

## Healthwatch Derby –Covid-19 Vaccinations experiences and Insight - May 2021

<b>Reporting to:</b>	Stakeholders
<b>Report written by:</b>	Beth Soraka
<b>Date periods covered in the report:</b>	May 2021
<b>Amount of cases who gave their experience of covid-19 vaccination</b>	319
<b>Amount of people who completed 2<sup>nd</sup> part of survey</b>	344

### Overview

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

Experiences were overwhelmingly positive (92%) with key positive themes being around:

- Staff
- Overall service
- Communication
- Speed/queues

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

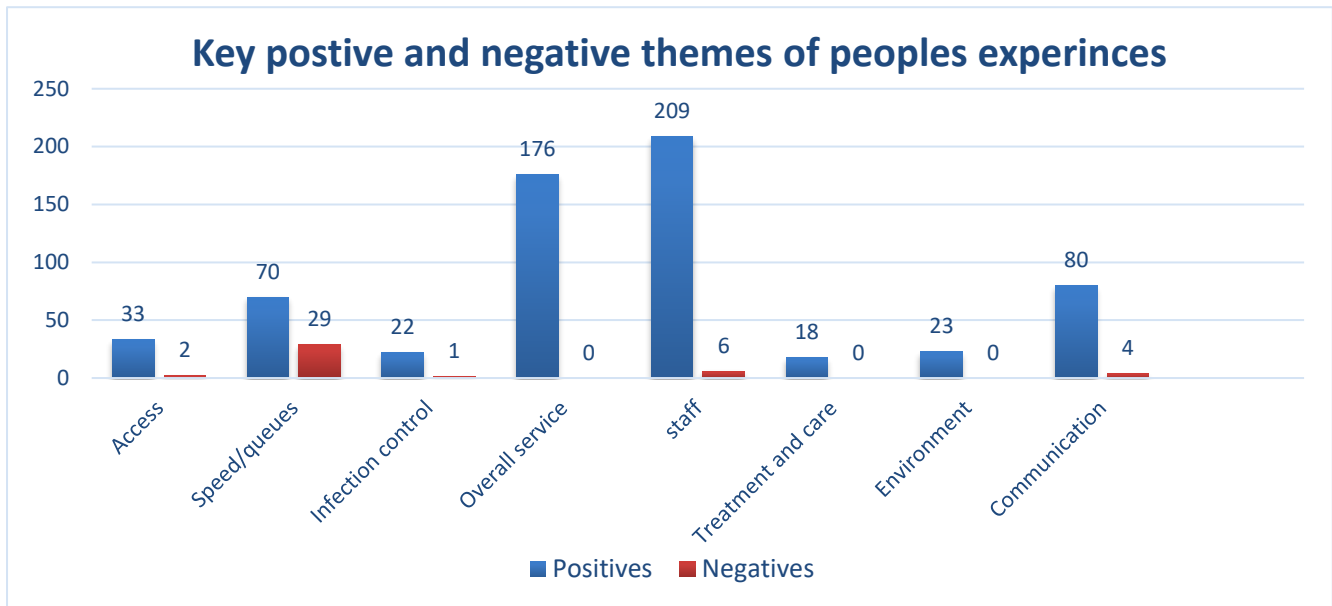
- Where was is given
- Did they have any worries or anxieties about having the vaccination
- If YES what were these
- Did the centre you attended for your vaccine resolve the worries or anxiety
- Could the centre you attended do anything to further improve the experience or reduce worries or anxiety.

Highlights:

- Just under 1/3 of people stated that they had had anxieties or worries before attending the centre
- The main anxiety/worries spoken about was side effects
- 74% of people stated that the centre resolved their anxiety or worry
- 95 % of people felt that nothing further could be done to improve their experience or reduce their worries or anxieties.

## Experiences of Covid-19 Vaccinations

319 gave their experience of having the Covid-19 vaccination. Comments have been broken down into key themes.



