



COVID-19 Vaccination Programme Survey Report

Bury residents' experiences

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Introduction to Healthwatch Bury

This report has been produced by Healthwatch Bury. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Bury. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Bury people tell us. Our reports on various elements of health and social care in Bury can be found on our website at the following link: healthwatchbury.co.uk or by contacting us directly using the details on the back cover.



Executive Summary

In March 2021, we launched a survey to gather people's general experiences of using their local COVID-19 vaccination programme.

In total, we received 101 survey responses, giving us an insight into the experience of those that had been through the system.

The purpose of this report is to share the reflections and findings to assess what worked well and highlight those areas that might need to be improved in the future.

Key findings

- Most respondents (82%) had a positive view of vaccinations and 83% of people who completed the survey had already been vaccinated.
- According to the survey responses the distance and the location of the vaccine sites are factors that could possibly prevent vaccine uptake.
- Most people decided to get vaccinated against COVID-19 to protect themselves, their family, and friends from the virus. People also wanted the society to get back to its former self.
- Most respondents (70%) had heard about the COVID-19 Vaccination programme from the NHS or Government website (Gov.uk) or Radio and TV.
- 78% of the respondents stated they felt that the NHS and Government had communicated clearly and efficiently about the COVID-19 Vaccination programme.

Our reflections:

The feedback that we received from the survey respondents about the vaccination programme in Bury has been mainly positive and we recognise that any areas of improvement that were identified through this report and incoming enquiries to Healthwatch Bury earlier this year have already been implemented locally.

Healthwatch Bury also recognises that parts of the vaccination programme were set nationally.

Background

The **COVID-19 pandemic**, also known as the **coronavirus pandemic**, is an ongoing global pandemic of coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The novel virus was first identified in Wuhan, China, in December 2019; a lockdown in Wuhan and other cities in Hubei province failed to contain the outbreak, and it spread to other parts of mainland China and around the world. The World Health Organization (WHO) declared a Public Health Emergency of International Concern on 30 January 2020, and a pandemic on 11 March 2020. Since 2021, variants of the virus have emerged and become dominant in many countries, with the Delta, Alpha and Beta variants being the most virulent. As of 30 September 2021, more than 233 million cases and 4.77 million deaths have been confirmed, making it one of the deadliest pandemics in history.

COVID-19 symptoms range from unnoticeable to life-threatening. Severe illness is more likely in elderly patients and those with certain underlying medical conditions.

Several vaccines have been approved and distributed in various countries, which have initiated mass vaccination campaigns since December 2020.¹

The UK now has three Covid vaccines approved for use, with the Pfizer/BioNTech and Oxford/AstraZeneca vaccines already being administered across the nation. The UK rollout of the Pfizer vaccine began on 8 December 2020, and the AstraZeneca vaccine was first administered on 4 January 2021. The Moderna vaccine arrived in UK on 6th April 2021.

We at Healthwatch Bury became aware that vaccination uptake was not consistent across the borough of Bury, and were aware of reports of issues with the supply and delivery of vaccines in other parts of the country. We wanted to find out what was causing reluctance in having the vaccinations, to find out if there are any communities that require further support and what information may be needed to ensure people were able to make an informed decision on immunisation.

The COVID vaccination programme, the biggest and most successful in health service history, has now started taking online and phone bookings from people invited for a booster jab.

¹ [COVID-19 pandemic - Wikipedia](#)

Methodology

We created a simple and quick to complete survey to find out about peoples experience of receiving the COVID Vaccine. Survey questions were devised following an analysis of existing surveys and engagement activity being undertaken across the country, both within the Healthwatch network and by public and voluntary organisations.

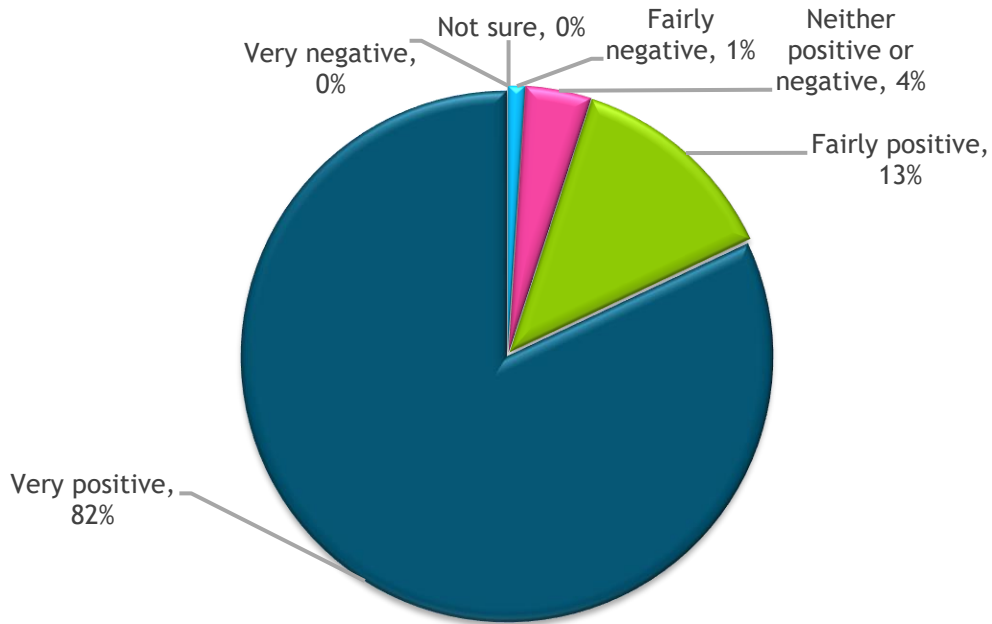
Following its launch in March 2021, the survey was distributed and promoted in a range of ways, including:

- Promotion via Healthwatch Bury website and social media channels (Twitter and Facebook)
- Asking statutory organisations, health and social care providers, local businesses, voluntary sector partners and community groups to promote the survey.
- Direct emails to contacts and organisations
- Document versions of the survey were available for download from the Healthwatch Bury website and hard copies were available on request. An option for completion over the phone with staff members was also put in place.



