

**24<sup>th</sup> March – 6<sup>th</sup> April 2021**

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

**Patient experience survey:** 94% would recommend to friends & family ↑

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

The 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 positive and improving, with lots of praise for the efficiency of the vaccine programme and all those involved.

### **Emerging themes**

There are no new themes to feedback, but we continue to hear the same concerns from people. There is some anecdotal evidence to suggest that younger cohorts may be more hesitant, as they have additional concerns around fertility and work.

- **Younger cohorts:** more suspicion around the COVID pandemic and what some believe are ulterior motives behind the vaccine programme. Further concerns heard around fertility, and the barriers presented by work. 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.

### **Continuing themes**

- **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 more poorly than they expected to following 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.
- **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 (x47 responses completed 24/03/2021 – 05/04/2021)**

### **Positive sentiment**

Examples of patient comments:

“The stewards were helpful and all staff very reassuring.”

“I am terrified of needles and the staff were lovely and very patient.”

“Everyone knew what they were doing. It was organised like clockwork. The waiting spaces were clearly marked. The staff kept the process moving very swiftly. They were well trained and very efficient.”

“It was within walking distance and perfect as I don’t have a car and have been avoiding public transport.”

“Very quick, short queue, well organised.”

Patients most frequently commented about their positive experience of interacting with staff; describing them as friendly, helpful, respectful and kind. Patients also frequently commented about how well organised the process was; referring to efficiency, adherence to social distancing and short waiting times. Patients also reported that venues were easy to access. This included provision of parking and that the location was convenient due to being close to home.

### **Negative sentiment**

Examples of patient comments:

“I thought I would be able to be seated for a few minutes but it was all done standing up in front of a lot of other people in the room.”

“There was no clear queuing system.”

“Too many people stood on coloured lines all far too close, then all crossing each other to go into the rooms.”

“The security guard and volunteer at the hand sanitising station both had to be asked to move back to at least 2M away. They were both trying to be helpful, but need to stick strictly to distance rules.”

“The system for identifying those you are vulnerable rather than extremely vulnerable was not good... When I asked my GP about this I was told that they were instructed not to discuss the vaccine, and so refused to engage in a dialogue, hence I did not get the vaccination as early as I should have done, and will not get my second one until June now.”

Patients most frequently commented about having to stand for long periods and/or during their vaccination. This was also highlighted as a theme in the previous report. Patients also commented about poor queue management and poor social distancing. People also raised

concerns about the quality of information they received at the point of booking their appointment, during the process of their attendance and in responding to queries.

### **Suggested improvements from respondents**

“It wasn't clear who was monitoring people's reactions after the jab. They'd said we'd have to wait 15 minutes following the jab to make sure we didn't develop a reaction, but I saw some people leaving after 5 minutes.”

“Perhaps using a different entrance and exit point - everyone coming and going out of the same door.”

“Clearer instruction on the online booking system that the dates are not booked until screen x is seen and a booking confirmation number given.”

“Manage the queue properly. It was all a bit haphazard. It took me around 1 hour.”

### **Survey responses**

- 93.6% found travelling to the site easy or very easy
- 95.7% found booking their appointment easy or very easy
- 97.9% were happy with waiting times
- 95.7% 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 27.7%
- Todmorden Health Centre 25.5%
- Other 21.3%
- Spring Hall 8.5%
- Bankfield 8.5%
- Nursery Lane 6.4%
- Northowram Surgery 2.1%

Sites listed as 'other' included Calderdale Royal Hospital, John Smiths Stadium, and Burnley Centre.

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

- Postcode 17% were from HX2, 17% from HX3, and 14.9% from HX7
- Gender 71.7% were female, 23.9% were male
- Age range 19 to 80 with 38.3% aged 60+ and 27.7% aged 50-59
- Country of birth 97.9% born in UK, 2.1% other (Greece)
- Ethnicity 91.5% British, 4.3% other white, 2.1% Pakistani, 2.1% White and Black African
- Religion 52.2% Christianity, 39.1% No religion,
- Disability 13.0% Yes, 87.0% No
- Carer 23.4% Yes, 76.6% No
- Long Term Conditions 44.7% stated they had 1 or more long term conditions

## **Calderdale 'Understanding your views' survey summary (x68 responses received 24/03/2021 – 06/04/2021, 481 responses total)**

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

Examples of people's comments:

"Nothing. I have elderly parents so need to protect them."

