

Healthwatch Derby –Covid-19 Vaccinations experiences and Insight

Reporting to:	Stakeholders
Report written by:	Beth Soraka
Date periods covered in the report:	July 2021
Amount of cases who gave their experience of covid-19 vaccination	48
Amount of people who completed 2nd part of survey	108

Overview

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

- 92% positive experiences
- The key themes were:
 - Staff - helpful, friendly, great, approachable and polite.
 - Overall services - Excellent, good and smooth

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:

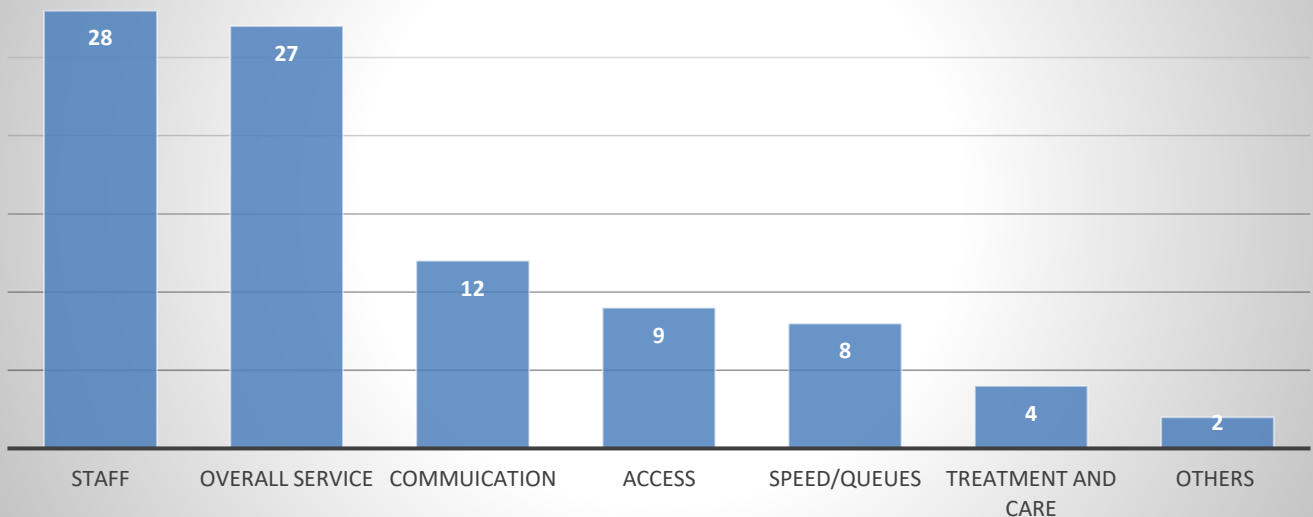
- 77% of people had their vaccination at Derby Arena
- Just under 1/5 of people stated that they had had anxieties or worries before attending the centre
- The main anxiety/worries spoken about was Side Effects
- 93% of people said that nothing further could be done to reduce their worries or anxiety's or improve their experience.

Experiences of Covid-19 Vaccinations

The majority of the cases stated that their vaccination took place at the Derby Arena, though a few only stated Derby City. 2 cases identified a different provider, so these experiences have been separated from the rest of the comments.

The 46 cases that stated Derby Arena or Derby City have been broken down to identify themes. All comments were positive. Please see breakdown below.

Positives themes of experiences



The key themes were:

Staff:

The main area that people spoke about staff was that they were, helpful, friendly, great, approachable and polite.

Other areas people spoke positively about the staff were:

- Having good knowledge
- Putting people at ease, being calming and reassuring
- Professional
- Having lots of staff

Overall Service:

The key theme was that people said the service was well organised, well managed and efficient.

Other areas people said were:

- Excellent, good and smooth

Communication:

The key themes raised around communication were:

- Communication being clear, clear directions, signage and easy to navigate
- Texts after booking – given all important information
- Well informed and no jargon

Access:

Key areas people spoke about were:

- Easy access
- Easy to book online
- Access to venue

- GP booking for them

Speed and Queues:

People spoke about the service being:

- Quick and fast
- No queues and it flowed well

Treatment and Care:

Key areas were:

- Treated with respect and dignity
- Very considerate and well looked after

Others – there were individual positive comments regarding:

- Parking
- Infection control – clean and sanitised.