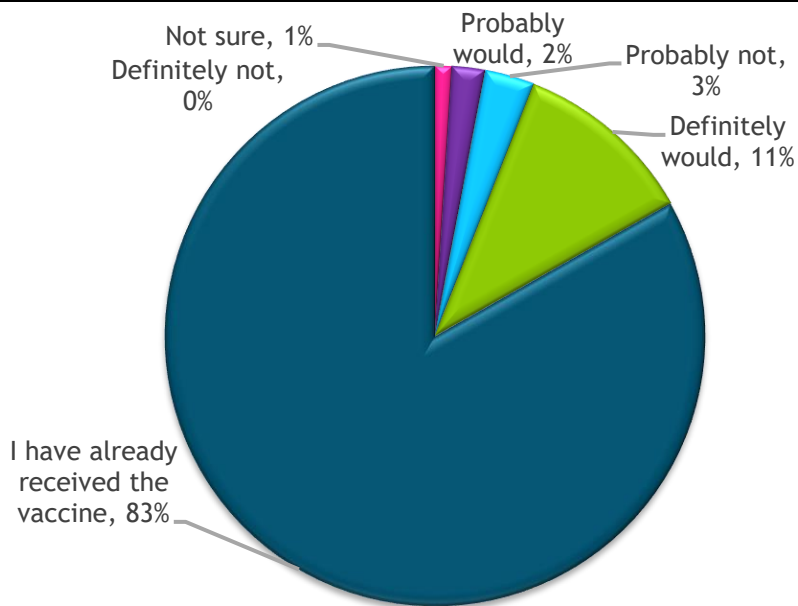
Findings

1. Thinking of vaccinations in general, such as those given for flu, polio or tetanus is your view of vaccinations... (tick one box)



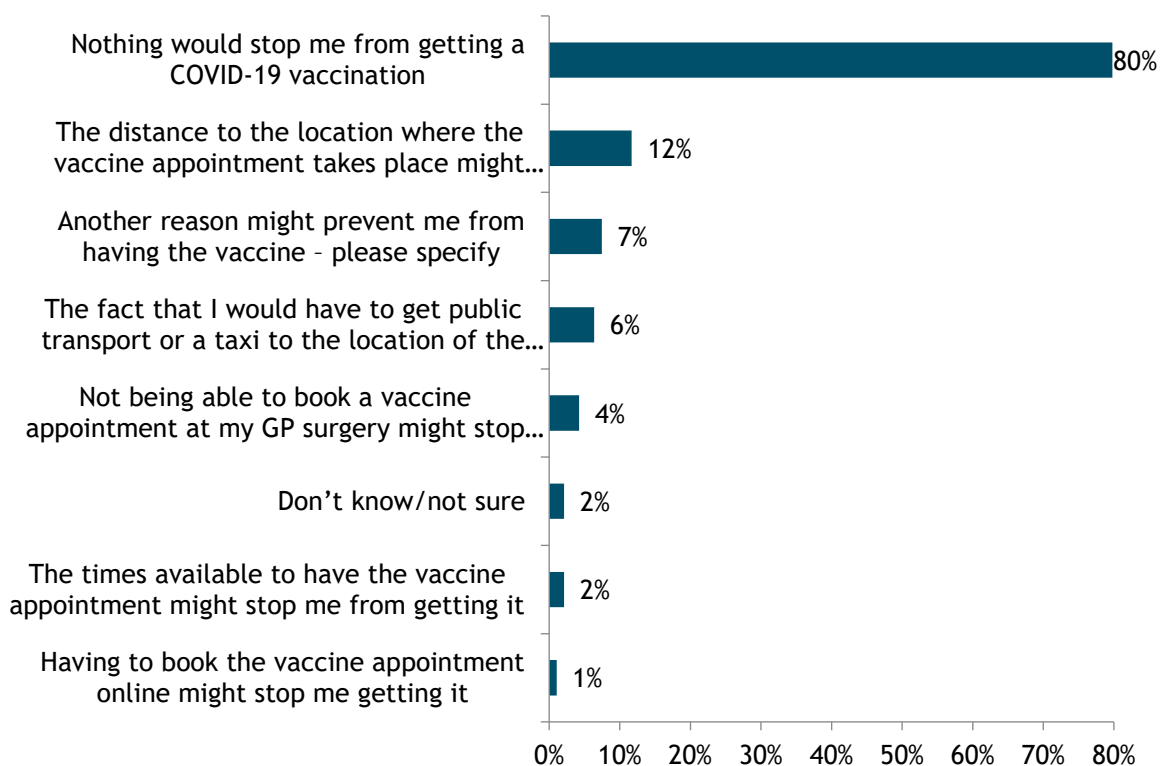
- 95% of the respondents had a positive view about the vaccinations in general. Only 1% had a fairly negative view of vaccinations.

2. If you were offered a vaccine against COVID-19 (Coronavirus) how likely would you be to get vaccinated? (tick one box)



- 82% of the respondents had already received the vaccination. Only 4% said they probably wouldn't get vaccinated or were not sure whether to get vaccinated.

3. If you want to be vaccinated, is there anything that may stop you from receiving a vaccine when it is made available to you? Please tick as many as apply.



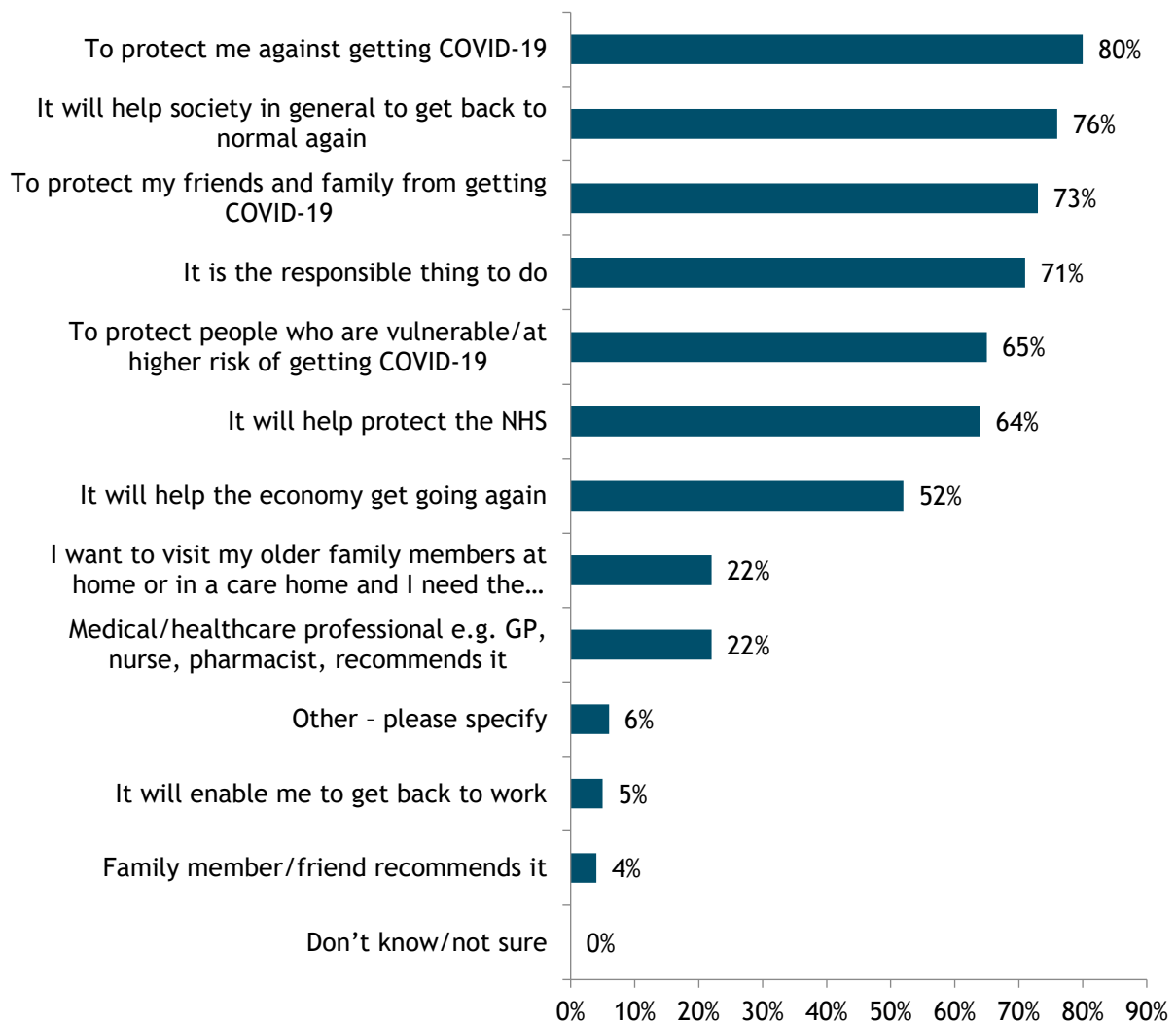
- Most respondents (80%) stated that nothing would stop them from getting a COVID-19 vaccination. 12% stated that the distance to the vaccination appointment might stop them from getting it.

