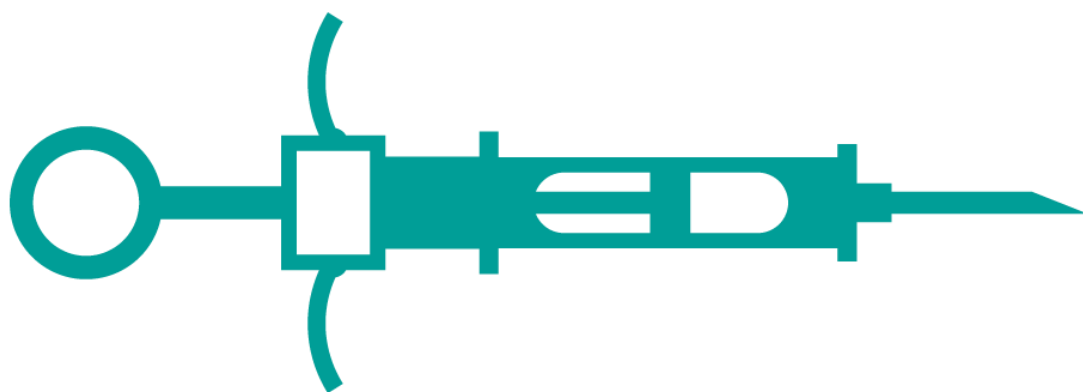


Your experience of the COVID-19 vaccination programme



May/June 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 Sunderland based vaccine centre between the 1st May to 30th June 2021. We received a total of 136 surveys.

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 respondents received the invitation for their first and second vaccine appointment via a text message.
- **Booking of appointments** - Overall, the vast majority of respondents found booking both their first and second vaccine either very easy or fairly easy. Those who rated it as difficult, in the main, commented on difficulties with the online booking system or availability of suitable appointments.
- **Vaccine venue** - The majority respondents found getting to the venue for their vaccine either very easy or fairly easy as it was a venue familiar to them or it was easy to access by car or public transport.
- **Receiving the vaccine** - The vast majority of people responding informed that they felt safe in the venue whilst receiving their vaccine, received a vaccination card after their first and second vaccine, were informed of potential side effects and informed of which vaccine they were receiving.
- **Information to take away** - The majority of respondents received an information leaflet to take away with them and found the information contained either helpful or fairly helpful. Some patients did comment that the leaflet received didn't contain all the information they would have liked.
- **Second vaccinations** - Overall, the majority of those who responded informed that after receiving their first vaccine that they were still unaware of when their second vaccine appointment would be. However, the majority of these patients were aware of what would happen when it was time for their second vaccine.

- **Overall experience** - When asked to feedback on their overall experience of receiving their vaccine, the majority of respondents were very positive about their experience. Many complimented the staff and volunteers involved and the planning and organising of the process. Of those few people who gave negative comments, in the main these related to lack of social distancing at venues and the online appointment booking system.

Next steps

The response to our survey to date has been incredible, 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 in order to provide them with relevant information in a timely manner, so they 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 **136** survey responses for the period of 1st May - 30th June 2021.

Demographics

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

Gender - 135 answered the question and 1 skipped the question.



	Count	Percentage
Males	33	24%
Females	101	75%
Non-binary	0	0%
Other	0	0%
Prefer not to say	1	1%

Age ranges - 135 answered the question 1 skipped the question.

	Count	Percentage
18-24	1	1%
25-34	9	7%
35-44	17	13%
45-54	37	27%
55-64	27	20%
65-74	23	17%
75+	21	15%

Ethnicity - 134 answered the question 2 skipped the question.

	Count	Percentage
Arab	0	0%
Asian/Asian British: Bangladeshi	2	1.5%
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	0	0%
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	0	0%
Mixed / Multiple ethnic groups: Any other Mixed /Multiple ethnic backgrounds	0	0%
White: British/English/ Northern Irish/Scottish/Welsh	126	94%
White: Irish	0	0%
White: Any other White background	5	4%
Another ethnic background	0	0%
I'd prefer not to say	1	0.5%

Are you currently pregnant or have you been pregnant in the last year?
(131 people answered this question, 5 people skipped the question)

