



COVID-19 vaccination programme in Bucks

What you told us in April, May and June 2021

September 2021



What was the project about?

Our [first report](#) summarised what people told us about having the COVID-19 vaccine during February and March 2021. It also included feedback from people who told us why those chose not to have it. We wanted to make sure the service was working for everyone. To do this we kept collecting feedback as the vaccine was offered to younger age groups.

What we did

We used the same online survey to ask about people's experience of:

- being invited to have the vaccine
- getting to the vaccination site
- having the vaccine.

We focused on hearing from those who:

- had received the vaccine in the previous six weeks
- were registered with a Bucks GP or had received the vaccine at a Bucks site.

We also asked people who said they'd decided not to have the vaccine for more details about that choice.

We offered to take answers over the phone if people couldn't complete the survey online.

To ensure that people's feedback could help to improve the service as soon as possible we passed key findings about sites to the Bucks Clinical Commissioning Group and Buckinghamshire Council each week.

We encouraged anyone who was out of scope of the survey to post their feedback on our website. Any comments that related to specific sites were also included in our weekly reports.

We publicised the survey through our newsletter and on social media.

We have summarised the free text feedback by theme. This gives an indication of how often a theme was mentioned rather than an exact count. People may have made a similar comment in response to different questions. Therefore, the numbers for each theme should not be added together. We have explained more about our approach in Appendix 1.

What we heard

This report summarises the feedback we received from 31st March to 30th June 2021.

We heard from:

- Group 1 - our main analysis focuses on the 1205 people who had received the vaccine
- Group 2 - responses from the 63 people who said they had chosen not to have the vaccine. To capture as many views as possible we allowed people from anywhere to answer this.

We screened out a further 407 responses. This was based on their location, where they had their vaccine or their response to our question about whether they have been to have the vaccine in the last six weeks (Appendix 2). Although out of scope for this survey we asked these people to leave feedback on our website.

A summary of who we heard from in Group 1 is below. Responses from people in Group 2 are given later in the report. Not everyone answered all the questions so the percentages don't necessarily add up to 100%. Full details are in Appendix 2. The number of responses to questions vary because not everyone answered all the questions.

Group 1 - About you

The following 'about you' questions relate to the people in Group 1. Full details are in Appendix 2. Of the 1205 people who said they'd been to have the vaccine:

- 1187 were registered with a GP in Bucks
- of those who said they weren't registered with a GP in Bucks or didn't know, 18 said they had the vaccine in Bucks and so carried on with the survey
- 1179 gave responses about their own experience and 26 were on behalf of someone else
- 602 responses were about the experience of a first dose and 603 about a second
- The majority had their vaccination in March (272), April (349) or May (398).

We also know that:

- 75% (903) identified as female and 20% as male
- 91% described themselves as 'White British' and 9% said they were from a Minority Ethnic Group. Appendix 1 explains how we grouped these results
- the median age was 53. People who responded were in the age groups 16-19 to 80+.

We asked people to tell us about their experience of having the vaccination within six weeks. This means that there was an overlap between the two reports. For example, in the April-June reporting period 272 reported their experience of having a vaccination in March.

Feedback from people who said they did not get the vaccination when they went

Three attended a site but were unable to have their vaccination. Two of them gave us more information. We heard that:

- one person couldn't have the vaccination because the site they were invited to wasn't giving the same vaccine as their first one
- the other said the GP at the site decided it wasn't safe for them to receive the vaccination due to a medical condition. They told us that, despite weekly chasing and complaints, 11 weeks had passed without them having a vaccination.

Your experience of being invited to have the COVID-19 vaccine

How were you invited to have the vaccine?

We have shown the results to this question in Table 1. People could choose more than one option for this question so the total may be more than the number of people who answered the question. There were 226 people who didn't answer the question.

How were you invited to have the vaccine?	Number of responses
A phone call from my GP	91
A text from my GP	535
A letter from my GP	26
A letter from the NHS national booking system	258
Through my workplace	94
When I had the first dose (for second dose)	92
I'd prefer not to say	15
Don't know	5
Other	236

Table 1 - How were you invited to have the vaccine?

We looked at the "Other" answers in more detail to identify a few notable groups (Table 2).

'Other' responses	Number of responses
I booked myself - online	141
Text from NHS	38
I contacted GP/Centre/NHS	9
Spare dose	9
Contacted by GP/Centre/NHS	8
Through my workplace - volunteer	7
Through my workplace	3
Other - email	3
As a carer	3
At the same time as someone else (carer)	3
I booked myself - called 119	1
N/A (7) and other (4)	11
Total	236

Table 2 - How were you invited to have the vaccine? Main 'other' responses

The “I booked myself - online” category includes 27 people who told us how they’d found out. We assumed they had then booked online.

Looking back, was there anything you think you should have been told when you were making the appointment?

Overall, 220 people responded to this question. We summarised the comments by theme. Some people commented on more than one theme, so the number of comments is greater than the number people who responded.

Of the comments:

- 67 were general positive comments
- 17 said ‘no’/‘nothing’ (which we have understood to mean they didn’t need to know anything more)
- three said they had the information from the previous dose.

“Everything was clear and everything was very straightforward.”

Figure 1 shows the top 10 specific themes from the comments about what people thought they should have been told while making the appointment. Some more details about these are below.

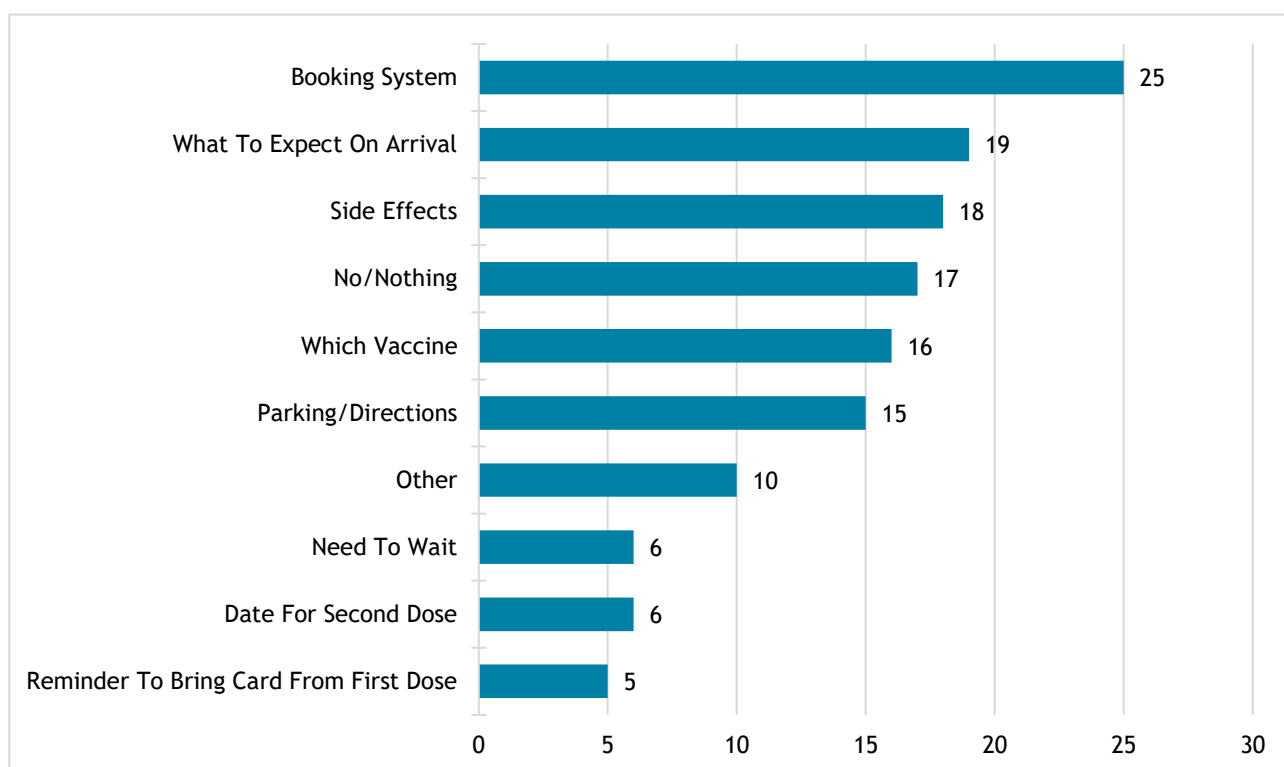


Figure 1 - was there anything you think you should have been told when you were making the appointment?

Booking system

The top specific theme was about aspects of the booking system. The comments could be summarised as wanting information about:

- how to access local sites (six)

“An explanation on why nothing local was available would have been good.”

“Could not get both appointments in Chesham, had to go to Hemel Hempstead hospital, took four weeks to book, also received a second letter. Should have been able to get vaccine locally, instead of traveling to another county.”

- how to cancel or change on online appointment (six)

“I wanted to know how to tell them that I needed a different day without declining the invitation.”

“I was sent a text asking me to try to get an earlier appointment, but this proved to be impossible as there was no way to change my appointment (only the possibility of cancelling it and then perhaps not being able to book another one). When I rang the national number, I spent 5 minutes answering the multiple-choice questions before being told “We are very busy....goodbye” and being cut off. Not impressed!”

- the two booking systems (national and local) (six)

“I didn't realize that the text was from central NHS team. It would have been good to know that this was different from the GP service and that a separate text from GP would be received later.”)

“It would have been good to be able to book both doses at the same time like the National Booking system. Different processes made it confusing.”

What to expect on arrival

There were 19 comments about the process on the day such as where to go and how to book in.

“A reminder to bring the card you received on the first jab.”

Other comments about things to expect included:

- how soon to arrive before your appointment
- that you may have to queue (outside)
- to wear appropriate clothing to have the vaccination and for the weather (in case there's a need to wait outside).

People also said it would be helpful to have a reminder to bring a facemask and take a list of current medications.

“How long I may have to wait at the vaccination centre... I would have been concerned if I was bringing my parents who cannot stand for any length of time, but I was surprised to be told it would be an hour's wait when I arrived at my booked time.” (Aylesbury, Stoke Mandeville Stadium)

Side effects

Eighteen comments were about the need for more information about the side effects of the vaccine and what to look out for.

Which vaccine

Sixteen comments were from people who would have liked to have known which vaccine they were having.

“I would like to know what vaccine I will get. I learned it only when I came to the appointment.”

“I think I should have been able to have a choice of which vaccine I received.”

Parking/directions

We also saw 15 comments that related to parking and/or directions.

“Different parking arrangements from when I had the first vaccination.”