Comments made when choosing 'Another reason might prevent me from having vaccine':

- Husband is critically/clinically vulnerable but housebound - GP surgery doesn't know how to deal their patients in this situation. Practice nurses currently doing triage calls all day. District nurses to assist with this.
- No long-term data available
- Taking antidepressant medication
- The short time this vaccine has taken to be developed
- Not necessary
- Side effects such as the awful ones I got with the Astra Zeneca first vaccine
- I have had the vaccine but the online appointments were too far away, so I contacted the GP surgery to arrange locally.



4. What are the main reasons you want the COVID-19 vaccine? Please tick as many as apply.

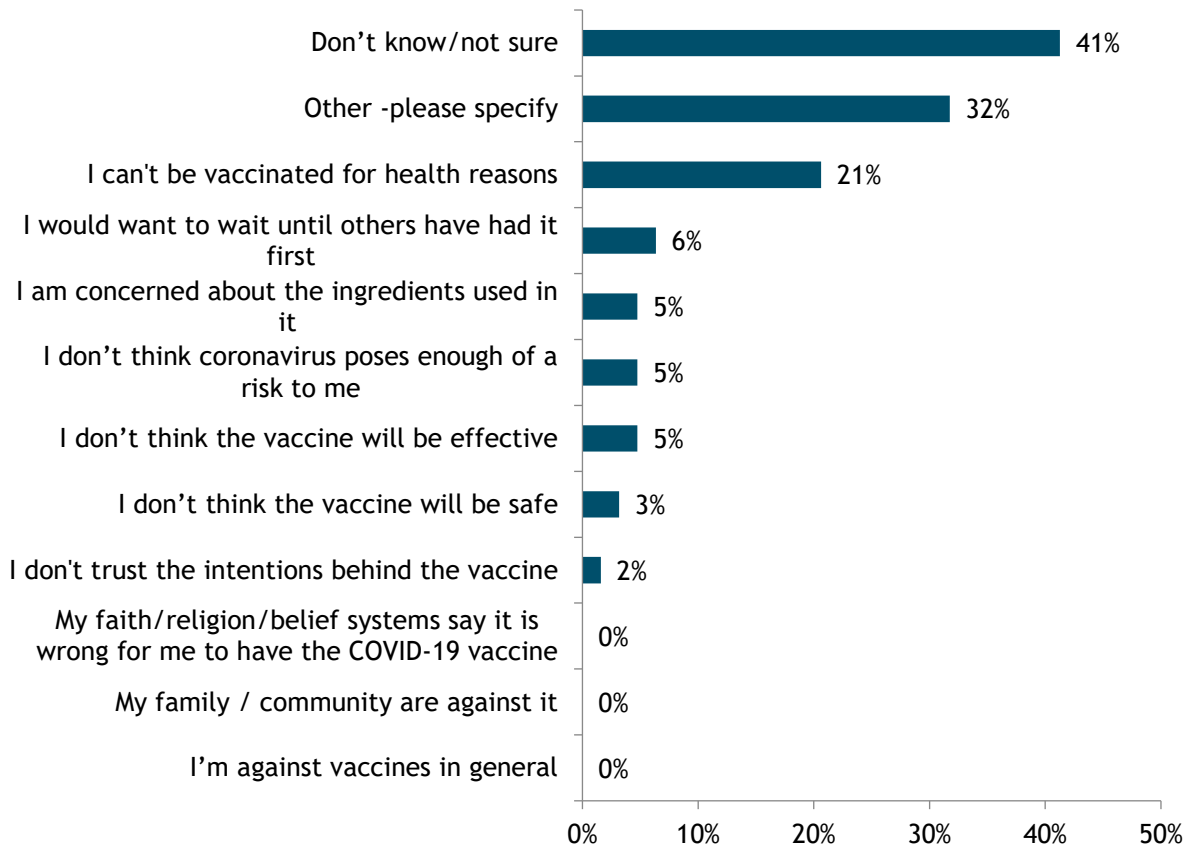


The motivations to get vaccinated were varied but the main reason for 80% of the respondents was to **protect themselves against COVID-19**. This was closely followed by 76% choosing **‘It will help society in general to get back to normal again’** and 73% choosing **‘To protect my family and friends from getting COVID-19’**.

‘Other’ comments included:

- I don't want it at present.
- To travel abroad.
- To be able to hug my children and grandchildren and socialise again with my friends.
- Got long covid, heard vaccine helps to reset the body.
- Don't want it.
- The choices above do not follow the science, the vaccine reduces the risk of becoming ill, it does not stop infection or shedding.

