

Views on Covid and Flu vaccinations from Pakistani and Bangladeshi communities

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Executive Summary

Healthwatch Croydon has received funding by NHS England to understand the views of Covid and Flu vaccinations with Pakistani and Bangladeshi communities in Croydon and Camden. The communities have had historical lower uptakes for both Covid and Flu vaccines as well as other vaccination programme.

The aim of this research is to hear their views on vaccination, and specifically Covid and Flu and understand the approach to learning and interpreting communications about vaccine, who may influence decision making and a range of other aspects to help inform the NHS team

Following discussion, Healthwatch Croydon agreed to undertake 15 interviews with members of the Pakistani and Bangladeshi communities undertake in August and September 2022.

This has supported NHS England within their work in the vaccine equalities team leading vaccine deployment in specific communities.

This final report features the full insight of 16 area, drawing some findings and policy suggestions to build a wider insight of what people in these communities feel about this important health issue.

Initial findings

- **There are a range of opinions:** Some feel it is good as it protects them and saves lives particularly if they have a critical illness. Other feel the freedom of being able to travel and other reflect the importance of vaccination to their specific Bangladeshi community. Others have a mixed view, seeing the benefits but with concerns that it works for some and not for others. Some have religious concerns particularly over the flu jab, but others just cannot be bothered. For those who do not want to take it the importance of voluntary choice is key, with a lack of confidence that vaccines work, due in part to the newness of the Covid one and the risk of long-term side effects (*see section, 1 pages 10-14*).
- **Most had taken the childhood vaccinations or ones needed for travel because it was expected, insisted upon, or required for travel.** As Covid or Flu are not so well established or tested over so many years there is less confidence. What is interesting is that some vaccinations are expected to be taken, even though there is a choice. This suggests confidence in the more established vaccines (*See section 2, pages 15-16*).
- **Eleven of the 15 interviewed said they had taken the Covid vaccine, but only six had taken the Flu vaccine.** It may be that they did not rate the Flu as serious of Covid, as Flu had not required lockdowns and restrictions. While many have taken it willingly some have had a negative reaction to it, as detailed in two case studies with even the doubly vaccinated becoming ill

which raised questions in their mind of the effectiveness of the vaccine (*see section 3, pages 17-30*).

- **Most would not want to have both Covid and Flu injections on the same day due to a risk of feeling worse:** Some had previously had a negative reaction and became unwell so would not want to do it together. Some could be convinced if research suggested it was beneficial to have both together (*see section 4, pages 25-26*).
- **Some would take the yearly Flu vaccinations, and some are less sure about it:** There is a less definite decision that many took to Covid vaccine, maybe because of the lower perception of risk or inconvenience of having to have a regular flu vaccination (*see section 5, pages 27-28*).
- **Of those who wanted a Covid vaccine most found it easy, but some found it more difficult to get a Flu one.** Certainly, only one and maybe two others recalled being offered them together. Some felt that it was imposed on them, through constant contact which only added to their feeling of being coerced into a decision they did not want to make (*see section 6, pages 29-35*).
- **Planning decisions on vaccination were varied:** Some focused on the environment of where this would take place and safety. Others were more concerned about accessibility and convenience and fitting it in with their lives anticipating the side effects but needing to organise. Some reflected on their situation, be it being a carer or working in a care setting. Others felt getting reminders were important, while some were still concerned about the physical side effects (*see section 7, pages 36-39*).
- **Information sources and experiences:** There was a definite fear factor about Covid based much on what respondents saw in the news and within the own network of families and friends, as well as work settings. Some did feel pressure whether from close family, wider family, or landlord. Others felt an obligation due to work. Television, the news, and GPs had a role in encouraging people to take them up. Covid vaccine was more likely to be adopted by people as they weighed up the risks. Flu vaccines had taken up by less respondents, partly down to seeing it as less risk and less therefore less necessary (*see section 8, pages 40-46*).
- **Second booster:** The overriding concern was of side effects based on experience of already had the vaccination. However, if they had a good experience with the vaccine, they would be more positive (*see section 9, pages 47-49*).
- **Additional doses:** Again, there were a range of views based very much on previous experience and trust not necessarily in the vaccination but the health system that is behind it. Some are unsure and need further convincing (*see section 10, see pages 50-52*).
- **Influencers:** Family members were a significant influence for some, and a sense of protecting the family was a factor, others were also influenced by news, social media, and their employer (*see section 11, see pages 53-55*).