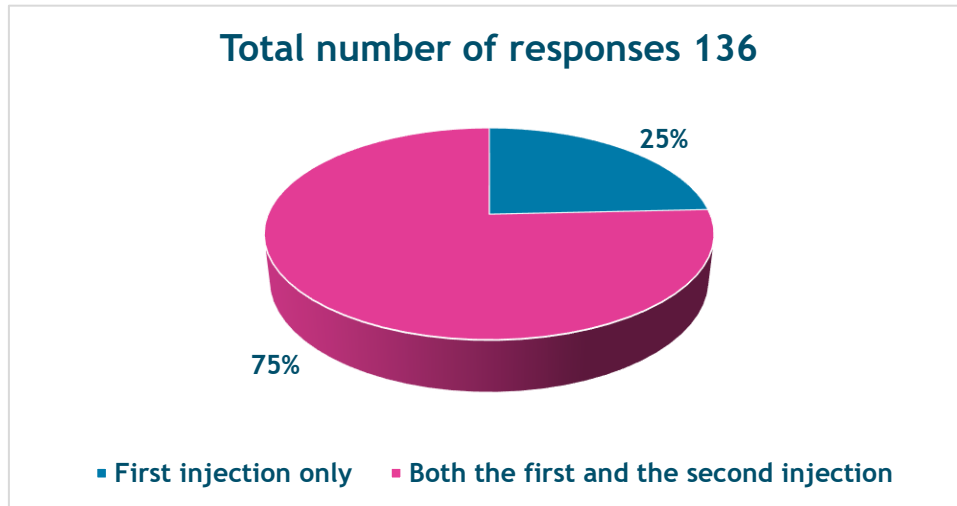
	Count	Percentage
Yes	1	1%
No	129	98%
I'd prefer not to say	1	1%

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	38
Yes, I consider myself to have a disability	16
Yes, I consider myself to have a long-term condition	31
None of the above	56
I prefer not to say	6

Please can you tell us which vaccines you have received?

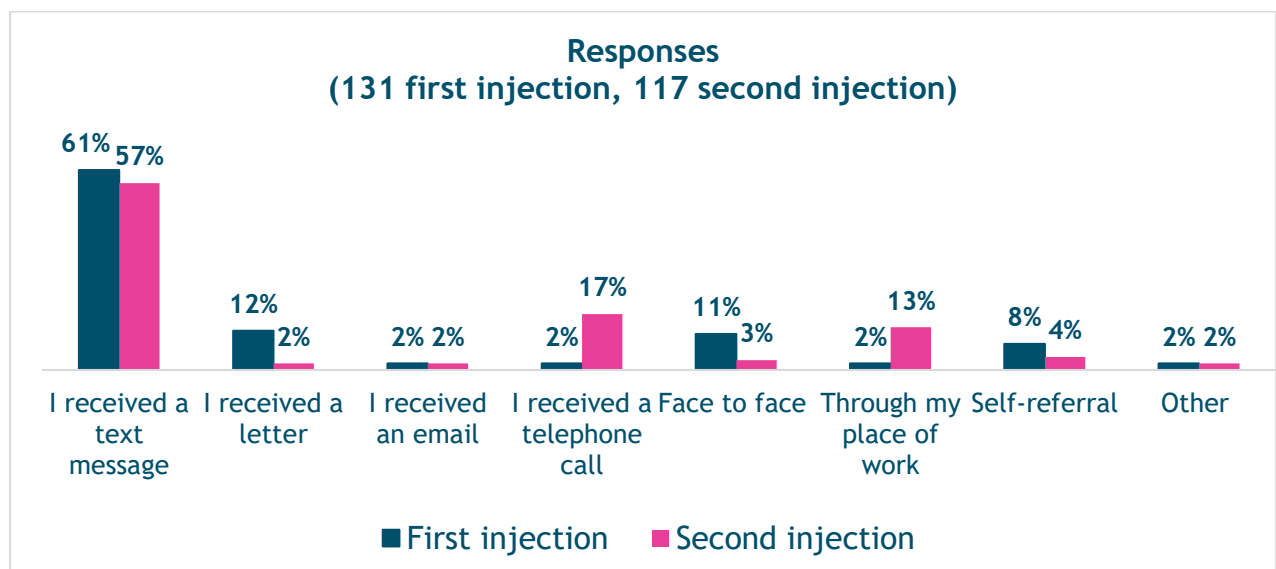
At this stage in the vaccine programme the majority of those who responded to the survey 75% had received both their first and second injection.