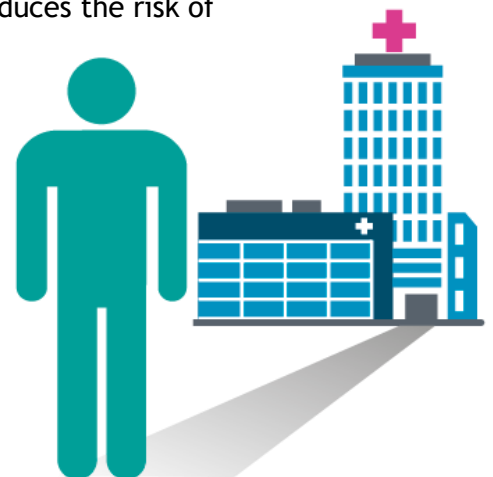
5. If you would not want to be vaccinated, what would be your motivation for refusing the vaccine? Please tick as many as apply.



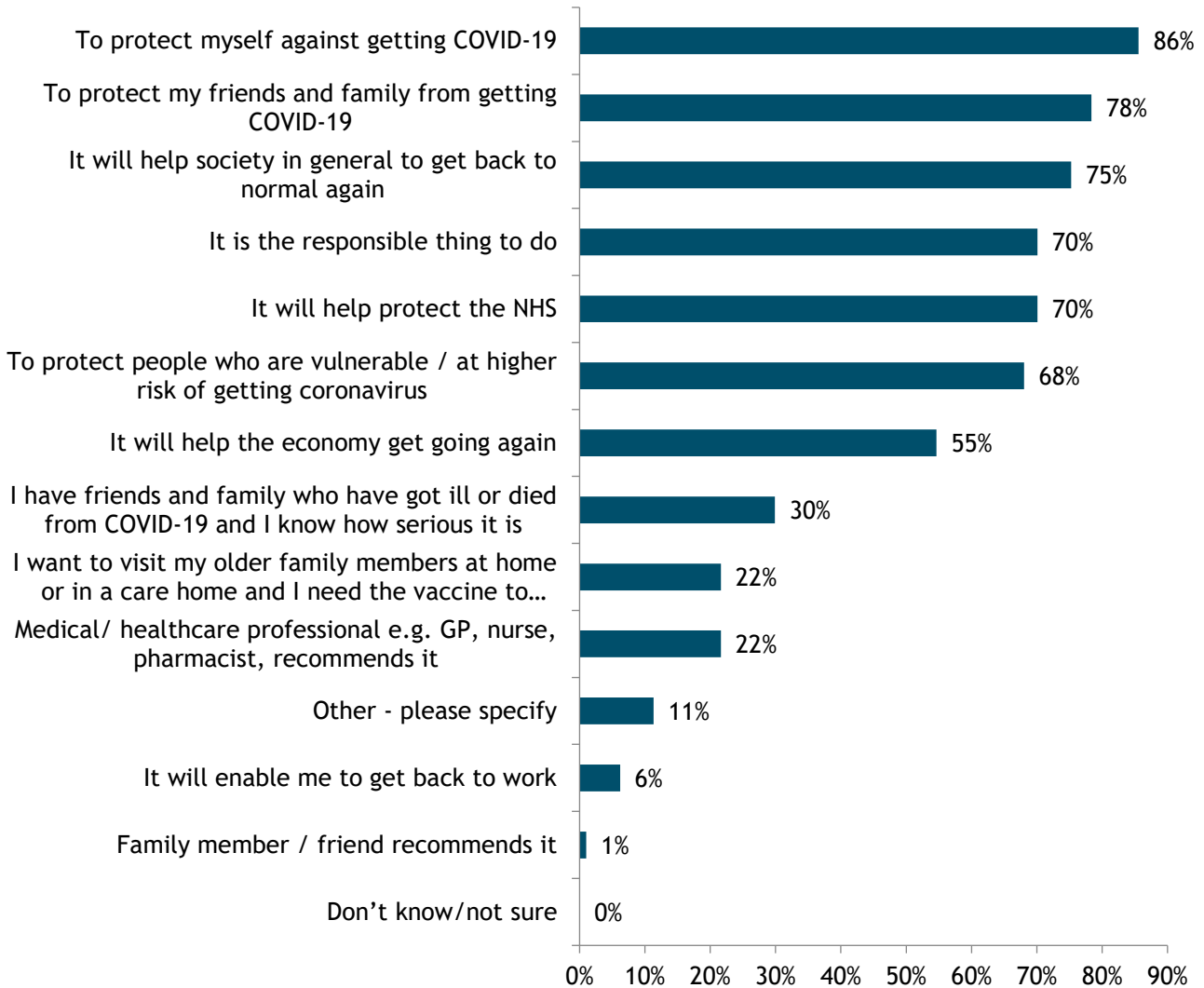
41% answered 'Not sure' and 21% of the respondents said they wouldn't get vaccinated for health reasons.

'Other' comments included:

- These are reasons why I don't have the flu vaccine.
- Just want protection
- I would never not want to be vaccinated
- I am concerned that it hasn't had enough testing and could cause longer term issues
- Phobia of needles
- There is nothing which would prevent me
- the choices above do not follow the science, the vaccine reduces the risk of becoming ill, it does not stop infection or shedding
- I get very bad side effects to lots of medications and to this vaccine as it happens
- I have already had a first dose of the Pfizer vaccine.



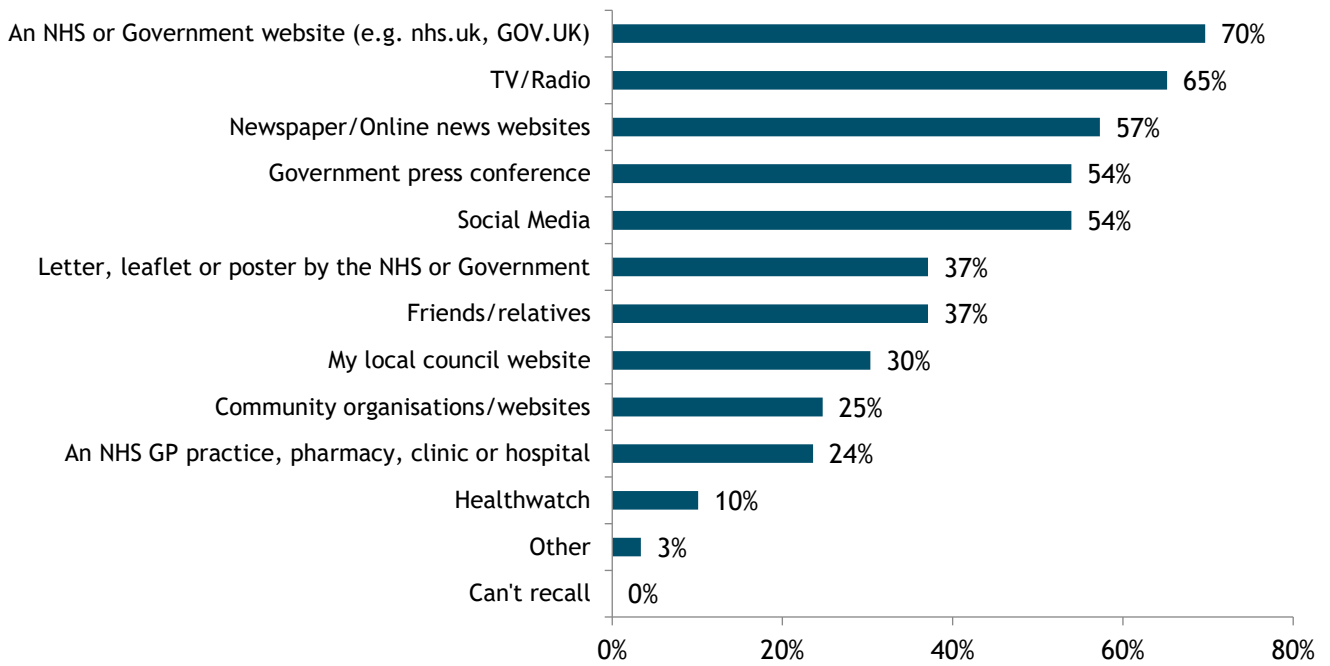
6. Which of the following are reasons why you decided to be vaccinated against COVID-19? Please tick all that apply.



