

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

<b>Reporting to:</b>	Stakeholders
<b>Report written by:</b>	Michelle Butler
<b>Date periods covered in the report:</b>	Oct – Dec 2021
<b>Amount of cases who gave their experience of covid-19 vaccination</b>	36
<b>Amount of people who completed 2<sup>nd</sup> part of survey</b>	86

### Overview

The first part of the report looks at people’s experiences of having the Covid-19 vaccination.

Highlights:

- 93% positive experiences
- The key themes were:
  - Overall service – well organised and efficient.
  - Staff – friendly, caring, kind and helpful.

The second part of the report asks some more detailed questions about worries and anxieties around the vaccine.

Highlights:

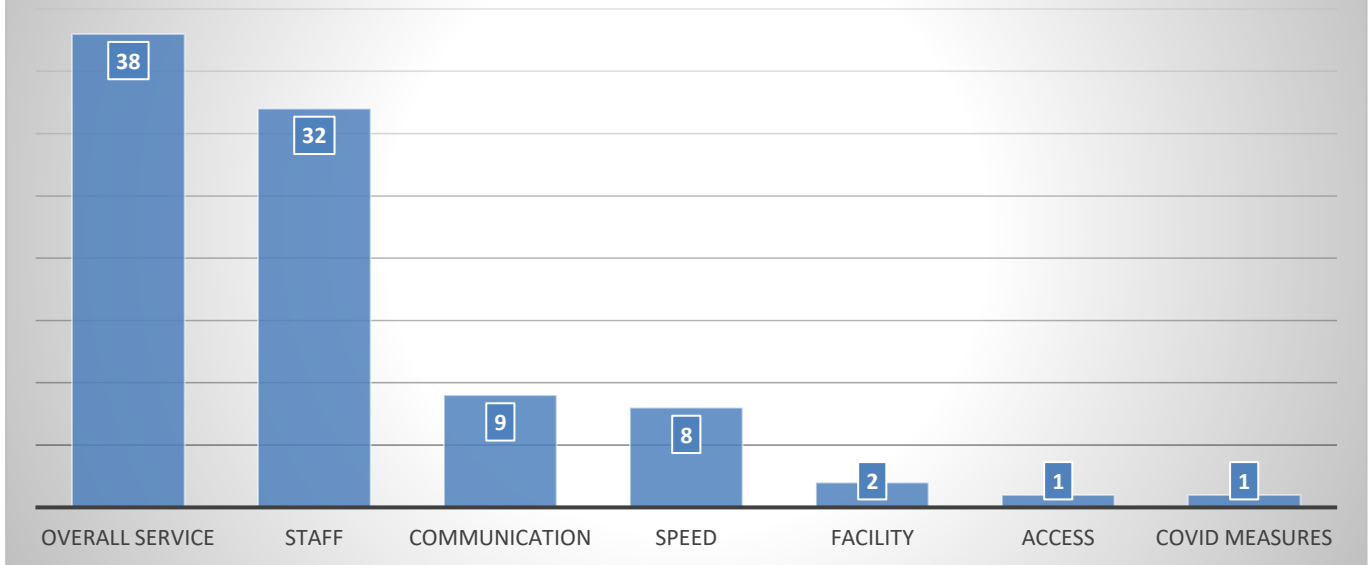
- 18% expressed worries prior to their vaccination and 87% of those who gave further details, had had their concerns resolved.
- The main worries raised were short-term side effects of the vaccine and concerns around adverse reactions in those with existing allergies or medical conditions.
- 83% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

### Experiences of Covid-19 Vaccinations

92% of cases stated that their vaccination took place at Derby Arena or Midland House, with 82% stating Midland House as a venue, 11% stating Derby Arena as a venue, and 1 case not specifying which. 2 cases identified different providers, so these experiences have been separated from the rest of the comments.

The 34 cases that stated Derby Arena/Midland House have been broken down to identify themes. 93% of comments were positive. Please see breakdown below.

