

Your experience of the
COVID-19 vaccination
programme



April 2021

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Executive summary

In March 2021, Healthwatch Sunderland and Healthwatch South Tyneside launched a survey to gather people's general experiences of using their local COVID-19 vaccination programme.

This report covers those respondents who had used a South Tyneside based vaccine centre between the 30th March and 30th April 2021. We received a total of 105 survey responses.

The purpose of this report is to share the findings with key NHS providers and commissioners, to help them identify what is working well and highlight those areas that need to be improved.

Key themes/findings

The survey was based on seven main sections. The main findings under each of the sections are as follows:

- **Invitation to receive the vaccine**
 - The majority of South Tyneside respondents had received their invitation to have both their first and second vaccine either through their place of work (33%/27%) or via a text message (38%/59%).
- **Booking of appointments**
 - The vast majority of South Tyneside respondents, for both their first and second vaccination, stated that they found it very easy (60%/53%) or fairly easy (12%/14%) to book their appointment.
- **Vaccine venue**
 - Nearly two-thirds of South Tyneside respondents (65%) received their vaccine at one of the three main centres - Cleadon Park, Flagg Court or The Glen and 96% of respondents - stated they found it very easy or fairly easy to access the venue.
- **Receiving the vaccine**
 - The vast majority of South Tyneside respondents (88%) were informed of which vaccine they were receiving and 92% were informed of the possible side effects of the vaccine.

- **Information to take away**
 - The majority of respondents stated that they had received an information leaflet to take away with them after receiving their first vaccination (91%) with 41% saying they received one after their second jab.

- **Second vaccinations**
 - The majority of respondents (59%) replied that they hadn't had their second vaccine appointment arranged after receiving their initial vaccination. A further 4% had already had their second vaccination and 35% had their second appointment date confirmed.

- **Overall experience**
 - When asked to rate their overall experience of receiving their vaccine, the vast majority of recipients (96%) rated the experience of receiving their first vaccine as either very good or good, with 95% of recipients receiving the second vaccine rating their experience as very good or good.

Next steps

The response to our survey to date has been very good; we appreciate the time taken by all respondents who have shared their experiences with us so far.

We are sharing the feedback received with commissioners and key providers on a monthly basis for several months to come as the vaccination programme progresses. We are doing this in order to provide relevant information in a timely manner, so service providers can identify areas that are working well and those that may require further improvements.

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Introduction

What is Healthwatch?

Healthwatch is the independent local champion for people who use health and social care services. We are here to make sure that those running services put people at the heart of care.

By speaking to residents in our local area we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve local residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



*We champion what matters to you and
work with others
to find ideas that work.*

*We are independent and committed to
making the
biggest difference to you.*



Findings

The findings in this section are based on responses to the survey. In total, there were 105 survey responses for the period of March 30th to April 30th, 2021 for the NE31, NE32, NE33, NE34, NE35, NE36 and SR6 postcodes (some of the 27 SR6 postcode respondents may be Sunderland residents but only the first three digits were requested so we cannot be sure).

Demographics

The demographic breakdown of those individuals who completed the survey for both areas is given below:

Gender - 105 answered the question and 0 skipped the question



	Count	Percentage
Males	16	15%
Females	89	85%
Non-binary	0	0%
Other	0	0%
Prefer not to say	0	0%

Age ranges - 105 answered the question 0 skipped the question

	Count	Percentage
18-24	3	3%
25-34	5	5%
35-44	13	12%
45-54	21	20%
55-64	41	39%
65-74	19	18%
75+	3	3%
Prefer not to say	0	0%

Ethnicity - 105 answered the question 0 skipped the question

	Count	Percentage
Arab	1	1%
Asian/Asian British: Bangladeshi	1	1%
Asian/Asian British: Indian	0	0%
Asian/Asian British: Pakistani	0	0%
Asian/Asian British: Chinese	0	0%
Asian/Asian British: Any other Asian/Asian British background	0	0%
Black/Black British: African	1	1%
Black/Black British: Caribbean	0	0%
Black/Black British: Any other Black/Black British background	0	0%
Gypsy, Roma or Traveller	0	0%
Mixed/ Multiple ethnic groups: Asian and White	0	0%
Mixed/Multiple ethnic groups: Black African and White	1	1%
Mixed / Multiple ethnic groups: Any other Mixed /Multiple ethnic backgrounds	0	0%
White: British/English/ Northern Irish/Scottish/Welsh	100	95%
White: Irish	0	0%
White: Any other White background	1	1%
Another ethnic background	0	0%
I'd prefer not to say	0	0%