"My wife is trying to stop me having it - she thinks we won't be able to have children."

"Because I can't choose which one I would be more comfortable with ie Pfizer. For some reason I trust this one more than the Astra Zeneca, which ... seems to have more side effects."

A large proportion of people continue to state nothing would stop them having the vaccine. Several people stated that evidence of serious side effects would stop them having the vaccine, with several references to blood clots. Many also said that statements that the vaccine was not safe from GPs, religious leaders, or in a small number of cases, workplaces, would change their mind about being vaccinated. Individual comments included concerns about the long-term effect of the vaccine on fertility.

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

"Some people I know have said they have had severe side effects for over a week leaving them drained and tired. Another person I know was admitted to hospital and had to be put on a drip for fluids."

"I don't believe the vaccine will be effective against the virus as many mutations will appear over the course of time."

"I am struggling to make up my mind at the moment. I have received a text offering it to me but can't decide whether it is safe enough to have it."

People frequently stated that they had concerns about the safety of the vaccine, with several referencing side effects that they had heard of, including anecdotally. 'Blood clots' were referenced in a number of responses. Several people also stated they did not believe the virus was real or that the vaccine was legitimate, or that they believed they were not at risk. Individual comments included wanting more time to decide whether or not to have the vaccine, or wanting to wait and see how successful the vaccine was for others first.

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

People frequently stated they would like more detailed information from official sources e.g. NHS and government, particularly around data on side effects for different brands of vaccine. Several people had questions around the evidence that the vaccine reduces transmission. Individual questions included how often people will need to be vaccinated in future, and whether vaccines will be mandatory for certain activities e.g. travel abroad.

Examples of people's comments:

“Is it really effective in reducing transmission?”

“Why do we still need to wear masks and social distance after I have had the vaccine. What is the point of the vaccine then?”

“Will we have to have the injections every year?”

“I just feel we are just getting sound bites reassuring people. We need facts and data about the safety of the vaccine.”

### **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, which is 4% down since 23<sup>rd</sup> March.

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

- GP or other medical professional 83% ↓
- Friends and family 59% ↓
- Faith leaders 40% ↓
- NHS website 39% ↑
- Local authority 31% ↓

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 (24/03/2021 – 07/04/2021)**

Feedback provided by: Brighthouse and Northowram social prescribing team, Pennine GP Alliance (Central PCN and Upper Valley PCN), voluntary and community groups, Park and Warley COVID Engagement Partnership, Healthwatch, All1Collective engagement.

**Blood clots as a side effect of Oxford Astra Zeneca vaccine:** several comments and queries on this topic following ongoing reports in the media, which is now having more impact on people's decisions to not have the vaccine. This feedback was widely heard in the last report. More recently, this feedback came from a diverse group of people from a variety of ethnic minority backgrounds.

**Younger cohorts:** teams booking in vaccination appointments have reported higher declining rates. The main themes for reasons recorded included:

- They believe the vaccine is untested
- Lack of trust
- Believing the COVID pandemic is a 'scam'
- Work – more engagement needed to better understand this reason
- Some have had COVID or have Long COVID so feel unsure and want to think longer or liaise with a GP first.

Some groups of younger people have done a lot of their own research into types of vaccine and wish to opt for either the Pfizer vaccine, or wait for newer, non-mRNA types of vaccine. There is a variety of feedback confirming that younger cohorts are taking more time 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.

**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 from young Asian women.

**Allergy clinic:** a detailed report from a professional in the health and care system who is considered clinically extremely vulnerable but has been continually unsuccessful in accessing the Oxford Astra Zeneca vaccine in a setting with full resuscitation equipment on hand. GP surgery was not aware of the allergy clinic. Feedback that information about the allergy clinic is difficult to find and the clinic difficult to access has been heard from various sources, which people feel has become more pressing as shielding advice has been lifted and the need to be vaccinated has become more urgent for these groups.

## 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:

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

[Combined info sheet and decision aid 23.02.2021 \(rcog.org.uk\)](https://www.rcog.org.uk/Combinedinfosheetanddecisionaid23.02.2021)

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/BSIresourceAguide tovaccinationsforCOVID19.pdf)