(Aylesbury - Stoke Mandeville Stadium)

“That I would have to walk 5 mins from car park to surgery. The large car park outside surgery was reserved for disabled. That's fine. But the signage could have been clearer. I drove in and had to be told to drive off again and I saw others do likewise. Also because of additional walk I was nearly late for appointment and arrived in a bit of a fluster.” (Haddenham - JMW Vicary)

Other issues

We heard about a range of other issues that people would have liked information about. The top 10 included:

- the date for the second dose (six)
- about the need to wait (after having the vaccination) (six)

“I could have been given information in advance... [I should have been told] That I needed to wait for 15 mins after and whether I should have arrived bang on time or slightly early.” (High Wycombe, Adams Park)

A few people also mentioned:

- the need to bring identification or NHS Number
- being surprised that the venue [for the second vaccination] might change

“That the second appointment may not take place in the same location as the first one.” (Stoke Mandeville Stadium - Guttmann Centre / Bowls Centre (National bookings / 119)

- concerns that the invitation or text message was a scam (three)

“No, all good except slight initial concern that text message was a hoax.” (Burnham Health Centre)

“As an IT guy, I thought the text message was suspicious. Initially thought it was a phishing scam, I would have preferred someone call me to notify me of an appointment and then let me know of a text message.” (Winslow Health Centre)

- wanting to know how much time to allow if someone has tested positive or had Covid (two)

Other comments highlighted specific information. These included:

- when to give blood in terms of advice pre or post vaccine.
- reassurance about having second dose somewhere else

“I had my first dose somewhere else (Stoke Mandeville Stadium) through work. On the text from my surgery, inviting me for my second dose with them, it would have been good to be reassured that having the second dose elsewhere would be fine (and that it was the same vaccine - in my case Pfizer).” (Chesham Town Hall)

- when someone is fully protected
- that a relative could have a dose at the same time.

Comments about drop in clinics

We identified some comments about the drop in clinics that were introduced during the time we ran this survey.

“Only request would be for clearer, more widespread info about Stoke Mandeville doing drop in vaccinations this weekend (11-12 June). We could've gone for our 2nd jabs and helped.”

“The one thing that let the whole process down was actually finding the information about walk ins being offered. I could not locate any of this information on line. A friend let me know. At the test [centre] everything was exceptionally well organised and I couldn't praise them enough.”

We looked more closely at the responses based on several factors (such as age, which dose people had and when they had their vaccination). We saw:

- strong evidence of a difference based on when people had their vaccination. We found that people who had their vaccination before the end of March were more like to comment on “**What to expect**”. However, we didn't find a difference based on which dose they told us about. This suggests that people were more aware of what to expect as the vaccination programme progressed.
- strong evidence of a difference in the “**Side effects**” theme based on which dose people told us about or based on their age. People on their second dose or over 55 were less likely to mention side effects. Since people over 55 are likely to be on their second dose these findings may overlap.
- very strong evidence of a difference in the “**Which vaccine**” theme based on which dose people told us about or based on their age. People on their second dose or people over 55 were less likely to mention which vaccine they were given. Since people over 55 are likely to be on their second dose these findings may overlap.

Your experience of having the vaccination

Where did you have (this dose of) the vaccine?

Most people we heard from (1145) said they had received their vaccine at a national or local site and 46 said they'd had it at work. The 'At work' category includes people who said they'd had the vaccination because of the work they do and volunteers. We amended some of the Guttman site responses that were before the service moved there on 26th April.

We asked people who said they'd had the vaccine at a national or local vaccination site where they had the vaccine. Table 3 shows the results by type of site. The responses for each site are given in Appendix 2.

Overall, about 49% (562/1145) of people had visited a local GP-led site and 38% (435/1145) had gone to a national site. This was a change from the previous reporting period when about 65% (1998/3085) had gone to a GP site and 29% (896/3085) to a national site.

Another difference was the wider range of ‘out of county’ sites that people had attended in this quarter. This time about 16% said they went to an ‘out of county’ site compared with 8% (246/3085) last time.

Site	Number of responses
Local GP-led site	562
National - pharmacy site	266
National - mass vaccination site (Bucks)	126
Other	137
National - mass vaccination site (out of county)	43
No Answer	11
Total	1145

Table 3 - Please tell us which site you went to for (this dose) of your vaccine

Getting to the site

Were you given any information about how to get to the vaccination site?

We found that 46% of those who responded (537/1158) said they had been given information about how to get to the site.

We then looked more closely at the responses by the type of site in Bucks (ie GP-led site, a national pharmacy-led site or national mass vaccination site).

We saw strong evidence of a difference. People who went to a local GP-led site were less likely to say they were given any information about how to get to the vaccination site (Figure 2).

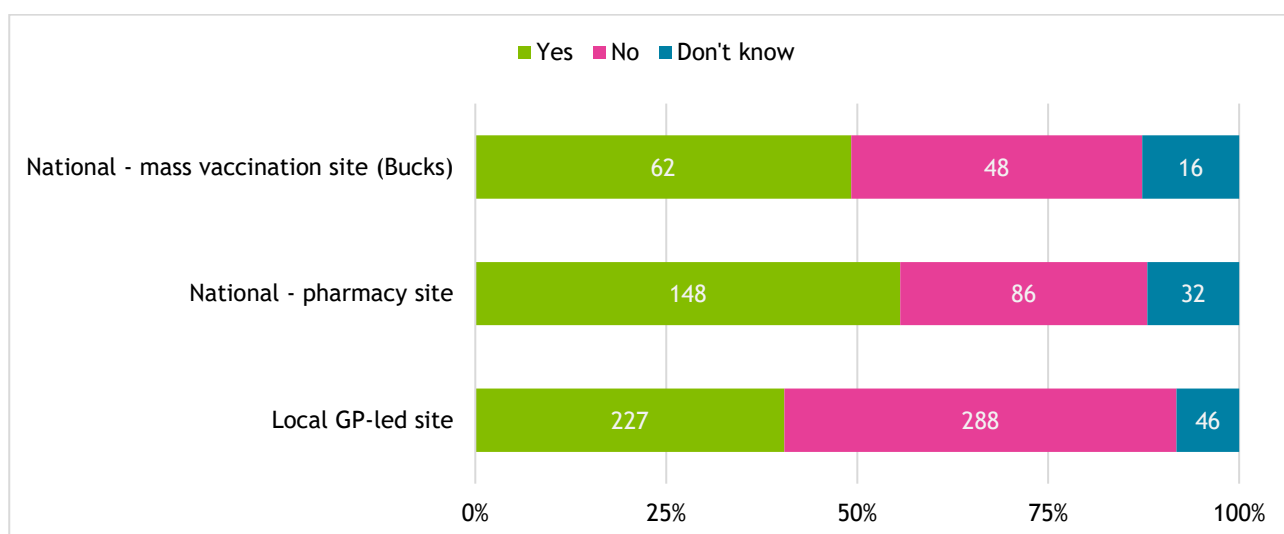


Figure 2 - Were you given any information about how to get to the vaccination site?
By type of site

If yes, how would you rate the information you were given?

We asked the people who said they'd been given information how they would rate it.

Of the 536 who answered this question:

- 92% (493) said the information was either “excellent” or “good”
- 7% (40) “OK” or “poor”.

Were you given any information about what to expect at the vaccination site?

About 45% (517/1151) said they were given information about what to expect at the vaccination site.

When we looked more closely at the responses by type of site in Bucks we saw strong evidence of a difference. We found that people who went to a local GP-led site were less likely to say they were given any information about what to expect (Figure 3). We also saw differences between GP-led sites. The percentage of people who said they were given any information about what to expect varied from 64% to 32% depending on the site.

As in our previous report, two-thirds of people that went to Buckingham Community Centre, said they received information on what to expect. This was the highest across the sites.

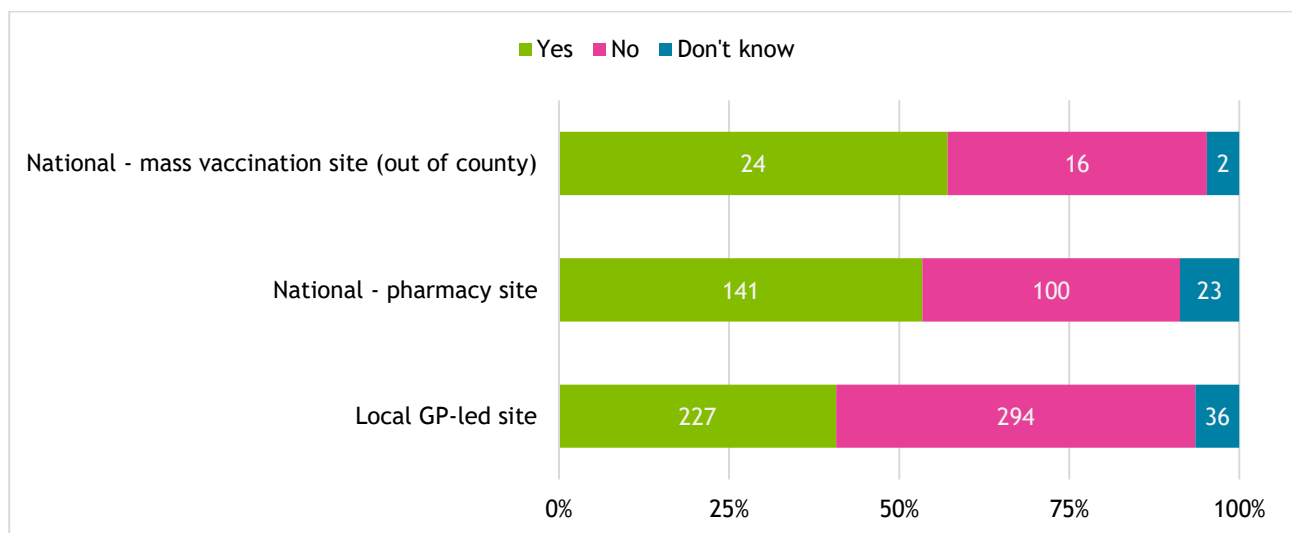


Figure 3 - Were you given any information about what to expect at the vaccination site?
By type of site

If yes, how would you rate the information you were given?

We asked people who said they'd been given information about what to expect how they would rate it. Of the 512 who answered:

- 95% (487) said the information was either “excellent” or “good”
- about 5% (25) said it was “OK” or “poor”.

We compared responses based on how they were invited to have the vaccine (Figure 4).

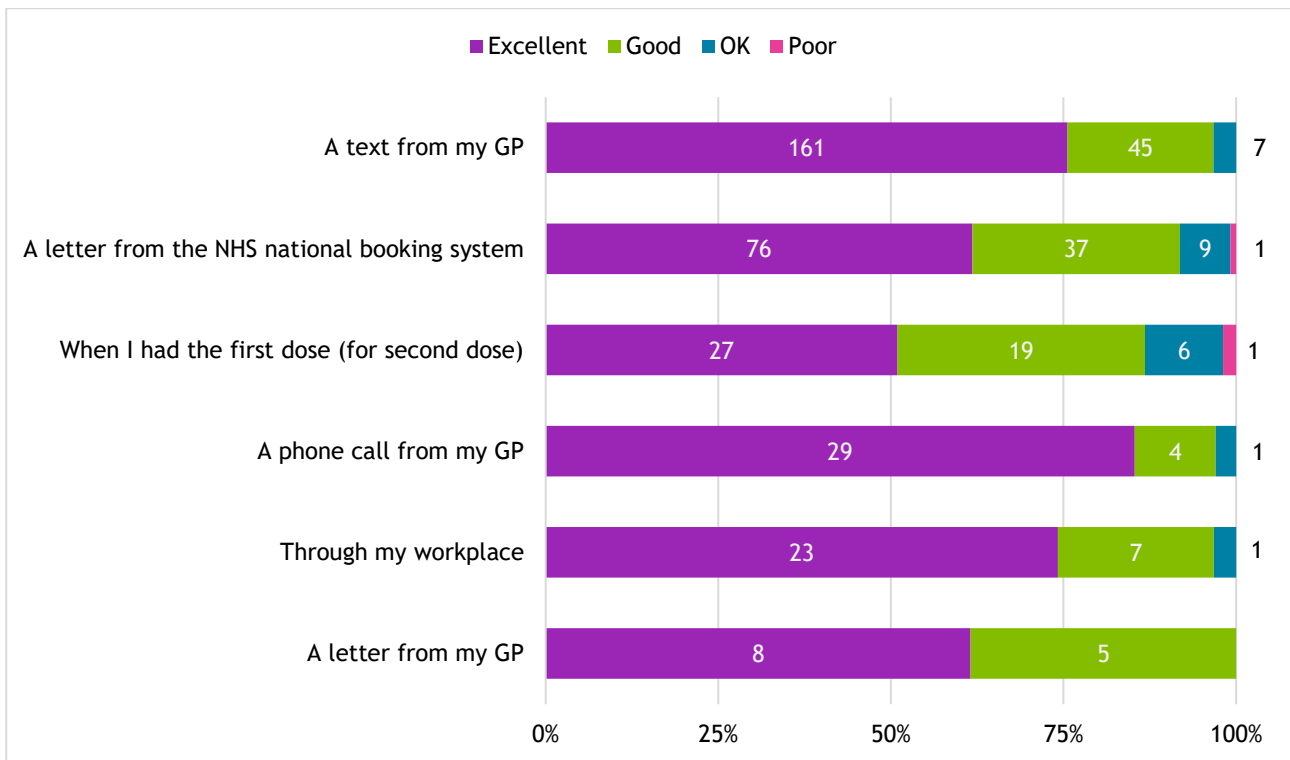


Figure 4 - How would you rate the information about what to expect at the vaccination site? By how people were invited to get the vaccine