Receiving your invitation for an appointment

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

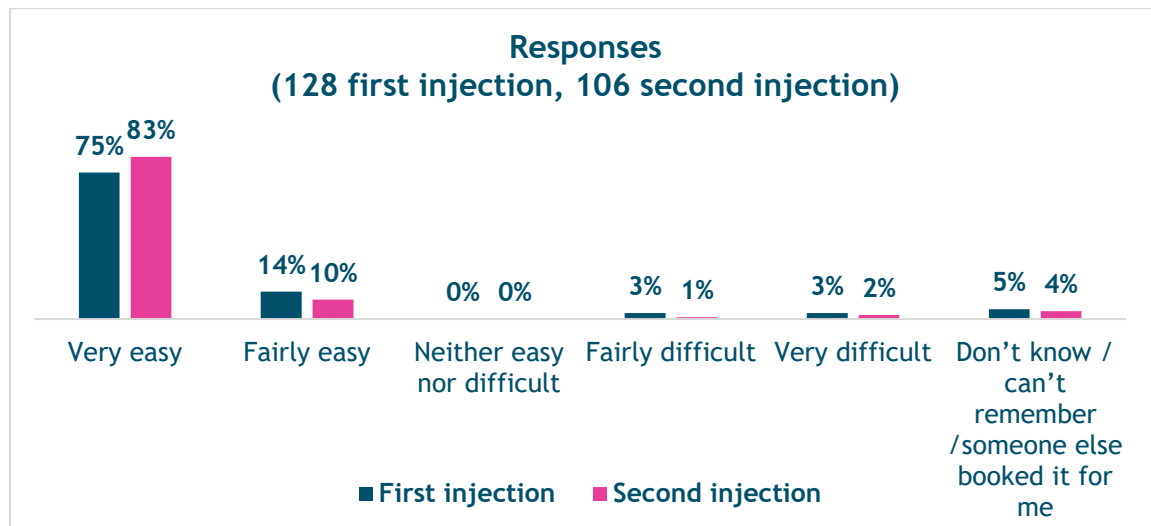
The majority of respondents had received their invitation for both their first and second vaccine via a text message. Some respondents stated they gained their appointments in other ways, including contacting their GP practice directly or by booking their second appointment at the same time as they booked their first.



Booking your appointment

How easy was it for you to book your appointments?

Overall, the vast majority of respondents, for both their first and second vaccination, stated that they found it very easy to book their appointments.



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. The majority of people cited this was due to the fact that the booking system was clear and easy to follow. Some of the responses received included:

“Went straight to link, had choice of dates/time, clicked on choice. DONE!”

“Text link took me straight to appointments in my local area. Was able to fit in around work which was great.”

“Wasn't as many appointments, but got a call saying some vaccines were available that evening and did I want to come in.”

A minority of respondents informed us that booking their vaccination appointment was difficult, with the main issues cited being the lack of available appointments for their second vaccine and difficulties with the systems. Responses included:

“Because a first injection had been incorrectly assigned to my NHS number so I could not book in.”

“Tried to get an appointment online via webpage, it was suggesting areas where I did not live.”

“Using the website to find a venue was relatively easy. However, I did not write down my booking reference, thinking that it would be sent to me by email or text message like I specified. I rang 119 four times and was told the system was down so they couldn't tell me anything.”

Venue for your vaccination

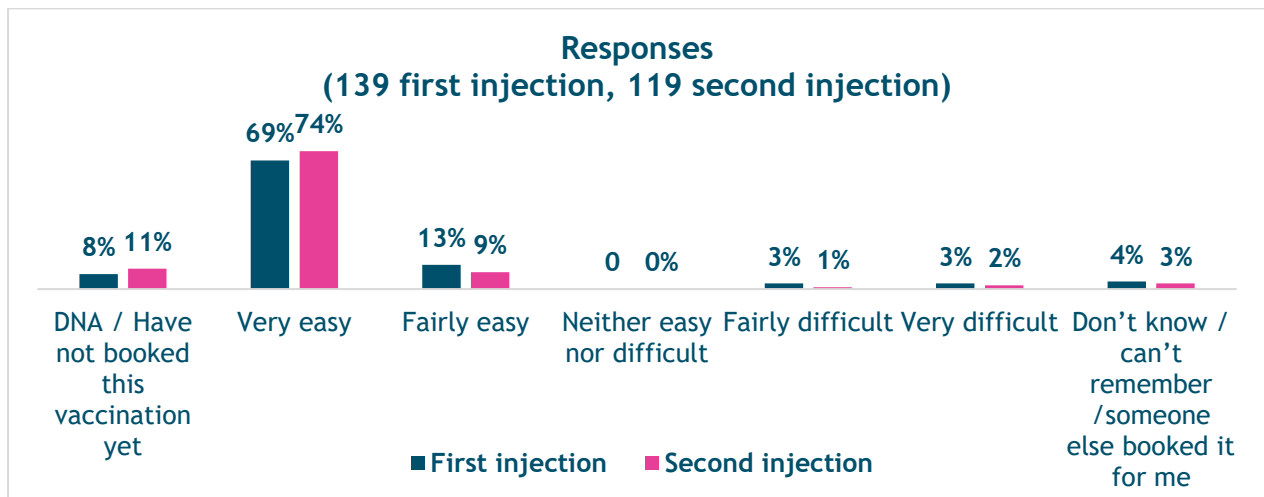
Where did you receive your vaccination?

