



COVID-19 vaccination programme in Bucks

What you told us in February and March 2021

June 2021



What was the project about?

We wanted to hear about people's experience having the COVID-19 vaccine and to learn why some might choose not to have it. Our aim was to collect views from a wide range of people to make sure the service was working for everyone.

What we did

We developed an online survey to ask about people's experience of:

- being invited to have the vaccine
- getting to the vaccination site
- having the vaccine.

We focused on hearing from those who:

- had received the vaccine in the previous six weeks
- were registered with a Bucks GP or had received the vaccine at a Bucks site.

We also asked people who said they'd decided not to have the vaccine for more details about that choice.

We offered to take answers over the phone if people couldn't complete the survey online.

Our plan is to run this survey while the vaccination programme is being delivered in Bucks so everyone's voice can be heard. However, to ensure that people's feedback could help to improve the service as soon as possible we passed key findings about sites to the Bucks Clinical Commissioning Group (CCG) and the Bucks Vaccine Cell. The Bucks Vaccine Cell is the steering group overseeing the delivery of the vaccination programme in Bucks. It is chaired by the CCG and Bucks Council and its members include the leads from the various vaccination workstreams across Bucks.

We encouraged anyone who was out of scope of the survey to post their feedback on our website. Any comments that related to specific sites were also included in our weekly reports.

We publicised the survey through our newsletter and on social media.

- + We focused first on asking for feedback on having the first dose.
- + In week 3 (from 22nd February) we also started to ask people to tell us why they decided not to have the vaccine.

We have summarised the free text feedback by theme. This gives an indication of how often a theme was mentioned rather than an exact count. People may have made a similar comment in response to different questions. Therefore, the numbers for each theme should not be added together. We have explained more about our approach in Appendix 1.

What we heard

We launched the survey on 3rd February 2021. This report summarises the feedback we received up until 31st March 2021.

We heard from two distinct groups:

- Group 1 - our main analysis focuses on the 3338 people - 3337 people who had received the vaccine and one who attended a site but was unable to have it
- Group 2 - responses from the 118 people who said they had chosen not to have the vaccine. To capture as many views as possible we allowed people from anywhere to answer this.

We screened out a further 463 responses. This was based on their location, where they had their vaccine or their response to our question about whether they have been to have the vaccine in the last six weeks (Appendix 2). Although out of scope for this survey we asked these people to leave feedback on our website.

A summary of who we heard from in Group 1 is below. Responses from people in Group 2 are given later in the report. Not everyone answered all the questions so the percentages don't necessarily add up to 100%. Full details are in Appendix 2. The number of responses to questions vary because not everyone answered all the questions.

Group 1 - About you

The following 'about you' questions relate to the people in Group 1. Full details are in Appendix 2. Of the 3338 people who said they'd been to have the vaccine:

- 3280 were registered with a GP in Bucks
- of those who said they weren't registered with a GP in Bucks, 56 said they had the vaccine in Bucks and so carried on with the survey
- 3327 gave responses about their experience and 111 were on behalf of someone else
- 3245 responses were about someone's experience of their first dose and 93 about a second
- 1534 said they had their vaccination in February and 1244 in March.

We also know that:

- 78% (2506/3207) identified as female and 21% as male
- 91% (2930/3208) described themselves as 'White British' and 7% said they were from a Black, Asian or Ethnic Minority Group. Appendix 1 explains how we grouped these results
- the median age was 58. People who responded were aged 16 to 80+.

Feedback from people who said they did not get the vaccination when they went

Four people answered this question. One chose to carry on completing the survey and two others left the following comments:

- One said their appointment was cancelled but hadn't been contacted with a new date and was unable to book online. They said it was a "really bad system".
- The other said they were clinically extremely vulnerable and unable to have the vaccination for medical reasons. They felt let down by the NHS because they couldn't get a hospital appointment to have the vaccination.

Your experience of being invited to have the COVID-19 vaccine

How were you invited to have the vaccine?

We have shown the results to this question in Table 1. People could choose more than one option for this question so the total may be more than the number of people who answered the question. There were 396 people who didn't answer the question.

How were you invited to have the vaccine?	Number of responses
A phone call from my GP	410
A text from my GP	1703
A letter from my GP	63
A letter from the NHS national booking system	727
Through my workplace	366
When I had the first dose (for second dose)	7
I'd prefer not to say	27
Don't know	7
Other	416

Table 1 - How were you invited to have the vaccine?

Of those who said they were invited via a phone call or a letter from their GP the majority said they were "Clinically extremely vulnerable".

We looked at some of the "Other" answers in a little more detail and identified a few notable groups. These are shown in Table 2. One major group is people that have booked online. This was not a typical option when we started the survey but the possible responses for this question have now been updated.

'Other' responses	Number of responses
I booked myself - online	227
Through my workplace' - volunteer	28
Text from NHS	27
At the same time as someone else or as a carer	21
Spare dose	17

Table 2 - How were you invited to have the vaccine? Main 'other' responses

Looking back, was there anything you think you should have been told when you were making the appointment?

We had 2055 responses to this question. Of these:

- most said ‘no’ and 59 said ‘nothing’ (which we have understood to mean they didn’t need to know anything more)
- 136 made general, mostly positive, comments about the process

“No. All the information I needed was in the text from my GP” (Aylesbury, Stoke Mandeville Stadium).

“The letter told me everything I needed to know.” (Aylesbury, Bucks New Uni.)

- 288 comments were about what people thought they should have been told while making the appointment. Figure 1 shows the themes.

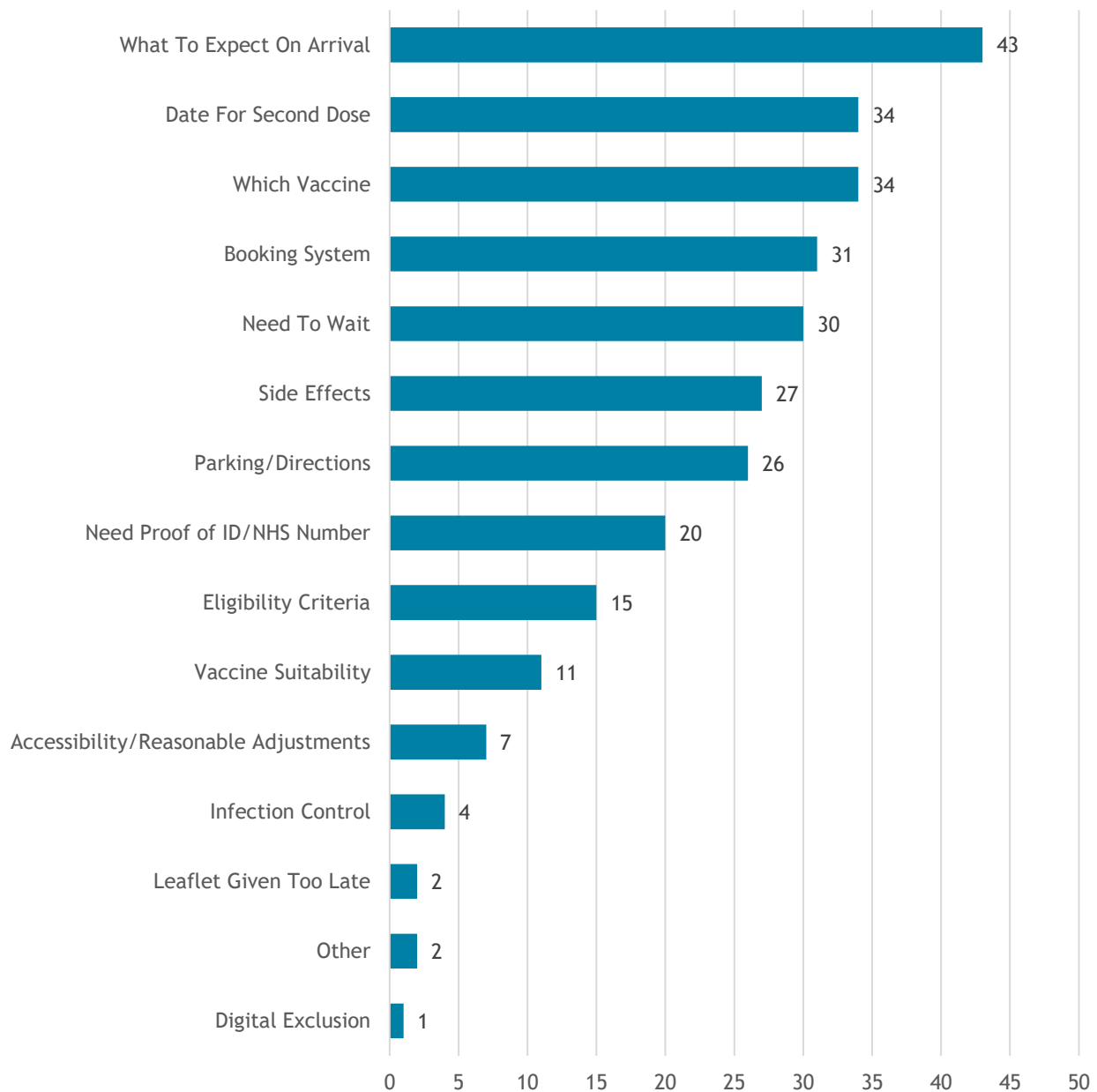


Figure 1 - was there anything you think you should have been told when you were making the appointment?

The top theme was about aspects of ‘what to expect on arrival’ (43). This included:

- what time to arrive and more about the process

“It would have been nice to have a link to the video I found or some information about the process to expect at the vaccination centre...”(Aylesbury, Stoke Mandeville Stadium)

“How early to get there/what to do when you arrive there would have been useful.” (Chalfont Community Hospital)

- advice on what to wear (warm coat or umbrella while waiting outside, type of mask, short sleeve top etc.) and possibly getting someone else to drive

People also said they would have liked to have been told about:

- which vaccine they were getting (34)
- the date for their second dose (34)

“Would have been nice to have booked 2nd jab at the same time as booking the 1st which only seems available if you book online.” (Burnham Health Centre)

- the need to wait after having the vaccine (30)

“It would have been useful to know that they recommend not to drive straight afterwards.” (Chesham Town Hall)

- the possible side effects (27)

“To have paracetamol ready at home for the day or two afterwards in case it is needed.” (Buckingham Community Centre)

- whether proof of ID and/or an NHS number was needed (20)

There were also comments about:

- various aspects of the booking system and the location of sites (31).