## Positive themes of experiences



The key themes were:

### Overall Service:

The key sentiment was that people said the service was well organised, efficient and smooth.

Other comments people made were:

- Excellent/amazing/great/good overall service.
- Good service in the waiting room area.

### Staff:

The main comments that people made about staff were that they were friendly, caring, kind, lovely and helpful.

Other areas in which people spoke positively about the staff were:

- Very attentive and polite, explained everything well.
- Catered for those with mobility issues.

### Communication:

The key comments made around communication were:

- Well signposted and good direction
- General good communication
- Easy to book a vaccination

### Speed and Queues:

The key comments were made around the service being quick and with no queues.

### Others:

2 respondents mentioned that the parking was good. 1 respondent mentioned that the access to the venue was good. 1 respondent mentioned that they were happy with the Covid measures in place.

There were 2 comments where a different location was identified – Wilson Chemist Sinfin and unnamed GP surgery - and this echoed the responses above, with the key theme being efficiency of service and friendly staff.

### **7 individual comments were negative.**

#### **Access:**

- 2 of the negative comments were stating that they found the car parking difficult.

#### Comment 1:

“Parking!!!!!!! Not as easy as the velodrome”

#### Comment 2:

“Sign post for the parking”

- 2 of the negative comments were around confusion with the booking system and text reminders.

#### Comment 1:

“Service itself was OK but received misleading info as to how this should be booked.

Received 2 texts advising a link would be sent which it was. Only problem was link did not provide said booking system just sent one round the houses. I wasted over a day trying to make it work. This included trying to talk to GP and hospital to find out what to do. Eventually the hospital was able to tell me what to do. Namely to drop in at Midland House. That bit worked. Also received two anonymous un signed letters which added to the confusion and were no help whatsoever. The whole episode was distressing and worrying and gives no credibility to those organising this vital service.”

#### Comment 2:

“miscommunications from the NHS causing some confusion and angst to say the least. after notified by text that due to having a weakened immune system entitled to a third vaccination (not a booster) and a link to make the appointment would follow. However the link did not work properly sent to swiftqueue web site but no way of making the appointment. However, after receiving those texts and whilst making enquiries to how to make the appointment a third text arrived with the same information but saying contact GP or Hospital consultant.”  
..... “This has left me and I imagine more upset, angry and confused. we are being told to arrange an appointment for something we should have but are then not able to arrange... we are already ill hence the reason for the third vaccine invite.”

*Please note - This comment has been shortened for the report as included information around the patient’s GP, however full comment is available upon request.*

- 2 of the negative comments were around experiences with specific members of staff.

#### Comment 1:

“My son had a very awful experience the man giving the vaccine stabbed the vaccine in his arm and was in a lot of discomfort and I think was a bit in shock and nearly passed out in the waiting room as did the young girl behind us who had hers with the same man. This was after having the first vaccine with no problem at all. I wouldn't usually complain but this has really put my son off having any more which is very upsetting given the current situation. I am appalled at this and think more care should be given and perhaps someone more experienced should carry out vaccinations for children.”

#### Comment 2:

“Nasty. The consultant nurse who injected me was the nastiest person I have met in a long time. I explained I couldn't hear her as my hearing aid was broken and you can't lip read in masks she ignored that. Every response I made to her questions seemed to enrage her. I was frightened and up set and wanted to leave without my booster jab it was so nasty.”

- 1 negative comment was around confusion cause by a cancelled appointment.