We also compared responses based on the type of site the person attended (Figure 5). When we looked more closely we saw a big difference by site. More people who went to local GP-led sites rated the information as “excellent” than the other sites.

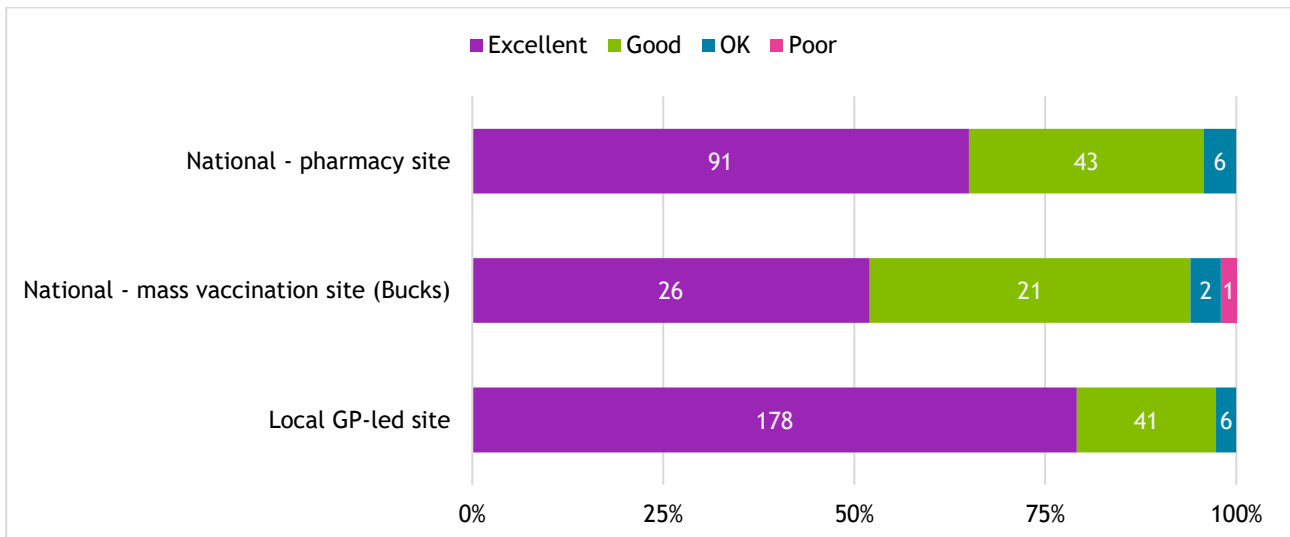


Figure 5 - How would you rate the information about what to expect at the vaccination site? By which site people attended

How easy was it for you to get to the vaccination site?

We then asked how easy it had been for people to get to the vaccination site.

Of the 1147 people who answered this question:

- 97% (1108/1147) said it was “very easy” or “easy”
- 3.4% (39/1147) said it was “difficult” or “very difficult”.

We asked the people who said it was “difficult” or “very difficult” to get to the site to tell us more. Thirty seven people gave us their views. We have summarised their comments by theme. The top 10 themes are shown in Figure 6. As before some people commented on more than one aspect so there were more comments (48) than people who responded. Further details of the most common themes are summarised below.

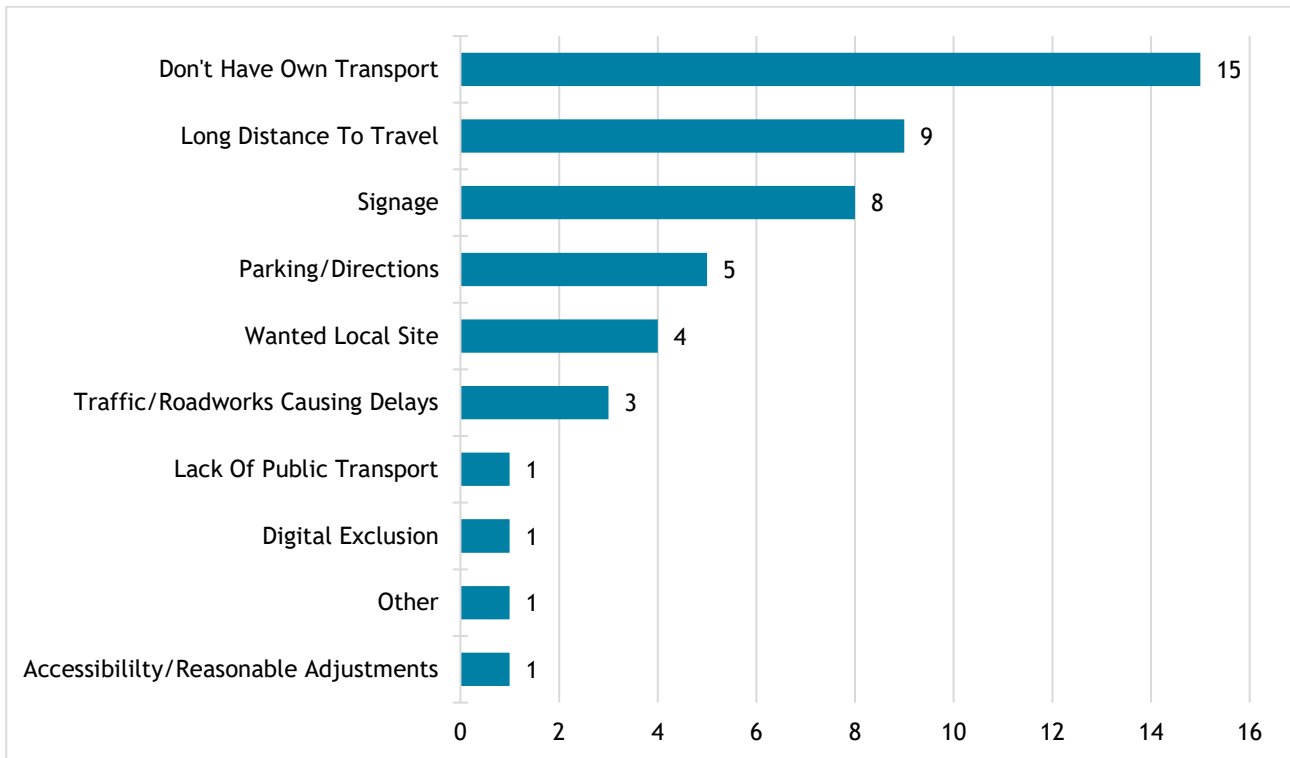


Figure 6 - If it was “difficult” or “very difficult” to get to the vaccination site please tell us more

Lack of own transport

Fifteen comments were about difficulties arising from people not having their own transport. For example:

- seven people said they had to rely on someone else to take them
- two comments mentioned having to take public transport and another two mentioned the lack of public transport

“Am blind, should have been able to go local and not travel.” Aylesbury - Bucks New University

- two people said they needed to take a taxi. Another person mentioned the cost of having to get a taxi.

“Taxi cost £30 from Marlow last time. Too expensive to do again. Bus stop too far for me to walk from to Adams Park, and no signs showing way. No information about how to find centre given. Not everyone has the internet. I don't. My neighbour is helping me.” (High Wycombe - Adams Park)

Long distance to travel

Another common theme was the distance people had to travel to get to a site.

“No locations were available locally within a 3 week window. So I had to travel for an hour to St Albans.”

“... [I should have been told] that my 2nd dose would be moved to another venue. I did not want this to happen... I had to drive to this venue, I did not need to drive to the first venue. I recently had eye surgery and don't have new glasses yet so think I should have been able to go to the 1st venue again.”
 (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

Four comments were from people who would have liked a local site.

“Difficult. I should have been able to get somewhere closer.” (Marlow - Lunar House, Globe Park)

“I didn't know Slough at all and the traffic was extremely heavy and it was not easy to find the venue , or to find the way away from it afterwards. I would have much preferred a venue in Bucks, but it wasn't available.” (Salt Hill - Slough)

We looked more closely at the responses based on several factors. We saw very strong evidence of a difference based on whether people were classified as “Vulnerable” (see “More about our approach” in Appendix 1). These people were more likely to mention not having their own transport as a problem.

Having the vaccine

Overall, how organised was the process of getting the vaccine?

Most people said the process of getting the vaccine was either “excellent” or “good”.

Of the 1169 people who answered the question:

- 96% (1119) said the process was “excellent” or “good”
- 4% (50) said it was “OK” or “poor”.

“It all ran so smoothly I can't think of anything to improve my experience.”
 (Chesham - Chess Pharmacy)

We then looked more closely at the responses by the type of site in Bucks (ie GP-led site, a national pharmacy-led site or national mass vaccination site). Although a high percentage of people said the process was “excellent” or “good” for each type of site, there was a statistical difference between responses by site. People who went to a GP-led site were more likely to say they had an “excellent” or “good” experience (Figure 7).

