

## ‘Snap’ Survey - No.4 - Flu Jab Awareness

The latest in our series of ‘Snap’ surveys was carried out from 20<sup>th</sup> October to 20<sup>th</sup> November 2015.

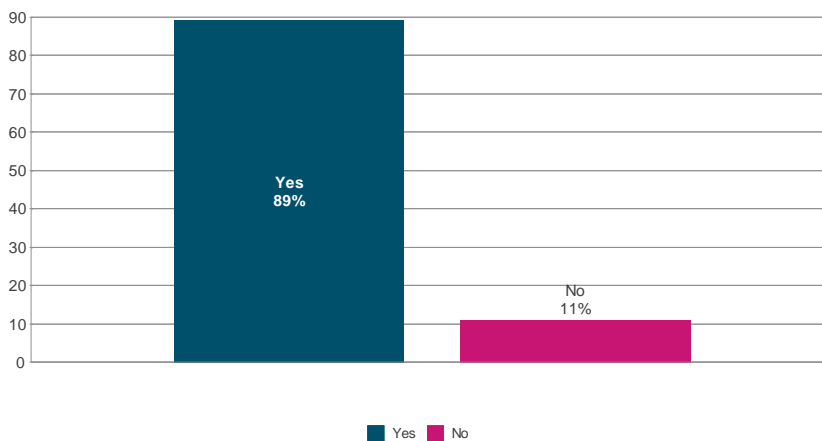
With the ‘flu season’ upon us we wanted to find out people’s awareness of the free Flu Jab and which groups of people were eligible for it.

The survey was available online at [www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk) and was promoted through the Healthwatch E-bulletin and HSHVCA e-bulletin. Paper copies of the survey were available to members of the public and copies were also distributed to Halton CAB, Age UK and Halton MIND.

149 responses were received to the survey; 107 online and 42 paper surveys.

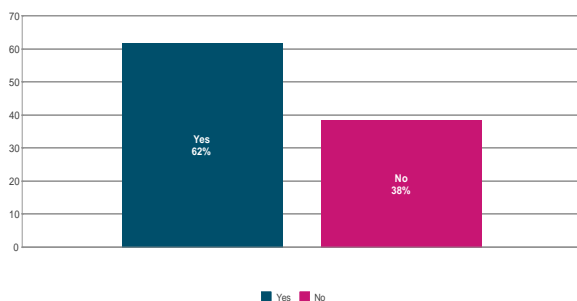
Overall, 131 people (89%) answering Q2 said they were aware that the groups listed in Q1 were entitled to a free flu jab.

Are you aware that groups of people listed in Q1 are entitled to a free flu jab?

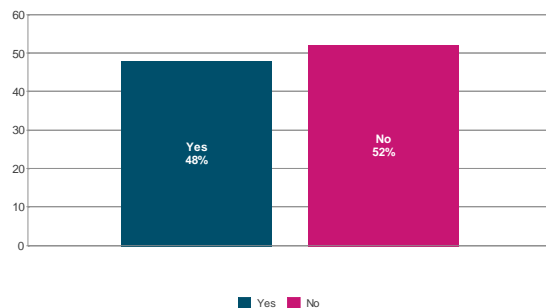


These figures dropped when we asked if people in long-stay residential care (Q4) and children aged 2-4 or in year 1 and 2 of school (Q6) were eligible for a free flu jab, dropping to 62% and 48% respectively.

Q4. Are you aware the people in long stay residential care are eligible?