“[Would have liked to have known] That you don’t have to rush at it immediately and that you should keep checking to see if more local appointments are available.” (unknown site)

- parking issues or the need for directions to the site (26)

“Details of parking availability at the vaccination centre would have been reassuring to know in advance.” (Aylesbury, Stoke Mandeville Stadium)

“Some information on getting to the vaccination centre by public transport would have been helpful.” (High Wycombe, Adams Park)

- eligibility criteria including why they had been invited or when other carers/family members could have their vaccination (15)
- whether the vaccine was suitable for specific conditions (11).

Having this information may be more important for those who are digitally excluded.

“How [was I] to get to the vaccine centre by public transport? It's hard to find this out if you don't have the internet and library is closed. Also needed to know not to arrive more than two minutes early or won't be let in as it was winter, freezing cold and nowhere to wait outside if you came by public transport. There was no signage from bus stop. Also needed to know appointment would take only 5 minutes, as I could have got a taxi to wait if I'd known it was that short. I couldn't afford to pay for it to wait otherwise. The text message from the doctors had smartphone link. I didn't have internet on my phone. No other way to book was given. Very upsetting. Had to get help from others with internet access.” (High Wycombe, Adams Park)

When we looked at the data in detail, we found evidence that people who described themselves as clinically extremely vulnerable were also more likely to comment on issues about ‘What to expect on arrival’.

We also found evidence that people below the median age group were more likely to comment on issues about ‘What to expect on arrival’ and ‘Need to wait’.

Your experience of having the vaccination

Where did you have (this dose of) the vaccine?

Most people we heard from (3085/3888) said they had received their vaccine at a national or local site and 136 said they'd had it at work. The ‘At work’ category includes people who said they'd had the vaccination because of the work they do. This includes carers who said they had the vaccination at a hospital hub as well as volunteers.

We asked people who said they'd had the vaccine at a national or local vaccination site where they had the vaccine. Table 3 shows the results by type of site. The number of responses for each site are given in Appendix 2.

Site	Number of responses
Local GP-led site (Bucks)	1998
National - mass vaccination site (Bucks)	245
National - pharmacy site (Bucks)	560
National - mass vaccination site (out of county)	91
Other	155
No Answer	36
Total	3085

Table 3 - Please tell us which site you went to for (this dose) of your vaccine

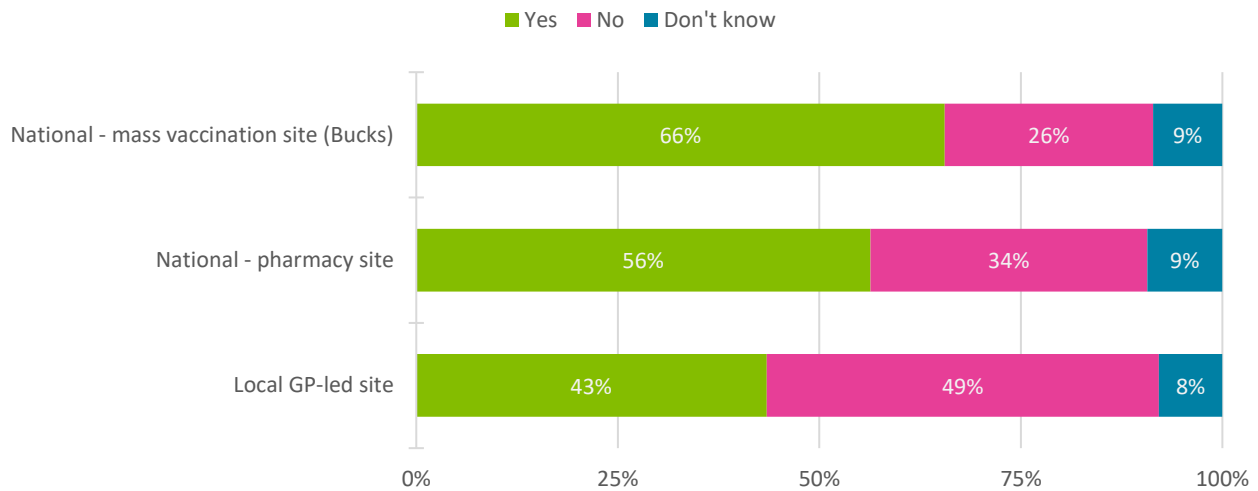
Getting to the site

Were you given any information about how to get to the vaccination site?

We found that about half of those who responded (49% - 1569/3170) said they were given information about how to get to the site.

We then looked more closely at the responses by the type of site in Bucks (ie GP-led site, a national pharmacy-led site or national mass vaccination site).

We saw strong evidence of a difference. People who went to a local GP-led site were less likely to say they were given any information about how to get to the vaccination site (Figure 2).



**Figure 2 - Were you given any information about how to get to the vaccination site?
By type of site**

If yes, how would you rate the information you were given?

We asked the people who said they'd been given information how they would rate it.

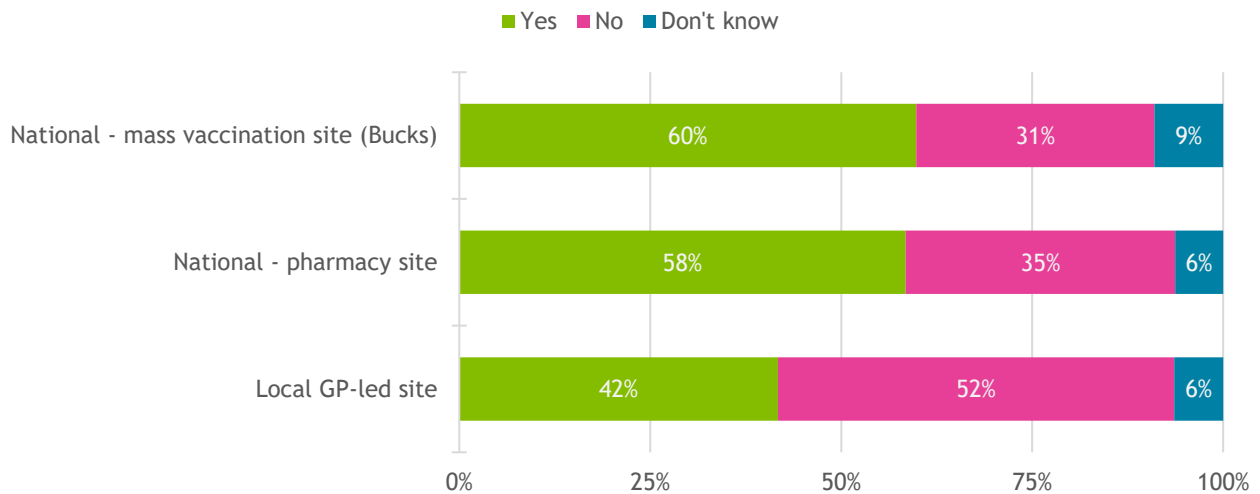
Of the 1570 who answered:

- 94% (1478) said the information was either “excellent” or “good”
- 5% (86) said it was “OK” or “poor”.

Were you given any information about what to expect at the vaccination site?

Just under half of those who responded (47% -1505/3176) said they were given information about what to expect at the vaccination site.

When we looked more closely at the responses by type of site in Bucks we saw strong evidence of a difference. We found that people who went to a local GP-led site were less likely to say they were given any information about what to expect (Figure 3). We also saw differences between GP-led sites. The percentage of people who said they were given any information about what to expect varied from 61% to 33% depending on the site.



**Figure 3 - Were you given any information about what to expect at the vaccination site ?
By type of site**

If yes, how would you rate the information you were given?

We asked people who said they'd been given information how they would rate it.

Of the 1500 who answered:

- 96% (1446) said the information was either “excellent” or “good”
- only about 3% (52) said it was “OK”
- no one rated it as “poor”.

We compared responses based on how they were invited for the vaccine (Figure 4). The results show that information in letters from the GP about what to expect at the vaccination site was mostly “excellent” or “good”. The results suggest that there may be some room for improvement in the letters, compared to other sources, notably texts and calls from GPs.

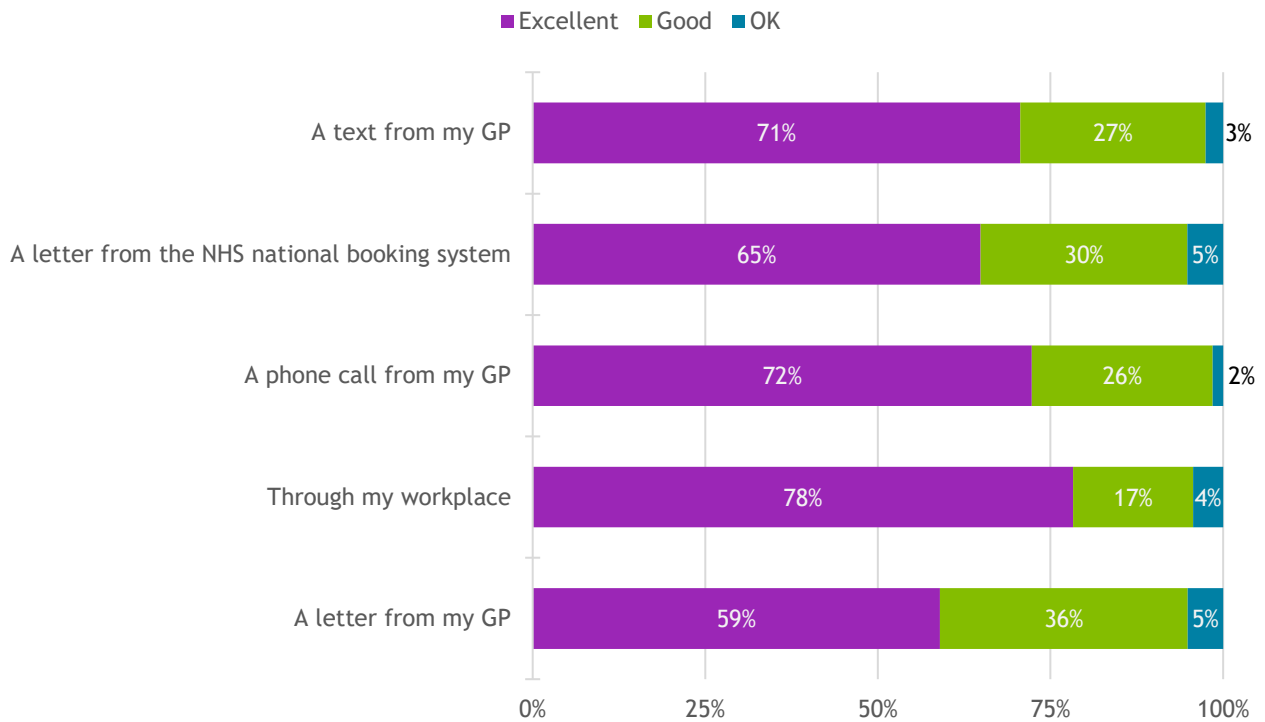


Figure 4 - How would you rate the information about what to expect at the vaccination site? By how people were invited to get the vaccine

We also compared responses based on the type of site the person attended (Figure 5). When we looked more closely we saw that the more people rated the information about what to expect from GP-led sites as “excellent” compared to the other sites.

