Healthwatch Suffolk
COVID-19 Vaccination feedback

- **Total HWS feedback: 832 items**
- **Overall sentiment of comments:** **75%** positive, **12%** mixed and **13%** negative

Summary of key themes

- Continued positivity – a large number of comments refer to sites and the vaccine program being well managed (408) as well as helpful, friendly and professional staff (324).
- No contact/ distribution inequality – comments from people who had not received an invitation to be vaccinated were aware that other areas were vaccinating lower priority cohorts fell in February. These comments started to increase again in March (44 total across the three months feedback).
- Travel to sites and national booking systems – the most common suggestion for improvement was travel distance to sites (33). Comments about not being offered local appointments at primary care sites through the NHS App, national or local booking systems for the vaccine remained a theme in March.
- Online booking – comments about improving online booking systems, including ease of use and bugs/ crashes, fell in March but are still a common suggestion overall (28).
- Information about a second vaccine – the most commonly suggested improvement in the data for March was wanting information about booking a second vaccination (7).
- Lower response rate in March – There have been fewer responses about vaccine experiences in March.

Note: Analysis consists of feedback extracted from the HWS Feedback Centre, social media, Information and Signposting enquiries and direct contact with HWS staff. The process aims to gather fast feedback from people and does not include analysis of feedback as it relates to specific demographics or other characteristics.

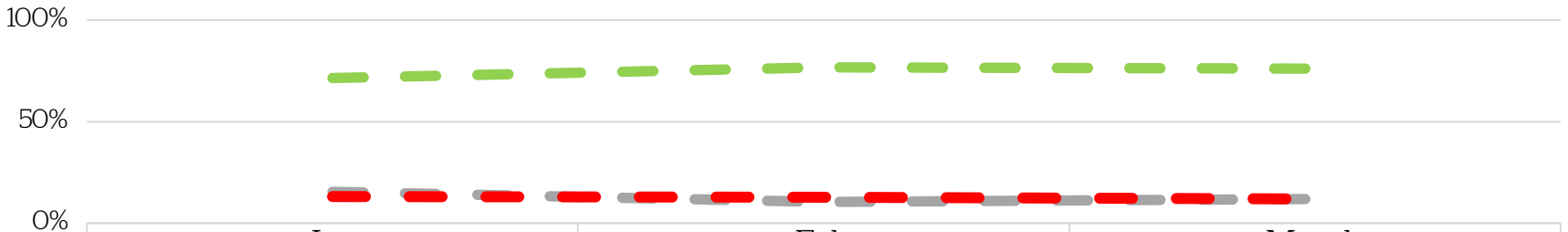
Overall feedback

842 responses

Total comments (by month of vaccination)

	Jan	Feb	March
Total	298	460	84

Sentiment of comments (by month of vaccination)



	Jan	Feb	March
Positive	71%	77%	76%
Mixed	15%	10%	12%
Negative	13%	13%	12%

Top positive themes

842 responses

Table: Positive themes in order of comments (including percentage of total comments each month)

Theme	Jan	Feb	Mar	Comments
Site Management (408)	49%	46%	60%	*"So well organised. From checking in through the whole process. All the staff involved are just wonderful and so professional…"*
Staff Attitude (324)	43%	35%	44%	*"A very good experience, the system worked incredibly well, staff were friendly and reassuring…"*
Waiting At Site (123)	13%	14%	23%	*"Waited in my car for 5 minutes until called in, then was dealt with very quickly.…"*
Information at Site (79)	12%	7%	14%	*"All good, explained about jab and warned of any after effects…"*
Covid Safety (59)	9%	6%	6%	*"Good social distancing, visible cleaning in observation area…"*
Online Booking (45)	7%	4%	7%	*"The booking was easy to do online and the service at the hospital well organised..."*

Top negative themes

842 responses

Table: Negative themes in order of comments (including percentage of total comments each month)

Theme	Jan	Feb	Mar	Comments
Travel to Site (33)	2%	5%	5%	*"Live in Aldeburgh and disappointed had to travel to Woodbridge when LEISTON practice and Saxmundham nearer…"*
Online Booking (28)	4%	3%	2%	*"The booking took multiple attempts as every time I got a bit further it would knock me out and I'd have to start again…."*
No Contact or Missed Out (26)	6%	1%	4%	*"As a 48 year old patient with underlining health conditions I would've expected to be contacted for my vaccination by now…"* (received 21/03/21 from a patient with Asthma)
Information Before (27)	2%	4%	4%	*"I have received letter asking me to book vaccination, but nearest centre comes up as 39 miles away from Lowestoft. Are there problems with system at the moment?"…"*
Waiting At Site (23)	3%	3%	0%	*"In the bitterly cold and windy weather, we had to wait in a very long queue for over 40 mins before eventually being allowed into a large indoor waiting area…."*
Site Management (19)	4%	1%	1%	*"Took my 92 year old Mother to Gainsborough sports centre in January.no dedicated parking for wheelchair users, car park poorly lit, long wait outside in the cold. Long wait indoors, limited seating…"*
Distribution Inequality (18)	4%	1%	4%	*"I am still trying to get a COVID vaccination for a 68 year old vulnerable man… Now the younger cohort are having theirs so he seems to have slipped through the net…"*