Are you currently pregnant or have you been pregnant in the last year?
(102 people answered this question, 3 people skipped the question)

	Count	Percentage
Yes	0	0%
No	102	97%
I'd prefer not to say	3	3%

Do you consider yourself to be a carer, have a disability or a long-term health condition? (Select all that apply):

	Count
Yes, I consider myself to be a carer	24
Yes, I consider myself to have a disability	9
Yes, I consider myself to have a long-term condition	29
None of the above	53
I prefer not to say	0

Please can you tell us which vaccines you have received?

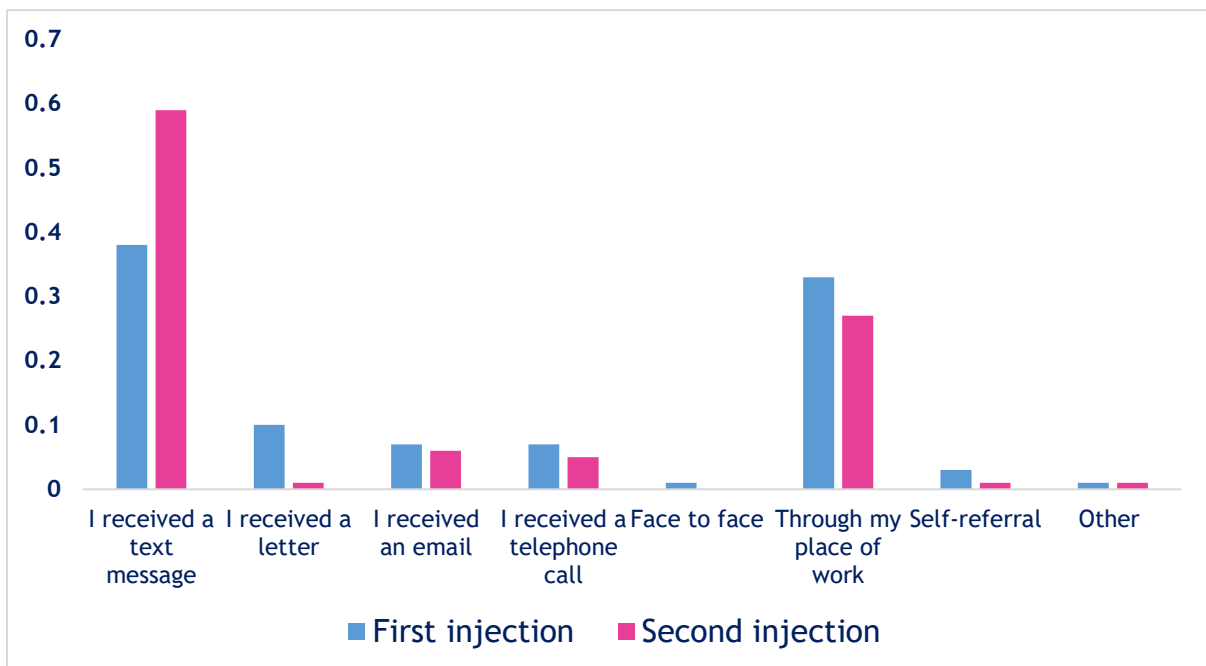
At this stage in the vaccine programme the majority of those who responded to the survey - 64% - had only received their first injection.

Receiving your invitation for an appointment

How were you invited to make your appointment to receive your vaccine?

The majority of respondents had received their invitation to have both their first and second vaccine either through their place of work (33%/27%) or via a text message (38%/59%).