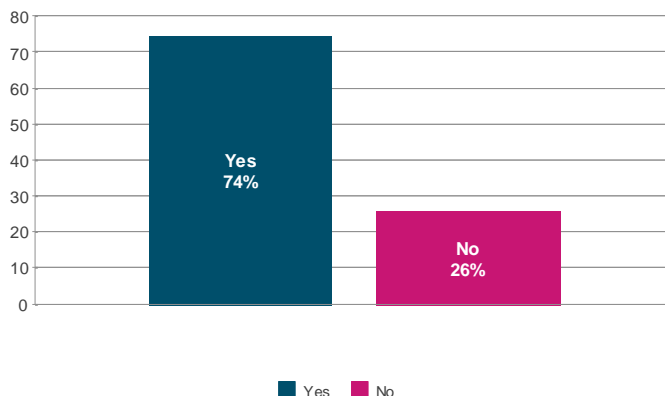
Q6. Are you aware that children aged 2, 3 or 4 or in years 1 and 2 at school are eligible?



When we looked at the responses from those people who said they had children we found that 36% were unaware their children could have a free flu jab.

For Q7, 74% of people were aware that they could build up overall resistance to the flu virus by getting an annual flu jab.

**Are you aware that even though the flu virus changes each year, by getting an annual flu jab it could help build up your overall resistance to the flu?**



For Q8 & Q9, we asked people where would be the most convenient venue to have the flu jab and when they would prefer to get the jab.

As can be seen from the table below, receiving the jab at a GP Surgery was the most popular option with 49% (72).

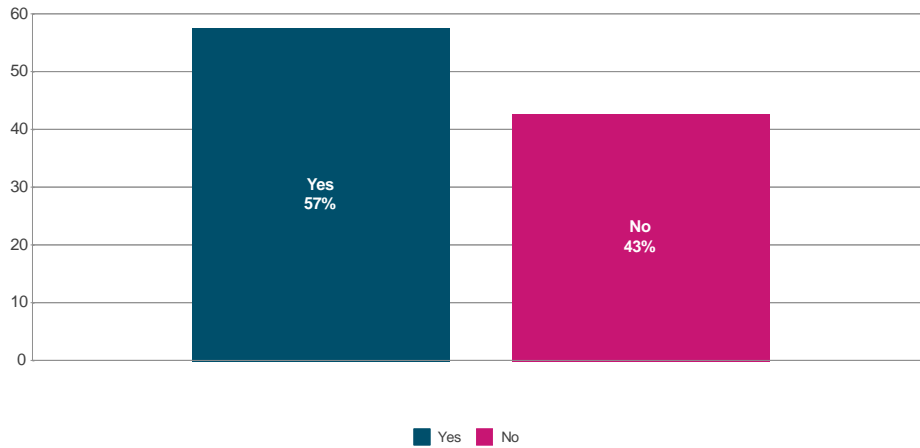
Counts Base % Respondents	What time of day would you prefer to get your flu jab? (Multi-choice)					
	Total	Mornings	Afternoons	Evenings	Weekends	No preference
Base	147	56 38.1%	17 11.6%	11 7.5%	10 6.8%	53 36.1%
Where would be the most convenient venue to receive a flu jab?						
GP surgery	72 49.0%	30 20.4%	7 4.8%	7 4.8%	3 2.0%	25 17.0%
NHS drop in centre	10 6.8%	5 3.4%	1 0.7%	-	2 1.4%	2 1.4%
Local community based venue e.g. a community centre	8 5.4%	1 0.7%	3 2.0%	2 1.4%	-	2 1.4%
Local Pharmacy	15 10.2%	7 4.8%	1 0.7%	1 0.7%	3 2.0%	3 2.0%
Work place	21 14.3%	8 5.4%	5 3.4%	1 0.7%	1 0.7%	6 4.1%
No preference	21 14.3%	5 3.4%	-	-	1 0.7%	15 10.2%

Just over 38% (56) of respondents said they would prefer to receive the flu jab in the morning, with 36% having no preference.

**Q10. Have you, or a family member, already had a flu jab for this year?**

57% (85) of those who replied said they had received a flu jab this year, of which 97% (81) had received the free flu jab.

Have you, or a family member, already had a flu jab for this year?