Below is each themed area in further detail:

### Staff

The majority of comments were positive, and people spoke about all staff, from clinical staff, volunteers, marshals, car parking attendants and admin staff. The key themes people spoke about was that staff were:

- Friendly
- Helpful
- Caring and kind
- Efficient and professional
- Had good knowledge
- Were reassuring and comforting
- Had good communication

There were 6 negative comments in regard to staffing.

- 3 comments were in regard to needing more staff
- 1 comment was regarding the timings of a staff change over/meeting- which they felt resulted in a delay
- 1 comment was in regards to a staff member not following social distancing
- 1 comment regarding a staff members attitude

### Overall Service

The comments were all positive with the keys themes to what people said being that the overall services were:

- Well organised – efficient and smooth.
- Well structured
- Brilliant and excellent service
- Well managed

## **Communication**

There were mostly positive comments regarding communications, with lots of reoccurring themes such as:

- Good, excellent communication
- Well signed
- Plenty of directions/signs
- Clear instructions
- Clearly explained
- Kept up to date while waiting
- Queues clearly marked out
- Easy to understand what to do.

There were 4 negative experiences regarding communication.

- 2 were regarding being in the wrong queue either due to being sent in the wrong queue or due to lane info.
- 1 person requesting more signage on the roads directing people to the Arena
- 1 person said they did not receive a booking confirmation.

## **Speed and Queues**

Positive comment mainly consisted of compliments around the service being:

- Fast, quick and no waiting.

They were also positive comments regarding the queueing systems and good and fast processing and admin systems.

Negative comments were all in regard to waiting times. Main comments were about:

- Long Queues
- Long waits

There were 8 people who stated they waited an hour or over before getting their vaccination.

There were a few comments/suggestions about not booking in so many people at one time and setting people's expectations for a longer wait when booking in.

## **Access**

Positive comments were mainly in regards to:

- Ease of access
- Good booking systems
- Easy check in

Negative

2 comments regarding a booking confirmation issues.

## **Infection Control**

The main positive theme of comments was regarding the environment being:

- Clean
- Feeling safe

With other positive comments regarding good covid procedures such as social distancing and one-way systems.

1 negative comment was regarding an observation of some staff not following social distancing rules

## Environment

Positive comments were almost all around the parking: with comments around:

- Lots of parking
- Free parking
- Easy to get to
- Plenty of spaces and accessible parking

There were also positive comments about the location of the venue that it was large and spacious.

## Treatment and Care

All were positive comments that were made about treatment and care, some of the themes spoken about were:

- The care was amazing
- Treatment was good
- People who were needle phobic or anxious felt well looked after
- Pain free
- Good standard of care and double checking.

### People also made some suggestions for improvements:

The main comments were regarding the environment within the Arena, requesting:

- Refreshments (4 comments)
- Seating (2 comments) -(one women stated that standing for long periods was difficult due to pregnancy)
- The use of toilets when waiting (1 comment)
- Music (1 comment)

There were other comments regarding:

- 3 people requested an opportunity to be able to take pictures of themselves getting vaccinated
- Choice:- wanting more choice of location to have a vaccination
- Process – 1 person requested different pathways for anxious people
- Communication:
  - Signage – signs stating if need to pay for parking
  - Understanding the internal systems – why there was different sections for different people