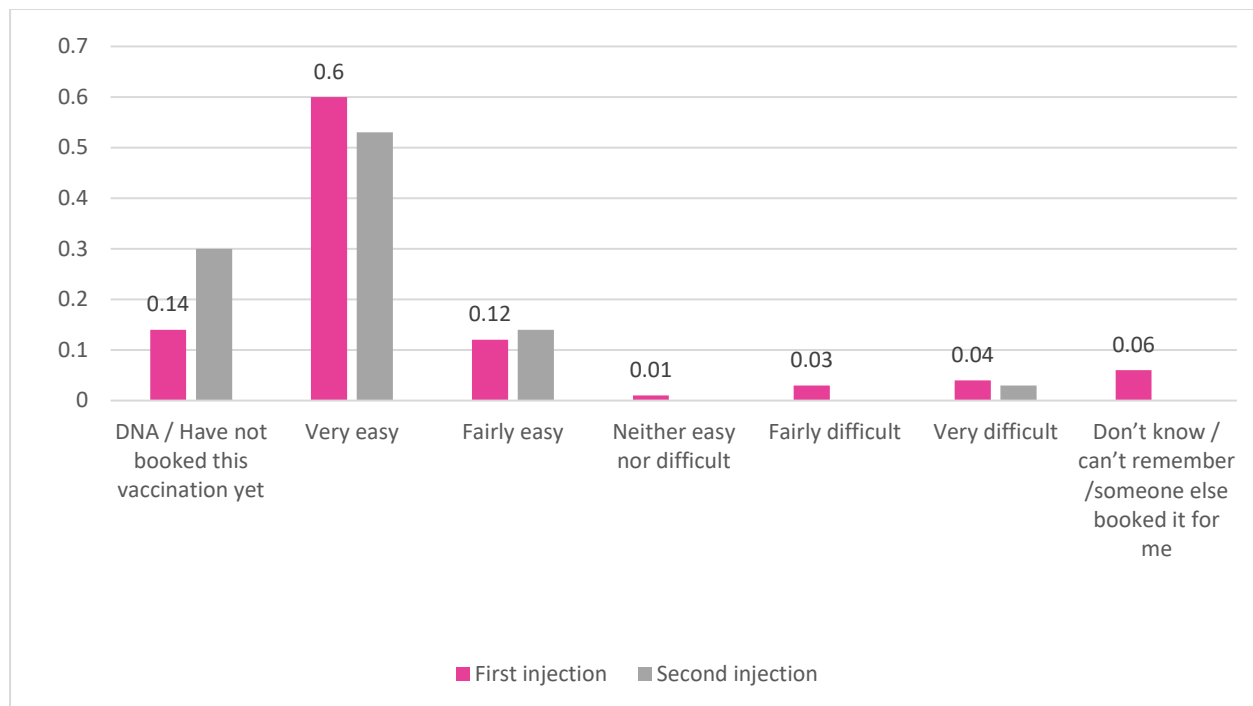
Some respondents stated they received their invitations in other ways; seven people stated that as a volunteer at a vaccination centre, including Flagg Court and The Glen, they were offered a vaccine.



Booking your appointment

How easy was it for you to book your appointments?

The vast majority of South Tyneside respondents, for both their first and second vaccination, stated that they found it very easy (60%/53%) or fairly easy (12%/14%) to book their appointment.



Please tell us what you found easy or difficult when booking your appointment for a COVID-19 vaccination

When we asked people what they found easy or difficult when booking their appointment we received mainly positive responses. Comments included:

“Smooth and efficient.”

“A simple phone call.”

“Got straight through and very helpful person on phone.”

“Very straight forward.”

“Rang number and got appointment the next day.”

“Very helpful staff.”

A minority of South Tyneside respondents informed us that booking their vaccination appointment was difficult. Responses included:

“Took three days of constant calling to get through.”

“It was online. As tedious to use and any other.gov site.”

“No queuing system on the phone line. Rang about 30 times.”

“No available time slots.”

Venue for your vaccination

Where did you receive your vaccination?

The table below shows where respondents received their first and second vaccinations. Those who responded to say they had received their vaccination at another venue stated this was at the Centre for Life Vaccination Centre, Riverview Health Centre in Sunderland and the Bede Centre in Gateshead.

