

Warrington COVID-19 Vaccination Feedback.

Orford
Jubilee Park



June 2021

Introduction

Healthwatch Warrington were approached by The CCG to gain feedback on the experiences of Warrington residents accessing the Mass Vaccination sites in Warrington.

We produced leaflets for feedback that residents could complete whilst they were there if they had the Pfizer vaccination (as they had to wait 15 minutes). Or alternatively they could take the leaflet with them as it had a QR code which led them to the site to feedback virtually.

Across the two sites we had a total of **2897** feedback forms completed. **1548** from Halliwell Jones Stadium and **1349** from Orford Jubilee.



healthwatch
Warrington

**Tell us
about your
experience**

Have you recently had a COVID-19 test
or vaccination?

Healthwatch Warrington would like to
hear about your experience

To share your views using
our Feedback Centre please
scan the QR Code or
complete the leaflet and
send to our freepost address.



01925 246 893 www.healthwatchwarrington.co.uk



Follow us for regular updates
@HWWarrington

Your Feedback is important

Did you have a COVID test or Vaccine?

Vaccine Test

What Venue did you visit?
.....

What date did you have your vaccine?
.....

Age:.....

How would you rate your overall experience?

☆☆☆☆☆
Poor Good

Tell us more about your experience.

What would have improved your experience?

About you

Name:

Email:

Postcode:

Leave feedback anonymously Sign up to Newsletter

Only your overall rating and comment will be used to feed back to service providers. We ask for your email address to authenticate the feedback and it is not used for any contact or marketing purposes, except in circumstances where there is a misunderstanding and we need to clarify the feedback you are leaving. Any personal information, including your email address, that is collected is stored securely in line with GDPR and will not be used for marketing purposes. Personal information will not be shared with any non-essential organisation, group or third party for any activity beyond what is described in our privacy policy.

healthwatch Warrington Vaccination Feedback Halliwell Jones



Gender



22%

Male



26%

Female



2%

Prefer not to say



50%

Not specified



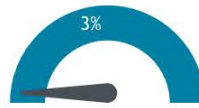
Age



18-24



25-49



50-64



65+



Not Specified

Ratings



1511

Extremely
Likely to
recommend

Feedback



What Could be better?

Over 90% stated nothing could be improved.
some suggestions where:



Comment

"Staff were friendly, professional and informative; volunteers were lovely and helpful"

"Still cheerful at the end of a long day"

"Straight in on both of my visits as this is my 2nd"

"Organisation first class and friendly staff and volunteers thank you to all!"

"Good experience despite fear of needles very fast and could see them sanitising everything"

"Very jolly pleasant staff v welcoming and extremely efficient Cant praise any more highly"

"Efficient service friendly staff and a credit to the NHS"

"Polite and lighthearted made it all easy and relaxed"

*All the information above is based on 1548 Reviews from Halliwell Jones Vaccination Centre from the 22nd February 2021 - 31st April 2021 from Healthwatch Warrington's Feedback Centre and data collected from our leaflets in the vaccination centres collated for Warrington CCG .

Here are just some of the **1200** comments that was fed back about your experiences at Halliwell Jones.

Although **91%** of people said that nothing could have been improved. Below are some of the comments we received about how experiences could of been improved.

Feedback



- "It was very efficient and professional thank you"
- "Seen to straight away, fantastic communication from everyone involved"
- "Very well organised and appointment booking was smooth"
- "All the volunteers were extremely friendly and helpful, well organised thank you"
- "Efficient experience"
- "Friendly and efficient and Friendly staff"
- "Quick efficient and all done with ease"
- "Very slick and well organised Friendly and quick"
- "Information given was excellent"
- "Professional and friendly"
- "All staff were lovely"
- "Clear easy instructions"
- "No problems, very efficient"
- "All very efficient and friendly"
- "Very organised and everybody really helpful"
- "Very friendly and professional"
- "Friendly volunteers, Excellent throughout"
- "Well organised by all inside and outside the venue"
- "Quick, Painless and Efficient very happy"
- "The ladies were fab and put me at ease"
- "All done in a very calm manner"
- "Plenty of volunteers, fantastic staff thank you"
- "Felt safe and directed for what I had to do it was Friendly and fast"
- "Great service with helpful people"
- "Smooth process, staff fantastic thanks"
- "I found my experience relaxing we had clear instructions, helpful"
- "Friendly, painless, professional"
- "Felt very safe, no queuing, friendly workers"
- "Put at ease, felt safe at all times. So proud of our NHS and volunteers."
- "I felt fully informed vaccinator was very attentive"
- "Very professionally and efficiently run"
- "Staff all made me feel comfortable"
- "Lovely service and very efficient"
- "Very professional and well organised"
- "Well explained all risks and checking I felt comfortable"