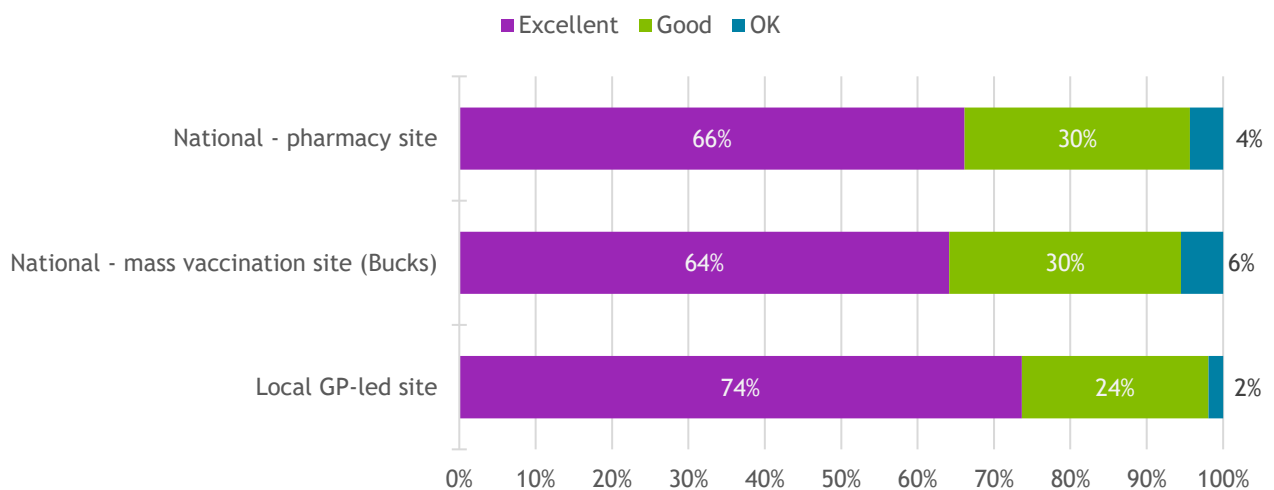


Figure 5 - How would you rate the information about what to expect at the vaccination site? By which site people attended

How easy was it for you to get to the vaccination site?

We then asked how easy it had been for people to get to the vaccination site.

Of the 3172 people who answered this question:

- 98% (3115) said it was “very easy” or “easy”
- 55 people (1.7%) said it was “difficult” or “very difficult”.

We wanted to know more about any difficulties people faced getting to the site.

Of those who said it was difficult” or “very difficult” to get to the vaccination site 53 people gave us their views. Our summary of the comments, by theme, is shown in Figure 6.

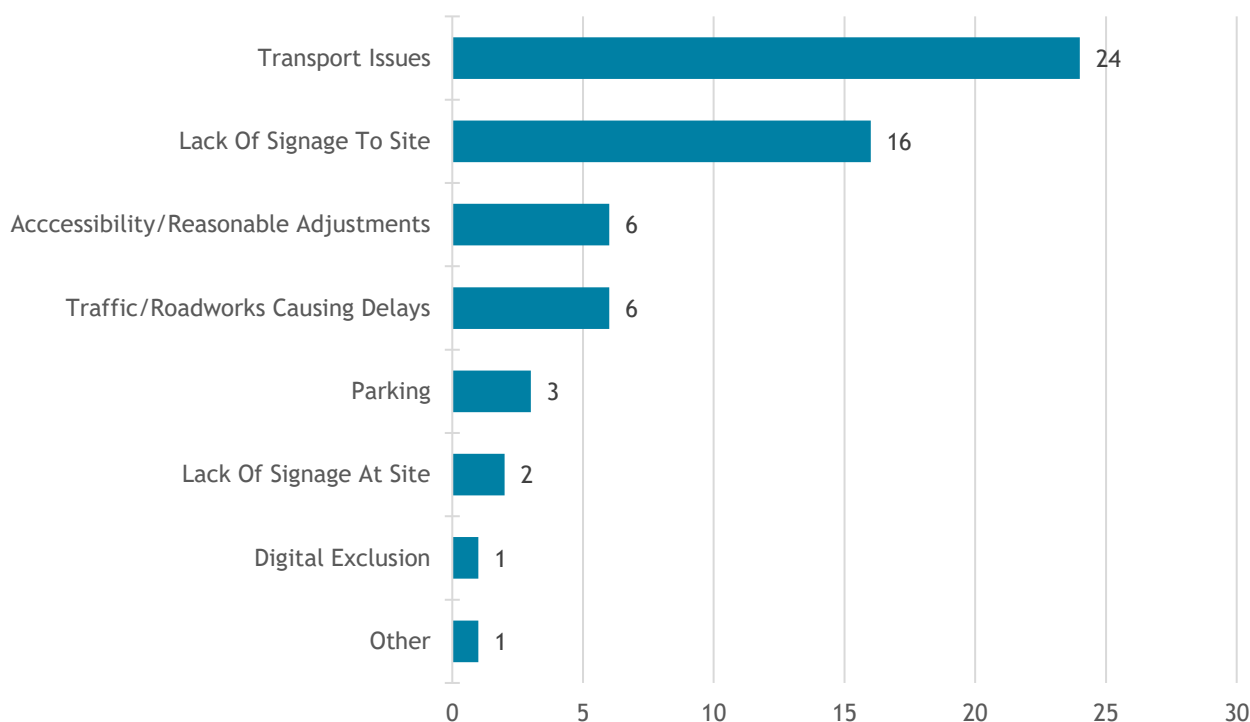


Figure 6 - If it was “difficult” or “very difficult” to get to the vaccination site please tell us more

The top comments were about:

- transport issues (24). This included people unable to get to bus stops unaided and people anxious about taking public transport.

“I don't drive so had to get family to collect me and take me too and from the site. I don't use public transport and would not feel comfortable using a taxi.”
(Aylesbury - Odeon Cinema)

- a lack of signage or insufficient signage to the site (16). A couple of these mentioned incorrect information on Sat Navs. We also heard from two people that the signage at the site itself could be better.

“... no helpful signage in the town, is well hidden and is not picked up properly by my and some other Sat Navs. It needs proper signage from the shopping area AND for the turn into the lane.” (Chalfont Community Hospital)

We also had comments about traffic conditions and roadworks (6).

Importantly a few people said they found a site inaccessible in various ways. This included four comments from people who used wheelchairs.

“Because of parking My vehicle does not fit in the adjacent car park, so had a long walk with severe asthma.” (High Wycombe, Old Town Hall)

Having the vaccine

Overall, how organised was the process of getting the vaccine?

Most people said the process of getting the vaccine was either “excellent” or “good”.

Of the 3259 people who answered the question:

- 98% (3188) said the process was “excellent” or “good”
- 2% (71) said it was “OK” or “poor”.

We then looked more closely at the responses by the type of site in Bucks (ie GP-led site, a national pharmacy-led site or national mass vaccination site). Although a high percentage of people said the process was excellent” or “good” for each type of site, there was a statistical difference between responses by site. People who went to a pharmacy site were less likely to say they had an “excellent” or “good” experience (Figure 7).

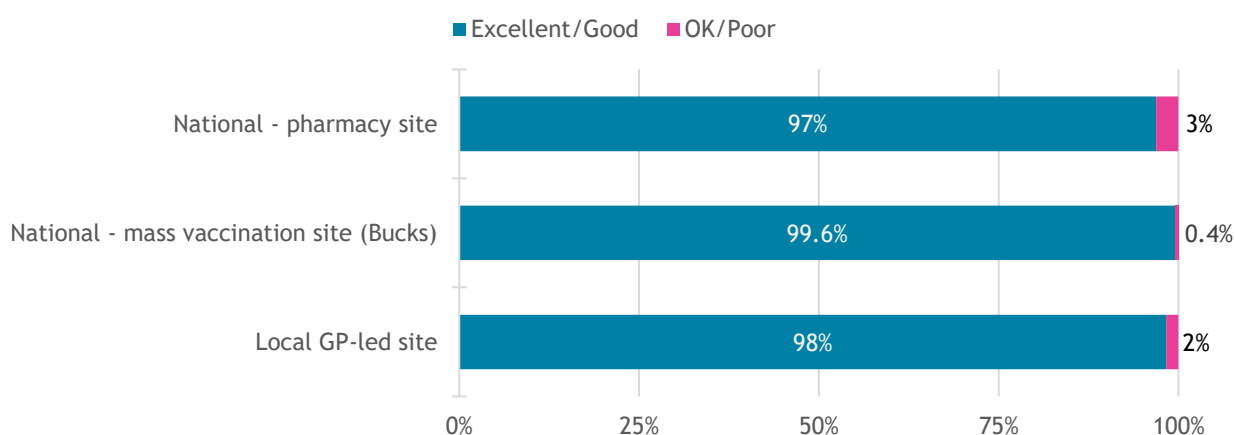


Figure 7 - Overall how organised was the process of getting the vaccine? By type of site

Please tell us about anything that could have been done better

We asked people to tell us about things that could have been done better. Overall, 568 people left comments. There were 209 general positive comments (including three general comments and some people who said “nothing” -which we have understood to mean nothing could have been done better).

“The whole process was very impressive from parking to waiting my 15 mins before leaving. I don’t think anything could have improved it. I was just really amazed how quick it all went.” (Winslow Health Centre)

“All the staff were amazingly friendly, helpful, kind and professional. The site was well organised, there were clear signs, it was easy to social distance and I felt very safe.” (Aylesbury Odeon Cinema)

We summarised the rest of the 356 comments by theme. The top 10 themes are shown in Figure 8. Many themes were similar to those mentioned when we asked people what they would have liked to have been told before their appointment. We will look at the themes together later in the report.

