



Community insights on disabled residents and the Covid vaccine in North East

March 2021

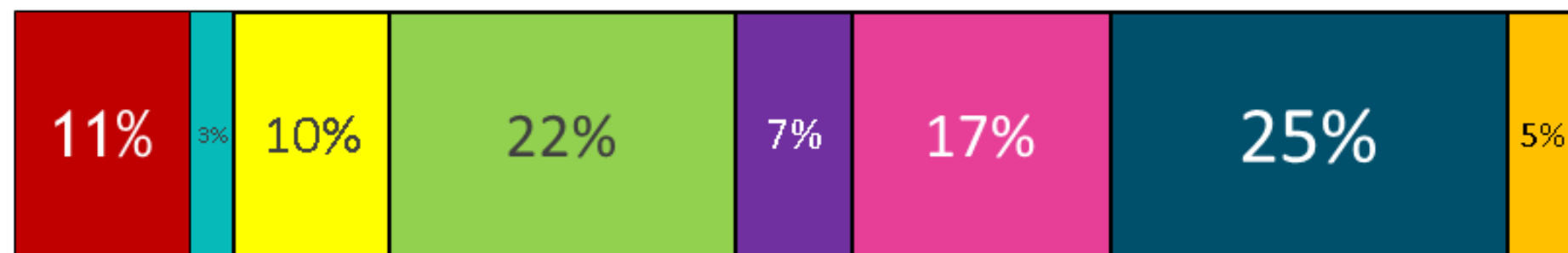
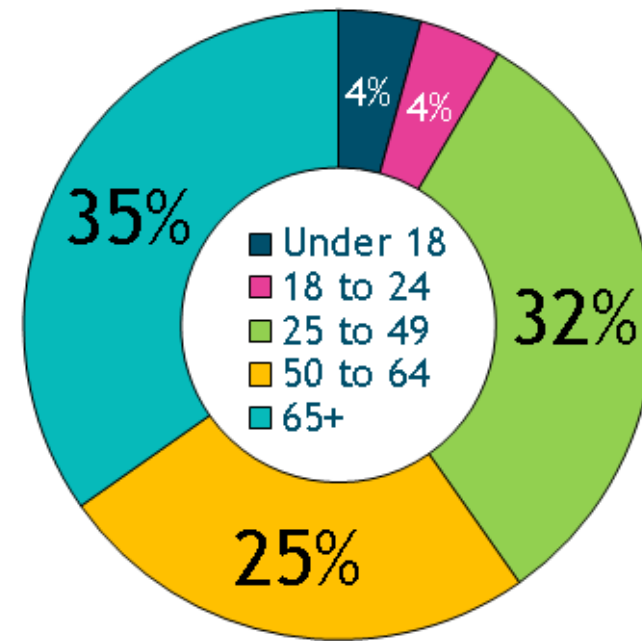
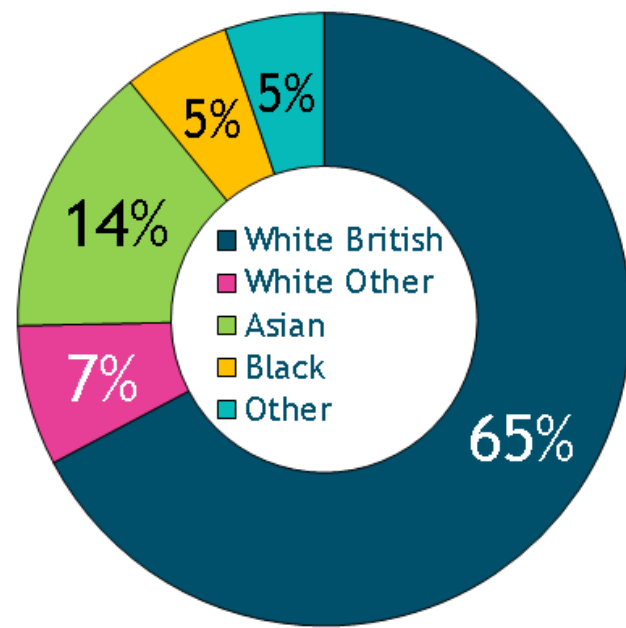
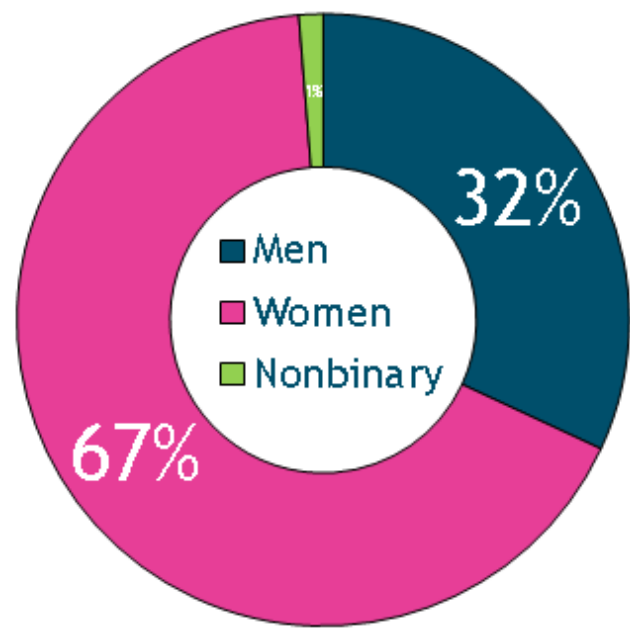