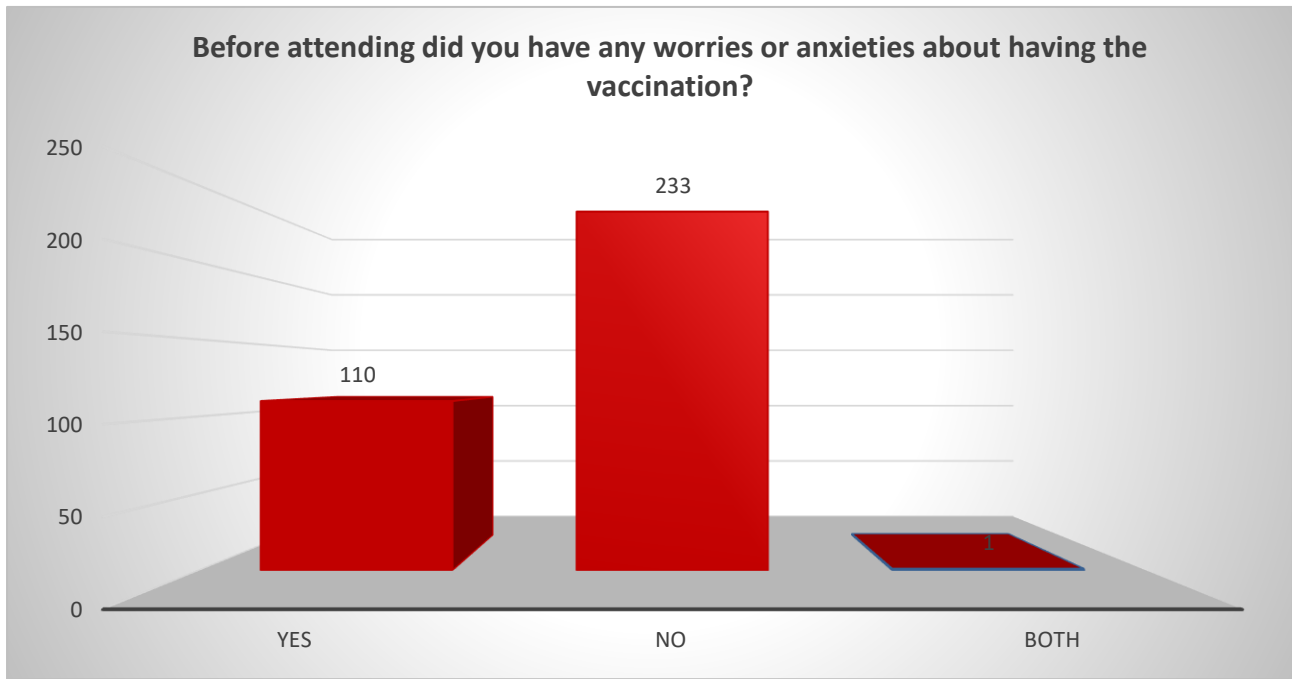
## Worries and anxiety around the vaccine

We asked everyone who filled in our general survey about the Covid-19 vaccination - if people had any worries or anxieties about going for a Covid-19 vaccination.