Other comments included:

- With a new disease, I chose vaccination, which I refuse for flu. I have had several flu-like viruses, but my GP hasn't diagnosed me with flu for any of them.
- classed as clinically Extremely Vulnerable! Another missing option
- I haven't
- Travel abroad
- It is common sense
- Not needed
- the choices above do not follow the science, the vaccine reduces the risk of becoming ill, it does not stop infection or shedding

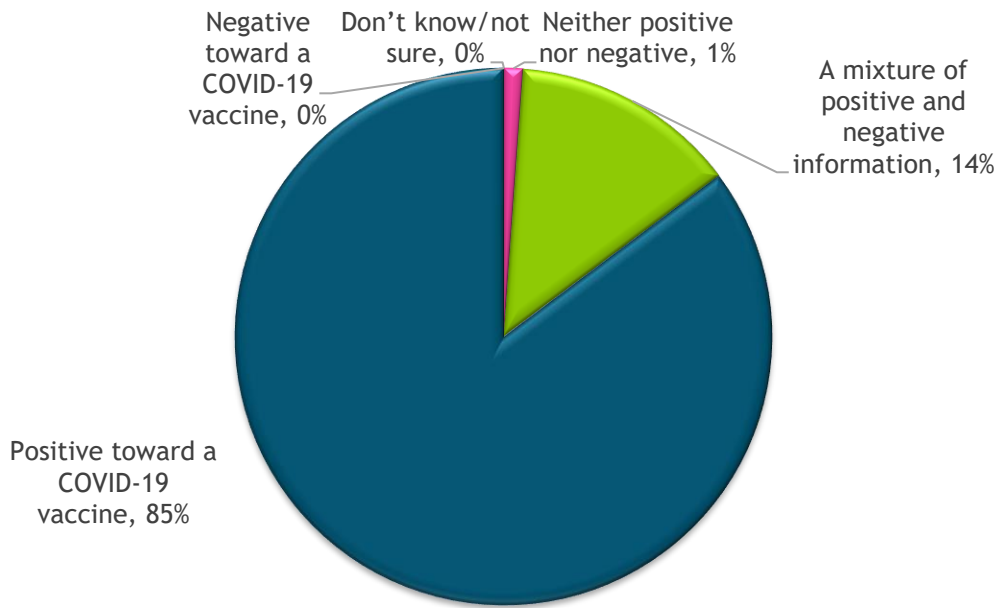
7. Where have you mainly seen or heard information about a COVID-19 vaccine recently? Please select all that apply.



- Top three main sources of information were an NHS or Government website (70%), TV/Radio (65%) and newspapers or online news websites (57%)

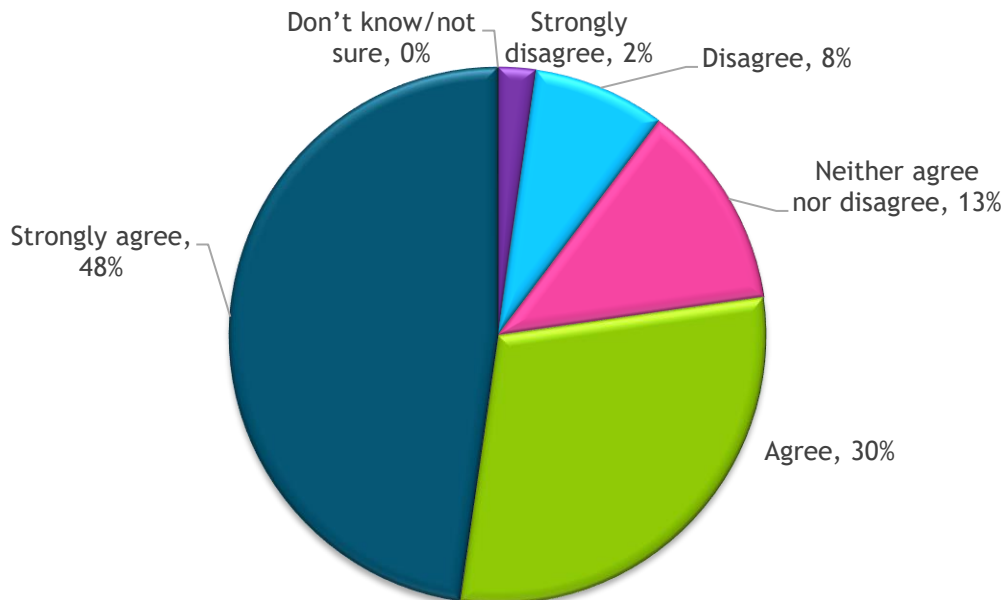


8. Overall, was the information that you have seen or heard recently ... (Tick one box only)



- Most respondents (85%) stated that the information they have seen or heard recently was positive towards a COVID-19 vaccine, 14% said they had seen a mixture of positive and negative information.

9. Do you agree that information from the NHS or the Government about the vaccine and its roll out has been communicated clearly and effectively? (Tick one box only)



- 78% of respondents said they agree that the vaccine and its roll out has been communicated clearly and effectively. 10% said they disagree and another 13% were undecided.

10. Is there anything else you'd like to tell us about COVID-19 vaccinations?

37 people answered this question, please see some of the comments below:

'Very efficient system - we booked via the national system on receipt of our letters'

'Need information in British Sign Language and subtitled if using video'

'We were very impressed with the speed of the roll out and the efficient way that the whole thing has been organised in such a short period of time.'

