

COVID-19 Vaccine - Patient Experience Report

12.04.2021

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
287 (+6)	786 (+290)	279 (+4)	18 (+2)	998 (+43) <small>(predominantly via Leeds City Council email alerts)</small>	971 (+22)

How many people have we heard from?

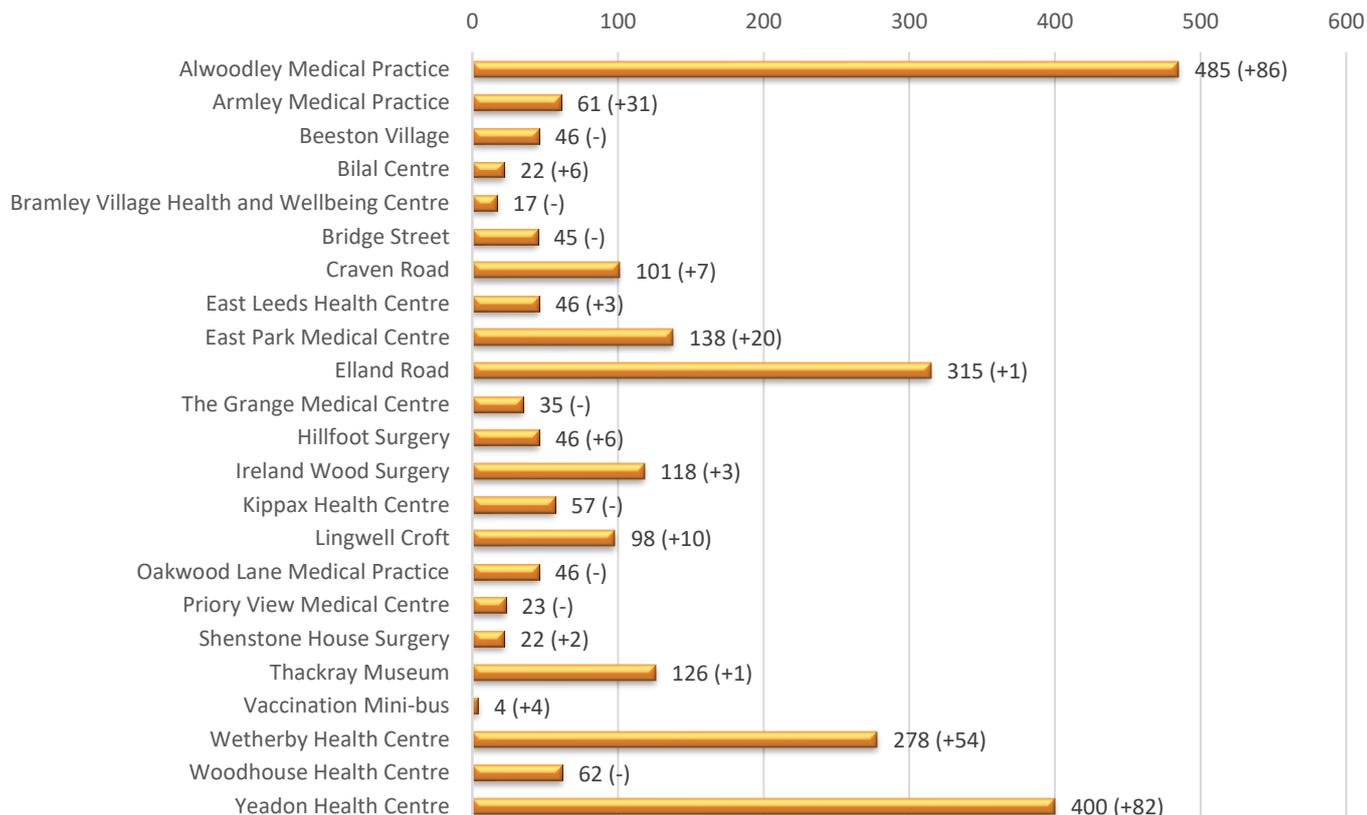
	To date
People attending for their first dose	2423 (+47)
People attending for their second dose	896 (+310)
Skipped question	20 (+3)
Total responses	3339 (+360)

Equality Monitoring Information

Gender	Ethnicity	Postcode (highest responses)	Postcode (lowest responses)	Other
Female – 1953 (+159) Male – 1079(+162) Non-binary – 10 (+3) Other – 32 (+3) Prefer not to say – 37 (+4) Skipped – 228 (+29)	White – 3008 (+432) Mixed or multiple ethnicity- 65 (+12) Asian or Asian British – 81 (+11) Black, African, Caribbean/Black British – 32 (+1) Other ethnic groups – 17 (+4) Prefer not to say – 40 (+3) Skipped - 96	LS17 – 365 LS16 – 244 LS19 – 238	LS3 - 8 LS1 - 9 LS24 – 9	Carers – 382 (+32) People with a learning disability -11 (-)