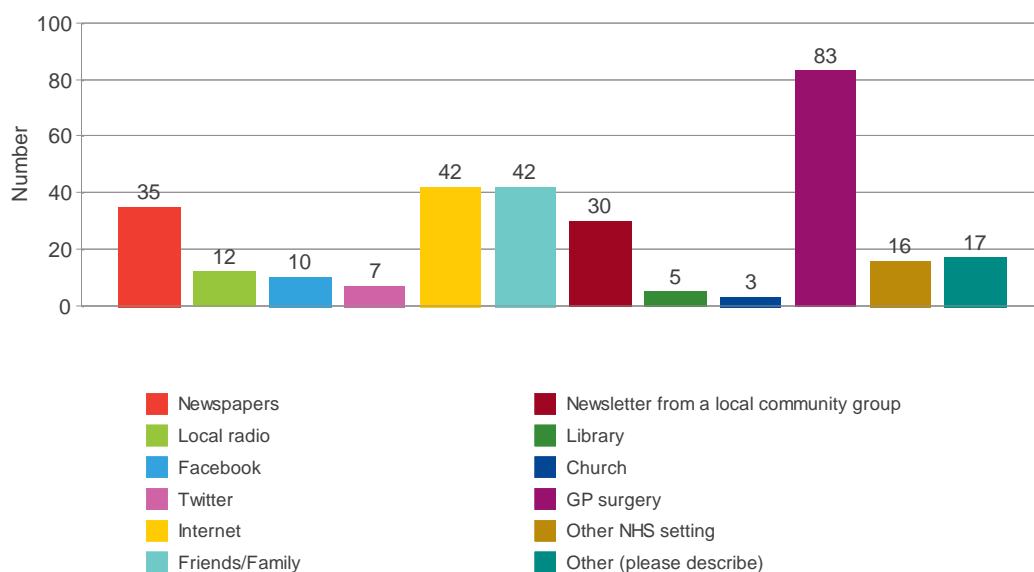


**Q11 was a multiple choice question - We asked about all the different ways people hear about health issues and new services.**

The five most popular ways were:

1. GP Surgery (58% of people)
2. Internet (29% of people )
3. Friends and Family (29% of people)
4. Newspapers (24% of people)
5. Newsletters from local groups (21% of people)

**How do you normally hear about health issues and new services?**



# Flu Clinics

To support the evidence we gathered in the survey we also attended two Flu Jab clinics, held at local GP practices, to gather people's views. These clinics were well received by the people who attended. Comments from the clinics are listed below:

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Nurse was brilliant with my 3 children. She is so good with children, excellent bedside manner. It was good to have a drop-in opportunity because my husband works full time. Really well organised!

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Excellent service for children with age appropriate toys, stickers and manner when dealing with young children.

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Really convenient. Finished it as the first thing in the morning and get on with the weekend

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I'm happy with the practice and have no issues with the service

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I visited the drop-in clinic with my 15yr old daughter who has special needs and is in the 'vulnerable' category. Her underlying condition is cerebral palsy. I also had the vaccine myself as her mother. The drop-in was very useful to be able to come along on a non-school day and to plan ahead. Disabled parking spaces were also available. My daughter's carer who accompanied me to the clinic would have liked to have been vaccinated with us today, but as she doesn't belong to this surgery she was not allowed. Also her surgery does not offer the vaccine to private carers! I asked about my son who is 15 having the vaccine as I had been told by reception he was not eligible. The practice nurse told me that he was eligible and to bring him in for it.

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The flu clinic works well with our routine, as we work through the week. Would like more available dates (2 or more weekends). It's close to where we live

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The flu clinic was ideal for me, with my son being at school all week. I only found out last week, when I was at doctor's with my son's check-up for his asthma. I didn't receive a text message reminder.

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I knew about it because I'd been in the surgery a while ago and put the date in my diary, but I only found out about the child's drop-in when I turned up today. So I had my child vaccinated too.

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I didn't have to take time off work to bring both children. Parking was good and seen very quickly. Staff organised, professional and efficient.

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Both my daughter and I are diabetic, so it was really useful that we could both come together on a Saturday. This is the first time there has been a children's drop-in.