Improvements



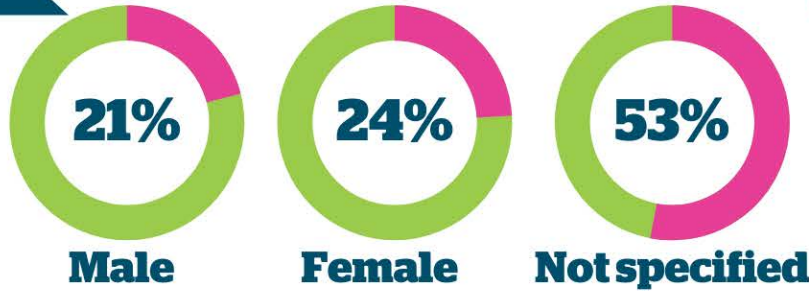
- Got the "read this leaflet before the vaccine" after the vaccine
- Clearer parking before arrival/when booking appointment
 - The room not being so cold
 - Nothing - good experience
 - Bit warmer in building
 - Signage from main road
- More signs and clarity at entrance but was fine
 - Nothing
- Person at front door had me on system but not on printed list nurse had - possibly because booked on the morning
 - Better spacing/ social distancing
- Advance notice that you have to wait 15 mins would be helpful
- Tell before appointment there is a 15 min wait after injection
- A couple more arrows outside pointing to way
 - Perhaps some arrows/ direction
- Someone directing parking on arrival at centre
- People turning up at their appointed time
 - Too long waiting outside in cold
- Clearer signage around the stadium
- Knowing what jab you would have prior to arrival
- Better queue system to avoid people queue jumping
- Nothing really I'm hard of hearing so it was a bit difficult to hear some people
 - If all NHS appointments were organised using app!
- Better instructions as to where to go, a lady who was disabled walked 3/4 around the stadium struggling

healthwatch Warrington Vaccination Feedback Orford Jubilee

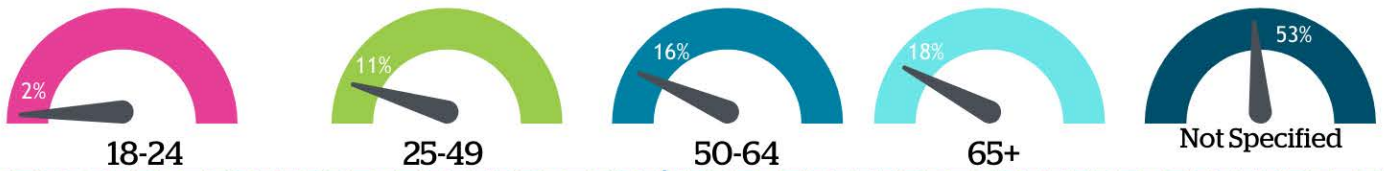
Orford Jubilee Park



Gender



Age



Ratings



Feedback



What Could be better?

Over 90% stated nothing could be improved.
some suggestions where:



Comments

- "Good instruction and information"
- "Liked the 15 min wait to check okay as friends not had this"
- "Chatty, made me feel comfortable when injecting me"
- "Very quick, polite staff, felt at ease as I was a bit frightened of needles"
- "Staff outside to direct us - no waiting very efficient clean environment"
- "I was really impressed with all aspects of my COVID vaccination
The staff were friendly and efficient, the vaccinator was excellent and really made me feel relaxed- truly an amazing service"
- It was organised and rapid! The nurse administering the jab was lovely! I am so proud of our NHS and thankful for the jab!
- 2nd Pfizer today, excellent. Exceptional treatment and the minutes silence for Prince Philip carried out with dignity and respect"

*All the information above is based on 1349 Reviews from Orford Jubilee Hub Vaccination Centre from the 22nd February 2021 - 31st April 2021 from Healthwatch Warrington's Feedback Centre and data collected from our leaflets in the vaccination centres collated for Warrington CCG .

