage outside the venues. Patients also commented that queuing outside was problematic either due to bad weather, volume of people or poor queue management. People also raised concerns about the absence of sanitising chairs in between usages, difficulties with the online booking system and problems travelling to venues particularly when travelling further afield from their own GP surgery. Individual comments included a lack of privacy and that there was not enough vaccinators compared to patients.

Suggested improvements from respondents

“Ensure elderly people are given a chair to sit on”

“I wasn't told which vaccine I was to be given (and I forgot to ask)”

“Easy access to toilets afterwards would have been helpful”

“Sanitise the chairs at the end so I felt safer”

“Clearer communication regarding the information required on the day”

“Printed information about next steps and...contact for the second injection”

Survey responses

- 90% found travelling to the site easy or very easy
- 94% found booking their appointment easy or very easy
- 93% were happy with waiting times
- 91% 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

- Spring Hall 26%
- Calderdale Royal Hospital 16%
- Other 14%
- Boots the Chemist 12%
- Nursery Lane 11%
- Northowram Surgery 9%
- Todmorden Health Centre 9%
- Bankfield 5%

Highlights from survey equality question responses

- Postcode 21% were from HX2
- Gender 60% were female, 40% were male
- Age range 26 to 87 with 68% being aged 60 or above
- Country of birth 93% born in UK, 7% born in Pakistan
- Ethnicity 86% British, 12% Pakistani, 2% Irish Traveller
- Disability 11% Yes, 84% No
- Carer 12% Yes, 88% No

The survey responses are largely representative of the Calderdale population, although targeted engagement is taking place with carers and people with disabilities to hear more about their experiences of the vaccination process following anecdotal feedback.

Respondents tend to be older, which reflects cohorts being invited to vaccination at the moment. Overall, more responses are needed to see a true picture of experiences of the vaccination process in Calderdale.

Calderdale 'Understanding your views' survey summary (x189 responses received 02/02/2021 – 03/03/2021)

What might stop you from having the vaccine?

Examples of people's comments:

"[If] local Imaam saying it is Haraam (not permissible) in Islam for Muslims to have it."

"If I can't have the same type of vaccine for 2nd dose."

"Stress and anxiety over the wait... just a postcode and GP surgery lottery which is not fair."

"I am housebound so if they don't come to my home ... then I won't be having it."

A large proportion of people said nothing would stop them having the vaccine. However, people frequently commented that seeing evidence of side effects may stop them having the vaccine. People also commented on conflicting information being confusing and making them unsure, as well as confusion around the roll-out schedule. Several comments included religious opinion being a deciding factor.

Reasons people gave for not wanting the vaccine

"I cannot leave the house and I cannot cope with anyone coming into the house."

"My friends say a lot of negative things about the vaccine and it will not make a difference whether or not I have the vaccine."

"I have had the vaccine, but I didn't want to have it. I went with someone else to get their vaccination and they ended up giving me it as well, was really distressed."

People most frequently commented that they were concerned about the long-term effects of the vaccine on their health, with several references to allergies. Several people also mentioned they based some or all their decision on the concerns their family and friends had, particularly those who experienced other boundaries e.g. language. Individual comments included suspicion or mistrust around ingredients, and people wanting to research further before deciding.

Anything else you would like to know about the vaccine?

Examples of people's comments:

"Some of the vaccines are different; I wonder which vaccine I will have as there is no choice with this."

"I am the sole carer for my father... would it be possible for me to have the vaccine sooner?"

"How often do you anticipate a booster being required?"

"More detail about the mechanism for identifying those who are morbidly obese?"

“How will a GP know if the patient has not visited the GP lately?”

Where would you prefer to get your vaccinations?

59% would prefer to be vaccinated at their GP surgery, followed by 30% with no preference

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

96% 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 87%
- Friends and family 61%
- Faith leaders 47%
- NHS website 32%
- Local authority 30%

The least trusted sources were ‘police’ (9%), ‘people I work with’ (8%) and ‘social media’ (12%).

Highlights from survey equality question responses

- Postcode 37% were from HX1
- Gender 52% were female, 48% were male
- Age range 16 to 86, with an average age of 45
- Disability 37% Yes, 63% No
- Carer 32% Yes, 68% No
- CEV 27% Yes, 69% No, 4% I don’t know
- Ethnicity 62% Asian Pakistani, 26% White British, 4% Asian Bangladeshi
- Religion 67% Islam, 16% Christianity, 11% no religion

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

- Average age is 39, evenly split male/female
- More likely to have a disability, be a carer, or be a parent
- A representative proportion (50-60%) 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 (18/02/2021 – 03/03/2021)

So far, only a small amount of anecdotal feedback has been collected from Neighbourhood teams and the voluntary and community sector. We expect this to increase as the vaccine engagement plan is rolled out.

