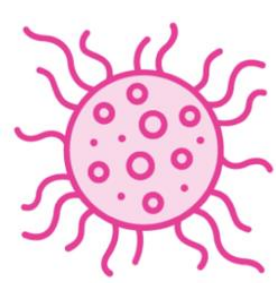


# How are you doing?

Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic

**Booster vaccine experiences  
2021 -2022 in Luton**



## Introduction

The coronavirus pandemic began in England in March 2020. The vaccination programme began in late 2020, using guidelines set out by the JCVI (Joint Committee on Vaccinations and Immunisations) of who was eligible for the vaccination and in what order. Certain criteria had to be met to be in the first wave of vaccinations. Now, in January 2022, there is around 66% of the population of England vaccinated which is 43,589,698 (1<sup>st</sup> dose), 39,920,709 (2<sup>nd</sup> dose) and 29,211,077 (booster/third) people (1).

This week, there has been an average of just over 4,200 per day for vaccinations of all types in BLMK.

The booster programme began in September, using the JCVI's previously defined list of vulnerability and criteria. There was some confusion over those who should be having a third dose and those who were having a booster. The third vaccine was offered to those deemed clinically extremely vulnerable and who had a weakened immune system because of illness or medication. There was not a clear definition for a lot of people, however, people were able to have the third dose or booster.

Priority	Risk group
1	Residents in a care home for older adults and staff working in care homes for older adults
2	All those 80 years of age and over and frontline health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over and <u>clinically extremely vulnerable</u> individuals (not including pregnant women and those under 16 years of age)
5	All those 65 years of age and over
6	Adults aged 16 to 65 years in an at-risk group (see clinical conditions below) <sup>[footnote 1]</sup>
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over
10	Rest of the population (to be determined)

The booster could be administered from 182 days after the second dose had been given. There were two different options available locally – Pfizer, which was the same dose as the first two, and Moderna, which was a half dose of the previous vaccine doses.

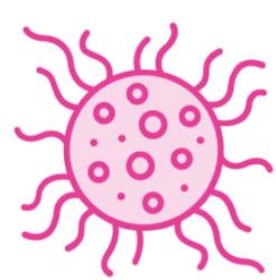
The vaccine booster could be booked via the website [Book or manage a coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](https://www.nhs.uk/booking/coronavirus-vaccination) or by calling 119. There were also walk in options for the booster.

At New Year, Geraint Lewis (NHS England) and BLMK CCG encouraged local residents to get vaccinated, and to ensure they had their boosters if they had not yet done so.



1. [Statistics » COVID-19 Vaccinations \(england.nhs.uk\)](https://www.nhs.uk/statistics/covid-19-vaccinations)
2. [Drop-in Sessions - BLMK CCG](#)





## Experiences

Some people have shared their experiences of booking the booster and having it at a variety of venues across Luton. Some experiences are written in the language spoken by the individuals and translated into English.

### Case Study One

The lady was employed and in her late 30s with an autoimmune condition. She was entitled to her booster in the first wave of booster vaccinations. A text was sent from NHS to her mobile and she was able to book the appointment very easily from there. The first appointment was available the next day, or the following week. The appointment booked was at a local pharmacy. On arrival to the small pharmacy the lady was asked if she had an appointment, was signed in and given a card to wait for her vaccine.

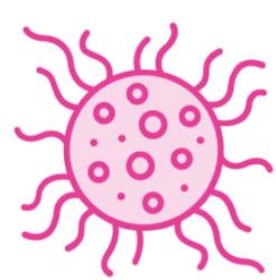
Whilst waiting several people came in who were not booked in and were told to join the queue. There did not seem to be any advantage to booking the time slot as everyone was seen in order of arrival. There were so many people waiting that people were queuing up outside to be seen.

Once it was her turn, the lady was able to go into the small room at the side of the pharmacy. A few questions were asked and information checked through the computer. The vaccine was quick and painless. As it was the same vaccine as previously had, the lady was able to leave straight away.

In terms of side effects, the lady was sore at the injection site and was uncomfortable in that area for a few days. There was fatigue for around 48 hours and some cold like symptoms but these resolved as quickly as they started.