healthwatch



Our engagement

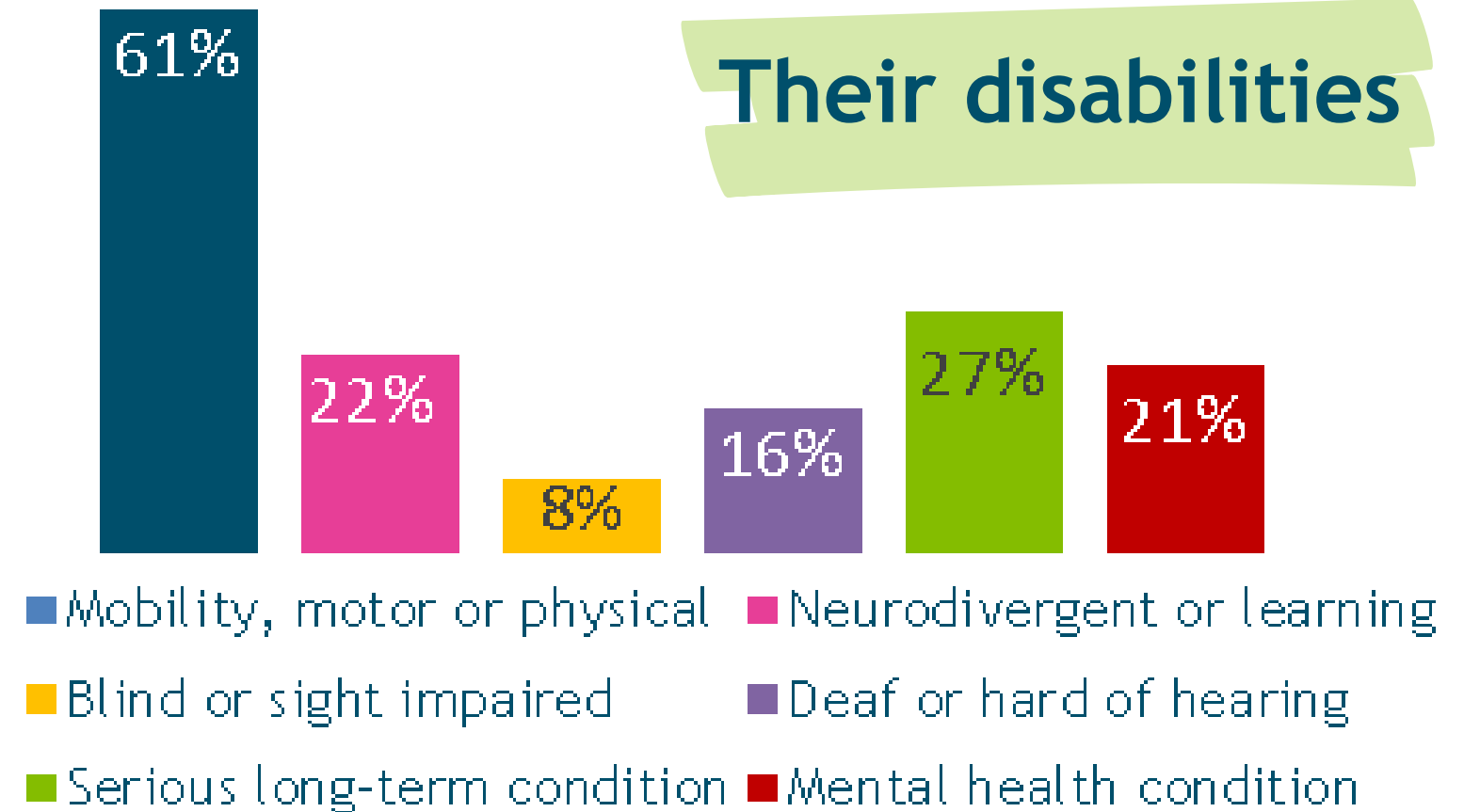
We carried out a survey with **286 residents** who are disabled or living with serious long-term conditions