344 people completed this section of the survey

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

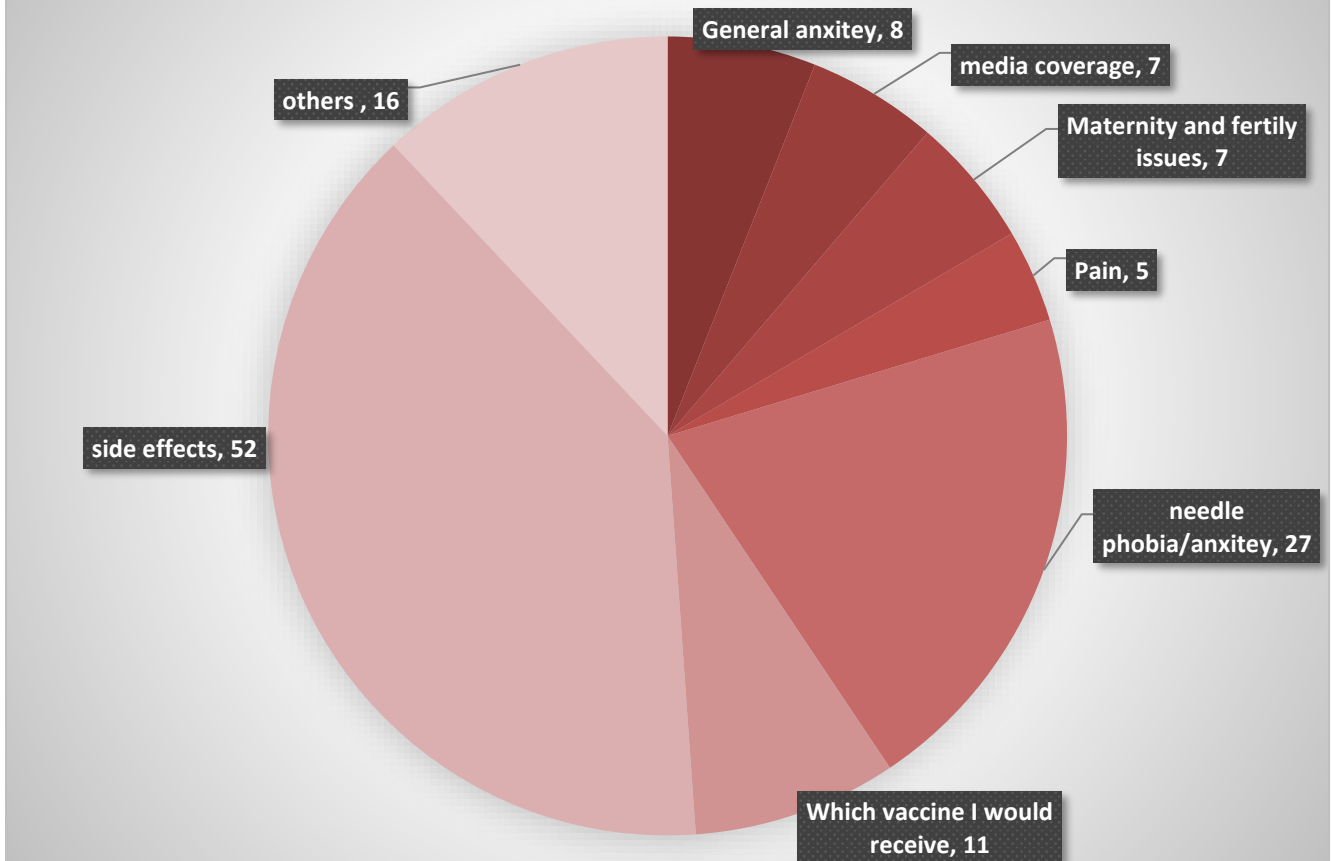
343 out of the 344 stated that they had their vaccination at the Derby Arena.



Just under 1/3 of people stated that they had had anxieties or worries before attending the centre. (this is a slight increase in the results from April in which the response was around ¼)

A further 110 people gave more details about what their anxiety or worries were about:

## If YES what were these regarding?



Below is a breakdown of some of the themes that had some sub-themes.

### The main anxiety/worries spoken about was Side Effects:

- 34 out of the 52 people mentioned a general worry around the side effects
- 12 people specifically mentioned a concern around blood clots
- There were a couple of individual comments around: concerns about being unable to work after, fainting, how they would get home if they had a reaction and knowing others that had become unwell.

### Which vaccine they would receive:

11 people raised this as a worry or a concern, with 2 people mentioning concerns around blood clots.

### Maternity and fertility concerns:

- 3 people had concerns about the effects on fertility
- 2 people had concerns while breastfeeding
- 2 people had concerns while being pregnant

### Media coverage

7 people raised worries about what they had seen within the media about the vaccine, 2 people mentioned concerns around blood clots that had been raised in the media.