The chart 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 a venue in Durham or Newcastle Racecourse.

	First injection (136 responses)	Second injection (110 responses)
Vaccination centre at Bunny Hill Primary Care Centre	12%	10%
Vaccination centre at Houghton Primary Care Centre	10%	11%
Vaccination centre at Washington Primary Care Centre	15%	14%
Vaccination centre at Grindon Lane Primary	16%	23%
Vaccination centre at Riverview	7%	8%
Nightingale Hospital Sunderland	20%	14%
Vaccination centre at Millfield Medical Centre	11%	10%
Sunderland Bangladesh International Centre	1%	0%
At Home	0.5%	1%
At Hospital	0.5%	1%
Other	7%	8%

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, 82% of total respondents stated they found it very easy or fairly easy, this was also the case for those receiving their second vaccine, with 83% of respondents 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, they were able to organise transport to the venue, or the venue was easy to get to by car, public transport or was well signposted. Comments included:

“Venue very close to home. Taken by car as I'm of poor mobility and there was ample parking.”

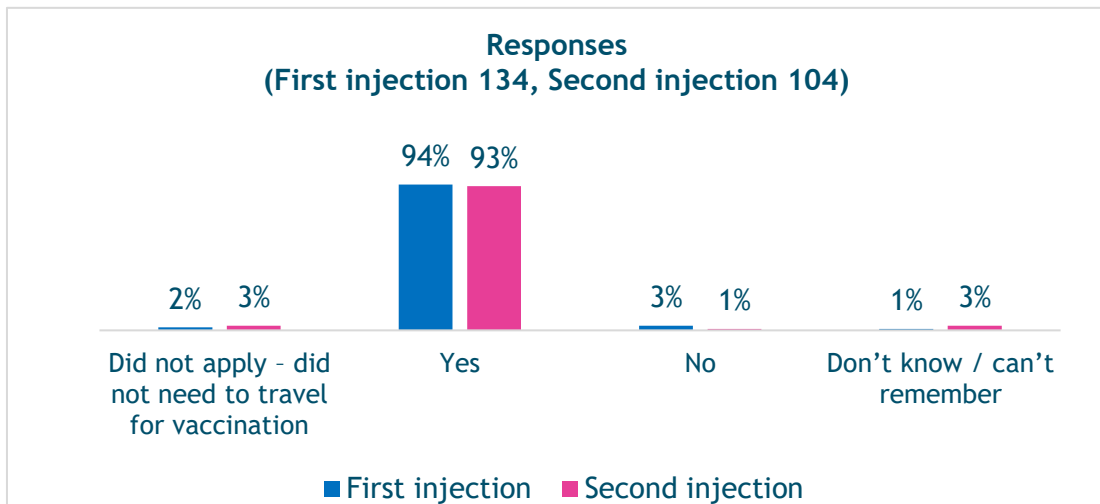
“10 minute walk from home.”

We only received one negative comment which related to the Nightingale Centre.

“Getting to the destination was fine but I was not allowed in the car park without my booking reference, so I had to pull over while they radioed reception. I was already extremely anxious about having the jab and this exacerbated it further. I was tempted to drive off after feeling so embarrassed and foolish.”