Other suggested improvements this month...

842 responses

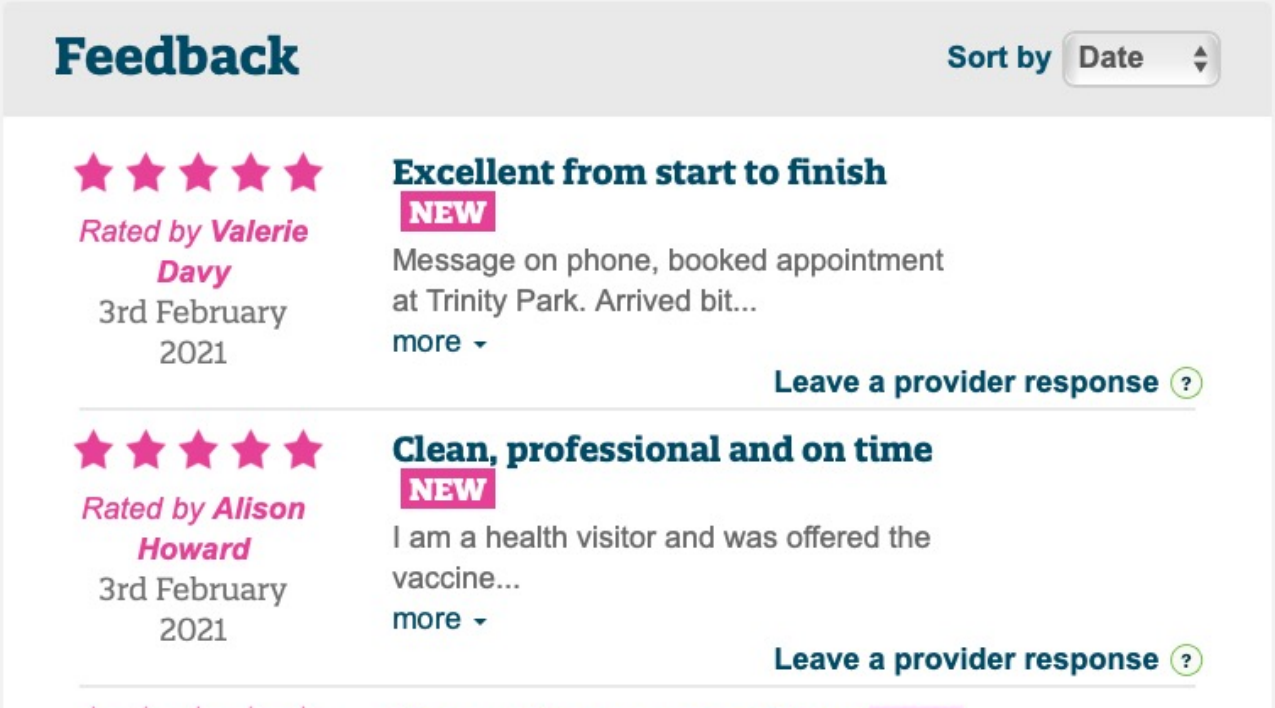
Information about second vaccines - The most common improvement suggested in the last month was wanting to receive information about booking a second vaccine.

Travel to Sites and Primary Care Integration - A number of people in February reported that broader NHS booking systems (e.g NHS app) did not offer appointments at GP surgeries providing the vaccine, meaning that they had to travel further to receive their vaccine.

This remained a theme alongside general comments about travel to sites throughout March.

Accessibility of sites - Four people in March said that they had experienced difficulty with access to sites. All four of these comments related to access to buildings, including walks from car parks and waiting in long queues.

Find the most recent feedback…

You can visit the Healthwatch Suffolk Feedback Centre to view the most recent feedback about the vaccination programme, or to see what people have shared about NHS or social care services in Suffolk.

www.healthwatchsuffolk.co.uk/services/covidvaccinationfeedback