- Barking and Dagenham
- City of London
- Havering
- Newham
- Tower Hamlets
- Waltham Forest

- Hackney
- Redbridge

Their disabilities



28% were extremely vulnerable to Covid

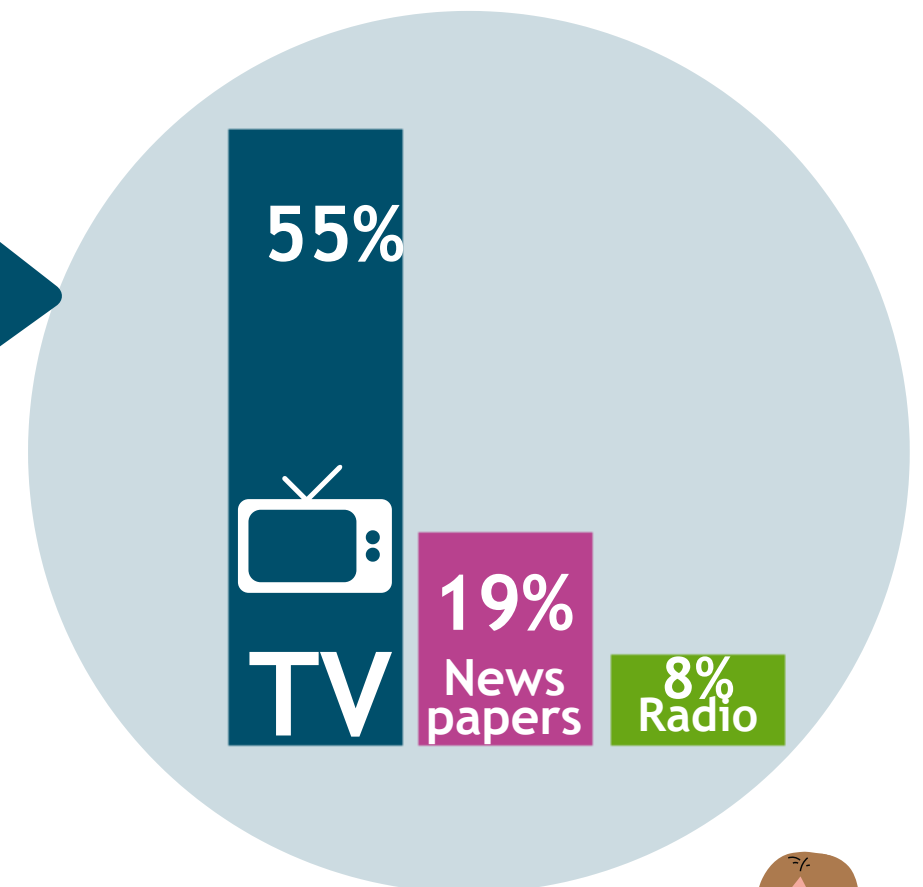
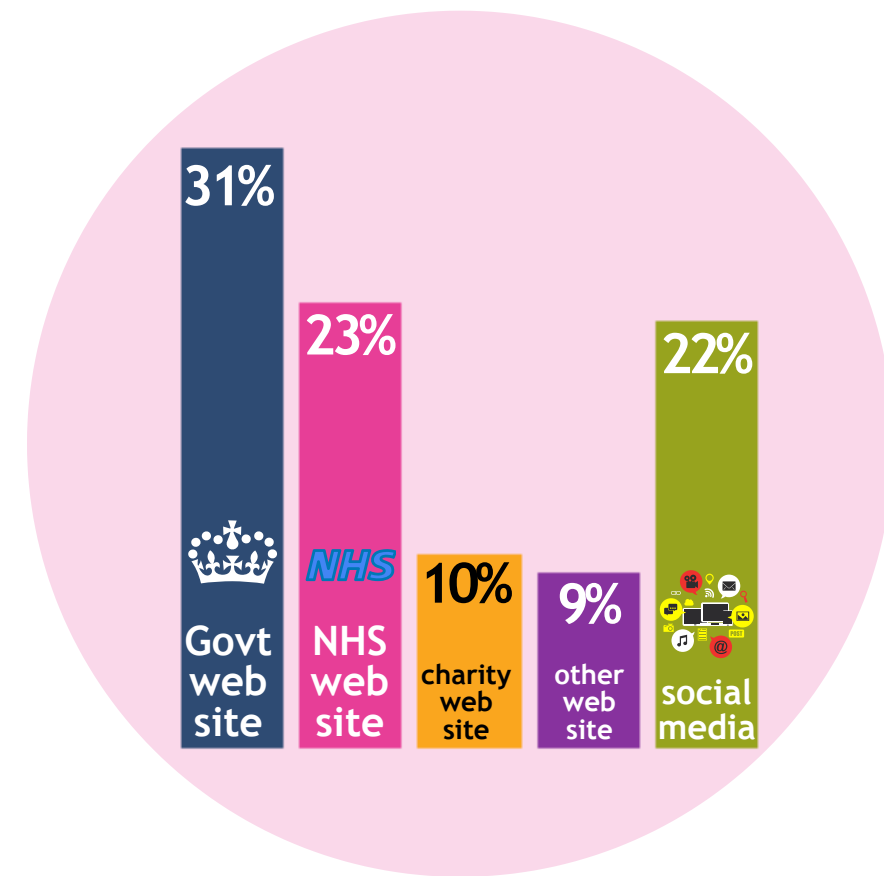
