

## Citizens Focus Panel

### November 2020 – Flu Vaccinations

The Citizens Focus Panel enables us to get feedback on particular topics from a set group of Cheshire residents on a regular basis. Panel members complete short online surveys throughout the year.

The first Citizens Focus Panel survey from November 2020 was on the topic of flu vaccinations. Getting a flu jab is an important way to keep well and reduce pressure on the NHS. It was our aim to understand more about our panel members' experiences of getting a flu jab in their local area.

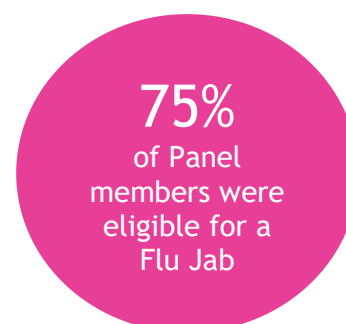
This information sheet provides a snapshot of the key findings from the 53 responses from Citizens Focus Panel members.

We will feed this information into those who provide and commission health and care services to improve the future experiences of people. The next survey will begin in December.

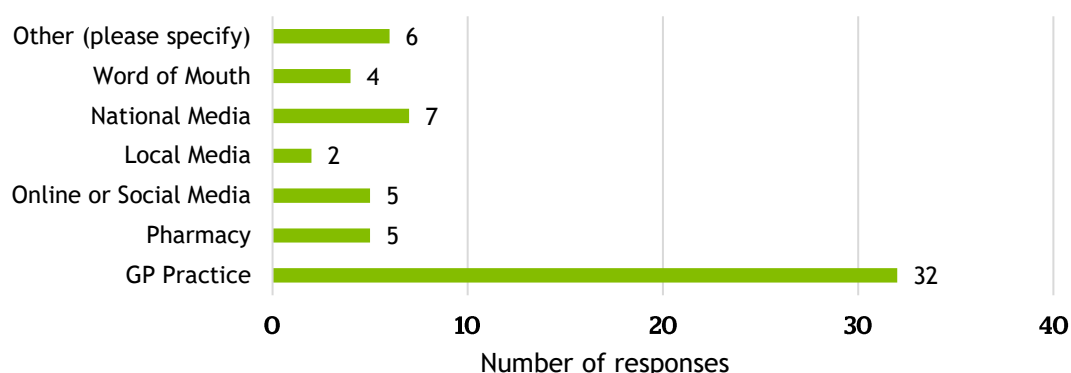
#### Eligibility for a Flu Jab

Out of 53 respondents:

- 40 people told us that they were eligible for a Flu Jab.
- 10 people told us that they were not.
- 3 people didn't know if they were eligible.



#### How were you made aware of your eligibility for a Flu Jab?



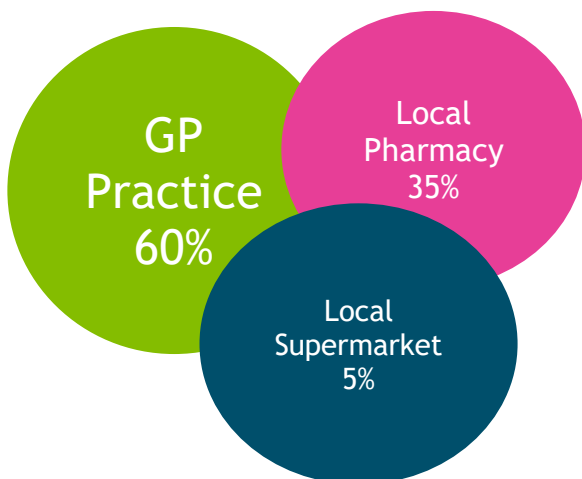
32 of 53 respondents told us they were made aware of their eligibility for a Flu Jab by their GP Practice.

Of those who responded ‘Other (please specify)’, these were the means by which they were made aware of their eligibility:

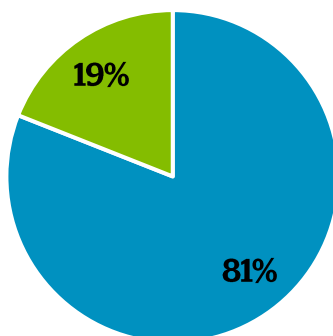
- “Through my profession (I am a GI Nurse).”
- “Healthwatch.”
- “Via my workplace.”
- “I am eligible under the 50-64 flu vaccination scheme.”

### Where would you prefer to get your Flu Jab?

Over 40% of panel members said they would prefer to attend a pharmacy, local supermarket or other community venue to receive their Flu Jab. Those who received a Flu Jab at these locations told us that they were more preferable as they were often closer to their home and less busy than their GP Practice.



### Have you, or a friend or relative had a Flu Jab this year?



81% of respondents had received a Flu Jab.

The vast majority of people who responded to this question were happy with their experience. Speed and efficiency of the process was reported as being notably good. A number of people commented on the use of venues other than a GP Practice, such as attending community venues, and the efficiency of using such locations. The need for a prompt arrival to avoid contact with others, and one-way routes around the building made them feel safe during their experience.

## What did people tell us about their experiences of receiving a Flu Jab?

- *“My Husband had a flu jab at his GP, he said it was a straightforward and speedy process.”*
- *“I booked an appointment for my flu vaccination online for my local Tesco store. It was very easy to book in. The gentleman doing my flu jab was very pleasant.”*
- *“I would have liked for there to be an option where I could receive my Flu Jab at my normal Doctor’s appointment, but unfortunately, I was told this was not possible at this time.”*
- *“My pre-booked appointment was cancelled, as they didn’t have enough vaccines available.”*
- *“It was a very quick and efficient, my GP Practice held an outdoor session. No problems were encountered during the session.”*
- *“Me and my eldest son’s flu jabs were very straightforward and easy to book. My son had his done at school and I received a great service at my local GP Practice.”*
- *“I had my annual flu jab this year, with my wife, at our GP Practice. We booked the appointment online via Patient Access.”*



### Conclusion

The vast majority of respondents became aware of their eligibility for a Flu Jab through their GP Practice, but many sought out their jab after seeing it advertised through various sources of media.

Though GP Practices remain many people’s first choice of location to receive a Flu Jab, there was an openness amongst respondents to access their vaccination through their local pharmacy or another community venue. This was mainly due to ease of location and access. Those who have received their Jab at these locations were happy with the experience.

Although arrangements for receiving a Flu vaccination this year were a little different due to the ongoing pandemic, people reported feeling safe throughout the process. There was a general consensus that respondents felt positive about their experience of receiving a Flu Jab.