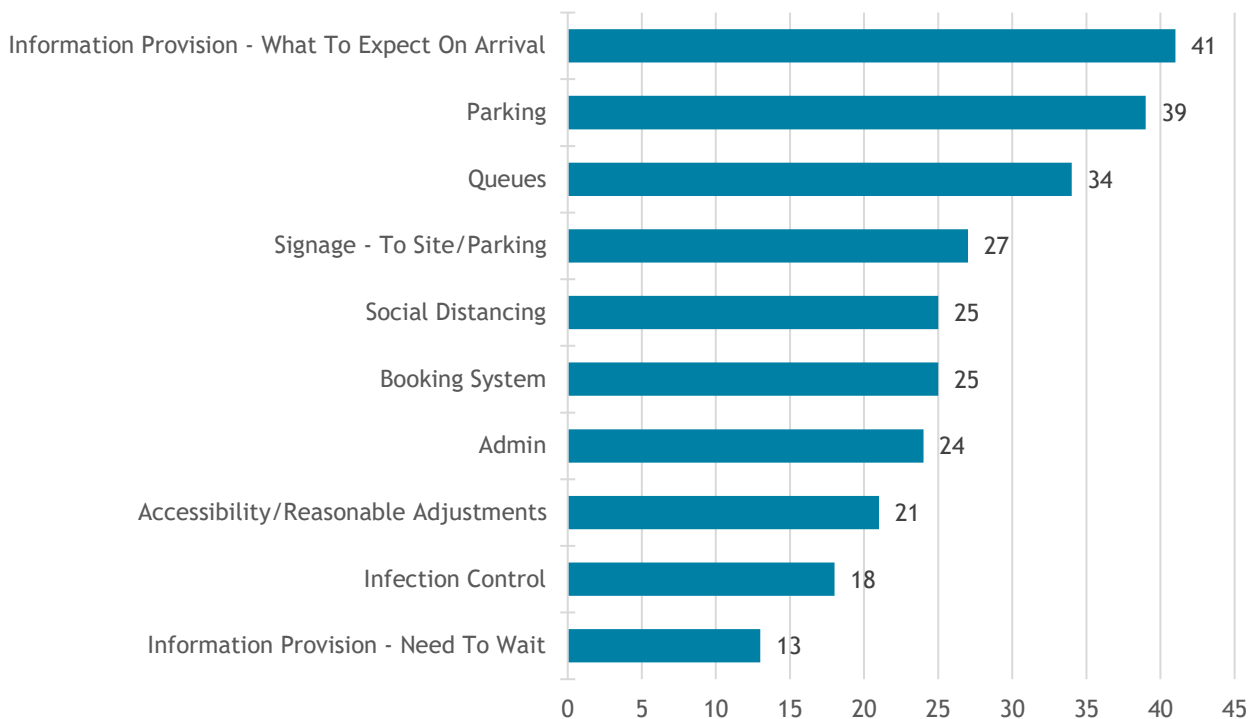


Figure 8 - Please tell us about anything that could have been done better

A number of comments related to information that could be provided beforehand. This included:

- what to expect on arrival (41)
- car parking issues (39) - this included better marshalling in the car parks or queues

“Maybe explain beforehand that the car park at Winslow is a little walk away.”
(Winslow Health Centre)

“Long traffic queues getting into ground, late for appointment even though we left plenty of time.” (High Wycombe - Adams Park)

A range of comments related to the delivery of the service. This included:

- issues that led to queues (34) - A few comments highlighted to need to have separate queues for different services. The comments also mentioned people arriving too early for appointments and several concerned how vulnerable people would manage to stand for so long.

“Waited over 25 minutes in the cold. Thank goodness it wasn’t raining. Was offered to go inside but did not feel safe too many people around. I have COPD.” (Princes Risborough Community Centre)

There were 3 stewards inside the vaccination site. 1 steward should be outside the site ushering patients in. I joined a queue but it turned out it wasn’t the queue for the vaccine but a queue to enter the vaccination site (it’s a pharmacy). I waited outside for a good few minutes. This should’ve been better managed. (High Wycombe, Victoria Pharmacy)

- administration issues - such as information being incorrectly transferred (24)

“The person filling in the initial form for me on arrival, wrote on it the date of birth and reference number of the person below me on her list. Luckily, I noticed this before going in to be vaccinated...” (Buckingham Community Centre)

“Booking was not properly recorded, created problems later.” (Marlow, Globe Park)

- better signage to the vaccination site (27)

“I don't have a car. I don't know where Adams Park is. I couldn't go to library to find a map, it is closed. I'm 84. I don't use internet, no computer or sat navigation. It took me an hour to get there by bus. No signs at bus stop. Had to wait for someone to come along and direct me. It was a long walk to centre.... It's really only meant for people with cars. I am not sure I want to go back again, another 2 hours on bus, I'm too old.” (High Wycombe, Adams Park)

“There could have been a sign directing me to the site. No information on the trading estate. Had to ask where it was.” (Marlow, Globe Park)

- a range of comments about the booking system (25)- including people suggesting it would be helpful to have access to closer sites and a joined-up system.

“There are centres closer to my home than the one I was invited to, so as an overall process I don't know why the closest site can't be offered.” (High Wycombe, Adams Park)

“I received the text from my GP four days after the letter from the NHS. The systems appear to be completely independent and in fact I couldn't book Buckingham community centre with the NHS. I couldn't book my 2nd appointment with the GP, but this was possible with the NHS.” (Buckingham Community Centre)

- about the need for better social distancing (25). This included between staff or the public in waiting areas. There were also a few views about the way that site is organised that prevents social distancing.

“Lady taking my name was wearing her mask under her nose. People in the queue were not social distancing. The exit and entrance to the hall was the same slim doorway where people were standing, again not distanced” (High Wycombe, Old Town Hall)

- Infection control issues (18) included lack of sanitiser, need to clean chairs, need to change masks, correct wearing of masks, site ventilation, opening doors and taking temperatures.
- people having issues with accessibility/reasonable adjustments (21). This included:
- + better seating being required and private spaces being needed for certain individuals whether because of phobias or cultural reasons.

“Perhaps an area could have been available to sit for a few minutes after having the vaccine. I was sent straight out and felt unwell withing 5 minutes.” (Aylesbury, Bucks New Uni.)

“More privacy for the vaccine, I have a needle phobia and felt quite sick, I could clearly see everyone being given vaccines as I waited” (High Wycombe - Old Town Hall)

“I was surprised that there weren't facilities to have the vaccine in a private area. Some of the women I work with wear Islamic veils and would not be able to expose their arms to receive the vaccine in a public space like that. If take up in some communities is lower than others, this could be worth looking at.” (Chesham Town Hall)

- + Also, a wide range of other issues such as masks giving those with hearing difficulties greater issues, wheelchair inaccessible sites, not allowing carers into the building.

“It was almost impossible to hear any of the staff that were sat behind the screens. I found it frustrating and a little distressing.” (Aylesbury, Bucks New Uni)

“The entrance door and exit doors were not disabled friendly; it was difficult to get a wheelchair over the door threshold. Going in was up a slope, the exit meant the wheelchair came out backwards onto a downward slope. This was falling hazard.” (High Wycombe, Adams Park)

“The poor chap calling people by time slot needed a megaphone.... most of the older generation have some degree of hearing loss.” (Chalfont Community Hospital)

“...Ignorant people on the door with no training, failed to allow carer to assist, failed to ensure person with sight loss was assisted, failed to get someone to read literature to disabled person, failed to look in pocket for list of medicine and therefore failed to give additional assistance when person was on a blood thinner. Gave no assistance on leaving the building and got lost. Dreadful experience WILL NOT be returning there for second vaccine, if it's the only place offered.” (High Wycombe, Adams Park)

Were you given information on the day about the vaccine?

We asked if people were given information on the day about the vaccine.

Of the 3268 who responded:

- 94% (3077) said “yes”
- 5% (167) said “no”.

If yes - How would you rate the information you were given?

We heard from 3065 people who said they'd been given information. Of these:

- 96% (2948/3065) said the information was “excellent” or “good”
- 3.5% (107) said it was “OK” or “poor”.

We compared responses from people who said they were “White British”, against all other ethnic groups (Figure 9).

We found strong evidence of a difference in responses based on ethnicity. People from the BAME groups were more likely to say the vaccine information was “OK” or “poor” than people who said they were “White British”. However 93% of people from BAME groups still said it was “excellent” or “good”.

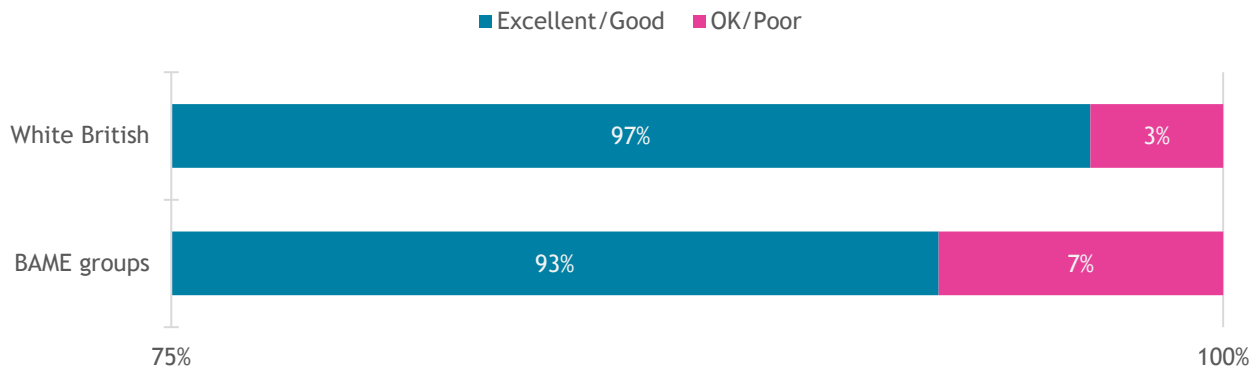


Figure 9 - How would you rate this information? By ethnic group

Did you feel safe and protected during your vaccination?

When we asked if people felt safe and protected during their vaccination

- 98% (3180/3254) said “yes”
- 1.6% (52/3254) people said they didn’t feel safe and protected during their vaccination.

When we looked at this data in more detail we didn’t find any differences based on groups.

Were you treated with respect when you had the vaccine?

We asked if people felt treated with respect when they had the vaccine. Of the 3264 people who answered:

- 99% (3245) said “yes”
- Only 13 people (0.4%) said they didn’t feel respected.

