

15th July – 12th August 2021

Covid-19 Vaccination: Summary of insight from public engagement

Patient experience survey: 96% would recommend to friends & family
Understanding barriers survey: 27% want the vaccine but haven't booked in yet, 39% haven't made up their mind yet or want to wait longer, and 23% don't want the vaccine.

Emerging themes

- **Refusal on religious grounds** – 11% (22 people) of survey respondents who hadn't been vaccinated (293 people) told us they were refusing on religious grounds. All these respondents that stated their religion were Muslim – however 88% of all survey respondents were Muslim due to the nature of this engagement.
- **Self-isolation** – people have told us they are having difficulty attending appointments/walk-in clinics as they are continually self-isolating, looking after children who are self-isolating, 'being pinged,' or having to work much longer hours due to other staff self-isolating.
- **Self-employed** – people with their own businesses told us they are struggling to attend an appointment due to working additional hours, covering staff absence etc.
- **Validity of the vaccine** – small groups of people continue to tell us they don't believe they need the vaccine because they are young and healthy. More people are telling us they don't want the vaccine, as they know people who have been vaccinated still becoming ill with COVID.

People aged 13 to 17-years-old have told us:

- **Protecting others** – one of the main reasons they want to be vaccinated is to protect older or more vulnerable family members.
- **Familiar settings** – although keen to be vaccinated, they were nervous due to not liking injections, worries about side effects or feeling intimidated about being vaccinated alongside adults, and would prefer to be vaccinated in a familiar setting.
- **Walk-ins and appointments** – both options being available is best, as some prefer walk-ins but some felt an appointment would encourage them to be vaccinated and help to plan around other arrangements.
- **Vaccine passports** – they felt under 18s would be less likely to have the necessary ID to register on the NHS app. They also felt vaccine passports were being used to put unnecessary pressure on younger people to be vaccinated.

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 (x293 responses completed 12/07/2021 – 09/08/2021)

Of those 293 people who have not yet been vaccinated against COVID-19:

- 27% want the vaccine but haven't booked in yet ↓
- 39% haven't made up their mind yet or want to wait longer ↑
- 23% don't want the vaccine ↓

11% (22 people) explicitly stated that they are refusing the vaccine on religious grounds. All of these respondents that stated their religion were Muslim, and 73% were male, which is reflective of overall group of people that completed this survey.

Why have you not yet received a vaccine?

Examples of people's comments:

"So many people had the jab and still got covid, so why bother?"

"The social media especially from Iraq (my home country) they said anyone vaccinated will encounter health issues after a couple of years. They say the vaccination is not Halal as they have some fats or material extracted from Pigs."

"Kids been sent home from school, so we all have to isolate, very annoying as I have to take time off work."

The majority of people stated that they had needed to self-isolate several times, which had meant that they had missed appointments. Many respondents stated that their children were self-isolating and therefore they could neither leave them at home nor take their children along with them to vaccinations. Several people also stated that they would not have the vaccine on religious grounds, with some comments mentioning religious leaders advising against the vaccine. Individual comments referenced government officials not taking up the vaccine.

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

Examples of people's comments:

"Been too busy working from 11am to 11pm 7 days a week on deliveries overtime."

"I prefer something close as I am not good in planning for routes and I don't speak good English. I am not confident to try new places."

"I am running my own business and am short staffed at the moment so am unable to book myself in."

"I am a builder, been building house extension, so been really busy and no time for jab in case I fall ill and job stops."

A large number of comments were from people caring for young children, who stated that this made it difficult for them to get to appointments, especially when the children were

isolating. People also frequently commented that they were caring for ill relatives, and were worried about feeling unwell after the vaccine. Other common responses were from people who ran their own business, and were short staffed or busy (including people who ran grocery shops, butchers, garages etc.) There were also several comments from builders who were prioritising work at the moment or working away.

Is there anything that would stop you being vaccinated?

Examples of people's comments:

"Yes, I am led to believe it has animal fats in it."

"Yes, at the moment my husband thinks there are too many confusing things being said about it."

The majority of people responded with 'no' to this question. Several comments said that being told to self-isolate, or 'being pinged' would stop them attending an appointment. Other comments referenced the vaccine not being allowed for religious reasons.

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

- Contact my GP if I think I've been missed 82% ↑
- Call National Booking System by phoning 119 17% ↓
- My local GP website 16% ↓
- NHS Calderdale CCG website (www.calderdaleccg.nhs.uk/) 7% ↑
- Calderdale council website (www.calderdale.gov.uk) 6% ↓
- National Booking System website (www.nhs.uk/book-a-coronavirus-vaccination) 5% ↓
- Search engine 4% ↓

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

The majority of respondents had **no preference** (68%), followed by those who would prefer a weekend evening (13%).

Travelling to vaccination

The majority of respondents (48%) would travel between **4 and 7 miles** to their vaccination, although **56%** stated if they had to travel further than this, it would not stop them getting their vaccination. The majority of respondents (75%) would **ask someone else to drive them** to their vaccination, followed by 44% who would drive, 37% who would walk, and 17% who would travel by bus.

People most commonly commented that travel was not an issue for them. Several people stated they would rather be vaccinated somewhere familiar to them, and a small number stated they did not have access to a car and would not use public transport.