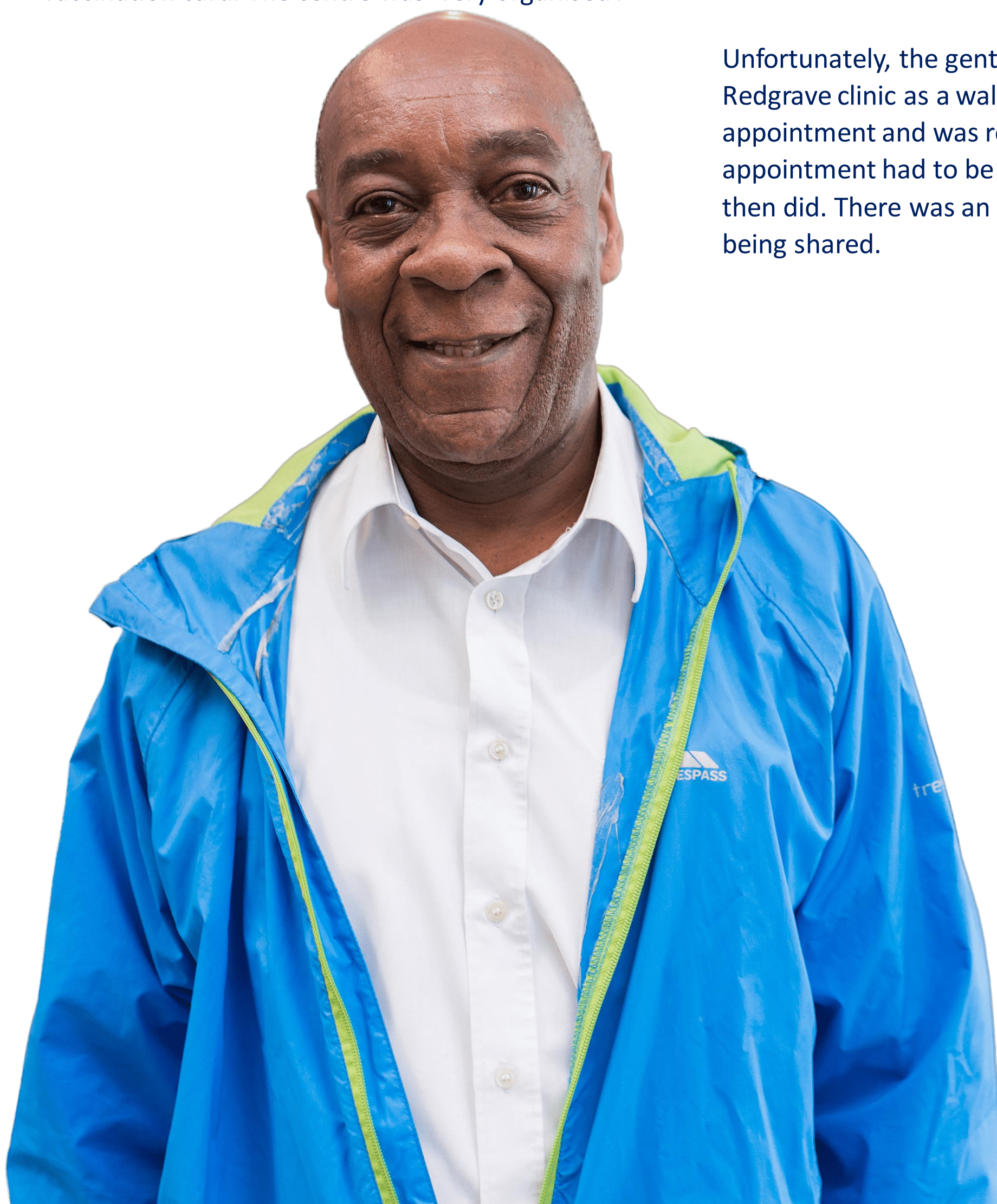
## Experiences

### Case Study Two

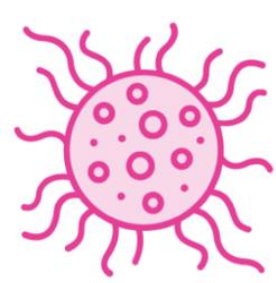
A working age male, who is a full time carer for his partner, received his booster vaccination in November. He booked his vaccination based on hearing on the news he was eligible to book it. He was not initially contacted by NHS England about his eligibility, however, a week after having his vaccination he received an email and a text advising him he could book in. He booked his appointment online using the NHS app, which he found quite straightforward and the questions easy to go through.

