

**2<sup>nd</sup> June – 16<sup>th</sup> June 2021**

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

**Patient experience survey:**                      **96%** would recommend to friends & family --

The majority of people continue to state they want to receive the vaccine, if they have not already. Although patient experience survey responses are low, the vast majority of people told us their experiences of having the vaccine were positive.

### **Emerging themes for younger people (18-25 year olds)**

- **Vaccination locations** – young people told us they were more likely to be vaccinated if the vaccination was brought to them – healthcare settings were not favoured, and social events were likely to be prioritised, particularly at weekends or Fridays.
- **Messaging** – messages about the vaccination from news sources or authorities' social media platforms do not get through to younger people. They are more likely to listen to peers via Instagram, Tiktok etc., or by seeing their peers get vaccinated.
- **Missing out** – young people are more likely to want to be vaccinated if it means they won't have to miss out on social events e.g. festivals.

### **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. There is also some feedback to suggest younger cohorts are less likely to book through their GP.
- **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. We are continuing to hear this concern from girls as young as 15 years old.
- **Side effects** – concerns around what common side effects and/or allergic reactions are, and how to find reliable information on this. Younger people told us they want to see honest information about the short-term side effects from the vaccine, as well as hearing more from people who didn't experience any side effects.
- **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 late teens, 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.

## **Understanding barriers survey**

As this survey has only recently opened, we do not have enough responses to report on yet.

## **Patient Experience Survey Summary (x143 responses completed 01/06/2021 – 15/06/2021)**

### **Positive sentiment**

Examples of patient comments:

“Good distance between seats and in waiting areas it felt very relaxed”

“Felt very safe - greeted by someone managing queuing & signing in, clear directions and really efficient team.”

“Was very quick and easy and staff were informative and friendly. Great service!”

“The nurse who I saw was extremely kind and friendly. I was nervous due to having a fear of needles she was put me at ease straight away.”

“The pharmacy was clean and well organised. The staff knew what they were doing and the person administering the vaccine was knowledgeable and reassuring.”

Patients most frequently commented about the staff using words such as friendly, polite and reassuring. Patients also frequently commented about the smooth running of the service, describing it as well planned and efficient. People also appreciated good queue management and minimal waiting times. It was also reported that venues were clean and social distancing measures were in place including wiping down touch points in between patients.

### **Negative sentiment**

Examples of patient comments:

“We had to get a taxi as otherwise it would be 2 buses and there’s no closer vaccination centres to my house.”

“I had initially looked to book on online when invited to, but all the options were too far away as I don't drive and would not use public transport to get there.”

“No indication of comparable lead times so found other people in younger groups or other locations were in up to two weeks before me.”

“It was very slow. When I had my first vaccine I was in and out in about 2 mins. I waited half an hour for this one.”

“I didn't have to queue first time but did a little second time. This was down an aisle with goods on it so a bit difficult. If elderly with difficulty standing there was no seating in the queue area.”

“I tried to cancel my second vaccine appointment as Boots were excellent in letting me have my second vaccine earlier (as was advised to get second jab earlier) Failed online and two separate calls to 119 proved totally fruitless ... hence my appointment was wasted. Same happened with my daughter online.”

Patients most frequently commented about access difficulties and the challenges of attending clinics that were far away, particularly when they didn't have their own transportation. People also commented about queuing difficulties and problems when trying to book or cancel an appointment online. One comment was made about inequity of the cohort process.

### **Suggested improvements from respondents**

“More space for after vaccination wait to allow smoother process.”

“Would have liked to go to my own surgery.”

“Vaccination on allotted time, not asked to move to another seat and chairs cleaned between occupants.”

### **Survey responses**

- 95.8% found travelling to the site easy or very easy
- 90.6% found booking their appointment easy or very easy
- 96.4% were happy with waiting times
- 98.6% felt confident and safe at their appointment
- 99.3% 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**

- Bankfield 39.2%
- Other 37.8%
- Boots the Chemist 11.9%
- Spring Hall 4.9%
- Nursery Lane 2.8%
- Todmorden Health Centre 2.1%
- Northowram Surgery 1.4%

There were 54 responses listed as other, and of these 14 listed the Piece Hall, 13 listed Brook Pharmacy and 8 listed St Augustine's.

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

- Postcode 21.7% were from HX6, 16.8% from HX3, 10.5% from HX1
- Gender 59.5% were female, 39.7% were male
- Age range 19 to 73 with 36.4% aged 19-29 and 21% aged 30-39
- Country of birth 90.1% born in UK, 9.9% other
- Ethnicity 85.4% British, 4.6% Pakistani
- Religion 50.4% no religion, 33.9% Christianity

- Disability 2.3% Yes, 96.9% No
- Carer 93% No, 7% Yes
- Long Term Conditions 18.9% stated they had 1 or more long term conditions

## **Anecdotal feedback (19/05/2021 – 01/06/2021)**

Feedback provided by: voluntary and community groups, North Halifax COVID Coordination group, vaccination supervisors and local college students.

**Mosque pop-up sites:** people have told us that pop-ups are more likely to be well attended if they immediately follow Friday prayers. Several sources have said they don't hear about pop-up events the first time around, so a few consecutive events would be better attended. This was heard from a pop-up vaccination supervisor, and from South Asian women at a support group.

**18-25 year olds:** we are focusing on understanding the views of this group in particular at the moment. Young people have told us:

- They don't receive messages from reputable sources about vaccination – they don't watch the news and don't follow Calderdale CCG or council on social media.
- Socialising is a priority, so vaccinations need to be at a location they go to already e.g. college, and not at the weekend or on a Friday. Healthcare settings are not favoured.
- They are more likely to be vaccinated if they see their peers doing this, e.g. if Health and Social Care students are being vaccinated at college, other students are likely to want this also.
- They are happy to get their second dose, it's making time for the initial dose that is the challenge.
- They are more likely to be vaccinated if it means they won't have to miss out on social events e.g. festivals, where they may need to test negative before entering.
- They want to see honest information about the short-term side effects from the vaccine, as well as hearing more from people who didn't experience any side effects.

We are continuing to hear the following themes from 18-25 year olds:

- Fertility – the long-term effect of the vaccine on fertility continues to be a concern for young people. We have also heard this from 15 and 16 year old girls in Illingworth, through the pop-up event there.
- Risk – there is a perception that the risk that the vaccine poses to young people outweighs the benefits.
- Value – some younger people feel they do not need to be vaccinated, as the most vulnerable are already protected.

This has been fed back by a small group of 18- and 19-year-old college 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/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/BSIresourceAguide tovaccinationsforCOVID19.pdf)