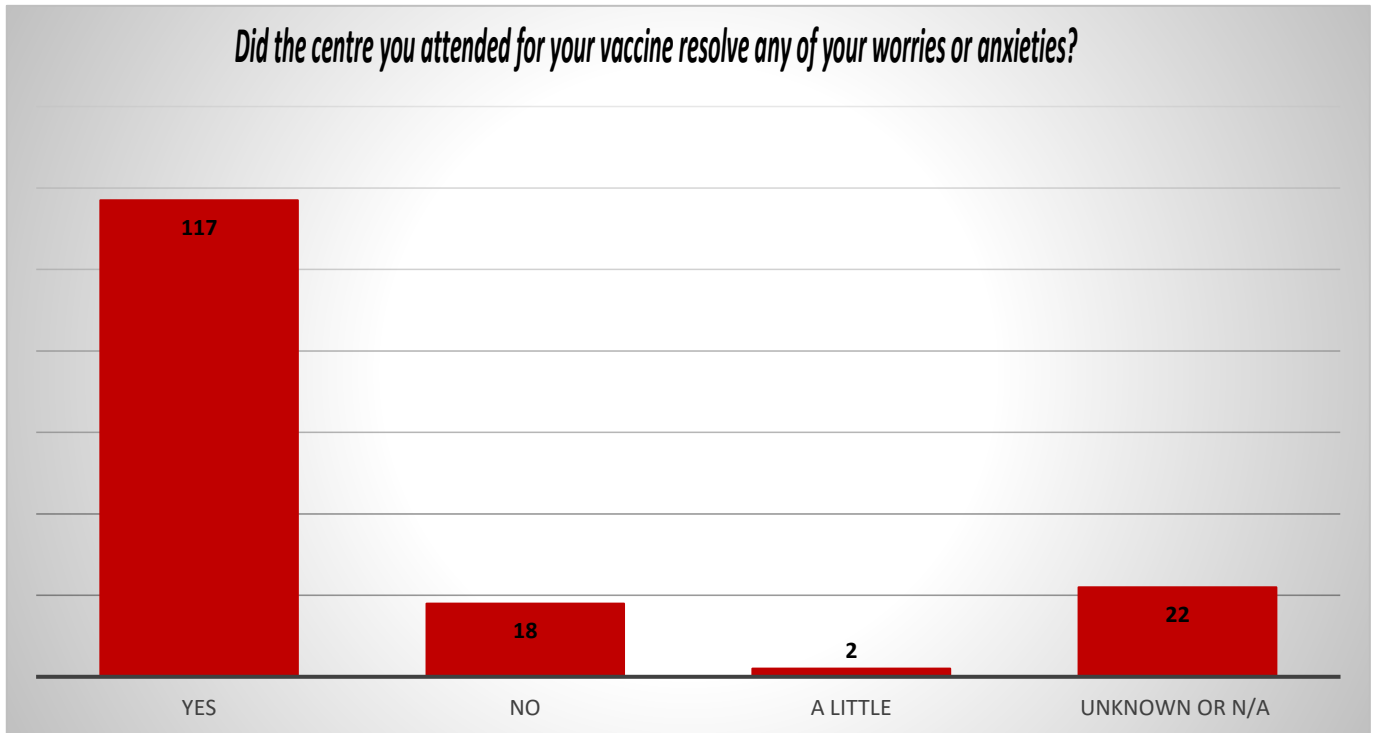
### Others

Other comments included a few or individual comments regarding the following:

- Concerns over the long-term effects (3 comments)
- Going to a busy place/centre (3 comments)

- Concerns over the time frame in which the vaccine has been develop (2 comments)
- Being unsure about what to expect (2 comments)
- How they would find the centre (2 comments)
- That it's a new vaccine (1 comment)
- A lack of trust/transparency in government (1 comments)
- Conspiracy theories (1 comment)
- That it could interfere with other medications or not work due to being on other medication (1 comment)

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



People gave further details to their answers:

YES:

Over half the people answering “yes” gave further details. The majority of comments was regarding staff, stating positive comments regarding:

- Staff being excellent, reassuring, calming, clear, informative, friendly, helpful, non-judgemental and given directions.

Other comments were made regarding:

- The environment – well laid out, clearly spaced and easy to understand.
- Communication – given information leaflets.