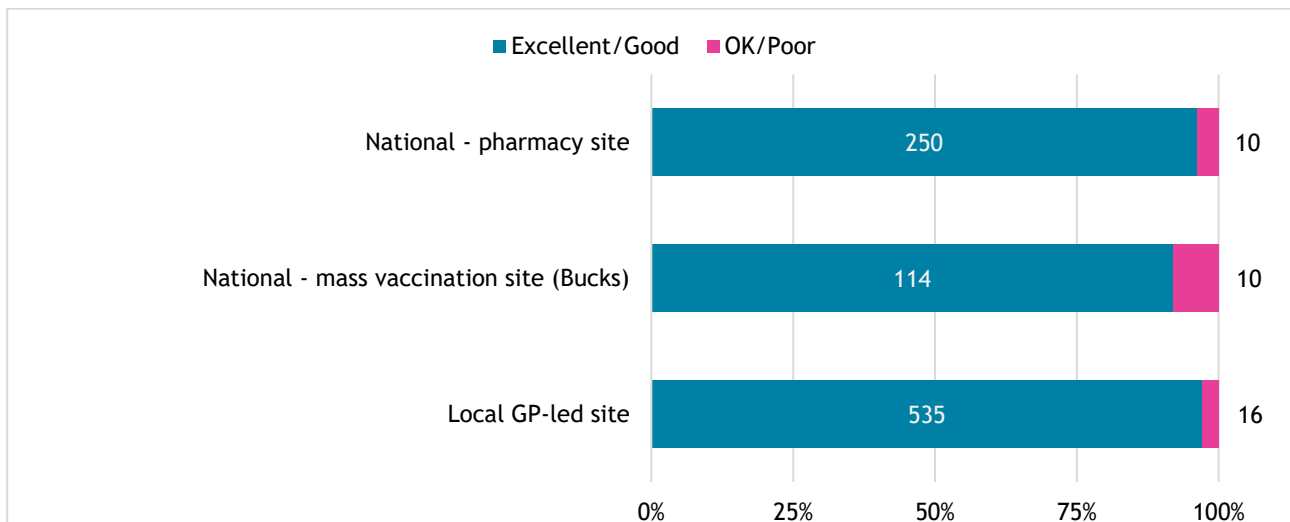


Figure 7 - Overall how organised was the process of getting the vaccine? By type of site

Please tell us about anything that could have been done better

We asked people to tell us things that could have been done better. Overall, 214 people left comments.

There were 71 general positive comments as well as one general comment and 18 people who said “nothing” - which we have understood to mean nothing could have been done better).

“Nothing - was quick, efficient and all the helpers guided me at every stage.”
(High Wycombe - Adams Park)

It was fine. No problems. Polite, friendly staff.” (Princes Risborough Community Centre)

The top 10 specific themes are shown in Figure 8.

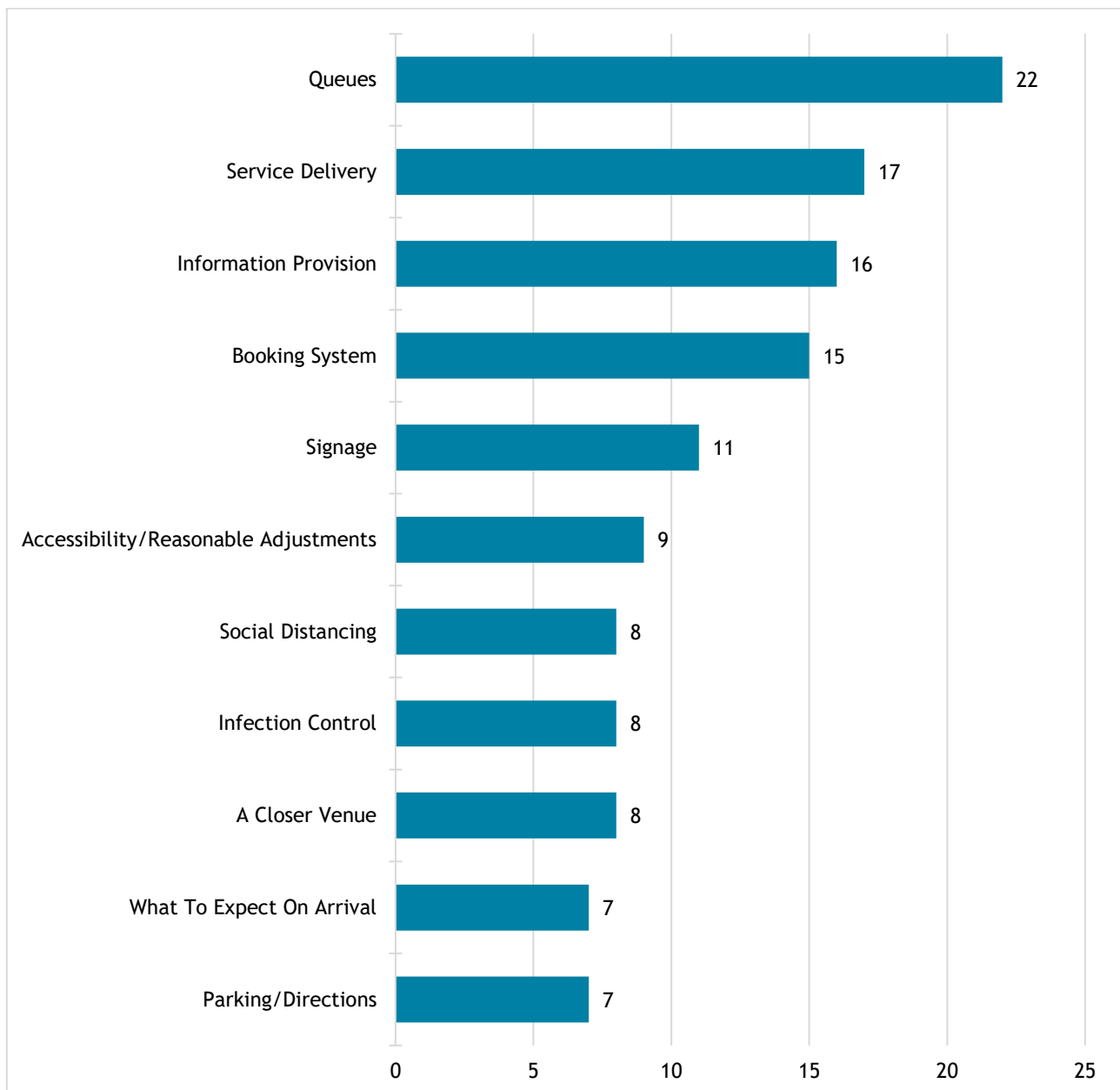


Figure 8 - Please tell us about anything that could have been done better

Queues

The top theme related to aspects of queuing at a range of sites.

“more vaccination points [needed] as there were only 3 in use when I went there, resulting in a queue of over 50 people in front of me.” (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

“[Need a] quicker process. I was there for about 1:20hrs from when I started queueing to when I walked out the centre door.” (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

“Have somewhere to wait outside if you don't have a car. They ran 40 mins late. That's a long time to stand at 84.” (High Wycombe, Adams Park)

A few mentioned queuing in the cold.

“Not having to queue outside in the freezing wind for 25 minutes with the other over 80 group. Too many people given same time. VERY impressive once inside the building. 1st appointment no waiting at all.” (High Wycombe - Adams Park)

Service delivery

We summarised 17 comments under this theme. Many also reflected the busy nature of some sites. It included comments about:

- administration at the site (six)

“It could be better organised. When you get to the desk you have to then wait for a space in the jab line which your competing with the others at the desk all trying to get in the line!” (Stoke Mandeville Stadium - Guttman Centre / Bowls Centre (National bookings / 119))

“A very confusing queueing system was in place where people were pulled out of the queue to register and then put back, but the queue closed up in the meantime so people were left hovering with no clear idea of who was next.” (Haddenham - JMW Vicary)

There were also comments about:

- the site being too busy
- too many people waiting to be vaccinated
- not enough people vaccinating.

“[Needed] A few less people in the time slot - car park full and running out of chairs.” (Chalfont Community Hospital)

“Appointment times should be honoured rather than being first come first served.” (Buckingham - Jardines)

Information provision

The 16 comments in this theme covered a range of issues including wanting information about:

- which vaccine
- side effects

- the need to wait (after having the vaccination).

“I had a question about effects/ risks if I would become pregnant and the staff struggled to provide a reasonable answer.” (Buckingham Community Centre)

A few people also said they would have liked information or the leaflet before vaccination or in advance.

“... Leaflet on vaccine only given after jab so no chance to read/ask any questions first.” (Wing, Jardines)

We looked more closely at the responses based on several factors. We saw strong evidence of a difference based on gender. People who identified as female were more likely to mention information provision.

Booking system

The booking system was mentioned in 15 comments. We commented in more detail on this under an earlier question.

“I got a text stating I could bring my 2nd date forward, but the only option on the website was to 'cancel' the appointment, which I was not going to do in case I could not get a sooner date.”

Signage

We saw 11 comments about signage to the site or at the site itself.

“Signs were not clear and 2 other women and I walked in the wrong direction because of this...” (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

Bigger clearer sign stating which entrance to use for GP Practice, some people weren't listening when told which entrance by the check in marshals.” (High Wycombe, Adams Park)

“Signposting of the pedestrian entrance. There's no signage on way to site until you are on top of it, which is no good if you can't access Google maps or similar for directions. There was a "footpath closed" sign where you would normally access the site, but no directions on where you should go instead. It is always better not to mix traffic and pedestrians.” (Marlow - Lunar House, Globe Park)

“The drop off point is on a very busy 2 lane road there were no signs to indicate the drop of point , and no information regarding there being a drop off point.” (Aylesbury - Bucks New University)

Accessibility/Reasonable Adjustments

We had nine comments under this theme. These included feedback about:

- the need for seating
- the need for reasonable adjustments for people with specific needs.

“The vaccination was faultless but the revised parking arrangements made it difficult as I needed a blue badge space. I parked in one and had unloaded the wheelchair but was then forced to move to another area which was a quite long hard push from the vaccination site especially on the way out as it was all uphill.” (Stoke Mandeville Stadium)

Other themes included:

- social distancing

“Too many staff milling around - some getting closer than they should.”
(Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

- people wanting a closer venue
- infection control

A few people mentioned privacy/patient confidentiality issues

“... people had to sit and wait inside a room with about 20 others watching others get jabbed. No screens, which actually would have made me run a mile if I was worried by needles... I know they were trying to be subtle, but I wasn't crazy about the fact I had to say I wasn't pregnant or anything in front of a load of random people and give my address etc with several local fellas sat next to me... Might sound wussy but this would have put me off going...something to think about with younger folk maybe.” (High Wycombe - Adams Park)

Were you given information on the day about the vaccine?

We asked if people were given information on the day about the vaccine.

Of the 1174 who responded:

- 90% (1064) said “yes”
- 8% (99) said “no”.

If yes - How would you rate the information you were given?

We heard from 1055 people who said they'd been given information and answered the question. Of these:

- 95% (998) said the information was “excellent” or “good”
- 5% (55) said it was “OK” or “poor”.

A high proportion of people rated the information as “excellent” or “good”. However, we found a significant increase in the number of people saying “OK” or “poor” compared with results in our first report.

Did you feel safe and protected during your vaccination?

When we asked if people felt safe and protected during their vaccination. Of the 1169 people who answered the question:

- 97% (1136) said “yes”
- 1.45% (17) people said they didn't feel safe and protected during their vaccination
- 1.37% (16) said “Don't know”.

Were you treated with respect when you had the vaccine?

Were you treated with respect when you had the vaccine?	Number of responses
Yes	1161
No	6
Don't know	3
Total	1170

We asked if people felt treated with respect when they had the vaccine. Of the 1170 people who answered:

- Most (99% - 1161) said “yes”
- Six people (0.5%) said they didn’t feel respected.

The six told us more about why they said this. Their comments could be summarised as:

- staff attitude and training (four)

“I felt like I was in a cattle market, herded from one place to another. Tried to ask a question but was treated very rudely.”

- eligibility for the vaccine
- patient choice/suitability of vaccine.

“Given the history in my family I think I should have been involved more in which vaccine I had.”

Were you given a record card with the date of your vaccination and which vaccine you had?

