

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

<b>Reporting to:</b>	Stakeholders
<b>Report written by:</b>	Beth Soraka
<b>Date periods covered in the report:</b>	June 2021
<b>Amount of cases who gave their experience of covid-19 vaccination</b>	88
<b>Amount of people who completed 2<sup>nd</sup> part of survey</b>	109

### Overview

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

- 98% of people gave a positive experience.  
Key positive themes were:
  - Staff
  - Overall services
  - Communication
  - Speed and 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 anxieties

Highlights:

- Just over 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**
- 70 % the people stated that the centre resolved their worry or anxiety
- 96% of people said that nothing further could be done to reduce their worries or anxiety's or improve their experience.

## Experiences of Covid-19 Vaccinations

Comments have been broken down to identify themes. Please see breakdown below.



There were 88 cases and 86 of these were positive experiences. (98%).

The key themes were:

### Staff:

All comments about staff were positive. Some of the key areas spoken about were:

- Friendly, helpful, kind, calm and reassuring
- Plenty of staff – lots of staff
- Communication from staff clear, informative, well explained, happy to answer questions
- Professional and knowledgeable

### Overall Service:

All comments about overall services were positive. Some of the key areas spoken about were:

- Well organised and efficient
- Everything, very good and easy.

### Speed and queues:

The majority of comments were positive. Some of the key areas spoken about were:

- Speed, fast and quick
- Flow and was smooth
- 1 way system – straightforward
- Didn't have to wait long

There was 1 negative comment which was in regard to – waiting times.

### Communication:

The majority of comments were positive. Some of the key areas spoken about were:

- Communication – good and clear

- Signage – good, simple and clear instructions and directions, easy to navigate, good stickers on floor.
- Staff – fantastic communication between staff and informative.
- Information provided.

There were 2 negative comments regarding:

- Wanting more signage on road
- Time in recovery area not clear

Other areas spoken about were:

**Environment** : Positive comments regarding:

- Layout – easy to navigate
- Easy parking
- Large arena
- Offering snacks and water for nervous patient

There was 1 negative comment regarding wanting lollypops.

**Access** : Positive comments regarding:

- Easy to access
- Easy to find
- Brilliant

**Treatment and Care** : Positive comments regarding:

- Overall care
- Painless
- Brilliant, nice and looked after.

**Infection control** : Positive comments regarding:

- Felt safe and secure
- Sanitary
- Spread out queues

**Ideas for Improvements:**

- There were 2 comments about having non gendered stickers as they identified as non-binary.

### Worries and anxiety around the vaccine

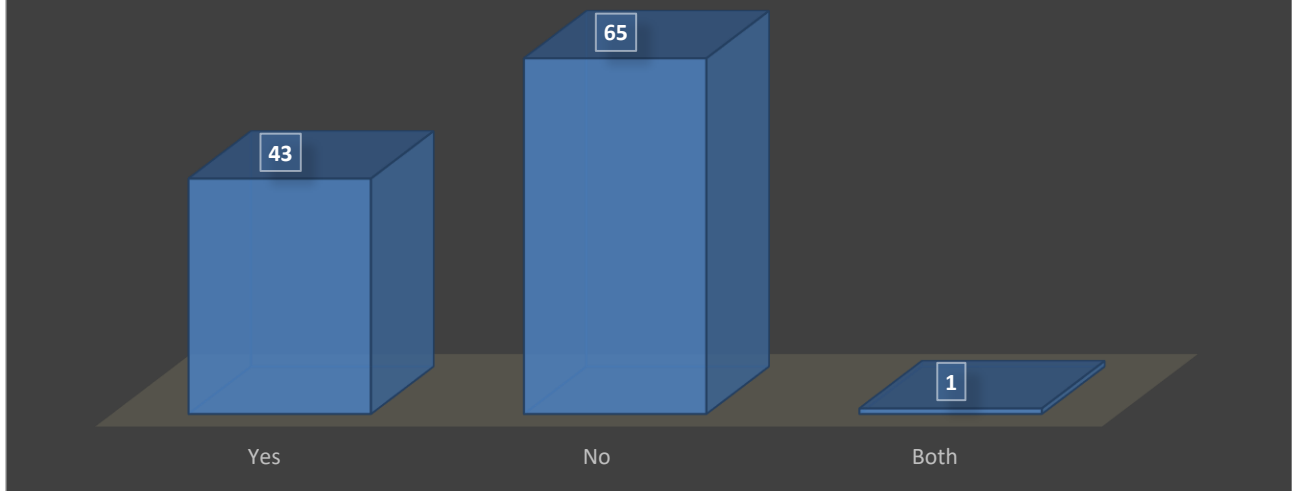
We asked everyone who filled in our general survey about the Covid-19 vaccination - if people had any worries or anxieties about going for a Covid-19 vaccination.