“Answering on behalf of my son, who has Downs Syndrome and severe learning difficulties: everyone was very clear and friendly, everything was explained clearly. His mum was allowed with him at every stage. The volunteers treated him as a human being, and everybody seemed in a good mood - which is a very under-rated thing!” (Chesham Town Hall)

Twelve people who said they didn’t feel they’d been respected told us more about their experience. The top themes focused on:

- staff attitudes and training

“I felt nobody had any time for me or any worries I might have about side effects as I do know I react to vaccines and other medications. I felt I was in a cattle market being pushed through and nobody cared.” (Aylesbury, Odeon Cinema)

“The 2 nurses who gave me the jab were very unwelcoming. All they said when I got in was “put your coat and umbrella on the chair and sit down”. No hello or how are you. Then during the jab, they asked where I work. That was all. It was unbelievable.” (Aylesbury - Bucks New University)

- some people being challenged about their eligibility for the vaccine at that time.

Were you given a record card with the date of your vaccination and which vaccine you had?

The majority of people (99%) said they'd received a card but 27 people (0.8%) said they hadn't.

Is there anything else you'd like to tell us about having the vaccine or the information you were given?

Overall, 1134 people offered further comments. From these comments we identified themes. Some gave views on more than one aspect of their experience. This means the total number of comments is greater than the number of people who responded. We summarised the feedback by theme and whether this was positive or negative.

Positive comments

There were two main themes. These were:

- the professional and efficient way the service had been delivered (483)

“Wonderful service and delighted to have been vaccinated. Thank you to everyone involved at every stage.” (Prestwood, Chequers Surgery)

“Brilliant, brilliant, brilliant! Be super proud, the organisation was fantastic!” (Chesham Town Hall)

- the positive attitude of the staff at the sites (251) and of these 81 highlighted the volunteers

“All staff and volunteers at the vaccination centre were excellent. Efficient and helpful.” (Aylesbury, Stoke Mandeville Stadium)

“The person who gave me the vaccine could not have been kinder and more understanding of my needle phobia. It made the experience much less terrifying.” (Chesham - Chess Pharmacy)

“Everyone working there were so happy, friendly & helpful. It was all organised brilliantly, I felt I was treated as a person instead of a number. I can't praise everyone and the whole set up enough.” (Aylesbury, Bucks New University)

Other themes with positive comments were:

- about the information they had been given (the leaflet, about side effects, what to expect on arrival (27).

“I felt the information given was a perfect amount. I felt if I'd had any questions I could have asked them. The whole process was super-efficient.” (Buckingham Community Centre)

- from people who said they felt safe (22)

“It was a very efficient and safe process and I'm delighted to have had the opportunity of having the vaccine.” (Winslow Health Centre)

- accessibility issues / reasonable adjustments (6)

We also had 150 general comments which were positive about having the vaccine.

“I’d like to thank everyone involved with the effort. Outstanding 🙌🙌.” (Chalfont Community Hospital)

“Just thanks to all concerned for the efficient set-up and hard work involved. And to the traffic marshals who were standing out in the bitter cold - possibly the coldest day of the year. Much appreciated.” (Stoke Mandeville Stadium)

Negative comments

There were also 347 comments what we classed as negative. In many cases people mentioned issues they would have like to have known about rather than making a criticism.

The top themes are shown in Figure 10.

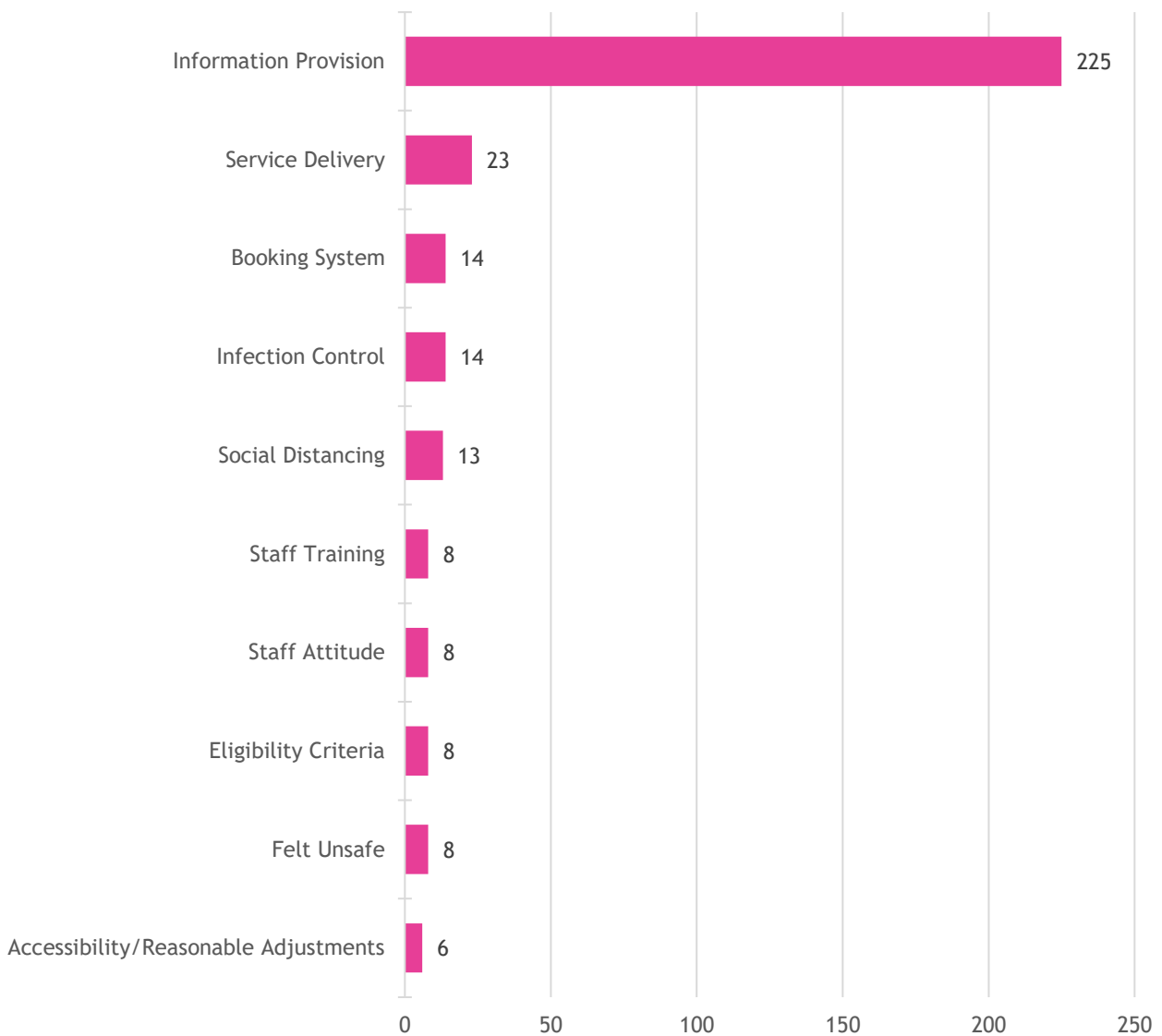


Figure 10 - Is there anything else you’d like to tell us about having the vaccine or the information you were given? - Negative sentiments

We looked at the themes in more detail. A summary of these is shown in Figure 11.

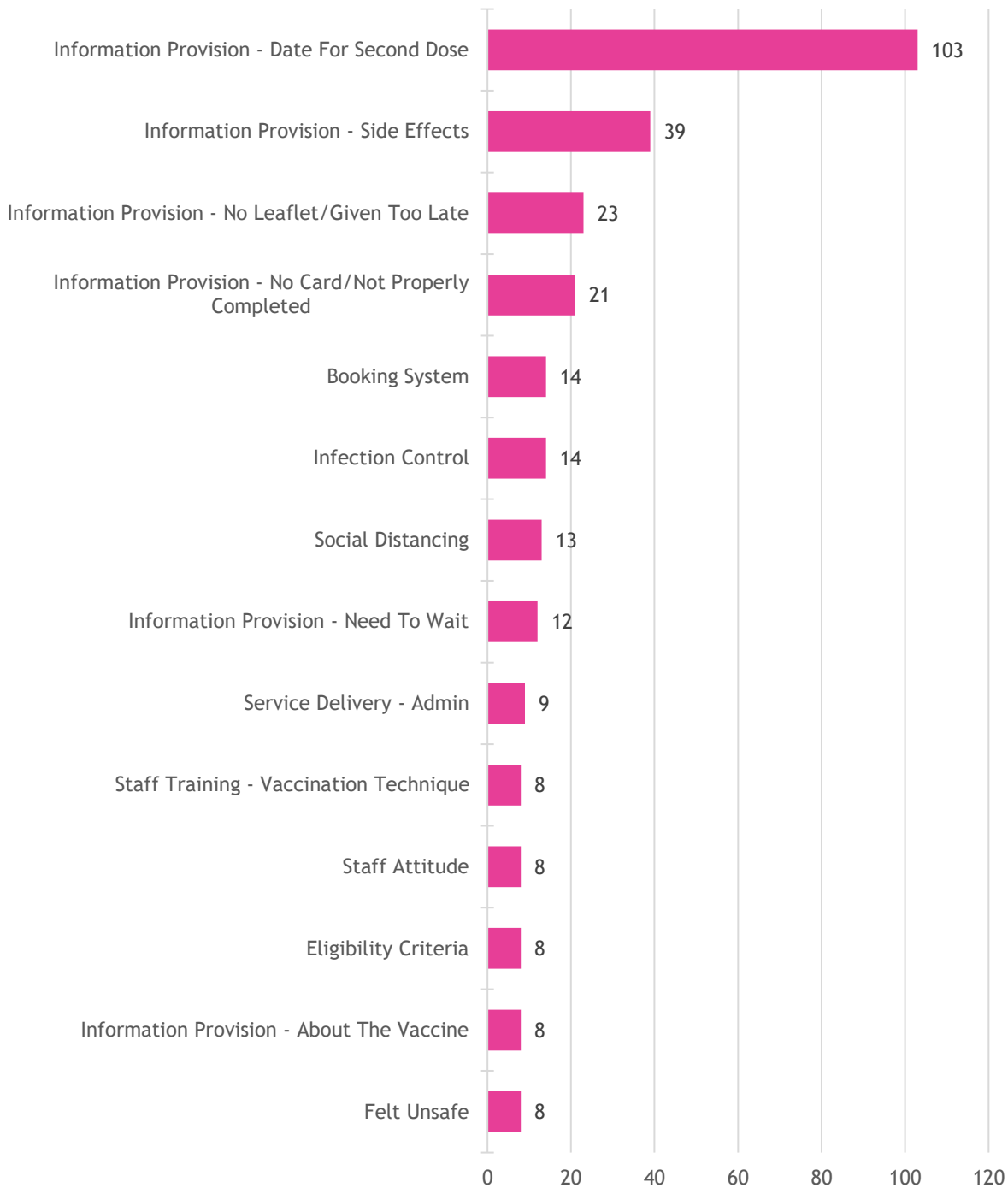


Figure 11 - Is there anything else you'd like to tell us about having the vaccine or the information you were given? - negative sentiments

The top themes with negative comments related to the information people received. These included:

- information about a date for the second dose - although not always a criticism 103 people said that they would have liked to know the date for the second dose or were unsure how they would be offered this. Some noted this because others, booking through the national system had a date.