Unknown or N/A

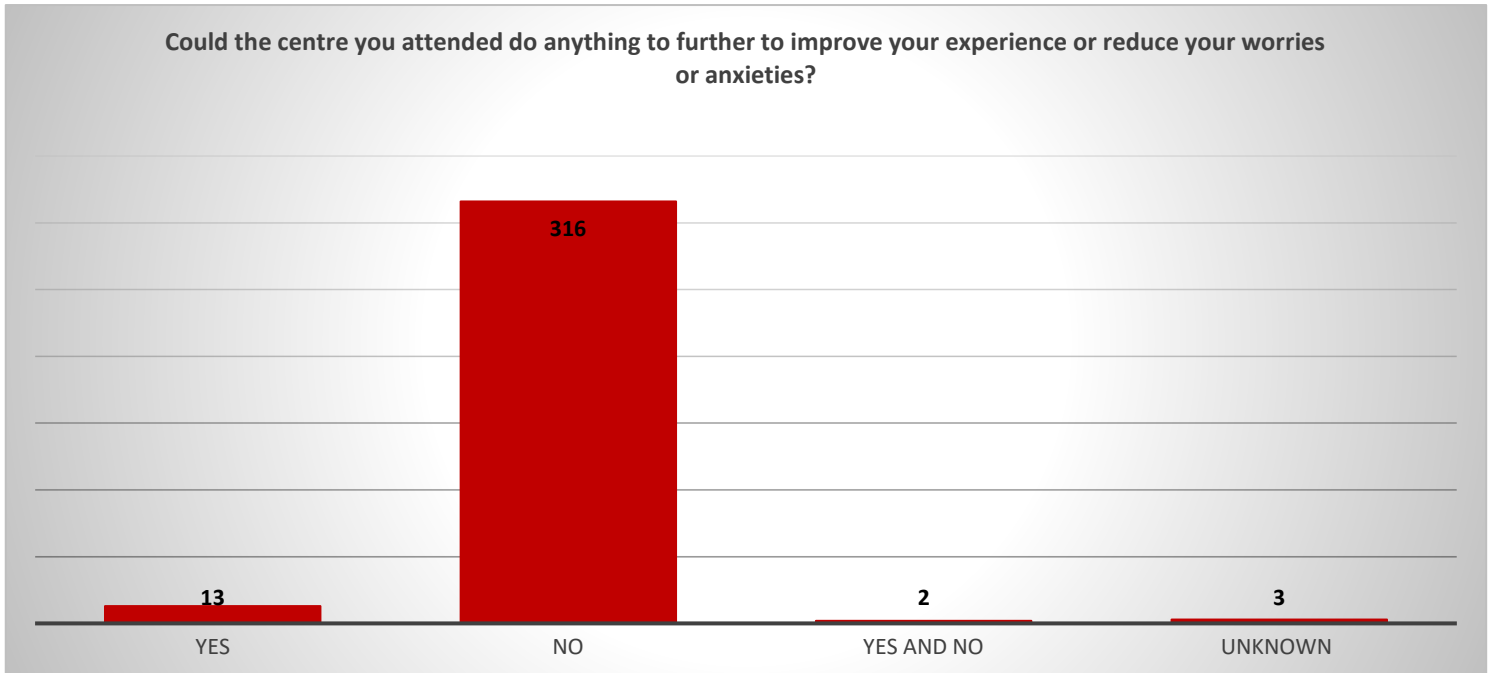
Most people in this section put that they did not have any worries to start with and a few people stated that they had not mentioned that they had worries. Quite a few people did state that they felt that if they did have any worries they felt the centre would have resolved them.

NO:

Only a few people gave further details to why they felt their anxiety or worries was not resolved.

- 2 peoples stated that their worries were not resolved but they were given information or staff were friendly.
- 2 people stated that they were not asked, or it wasn't discussed.
- 1 person said there was no time to talk.