#### Comment 1:

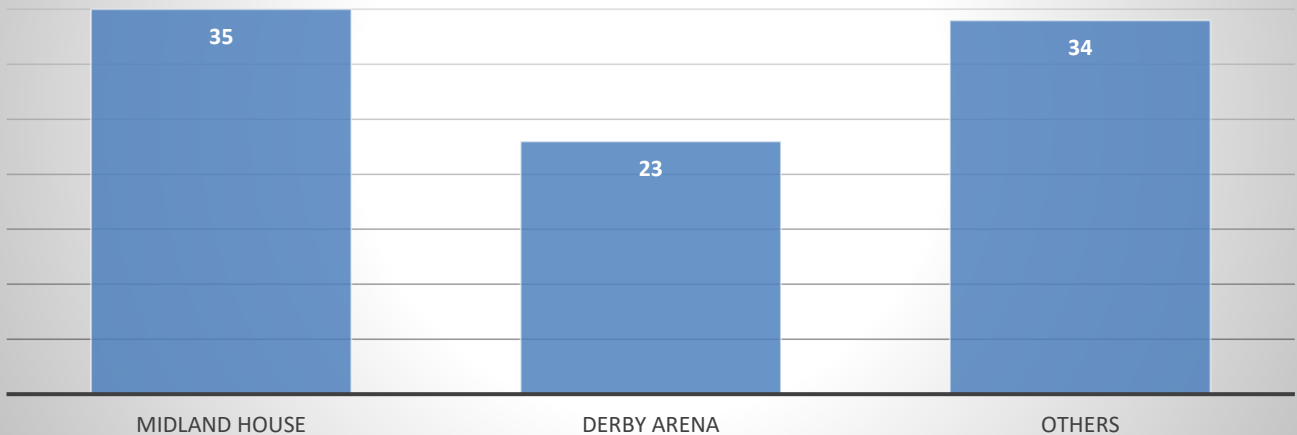
“Disappointed that no cancellation was sent for daughters vaccine.”

## Worries and anxieties around the vaccine

The second part of the survey asked those who had attended a Covid-19 vaccination if they had had any worries or anxieties prior to attending and if so, whether these had been resolved during their session.

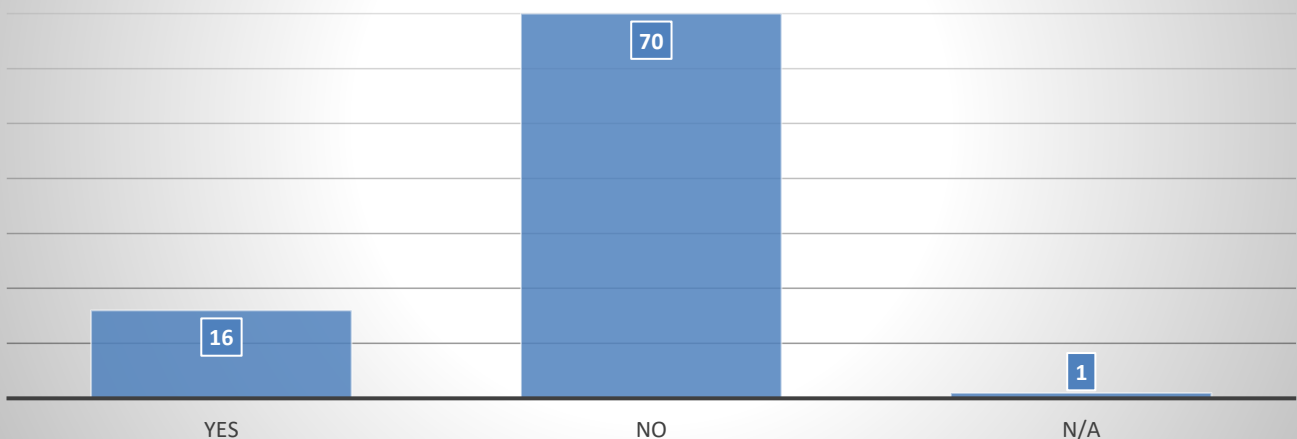
86 people completed this section of the survey.

### Where did you have your Covid-19 vaccination or booster



63% of respondents had their Covid-19 vaccination at Derby Arena or Midland House. Several respondents noted information regarding both/all of their vaccines and therefore specified more than one location. 'Others' were individually named locations, which can be seen within the appendices (1.0 – Other Vaccination Locations).