Feedback so far includes:

Second doses – Neighbourhood teams reporting some confusion around when the second dose of the vaccine is booked. Most people felt it would have made more sense to book this at the same time as the first dose.

Homeopathy – Feedback from the voluntary and community sector around vaccine refusal on the grounds that this is incompatible with homeopathy. There is only a small amount of feedback to suggest this, however we are working on adding the position statement from Homeopathy UK to communications, which states GP advice should be followed on vaccination as this is separate to homeopathy. Further investigation into the views of people following alternative lifestyles is taking place.

Accessibility for carers – some feedback from voluntary and community sector that having separate vaccinations for carers and the people they care for is creating barriers for carers to attend appointments, e.g. finding transport, potentially having to pay for care whilst the carer attends the appointment as access to family and friends/support bubble is limited. Some locations are much more flexible than others with this, e.g. there has been some feedback that vaccinators at Boots were happy to vaccinate carers at the same time as the cared for person whereas some GP surgeries have been less so.

Ramadan – feedback from neighbourhood teams and links with Muslim faith leaders to suggest uptake during Ramadan is likely to be very low, as people will be concentrating on fasting, preserving energy, attending prayer etc. although imams have agreed that there is no theological reason the vaccine cannot be taken during this period. Additional pop-up clinics in Mosques are being arranged to maximise vaccination opportunities before Ramadan starts. Some concern that Eid is likely to be quiet again this year whilst some restrictions were lifted for Christmas.

Black African groups – further investigation into the reasons behind some vaccine hesitancy in Black African communities taking place. This feedback has come from engagement with voluntary and community groups.

Temperature check Talk Back Panel survey (x424 responses received 18/01/2021 - 01/02/2021)

What might stop you from having the vaccine?

“I would be reluctant to go to a large vaccination centre as I would be concerned about catching the virus”

“Nothing unless I can prioritise others in front of me”

“Mixing the Pfizer dose with the Oxford one”

Almost half of respondents stated that nothing would stop them having the vaccine. After this, people most frequently commented that evidence of adverse effects of health would make them reconsider. People also explained that practical barriers could impact their access to the vaccine. Individual comments included concerns around being ill at the time of their vaccination.

Reasons people gave for not wanting the vaccine

“Why would I need a vaccine that is only effective for a few months and doesn't make you immune anyway”

“[Not enough} medical research on... those with nonstandard immunity”

“Not sure if it is safe - after everything else, I no longer trust this government”

People most frequently commented with concerns around limitations to vaccine trials. People also commented on the value of the vaccine considering the length of immunity and the impact on transmission. Individual comments included mistrust of government and concerns around the vaccine reacting with other medication or pre-existing health conditions.

Anything else you would like to know about the vaccine?

“Will I have to queue in the cold? Who will be vaccinating me?”

“Whether we are putting at risk the overall duration and strength of immunity by not following manufacturer's advice on dosage”

“Does it protect against the new variants? Is it lifelong immunity?”

“If it is only effective for a few months what is the point?”

“How often will we have to have the jab?”

Survey responses

52% have no preference to where they are vaccinated, followed by 45% who would prefer to be vaccinated at their GP surgery.

98% reported that they are aware and willing to continue using social distancing measures, face masks and washing hands after their vaccination.

Preferred channels for receiving information

- By email 86%
- By text/WhatsApp 50%
- By post 44%
- Social media 19%
- Other 3%

Highlights from survey equality question responses

- Postcode 23% were from HX3
- Gender 57% were female, 40% were male
- Age range 72% being aged 50 or above
- Ethnicity 92% White British, 0.7% Asian
- Disability 23% Yes, 75% No
- Carer 10% Yes, 87% No
- CEV 11% Yes, 82% No

The purpose of this survey was to provide a 'moment-in-time' temperature check on how people in Calderdale are feeling about the vaccine. The survey was open to members of Calderdale Council's Talk Back panel for two weeks at the end of January. 424 of the panels 650 members responded to the survey with their views, including a good representation of the views of people with disabilities and caring responsibilities. However, the panel is limited in BAME representation and this is reflected in the responses to this survey, which is why further engagement is being carried out targeting different communities in Calderdale to ensure their views are understood.

The full report analysing responses from the [Covid-19 Vaccine Survey Results report Web based Survey to the Citizens' Panel](#) can be found on Calderdale Councils website.