

COVID-19 Vaccine - Patient Experience Report

19.04.2021

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 six 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	LCC	Other	Skipped
301 (+14)	1100 (+314)	282 (+3)	19 (+1)	17 (-)	1017 (+19) <small>(predominantly via Leeds City Council email alerts)</small>	995 (+24)

How many people have we heard from?

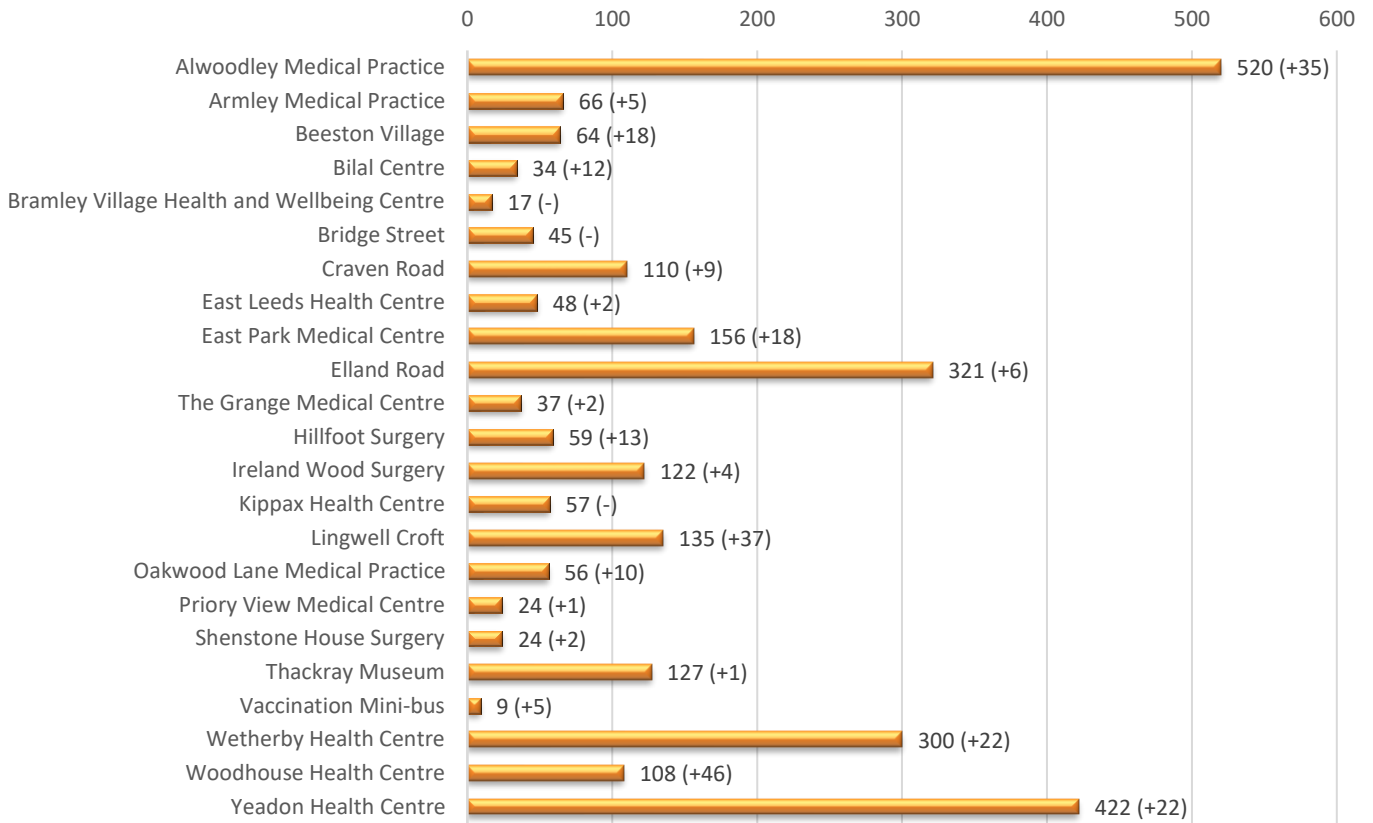
	To date
People attending for their first dose	2502 (+79)
People attending for their second dose	1200 (+304)
Skipped question	29 (+9)
Total responses	3731 (+392)