### Before attending did you have any worries or anxieties about having the vaccination?



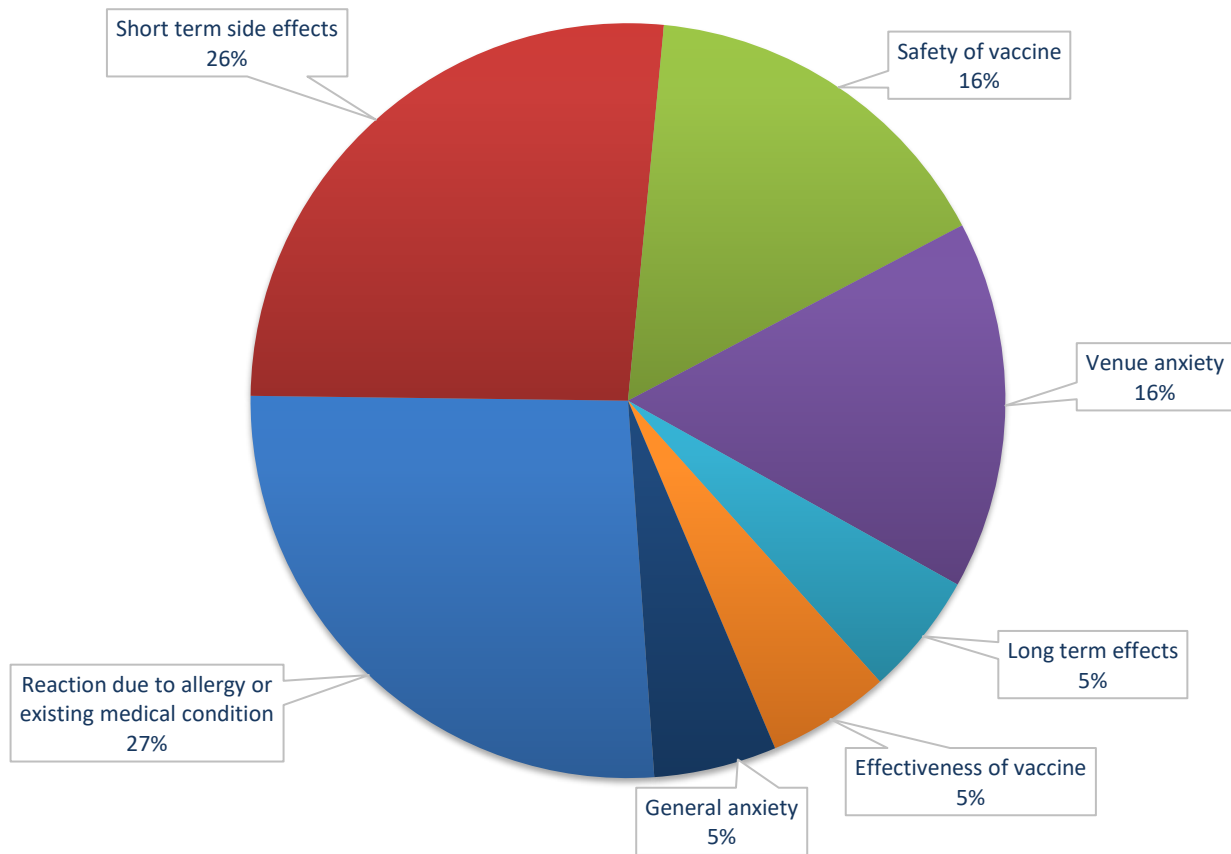
18% of respondents stated that they had had anxieties or worries before having their vaccination which is a notable decrease on figures from September, where 30% expressed this.

Of the respondents who stated they had their vaccination at Derby Arena or Midland House, 15% stated they had worries or anxieties.

Of the respondents who stated they had their vaccination at an alternative location, 19% stated they had worries or anxieties.