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The drop-in facility is good for me. But last year, the adverse publicity might have put people off.

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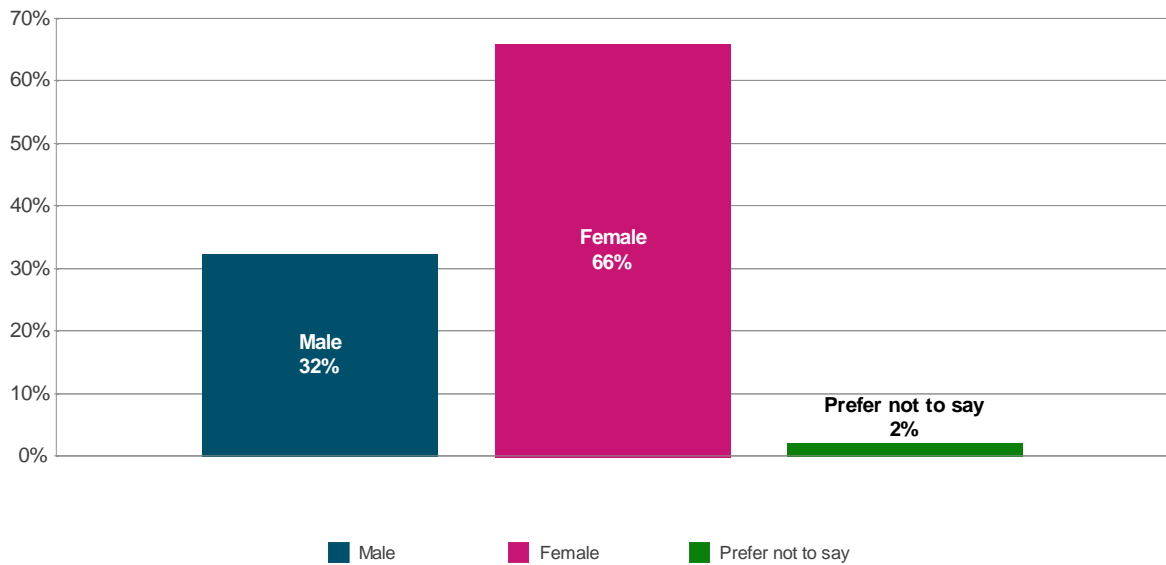
No appointment needed. It was quick and easy.

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# Demographic Stats

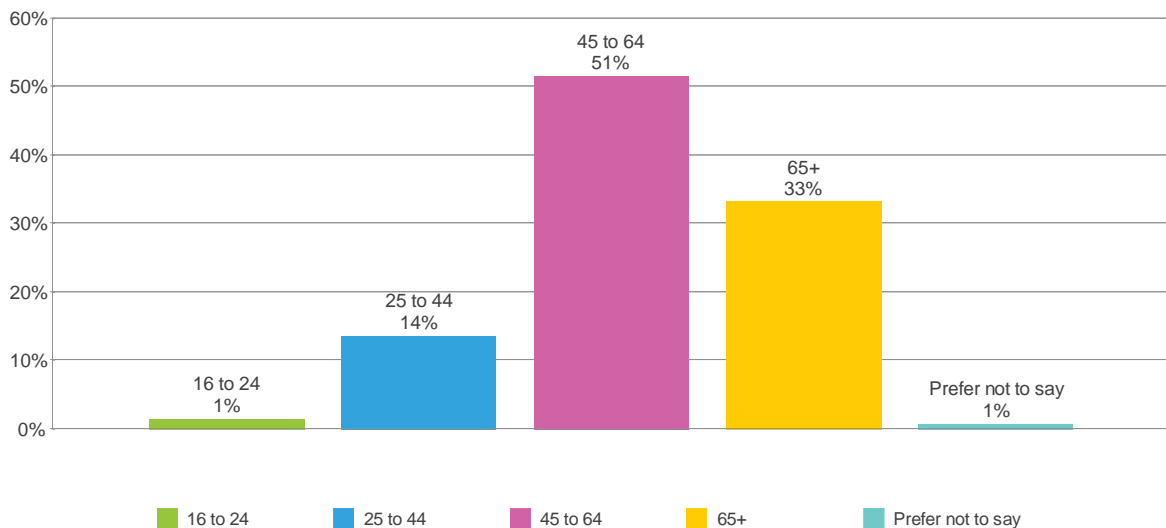
66% of respondents to the survey were female, with 33% male and 1% preferring not to say. 65% of people taking part in the survey were aged between 16 and 64, with 51% being in the 45 – 64 age group.

