



# Your experiences of the COVID-19 vaccination programme

September 2022



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## Executive Summary

During June and July 2022 Healthwatch Sunderland, in partnership with the Sunderland GP Alliance, launched a survey to gather people's experiences of receiving their COVID-19 vaccine with a focus on whether local people had taken up the offer to be immunised.

The purpose of this report is to share the findings with key NHS providers and commissioners, to help them understand directly from local people what is going well but also what else could be done to improve the delivery of the autumn and winter 2022/2023 vaccine programme.

This report covers those 343 respondents who replied during this period of time.

### Key themes/findings

The main findings of the survey are as follows:

- Most respondents (66%) had received their first, second and third vaccine.
- Approximately one quarter (24%) had received either one, two or no vaccines.
- Most respondents found it either very easy or fairly easy to get to the venues for their vaccines and would be happy to any local venue for future vaccine appointments.
- Respondents main reason for receiving the vaccine included to protect themselves and/or vulnerable friends & family members.
- Respondent's main reasons for not being fully vaccinated included cultural, religious, or other reasons and /or COVID-19 restrictions have changed and they no longer feel they need to be fully vaccinated.
- Respondents' main reasons for not being vaccinated at all, included they were either not worried about the side effects of COVID-19 or they don't believe there has been enough research carried out.

## Introduction

### What is Healthwatch Sunderland?

Healthwatch Sunderland is the independent local champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

By speaking to Sunderland residents, we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve Sunderland residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



*We champion what matters to you and work with others to find ideas that work.*

*We are independent and committed to making the biggest difference to you.*



## Methodology

In partnership with the Sunderland GP Alliance, we designed a survey to collect feedback from those patients who had received some or all of their COVID-19 vaccine and those who were still to receive any.

Questions were designed to help understand people's level of vaccination and to identify any potential barriers that may be preventing the uptake of the vaccine.

Members of the public were invited to complete surveys during the months of June and July 2022. Surveys were promoted via the Healthwatch Sunderland e-newsletter, social media channels, website and via networks and contacts within the NHS, social care, and local voluntary and community sector. Many of the organisations kindly promoted the survey on their behalf through their own networks and social media links etc.

Surveys were available to complete online using Survey Monkey or as a paper-based version which was supplied with a self-addressed envelope. In addition, people could call Healthwatch Sunderland where staff were available to assist in completing the survey over the phone.



## Findings

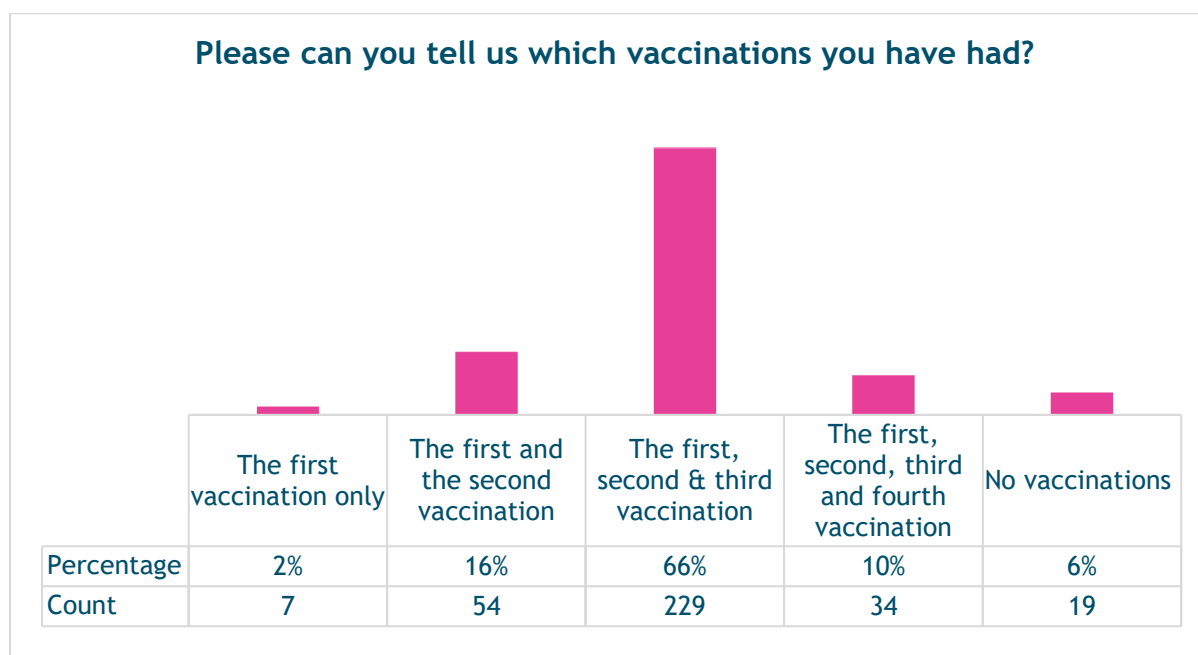
The findings in this section are based on responses to the survey. In total, there were 343 survey responses.