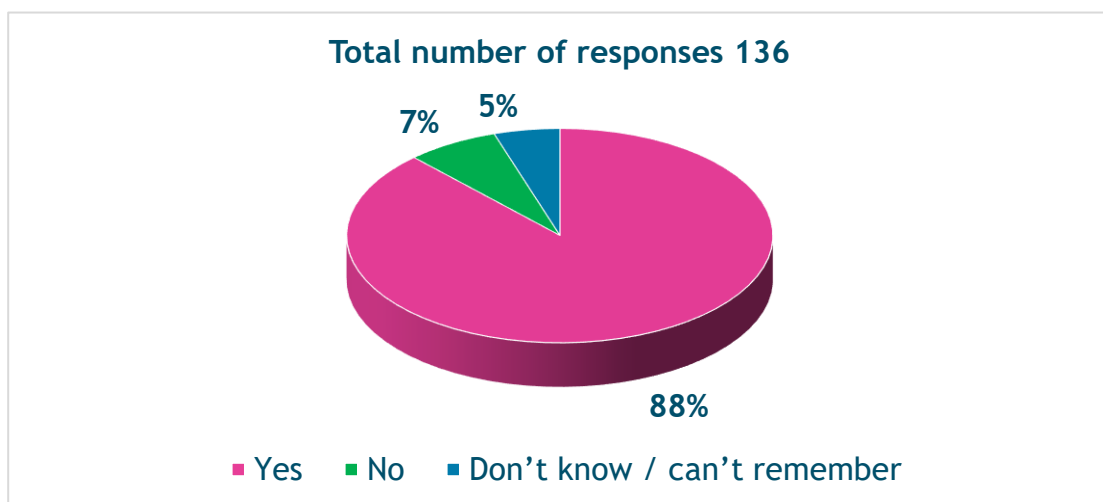
When arriving at the venue, were you met and shown where to go?

The vast majority of respondents receiving both their first vaccination (94%) and second vaccination (93%) were met when arriving at the venue and were then shown where to go.



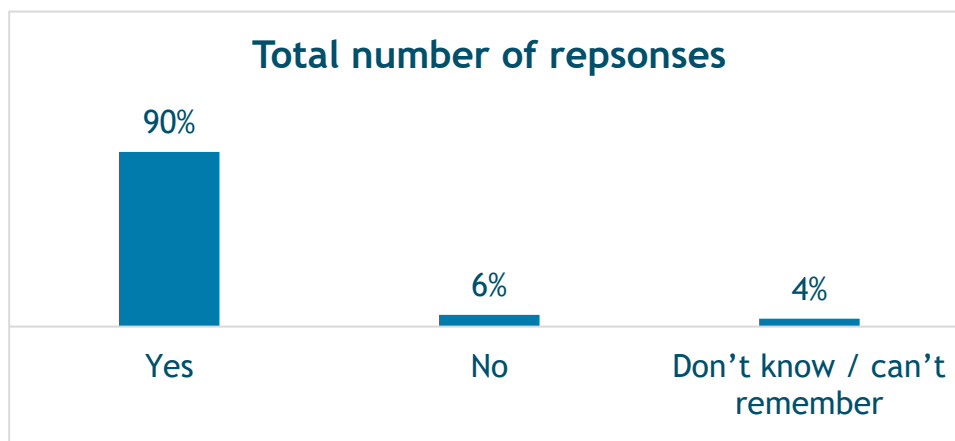
Were you told which vaccine you were getting?

Overall, the vast majority of respondents (88%) were informed of which vaccine they were receiving, very few (7%) were not.



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

90% of all respondents were informed of the possible side effects of the vaccine and only 6% were not.



Receiving your injection

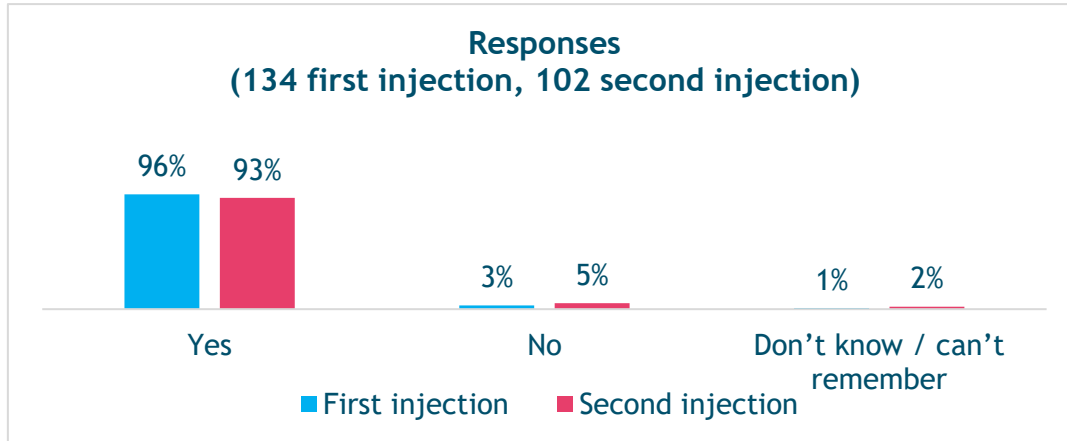
Please tell us how much you agree or disagree with the following statements