There were 2 comments where people identified a different location these were:

- UHDB – a negative comments about their 2nd jab not being recorded on the system
- GP – positive comment – clear communication

Ideas for improvement:

2 people gave some ideas for improvements these were:

- Privacy issues regarding the floor mats where dizzy people lay down – there is protected screens but when people are laying on the floor they are visible to the others due to gaps at the bottom.
- Efficiently – one patient reflected on their first experience of having it done in Cornwall compared to Derby. Stating “Here I was sitting down surrounded by two nurses and an admin person all asking me different questions at the same time. In Cornwall I'd been asked this before getting anywhere near the needle and was sitting down for no more 10 seconds to get the jab.”

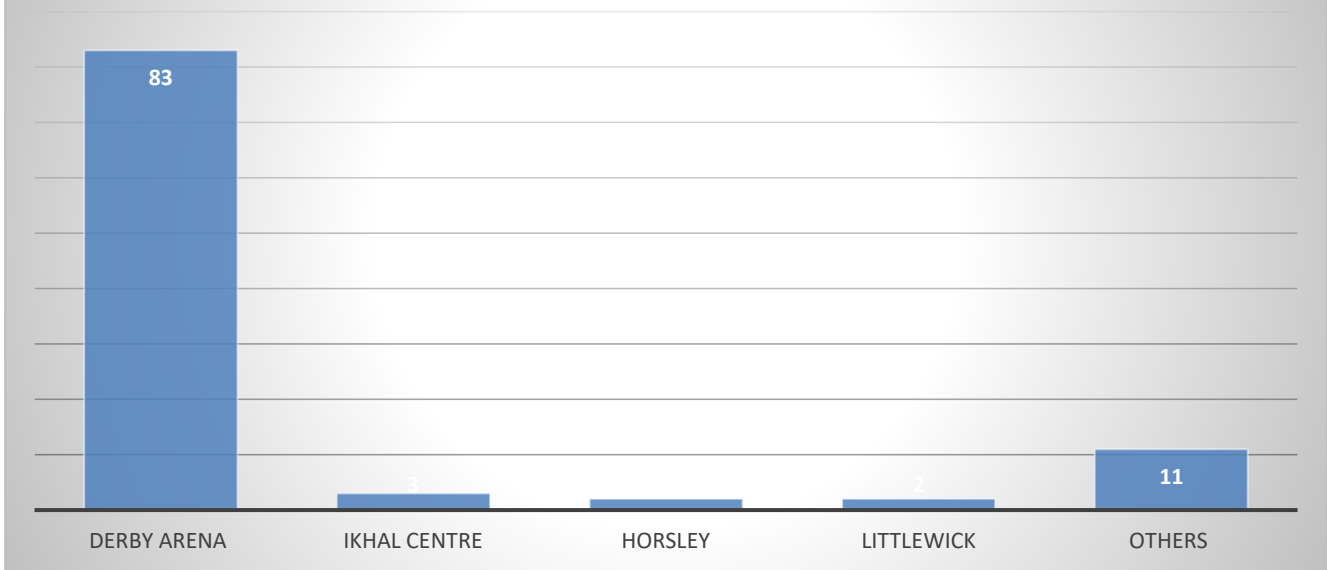
Worries and anxiety around the vaccine

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.