“It would have been nice to have been given an appointment for the second dose while I was there. (Old Town Hall, High Wycombe)

“I wasn’t told about how I would be offered a second dose” (Princes Risborough Community Centre)

- more information about side effects (39).

“A warning about how ill the reaction would make me feel would have helped me prepare better and would have prevented me from thinking I was having a very bad reaction and would end up in hospital...” (Aylesbury, Odeon Cinema)

“I would have liked some diabetes specific information from my GP though as my side effects have included vomiting and becoming quite dehydrated which has had an effect on my blood sugar. Being forewarned would have been helpful.” (High Wycombe, Adams Park)

- not receiving an information leaflet or reading it before having the vaccination (23)

“... Was then given injection handed my card and an information leaflet, by which talked about side effects if on certain medication by which time it was too late... Perhaps the leaflet could be given in advance whilst waiting.” (Haddenham, JMW Vicary Pharmacy)

- not having a proper vaccination card or it hadn’t been completed properly (21)

“I received the card with the date of my first injection but it doesn’t say what vaccine I have had, by the time I got home and partner asked which one I’d had I had forgotten and it wasn’t on my card.” (Stoke Mandeville Stadium)

- more information about the vaccine (8)

We also had negative comments about:

- infection control (14)

“The only negative point was that one of the helpers who was supervising people post jab had his mask down exposing his nose and wasn’t really watching US.” (High Wycombe, Old Town Hall)

- social distancing (13). Of these seven were about aspects of how a site was organised.

“I felt safe before & during the vaccine process but very UNSAFE afterwards when I had to wait 15mins!! Too many people in the room, NOT 2 metres apart. I’ve told my wife she shouldn’t wait in there when it’s her turn to be vaccinated.” (High Wycombe, Adams Park)

- staff attitudes (8)/ staff training - vaccination technique (8).

Other themes

Some other key negative themes included:

- Accessibility and Reasonable Adjustments issues (6)

“Nowhere for disabled people to sit and wait outside...” (Chalfont Community Hospital)

“... I nearly never got allowed in, because of my service dog on my lap, [who] has been to all GP surgery app for the last 5yrs. I was left out in the freezing cold with COPD, for 30 minutes until being given permission to enter with my service dog.” (High Wycombe, Old Town Hall)

“I couldn’t get the link as phone too old, so my son done it on his iPhone.”

“[would have like to have known about] That there would be a queue to go in and we’d have to stand waiting for a while. I would have taken my stick.”

(Buckingham Community Centre) (from Q9)

“[would have liked to have known] What assistance would be available for disabled particularly those with sight loss and unable to walk far.” (High Wycombe, Adams Park)

“The seats had no arms. Made it difficult to stand up due to a stroke. I felt as though I was watched and hurried but nobody helped me.” (High Wycombe, Adams Park)

(Park)

“In a wheelchair; door threshold not suitable; needed extra help to get in and. was an effort to get out again.” (Buckingham Community Centre) From Q9

Other comments were about aspects of what to expect when going for a vaccination that have already been highlighted under a previous question. This included:

- transport issues (road works) and parking
- what to expect on arrival
- there is a need to wait after the vaccination.

A couple of people welcomed the videos about what to expect at Chesham Town Hall and Stoke Mandeville Stadium.

Neutral comments

In addition, 76 people told us about side effects they had experienced.

Group 2

Could you tell us more about why you chose not to have the vaccine?

If people decided not to have the vaccine, we were interested to find out why. To capture as many views as possible we allowed people from anywhere to answer this question, but we did ask for demographic information.

Of the 118 people who said they had chosen not to have the vaccine 84 told us more about their decision. We have summarised reasons they gave. Some people gave more than one reason, so the numbers are greater than the number of people who left comments.

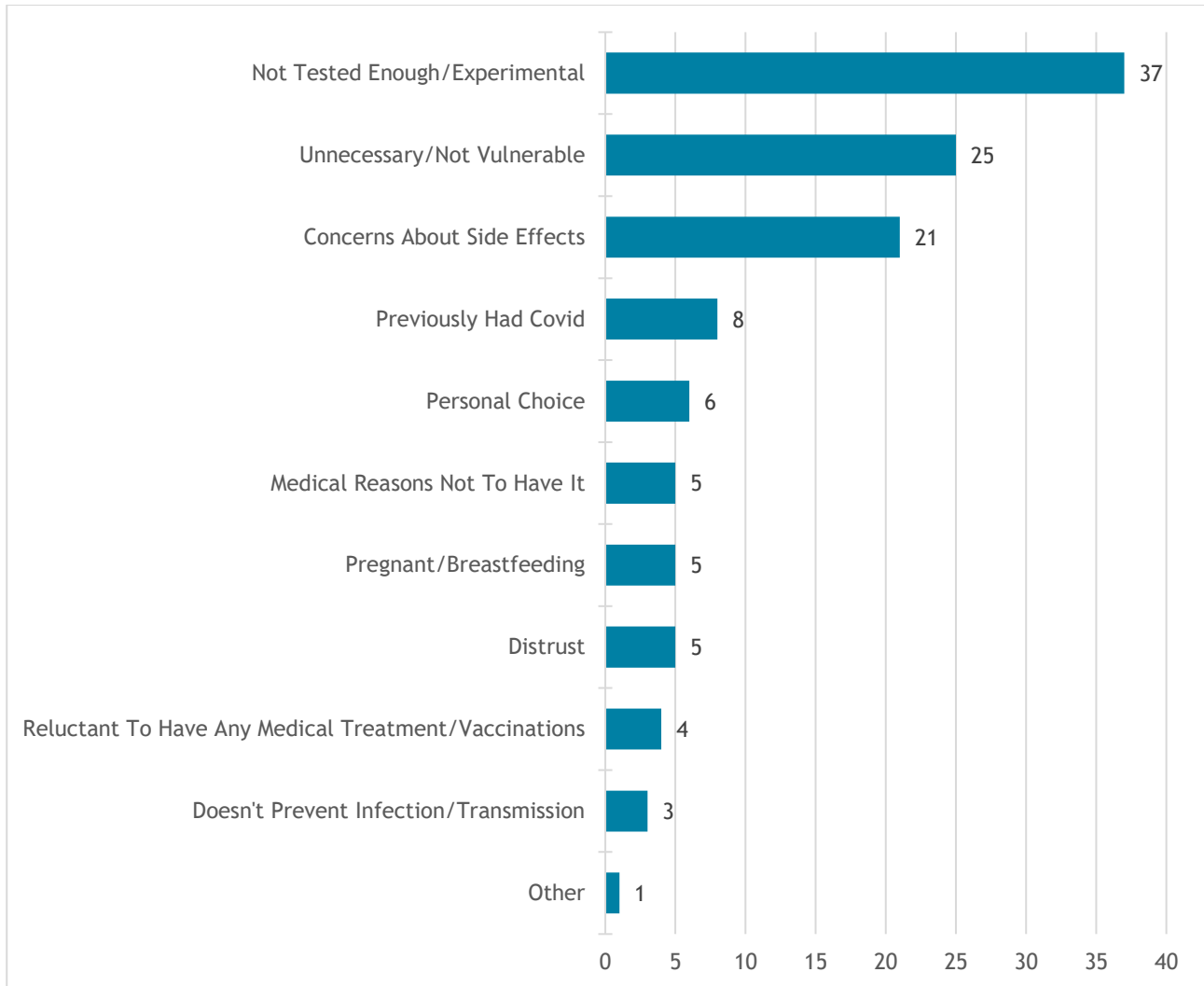


Figure 12 - Reasons for not having the Vaccine

The reasons given included:

- concerns about the side effects

“My family advised me that it is not safe and that it may have detrimental effects on my health.”

- feeling it was unnecessary or didn't feel at risk of COVID-19

“Cannot see the point in having something that you can still catch, and still pass on, and still have to wear mask, plus still being locked down.”

- previously had COVID-19

“I have had covid and will now rely on herd immunity.”

- not tested enough or was still experimental

“I don’t feel this type of vaccine has been around long enough to see the long-term effects, so I am worried to put it in my body at this stage. I might have it at a later date.”

- pregnant/breastfeeding

“Because I’m pregnant and there is not enough research. I will have the jab after the baby is born.”

- personal choice/distrust

“DNA altering, don’t trust it and don’t think it is necessary for flu. People die of flu every year and all the government have done is scaremonger all of us and pretend that they care about the proletariat- they don’t.”

We heard from a wide range of people. Of those who answered the questions:

- the median age was 51. People who responded were aged 20 and over.
- 16 people described themselves as an individual with an underlying health condition and three described themselves as clinically extremely vulnerable
- 64% (56/87) identified as female and 29% (25/87) as male
- 80% (69/86) identified as White British.

Our conclusions

What people told us about having the vaccine

Overall, we heard overwhelmingly positive feedback across a range of issues. This included a very high proportion of people who said:

- the process of getting the vaccine was excellent or good
- the information they had about the vaccination was excellent or good
- it was very easy or easy it was to get to the site
- they felt safe and protected at the site
- they were treated with respect at the site.

Many people told us how grateful they were to the NHS and to have the vaccine.

Key findings

We also looked more closely at the responses by type of site and the demographics of those who responded. We recognise that some feedback may relate to the time it was offered or to differences between the national and local booking systems. For example, comments about:

- queuing outside during a period of cold weather
- invitations to both national and GP-led sites
- differences in getting a date for second dose (national versus GP-led booking).

