

## COVID-19 Vaccine - Patient Experience Report: 24.03.2021

Healthcare services in Leeds are working incredibly 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 vaccination.

### 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. Our hospitals and community providers in Leeds are also collecting feedback from vaccination centres and we are planning to include this data in our report going forward.

### 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. The survey can be accessed by QR codes on posters and postcards that are shared at vaccinations sites. We are also attending some sites so that people can share their feedback in person. Staff and volunteers have attended 4 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	Vaccination sties	CCG website	VCFS	LCH trust emails	text	phone
7%	26%	17%	1%	46%	>1%	>1%

### How many people have we spoken to?

	w/c 15.03.21	To date
People attending for their first dose	806	886
People attending for their second dose	66	70
<b>Total responses</b>	<b>872</b>	<b>956</b>

### Demographic overview

Gender	Ethnicity	Postcode (highest responses)	Postcode (lowest responses)
64.26% female 33.33% Male 0.22% non – binary 1.75% prefer not to say	805 white 15 mixed or multiple 25 Asian or Asian British 13 Black, African, Caribbean or Black British 3 ethnic groups 95 preferred not to say	LS17 – 14.3% LS19 – 12.23% LS16 – 8.62%	LS1/3 – 0.11% LS2/24 – 0.22% LS5/11 – 0.76%



## Key themes

We have highlighted key themes from the feedback so that we can continue to develop this service. These themes will be fed back to senior leaders in the city, citywide vaccination groups and vaccination sites.

- **94.05%** of people rate their experience as **excellent** (9's and 10's)
- People told us that there needs to be **better social distancing at vaccination centres** due to the long queues
- People told us that they would have liked **more information on driving** before they attended their vaccination
- People told us they would like to have **booked their second vaccination** when they attended for the first vaccination
- People who were initially hesitant about having the vaccine **changed their mind** because:
  - They saw family, friends and community members getting the vaccine
  - They are concerned it will affect their ability to go abroad in the future
- There is relatively low feedback from **ethnically diverse communities**