108 people completed this section of the survey

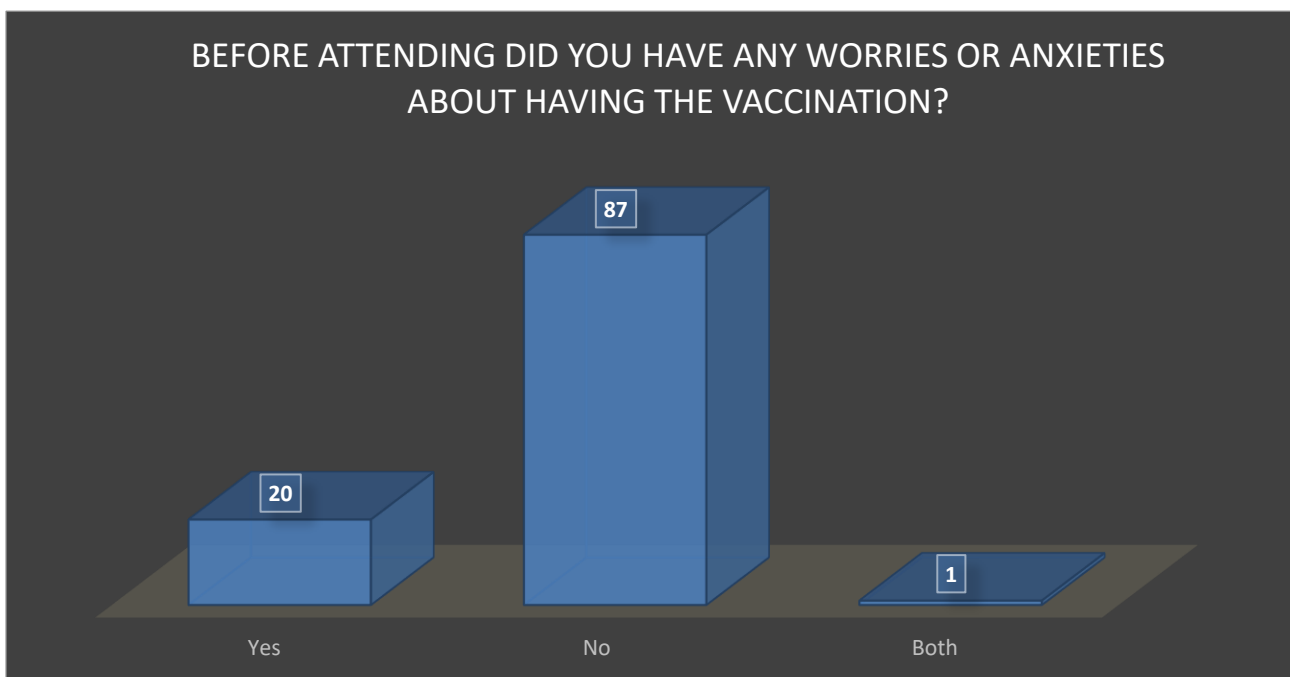
Where did you have your Covid-19 Vaccination?

Where did you have your Covid-19 Vaccination?



Others include individual cases of people having their vaccinations at: Kelvingrove Medical Centre, Golden Kingsway, long Eaton health centre, Oaklands, Ripley walk in Centre, Church Farm, Pirelli Stadium, winding wheel chesterfield.