Overall, the vast majority of respondents either strongly agreed or agreed with the statements below which related to safety measures put in place at the vaccination centres.

	Did not apply	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / can't remember
I felt safe while receiving my injection	2%	76%	16%	3%	1%	2%	0%
The staff wore correct PPE	2%	78%	16%	0%	0%	1%	3%
Social distancing measures were in place	2%	78%	17%	0%	1%	2%	0%
People followed social distancing measures	2%	75%	19%	1%	1%	2%	0%
Hand sanitisers were available	3%	81%	15%	0%	0%	1%	0%
The staff were helpful	3%	82%	13%	1%	0%	1%	0%

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

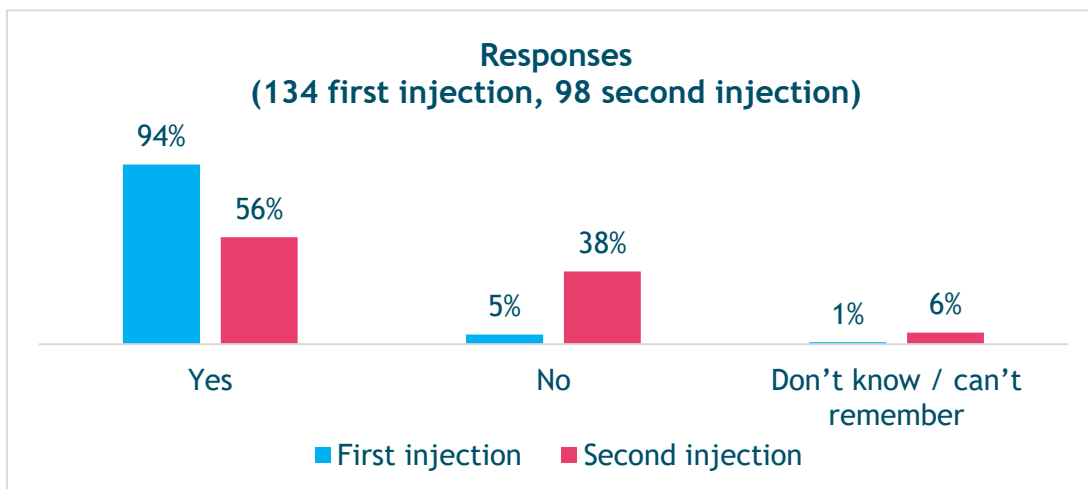
96% of all respondents did receive a vaccination card after their first vaccination and 93% after the second vaccination.



Information to take away

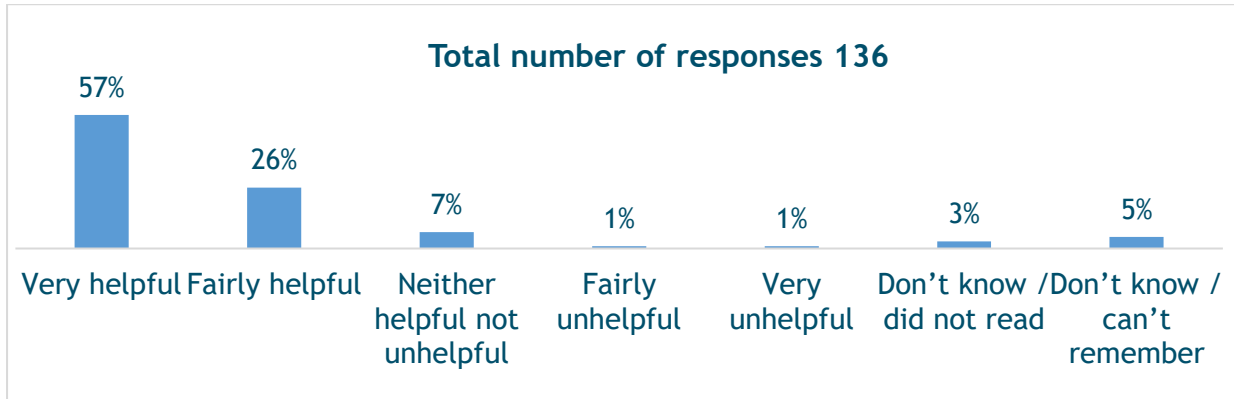
Did you receive an information leaflet to take away with you?