Following on from this, 15 people (total) gave more details about what their anxieties or worries were:

### If YES what were these regarding?

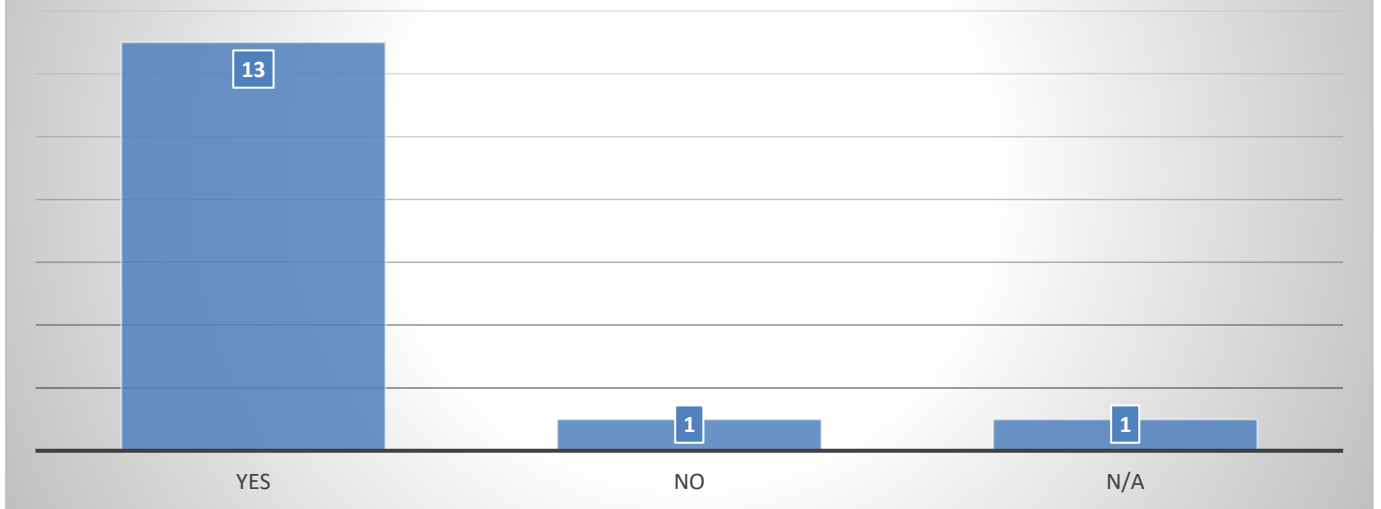


The main worries mentioned were around short term side effects after receiving the vaccine, and how this may have an impact on the days after the vaccination. Equally there was concern raised around having an adverse reaction to the vaccine due to the patient having pre-existing allergies or medical conditions. Another key area people were anxious about was the safety of the actual vaccine.

There were individual comments regarding concerns around:

- Venue anxiety – getting lost, social distancing, unsure on how long vaccine would take
- Long term effects of the vaccine
- Effectiveness of the vaccine – would it work?
- General anxiety – “I’m a wimp!”.

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



15 people who had stated they had worries/anxieties gave further details to this question.

87% of the respondents answered that YES their worries had been resolved. The key themes of their messages were that the staff and organisation of the service alleviated their concerns.

Some examples of their positive comments are below:

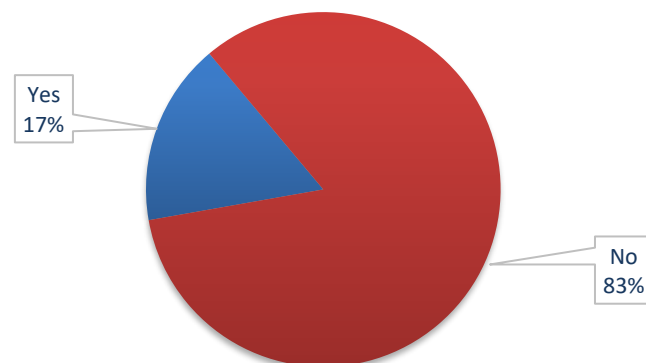
- “Yes, everything was so well signposted and the staff were very clear with directions and there were plenty of staff to help.”
- “The second occasion I was kept under close observation for about 45 minutes.”
- “Very good team and no queueing very well organised”
- “Yes people were lovely”
- “Yes very kind”

1 respondent answered NO, that their worries had not been resolved. This specific respondent’s worries were previously stated as Long Term Effects of the vaccine.