	First Vaccine	Second Vaccine
Cleadon Park Primary Care Centre	25	4
Flagg Court Primary Care Centre	37	15
The Glen Primary Care Centre	6	1
Bunny Hill Primary Care Centre	14	6
Nightingale Hospital Sunderland	14	4
Millfield Medical Centre	1	2
Grindon Lane Primary Care Centre	1	1
Washington Primary Care Centre	0	1
At Home	0	0
At Hospital	5	1
At place of work	3	0
Other	3	3

How easy or difficult did you find it to get to the venue for your vaccination?

When asked how easy it was to get to the venue for their first vaccination the vast majority - 96% of respondents - stated they found it very easy or fairly easy. This was similar for those receiving their second vaccine with 87% finding it very easy or fairly easy.

Please tell us more information about why you found it easy or difficult to travel for your vaccination

The majority of respondents told us it was easy to get to their first and second vaccination appointment, as the venue was either known to them, close to their home or workplace, someone took them to their appointment, or the venue was easy to get to by car or public transport or was well signposted. Comments included:

“Live five minutes away.”

“Working at the site; had it whilst at work.”

“Close to home; short car journey.”

“Walking distance.”

“Flagg Court is a very convenient location.”

“Was at my own doctors’ surgery, so close at hand.”

A minority of respondents (three) stated that their vaccination appointment was difficult to get to, with two stating that this was because of a diversion on the A19 due to roadworks. Comments were:

“Could have been signposted better; lots of roadworks didn’t help.”

“Many road closures and diversions around the immediate area and signposting was poor.”

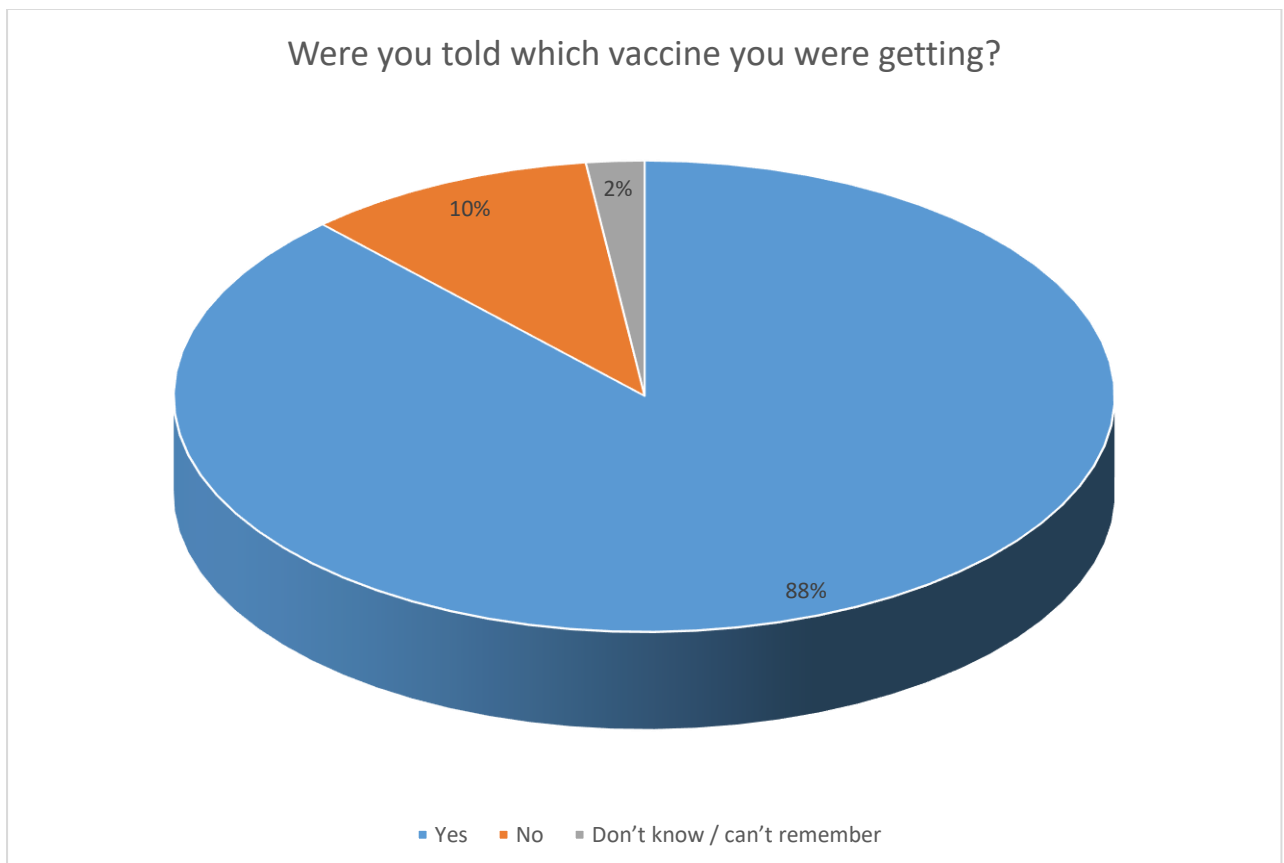
“Not well signposted.”