All our analysis is set out earlier in the report. We have included here a summary of the key (statistically significant) findings.

Key findings from response to questions

Were you given any information about how to get to the vaccination site?

About half of those who responded said they were given information about how to get to the site. People who went to a local GP-led site were less likely to say they were given any information about how to get to the vaccination site.

Were you given any information about what to expect at the vaccination site?

Just under half of those who responded said they were given information about what to expect. People who went to a local GP-led site were less likely to say they were given any information about what to expect at the vaccination site.

However, more people rated the information about what to expect from GP-led sites as “excellent” compared to the other sites.

Overall, how organised was the process of getting the vaccine?

People who went to a pharmacy-led site were less likely to say they had an “excellent” or “good” experience.

Were you given information on the day about the vaccine? If yes - How would you rate this information?

People from BAME groups were more likely to say the vaccine information was “OK” or “poor” than people who said they were “White British”. However, 93% of people from BAME groups still said it was “excellent” or “good”.

Key themes

Information about 'what to expect'

We heard from people about what they would have liked to have known before they went for their vaccination or at the time. These included:

- the need to stay in car until the appointment time / don't arrive too early
- the possible need to change face covering
- the time to read the information leaflets before the vaccination
- whether/what identification is needed
- what support is available for the less mobile / disabled (eg disabled parking, chairs in the queue)
- if a carer/ support animal is allowed in with person being vaccinated
- to dress appropriately - to have the vaccination easily and for the weather outside (in case there's a queue)
- not to worry if the vaccination card isn't completed - there is a central record
- that different procedures may be in place for different vaccines or different sites
- reassurance that arrangements can be put in place for those with a phobia.

Reasonable adjustments

We had some positive feedback about the sort of reasonable adjustments that were made at some sites. A few people commented on some that were needed. These included:

- providing privacy and quiet spaces
- suitable chairs (with arms) / seating (outside if queues)
- arrangements for deaf people or those with hearing loss
- (clearly signposted) toilet facilities
- support for people with phobias
- carers/relatives being allowed to accompany individuals as needed
- sites suitable for those who use wheelchairs/mobility scooters or who have restricted mobility

Further analysis

When we looked at the data in detail, we found evidence that people who described themselves as clinically extremely vulnerable were also more likely to comment on issues about 'What to expect on arrival'. We also found evidence that people below the median age group (55-59) were more likely to comment on issues about 'What to expect on arrival' and the 'Need to wait' themes.

Our recommendations

We sent a weekly summary of the feedback to the Clinical Commissioning Group (CCG) so it reached the service as soon as possible. The CCG told us about changes some sites had made as a result of the feedback. For example, in response to early comments about lack of signage at some sites the CCG told us that:

"All sites have subsequently received flags and banners to help with outside signage."

We also shared people's positive comments on social media.

We heard overwhelmingly positive feedback about the vaccination programme in Bucks.

Sharing positive feedback

- We recommend that the CCG and the Bucks Vaccine Cell share the positive feedback in this report with all teams delivering the vaccination programme in Bucks.

Our role is also to identify where a service might not be working as well. We have identified some areas where improvements could be made. We recognise that:

- some sites have already made changes as a result of feedback
- parts of the vaccination programme are set nationally.

Our recommendations are based on what people told us. They identify steps that providers and commissioners can take to check the arrangements work for everyone in the future.

Making an appointment and getting to the site

- We recommend that the CCG and the Bucks Vaccine Cell work with local site providers to provide people with accessible information about:
 - how to get to the site (including parking arrangements and any planned long-term road works that would impact the journey time)
 - 'what to expect on the day' (see conclusion for examples)
 - how to book an alternative site (if a site isn't accessible and reasonable adjustments can't be made for them)
 - how people with a medical condition can get advice about which vaccine is suitable for them.
- We recommend that the CCG and the Bucks Vaccine Cell work with the wider community to understand whether different groups require different information.

Booking information

- We recommend that the CCG and the Bucks Vaccine Cell provide timely information about changes to the national programme and booking system.

Having the vaccination

- We recommend that the CCG and the Bucks Vaccine Cell work with local site providers to regularly check that each site:
 - is accessible and that reasonable adjustments are in place
 - is clear about the infection control and social distancing arrangements that are in place so that everyone can follow them

- tells people if they have to wait after the vaccination (depending on which is given) and what to do if they have side effects and how to report these.

We suggest short videos could be another way to share information in accessible ways. These could be helpful:

- to explain ‘what to expect’ and reassure those who are hesitant about having the vaccination (such as this example from [Chesham Town Hall](#))
- if new sites were opened or changes are made to existing sites. For example, we spotted this great example from [Stoke Mandeville Stadium](#) explaining how the parking/disability parking had changed.

Side effects

A number of people told us about side effects they had experienced. We acted on this and added [information](#) to the end of our survey (on our website) about how to report side effects through the MHRA Yellow Card scheme.

People who decided not to have the vaccine

We also heard from a smaller number of people who said they had decided not to have the vaccine. They gave us a range of reasons why they had made this decision. Based on these findings:

- we recommend that the CCG and the Bucks Vaccine Cell continue to provide information about the vaccines to help everyone make informed choices.

What are we doing to ensure these are achieved?

We have passed our findings to the providers and commissioners of the COVID-19 vaccination services in Buckinghamshire.

We have also sent our findings to Healthwatch England as the independent national champion for people who use health and social care services and to the Care Quality Commission.

Acknowledgements

We would like to thank all those who took part in this survey.

Disclaimer

This report sets out the responses received. It does not necessarily reflect the experiences of all service users.

Appendix 1

More about our approach

Who we included

We set up our survey to hear from people who were registered with a Bucks GP or who received the vaccine in Bucks.

We focused on people who had received the vaccine in the previous six weeks. This meant that our weekly reports reflected the current situation at any vaccination site.

We excluded people who:

- hadn't had the vaccination. If people had an invitation or an appointment we asked them to come back and give us feedback once they'd had the vaccine. They were also invited to provide general feedback via our website.
- weren't registered with a Bucks GP. We recognise that we could miss some people who worked in care home or as front-line health and social care workers but didn't live in Bucks.

In this report we have summarised the free text feedback offered by people according to the categories used across the Healthwatch network. We have added some specific themes as well. These summaries should be regarded as an indication of how often a theme was mentioned rather than an exact count. Some feedback offered views on more than one theme so the number of results can be more than the number of responses. People may have made a similar comment in response to different questions. The numbers for each theme reported under each question should not be added together.

People could do the survey more than once so the total number of responses may be more than the number of individuals who responded.

Throughout this analysis we will refer to people that didn't identify as "White British" as coming from a Black, Asian or Minority Ethnic (BAME) group. Please note that this will mean that some groups that identify as 'White' will still be considered BAME (for example White -Other).

Where suggested by the data, we looked to see if there were any differences in the answers between some groups. We focused on statistically significant findings in the main body of the report. Our statistical findings are in Appendix 3.

Appendix 2

About you

People answering on behalf of someone else were asked to provide the details of the person who received the vaccine when answering these questions.

Are you answering for yourself or on behalf of someone else?

Are you answering for yourself or on behalf of someone else?	Number of responses (Group 1)	Total responses
Myself	3227	3887
Someone else	111	148
Total	3338	4035

Have you, or the person you are answering on behalf of, been to have the vaccine in the last six weeks?

Have you, or the person you are answering on behalf of, been to have the vaccine in the last six weeks?	Number of responses (Group 1)	Total responses
Yes - I have had the vaccine	3337	3563
Yes - but I wasn't able to have it when I went	1	4
No - I've been invited but have decided not to have the vaccine (Group 2)		118
No - I had it more than six weeks ago		206
No - but I have an invitation		15
No - but I have an appointment		13
Total	3338	3919

Group 1

The following results relate to the person who said they had gone to have the vaccine (Group 1).

Are you, or the person you are answering on behalf of, registered with a GP in Bucks?

Are you ,or the person you are answering on behalf of, registered with a GP in Bucks?	Number of responses
Yes	3280
No	57
Don't know	1
Total	3338

Did you go to have the vaccine in Bucks?

Did you go to have the vaccine in Bucks?	Number of responses
Yes	56
No	1
Total	57

Are you telling us about your experience of going to have the first or second dose of the vaccine?

Are you telling us about your experience of going to have the first or second dose of the vaccine?	Number of responses
First dose	3245
Second dose	93
Total	3338

When did you go to have this dose?

When did you go to have this dose? (Month)	Number of responses
December (2020)	17
January	543
February	1534
March	1244
Total	3338

Where did you have (this dose of) the vaccine?

Site	Number of responses
At a national or local vaccination site	3085
At work	136
Other (please tell us)	93
As a patient in hospital	9
As a resident care home	7
I'd prefer not to say	3
At home	3
Don't know	2
Total	3338

Where did you have (this dose of) the vaccine? By site

Specific sites	Number of responses
Local GP-led site (Bucks)	1998
High Wycombe - Adams Park	397
Aylesbury - Stoke Mandeville Stadium	392
Buckingham Community Centre	291
Chalfont Community Hospital	238
Chesham - Town Hall	234
Winslow Health Centre	154
High Wycombe - Old Town Hall	154
Princes Risborough Community Centre	81
Burnham Health Centre	48
Prestwood - Chequers Surgery	9
National - mass vaccination site (Bucks)	245
Aylesbury - Bucks New University	245
National - pharmacy site (Bucks)	560
Marlow - Lunar House, Globe Park	155
Aylesbury - Odeon Cinema	117

Chesham - Chess Pharmacy	98
High Wycombe - Victoria Pharmacy	93
Buckingham - Jardines Pharmacy	43
Haddenham - JMW Vicary	33
Beaconsfield - Pyramid Pharmacy	12
Wing - Pharmacy	9
National - mass vaccination site (out of county)	91
Hillingdon - Stockley Park	8
Salt Hill - Slough	71
Oxford - Kassam Stadium	9
Wembley - Olympic Offices	3
Other	155
No Answer	36
Total	3085

Getting to the site

Were you given any information about how to get to the vaccination site?

Were you given any information about how to get to the vaccination site?	Number of responses
Yes	1578
No	1358
Don't know	252
Total	3188

If yes - How would you rate the information you were given?

If yes - How would you rate the information you were given?	Number of responses
Excellent	1111
Good	367
OK	79
Poor	7
Don't know	6
Total	1570

Were you given any information about what to expect at the vaccination site?