1 respondent did not mention to the staff that they had any concerns.

Of the 15 respondents who had given further details, 9 of these had stated they had their vaccination at Derby Arena or Midland House. Of these respondents, 7 answered this question YES their anxieties had been resolved. The remaining 2 were the respondents mentioned above who had stated NO or not raised concerns.

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



30 people answered this question. 25 said that nothing further could be done to improve their experience or reduce their worries/anxieties.

Some positive comments are below:

- “No, very organised very impressed with the overall experience”
- “No, service was excellent”
- “No, very well organised and friendly”

5 people said yes, and 2 gave the following suggestions:

- “Yes, this might have been available and I didn't know, but having a contact at the centre to discuss it (*anxiety around potential adverse reaction*) with might have been helpful, but I had the discussion with my GP.”
- “Yes, my booster jab was booking in at 3.40pm but the booking system didn't seem to be working very well as I queued for about 45 minutes (outside). When I left the queue must have been around 1.5 hours and it was nearly dark.” -*this survey was submitted 11/11/21 but date of vaccine unspecified.*

2 people said yes and these respondents were those who had previously left negative feedback around their experiences with staff members.

- “Yes, better experienced staff giving the vaccine.” .....”Please rectify the administration of the vaccine it really isn't good giving a bad experience when we are relying on peoples uptake.”
- “Yes,not have that consultant nurse anywhere near people.” .....” I hated the experience. It upset me for days.”

1 person stated yes but did not leave any further comments.

### Any Other Comments

- “An admirable enterprise--well done Derby for such a success. The kindness, patience and good humour of all of those who were at the Arena was wonderful. I am sure they must have been fed up with all the same jokes about us oldies bringing our bikes--but they still grinned and laughed with us.”
- “Thanks for providing such a great service.”

- “Keep up your amazing work. We're proud of the NHS.”
- “The after care in the waiting room was amazing.”
- “At the vaccination centre the staff were attentive, caring and efficient.”
- “Staff were friendly, helpful and explained everything well.”
- “Amazing  
Polite staff  
Well organised  
COVID safe  
Would recommend – please pass my comments onto the staff and volunteers”
- “Well set out and managed”
- “Very quick and compassionate”
- “Seamless and no queues”
- “Superb and helpful staff. Good mix of efficiency and diligence”
- “All three injections were absolutely spot on at Arena and my GP's. They all explained what they were doing, lovely kind people too. I cannot fault both venues. Like clockwork”
- “...it was a great experience and I want to congratulate the service”
- “First class service, very proud to have such a wonderful NHS. Thank you.”



## Appendices

### (1.0) Other vaccination locations.

Other vaccination locations specified in answer to the question “Where did you have your Covid-19 vaccination?” are in the respondents own words as follows:

- Allestree Church Hall
- Allestree Park Farm Church
- Broadway Church
- Burton Hospital
- Burton Stadium
- Chemist
- Chemist in Sinfen
- Clarence Road Chemist
- Derby Royal (Hospital)
- GP Practice
- Hatton / Hatton Jubilee Centre
- Home
- Horsley Woodhouse Church Hall
- Hulland Ward Medical Practice
- Ilkeston
- Kingsway Hospital Derby
- Littlewick Health Centre
- Long Eaton Health Centre
- Other
- Pharmacy
- Village Hall Pear Tree
- Wilson Chemist Sinfen
- Work