Nearly everyone who answered this question (1162/1165) said they had been given a card. Only three said “no”.

Is there anything else you'd like to tell us about having the vaccine or the information you were given?

Overall, 395 people gave us further feedback. We summarised this by sentiment and theme. As before some people commented on more than one theme so the number of comments is greater than the number of people who responded.

Positive sentiments

There were 70 general positive comments or general comments.

“Pass on our thanks to everyone involved.” (Marlow - Lunar House, Globe Park)

“I had the vaccine on Bank Holiday and was surprised the centre was still open so long and everyone pleased to be giving this service on their holidays. Well done and thank you.” (Aylesbury - Stoke Mandeville Stadium)

A couple of the positive comments were about the drop-in clinics.

“I went to the drop-in clinic and it was excellent and very efficient and fast.”
Stoke Mandeville Stadium - Guttman Centre / Bowls Centre (National bookings / 119)

The top 10 specific themes with a positive sentiment are summarised below.

Service delivery

Most comments (137) were about how well and efficiently the service was delivered.

“Was well organised, clear what I should expect when I got there and efficiently done.” (High Wycombe - Adams Park)

“A fantastic service all round, couldn't be happier or more grateful, brilliant teamwork at the centre.” (Winslow Health Centre)

“A massive Thank You to all NHS staff and volunteers for making this happen so quickly. As a walk [in] with no appointment for my second, it took less than 15 minutes between completing my form and having the vaccine.” (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

“It was amazing - ran like clockwork. The volume of patients they were getting through was amazing.” (Burnham Health Centre)

“Excellent service from volunteers and nurses.” (Buckingham - Jardines Pharmacy)

Staff attitude

We saw 113 comments that mentioned the great staff attitude at the sites. Of these 46 mentioned the volunteers.

“The staff and volunteers involved were very professional and helpful. There were always people available to check I knew where to go. I also watched the video clip about the vaccination site so knew what to expect.” (Aylesbury, Stoke Mandeville Stadium, Guttman Centre)

“The whole experience was made very pleasant by the staff / volunteers at the centre. Minimal waiting time, cheerful atmosphere and efficient process. Very well done!” (Chesham Town Hall)

“This was quick and efficient well done to all staff and volunteers” (Aylesbury, Bucks New Uni)

“Great set of volunteers and well organised.” (Haddenham - JMW Vicary)

“Amazing people, efficient, very friendly and reassuring. Cannot fault any of the process.” (Marlow - Lunar House, Globe Park)

Information provision

We had 24 comments that we summarised under this theme. People made positive comments about the information they’d had for example, on:

- what to expect
- the side effects
- the need to wait (after having the vaccine)
- the detailed information/leaflet.

“I’m pregnant so they took me through all the information first and answered any of my questions.” (Stoke Mandeville Stadium - Guttman Centre / Bowls Centre (National bookings / 119))

“Staff were very friendly and gave additional advice around pain relief and looking after yourself post-vaccine, which was appreciated.” (Aylesbury Odeon Cinema)

Other themes mentioned by a few people included:

- not having any side effects

“The procedure was carefully executed as to safety and very smooth, I was given all the appropriate instructions and advice by the vaccination operative, after receiving a painless injection, was given a ticket with an exit time from the waiting area. I suffered no after effects for both vaccinations, I am 80 years old and in reasonable good health and no issues, altogether a very smooth and efficient service, I give my thanks to ALL concerned, which included the Doctors and some of the staff from my local Surgery.” (Chalfont Community Hospital)

- staff training

“As a needle phobic this was a massive deal for me and all the staff were amazing and made me feel as comfortable as possible. Going to get the second one will still be a massive deal but I know that I will be looked after.” (Stoke Mandeville Stadium - Guttman Centre / Bowls Centre (National bookings / 119))

- four people mentioned some accessibility/reasonable adjustments that had been made at sites

“The lady who did my jab and my husbands was very caring, I told her he had vascular dementia, hearing loss etc and we were kept together. Quick but so pleased to have had the second jab. Thank you.” (High Wycombe, Old Town Hall)

“The staff at Buckingham Community Centre were brilliant and made me feel at ease - I have a needle phobia and they were all so kind and understanding. The experience was so much easier thanks to the people there.” (Buckingham Community Centre)

- being treated with respect

“It was all excellent the volunteers were very kind and helpful, I was in and out and treated with courtesy.” (High Wycombe - Old Town Hall)

- feeling safe

“Very efficient and well organised, felt safe and valued.”(Marlow - Lunar House, Globe Park)

“Fabulous - safe, quick, very efficiently organised” (High Wycombe - Victoria Pharmacy)

Negative sentiments

We also looked at the themes with a negative sentiment in more detail. A summary of these is shown in Figure 9.

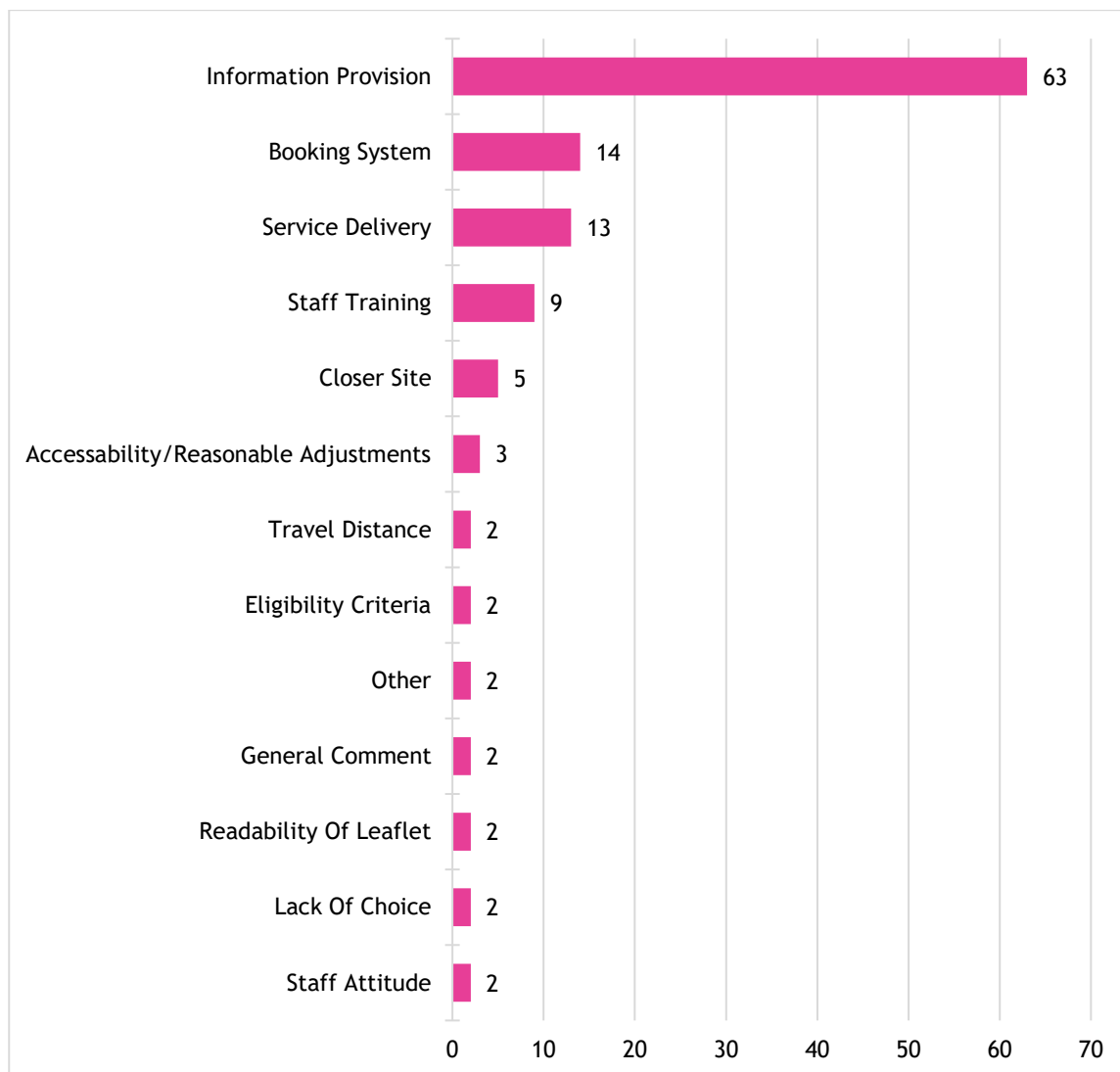


Figure 9 - Is there anything else you'd like to tell us about having the vaccine or the information you were given? - Negative sentiments

Information provision

This theme had the most comments (63) and covered a range of issues including information about:

- the need to wait (after having the vaccination)
- the date for the second dose
- which vaccine people were having and the side effects

“I would have liked to know what I need to look out for after the vaccination and when I should worry. I had severe anxiety with all the information that was leaking through after I was vaccinated.”

“There should be more information about the side effects.”

- the vaccine

“The information sheet I was given after receiving the vaccine looks like it was supposed to be given out in advance. It was also quite a technical document, which is fine for me but I suspect many of the public would have struggled to read or understand it.” (Aylesbury, Bucks New Uni)

A couple of people said that the side effects meant they may not get another dose.

“I regret having it as felt like I was dying the next day. I may not go back for y second jab.”

“I had an extreme reaction to the vaccine having [attended in] good health I am still suffering and unable to return to work do not ask me to have a third.”

Booking system

There were 14 comments in this theme that reflected the concerns summarised earlier in the report (eg access to local sites, the two booking systems and the need to cancel an appointment rather than rearranging it).

Service delivery

We saw some negative comments (13) about aspects of the service delivery. This included feedback about queues.

“It was busy when I arrived, and I had to queue outside, fortunately it wasn’t raining. Customers for the pharmacy and people waiting for their vaccination we’re all stood in the same queue not sure what to do. Maybe 2 separate queues with signs indicating where to queue for vaccination and the pharmacy might help.” (High Wycombe, Victoria Pharmacy)

Staff training

This theme had nine comments. These included people mentioning they weren’t asked about medical conditions/histories and vaccination technique.

We looked more closely at the responses based on several factors. We saw very strong evidence of differences for the “**Information provision**” theme for three factors - age, dose and when they had the vaccine. People were more likely to mention information provision if:

- they were under 55; or
- they were receiving their first dose; or
- they were telling us about an experience before the end of March 2021.

We also found strong evidence of a difference for the “Side effects” theme based on age. People were more likely to mention side effects if they were under 55.

Neutral sentiments

We also have 41 comments that mentioned the side effects that people had experienced.

Group 2

Could you tell us more about why you chose not to have the vaccine?

If people decided not to have the vaccine, we were interested to find out why. To capture as many views as possible we allowed people from anywhere to answer this question, but we did ask for demographic information.

Sixty three people said they had chosen not to have the vaccine. Of these 52 told us more about their decision. We have summarised the reasons they gave below by theme (Figure 10). Some people gave more than one reason so the numbers are greater than the number of people who left comments.