109 people completed this section of the survey

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

106 people stated that they had their vaccination at the Derby Arena. 1 at home and another at Mansfield Hospital. (1 unknown)

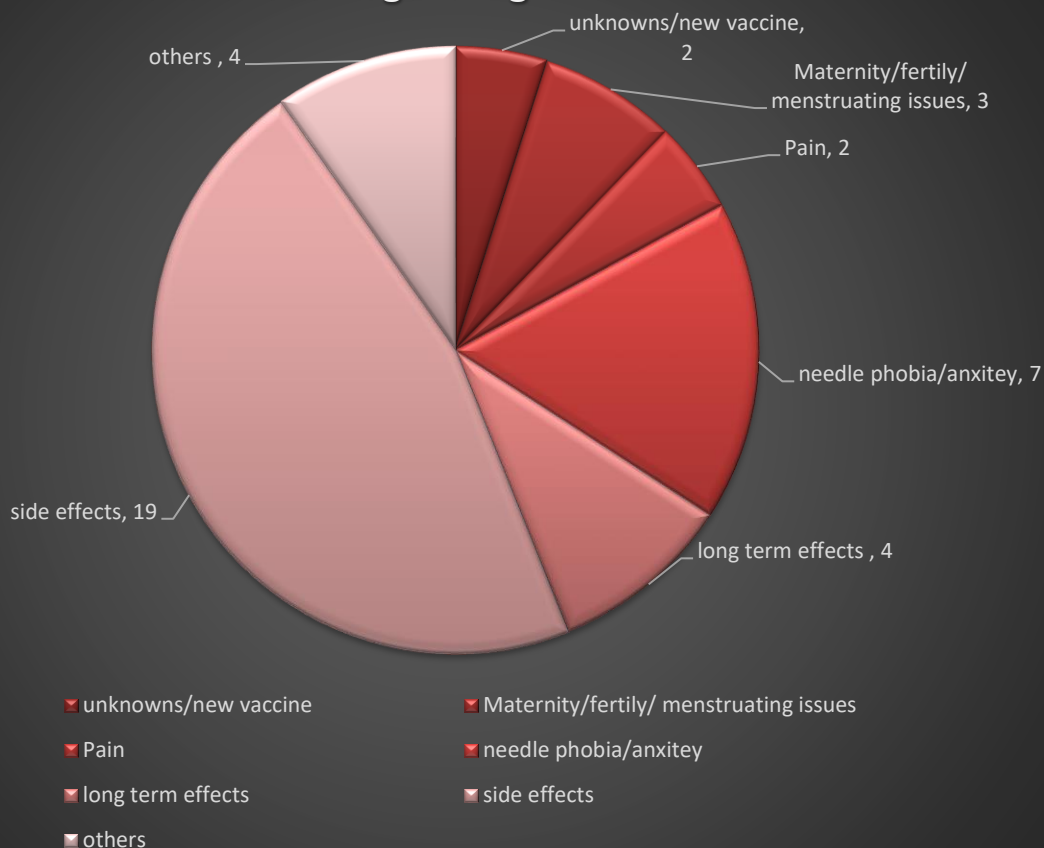
BEFORE ATTENDING DID YOU HAVE ANY WORRIES OR ANXIETIES ABOUT HAVING THE VACCINATION?