- **Other people’s opinion:** Many agree that they make their own decisions. Family influencers for some are a key factor and others are just interested in other’s experience. The role of medical opinion whether directly or via social media is considered important (*see section 12, see pages 56-59*).
- **Role of healthcare professionals:** Nearly all had healthcare professionals to help them decide. For most, the trusted advice these specialists gave helped influence a decision. For some it was also good that they were from their own community. There was for others a concern that doctors were being influenced by politicians and this affected their trust. There were varying views on the role of doctors, some saying they were supported by them, others feeling the Covid vaccine was being pushed too heavily and others saying their GP was relaxed about it. Some trusted pharmacists more and seeing the data helped. Others were influenced by employers (*see section 13, see pages 60-63*).
- **Improvements they would like to see:** Some wish to see their own views respected. Some wanted evidence that the Covid vaccine was needed but most suggested improvements around promoting its effectiveness and safety. Being honest about the side effects and transparent about how it was produced was important and to make it clear that it was Halal. Some wanted to see a focused improvement in the vaccine so that side effects are reduced. Delivery, and an easy location to have it, was important as well as continued increase in awareness much in the same way it had been done to now (*see section 14, see pages 64-70*).
- **Other points:** Some raised concerns that a person’s immigration status may affect their ability to get vaccinations, or that may be a barrier to getting it as it means sharing details with key authorities. Another consideration is that many in the South Asian community work in roles where they are at greater risk and so should be prioritised to be offered it. There was also the issue that it does not feel like a voluntary decision due to the constant communication, such as multiple texts, and that it is too early to see the impact of the benefits of the vaccine with a need for more evidenced based data (*see section 15, see pages 71-73*).
- **Reaction to the letter is very much in context:** Those who had negative experiences or view found it pressuring particularly in the context of the other communications they were receiving. Others found it more inviting and were happy with references to Halal and the option of speaking in Urdu. Bengali speakers expressed to have this in their language. A two-page letter is preferred (*see section 16, see pages 74-79*).

Policy considerations

- **Evidence of reliable independent sources of information are needed.** While most view mainstream vaccines and those needed to travel positively, there are concerns for some on the confidence that new vaccines work, and concern that long term issues cannot be clearly differentiated. More evidence from reliable independent sources would help build confidence and reduce mistrust.
- **It may be because other vaccines are more established over decades that it will just take time for those concerned to consider them safe,** as they see the results in years to come. Again, any independent research, particularly on diverse populations may help increase confidence.
- **Personalised support and advice:** While may have decided to take the Covid vaccine, there is still concerns on varied reactions and even long-term effects. Even if these are rare, patients should have access to a helpline and support from their GP and others if they continue to have long-term effects. If some of these symptoms are more likely to happen with patients due to patients' age, gender, ethnicity, or other health condition, then this needs to be communicated well before, during and after vaccination. This may also help uptake by those less inclined to take these up.
- **People need to be convinced there is a medical advantage to having both on one day.** Some are concerned that they may be more unwell. Any research that can support the benefits of two on one occasion would need to be communicated to make this offer more compelling.
- **More evidence for the benefits of having a yearly Flu vaccination needs to be communicated** if uptake is to be increased.
- **Better coordination and communication are needed if this is going to be an effective approach.** Avoid constantly communicating with people with the same message which can cause a negative reaction, especially when there is concern about having both vaccines together.
- **Ask people how they feel at beginning of booking process:** Communications need to reflect all ideas to reflect people's diverse needs and motivations to get vaccinated from the practical to philosophical. Ask people how they feel at the beginning of the booking process and tailor responses accordingly.
- **Create authentic cases studies to reflect the personal situations of respondents who help define their response.** It shows that communication needs to work on a spectrum of emotions and create a space for people to take their own step on the journey. Presenting a wide range of case studies like these may help people's individual situations be reflected or echoed in these case studies, but they need to be authentic.
- **To encourage second or additional boosters, understand more the impact of side effects** and previous experience in the decision-making process within the communication.