'People seem to forget that you can't reason with a virus: it doesn't know or care about your job, holiday or family meal out. It just replicates. Until sufficient immunity is gained in the population that it sinks to an annual nuisance, like flu is for most people (I know it can be fatal for vulnerable people), then it's no good complaining about Government decisions, leadership or lockdowns. Get vaccinated, stay aware of variants, do what you can. We aren't the first generation to live through devastating pandemics/epidemics.'

'Greatly appreciated, we are incredibly lucky we can even debate it, as parts of the world struggle to get it.'

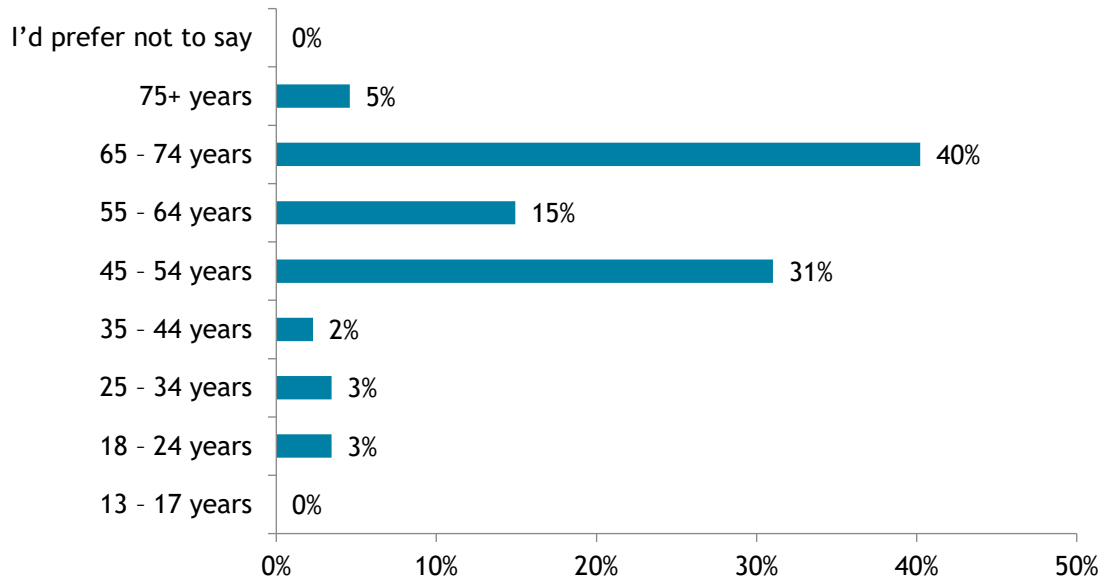
'Once I got a text asking me to book a vaccination appointment, I got one within a couple of days - very happy about that. But concerned that my husband, who is critically/clinically ill (according to the regular letters and phone calls we get from NHS, health minister, GP surgery, Council etc.) isn't on the list for a vaccine yet.'

'It's an absolute must! I really cannot understand why some are against it. Every single person should accept that they have a responsibility to keep others safe. The vaccine is a Godsend.'

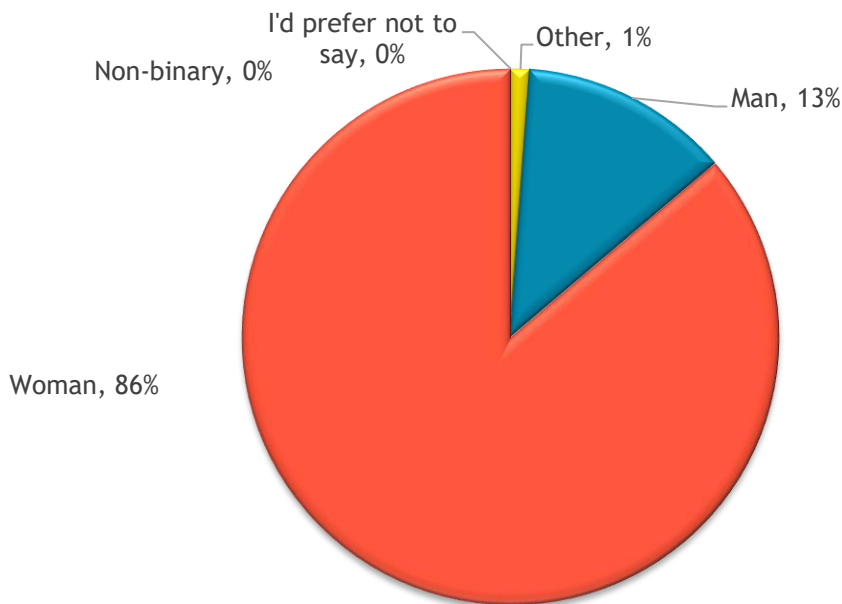
'I was so relieved to receive my 1st vaccine but am concerned I must wait up to 12 weeks for my 2nd. I have spent a year shielding due to being extremely clinically vulnerable & so need to as soon as possible have contact with family/friends. I want to be able to do my own shopping as I have relied on my daughter to do it all, I just want to be independent once more.'

Demographics

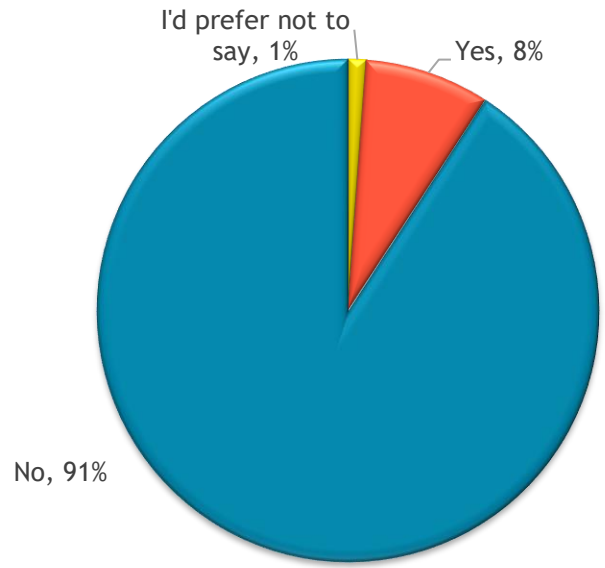
11. Please tell us which age category you fall into?