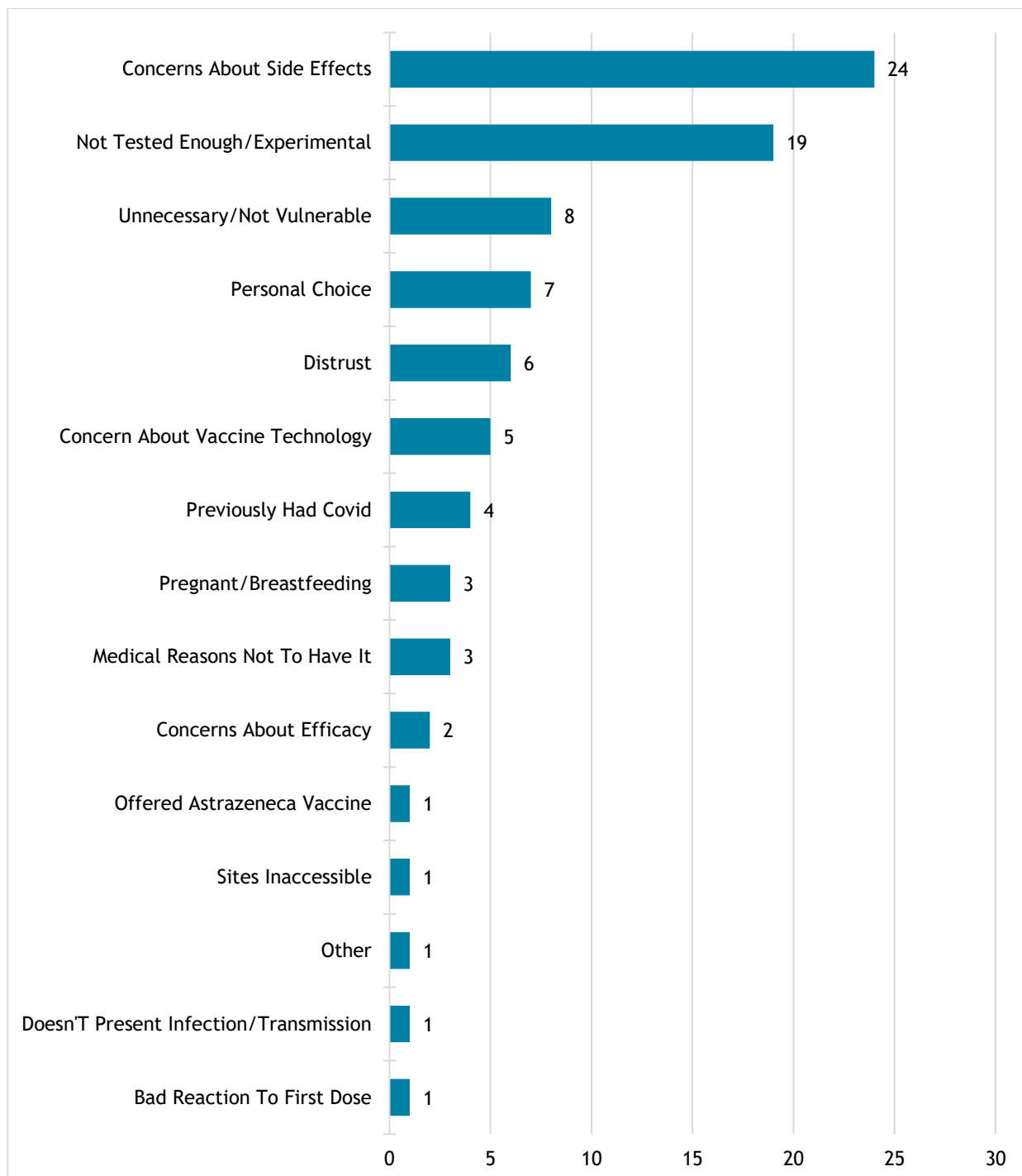


Figure 10 - Could you tell us more about why you chose not to have the vaccine?

Concerns about the side effects

This was the most common theme mentioned in 22 comments. Some may have reflected concerns publicised in the media at the time. For example, blood clots and fertility/reproductive health were mentioned by a few people).

“Too scared. Know too many people who have had blood clots and died or been hospitalised after it”

“Concerns over fertility.”

Not tested enough/experimental

We summarised 19 comments under this theme.

“I will wait until the trial is completed and then make a decision.”

“Lack of data/trials on how it will react to a specific medical condition I have. It has not completed a ‘full’ trial and only been awarded emergency use, so therefore I do not consider it ‘safe’. I have read all the data and not happy it has been put through long enough safety trials as it is a new technology.”

A wide range of other issues were raised. These included:

- unnecessary /not vulnerable - some people commented that they weren’t at high risk and wanted to wait. Others also mentioned they had already had COVID

“Waiting to see the effects it has on anyone else. Would really rather not have it as I’m young and see it as unnecessary and potentially risky especially as I have not had children yet.”

- personal choice

“Because I don’t feel comfortable taking it.”

- distrust - for example the need for a vaccine and the process by which it had been approved

“My body, my choice. I don’t trust the government after all its lies and U-turns. The risks outweigh the benefits for me. The extreme pressure to have the vaccine makes me very suspicious of the intentions behind it. Concerns about lack of sufficient testing, impact on fertility, long-term effects and bodily autonomy.”

- concern about vaccine technology

“It is not a vaccine in the usual use of the word. It is entirely experimental at this stage and as a child my reaction to a new pertussis vaccine has caused life time asthma. There are other reasons related to side effects and the use of foetal material in the genesis of what is more accurately described as a gene manipulation therapy.”

- Pregnant/breastfeeding

“I’m breastfeeding and the pertussis vaccine gave my baby huge food intolerances so it’s worrying for me that this vaccine could also do her damage. I hope to stop breastfeeding soon and when I do, I will get Pfizer only.”

- Medical reasons not to have the vaccination

“I have severe allergic reactions. I moved to the area in 2020 but my GP is yet to receive my medical records. Until they receive them they will not tell me if the vaccine is safe or which one I can / should have. Until then, I will not be having it.”

We looked more closely at the responses based on several factors. We saw strong evidence of a difference based on whether people were classified as “vulnerable” (see “More about our approach” in Appendix 1). These people were more likely to mention the vaccine being unnecessary.

Our conclusions

What people told us about having the vaccine

Our first report summarises the feedback we received in February and March. This report looks at the feedback submitted from 31st March to 30th June. We heard from fewer people during this period compared with our first report.

There was an overlap between the reports in relation to when people had their vaccinations. In our first report 1244 had their vaccination in March and this report includes feedback from 272 people who had their vaccination in that month. Although younger age groups were vaccinated during this period the median age was 53 compared with 58 for the last report. This is because people could give us feedback about having the vaccine up to six weeks before so we still heard from people in the older age groups.

Key findings

Key findings from response to questions

Overall, despite the lower number of responses, we saw a similar pattern. Most people we heard from were very positive about their experience. This included a high proportion (95% or higher) who said:

- the process of getting the vaccine was either “excellent” or “good”
- the information about what to expect was either “excellent” or “good”
- it was “very easy” or “easy” to get to the vaccination site
- the information given on the day about the vaccine was “excellent” or “good”
- they felt safe and protected during their vaccination
- felt treated with respect when they had the vaccine.

Almost everyone said they had been given a vaccination card.

When we looked more closely at the results we saw some differences. We have set these out below by question.

Where did you have (this dose of) the vaccine?

About half (51%) of people had visited a local GP-led site and 40% had gone to a national site. As we would have expected, this was a change from the previous reporting period when about 65% had gone to a GP site and 29% to a national site. People also went to a wider range of ‘out of county’ sites in this quarter.

Were you given any information about how to get to the vaccination site?

Forty six percent of those who responded said they had been given information about how to get to the site. People who went to a local GP-led site were less likely to say they were given any information about how to get to the vaccination site. We found the same in our first report.

Were you given any information about what to expect at the vaccination site?

People who went to a local GP-led site were less likely to say they were given any information about what to expect. We also saw differences between GP-led sites. The percentage of people who said they were given any information about what to expect varied from 64% to 32% depending on the site.

How would you rate the information about what to expect at the vaccination site?

More people who went to local GP-led sites rated the information about what to expect at the vaccination site as “excellent” than the other sites.

How easy was it for you to get to the vaccination site?

People who said it was “difficult” or “very difficult” to get to the site told us more. Those we classified as “vulnerable” were more likely to mention not having their own transport as a problem.

Overall, how organised was the process of getting the vaccine?

People who went to a GP-led site were more likely to say they had an “excellent” or “good” experience.

Key themes

Further analysis

Again, the themes that emerged from the comments were similar to those in our first report. We did see some differences when we looked more closely at the themed responses based on several factors (such as age, which dose people had and when they had their vaccination).

Anything you think you should have been told when you were making the appointment?

We found that:

- people who had their vaccination before the end of March were more likely to comment on “**What to expect**”. However, we didn’t find a difference based on which dose they told us about. This suggests that people were more aware of what to expect as the vaccination programme progressed.
- people on their second dose or over 55 were less likely to mention **side effects**. Since people over 55 are likely to be on their second dose these findings may overlap.
- people on their second dose or people over 55 were less likely to mention **which vaccine** they were given. Since people over 55 are likely to be on their second dose these findings may overlap.

Please tell us about anything that could have been done better

We found that people who identified as female were more likely to mention **information provision**.

Were you given information on the day about the vaccine?

A high proportion of people rated the information as “excellent” or “good”. However, we found a significant increase in the number of people saying “OK” or “poor” compared with results in our first report.

Is there anything else you'd like to tell us about having the vaccine or the information you were given? - Negative sentiment themes

People were more likely to mention **information provision** if:

- they were under 55; or
- they were receiving their first dose; or
- they were telling us about an experience before the end of March 2021.

People were more likely to mention **side effects** if they were under 55.

Some comments may reflect concerns expressed in the media during this period. This could include comments about the which vaccine people were having and side effects. There was also a period of cold weather which may have contributed to some of the concerns about queuing.

'You said, we did' feedback

We continued to send a weekly summary of the feedback to the Clinical Commissioning Group (CCG) and the Bucks Vaccination Cell so it reached the service as soon as possible. The CCG told us about changes some sites had made as a result of the feedback. It was great to see some feedback was picked up on Bucks CCG website. For example, in June we saw the following advice:

- please wear clothing that gives easy access to your non-dominant arm ([Walk in vaccine clinics: Grab a Jab in Aylesbury | Buckinghamshire CCG](#))
- please be aware you may have to queue for a short while ([Local COVID-19 vaccination updates | Buckinghamshire CCG](#)).

We also heard through the survey that sites have been acting on feedback they've received. One person commented that:

"It was good to see that feedback comments after the first vaccine (eg better spacing of post jab 'resting' chairs) had been actioned." (Chesham - Town Hall)

We also shared people's positive comments on social media.

Our recommendations

Positive feedback

As with the first report we heard overwhelmingly positive feedback about the vaccination programme in Bucks.

- We recommend that the CCG/Bucks Vaccination Cell share the positive feedback summarised in this report with all the Bucks site providers.

Our role is also to identify where a service might not be working as well. We recognise that some sites have already made changes as a result of the feedback already shared.

Overall, the findings in this report continue to support the key recommendations made in our [first report](#).

Our recommendations identify steps that providers and commissioners can take to check arrangements of the forthcoming booster vaccination programme work for everyone.

Information provision

- We recommend that the CCG/Bucks Vaccination Cell make sure that people have clear, accessible and timely information about the booster programme. This will allow everyone to make informed choices.
- We recommend that this information should include details about:
 - which groups are eligible for the booster and how people can make the appointment
 - the vaccine they will be having and its possible side effects (particularly if different from their previous doses)
 - how to get to the site and what to expect when they get there (particularly if different from the site they attended previously)
 - how to get a vaccination locally if they are unable to travel.