The majority of those who responded were female (61%), aged between 35 and 64 years old (55%) and white (89%).

The full breakdown of demographic information can be seen in appendices 2.

### Please can you tell us which vaccinations you have had?

Most respondents (66%) had received their first, second and third vaccine, a further 18% had received either their first or first and second vaccine. 6% of respondents had received no vaccinations.



### Where did you receive each of your vaccinations? (Please tick all that apply)

Respondents informed that they had received their vaccines at a range of venues, with most receiving them at a Sunderland based location.

For those who responded to say they had received a vaccine at locations other than those venues listed, most had either received them at an out of area location or Sunderland Royal or South Tyneside Hospitals.

	First vaccine (303 responses)	Second vaccine (288 responses)	Third vaccine (203 responses)	Fourth vaccine (26 responses)
Sunderland Nightingale Hospital	46	48	39	3
Bunny Hill Primary Care Centre	46	47	27	4
Houghton Primary Care Centre	30	28	30	1
Washington Primary Care Centre	28	20	14	0
Grindon Lane Primary Care Centre	26	34	21	2
Millfield Medical Centre	20	20	13	1
Riverview Health Centre	12	11	12	1
Arnison Centre	4	2	6	0
Other (Please state below)	91	78	77	14

### How easy or difficult did you find it to get to the venue for each of your vaccinations?

When asked about ease of accessing the venue for their vaccine most responses received showed that people had, in the main, found it either very easy or fairly easy to get to.

	First vaccine (308 responses)	Second vaccine (297 responses)	Third vaccine (250 responses)	Fourth vaccine (32 responses)
Did not apply (did not need to travel for vaccination)	28	22	18	2
Very easy	184	198	169	21
Fairly easy	59	42	30	5
Neither easy nor difficult	20	23	17	1
Fairly difficult	5	5	8	2
Very difficult	6	2	4	0
Don't know / can't remember	6	5	4	1

When asked to provide additional information on what had made the venue easy or difficult to access people gave a range of responses.

Those who found the venues easy to get to did so, in the main, as it was either easy to locate and well signposted, close to where they live, easy to access via car or public transport or given whilst at work.

Those who found it more difficult to get to, in the main, did in the main as the location was unfamiliar to them, they needed to use two buses to get to, they had a long distance to travel or they had encountered parking issues at the venue.

**Please can you tell us what was your reason for being vaccinated? (Please tick all that apply)**

Most people who received their vaccinations did so to either protect themselves and/or their family and friends.

	Count
To protect myself & vulnerable friends & family members	239
To protect myself	146
To allow me to be able to socialise	83
To allow me to be able to travel	74
I work in a care home/healthcare setting and I had to be vaccinated for employment purposes	62
Prefer not to say	7
Other	31

Of those 31 respondents who ticked to say they had been vaccinated for reasons other than those listed, most stated their reasons were because they either felt pressurised by family members or their place of work, they couldn't afford to take leave from work to isolate or due to fear.

“I could not afford the time off work isolating every time I came in contact with somebody with the virus.”

“I felt pressured because of the job I do.”

**If you have NOT been fully vaccinated, why did you not complete the course? (Please tick all that apply)**

Of those people who responded to say they hadn't been fully vaccinated, most people cited they hadn't done so due to cultural, religious or other reasons.

	Count
Cultural, religious or other reasons (Please state)	52
COVID-19 restriction have changed and I no longer feel I need to be fully vaccinated	25
I was unwell following a vaccination and do not want to have another	21
The venue wasn't accessible	5
The type of vaccine I had is no longer available	4
I struggled to get a suitable appointment	1
Prefer not to say	8

Respondents who choose cultural, religious or other reasons as they option were asked to provide additional information on their answer. Most of the 52 respondents stated their reasons were either due to having a bad reaction to one of their



vaccines and therefore they don't want another or that they don't feel they needed further protection/additional vaccines.