When arriving at the venue, were you met and shown where to go?

All respondents receiving both their first vaccination (100) and second vaccination (36) were met when arriving at the venue and were then shown where to go.

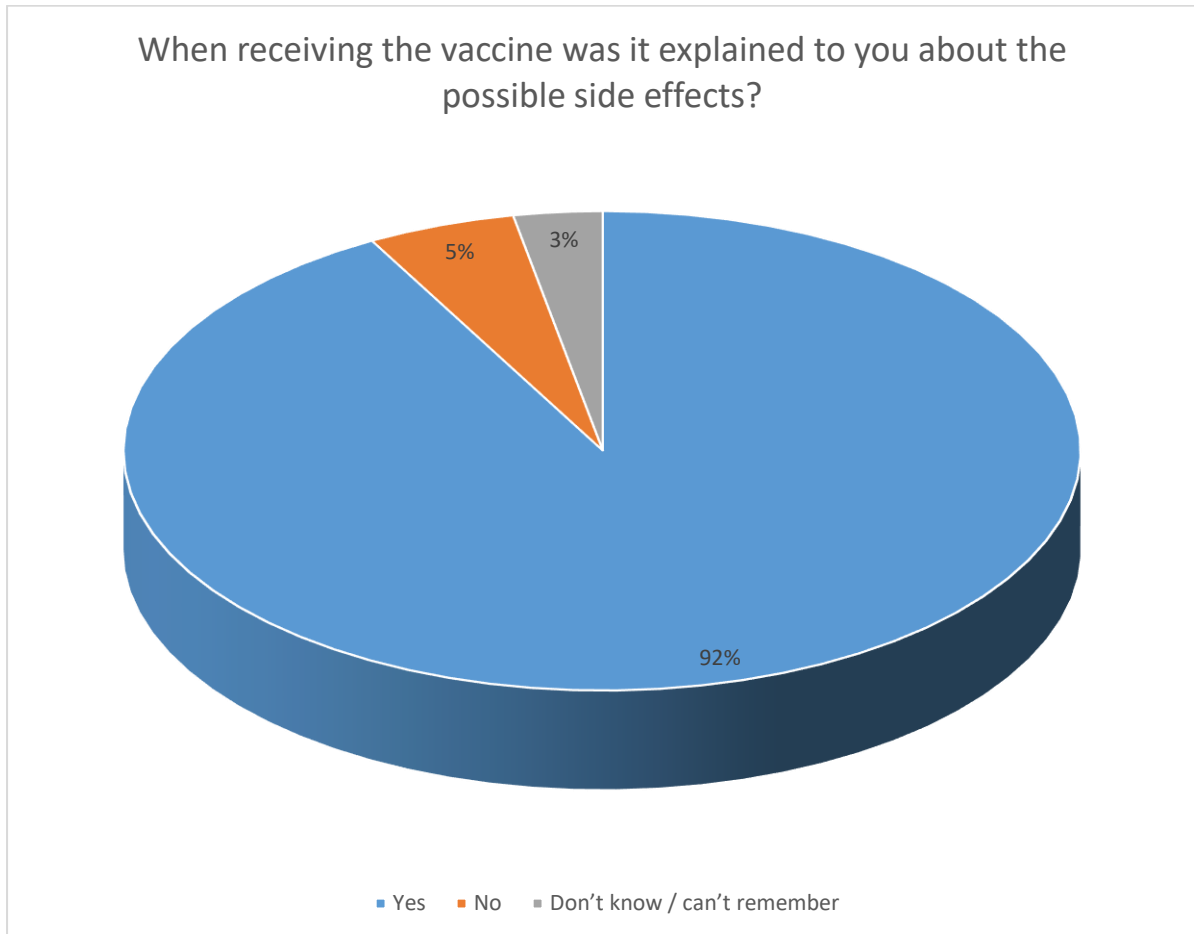
Were you told which vaccine you were getting?

