

COVID-19 Vaccine - Patient Experience Report: 01.04.2021

This report is shared with; Healthwatch Leeds, NHS Leeds CCG primary care bulletin, West Yorkshire Vaccination Programme, Citywide Covid vaccine inequalities plan group, Communities of Interest group (Forum Central)

Services and communities in Leeds are working hard to protect the city against the impact of COVID-19. As we continue vaccinating the population, we are keen to hear from people about their experiences of booking and attending a vaccination clinic in the city. This report outlines feedback from patients about their COVID-19 vaccinations.

Who do we want to hear from?

We want to hear from anyone who has booked and had a vaccination at any of the COVID-19 vaccination clinics in the city, this includes GP practices, the roving bus, pop up vaccination sites such as the Bilal Centre, and the vaccination centres at Elland Road and the Thackray Museum (The main feedback from the Thackray Museum and Elland Road is being provided separately to Healthwatch by LTHT/LCH).

What are we asking?

We are asking people to rate their experience of booking a vaccine appointment, and of attending a vaccination clinic in Leeds. We are also asking people for general comments about their experience.

How are we asking?

We are asking people to share their feedback using an online survey (www.smartsurvey.co.uk/s/COVID19vaccine/). The survey can be accessed via a QR code on postcards which are given out at vaccinations sites. The survey has also been shared widely by social media. We are also attending some sites so that people can share their feedback in person. Staff and volunteers have attended 5 sites to gather feedback. The postcards also give people the option to call or text us their feedback.

| People accessed the survey via: | | | | | |
|---------------------------------|------------|-------------|------|---|---------|
| Social media | Vacc sites | CCG website | VCFS | Other | Skipped |
| 265 | 410 | 272 | 14 | 913 <small>(predominantly via Leeds City Council email alerts)</small> | 933 |

How many people have we heard from?

| | To date |
|--|-----------------------------------|
| People attending for their first dose | 2295 |
| People attending for their second dose | 496 |
| Total responses | 2791 (16 skipped question) |

Equality Monitoring Information

| Gender | Ethnicity | Postcode (highest responses) | Postcode (lowest responses) | Other |
|--|--|--|--------------------------------|---|
| Female - 1698 Male - 859 Non-binary – 7 Other - 28 Prefer not to say – 32 Skipped - 167 | White British - 2532 Mixed or multiple ethnicity - 53 Asian or Asian British - 63 Black, African, Caribbean/Black British - 29 Other ethnic groups - 13 Skipped - 101 | LS17 – 281 LS19 – 199 LS16 – 198 | LS24 – 4 LS3 - 6 LS1 - 8 | Carers – 326 People with a learning disability -10 |

Key themes

| Theme | Recommendation | Outcome/impact |
|---|---|---|
| <p>The vast majority of people told us they had an excellent experience of booking and having their experience.</p> <p><i>'the whole process run like clockwork, everybody on site was brilliant...THANKYOU NHS..'</i></p> | <p>Feedback the positive comments to people working at the vaccination centres. This should include GP staff, volunteers and people working in pharmacies and other community venues.</p> | <p>This report has been shared with GP practices via the weekly GP Practice Bulletin.</p> <p>This report will be shared the GP Practice Managers group in Leeds and with the NHS Leeds CCG primary care development team.</p> |
| <p>Many people were keen to have a date for their follow up vaccination.</p> <p><i>'Give a date for a second jab'</i></p> | | |
| <p>The vaccine centres can be very busy and people sometimes needed to queue outside.</p> <p><i>'There was a bit of a queue despite having a timed slot, but that is a tiny inconvenience'</i></p> | | |
| <p>It can sometimes be difficult to socially distance at the vaccine centres.</p> <p><i>'The room we had to wait our allotted 15mins post vaccine was very small and cramped, there were no windows or sources of external ventilation'</i></p> | | |
| <p>It can sometimes be difficult to know where to go when you arrive at the vaccine centre.</p> <p><i>'[poor] signage from car park, although lots of Marshalls were there to ask.'</i></p> | | |
| <p>Some people did not receive a card explaining which vaccination they had received.</p> <p><i>'I'd have liked to have had a card to evidence that I have had the vaccination'</i></p> | | |
| <p>Some people would feel safer waiting in the clinic (rather than their car) in case they had a reaction to the vaccine</p> <p><i>'the car park is quite a distance away and if anyone had got ill quickly it may have been too isolated for safety'</i></p> | | |
| <p>Some people did not receive enough information about the vaccine at their appointment. This included not receiving any literature after the appointment and not having the opportunity to ask about things like side effects.</p> <p><i>'I had to ask for a vaccination leaflet'</i></p> | | |

*In future reports we will look at key themes within specific populations.

More detailed information

If you would like more detailed information about the experiences of a particular community or from a particular vaccination centre please contact us and we can generate a report. You can contact huma.malik3@nhs.net