“I am well at the moment and don't need further protection.”

“I don't really mix with others, and I am being careful.”

**If you decided against being vaccinated at all, please tell us why. (Please tick all that apply)**

Of those respondents not to have received any vaccinations, most responses for the reasons why included not being worried about the effects of COVID-19 or another reason.

	Count
I am not worried about the effects of COVID-19	13
I struggled to find a centre close to me to get an appointment	6
I heard information about the vaccine that has worried me	5
I have a needle phobia	3
I am worried about the products contained in the vaccine (e.g. animal products)	2
I was pregnant and worried about the potential effects to my health	1
Prefer not to say	17
Other	23

Respondents who choose other reasons as they option were asked to provide additional information on their answer. Most of the 23 respondent's comments received could be grouped into the following themes; already had COVID-19, they believe they have antibodies, or they don't believe there has been enough research carried out.

“I had COVID whilst in hospital and was alright so why have it? I just don't want it.”

“Ridiculous, not enough research and I have antibodies.”

**If you were to book your next appointment, how would you prefer to do this? (Please tick all that apply)**

Most people would prefer to either book their next appointment on-line or by phone to their GP.

	Count
On-line	144
By phone to my GP	95
By text	92
Walk in to one of the centres	66
Other	49

Of those who ticked other as their answer, most either commented that they would like the vaccine team or GP to contact them, or they won't be booking another appointment as they don't wish to have any further vaccines.

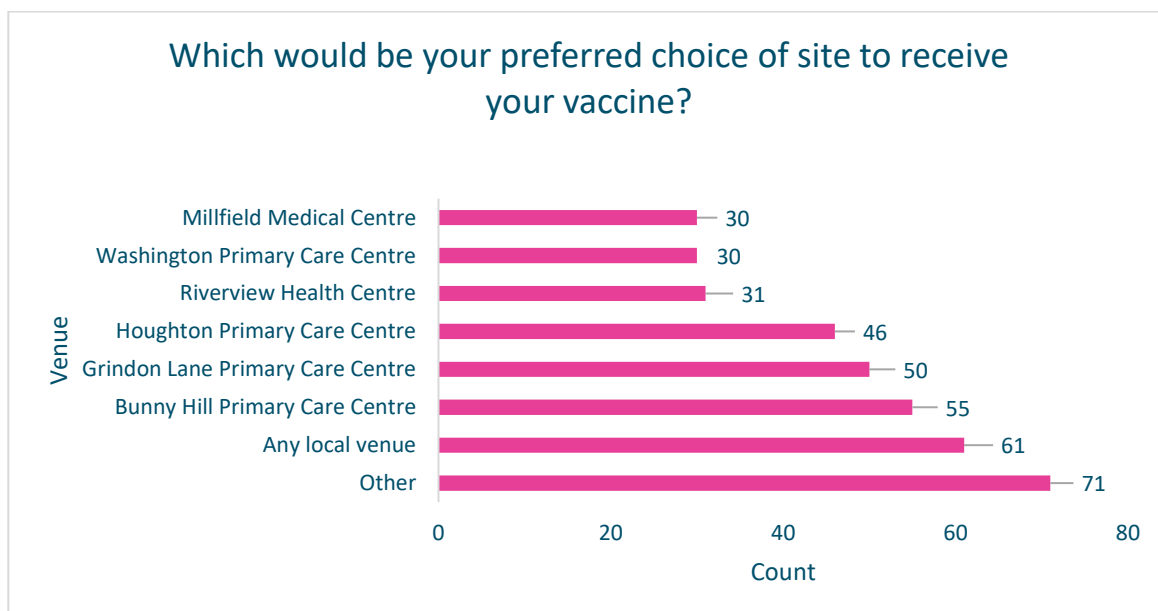
“A phone call from COVID vaccine team.”

“Don't plan on getting any further vaccines for COVID.”

“I think 3 vaccines are enough.”

**Which would be your preferred choice of site to receive your vaccine? (Please tick all that apply)**

Most survey respondents informed that they would be happy to attend any local venue to receive their vaccine or ticked other venue as their preferred choice. When asked to specify which venue other than those listed, they would prefer to go to for their vaccine, many either gave Sunderland Royal or South Tyneside Hospitals.



**Would you like to add any additional comments about the vaccination programme?**

When asked if respondents would like to provide any further comments about the vaccination programme a range of responses were received and can be themed into positive and negative.