Equality Monitoring Information

Gender	Ethnicity	Postcode (highest responses)	Postcode (lowest responses)	Other
Female – 2122 (+169) Male – 1262 (+183) Non-binary – 12 (+2) Other – 38 (+6) Prefer not to say – 41 (+4) Skipped – 355 (+127)	White – 3356 (+348) Mixed or multiple ethnicity- 74 (+9) Asian or Asian British – 98 (+17) Black, African, Caribbean/Black British – 40 (+8) Other ethnic groups – 19 (+2) Prefer not to say – 51 (+11) Skipped – 96 (-)	LS17 – 397 LS16 – 270 LS19 – 246	LS3/ LS24 - 10 LS1 - 14 LS2 – 21	Carers – 432 (+50) People with a learning disability - 13 (-2)

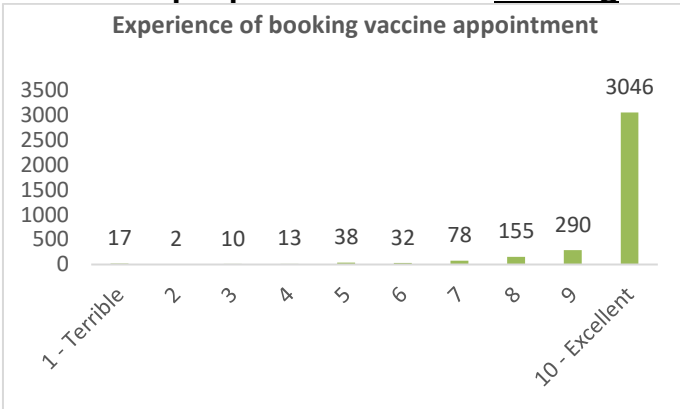
(numbers in brackets indicate increase from last week)

Where did you get your vaccination? (Total responses: 3734)

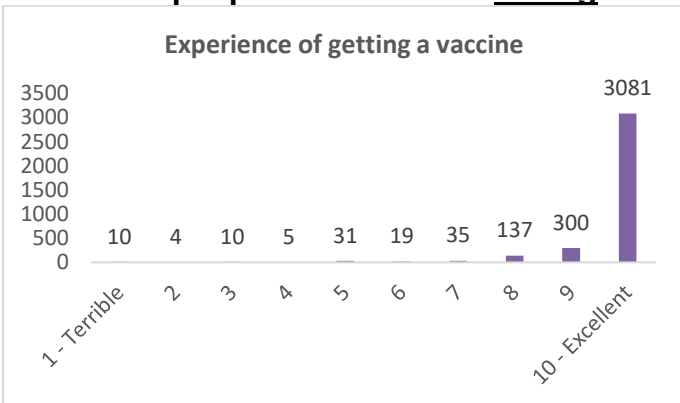


(Locations listed are vaccination hubs, more detailed information on other locations is available on request)

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 (79%) had received the second dose of the vaccine.	"We were called by our regular surgery and dates and times for both vaccines were given straight away. A well run process. "
	"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 think 2nd appointments should be made at same time as first appointments attended."
	"I cannot book my second appointment - the Drs will let me know when they have supplies - most people I know had their 2nd appointment booked with their first so I am a bit worried, especially with their being supply problems"
Some people mentioned having to queue outside while waiting for their vaccination.	"No although a long queue it moved pretty fast"
	"Not having to queue, therefore this would remove the anxiety build-up"
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.	"Really lovely organised friendly team made this a memorable experience cementing my faith in the amazing NHS"
	"Extremely well organised, safe and clean. Great experience"
	"So very pleased with the high standards of care and professionalism and cleanliness of this vaccine centre. The staff were all friendly and efficient."
	"The vaccination experience was very well organised, but also very personal and supportive"
	"No, it went very smoothly, staff at the vaccination centre were helpful and friendly and I was in/out very quickly"

*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

- **Being asked to bring ID:**

“ID was requested, there was no indication that this was needed. Fortunately, I had ID on me”

“Correct information on email. They wanted booking ref numbers and photo Id. None of these were I told to bring and not on email. What email told me to bring they did not want.”

- **More seating available for the 15 minutes wait after the vaccination:**

“More chairs to sit on for 15 mins after”

“Maybe more seating areas for those waiting to go home after their jab (as you have to wait for 10-15mins after the vaccine)”

- **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.”

“Thanks to proactive staff for ensuring the vaccine wasn't wasted when people failed to arrive for their appointment”.

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, a few people told us why they had changed their mind:

“Wanting lockdown to be over”

“Got a bit more confidence after reading more about it and seeing how numerous people were doing ok with it”

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

(numbers in brackets indicate increase from last week)