Transport

- We recommend that the CCG/Bucks Vaccination Cell work with local providers to ensure arrangements are in place to enable people without access to transport to get to the vaccination site or to have the vaccination at home.

Having the vaccination

- We recommend that the CCG/Bucks Vaccination Cell continue to work with new and existing site providers to make sure that:
 - the site is accessible and that reasonable adjustments are in place. This could include, for example, offering suitable seating if people have to queue for long periods perhaps in inclement weather
 - all staff and volunteers are aware of patient confidentiality issues when asking sensitive personal questions in a public area.

National booking system

We recognise that some feedback relates to parts of the programme that are not set locally.

- We recommend that the CCG share people's feedback about the national booking system is with those responsible for the process.

What are we doing to ensure these are achieved?

We have passed our findings to the providers and commissioners of the COVID-19 vaccination services in Buckinghamshire.

We have also sent our findings to Healthwatch England as the independent national champion for people who use health and social care services and to the Care Quality Commission.

Acknowledgements

We would like to thank all those who took part in this survey.

Disclaimer

This report sets out the responses received. It does not necessarily reflect the experiences of all service users.

Appendix 1

More about our approach

Who we included

We set up our survey to hear from people who were registered with a Bucks GP or who received the vaccine in Bucks.

We focused on people who had received the vaccine in the previous six weeks. This meant that our weekly reports reflected the current situation at any vaccination site.

We excluded people who:

- hadn't had the vaccination. If people had an invitation or an appointment we asked them to come back and give us feedback once they'd had the vaccine. They were also invited to provide general feedback via our website
- weren't registered with a Bucks GP. We recognise that we could miss some people who worked in care homes or as front-line health and social care workers but didn't live in Bucks.

In this report we have summarised the free text feedback offered by people according to the categories used across the Healthwatch network. We have added some specific themes as well. These summaries should be regarded as an indication of how often a theme was mentioned rather than an exact count. Some feedback offered views on more than one theme so the number of results can be more than the number of responses. People may have made a similar comment in response to different questions. The numbers for each theme reported under each question should not be added together.

People could do the survey more than once so the total number of responses may be more than the number of individuals who responded.

Throughout this analysis we will refer to people that didn't identify as "White British" as coming from a Black, Asian or Minority Ethnic (BAME) groups. Please note that this will mean that some groups that identify as 'White' will still be considered BAME (for example White -Other).

To ease our analysis, we grouped individuals based on their responses to question 28. The following were grouped as "vulnerable":

- Resident in a care home for older adults
- Clinically extremely vulnerable individual
- Individual with underlying health condition
- Unpaid carer.

The following were grouped as "Worker":

- Carer working in a care home for older adults
- Frontline health and social care worker.

Where suggested by the data, we looked to see if there were any differences in the answers between some groups. We focused on statistically significant findings in the main body of the report. Our statistical findings are in Appendix 3.

Appendix 2

About you

People answering on behalf of someone else were asked to provide the details of the person who received the vaccine when answering these questions.

Are you answering for yourself or on behalf of someone else?

Are you answering for yourself or on behalf of someone else?	Number of responses (Group 1)	Total responses
Myself	1179	1637
Someone else	26	38
Total	1205	1675

Have you, or the person you are answering on behalf of, been to have the vaccine in the last six weeks?

Have you, or the person you are answering on behalf of, been to have the vaccine in the last six weeks?	Number of responses (Group 1)	Total responses
Yes - I have had the vaccine	1205	1324
Yes - but I wasn't able to have it when I went		3
No - I've been invited but have decided not to have the vaccine (Group 2)		63
No - I had it more than six weeks ago		229
No - but I have an invitation		4
No - but I have an appointment		11
Total	1205	1634

Group 1

The following results relate to the person who said they had gone to have the vaccine (Group 1).

Are you, or the person you are answering on behalf of, registered with a GP in Bucks?

Are you ,or the person you are answering on behalf of, registered with a GP in Bucks?	Number of responses
Yes	1187
No	17
Don't know	1
Total	1205

Did you go to have the vaccine in Bucks?

Did you go to have the vaccine in Bucks?	Number of responses
Yes	18
No	0
Total	18

Are you telling us about your experience of going to have the first or second dose of the vaccine?

Are you telling us about your experience of going to have the first or second dose of the vaccine?	Number of responses
First dose	602
Second dose	603
Total	1205

When did you go to have this dose?

When did you go to have this dose? (Month)	Number of responses
January	27
February	82
March	272
April	349
May	398
June	75
October	2
Total	1205

Where did you have (this dose of) the vaccine?

Site	Number of responses
At a national or local vaccination site	1094
Other (please tell us)	51
At work	46
At home	6
As a patient in hospital	3
I'd prefer not to say	2
As a resident care home	2
Don't know	1
Total	1205

Where did you have (this dose of) the vaccine? By site

Notes: The provider operating the Aylesbury - Odeon site relocated to the Bucks New University site in mid-May. The Bucks New University site had previously been run as a national mass vaccination site by a different provider. The feedback from this site may therefore related to either provider depending on the timing.

We offered two options for the Stoke Mandeville Stadium site during this reporting period. This was to distinguish between the national mass vaccination site that opened there during this time and the local GP-led site. However if we added all these together it would have been the most visited site (191) over the period.

Site	Number of responses
Local GP-led site	562
High Wycombe - Adams Park	115
Aylesbury - Stoke Mandeville Stadium	74
Buckingham Community Centre	67
Chesham - Town Hall	67
High Wycombe - Old Town Hall	60
Burnham Health Centre	51
Chalfont Community Hospital	41
Princes Risborough Community Centre	33
Winslow Health Centre	28
Stoke Mandeville Stadium - Mandeville Centre (Local surgery bookings)	26
National - mass vaccination site (Bucks)	126

Stoke Mandeville Stadium - Guttmann Centre / Bowls Centre (National bookings / 119)	91
Aylesbury - Bucks New University	35
National - pharmacy site	266
Marlow - Lunar House, Globe Park	97
Aylesbury - Odeon Cinema	50
High Wycombe - Victoria Pharmacy	38
Chesham - Chess Pharmacy	29
Buckingham - Jardines Pharmacy	17
Haddenham - JMW Vicary	16
Wing - Pharmacy	13
Beaconsfield - Pyramid Pharmacy	6
National - mass vaccination site (out of county)	43
Salt Hill - Slough	26
Hillingdon - Stockley Park	7
Oxford - Kassam Stadium	7
Wembley - Olympic Offices	3
Other	137
Other (please tell us)	123
Dunstable - Watling House	11
Milton Keynes - University Hospital	2
Robertson House - Stevenage	1
As a patient in hospital	3
As a resident care home	2
At home	6
At work	46
Don't know	1
I'd prefer not to say	2
No Answer	11
Total	1205

Getting to the site

Were you given any information about how to get to the vaccination site?

Were you given any information about how to get to the vaccination site?	Number of responses
Yes	537
No	517
Don't know	104
Total	1158

If yes - How would you rate the information you were given?

If yes - How would you rate the information you were given?	Number of responses
Excellent	354
Good	139
OK	36
Poor	4
Don't know	3
Total	536

Were you given any information about what to expect at the vaccination site?

Were you given any information about what to expect at the vaccination site?	Number of responses
Yes	517
No	549
Don't know	85
Total	1151

If yes - How would you rate the information you were given?

If yes - How would you rate the information you were given?	Number of responses
Excellent	349
Good	138
OK	23
Poor	2
Total	512

How easy was it for you to get to the vaccination site?

How easy was it for you to get to the vaccination site?	Number of responses
Very easy	761
Easy	347
Difficult	31
Very difficult	8
Total	1147

Having the vaccine

Overall how organised was the process of getting the vaccine?

Overall how organised was the process of getting the vaccine?	Number of responses
Excellent	992
Good	127
OK	36
Poor	14
Total	1169

Were you given information on the day about the vaccine?

Were you given information on the day about the vaccine?	Number of responses
Yes	1064
No	99
Don't know	11
Total	1174

If yes - How would you rate this information?

Were you given information on the day about the vaccine	Number of responses
Excellent	690
Good	308
OK	52
Poor	3
Don't know	2
Total	1056

Did you feel safe and protected during your vaccination?

Did you feel safe and protected during your vaccination?	Number of responses
Yes	1136
No	17
Don't know	16
Total	1169

Were you treated with respect when you had the vaccine?

Were you treated with respect when you had the vaccine?	Number of responses
Yes	1161
No	6
Don't know	3
Total	1170

Were you given a record card with the date of your vaccination and which vaccine you had?

Were you given a record card with the date of your vaccination and which vaccine you had?	Number of responses
Yes	1162
No	3
Total	1165

More about you - Group 1 and Group 2 responses

Age	Number of responses - Group 1	Number of responses - Group 2	Total
16-19	5		5
20-24	9	1	10
25-29	21	5	26
30-34	51	5	56
35-39	76	4	80
40-44	128	11	139
45-49	154	7	161
50-54	150	5	155
55-59	139	5	144
60-64	136	4	140
65-69	117	3	120
70-74	93		93
75-79	35	2	37
80 years of age and over	36	1	37
I'd prefer not to say	4	1	5
Total	1154	54	1208

Categories that apply to you (or the person you're replying for)	Number of responses - Group 1	Number of responses - Group 2	Total
Resident in a care home for older adults	1	0	1
Carer working in a care home for older adults	14	0	14
Frontline health and social care worker	100	3	103
Clinically extremely vulnerable individual	60	0	60
Individual with underlying health condition	192	10	202
Unpaid carer	62	2	64

I'd prefer not to say	30	13	43
Don't know	49	2	51

Gender	Number of responses - Group 1	Number of responses - Group 2	Total
Female	903	40	943
Male	239	8	247
I'd prefer to self-describe - please tell us	1		1
I'd prefer not to say	3	6	9
(blank)	59	9	68
Total	1205	63	1268

Ethnicity	Number of responses - Group 1	Number of responses - Group 2	Total
Arab	1		1
Asian/Asian British: Any other Asian/Asian British background	5		5
Asian/Asian British: Bangladeshi	1		1
Asian/Asian British: Chinese	2		2
Asian/Asian British: Indian	8	1	9
Asian/Asian British: Pakistani	5		5
Black/Black British: Caribbean	4	1	5
I'd prefer not to say	8	8	16
Mixed/Multiple Ethnic groups: Any other mixed/Multiple ethnic background	1		1
Mixed/Multiple Ethnic groups: Asian and White	6		6
Mixed/Multiple Ethnic groups: Black African and White	1		1
Mixed/Multiple Ethnic groups: Black Caribbean and White	2		2
Other (please tell us)	7		7

White: Any other White background	49	2	51
White: British/English/Northern Irish/Scottish/Welsh	1043	42	1085
White: Irish	7		7
(blank)	55	9	64
Total	1205	63	1268

Appendix 3

Statistical analysis

Theme analysis for comments on “Looking back, was there anything you think you should have been told when you were making the appointment?”