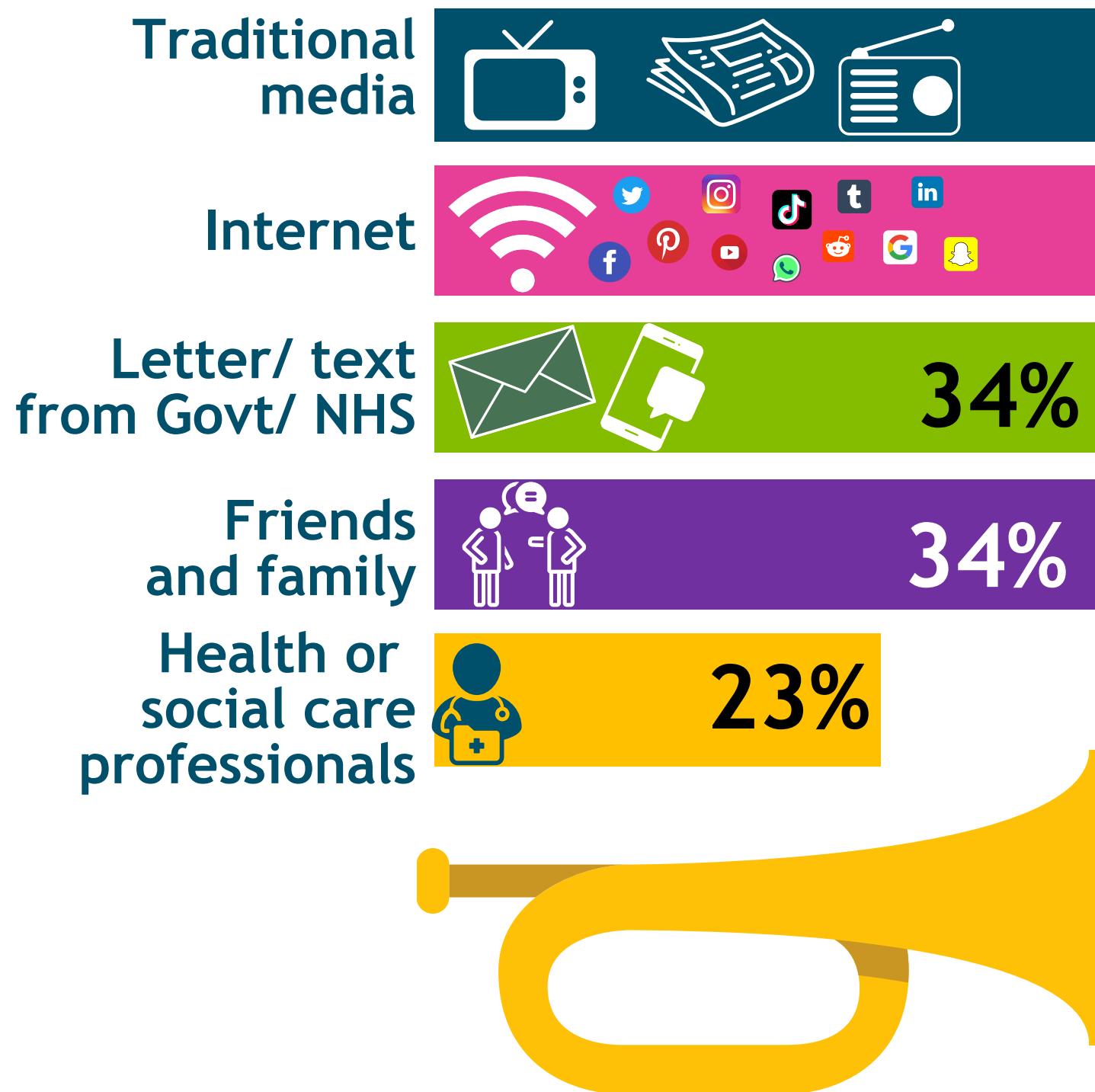
63% rarely or never left their homes (because of shielding or disability)