Overall, the vast majority of respondents - 92 - (88%) were informed of which vaccine they were receiving, with nine (10%) not and four (2%) not sure.



When receiving the vaccine was it explained to you about the possible side effects?

Overall, the vast majority of respondents (92%) were informed of the possible side effects of the vaccine and few (5%) were not.



Receiving your injection

Please tell us how much you agree or disagree with the following statements

The vast majority of South Tyneside respondents either strongly agreed (average 76%) or agreed (average 16%) with the statements below which relate to safety measures put in place at the vaccination centres and the helpfulness of staff.

South Tyneside respondents	DNA	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / can't remember
I felt safe while receiving my injection	1%	76%	17%	3%	0%	3%	0%
The staff wore correct PPE	1%	74%	21%	2%	1%	1%	0%
Social distancing measures were in place	1%	78%	17%	1%	2%	1%	0%
People followed social distancing measures	1%	71%	19%	1%	2%	1%	0%
Hand sanitisers were available	1%	78%	18%	1%	0%	1%	1%
The staff were helpful	1%	80%	18%	0%	0%	1%	0%

After receiving your vaccination did you receive a vaccination record card?

Overall, the vast majority of respondents (95%) did receive a vaccination card after their first vaccination and 87.5% after the second vaccination.

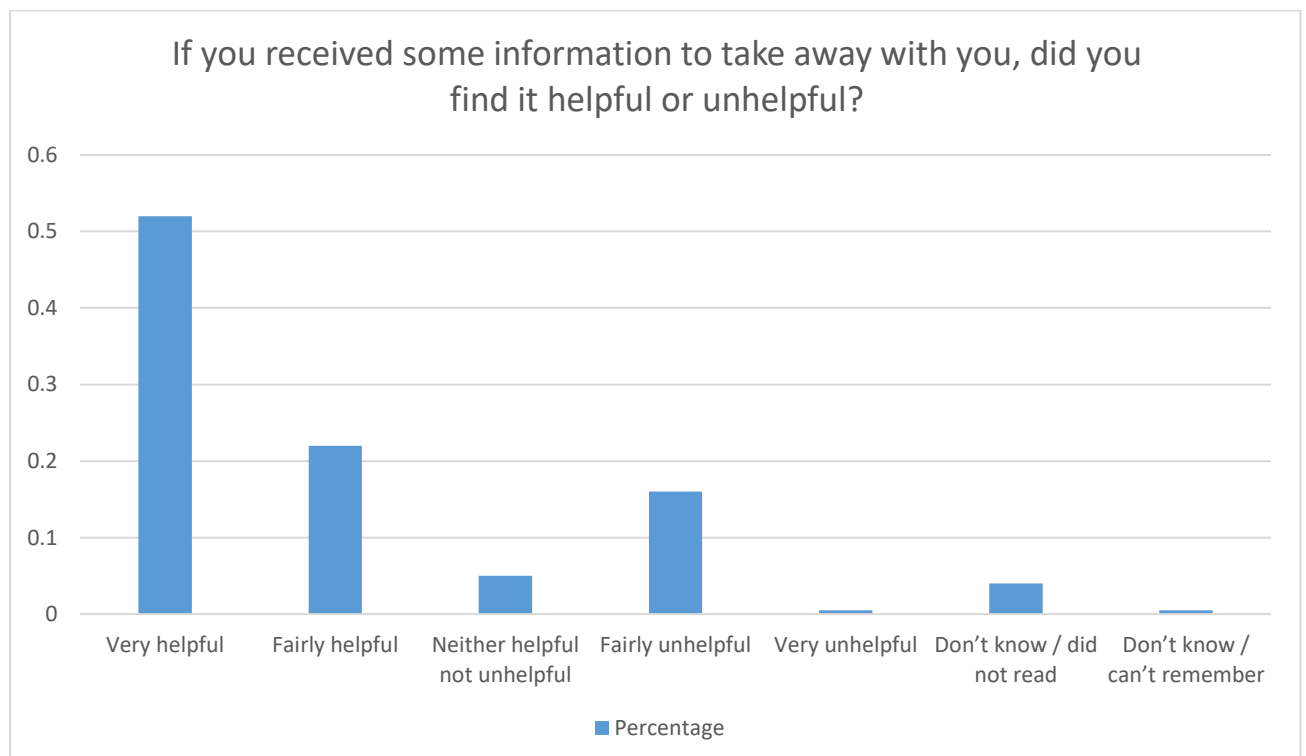
Information to take away

Did you receive an information leaflet to take away with you?

The majority of respondents stated that they had received an information leaflet to take away with them after receiving their first vaccination (91%) with 41% saying they received one after their second jab.

If you received some information to take away with you did you find it helpful?

The majority of respondents had found the information they were given to take away was either very helpful (52%) or fairly helpful (22%).



Tell us more about why you found the information helpful or unhelpful

Nearly all of the 38 comments left were positive. Examples include:

“Easy to read and understand.”

“It explained everything and gave me confidence about receiving the vaccine.”

“Very clear and detailed information.”

“Very efficient, advice was easy to use. Brilliant staff doing an amazing job.”

The only negative feedback about the leaflet was an irrelevant political comment and the following:

“Just more information on possible side effects.”

“Not as detailed as the information published by the producers of the vaccine.”

Second vaccinations

After you had your first injection, were you given the date and time of your second vaccination?

The majority of respondents (59%) replied that they hadn't had their second vaccine appointment arranged after receiving their initial vaccination. A further 4% had already had their second vaccination and 35% had their second appointment date confirmed.

