

COVID-19 Vaccine - Patient Experience Report

05.04.2021

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
281 (+16)	496 (+86)	275 (+3)	16 (+2)	955 (+42) <small>(predominantly via Leeds City Council email alerts)</small>	949 (+16)

How many people have we heard from?

	To date
People attending for their first dose	2376 (+81)
People attending for their second dose	586 (+80)
Skipped question	17 (+1)
Total responses	2962 (+171)

Equality Monitoring Information

Gender	Ethnicity	Postcode (highest responses)	Postcode (lowest responses)	Other
Female – 1794 (+96) Male – 917 (+58) Non-binary – 7 (-) Other – 29 (+1) Prefer not to say – 33 (+1) Skipped – 199 (+32)	White British – 2576 (+44) Mixed or multiple ethnicity - 53 (-) Asian or Asian British – 70 (+7) Black, African, Caribbean/Black British – 31 (+2) Other ethnic groups – 13 (-) Prefer not to say - 37	LS17 – 289 LS16 – 224 LS19 – 198	LS24 – 4 LS3 - 6 LS1 - 8	Carers – 350 (+24) People with a learning disability -11 (+1)

(numbers in brackets indicate increase since last report – 01.04.21)

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.

What could have been done better?

We asked people to tell us if they thought anything could be done better. Some of the key themes from this question related to:

- **Booking an appointment** – technical issues relating to booking online, conflicting information between central booking and local GPs, difficulties experienced by Clinically Extremely Vulnerable (CEV) patients.
- **Getting to and waiting for the vaccine** – lack of information regarding travel directions and available parking, unexpected long queues which caused difficulties for elderly and disabled patients, lack of information upfront about what to expect (such as signage and where to go).
- **Safety concerns** – marshalls not socially distancing from patients, social distancing in general, having to queue in the cold as a concern for vulnerable people, sharing pens, too many people at the centres is very concerning for CEV patients.
- **After the jab** – concerns about not being monitored in the 'post jab, 15 mins', if there was an issue would a patient be found in their car.
- **More information** – people not being given the information leaflet or vaccine card, dates of second vaccine, somewhere to ask questions (e.g. can I still infect people?), explanation about how long it takes for the vaccine to take affect or side effects, no chance to ask questions during the vaccination.

We are monitoring this feedback and will do what we can to make improvements based on the feedback given to us.

If you were not always planning on getting the vaccination, what changed your mind?

We asked people to think about if they were always planning on getting the vaccine when it was offered to them. If they weren't, we asked people to tell us what changed their mind. Some of the common reasons were:

- **Restrictions to travel/vaccine passports** – concerns that you won't be able to travel unvaccinated.
- **Return to normality** – wanting reduction in restrictions and lockdowns.
- **Information about safety** – how quickly the vaccine was developed, sought advice from 'trusted sources' (friends, retired doctors, read articles with more information etc.).
- **Peer pressure** – peers, friends, colleagues, family around people getting the vaccine, protect family, keep job, didn't want to put others at risk.
- **Wanted to wait** – feeling confident once more people had got the vaccine (such as impact on fertility).
- **News reports** – seeing how people are being affected by COVID, impact of new strains and how it was affecting people.
- **Reassurance** – repeated government/scientist/medical assurances that the vaccine was safe, spoke with GP.

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