Positive feedback could, in the main, be themed into; the vaccine programme was well organised and efficient, delivered by professional staff and helpful volunteers or respondents were grateful to have the opportunity to receive the vaccine.

“All of the vaccinations experiences were magnificent - as a very hard of hearing person the meeter and greeter gentleman was spot on with his disability awareness, which made the whole experience that much easier and reassuring.”

“I had no problems; felt I was able to get an appointment quickly. 1st appointment was arranged through employer, second appointment I received a call and an appointment was made over the phone, third appointment I booked online. No complaints.”

“I was so pleased to be given the opportunity to be vaccinated. I thought it was a well organised and ran programme and would like to thank all of those involved in the process.”

Negative feedback could be themed into; negative side effects from the vaccine, pressurised into receiving the vaccine and lack of evidence on long term effects of the vaccine.

“I do not feel that enough information has been provided about the side effects of the vaccination, especially long-term effects.”

“I reacted to all of my vaccines; unwell with temperatures, shaking, joint pains and generally feeling unwell therefore I would have to have a good think of whether I would receive any more.”

“Side effects not good. After having 3 doses I will not be having more.”

## Next steps

The response to our survey has been incredible, we appreciate the time taken by all 343 respondents who shared their experiences with us.

We are sharing that feedback with Sunderland GP Alliance and other key providers to provide robust information upon which to build future services.

Comments received from survey respondents will also be shared with service providers where appropriate.

## Appendices

### Appendix 1 - Survey

#### Your experience of the COVID-19 vaccination programme

Healthwatch Sunderland provide an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to service providers and commissioners to improve services.

We are currently working with the NHS to find out people's experiences of receiving their COVID-19 vaccine and whether they have been immunised or not.

The results of this survey will be shared with the NHS to help them understand directly from you what is going well, but also what else could be done to improve the delivery of the vaccine locally. The survey should take no longer than 5-10 minutes to complete.

**1. Please provide the first three or four digits of your postcode e.g. (SR4, NE38 etc.)**

**2. Please can you tell us which vaccinations you have had? (Please tick one)**

- |  |  |
|--|--|
| <input type="checkbox"/> The first vaccination only            | <input type="checkbox"/> The first, second and third vaccination         |
| <input type="checkbox"/> The first and the second vaccination  | <input type="checkbox"/> The first, second, third and fourth vaccination |
| <input type="checkbox"/> The first, second & third vaccination | <input type="checkbox"/> No vaccinations (please skip to question 8)     |

**3. Where did you receive each of your vaccinations? (Please tick all that apply)**

	First vaccine	Second vaccine	Third vaccine	Fourth vaccine
Sunderland Nightingale Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bunny Hill Primary Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Houghton Primary Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washington Primary Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grindon Lane Primary Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Millfield Medical Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riverview Health Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arnison Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please state below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. How easy or difficult did you find it to get to the venue for each of your vaccinations?**

	First vaccine	Second vaccine	Third vaccine	Fourth vaccine
Did not apply – did not need to travel for vaccination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neither easy nor difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know / can't remember	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5. Please tell us more information about why you found it easy or difficult to travel each of your vaccinations.**

First vaccine	
Second vaccine	
Third vaccine	
Fourth vaccine	

**6. Please can you tell us what was your reason for being vaccinated? (Please tick all that apply)**

- To protect myself
- To protect myself and vulnerable friends and family members
- To allow me to be able to socialise
- To allow me to be able to travel
- I work in a care home / healthcare setting and I had to be vaccinated for employment purposes
- Prefer not to say
- Other (please write in below)

**7. If you have NOT been fully vaccinated, why did you not complete the course? (Please tick all that apply) If you have been vaccinated please go to Q9**

- Not applicable I am up to date with my vaccinations
- I was unwell following a vaccination and do not want to have another
- COVID-19 restriction have changed and I no longer feel I need to be fully vaccinated
- I struggled to get a suitable appointment
- The type of vaccine I had is no longer available
- The venue wasn't accessible
- Prefer not to say
- Cultural, religious or other reasons (Please state below)

**8. If you decided against being vaccinated at all, please tell us why. (Please tick all that apply)**

- I am not worried about the effects of COVID-19
- I have a needle phobia
- I heard information about the vaccine that has worried me
- I am worried about the products contained in the vaccine (e.g. animal products)
- I struggled to find a centre close to me to get an appointment
- I was pregnant and worried about the potential effects to my health
- I was pregnant and worried about the potential effects to the health to my baby
- Prefer not to say
- Other (Please state below)