Here are just some of the **1300** comments that was fed back about your experiences at Halliwell Jones.

96% of people said that not could have been improved below are some of the comments we received about how experiences could of been improved.

Feedback



- "Safe environment, lots of cleaning down each station"
- "Everyone was very pleasant, reassuring and helpful, an amazing team effort"
- "Friendly staff. Very organised and felt safe throughout"
- "Very friendly people, good at distraction techniques and put me at ease"
- "Nice staff and volunteers"
- "Explained everything really friendly staff"
- "Made you feel at ease, Fast efficient service"
- "Professional and courteous very happy"
- "Happy, vaccination staff very patient and courteous"
- "Well organised it was quick and friendly"
- "Happy they were polite staff and efficient"
- "Supportive and informative staff It made you feel relaxed"
- "Very organised, attentive and friendly"
- "Super efficient and friendly staff, took no time at all"
- "Fast and professional staff and volunteers a credit to us."
- "Friendly volunteers"
- "Excellent and easy throughout by all inside and outside the venue"
- "The ladies were fab and put me at ease"
- "Well-coordinated and all done in a very calm manner"
- "Felt safe and directed for what I had to do so I felt at ease."
- "Smooth process, staff fantastic thanks"
- "Staff are very friendly and very quick and efficient."
- "Organised and answered questions when I arrived after that I was OK and reassured."
- "Fast and great service with efficient staff"
- "Pleasant and staff reassuring"
- "Well organised and all the staff were great."
- "Everyone was very pleasant, reassuring and helpful, an amazing team effort"
- "Friendly staff. Very organised and felt safe throughout"
- "Very friendly people, good at distraction techniques and put me at ease."
- "The whole team was brilliant it was so well run well done!"

Improvements



- "There was a long queue"
- "car park was full, I was told there was overflow?"
- "Could have had a smaller queue"
- " Inefficient queue system which meant I waited much longer than necessary"
- "parking was a bit of a problem"
- "Signage was not great confusing saying disabled parking "
- "Signage was an issue "
- "A bigger room to ensure it's not overcrowded"
- "Advance notice that you have to wait 15 mins would be helpful"
- "A couple more arrows outside pointing to way"
- "People turning up at their appointed time"
- "Shelter for queuing outside"
- "If it was possible to park closer and the queue was indoors"
- "Being told the vaccine centre was at the back, had a long walk from the front"
- "The seating in the waiting area didn't feel the most organised"
- "They don't give you time to read info before the vaccine"
- "Active Marshall's and better signage"
- "If I had been asked if I had any questions."
- "Less wait outside - cold! But I'm certainly not complaining!!"
- "Better signage from main road"
- "More Staff"
- "More thorough chair cleaning in the vaccination room"
- "Some of the marshalls seemed a bit panicky people understand there might be a queue"

Just for Fun



"If George Clooney had administered the job"



"A beach in the Caribbean would have been a good spot!"



"Some light entertainment perhaps a juggler or a mime artist "



"Felt like I was in a movie!! I wasn't the star though "



"I wanted a lollipop and sticker "



"If I had got a kiss from the fireman that gave me my job!"

Thank you

We would like to thank everyone who filled out a form when receiving their vaccination, without you we wouldn't be able to feedback on your experiences.

Thank you to the volunteers, marshals and doctors and nurses who ran the mass vaccination centres. The Army and Fire fighters that were on hand to help out with this project.

We would like to Thank all the staff and volunteers that welcomed us and supported us to collect the feedback but in Particular

Emily Benbow
 Louise Van-Flute
 Jen Appleton-Mitchell
 Sean Ryder
 Valerie Hinds
 Nicky Golding
 Laura Andrews
 Dr Laura Mount.



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