

30th June – 15th July 2021

Covid-19 Vaccination: Summary of insight from public engagement

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

Understanding barriers survey: 30% want the vaccine but haven't booked in yet, 30% haven't made up their mind yet or want to wait longer, 26% don't want the vaccine.

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

- **A feeling of 'immunity':** more people believe they cannot get COVID-19 as they have had both doses of the vaccine and are increasingly not following restrictions because of this.
- **Vaccination before 19th July:** some people have told us that although they received their first dose of vaccine less than 8 weeks ago, they want to receive their second dose sooner to be fully protected before 19th July.
- **Animal/non-Halal content:** we are beginning to hear more queries and concerns again from younger people (18-30 year olds) that there is content in the vaccine which makes it not Halal.
- **Social media messaging:** young people continue to tell us that social media content produced by their peers is most trusted. This is partly because social media content that the NHS has paid for must now be marked as 'paid partnership' under new advertising rules, which young people are less likely to trust.

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. Our survey suggests this could be around 30% of those not yet vaccinated.
- **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. 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 barriers survey (x38 responses completed 13/06/2021 – 12/07/2021)

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

- 30% want the vaccine but haven't booked in yet,
- 30% haven't made up their mind yet or want to wait longer,
- 26% don't want the vaccine.

Why have you not yet received a vaccine?

Examples of people's comments:

"It is likely... that I had Covid in December 2019 and have sufficient T Cell immunity."

"I am still a bit wary of it all, and so waiting to see how others react to having a jab"

"At Uni, completing final exams for degree, so not concentrated on anything else."

The majority of people made comments about being too busy to have booked a vaccination yet. This was most commonly due to exams, but work and family bereavements were other reasons people had not yet booked. Several people mentioned that they would attend a walk-in. People also frequently commented that they were still undecided about the vaccine, and were waiting for more evidence that it was safe. Individual comments included not taking the vaccination from GP advice, and not believing COVID is a serious illness.

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

Examples of people's comments:

"I am working as a builder, but currently away from home on a big job, so not been able to get home for jab."

"I am working 8am to 6pm and then over time at weekends, so difficult to get to any appointment."

"Work in a Bank, working from home, so only available weekends to go for jab"

"I look after my ill mother... so need to look after her first."

A large number of comments were from people who had been studying and this was their priority, so they had not yet thought about booking a vaccination. People also frequently commented that they worked long hours and therefore evenings and weekends would be best, although there was no pattern in occupation (i.e. minister, IT manager, working in a bank). Those who mentioned caring responsibilities wanted to travel as little as possible.

Is there anything that would stop you being vaccinated?

Examples of people's comments:

"Yes, our local Imam has said not to have it."

“Yes, too many lies... I am waiting to see what happens after 19th July.”

“At first I didn't believe it was real, but my dad had it and that frightened me, and now decided get it done.”

The majority of people responded with ‘no’ to this question. Several comments said that evidence of more serious side effects would stop them having the vaccine. Individual comments included advice from a local Imam against the vaccine, and too much work being a barrier.

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

- Call National Booking System by phoning 119 74%
- Contact my GP if I think I've been missed 74%
- My local GP website 26%
- Search engine 11%
- National Booking System website (www.nhs.uk/book-a-coronavirus-vaccination) 11%
- Calderdale council website (www.calderdale.gov.uk) 7%
- NHS Calderdale CCG website (www.calderdaleccg.nhs.uk/) 4%

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

The majority of respondents had **no preference** (67%), followed by those who would prefer a weekday evening (18%) or a weekend (18%).

Travelling to vaccination

The majority of respondents (56%) would travel between **4 and 7 miles** to their vaccination, although **63%** stated if they had to travel further than this, it would not stop them getting their vaccination.

The majority of respondents (56%) would **ask someone else to drive them** to their vaccination, followed by 37% who would drive, 37% who would travel by bus, and 30% who would walk.

People most commonly commented that travel was not an issue for them. A small number of people mentioned being worried about side effects and driving, and a small number would be unhappy travelling long distances on a bus.

Highlights from survey equality question responses

- Postcode 56% were from HX1
- Gender 33% were female, 67% were male
- Age range 18 to 40, with an average age of 27
- Disability 30% Yes, 70% No
- Carer 26% Yes, 70% No, 4% prefer not to say
- Receive benefits 74% Yes, 15% No, 11% prefer not to say
- Ethnicity 70% Asian Pakistani, 22% White British, 4% Asian Bangladeshi
- Religion 70% Islam, 19% no religion

Patient Experience Survey Summary

(x128 responses completed 25/06/2021 – 12/07/2021)

Positive sentiment

Examples of patient comments:

“Very clean and followed all covid guidelines and social distancing, hand gels, face coverings etc and very well organised”

“I was quite worried about a lot of people being there, but my carer and the nurses were really good and this helped me relax.”