The majority of respondents stated that they had received an information leaflet to take away with them, this was particularly relevant to those receiving their first vaccination.



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

A total of 83% of respondents had found the information they were given to take away was either very helpful or fairly helpful.



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

The majority of respondents to this question indicated that they found the information in the leaflet provided to be clear and especially useful to refer back to when experiencing side effects from the vaccination. Comments included:

“Was worried I might forget what had been said, was good to have confirmation to check.”

“Good to know what side effects are common & what to look out for if I was concerned.”

“Handy to refer to and the format was good.”

Of the few negative comments received they referred to areas such as information only being available in English, lack of information for pregnant women and side effects other than those mentioned in the leaflet. Here are their comments:

“The information was available only in English.”

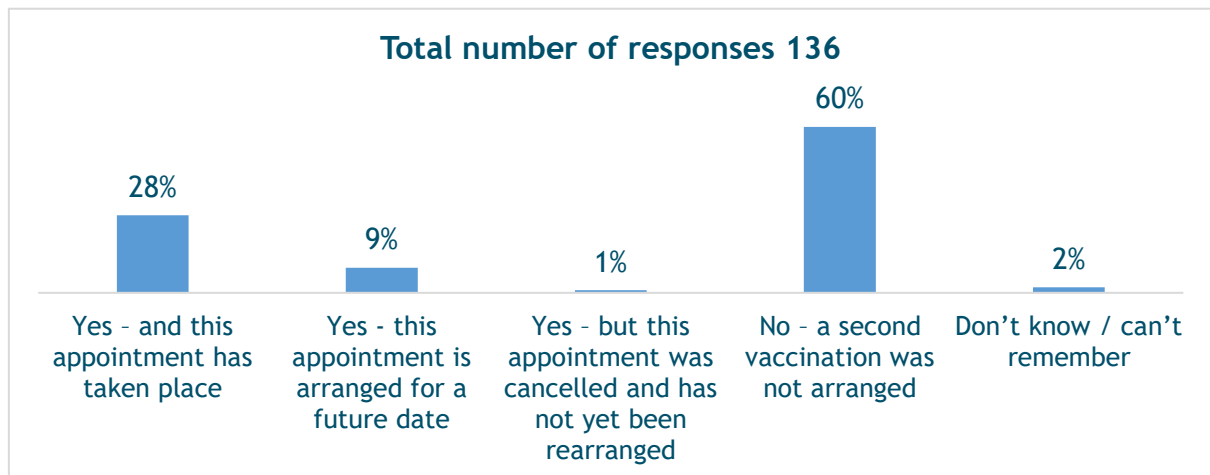
I think the leaflet should have some information on it how safe it is for pregnant women. Because a lot of staff themselves are quite unsure.”

Very brief. My arm and breast swelled but no mention of this side effect or what to do?

Second vaccinations

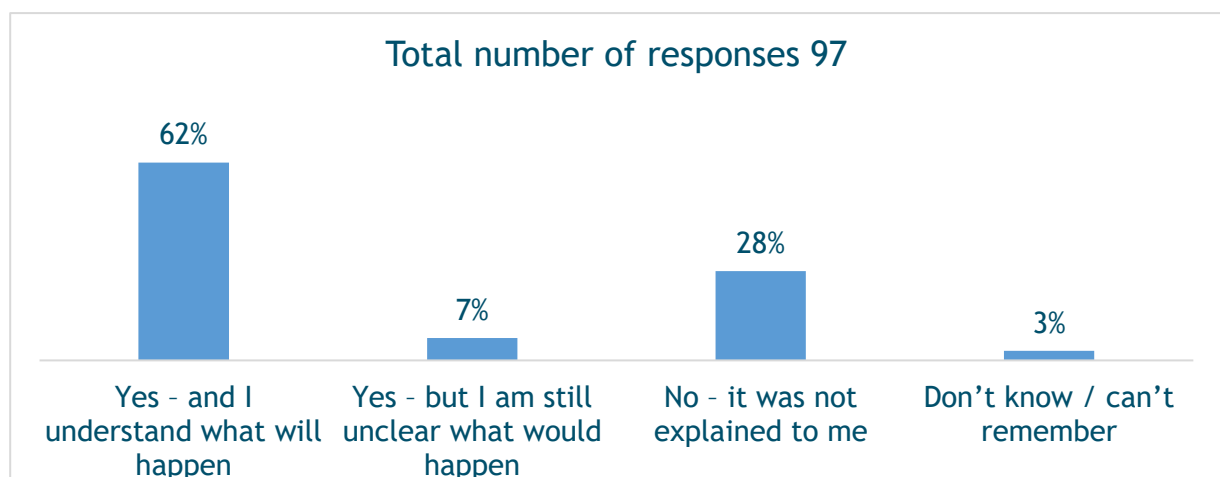
After you had your first injection, were you given the date and time of your second vaccination?

