

## Healthwatch Derby –Covid-19 Vaccinations experiences and Insight

<b>Reporting to:</b>	Stakeholders
<b>Report written by:</b>	Beth Soraka
<b>Date periods covered in the report:</b>	April 2021
<b>Amount of cases who gave their experience of covid-19 vaccination</b>	54
<b>Amount of people who completed 2<sup>nd</sup> part of survey</b>	59

### Overview

The first part of the report is when someone has given their experience of having the Covid-19 vaccination. The highlights are:

- There were 54 experiences given in April – all from the Derby Arena
- 94% of these experiences were positive
- Key positive themes were overall service, staff, communication and treatment and care.

The second part of the report is when we have asked some more details questions about worries and anxiety's around the vaccine:

- Where was is given
- Did they have any worries or anxieties about having the vaccination
- If YES what were these
- Did the centre you attended for your vaccine resolve the worries or anxiety
- Could the centre you attended do anything to further improve the experience or reduce worries or anxieties

Highlights:

- 59 people completed this survey
- Around ¼ of people attending had some worry or anxiety about having the vaccination.
- The main worry or anxiety was in regards to side effects
- 90% of people stated that their worry or anxiety was resolved by the centre.

### Experiences of Covid-19 Vaccinations

#### Key Positive Themes

##### Overall services:

- Well organised
- Efficient
- Easy
- Fast and quick
- Streamlined

##### Staff (including volunteers)

- Friendly
- Professional
- Lovely
- Polite
- Helpful

**Communications:**

- Good information
- Clear
- Good guidance
- Signage
- Directions
- Good instructions

**Treatment and Care:**

- Reassuring
- Enough time
- Stress free

There were other notable themes around:

- **Location and parking** – easy to get to and lots of parking
- **Infection control procedures** – felt safe and clean

**Negative comments**

There were 2 negative comments these both were in regards to volunteers, 1 around a negative attitude and the other in regards to their attention not being on patients.

**Ideas for improvement**

3 comments were made about improvements: these individual comments about:

- “More deaf awareness”
- “Identification of ‘priority’ grouping on arrival meaning people would be allocated to the correct lanes in a timely manner instead of one lane leading to 3.”
- “More blue badge spaces”

**Worries and anxiety around the vaccine**

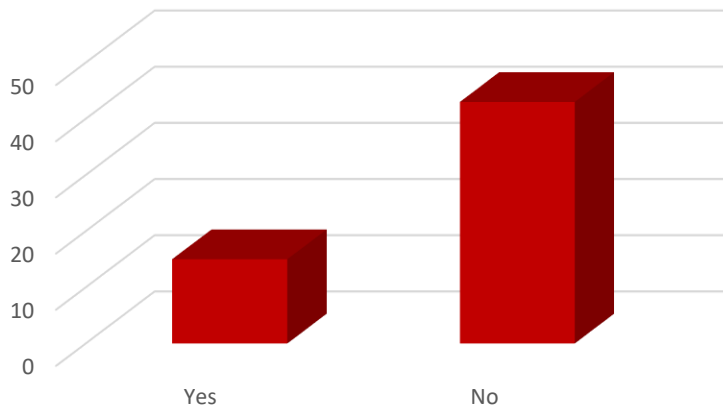
We asked more about peoples Covid-19 vaccinations experiences and if people had any worries or are anxious about going for a Covid-19 vaccine.

59 people completed this section of the survey

***Where did you have your Covid-19 Vaccination?***

58 out of 59 people stated that they had their vaccination at the Derby Arena.

**Before attending did you have any worries or anxieties about having the vaccination?**



This shows that around ¼ of people attending had some worry or anxiety about having the vaccination.

**If YES what were these regarding?**

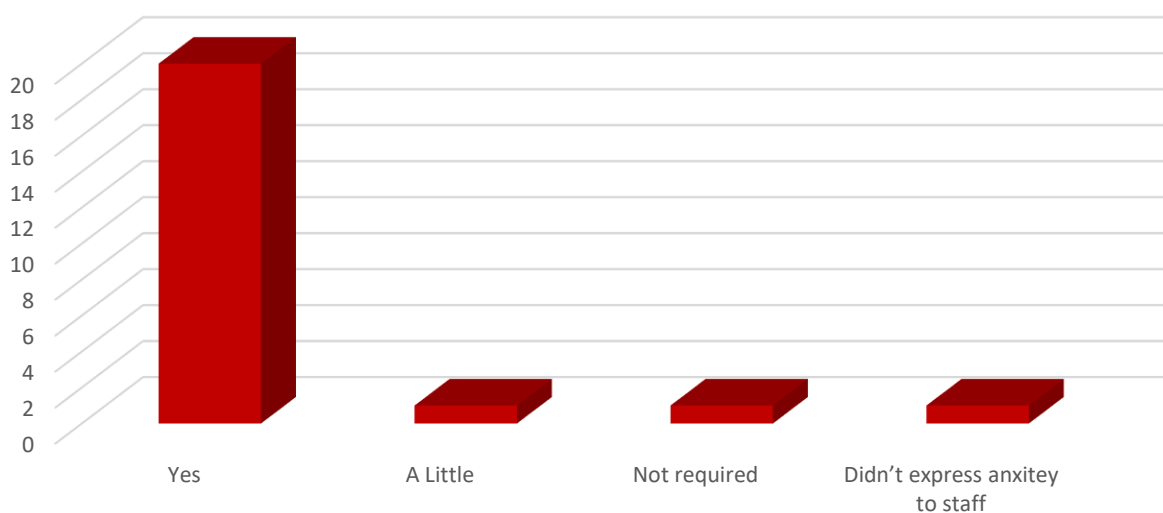
The main concern raised was **Side Effects**, this was in regard to:

- Side effects
- Previous vaccination has made them poorly
- Blood clots

There were other individual comments regarding concerns around:

- Concerns in the media
- Nervous about whole situation
- Been told by others that second does had made them unwell
- Long term effects
- Dislike of injections
- Unknown about what to expect
- Lack of information about effects on fertility

**Did the centre you attended for your vaccine resolve any of your worries or anxieties?**



(20) 90% of people who answered this question stated that their worry or anxiety was resolved by the centre. Some of the comments were:

- “Yes- staff addressed all appropriately and reassuringly”
- “Yes explained clearly and efficiently”
- “Yes have full information what to try I do with side affects”

**Could the centre you attended do anything to further to improve your experience or reduce your worries or anxieties?**

(52) 91% of people said no – the centre could not of done anything further to reduce worries or anxieties. One comment was:

- “No, Perfect. Thank you to all the staff helping Derbyshire people”

(5) 9% of people said yes. 3 people gave further comments:

- “Yes. Maybe information at the point of joining the queue opposed to when job is given”
- “Yes. More deaf awareness.”
- “Yes: Warmer tone”

**Any Other Comments**

- “Great experience”
- “All good! :-)”
- “Excellent service”
- “Keep up the great work! Fantastic service.”
- “The staff are amazing, thank you to each and everyone of them”
- “Nothing only that it was exceptionally well organised”
- “Everyone involved from the carpark entrance to the door as you left the arena were all welcoming and friendly which really helps.”
- “Lovely friendly staff”