Were you given any information about what to expect at the vaccination site?	Number of responses
Yes	1505
No	1466
Don't know	205
Total	3176

If yes - How would you rate the information you were given?

If yes - How would you rate the information you were given?	Number of responses
Excellent	1049
Good	397
OK	52
Don't know	2
Total	1500

How easy was it for you to get to the vaccination site?

How easy was it for you to get to the vaccination site?	Number of responses
Very easy	2404
Easy	711
Difficult	45
Very difficult	10
Don't know	2
Total	3172

Having the vaccine

Overall how organised was the process of getting the vaccine?

Overall how organised was the process of getting the vaccine?	Number of responses
Excellent	2906
Good	282
OK	55
Poor	16
Total	3259

Were you given information on the day about the vaccine?

Were you given information on the day about the vaccine	Number of responses
Yes	3077
No	167
Don't know	24
Total	3268

If yes - How would you rate this information?

If yes - How would you rate this information?	Number of responses
Excellent	2166
Good	782
OK	99
Poor	8
Don't know	10
Total	3065

Did you feel safe and protected during your vaccination?

Did you feel safe and protected during your vaccination?	Number of responses
Yes	3180
No	52
Don't know	22
Total	3254

Were you treated with respect when you had the vaccine?

Were you treated with respect when you had the vaccine?	Number of responses
Yes	3245
No	13
Don't know	6
Total	3264

Were you given a record card with the date of your vaccination and which vaccine you had?

Were you given a record card with the date of your vaccination and which vaccine you had?	Number of responses
Yes	3223
No	27
Don't know	4
Total	3254

More about you - Group 1 and Group 2 responses

Age	Number of responses - Group 1	Number of responses - Group 2	Total
16-19	4		4
20-24	44	1	45
25-29	69	6	75
30-34	108	6	114
35-39	141	5	146
40-44	226	11	237
45-49	241	11	252
50-54	459	15	474
55-59	425	13	438
60-64	472	6	478
65-69	476	8	484
70-74	339	2	341
75-79	133	1	134
80 years of age and over	66	1	67
I'd prefer not to say	8	1	9
Total	3211	87	3298

Categories that apply to you (or the person you're replying for) - Please tick all that apply	Number of responses - Group 1	Number of responses - Group 2	Total
Resident in a care home for older adults	3	0	3
Carer working in a care home for older adults	43	1	44
Frontline health and social care worker	370	5	375
Clinically extremely vulnerable individual	257	3	260
Individual with underlying health condition	747	16	763
Unpaid carer	251	4	255
I'd prefer not to say	78	23	101
Don't know	141	0	141

Gender	Number of responses - Group 1	Number of responses - Group 2	Total
Female	2506	56	2562
Male	685	25	710
I'd prefer to self-describe - please tell us	8		8
I'd prefer not to say	8	6	14
Total	3207	87	3294

Ethnicity	Number of responses - Group 1	Number of responses - Group 2	Total
Arab	3	1	4
Asian / Asian British: Bangladeshi	4		4
Asian / Asian British: Chinese	3		3
Asian / Asian British: Indian	18		18
Asian / Asian British: Pakistani	4	1	5
Asian / Asian British: Any other Asian / Asian British background	7		7
Black / Black British: African	3		3
Black / Black British: Caribbean	7		7
Black / Black British: Any other Black / Black British background	2	1	3
Gypsy, Roma or Traveller	1		1
Mixed / Multiple ethnic groups: Asian and White	5		5
Mixed / Multiple ethnic groups: Black African and White	1		1
Mixed / Multiple ethnic groups: Black Caribbean and White	5		5
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	6		6
White: British / English / Northern Irish / Scottish / Welsh	2930	69	2999
White: Irish	29	1	30
White: Any other White background	117	4	121
I'd prefer not to say	36	5	41
Other please tell us	27	4	31
Total	3208	86	3294

Appendix 3

Statistical analysis

Age Group and Need to Wait comments

Null Hypothesis			
There is no difference in whether people comment on the need to wait between age groups below the median and older age groups			
Observed Frequencies			
	Age		
Commented on Need To Wait	<=54	>=55	Total
TRUE	24	6	30
FALSE	188	191	379
Total	212	197	409

Expected Frequencies			
	Age		
Commented on Need To Wait	<=54	>=55	Total
TRUE	15.5501	14.4499	30
FALSE	196.4499	182.5501	379
Total	212	197	409

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	10.2875	10.2875	10.2875
p-Value	0.0013	0.0013	0.0013
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Age Group and What to expect comments

Null Hypothesis			
There is no difference in whether people comment on what to expect on arrival between age groups below the median and older age groups			
Observed Frequencies			
	Age		
Commented on What to expect	<=54	>=55	Total
TRUE	28	13	41
FALSE	174	178	352
Total	202	191	393

Expected Frequencies			
	Age		
Commented on What to expect	<=54	>=55	Total
TRUE	21.0738	19.9262	41
FALSE	180.9262	171.0738	352
Total	202	191	393

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	5.2295	5.2295	5.2295
p-Value	0.0222	0.0222	0.0222
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Clinical Vulnerability and What to expect comments

Null Hypothesis			
There is no difference in comments on What to expect between those who said they were Extremely Clinically Vulnerable (Yes/No)			
Observed Frequencies			
	Extremely Clinically Vulnerable		
Commented on What to expect	Yes	No	Total
TRUE	8	35	43
FALSE	29	334	363
Total	37	369	406

Expected Frequencies			
	Extremely Clinically Vulnerable		
Commented on What to expect	Yes	No	Total
TRUE	3.9187	39.0813	43
FALSE	33.0813	329.9187	363
Total	37	369	406

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	4.4833	4.4833	4.4833
p-Value	0.0342	0.0342	0.0342
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is violated.

Yates' Correction has been applied.

Site Type and Information Given about getting to the vaccination site

Null Hypothesis				
There is no difference in response to Q12 Information to get to Vaccination Site between Locations (Local GP-led sites compared to Other local sites)				
Observed Frequencies				
	Q12 Information to get to Vaccination Site			
Locations	Yes	No	Don't know	Total
Local GP-led sites	867	971	157	1995
Other local sites	475	255	73	803
Total	1342	1226	230	2798

Expected Frequencies				
	Q12 Information to get to Vaccination Site			
Locations	Yes	No	Don't know	Total
Local GP-led sites	956.8585	874.1494	163.9921	1995
Other local sites	385.1415	351.8506	66.0079	803
Total	1342	1226	230	2798

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	67.8322	67.8322	67.8322
p-Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 2x3 table.

Expected frequency assumption is met.

Site type and Information Given about what to expect

Null Hypothesis				
There is no difference in response to Q14 Information Given- what to expect between Locations (Local GP-led sites compared to Other local sites)				
Observed Frequencies				
	Q14 Information Given - what to expect			
Locations	Yes	No	Don't know	Total
Local GP-led sites	830	1033	127	1990
Other local sites	471	272	57	800
Total	1301	1305	184	2790

Expected Frequencies				
	Q14 Information - what to expect			
Locations	Yes	No	Don't know	Total
Local GP-led sites	927.9534	930.8065	131.2401	1990
Other local sites	373.0466	374.1935	52.7599	800
Total	1301	1305	184	2790

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	75.6671	75.6671	75.6671
<i>p</i> -Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*
 80% of expected counts should be 5 or greater in 2x3 table.
 Expected frequency assumption is met.

Site type and Quality of information about what to expect

Null Hypothesis				
There is no difference in response to Q15 Information quality - what to expect between Site Type (Local GP-led site compared to National - mass vaccination site (Bucks) and National - pharmacy site)				
Observed Frequencies				
	Q15 Information quality - what to expect			
Site Type	Excellent	Good	OK	Total
Local GP-led site	609	202	16	827
National - mass vaccination site (Bucks)	93	44	8	145
National - pharmacy site	213	95	14	322
Total	915	341	38	1294

Expected Frequencies				
	Q15 Information quality - what to expect			
Site Type	Excellent	Good	OK	Total
Local GP-led site	584.7798	217.9343	24.2859	827
National - mass vaccination site (Bucks)	102.5309	38.2110	4.2581	145
National - pharmacy site	227.6893	84.8547	9.4560	322
Total	915	341	38	1294

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	3	3	3
Number of Columns	3	3	3
Degrees of Freedom	4	4	4



Results			
Critical Value	13.2767	9.4877	7.7794
Chi-Square Test Statistic	14.3907	14.3907	14.3907
p-Value	0.0061	0.0061	0.0061
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	0
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 3x3 table.

Expected frequency assumption is met.

Site type and Overall rating of the process

Null Hypothesis				
There is no difference in response to Site Type between Q18 Overall Process (Excellent/Good compared to OK/Poor)				
Observed Frequencies				
	Site Type			
Q18 Overall Process	Local GP-led site	National - mass vaccination site (Bucks)	National - pharmacy site	Total
Excellent/Good	1945	238	531	2714
OK/Poor	34	1	17	52
Total	1979	239	548	2766

Expected Frequencies				
	Site Type			
Q18 Overall Process	Local GP-led site	National - mass vaccination site (Bucks)	National - pharmacy site	Total
Excellent/Good	1941.7954	234.5069	537.6978	2714
OK/Poor	37.2046	4.4931	10.3022	52
Total	1979	239	548	2766

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	7.4869	7.4869	7.4869
p-Value	0.0237	0.0237	0.0237
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	0	1

Each observation is independent of all the others (i.e., one observation per subject)*
 80% of expected counts should be 5 or greater in 2x3 table.
 Expected frequency assumption is met.

Ethnicity and Overall rating of the process

Null Hypothesis			
There is no difference in response to Q18 Overall Process between BAME groups and White British			
Observed Frequencies			
	Ethnic Group		
Q18 Overall Process	BAME groups	White British	Total
Excellent/Good	193	2670	2863
OK/Poor	14	87	101
Total	207	2757	2964

Expected Frequencies			
	Ethnic Group		
Q18 Overall Process	BAME groups	White British	Total
Excellent/Good	199.9464	2663.0536	2863
OK/Poor	7.0536	93.9464	101
Total	207	2757	2964

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	6.7745	6.7745	6.7745
<i>p</i> -Value	0.0092	0.0092	0.0092
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Yates' Correction has been applied.

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,
Place Farm Way,
Monks Risborough,
Buckinghamshire
HP27 9JS

Phone number: 01844 348839

Email: info@healthwatchbucks.co.uk

Website URL: www.healthwatchbucks.co.uk

Twitter: @HW_Bucks

Facebook: HealthWatchBucks

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