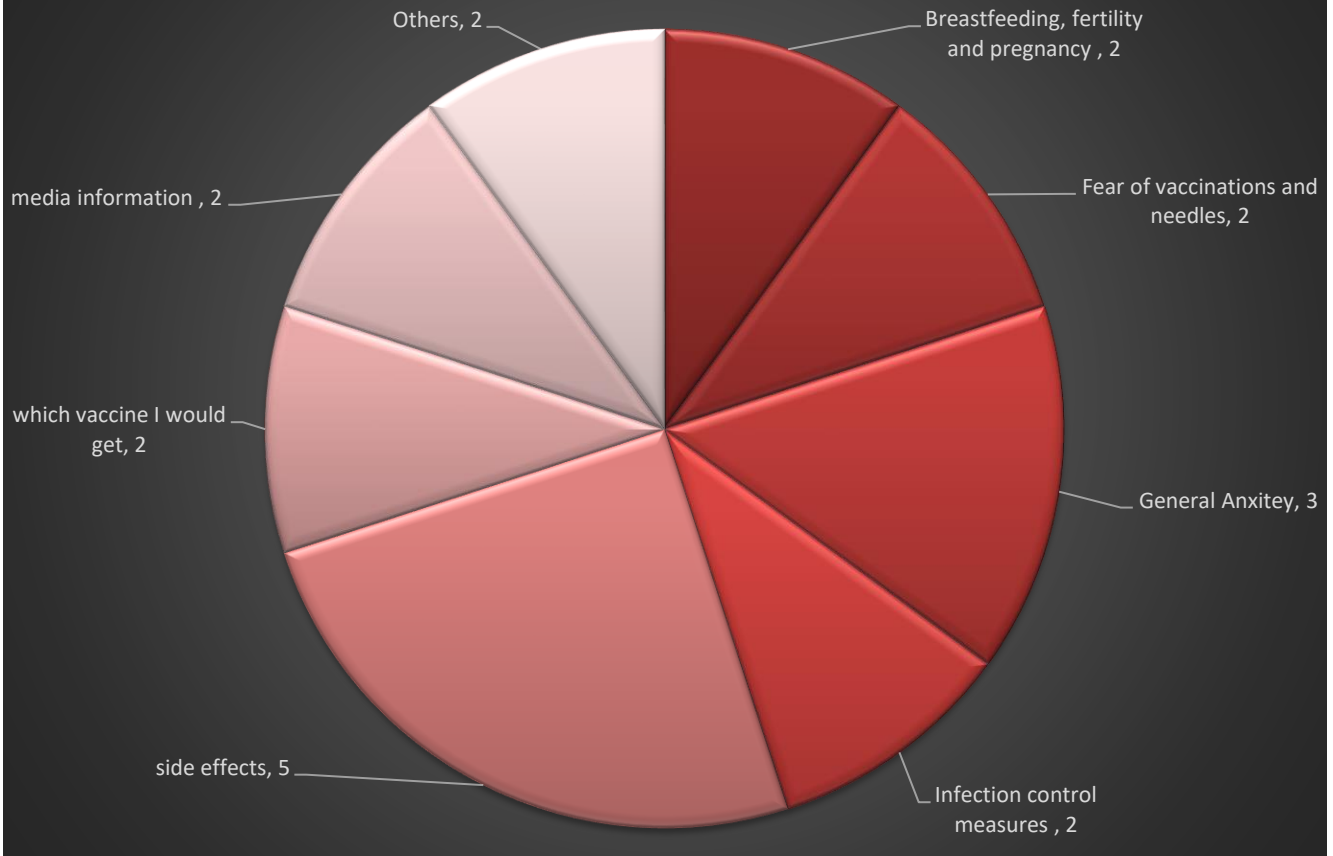
BEFORE ATTENDING DID YOU HAVE ANY WORRIES OR ANXIETIES ABOUT HAVING THE VACCINATION?



Just under 1/5 of people stated that they had had anxieties or worries before attending the centre. (this is a decrease from the results from June which was just over 1/3 of people answering yes to this question)

A further 20 people gave more details about what their anxiety or worries were about:

If YES what were these regarding?