Null Hypothesis			
There is no difference in comments on What to expect between those who said they were vaccinated in (Q4/Q1)			
Observed Frequencies			
What to expect	When		Total
	Q4	Q1	
TRUE	10	9	19
FALSE	56	138	194
Total	66	147	213

Expected Frequencies			
What to expect	When		Total
	Q4	Q1	
TRUE	5.8873	13.1127	19
FALSE	60.1127	133.8873	194
Total	66	147	213

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	4.5706	4.5706	4.5706
p-Value	0.0325	0.0325	0.0325
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Side effects between those who said they were Dose (1st/2nd)			
Observed Frequencies			
	Dose		
Side effects	1st	2nd	Total
TRUE	16	2	18
FALSE	91	104	195
Total	107	106	213

Expected Frequencies			
	Dose		
Side effects	1st	2nd	Total
TRUE	9.0423	8.9577	18
FALSE	97.9577	97.0423	195
Total	107	106	213

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	11.7511	11.7511	11.7511
<i>p</i> -Value	0.0006	0.0006	0.0006
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Side effects between those who said they were Age group (<55/>=55)			
Observed Frequencies			
	Age group		
Side effects	<55	>=55	Total
TRUE	13	3	16
FALSE	92	98	190
Total	105	101	206

Expected Frequencies			
	Age group		
Side effects	<55	>=55	Total
TRUE	8.1553	7.8447	16
FALSE	96.8447	93.1553	190
Total	105	101	206

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	6.3642	6.3642	6.3642
p-Value	0.0116	0.0116	0.0116
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Which vaccine between those who said they received Dose (1st/2nd)			
Observed Frequencies			
	Dose		
Which vaccine	1st	2nd	Total
TRUE	15	1	16
FALSE	92	105	197
Total	107	106	213

Expected Frequencies			
	Dose		
Which vaccine	1st	2nd	Total
TRUE	8.0376	7.9624	16
FALSE	98.9624	98.0376	197
Total	107	106	213

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	13.1035	13.1035	13.1035
<i>p</i> -Value	0.0003	0.0003	0.0003
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Which vaccine between those who said they were Age group (<55/>=55)			
Observed Frequencies			
	Age group		
Which vaccine	<55	>=55	Total
TRUE	13	2	15
FALSE	92	99	191
Total	105	101	206

Expected Frequencies			
	Age group		
Which vaccine	<55	>=55	Total
TRUE	7.6456	7.3544	15
FALSE	97.3544	93.6456	191
Total	105	101	206

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	8.2487	8.2487	8.2487
p-Value	0.0041	0.0041	0.0041
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Analysis of responses to “Were you given any information about how to get to the vaccination site?” (Q12)

Null Hypothesis				
There is no difference in response to Q12 Information to get to Vaccination Site between Locations (Local GP-led sites compared to Other local sites)				
Observed Frequencies				
	Q12 Information to get to Vaccination Site			
Locations	Yes	No	Don't know	Total
Local GP-led sites	227	288	46	561
Other local sites	210	134	48	392
Total	437	422	94	953

Expected Frequencies				
	Q12 Information to get to Vaccination Site			
Locations	Yes	No	Don't know	Total
Local GP-led sites	257.2476	248.4176	55.3347	561
Other local sites	179.7524	173.5824	38.6653	392
Total	437	422	94	953

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	27.8079	27.8079	27.8079
p-Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 2x3 table.

Expected frequency assumption is met.

Analysis of responses to “Were you given any information about what would happen at the vaccination site?” (Q14)

Null Hypothesis				
There is no difference in response to Q14 Information - what to expect between Locations (Local GP-led sites compared to Other local sites)				
Observed Frequencies				
	Q14 Information - what to expect			
Locations	Yes	No	Don't know	Total
Local GP-led sites	227	294	36	557
Other local sites	165	116	25	306
Total	392	410	61	863

Expected Frequencies				
	Q14 Information - what to expect			
Locations	Yes	No	Don't know	Total
Local GP-led sites	253.0058	264.6234	39.3708	557
Other local sites	138.9942	145.3766	21.6292	306
Total	392	410	61	863

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	17.5500	17.5500	17.5500
p-Value	0.0002	0.0002	0.0002
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 2x3 table.

Expected frequency assumption is met.

Analysis of responses to “If you had information about what would happen at the vaccination site - How would you rate the information you were given?” (Q15)

Null Hypothesis				
There is no difference in response to Q15 Information quality - what to expect between Site Type (Local GP-led site compared to National - mass vaccination site (Bucks) and National - pharmacy site)				
Observed Frequencies				
	Q15 Information quality - what to expect			
Site Type	Excellent	Good	OK	Total
Local GP-led site	178	41	6	225
National - mass vaccination site (Bucks)	26	21	3	50
National - pharmacy site	91	43	6	140
Total	295	105	15	415

Expected Frequencies				
	Q15 Information quality - what to expect			
Site Type	Excellent	Good	OK	Total
Local GP-led site	159.9398	56.9277	8.1325	225
National - mass vaccination site (Bucks)	35.5422	12.6506	1.8072	50
National - pharmacy site	99.5181	35.4217	5.0602	140
Total	295	105	15	415

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	3	3	3
Number of Columns	3	3	3
Degrees of Freedom	4	4	4



Results			
Critical Value	13.2767	9.4877	7.7794
Chi-Square Test Statistic	18.4396	18.4396	18.4396
p-Value	0.0010	0.0010	0.0010
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	1	0
	1	1	1

Each observation is independent of all the others (i.e., one observation per subject)*
 80% of expected counts should be 5 or greater in 3x3 table.
 Expected frequency assumption is met.

Theme analysis for comments on “If it was difficult or very difficult to get to the vaccination site” (Q17)

Null Hypothesis			
There is no difference in comments on Don't have own transport between those who said they were CV (Yes/No)			
Observed Frequencies			
	CV		
Don't have own transport	Yes	No	Total
TRUE	7	8	15
FALSE	2	20	22
Total	9	28	37

Expected Frequencies			
	CV		
Don't have own transport	Yes	No	Total
TRUE	3.6486	11.3514	15
FALSE	5.3514	16.6486	22
Total	9	28	37

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	6.7951	6.7951	6.7951
p-Value	0.0091	0.0091	0.0091
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*
 All expected counts should be 5 or greater in 2x2 table.
 Expected frequency assumption is violated.
 Yates' Correction has been applied.

Theme analysis for comments on “Please tell us about anything that could have been done better” (Q18)

Null Hypothesis				
There is no difference in response to Site Type between Q18 Overall Process (Excellent/Good compared to OK/Poor)				
Observed Frequencies				
	Site Type			
Q18 Overall Process	Local GP-led site	National - mass vaccination site (Bucks)	National - pharmacy site	Total
Excellent/Good	535	114	250	899
OK/Poor	16	10	10	36
Total	551	124	260	935

Expected Frequencies				
	Site Type			
Q18 Overall Process	Local GP-led site	National - mass vaccination site (Bucks)	National - pharmacy site	Total
Excellent/Good	529.7850	119.2257	249.9893	899
OK/Poor	21.2150	4.7743	10.0107	36
Total	551	124	260	935

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	7.2820	7.2820	7.2820
p-Value	0.0262	0.0262	0.0262
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	0	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 2x3 table.
 Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Information Provision between those who said they were Gender (F/M)			
Observed Frequencies			
	Gender		
Information Provision	F	M	Total
TRUE	14	0	14
FALSE	149	45	194
Total	163	45	208

Expected Frequencies			
	Gender		
Information Provision	F	M	Total
TRUE	10.9712	3.0288	14
FALSE	152.0288	41.9712	194
Total	163	45	208

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	4.9286	4.9286	4.9286
p-Value	0.0264	0.0264	0.0264
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.
 Expected frequency assumption is violated.
 Yates' Correction has been applied.

Analysis of responses to “If you were given information on the day about the vaccine - How would you rate the information you were given?” (Q20)

Null Hypothesis			
There is no difference in comments on Q20 Vaccine Info between Cohorts (Feb-Mar/Mar-Jun)			
Observed Frequencies			
	Cohorts		
Q20 Vaccine Info	Feb-Mar	Mar-Jun	Total
Excellent/Good	2863	976	3839
OK/Poor	101	53	154
Total	66	147	213

Expected Frequencies			
	Cohorts		
Q20 Vaccine Info	Feb-Mar	Mar-Jun	Total
Excellent/Good	1189.5493	2649.4507	3839
OK/Poor	47.7183	106.2817	154
Total	1237.267606	2755.732394	3993

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	3497.3933	3497.3933	3497.3933
<i>p</i> -Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Theme analysis for comments on “Is there anything else you’d like to tell us about having the vaccine or the information you were given?” (Q25)

Null Hypothesis			
There is no difference in comments on Information Provision between those who said they were Age (<55/>=55)			
Observed Frequencies			
	Age		
Information Provision	<55	>=55	Total
TRUE	42	21	63
FALSE	146	190	336
Total	188	211	399

Expected Frequencies			
	Age		
Information Provision	<55	>=55	Total
TRUE	29.6842	33.3158	63
FALSE	158.3158	177.6842	336
Total	188	211	399

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	11.4742	11.4742	11.4742
<i>p</i> -Value	0.0007	0.0007	0.0007
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis
 There is no difference in comments on Information Provision between those who said they were on Dose (First dose/Second dose)

Observed Frequencies			
	Dose		
Information Provision	First dose	Second dose	Total
TRUE	49	14	63
FALSE	130	209	339
Total	179	223	402

Expected Frequencies			
	Dose		
Information Provision	First dose	Second dose	Total
TRUE	28.0522	34.9478	63
FALSE	150.9478	188.0522	339
Total	179	223	402

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	33.4392	33.4392	33.4392
<i>p</i> -Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis
 There is no difference in comments on Information Provision between those who said they were vaccinated (Q4/Q1)

Observed Frequencies			
	When		
Information Provision	Q4	Q1	Total
TRUE	32	31	63
FALSE	84	255	339
Total	116	286	402

Expected Frequencies			
	When		
Information Provision	Q4	Q1	Total
TRUE	18.1791	44.8209	63
FALSE	97.8209	241.1791	339
Total	116	286	402

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	17.5140	17.5140	17.5140
<i>p</i> -Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Null Hypothesis			
There is no difference in comments on Side effects reported between those who said they were Age (≤ 55 / ≥ 55)			
Observed Frequencies			
	Age		
Side effects reported	<55	≥ 55	Total
TRUE	25	15	40
FALSE	163	196	359
Total	188	211	399

Expected Frequencies			
	Age		
Side effects reported	<55	≥ 55	Total
TRUE	18.8471	21.1529	40
FALSE	169.1529	189.8471	359
Total	188	211	399

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	4.2216	4.2216	4.2216
<i>p</i> -Value	0.0399	0.0399	0.0399
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Theme analysis for comments on “Could you tell us more about why you chose not to have the vaccine?” (Q26)

Null Hypothesis
 There is no difference in comments on Unnecessary/Not Vulnerable between those who said they were Vulnerable (Y/N)

Observed Frequencies			
	Vulnerable		
Unnecessary/Not Vulnerable	Y	N	Total
TRUE	4	4	8
FALSE	8	47	55
Total	12	51	63

Expected Frequencies			
	Vulnerable		
Unnecessary/Not Vulnerable	Y	N	Total
TRUE	1.5238	6.4762	8
FALSE	10.4762	44.5238	55
Total	12	51	63

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	4.8638	4.8638	4.8638
p-Value	0.0274	0.0274	0.0274
	No significant difference	Significant difference at 5% level	Significant difference at 10% level

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