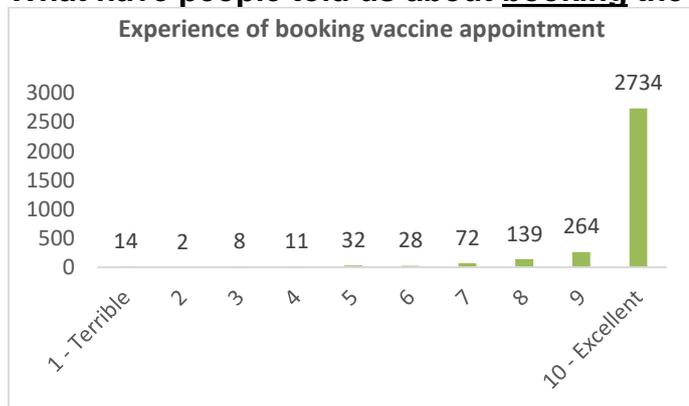
(numbers in brackets indicate increase from last week)

Where did you get your vaccination? (Total responses: 3339)

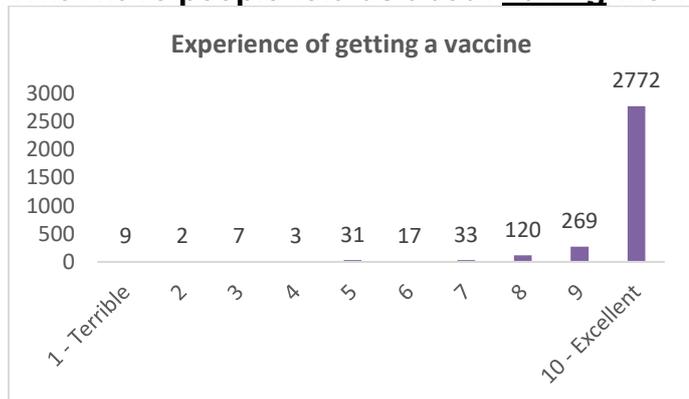


(Locations listed are vaccination hubs, more detailed information on other locations is available on request)

What have people told us about booking the vaccine?



What have people told us about having the vaccine?



(numbers in brackets indicate increase from last week)

Key themes

Theme	Comment
Most people who completed the survey in the last week (86%) had received the second dose of the vaccine.	"Yes - text to get jab, but no appointments available. Finally had to ring in - VERY POOR system compared to 1st dose."
	"First vaccine quite poorly - ended up with a bruise which I had to send a photo to the doctor who said it was normal but even so frightening at the time. 2nd vaccine so different - no bleeding after it so hopefully no bruising."
Some people mentioned waiting to hear about the appointment for their second dose.	"I would have liked to have been given a date for my 2nd jab at the time that I had my 1st jab."
Some people mentioned having to queue outside while waiting for their vaccination.	"They struggle with the size of the premises. On a cold wet day queuing outside can be problematic for people of a certain age and /or restricted physical ability."
	"There was half hour queue. Wouldn't have been pleasant on a day like today - hail wind and snow."
	"Make the weather warmer when queuing...😄"
One or two people mentioned not receiving enough information.	"Obviously I was very grateful to have any vaccination - I wasn't told which I was having until I was waiting afterwards and was given my card - I would have appreciated an information sheet about the particular vaccination I received."
Many people reported having a positive experience when attending for their vaccination.	"Experience with getting the vaccine over both doses was very comfortable and efficient."
	"All the staff very helpful and working flat out hopefully helping to give everyone their life back. I was more than impressed."
	"Everyone involved from start to finish were thorough, friendly, polite, organised and helpful."
	"All the staff are happy, helpful and considerate and the whole experience makes me proud to be British."
	"I don't like needles in general but it was painless and over in minutes, very pleased with the whole process."

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

We will monitor and track feedback and outline how we have responded to feedback in the future.

(numbers in brackets indicate increase from last week)

What could have been done better?

We asked people to tell us if they thought anything could be done better. Some of the responses to this question are included here

- **Booking appointments:**

“The booking could be less confusing. Trying to do it on a phone, the lack of screen space hides information that you can't see so you don't know it's there. There is no syntax guide to the input of the date. e.g. dd/mm/yyyy. I had to experiment.”

“Why not give the time as well as the day & call if not convenient. I spent a total of 90 minutes of my life wasted on phone calls to get through to book stuck in call queues then “I can't do that, you have to ring at 8am”! If you just fielded calls from people who needed to move appointments then less phones calls/work? Your receptionists/call handlers customer service is of a very low standard.”

“I received a text asking me to book a slot online. But when I followed the link it constantly said no appointments available. Luckily the GP admin staff phoned me and I was able to book it with them.”

- **Other comments:**

“It would be good to remind people not to come to the clinic if they are symptomatic or self isolating as a contact - this isn't mentioned on the booking site or text messages.”

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. In this week, one person told us why they had changed their mind:

“Because I want to travel.”

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