## Gender



## Respondent gender by age of respondent

### Age of respondent



## Gender breakdown by age group

Counts Analysis % Respondents	Total	Age of respondent				Prefer not to say
		16 to 24	25 to 44	45 to 64	65+	
Base	<b>146</b>	<b>2</b> 1.4%	<b>18</b> 12.3%	<b>76</b> 52.1%	<b>49</b> 33.6%	<b>1</b> 0.7%
<b>Respondent gender</b>						
Male	<b>47</b>	1 2.1%	2 4.3%	20 42.6%	24 51.1%	- -
Female	<b>96</b>	1 1.0%	16 16.7%	55 57.3%	23 24.0%	1 1.0%
Prefer not to say	<b>3</b>	- -	- -	1 33.3%	2 66.7%	- -

# Observations

## From the results of our survey it would appear that:

Awareness of the main categories of people eligible for a free flu jab is very high at 89%

It appears more work needs to be done to raise awareness of the need for young children to receive a flu jab, with 52% of the public being unaware of the eligibility for children. When we looked at just the figures for those people who said they had children in this age group, we still found that 36% were unaware of the eligibility.

A significant percentage of the general public (38%) weren't aware that people in long stay residential care were eligible for a flu jab. This figure dropped to 27% when we when we looked only at the responses from people who had a relative in long term residential care.

## Latest PHE update - UPDATED 7<sup>th</sup> Jan 2016

### According to the latest the PHE Weekly National Influenza report:- 7<sup>th</sup> January 2016

Up to week 53 2015 in 93.1% of GP practices reporting weekly to Immform, the provisional proportion of people in England who had received the 2015/16 influenza vaccine in targeted groups was as follows:

- 43.6% in under 65 years in a clinical risk group
- 41.4% in pregnant women
- 70% in 65+ year olds
- 34.1% in all 2 year olds
- 35.9% in all 3 year olds
- 28.9% in all 4 year olds

*Provisional data from the first monthly collection of influenza vaccine uptake in children of school years 1 and 2 age show 40.9% of children of school year 1 and 39.3% of children school of school year 2 had received the 2015/16 live attenuated intranasal vaccine (LAIV) by 30 November 2015.<sup>1</sup>*

1. [PHE Weekly National Influenza Report for Week 7th Jan 2016](#)

# Recommendations

As can be seen in the report from Public Health England above, uptake of the free flu jab is still relatively low in most of the target groups. These figures are generally lower than those for this time last year. The results from our survey show that some work still needs to be done to raise awareness in certain areas.

We would suggest further promotion of the eligibility criteria for the free flu jab in general, in particular to parents of young children.

- Use primary school newsletters to raise awareness of the eligibility of school children in years 1 and 2.
- To Mum & Toddler groups that meet regularly throughout the borough.
- Articles in the local media to raise awareness of the need to take up the free flu jab.

## Healthwatch Halton - Flu Jab Survey results

Healthwatch Halton are running a short survey to find out people's awareness of the free flu jab.

We'd be grateful if you could spare 5 minutes to take part.