If you did not have a second vaccination appointment arranged, or your second vaccination appointment was cancelled, did anyone explain to you what would happen when it was time for you to get your second vaccination?

The majority of respondents (62%) stated that they understood what would happen when it was time for their second vaccination, but 7% had it explained and were still unclear and 28% said it wasn't explained to them.

Overall experience

Overall how would you rate your experience of receiving your vaccine?

When asked to rate their overall experience of receiving their vaccine, the vast majority of recipients (96%) rated the experience of receiving their first vaccine as either very good or good, with 95% of recipients receiving the second vaccine rating their experience as very good or good.

Additional comments

Nearly half of the respondents to the survey took the opportunity to make comments on their overall experience and the majority of the feedback was very positive.

Examples included:

“Cleaddon Park Centre was well organised and I felt safe going there.”

“Great service at Flagg Court, very organised and friendly staff.”

“Staff at Flagg Court were friendly, helpful and very organised - very impressed with whole process.”

“The set up at Flagg Court was well organised, people guiding you where to go and socially distanced.”

“Received my vaccination at The Glen, staff very helpful and friendly.”

“I am terrified of needles and told the staff, they were ALL amazing especially the nurse who did my injection, I barely felt a thing. They were ALL very professional, caring and thorough at their roles.”

“Well organised, warm and friendly staff, excellent service.”

There were also some negative comments, mainly regarding side effects of the vaccine:

“Had quite a few side effects. Feeling like I had the flu, nausea, kidney pain and felt nauseous for a week.”

“After my first injection I went home and within an hour felt sick , had a head ache and was very tired . These symptoms seem to have stayed with me for the past 11 weeks. I wasn’t prepared to be on the ‘cusp’ of just feeling grotty all the time.”

“I was surprised at how unwell I felt post first vaccination. Only had my 2nd this morning but I'm hoping I don't have any side effects this time.”

“I would have liked to know date and time for second injection.”

“My second vaccine appointment was cancelled and no new date was given. We were offered the second dose through work later but I was unable to get this due to having caught Covid-19 in February. I struggled to book my second dose once I was able to as the phone lines were very busy.”

“Sitting quietly for ten minutes after the injection was torture. My mind was worrying that I was having side effects. A radio or TV in the room even just with BBC news on would have been a welcome distraction.”

“During my first injection it appeared disorganised. Nobody knew who was next in line and very haphazard. The second one was much more organised with marshalls informing you when it was your turn.”

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