The appointment was at the clinic in Redgrave Gardens. He found staff to be polite and professional. They explained the procedure for the vaccination and any possible side effects. The paperwork was given with the vaccination card. The centre was 'very organised'.

Unfortunately, the gentleman had visited the Redgrave clinic as a walk in two days prior to his appointment and was refused entry and told the appointment had to be booked online, which he then did. There was an issue with guidelines being shared.







## Experiences

### Case Study Three

A working age female, with caring responsibilities. She was sent a text notification that she was eligible for her vaccination and booked an appointment at Redgrave Gardens. The appointment was booked online, it was an easy process and she was able to get a booking straight away.

The staff at Redgrave Gardens were friendly but disorganised when first entering the clinic. The lady was sent to sit at the side with two other people who also had appointments booked, whilst those without appointments were prioritised. The lady felt those without appointments were allowed to go ahead of those who had booked.

**‘I didn’t see the value of having an appointment’**

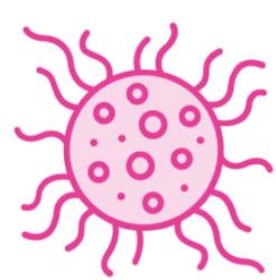
Although there were issues with the order of getting the vaccine at the clinic, nursing staff were well organised and the vaccination area was good.



### Case Study Four

A retired man who volunteers had his vaccination after an email invite. He was able to go to the walk-in clinic at Redgrave Gardens. He found the experience ‘perfect’ with only a five minute wait and ‘all going well’. He felt the whole process worked well.





## Experiences

### Case Study Five

This is written by a working age lady, in Bengali.

একজন কর্মজীবী মহিলা, স্থানীয় ফার্মেসিতে তার বুস্টারের জন্য গিয়েছিলেন। কোনো অ্যাপয়েন্টমেন্ট বুক করা হয়নি। ফার্মেসিতে পৌঁছানোর পর, তাকে স্টাফরা অভ্যর্থনা জানায় এবং তাকে বসার জন্য অনুরোধ করা হয়। 5 মিনিটের মধ্যে ভদ্রমহিলাকে একটি ছোট ঘরে ডাকা হল। কয়েকটি প্রশ্ন করা হয়েছিল, তথ্য যাচাই করা হয়েছিল। টিকাদান প্রক্রিয়া দ্রুত এবং মসৃণ ছিল। বুস্টারের পরে কোনও কাগজপত্র বা ভ্যাকসিন কার্ড সরবরাহ করা হয়নি। পার্শ্বপ্রতিক্রিয়ার পরিপ্রেক্ষিতে, ভদ্রমহিলা ইনজেকশন সাইটে ব্যথা অনুভব করছিলেন। প্রায় 48 ঘন্টা ক্লান্তি ছিল। তার ব্যক্তিগত অভিজ্ঞতা হল এই প্রক্রিয়ার সাথে জড়িত প্রত্যেকেই একটি চমৎকার কাজ করছে।

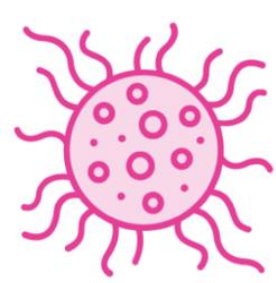
Translation to English:

*A working woman went to a local pharmacy for her booster. No appointment had been booked. On arrival at the pharmacy, she was received by staff and requested to sit down. In 5 minutes the lady was called to a small room. A few questions were asked, the information was verified. The immunization process was fast and smooth. No documents or vaccine cards were provided after the booster. In view of the side effects, the lady was feeling pain at the injection site. There was fatigue for about 48 hours.*

*Her personal experience is that everyone involved in this process is doing a wonderful job.*







## Experiences

### Case Study Six

A retired lady who spends time volunteering locally received a letter to book her booster vaccination. She was able to do this by telephoning the number listed in the letter. The nearest appointment was in a pharmacy which she was able to book on the phone.