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



The majority of people stated that there was nothing else that could have been done to reduce their worries or anxieties. There were comments / ideas regarding areas that people felt could have been improved: (most are individual comments)

- Shorter waiting times / or more staff to reduce waiting times (3 comments)
- Earlier appointments (1 comment)
- Centre closer to home (1 comment)
- Kinder response to query on which jab type (1 comment)
- Explain more about the vaccine – how long will it last for (1 comment)
- Chargeable refreshments –(long waiting times) (1 comment)
- Could see other people having injections (increased anxiety) (1 comment)
- Having set route for anxious people (1 comment)
- Maybe the NHS appointment system could tell you about the different vaccines and which one you are likely to have (from 'Other comments')

Any Other Comments:

There was lots of praise and thanks from the public that they wanted to give to the teams involved.

- "So friendly and quick"
- "Thank you to all involved."
- "Well done derby arena!"
- "Thanks for a lovely experience"
- "Thank you to everyone who is giving their time and services to help everyone"
- "Thank you to all staff and volunteers"



- “Congratulations to all involved in this service, it was quick, easy and all there doing a fabulous job.”
- “Very friendly, helpful and informative”
- “Well prepared and carried out, the staff were excellent. They should get a golden handshake when this is all over with”
- “Great service, thank you!”
- “Thanks to the staff and the NHS”
- “A huge thank you to all of the staff and volunteers who are supporting this huge vaccination program.”
- “Thank you to you all - it is a wonderful thing you are doing!”
- “Thank you”
- “Brilliant thank you”
- “I was impressed with the set up at Derby Arena today. A very calm environment for managing such a large volume of people. Thank you to all those involved”
- “Than you for your expert service.”
- “Thank you for your service.... very happy to have had my cv19 jab”
- “Great service, efficient, helpful and well organised”
- “Thankyou to the health care providers your all doing a great job!”
- “Excellent service. It was quick, the system was well structured and I was very impressed. Well done to everyone involved.”
- “Amazing”
- “Thank you to the wonderful nhs staff and volunteers”
- “Thank you”
- “Whole experience was very good”
- “Thanks. They were great.”
- “Really happy with the service”
- “Brilliant work by the NHS at the Arena and in other services. Please keep this in NHS hands! When the NHS is supported it is the best healthcare service in the world!”
- “Great service, thank you to all.”
- “Great service”
- “Staff all lovely”
- “I can’t compliment the team enough. Very quick and efficient and a great venue. Felt very safe”
- “Thanks to all the team. They're doing a great job.”
- “Exceptional staff.”
- “Well done. Perfect”
- “No, it was excellent”
- “The 3 ladies (and all of the others!!) that helped me on 21/5 @ 17:45 were phenomenal and are an absolute credit to our county & country! Thank you and stay safe.”
- “I would like to thank M for her professionalism and support.”
- “Excellent Vaccine service ... so proud of NHS and their efforts. Well done everyone.”
- “Thank you to all the staff & volunteers for the wonderful work that you are doing”
- “Excellent job, keep going and a massive thank you!!”
- “Very good, friendly staff”
- “L was brilliant, R was brilliant”
- “Keep up the good work derby arena!!”
- “Thank you for doing a great job”
- “Long wait due to high demand.”
- “Thank you all! X”
- “Brill, keep it up”
- “Well done guys and girls keep it up, doing a smashing job”
- “Workers unite!”
- “Thank you “
- “Thank you.”
- “Really well organised. Thank you to all the staff.”
- “Excellent service and very well organised!”
- “The nurse was very friendly and warm and put us both at ease. The volunteer St Johns ambulance person was also very polite and helpful.”
- “Very impressed with every member of staff running that arena. Well done!”
- “No”
- “I'm impressed. Period.”
- “Fantastic experience and lovely staff/volunteers.”
- “Very well organised and staff helpful and friendly”
- “None, just a big thank you to ALL involved :)”
- “Thanks to all involved and my best regards.”
- “Thank you all “

- “Only filled the survey out to thank the wonderful team at the Derby Arena for all their hard work giving out the vaccine”