“Some people were not wearing masks, but they were offered a disposable one, which is good.”

“There was separate mens and womens sections, this is good.”

“Was somewhat apprehensive about parking facilities for disabled, but need not have worried. Exceptionally well organised.”

The vast majority of comments were positive in sentiment. Respondents most frequently commented about the cleanliness of the location. People also frequently commented about the smooth running of the service, describing it as well organised, quick and efficient. People also frequently commented about staff using words such as friendly, reassuring, helpful and polite. A number of comments cited good social distancing and the use of masks.

Negative sentiment

Examples of patient comments:

“I had to get support from my wife as i can't understand how to do it and i don't speak english.”

“Had to speak to a gentleman in the outside queue, who got too near for comfort. He moved back when I asked. There were no social distancing markers outside.”

“I am not against the vaccination as I have had a double dose, but felt that my desire to attend the nearest local centre was completely ignored.”

“You could have said in the email that I needed to take my NHS Number with me so I could fill out the form”

Patients most frequently commented about communication difficulties including lack of an interpreter, poor advance information about attending with an NHS number and confusing messages from the Government, particularly in light of the proposed changes from 19th July 2021. People also commented about access difficulties such as parking, having to travel far from home and having multiple bus journeys to get to the site. There were a couple of comments about poor social distancing and queue management.

Suggested improvements from respondents

“Allow second dose to be booked at same centre.”

“Providing an interpreter in the vaccination centre.”

“Someone outside to ensure social distancing.”

“Tell people they need their national health service number to complete the questionnaire before the vaccine.”

People also frequently suggested that social distancing and masks should be continued.

Survey responses

- 96.1% found travelling to the site easy or very easy
- 89.1% found booking their appointment easy or very easy
- 99.2% were happy with waiting times
- 99.2% 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

- Other 42.2%
- Spring Hall 28.1%
- Boots the Chemist 21.9%
- Bankfield 3.9%
- Todmorden Health Centre 3.1%
- Nursery Lane 0.8%
- Northowram Surgery 0.8%

There were 54 responses listed as other, and of these 12 listed Madni Mosque, 10 listed Calderdale College and 10 listed Boulevard.

Highlights from survey equality question responses

- Postcode 49.2% were from HX1, 21.1% from HX2 and 12.5% HX3
- Gender 48.8% were female, 51.2% were male
- Age range 19 to 81 with 44.5% aged 30-39 and 39.1% aged 19-29
- Country of birth 90.5% born in UK, 7.8% Pakistan
- Ethnicity 73.2% Pakistani, 20.5% British
- Religion 75.6% Islam, 11.8% Christianity, 8.7% no religion,
- Disability 14.3% Yes, 84.1% No
- Carer 60.8% No, 38.4% Yes
- Long Term Conditions 21.8% stated they had 1 or more long term conditions

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

Anecdotal feedback (30/06/2021 – 15/07/2021)

Feedback provided by: voluntary and community groups, Youth Council, North Halifax Partnership, youth services, Park & Warley COVID Partnership, staff at GP practices in Central Halifax.

A feeling of ‘immunity’: more people are not following restrictions and not wanting to engage around COVID-19 as they believe they are ‘immune’ from COVID, having had both doses of the vaccine. This was heard through North Halifax neighbourhood team, Park & Warley neighbourhood team and local councillors.

Vaccination before 19th July: some people have told us that although they received their first dose of vaccine less than 8 weeks ago, they want to receive their second dose sooner to be fully protected before 19th July. This was heard through Park & Warley partners and at pop-up events.

Animal/non-Halal content: some people are raising concerns that there is content in the vaccine which makes it not Halal. Although these concerns have been heard before, we are starting to hear this again from some people in younger cohorts (18-30 years old).

Social media messaging: young people have told us that they receive most messaging through social media over other news sources. They continue to feedback that neutral content produced by their peers is most trusted. This is partly because social media content that the NHS has paid for must now be marked as ‘paid partnership’ under new advertising rules, which young people are less likely to trust.

Engagement via mosques: young people have told us that messages about COVID restrictions and vaccination through prayer at mosques have been very effective in their communities, however there is uncertainty around whether these will continue to have impact after 19th July.

Walk-in clinic venues: young people continue to tell us they are more likely to be vaccinated in the week (Mon-Thurs) and somewhere they already go to. Suggestions for pop-up/walk-in locations include:

- Gyms and leisure centres
- Asda at Pellon, Halifax
- Supermarkets with free car parks
- Transport hubs e.g. bus stations, train station
- Colleges and schools
- Parks where young people congregate e.g. Beechwood Park, Ovenden Rugby Club, Natty Lane Park.

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/BSIresourceAguide tovaccinationsforCOVID19.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)