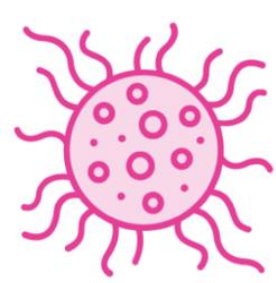
On arrival to Calverton Pharmacy there was a sign on the door stating vaccines were available at the rear entrance. She felt they had made over a store room, which was not very big, to fit two booths in for giving vaccines. Several chairs were available for those waiting for a vaccine and several for people waiting outside. It was a dry day, although a bit fresh. Everyone was 'very friendly and helpful, especially the retired GP who gave the injection'. It was close to home and convenient for the lady.

The lady felt the experience could not have been much better, as it was close and convenient, however it was cold and draughty, and the lady felt it could have been a better environment.

**'My personal experiences and general opinion is that all involved on whatever job role, are doing an excellent and difficult job'**







## Experiences

### Case Study Seven

A working age lady gave her experience in Hindi.

एक कामकाजी उम्र की महिला को ईमेल और टेक्स्ट संदेश द्वारा बूस्टर वैक्सीन के लिए आमंत्रित किया गया था। भले ही वह पहले बूस्टर के लिए योग्य थी, उसने 28 दिन बीतने का इंतजार किया क्योंकि उसे कोविड हो गया था।

उसने अपना बूस्टर टीका लगवाने के लिए ऑनलाइन अपॉइंटमेंट लिया और बुक करना काफी आसान था।

उसे स्थानीय जीपी सर्जरी में अपना टीका मिला। यह त्वरित और बहुत अच्छी तरह से व्यवस्थित था।

उसने 5 मिनट इंतजार किया और यह दर्द रहित था।

उसे इंजेक्शन वाली जगह पर दर्द हुआ और ठंड लग रही थी लेकिन 2 दिनों के भीतर सभी लक्षण ठीक हो गए। कुल मिलाकर उनका अनुभव बहुत अच्छा था।

**“मैं अब सुरक्षित महसूस करती हूं क्योंकि मुझे टीका लग गया है”**

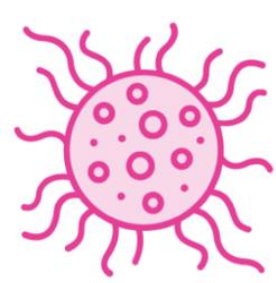
Translation to English:



*A working age lady got invited by text and email to a booster. Even though she was eligible earlier she waited 28 days to have her booster as she fell ill with covid. She booked an appointment online to have her vaccine at the local GP surgery. It was easy to book online. The appointment itself was very well organised and it was painless. She only waited 5 minutes. She was sore at injection site and had chills but all the symptoms resolved within 2 days.*

***“I feel safe now that I have had the vaccine”.***





## Evaluation

There seems to be very mixed experiences for residents in Luton receiving their vaccinations as part of the booster roll out. The booking process has been easy for those who are technologically inclined as well as digitally excluded. The roll out of the vaccine programme has been able to cover more of the public in a short time frame, by using staff from non clinical areas to more frontline. There has been pressure with covid affecting staffing levels and yet these have not affected delivery of vaccinations.

The walk-in appointments seem to have worked well and it was felt by several people that there was no benefit to booking an appointment as that did not give them priority over walk in when at the vaccination centres.

## What next?

- Healthwatch Luton will continue to gather feedback from all communities in Luton about their experiences with the vaccination programme and ensure their voice is heard
- Healthwatch Luton will continue to share feedback with the BLMK wide system to support and influence the communications with residents in Luton surrounding the covid vaccination programme and others going forward
- Healthwatch Luton will continue to share information about the vaccination programme with local residents
- Healthwatch will continue to gather feedback about how the pandemic and vaccinations are affecting the residents in Luton
- Healthwatch Luton will share with CCG Leads for vaccination roll out who will use experiences to help shape service delivery
- Healthwatch Luton will attempt to work on breaking down language barriers by assisting translations of experiences to share with the public.