- **Trust is crucial to building confidence** as previous experience of the vaccine or wider health service influences decision-making on additional doses. Recognising previous mistakes or bad reactions may help build trust.
- **The importance of family and friends:** This is a key as there is a sense of connection and responsibility, which is not as strong as other sources such as news or social media.
- **People like to feel they make their own decisions:** Ensure that balanced information on vaccination showing the benefits but also the risks and side effects. This will help people make informed decisions. Family and close friends are also more likely to influence.
- **Emphasise the importance of the clinicians in communication:** Show that there view in evidence-based information that shows independence of politicians' influence.
- **Developing trust:** There is clearly some work that needs to be done in developing trust on the safety but also the motivations for encouraging uptake. It was launched in a very politicised environment but presenting evidenced-based information and transparency over the risks in a way that is independent of politicians will help increase confidence.
- **The following were direct suggestions:** Clarity that a person's immigration status does not affect their availability to vaccine. Build relationships with people around certain jobs where they meet people and are moving from place to place who happen to come from a certain community rather than focusing purely on one specific ethnic group. Aim to make it an invitation rather than a pressured push
- **On the letter:** ensure the Bengali community is served as well as Urdu speakers. Keep the letter concise to no more than two pages. Adapt alternate letters for non-responders with a less intense approach.

Methodology

About Healthwatch Croydon

Healthwatch Croydon is your local health and social care champion. From GPs and hospital services to social care, dentistry, and community services, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.

Context

Healthwatch Croydon has received funding by NHS England to understand the views of Covid and Flu vaccinations with Pakistani and Bangladeshi communities in Croydon and Camden. The communities have had historical lower uptakes for both Covid and Flu vaccines as well as other vaccination programme.

The aim of this research is to hear their views on vaccination, and specifically Covid and Flu and understand the approach to learning and interpreting communications about vaccine, who may influence decision making and a range of other aspects to help inform the NHS team.

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This has supported NHS England in their work within the vaccine equalities team leading vaccine deployment in specific communities.

Questions

- What is your view towards any vaccination?
- Have you taken any vaccination?
- Have you taken the Covid vaccinations?
- Have you taken the Flu vaccinations?
- Would you be happy to receive both COVID-19 and flu vaccination at the same appointment (i.e., a jab in each arm), or would you prefer to have them on separate days?
- Do you currently take, or plan to take, the yearly Flu vaccination? Yes, I do/ Yes, I will/ No I don't/ No I won't
- Was it easy for you to get your COVID-19 (booking and attending)
- Was it being easy for you get your Flu vaccine (i.e., booking and attending an appointment)?

- Where you offered them together? (Yes/No)
- Was it easy to get them together? (Yes No)
- when planning your vaccination, what is the most important factor for you?
- What information or experience helped you to decide to take/not take the COVID vaccine?
- What information or experience helped you to decide to take/not take the Flu vaccine?
- If you decided to not get your second or booster dose of COVID vaccine, tell us why?
- Would you get additional doses of the Covid vaccine in the future?
- Would you get additional doses of Flu vaccine in the future?
- Who helped you to make a decision about vaccination?
- How important is other's opinion about vaccination to you?
- Have healthcare professionals (i.e., GP, nurse, pharmacist) helped you to make a decision to be vaccinated?
- How important is the advice health professionals say to you?
- Overall, what one improvement would you like to see concerning vaccinations?
- Feedback over a sample letter.

Limitations

- **It was easier to reach the Pakistani community than the Bangladeshi community.** Unusually having attempted to contact several Bangladeshi organisations in Croydon that we knew about, we worked with a group based in the London Borough of Camden. after consultation with NHS England and Healthwatch Camden.
- **Four of the Bengali conversations were undertaken using interpreters:** This can provide interpreter bias, but to the best of our knowledge this was reduced by effective briefing and explanation.
- **Many of the Bengali responders had accepted the Covid vaccine and the Flu vaccine:** While we can learn much from why they accepted the vaccines, we have not got too much representation from those in this community who are negative towards the Covid vaccination.
- **Very few had both vaccines:** This may bias some of the responses.

Insights

1 – View toward vaccination

Q. What is your view towards any vaccination?

Positives

- It's a good idea.
- Good for me, protects me and saves lives.
- It has given me protection.
- When I have critical illness, I will be protected.
- It protects you and allows you to travel.
- Vaccinations are an important part of our helping the Bengali community.

Mixed

- If you have a critical illness, you will be protected/ Concerns it worked for some but not for others.
- Only concerns are a religious one – halal or haram?
- Just not that bothered to get it.

Negatives

- Importance of voluntary choice.
- Lack of confidence that vaccines work.
- Lack of confidence due to the newness of the vaccine.
- Risk of long-term side effect bigger than getting ill with Covid and confidence in what you are being told.

Issues for policy consideration

- While most view mainstream vaccines and those needed to travel positively, there are concerns for some on the confidence that new vaccines work, and concern that long term issues cannot be clearly differentiated. More evidence from reliable independent sources would help build confidence and reduce mistrust.