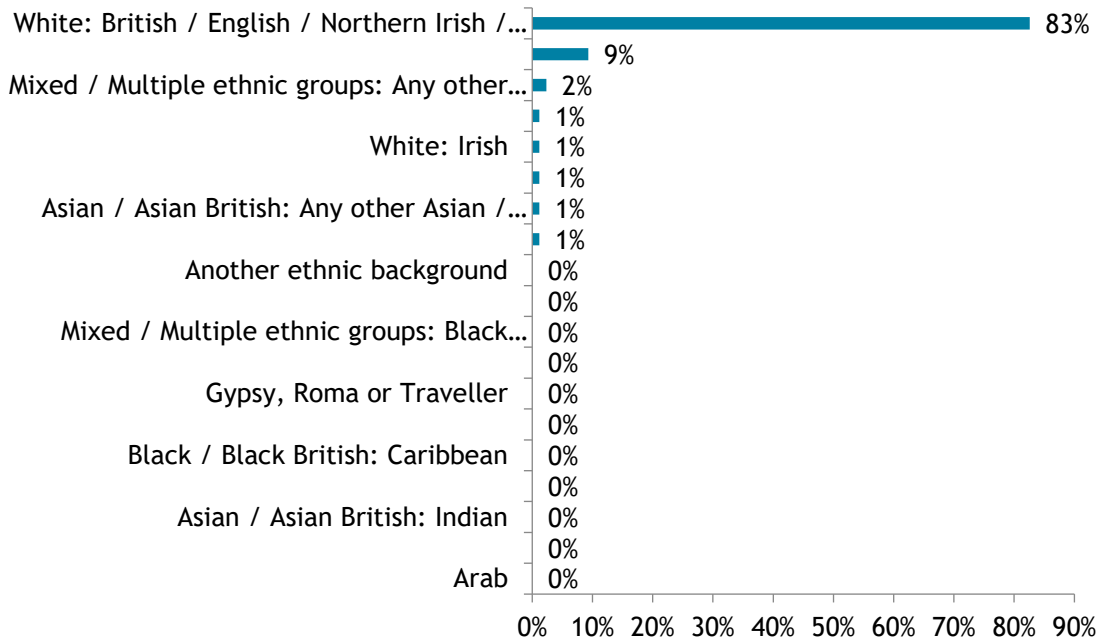
12. Please tell us which gender you identify with?



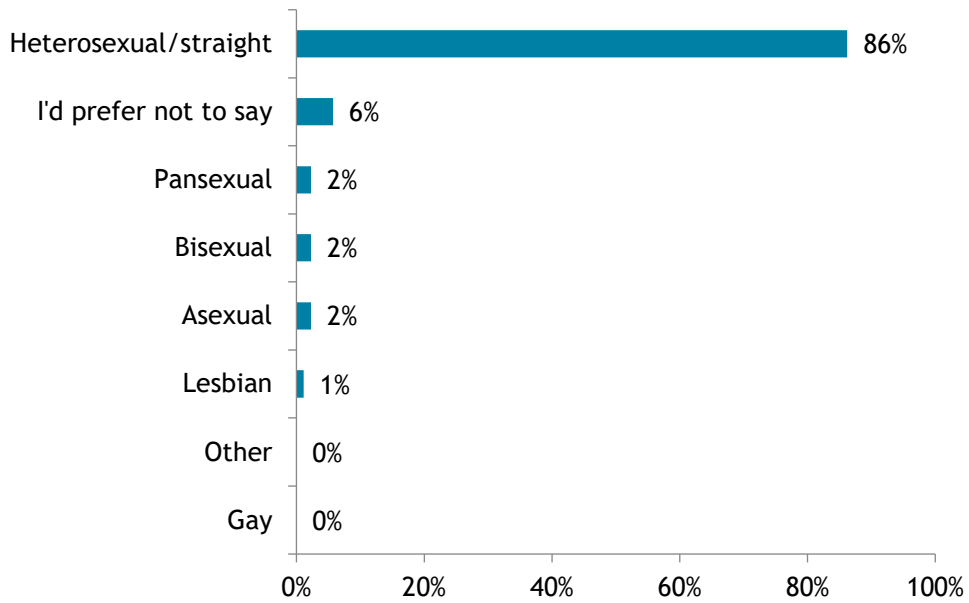
13. Is your gender different to the sex that was assigned to you at birth?



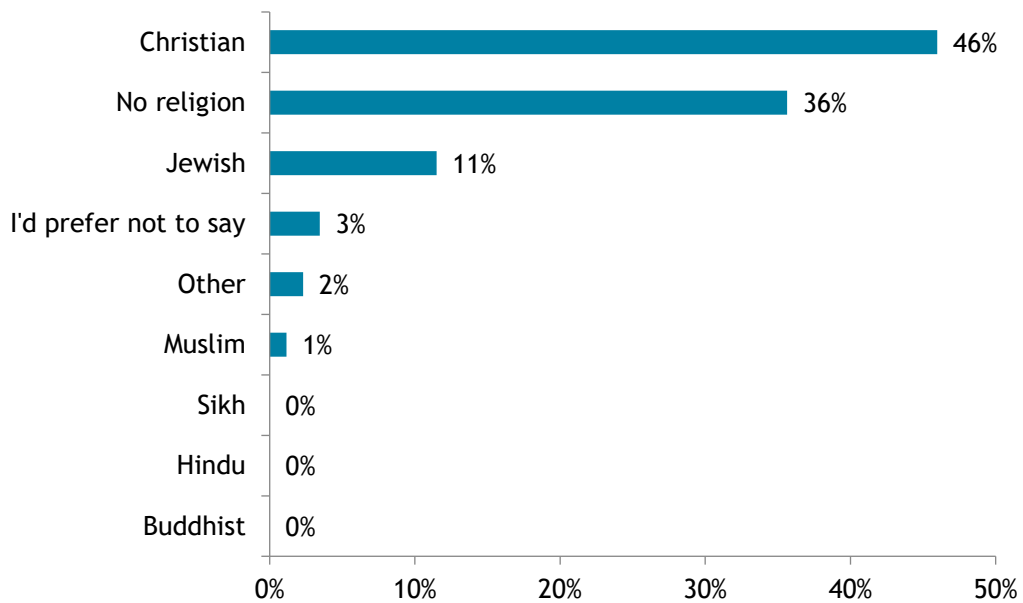
14. Please select your ethnic background