The majority of respondents (60%) replied that they had not had their second vaccine appointment arranged after receiving their initial vaccination.



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

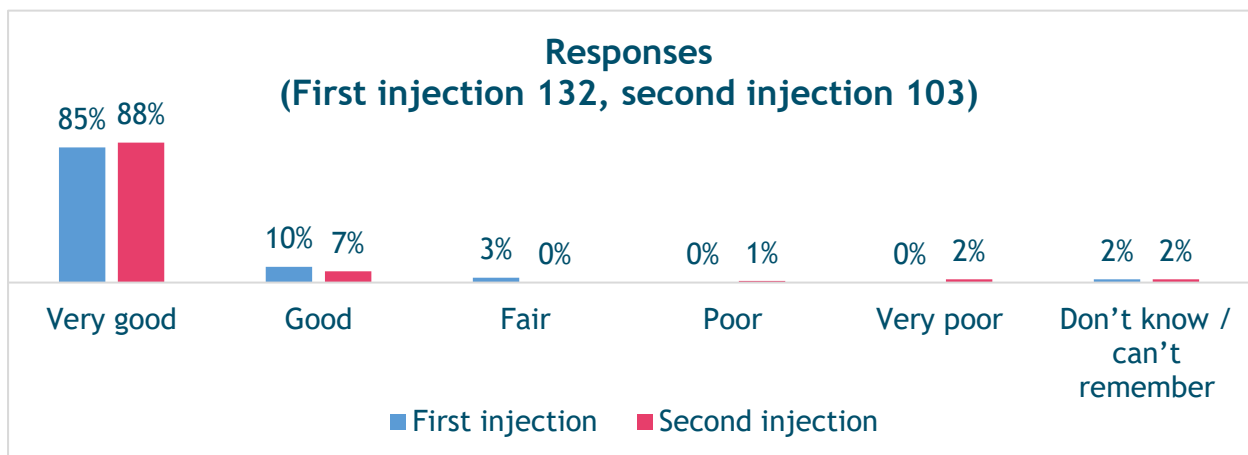
Most respondents, (62%) stated that they understood what would happen when it was time for their second vaccination, however a further 28% were still unclear or it wasn't explained to them.



Overall experience

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

When asked respondents to rate their overall experience of receiving their vaccine, the majority of recipients rated the experience as either very good or good. This totalled 95% for both those receiving their first and second vaccine.



Additional comments

Overall, the people who gave comments in this section of the survey were very positive with the whole service involved in receiving their COVID-19 vaccinations. The main themes of the comments given related to planning and organising of the whole process and how helpful and caring the staff had been. Some of their positive comments included:

“Although not afraid of blood or vaccine I am a fainter and so was given special attention, so I did not put others at risk or cause harm to myself. Thanks for that.”

“I found the process from the first vaccine to the second vaccine very well organised. Thanks to every member of staff who were so organised.”

“Fantastic staff, in and out within 30 mins. Overall, a brilliant service.”

Of those respondents giving negative comments the main themes were around lack of social distancing when receiving their vaccination or frustrations around the booking system. Some comments received included:

“Social distance at the clinic was very haphazard people too close together.”

“Couldn't fault the staff at the Nightingale, very efficient. 119 and the booking system are seriously lacking.”

“Person administering second injection was unprofessional, did not observe distance with seating, I pulled the chair away but my chair was rudely pulled sharply back, I explained it wasn't safe.”

“Initially a little disjointed between booking on the NHS website and doctors text message, but quickly sorted.”



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