Importance of voluntary choice

I think for any vaccination it should be voluntary, obviously with full information given, well it should be voluntary, not forced upon you. I think if it's forced upon you, you're more likely to rebel against it, possibly. (Source A)

Lack of confidence that vaccines work

Respondent: Well, I don't know, is there any proof that they work? Yes, I know people that have had vaccines and had COVID afterwards, and it wasn't as bad, but I know there are a lot of blood clots. People are getting them even though they had their vaccine and, it's not 100%. And I just think, vaccines, I don't know. I'll be honest, I think they don't have enough evidence to say that they work. That's why, I think. (Source B)

Lack of confidence due to the newness of the vaccine

The ones that have been tried and tested, and we've had, like, the BCG jab or the things that we had at school, or our children have had the immunizations, you know? They've been tried. They've been tested, and we've had them. But this vaccine is so new, there's so many stories about it, that, you know, people are not sure. I'm not sure about it myself, you know?

F: Yes, tested, and proven.

M: Time-tested and time proven.

F: We've had lots and lots of vaccine come out for travel, you know, when our

Moderator: So, you don't feel secure around the length of the trials and this kind of thing?

F: Yes, you know, that's it. (Source C)

Some vaccines are good are needed

I think some vaccinations are good and needed, and it's good to us to have vaccinations because it protects us, so I am for vaccinations. (source D)

Just not that bothered too about it

I've taken other vaccinations, BCG and as in, like, travel vaccinations. Because I travel, I need to take the vaccinations. Even the Covid vaccination, I was about to take it. It wasn't an opinion or anything, no one influenced me not to take it. It was basically I had actually booked it twice and I just couldn't make the appointments, and then I just didn't get around to doing it again. So, I'm not really against any vaccination. (Source E)

Only concern is a religious one – Halal or Haram

Any vaccination, well I think that if it helps our body from the whatever virus or bacteria whatever to get in and the symptoms are reduced, I wouldn't go against it. I know some people are quite anti-vaccine completely, I'm not, I'm like between basically. But obviously looking at the fact whether it's Halal or haram that makes a big impact on us as well, basically. (Source G)

Risk of long-term side effect bigger than getting ill with Covid / Confidence in what you are being told.

I'm generally quite good with vaccines. I think they've been well studied but I wasn't very keen on (audio cuts out 01.56) this 1 at all. I'm a (redaction 01.59), so I inform my students I don't think they need to have it done because I think the risk of taking the vaccine and the side effects is greater than the risk of you being seriously ill with COVID. You know, you still spread it having the vaccine. It's just your symptoms are supposed to be less, so I didn't encourage my students. I wouldn't say I wouldn't encourage; I think I informed them of the facts that statistically you're less likely to have-, statistically have more side effects from the drug than COVID. So, I just think don't rush into having it, and I don't care because I worked in drug safety. You don't know the effects on fertility. But, yes, I wouldn't say I'm anti-vaccine, but I think with this case there should have been a choice. You should have a choice of whether you want to take it or not." (Source H)

It's a good idea

She said it's a good idea, that's why she did the vaccination, yes. (Source I)

Good for me, protects me and saves lives

"Okay. So, I think any vaccination basically saves life, so that's my, you know, view, and it's good for me, so that it protects me, and it also saves lives, yes." (Source J)

It has given here protection – it is important to her

Interpreter:" She said it's very important and it's really good that the vaccination has happened, which has given her some protection. So, it is important for her." (Source K)

If you have a critical illness, you will be protected/ Concerns it worked for some but not for others.

One was very good, because if you have a critical illness, you'll be protected. Another one was issues like somebody hasn't got a serious illness, but they have already three of the vaccines, but still they had COVID, so that's why I was a little bit confused. They have a vaccine, how come they have COVID, a serious one? How did that happen? It's like myself, I have a health issue because I'm diabetic. My husband was not. When I had a vaccine, it protected me at not getting very worse but my husband, he had three of them, but he still had a problem with COVID. Breathing problem, he went to the hospital. That's why it was a little bit confusing about this.

Moderator: Okay, yes, that's fair, that's fair. So, have you taken any vaccination?

