

20th April – 18th May 2021

Covid-19 Vaccination: Summary of insight from public engagement

Patient experience survey: 96% 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 and improving.

Emerging themes

There are no emerging themes from the last four weeks.

A new concern we have been hearing is the risk posed by the Indian strain of the virus. We have not heard that this is specifically affecting vaccine confidence. However, one of the more common queries people asked via our survey was “will the vaccine protect me against new variants of the virus?”

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.
- **Safety** – some people still feel that the vaccine was developed too quickly and don't feel assured that it is safe.
- **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), that the virus simply does not exist, or that the vaccine has little value against new variants.
- **Understanding the vaccine** – many people do not know how the vaccine works or what is in the vaccine.

Patient Experience Survey Summary

(x54 responses completed 21/04/2021 – 16/05/2021)

Positive sentiment

Examples of patient comments:

“Ran smoothly in the main.”

“Staff were awesome.”

“Easy to book. Fast efficient service.”

“Very straight forward. Enough information given. Staff very helpful.”

“Super-efficient team, very professional and friendly. Can’t thank you all enough”

“Very efficient process, absolutely no waiting time, smooth flow between the various checkpoints. Everyone so friendly. Perfect experience and thanks to all involved.”

“Huge phobia of needles - incredibly reassuring manner from Doctor administering.”

Patients most frequently commented about the smooth running of the service describing it as easy to navigate, efficient and quick. Patients also frequently commented about staff using words such as friendly, professional, helpful and polite. Patients also reported that venues were easy to access, were clean and information was clear.

Negative sentiment

Examples of patient comments:

“Finding a parking space can be difficult.”

“Booked online and got a time and date, checked day before and it hadn’t registered so booked using 119.”

“Not clear enough about having to book both appointments”

“The nurse was trying to inject me while I was standing. I had to inform him I preferred to be seated.”

“Special circumstances should be available for disabled people. Or elderly. Should not have to wait in a queue.”

“It was a bit chaotic. Being only the second day of the vaccine ‘role out’ many of the participants were old and infirm with carers. The facilities were not really suitable.”

[Note: this respondent attended in December 2020]

Patients most frequently commented about access issues, in particular problems with the online booking process. Patients also commented about poor social distancing and a lack of seating.

Suggested improvements from respondents

“Give me a little more time to read the leaflet before the Vaccination or even better provide this by email at time of booking.”

“Seating”

Survey responses

- 96.3% found travelling to the site easy or very easy
- 88.9% found booking their appointment easy or very easy
- 92.6% were happy with waiting times
- 100% 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 37%
- Bankfield 22.2%
- Spring Hall 20.4%
- Other 13%
- Todmorden Health Centre 5.6%
- Northowram Surgery 1.9%
- Nursery Lane 0%

Highlights from survey equality question responses

- Postcode 24.1% were from HX3, 16.7% from HX2, 13% from HX1
- Gender 48.1% were female, 51.9% were male
- Age range 27 to 81 with 42.6% aged 40-49
- Country of birth 90.7% born in UK, 9.3% other
- Ethnicity 92.6% British, 6.7% Caribbean
- Religion 48.1% Christianity, 44.4% no religion,
- Disability 5.7% Yes, 94.3% No
- Carer 87% No, 11.1% Yes
- Long Term Conditions 20.4% stated they had 1 or more long term conditions

Anecdotal feedback (20/04/2021 – 18/05/2021)

Feedback provided by: voluntary and community groups, North Halifax COVID Hub meeting, COVID Community Champions, and local schools.

Indian Strain of the virus: new concern we have been hearing is the risk posed by the Indian strain of the virus. We have not heard that this is specifically affecting vaccine confidence. However, one of the more common queries people asked via our survey was “will the vaccine protect me against new variants of the virus?”

Two new pieces of feedback have arisen in the past month, these came from very small groups of people and do not seem to be widespread – further investigation to obtain more detail is underway.

Vaccine ‘shedding’: a small group of people who are against the vaccine have expressed concerns that people who have been vaccinated can ‘shed’ proteins from the vaccine. They believe this can have harmful effect, particularly on menstrual cycles and/or fertility. This was fed back via a local school.

Mixenden: feedback that a small group of people in Mixenden who are against the vaccine are part of a wider group, Free Nation. They have travelled to Leeds to attend rallies against COVID-19 vaccination and are using anti-vaccine Facebook profile picture frames. This isn’t thought to be widespread but is in Mixenden area in particular.

Continuing themes

Fertility: some people are still telling us that they are worried the COVID vaccine might have an affect on their fertility. This is a particular concern for those looking to become pregnant, or those who are already pregnant. This was fed back from women in their 30s at a day centre run by a third sector organisation. Previously we have heard this from a wide range of younger women, particularly young women from South Asian backgrounds.

Value of the vaccines: some people are still telling us that they don’t see the value in getting vaccinated when they don’t believe they are likely to become unwell with COVID-19. This was fed back from a small group of men in their 20s. Previously, we have heard this from other groups of young people in good health. More widely, people are telling us they are worried about the Indian strain of COVID and think another lockdown is likely, which was fed back by Neighbourhood teams in North Halifax. This is linked to concerns that the vaccine may not protect people from different strains of the virus, which we have heard through our survey and anecdotal feedback.

Safety: some people still feel that the vaccine was developed too quickly and don’t feel assured that it is safe. This was fed back from young men at a day centre run by a third sector organisation, and was linked to a misunderstanding of how the vaccines work.

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)