Just over 1/3 of people stated that they had had anxieties or worries before attending the centre. (this is a slight increase from the results from May which was just under 1/3 of people stating Yes to this question – this is starting to show a slow increase over the past 3 months)

A further 40 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**

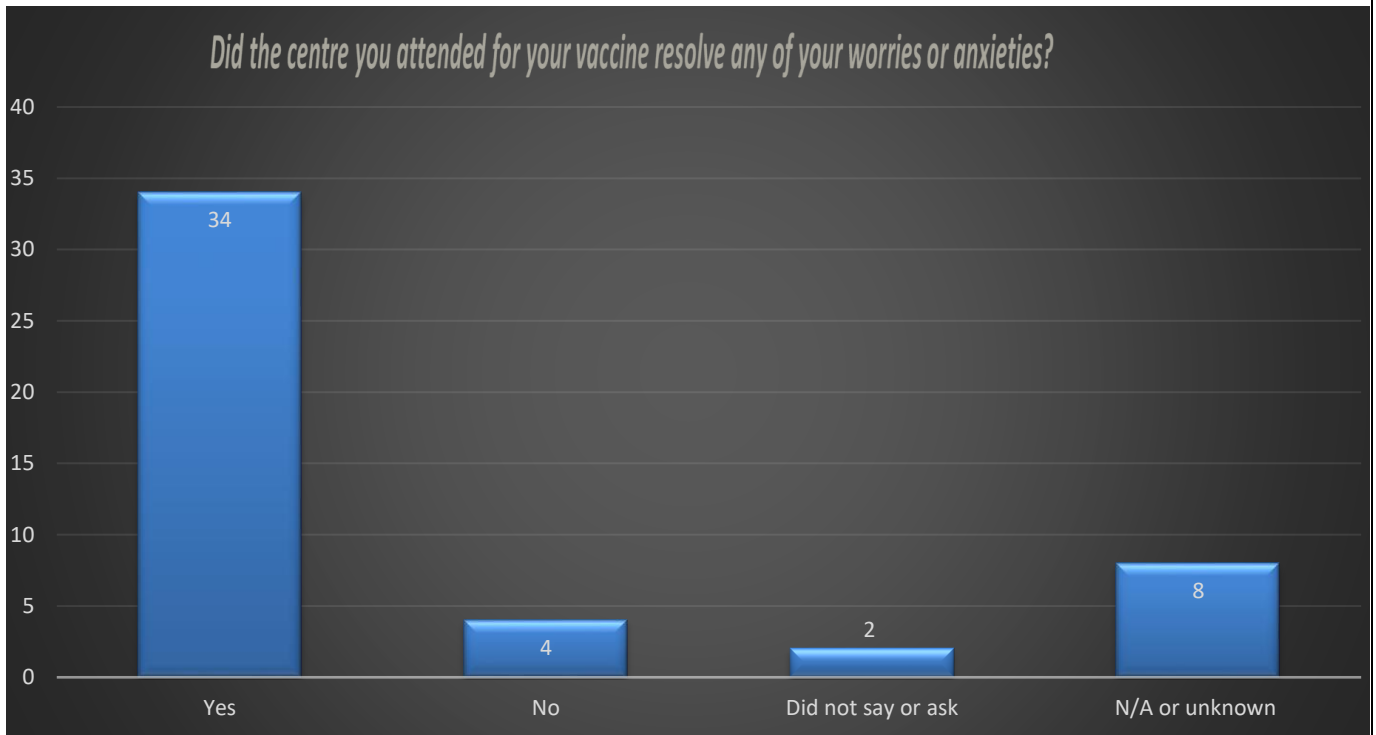
Other areas people were anxious or worried about were:

- Fear of needles or injections
- Long term effects – that there is a lack of evidence
- Effects on fertility, menstruations, and concerns while being pregnant
- The unknowns and that it is a new vaccine

Others: which were individual comments regarding concerns:

- Blood clots
- General anxiety
- Which vaccine they would get
- Being overwhelmed at the size of the centre

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



48 People gave further details to their answers:

YES:

70 % the people answered "yes". Some gave further details. Many comments were regarding:

- Staff – reassuring, helpful and calming.
- Communication -clearly explained and helpful information.