Highlights from survey equality question responses

- Postcode 55% were from HX1
- Gender 36% were female, 63% were male
- Age range 18 to 40, with an average age of 27
- Disability 18% Yes, 81% No
- Carer 31% Yes, 68% No, 1% prefer not to say

- Receive benefits 61% Yes, 34% No, 5% prefer not to say
- Ethnicity 83% Asian Pakistani, 7% White British, 2% Black African
- Religion 88% Islam, 5% Christianity, 4% no religion
- Sexuality 95% Heterosexual, 4% prefer not to say

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

Patient Experience Survey Summary (x36 responses completed 13/07/2021 – 02/08/2021)

Positive sentiment

Examples of patient comments:

“Very fast and efficient.”

“It was very clean, well trained staff and social distance was put in place.”

“Nurse who vaccinated me was lovely and reassuring.”

“Easier for me not to book and go straight to the drop-in vaccination clinic.”

Respondents most frequently commented about the smooth running of the service, describing it as well organised, quick and efficient. People also frequently commented about cleanliness and that good social distancing measures were in place. There were individual comments that reported the online booking as easy to use, and that being able to walk-in to a session without booking in advance was helpful.

Negative sentiment

Examples of patient comments:

“They asked too many questions before they vaccinated me. My son (10 Years old) was interpreting most of the questions but he is not good in medical terminologies.”

“2nd Vaccination was difficult to do [book online] as lost details and couldn't find.”

“I felt scared as too many people were there.”

“Fire alarm went off and so had to wait outside for a while in rain”

“Vaccinator not wearing mask! Despite most patients wearing theirs.”

“Feel it is hard to get a vaccine now in Halifax as can no longer get one in Boots and have to go to Luddenden or Huddersfield. Also, if you have young children who will look after them. Would be good to link up with Health Visiting service to provide childcare whilst having vaccine.”

“I keep hearing things changing so not always sure what to believe”

Patients most frequently commented about communication difficulties including lack of an interpreter and confusing messages from the Government regarding the use of masks.

People also commented about difficulties with the online booking system. There were a couple of comments about distance to the venues and the volume of people at the venue. An individual comment reported that a vaccinator was not wearing a mask.

Suggested improvements from respondents

“Providing an interpreter.”

“The centre should be close to where the individual lives.”

Survey responses

- 94.4% found travelling to the site easy or very easy
- 80.5% found booking their appointment easy or very easy
- 97.2% were happy with waiting times
- 94.4% felt confident and safe at their appointment
- 91.7% 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 55.6%
- Boots the Chemist 13.9%
- Spring Hall 11.1%
- Todmorden Health Centre 11.1%
- Bankfield 5.6%
- Nursery Lane 2.8%
- Northowram Surgery 0%

There were 20 responses listed as other, and of these 7 listed Calderdale Royal Hospital, 3 listed Madni Mosque, and 3 listed Brook Pharmacy.

Highlights from survey equality question responses

- Postcode 33.3% were from HX1, 22.2% from HX2 and 11.1% HX3
- Gender 58.3% were female, 36.1% were male
- Age range 19 to 45 with 55.6% aged 30-39 and 30.6% aged 19-29
- Country of birth 73.5% born in UK, 11.8% Africa
- Ethnicity 52.8 % British, 13.9% African
- Religion 28.6% Islam, 28.6% no religion, 22.9% Christianity
- Disability 14.3% Yes, 77.1% No
- Carer 66.7% No, 30.6% Yes
- Long Term Conditions 44.4% stated they had 1 or more long term conditions

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

Anecdotal feedback (15/07/2021 – 12/08/2021)

Low-intensity engagement: some people have told us that they feel they have received too much contact about the COVID-19 vaccination, through various routes including their employers. This was heard through localised community pop-up vaccinations and through the Equality and Cohesion team at Calderdale MBC.

Self-employed: people with their own businesses told us that they are feeling under pressure to work additional hours due to work lost during the pandemic and staff self-isolating. Some of these people feel they don't have time to attend a vaccination, or that they can't afford to have time off work if they feel unwell after receiving the vaccine. This has been fed back through voluntary and community groups, and through survey responses.

13 to 17-year-olds: we have been listening to younger people from this age group, to understand their views on that vaccine as government guidance around vaccinations for under 18s changes. On the whole, younger people have told us they are keen to be vaccinated. They also told us:

- **Protecting others** – one of the main reasons they wanted to be vaccinated was to protect older or more vulnerable family members.
- **Familiar settings** – although keen to be vaccinated, they were nervous due to not liking injections, worries about side effects or feeling intimidated about being vaccinated alongside adults. Due to this, they would feel more comfortable if they could be vaccinated in a setting familiar to them, or by a GP they knew.
- **Walk-ins and appointments** – some would prefer to attend a walk-in clinic, whilst others felt having an appointment would encourage them to attend and help them plan around other arrangements. People told us both options being available would be best.
- **Vaccine passports** – younger people had questions about vaccine passports, as they felt under 18s would be less likely to have the necessary ID to register on the NHS app. They also felt vaccine passports were being used as a way to pressure younger people into being vaccinated, which they didn't feel was necessary.

This has been fed back by a small group of 13 to 17-year-old students.

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/JCVIissuesnewadviceonCOVID-19vaccinationforpregnantwomen)

[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/Healthconditionsandcoronavirus(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)