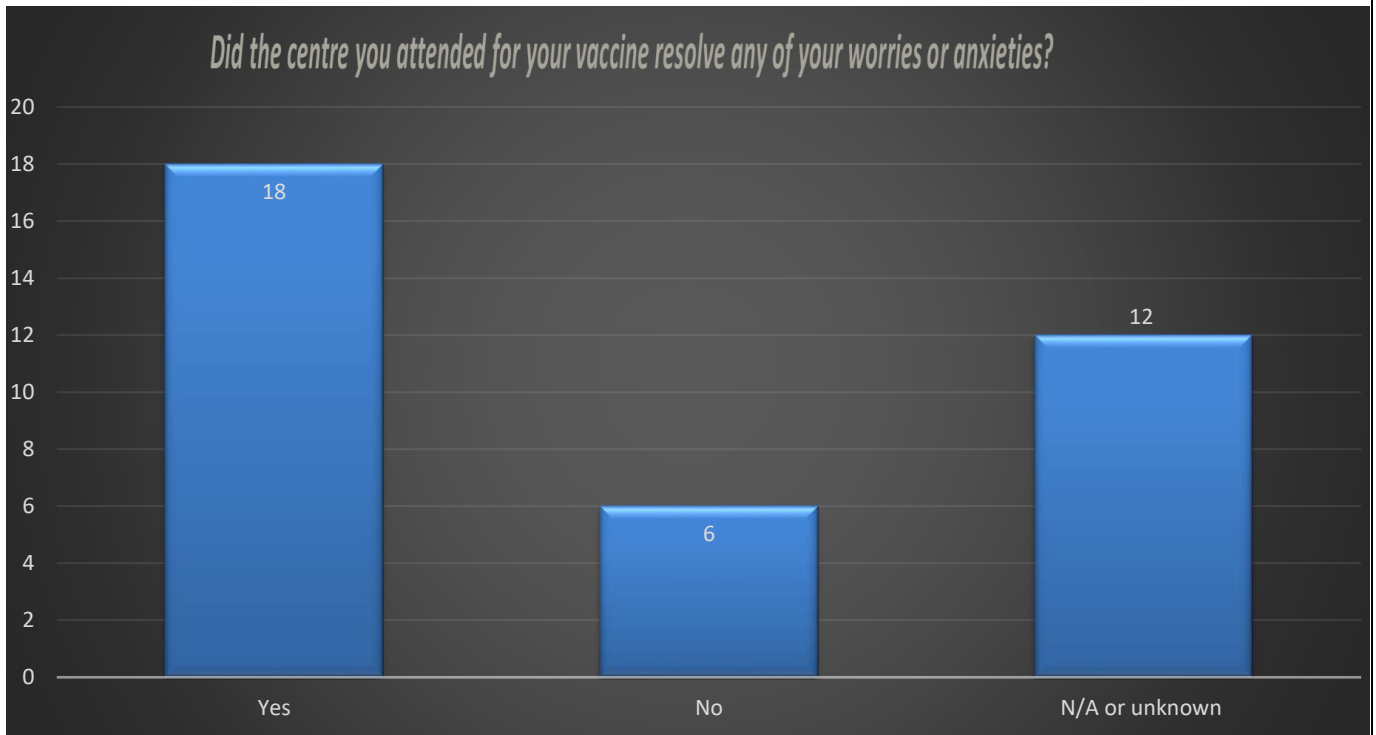


The main anxiety/worries spoken about was **Side Effects**

Other areas people were anxious or worried about were individual concerns raised around:

- Government pressures to have the vaccinations
- Concerns about the speed of vaccine development

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



35 People gave further details to their answers:

YES:

The people answered "yes". Some gave further details. Many comments were regarding staff:

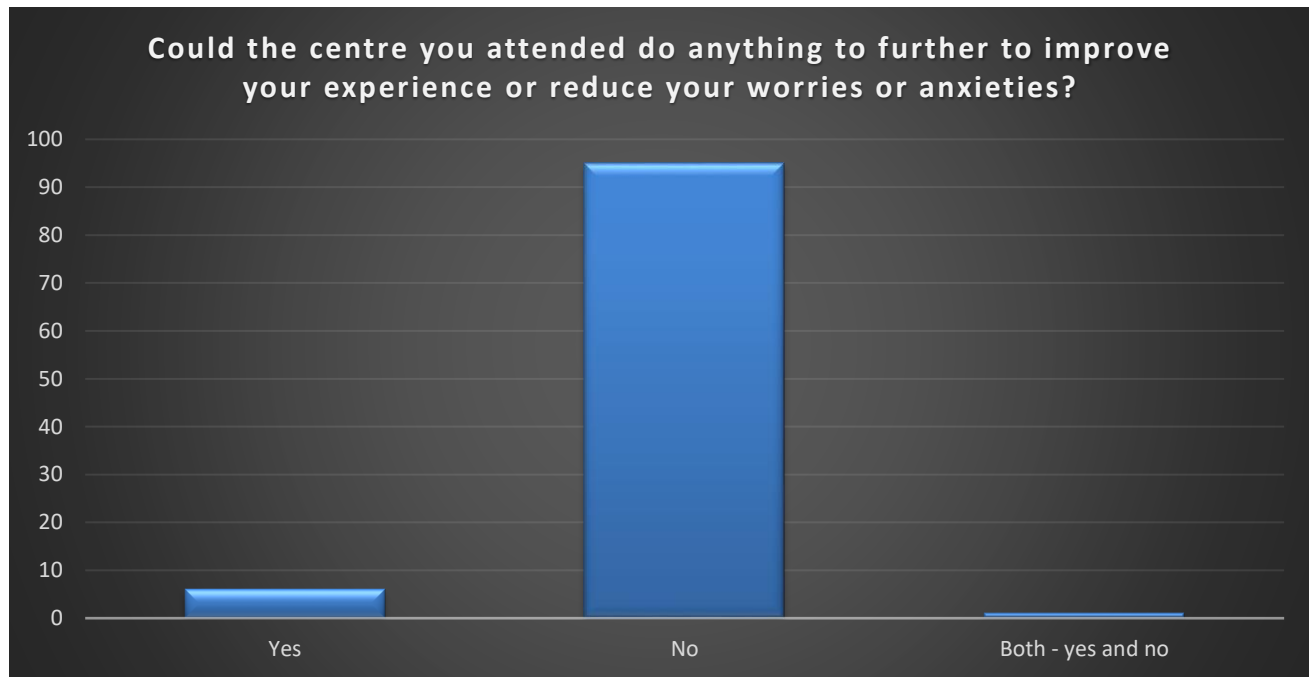
- Staff – reassuring, helpful and explaining information.
- Service was organised and felt secure.

NO:

Individual comments regarding:

- Not told until jab put in and given no choice (anxiety stated "Which vaccine I'd be offered")

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



95 people (93%) said that nothing further could be done to reduce their worries or anxiety's or improve their experience.

6 who stated "YES" gave the following individual suggestions:

- Ask if there is any concerns
- Details of which vaccine you will get
- Know in advance if you are late, you can still access
- Ability to stay with family/friends throughout the process
- Better parking (location – Horsley Woodhouse)
- Not to have "do the Twist" reminders on display to public – increases anxiety.

Any Other Comments

- "you need to sort that hospital out !!! staff attitudes from receptionists to the PA were disgusting"
- "I think Derby did this well."
- "I W add taken ill with severe anaemia and DVT and blood clots in my lungs 1 month after my second jab. I feel that the after effects of the Pfizer contributed to this I was nauseous and not able to eat much very tired and lethargic and low."
- "The only big issue was nothing to do with the centre per se but parking was really difficult around there. I had been given lifts twice and took someone else for their vaccination but if I had driven myself that part would have been really stressful."
- "A very efficient and run vaccination programme at the Derby arena."
- "Whole experience excellent. No waiting, cheerful volunteers, kind staff--well done DERBY!"
- "Wonderful--well done Derby. Thank heaven we didn't have to rely on our GP"
- "Derby arena team were fantastic both times I attended"
- "Thank you to all NHS staff and Derbyshire POLICE and COURTS staff that have helped over the years past, previously under my belt. It's nice to think great British and smile from inside my boots so thank you 🍷 very much to all the showsetters and brave up front police and courts staff and all other services that do such a big job and I'm glad that even when I've previously had the free bracelets on offer I have always allowed manners first to work for me and kept a level head and showed respect.. Thank you so much."
- "My whole family were taken aback at how well the Arena was organised, how professional the whole staff were and how easy it was to get the jab. From the staff administering the vaccines, the people

booking us in, the volunteers inside and outside and especially the person dressed in a dragon costume on the way to the carpark, who gave us a giggle. A fantastic experience that we are all so grateful for.”

- “Centre was very good”
- “Thanks to the volunteers. Every single one of you is making a difference”
- “Great service, couldn’t have been any easier.”
- “Was AZ 1st one made me ill for a week, no problem with second one, but would want to know in advance about a booster if it is suggested as not prepared to be that ill from another jab”
- “The arena was so well organised. The staff were amazing. Brilliant service all round.”