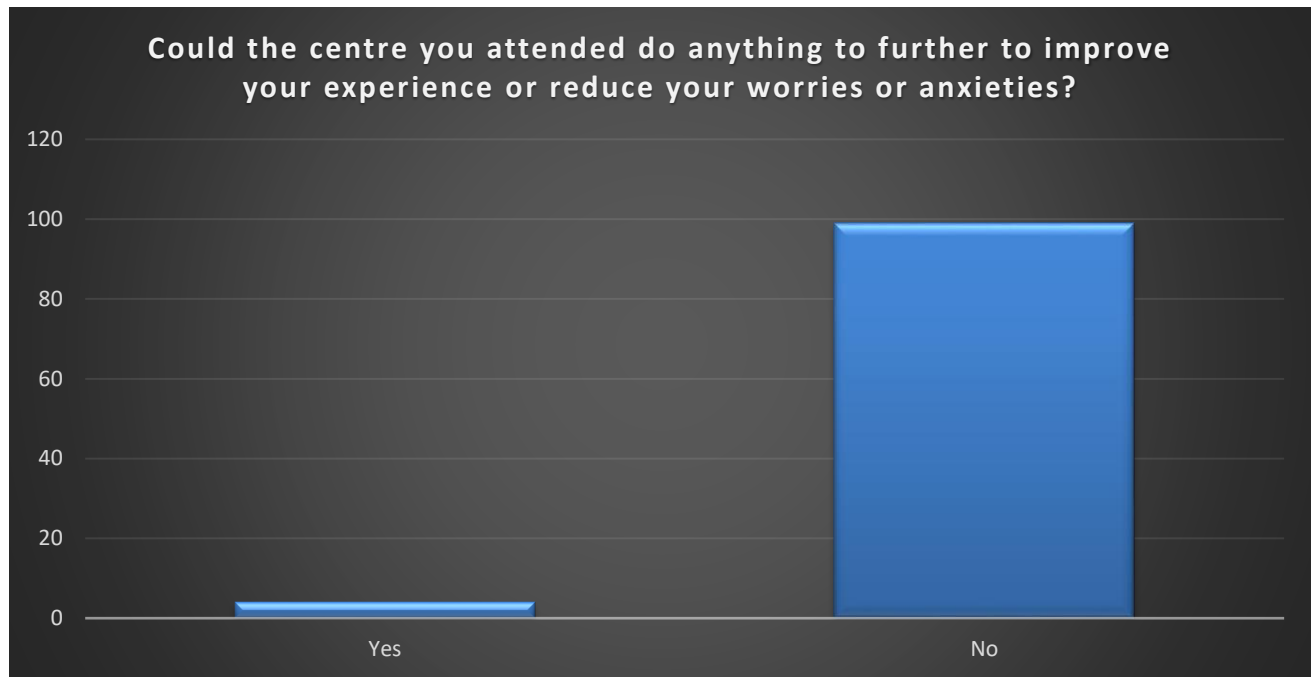
NO:

There was 1 comment regarding – time will tell.

Unknown:

2 peoples stated "did not discuss" or "didn't ask" though it is unclear whether this was regarding them choosing not to ask or staff not asking.

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



99 people said that nothing further could be done to reduce their worries or anxiety's or improve their experience.

4 people gave the following suggestions:

- Offer drink while waiting for the 15 minutes
- Ask prior – while you are waiting
- Give information about effects on menstruation.

#### Any Other Comments

- "As mentioned it was very efficient. Staff friendly and helpful."
- "Fantastic service, the whole team should be very proud of what you have achieved in very little time."
- "Thank you I am looking forward to the follow-up studies."
- "Derby Arena well organised & slick"
- "Credit to all those working at the arena on the day I attended 11.06.21. well done all"
- "Thank you"
- "Thank you to all the NHS staff working so hard to keep us all safe and thank you for such a positive experience today."
- "I am very happy with the service I received."
- "Thank you so much to everyone at Derby Arena for giving me such an amazing experience :)"
- "Thank you for making the vaccination experience as relaxing as possible"
- "Just a big thank you to the NHS in the constant care they give the nation.....all British people should be proud of such a dedicated team"