**9. If you were to book your next appointment, how would you prefer to do this? (Please tick all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> By text link      | <input type="checkbox"/> Walk in to one of the centres |
| <input type="checkbox"/> On-line           | <input type="checkbox"/> Other (Please state below)    |
| <input type="checkbox"/> By phone to my GP |  |

**10. Which would be your preferred choice of site to receive your vaccine? (Please tick all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Bunny Hill Primary Care Centre | <input type="checkbox"/> Millfield Medical Centre         |
| <input type="checkbox"/> Houghton Primary Care Centre   | <input type="checkbox"/> Riverview Health Centre          |
| <input type="checkbox"/> Washington Primary Care Centre | <input type="checkbox"/> Grindon Lane Primary Care Centre |
| <input type="checkbox"/> Any local venue                | <input type="checkbox"/> Other (Please state below)       |

**11. Would you like to add any additional comments about the vaccination programme?**

**Tell us a bit more about you**

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

**12. How old are you? (please state)** ..... **I prefer not to say**

**13. Please tell us which gender you identify with**

- |                                |                                     |  |
|--------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Woman | <input type="checkbox"/> Non-binary | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Man   | <input type="checkbox"/> Other      |  |

**14. Please select your ethnic background**

- |  |   |
|--|---|
| <input type="checkbox"/> Arab  | <input type="checkbox"/> Mixed/ Multiple ethnic groups: Asian & White                                 |
| <input type="checkbox"/> Asian / Asian British: Bangladeshi                                | <input type="checkbox"/> Mixed / Multiple ethnic groups: Black African and White                      |
| <input type="checkbox"/> Asian / Asian British: Chinese                                    | <input type="checkbox"/> Mixed / Multiple ethnic groups: Black Caribbean and White                    |
| <input type="checkbox"/> Asian / Asian British: Indian                                     | <input type="checkbox"/> Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background |
| <input type="checkbox"/> Asian / Asian British: Pakistani                                  | <input type="checkbox"/> White: British / English / Northern Irish / Scottish / Welsh                 |
| <input type="checkbox"/> Asian / Asian British: Any other Asian / Asian British background | <input type="checkbox"/> White: Irish   |
| <input type="checkbox"/> Black / Black British: African                                    | <input type="checkbox"/> White: Any other White background  |
| <input type="checkbox"/> Black / Black British: Caribbean                                  | <input type="checkbox"/> Another ethnic background  |
| <input type="checkbox"/> Black / Black British: Any other Black / Black British background | <input type="checkbox"/> I'd prefer not to say  |
| <input type="checkbox"/> Gypsy, Roma or Traveller  | <input type="checkbox"/> Other (Please state below)   |

**Many thanks for completing this survey, we value you your time and feedback.**

Healthwatch Sunderland take your privacy seriously. The information you provide on this form will be stored electronically. Your comments will be shared with NHS commissioning teams, healthcare providers and Healthwatch England, to help them improve services. We treat all information confidentially and will only share this information in the exercise of our public function as a local Healthwatch.

Should you have any question please contact us on the details below:

Tel: (0191) 5147145

Email: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)

[www.healthwatchesunderland.com](http://www.healthwatchesunderland.com)

Should you wish to book your vaccination appointment find up to date information by visiting

[www.sunderland.gov.uk/covidvaccine](http://www.sunderland.gov.uk/covidvaccine)



## Appendix 2 - Demographics

We gathered feedback from 348 patients who completed the survey. Not everyone completed the section requesting their demographics as these were made optional. The breakdown of those who did is given below:

Gender - 297 people complete this section of the survey. Gender of respondents is as follows:

Please tell us which gender you identify with?	Percentage
Female	68%
Male	30%
Other	1%
Prefer not to say	1%

Age - 243 people completed this section of the survey. Ages of respondents is as follows:

How old are you?	Percentage
18-24	4%
25-34	11%
35-44	17%
45-54	17%
55-64	21%
65-74	11%
75 or older	18%
Prefer not to say	1%

Ethnicity - 298 people complete this section of the survey. Ethnicity of respondents is as follows:

	Count
White: British / English / Northern Irish / Scottish / Welsh	264
White: Any other White background	15
Asian / Asian British: Bangladeshi	4
Asian / Asian British: Indian	3
Asian / Asian British: Pakistani	1
Black / Black British: African	2
Black / Black British: Caribbean	1
Mixed / Multiple ethnic groups: Black African and White	1
Mixed / Multiple ethnic groups: Black Caribbean and White	1
White: Irish	1
Prefer not to say	5



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