39% had personal care needs

24% were digitally excluded

How people stayed informed

- Television and the internet were the main source of information about Covid.
- The Gov.uk website was a particularly trusted source of online information.



How informed people felt

- Respondents felt well informed about mask wearing and social distancing, but poorly informed about changes to social care services.
- Some found the information too complicated, confusing or difficult to read.

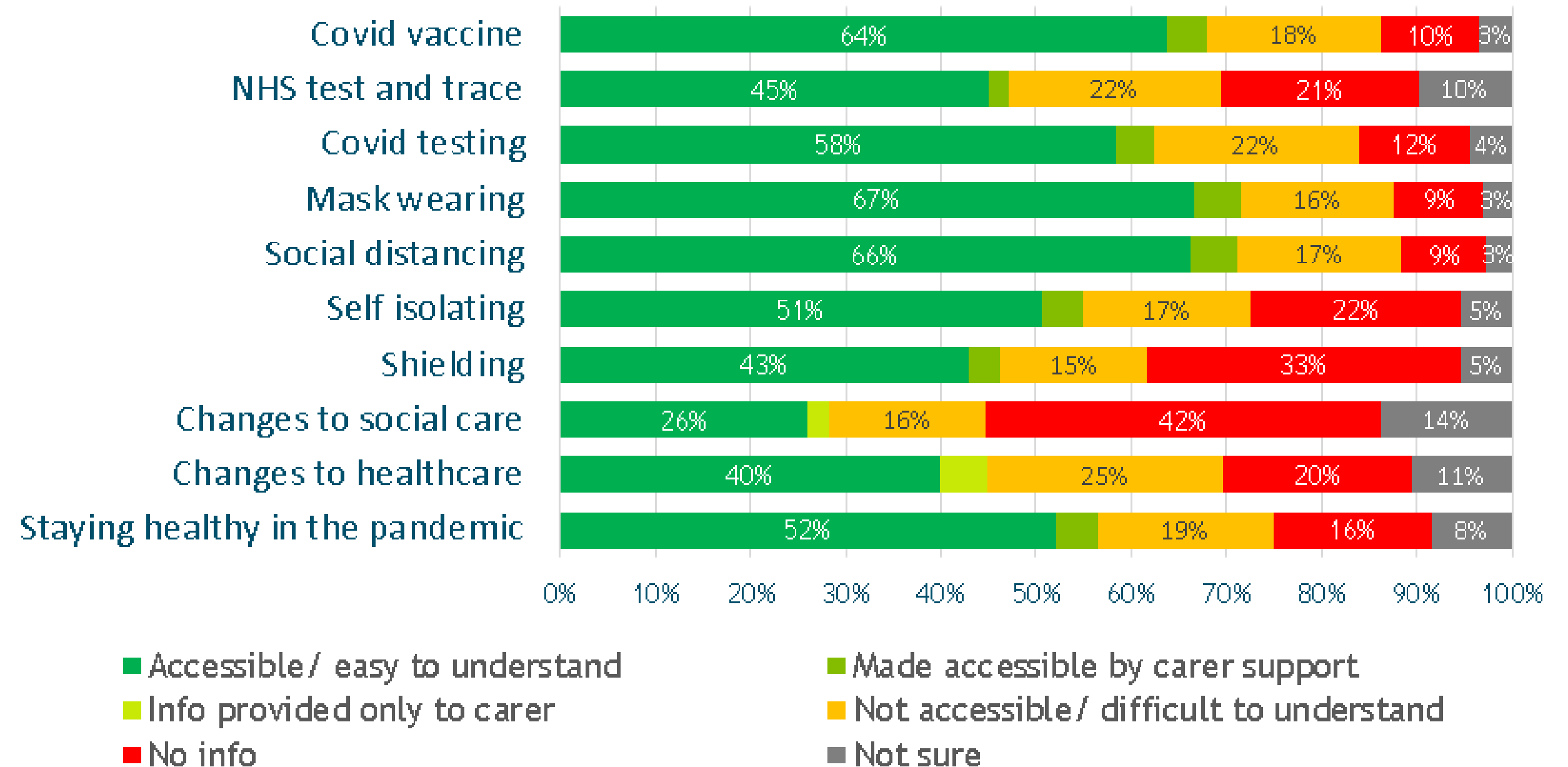
19% felt there was not enough information

17% felt there was too much information

11% found the print too small

10% found websites difficult to navigate

11% felt the language in which things were explained was too complicated.