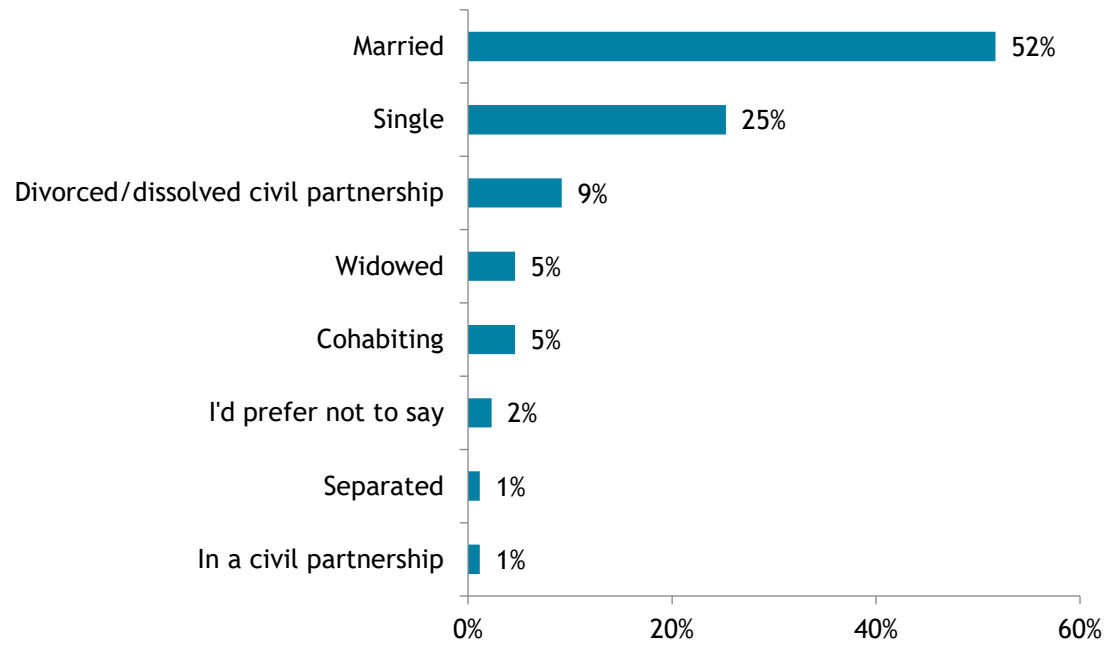
15. Please tell us which sexual orientation you identify with:



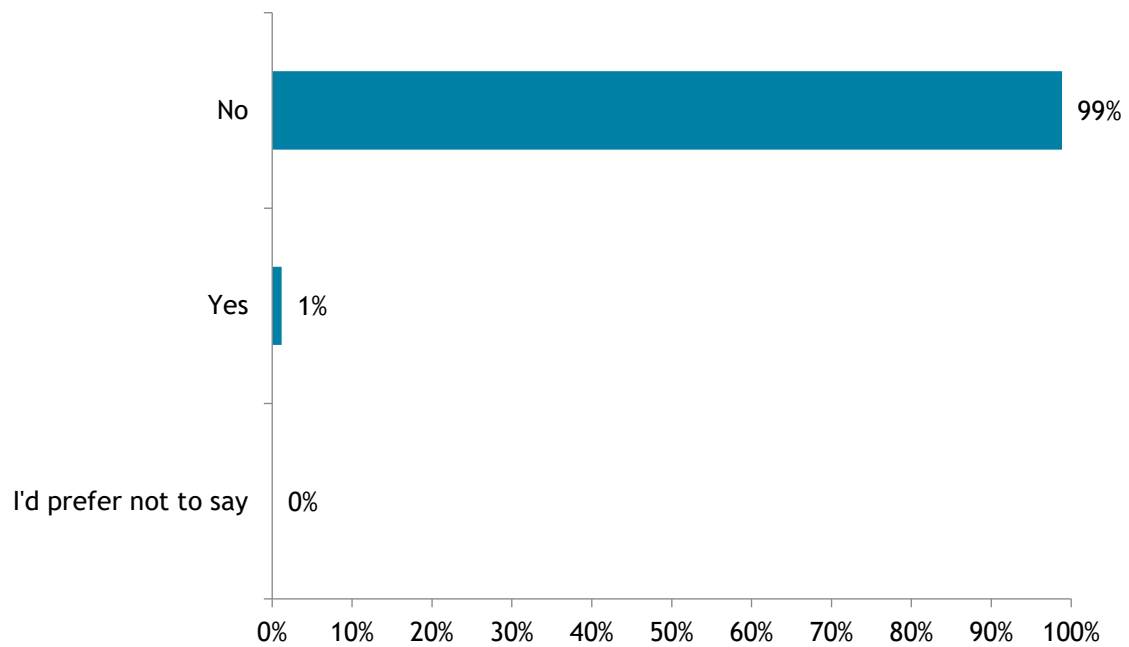
16. Please tell us about your religion or beliefs



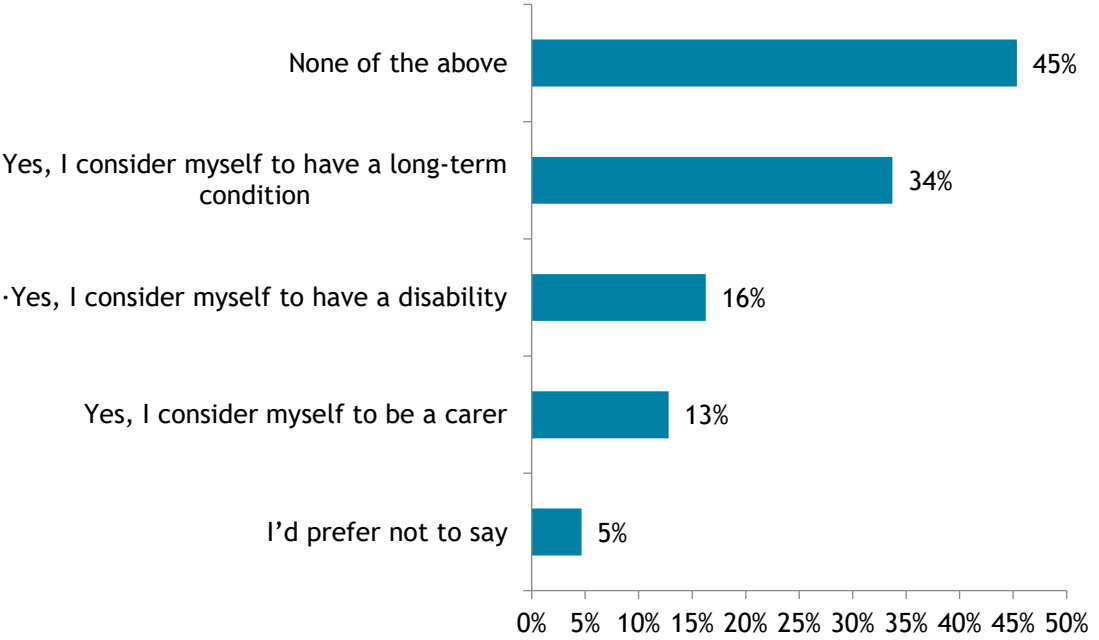
17. Please tell us about your marital or civil partnership status?



18. Are you currently pregnant or have you been pregnant in the last year?



19. Do you consider yourself to be a carer, have a disability or a long-term health condition? (Please select all that apply):



Contact us

If you require this information in an alternative format, please contact our office via the details below.

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