**Q1** Are you or a family member in any of the following groups (tick all that apply)

70 (47.3%) Aged 65 or over on March 31st 2016

35 (23.6%) Aged 6 months to under 65 with a serious long term health condition

2 (1.4%) Pregnant

13 (8.8%) Receive a carer's allowance,

47 (31.8%) None of the above

**Q2** Are you aware that groups of people listed in Q1 are entitled to a free flu jab this year?

131 (89.1%) Yes

16 (10.9%) No

**Q3** Do you have any close family members who are in long-stay residential care homes?

11 (7.5%) Yes

135 (92.5%) No

**Q4** Are you aware that they were entitled to a free flu jab?

77 (61.6%) Yes

48 (38.4%) No

**Q5** Do you have any children who are aged 2, 3 or 4 years old from 31st Aug 2015 or currently in school years 1 and 2

11 (7.7%) Yes

132 (92.3%) No

**Q6** Are you aware that they were entitled to a free flu jab?

59 (48.0%) Yes

64 (52.0%) No

**Q7** Are you aware that even though the flu virus changes each year, by getting an annual flu jab it could help build up your overall resistance to the flu?

110 (74.3%) Yes

38 (25.7%) No



**Q8 If you were ever to be offered a free “Flu Jab” which one of these would be the most convenient place to get it from?**

- |  |                           |
|--|---------------------------|
| 72 (48.6%) GP surgery  | 15 (10.1%) Local Pharmacy |
| 11 (7.4%) NHS drop in centre                                 | 21 (14.2%) Work place     |
| 8 (5.4%) Local community based venue e.g. a community centre | 21 (14.2%) No preference  |

**Q9 What time of day would you prefer to get your flu jab?**

- 56 (38.1%) Mornings
- 17 (11.6%) Afternoons
- 11 (7.5%) Evenings
- 10 (6.8%) Weekends
- 53 (36.1%) No preference

**Q10 Have you, or a family member, already had a flu jab for this year?**

- 85 (57.4%) Yes
- 63 (42.6%) No

**Q10a If 'Yes' was it a FREE Flu Jab?**

- 81 (97.6%) Yes
- 2 (2.4%) No - it was paid for

**Q11 How do you normally hear about health issues and new services in Halton?**

- 35 (24.3%) Newspapers
- 12 (8.3%) Local radio
- 10 (6.9%) Facebook
- 7 (4.9%) Twitter
- 42 (29.2%) Internet
- 42 (29.2%) Friends/Family
- 30 (20.8%) Newsletter from a local community group
- 5 (3.5%) Library
- 3 (2.1%) Church
- 83 (57.6%) GP surgery
- 16 (11.1%) Other NHS setting
- 17 (11.8%) Other (please describe)
- 20 (100.0%)

## And finally...

### Q12 What is your age?

0 (0.0%)	Under 16	76 (51.4%)	45 to 64
2 (1.4%)	16 to 24	49 (33.1%)	65+
20 (13.5%)	25 to 44	1 (0.7%)	Prefer not to say

### Q13 Are you

47 (32.2%)	Male	0 (0.0%)	Transgender
96 (65.8%)	Female	3 (2.1%)	Prefer not to say

### Q14 What is your ethnic origin?

124 (100.0%)

### Q15 Are you registered disabled?

20 (13.9%) Yes  
124 (86.1%) No

### Q16 What is your postcode? (1st 4 digits)

147 (100.0%)

### Q17 Healthwatch Halton helps people get the best out of the health and social care services in our area; whether it's improving them today or helping to shape them for tomorrow.

Would you like Healthwatch Halton to keep you updated on local health and social care services news?

58 (40.6%) Yes - via email. I'd like to receive the Healthwatch Halton E-Bulletin (Monthly) and Newsletter (approx 3 times per year)  
10 (7.0%) Yes - via post. I'd like to receive the Healthwatch newsletter (approx 3 times per year)  
75 (52.4%) No

### Q17a Contact details (Name, address, email/telephone - as applicable)

59 (100.0%)

## Thank you for your help.





your  
**voice**  
**counts**

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and social care in Halton

0300 777 6543  
[healthwatchhalton.co.uk](http://healthwatchhalton.co.uk)