The Covid-19 vaccine

- Most respondents are willing to be vaccinated, and prefer to receive information from their GP.
- A majority preferred to be contacted about the vaccine via email or text.
- Communication about vaccine needs to be simple, use infographics and come in a variety of formats.
- Vaccination sites should be as local as possible and allow people to feel safe.

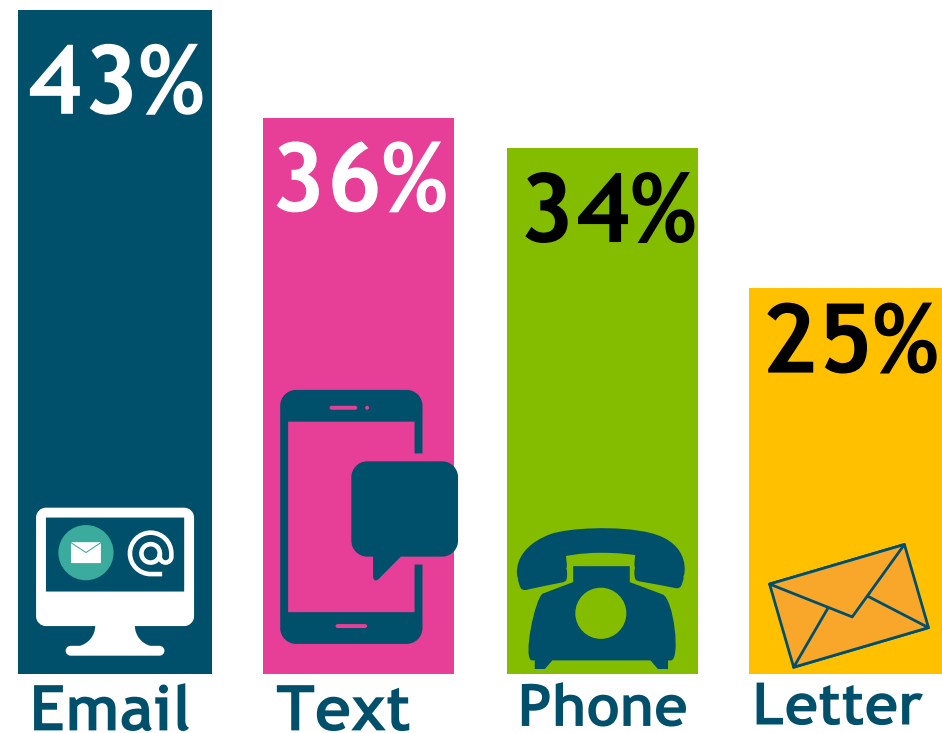
81%

intend to have the Covid vaccine or have had it already

64%

of those who intend to have the vaccine would prefer to be informed by their GP

How respondents prefer to be contacted about the vaccine



MAKING VACCINATION SITES ACCESSIBLE

- Avoid overcrowding.
- Allow carers to accompany patients.
- Keep them as local as possible.
- Allow rescheduling of appointments.
- Use ramps/ lifts/ wheelchair accessible.
- Disabled parking on site.
- Transport service.
- Home visits for those who can't travel.
- Clear signage in large text.
- Signage with images and symbols.
- Toilets on the same floor.
- Quiet waiting space.

MAKING VACCINE INFO ACCESSIBLE

- Provide multiple formats and languages.
- Work with BAME community leaders to challenge misinformation.
- Concise text, short sentences and infographics.
- Clear, simple language.
- Large, bold letters.

"It is difficult for me to read for any length of time, so any information should be clear and concise, with large text. I am worried that I will not be able to attend on the date, as I have several bad days per week, and I would like the possibility that it can be re-scheduled, and also it would help if the vaccination site is nearby due to mobility issues"

Patient with severe migraines and joint pain