Respondent: Yes, I've got three of them. (source M)

It protects you and allows you to travel

Interpreter: She said the vaccine is very good, because obviously it protects you, and also if you travel abroad, some countries you're not allowed to enter without vaccination. So, that's what her opinion is on her vaccination. (Source N)

Vaccinations are a very important part of our helping the Bengali community

“Respondent: I think that vaccinations are a very important part of our health, especially living in London, being part of the Bengali community. We’re more susceptible to getting ill, any sort of illnesses. Yes, I think it’s definitely very necessary. Like Covid, I think, has made a very big impact on our community. Yes, all the other vaccinations, such as the flu vaccinations, that’s been very helpful for the elderly community, so yes. (Source O)

2 – Uptake of vaccination

Q. Have you taken any vaccination?

Viewpoints

- Most had taken the childhood vaccinations or ones needed for travel because it was expected, insisted upon, or required for travel. As Covid or Flu are not so well established or tested over so many years there is less confidence in them.
- Interesting that some vaccinations are expected to be had, even though there is always a choice. This suggests confidence in the more established vaccines.

Policy consideration

- It may be because other vaccines are more established over decades that it will just take time for those concerned to consider them safe, as they see the results in years to come. Again, any independent research, particularly on diverse populations may help increase confidence.

Taken the ones from school or for travel – because you have got to have it but not Covid or flu vaccine

Yes, I've had the one for tuberculosis. And you know the ones you get in school? I've had all of them.” (Source B)

F: And that's because we do to, and that has been tried and tested and millions and millions of people have taken it and been fine, you know? They're the only ones.

F: Yes, the ones where I had when I was a child, I don't remember what they were, but I had BCG and the ones that they give you when you're born and stuff, but that's it. I haven't had any other ones like flu and anything else beside that. Just the ones when I had when I was a child. (source D)

Taken Covid and Flu

Yes, two. I have taken two COVID-19 vaccinations, flu jab, I've taken. So, I've taken one and two COVID-19 and flu jab. (Source J)

Interpreter: She's done one, two and three, so she's done her booster as well, yes. (Source N)

3 – Uptake of Covid and Flu vaccinations

Q. Have you taken the Covid and Flu vaccinations?

Viewpoints

- Eleven of the 15 interviewed said they had taken the Covid vaccine, but only 6 had taken the Flu vaccine. It may be that they did not rate the Flu as serious as Covid, as Flu had not required lockdowns and restrictions.
- While many have taken it willingly some have had a negative reaction to it, as detailed in two case studies. The first suggesting it has brought on menopausal symptoms and then they got Covid even though they have already been doubly vaccinated. This made them ill with different symptoms which raised questions in their mind of the effectiveness of the vaccine. The second also was initially in favour of the Covid vaccine, but had a bad reaction, so decided against the Flu vaccine with concerns about reaction to vaccine affecting family members and trust in the system.

Policy considerations

- While many may have decided to take the Covid vaccine, there are still concerns about varied reactions and even long-term effects. Even if these are rare, patients should have access to a helpline and support from their GP and others if they continue to have long-term effects. If some of these symptoms are more likely to happen with patients due to their age, gender, ethnicity, or other health condition, then this needs to be communicated well before, during and after vaccination. This may also help uptake by those less inclined to take this up.
- Significantly less decided to take up the Flu vaccine – responses in this section and later on section 5 give some insight into why.

Participant	Covid vaccination	Flu vaccination
A	Yes	Yes
B	No	No
C	Yes	No
D	No	No
E	Yes	No
F	No	No
G	Yes	No
H	Yes	No
I	Yes	Yes
J	Yes	Yes
K	Yes	Yes
L	Yes	No
M	Yes	Yes
N	Yes	Yes
O	Yes	No

Yes, to all

Moderator: Okay, the second question, has she taken any vaccination? You said a third.

Speaker 2: Yes, including the booster as well, she has done all of the three.

Moderator: Okay, she's taken the booster. Okay, she's got all the three.

Speaker 2: All the three, yes.

Moderator: Has she taken any vaccination?

Interpreter: (Translating 00.57 - 01.02) She has done the third one, up to. And flu also.

Moderator: Okay, would she currently take or plan to take the flu vaccination yearly?

Interpreter: (Translating 02.07 - 02.23) She has already taken the flu vaccination this year and so she's planning to do it next year. (Source K)

Moderator: Three of them? Okay. Yes, the next question is had you taken the COVID vaccination?

Respondent: Yes.

Moderator: Yes? Have you taken the flu vaccination?

Respondent: Last year I had but new one was next week, and I haven't gone for my flu one.

Moderator: Okay, alright, cool. So, you've got that one booked?

Respondent: Yes. Every year, every year.

Moderator: Every year? Yes, it's a good idea, nobody likes to be sick (Source M).

Moderator: Have you taken the COVID vaccination?

Respondent: Yes.

Interpreter: And the next one is flu vaccination?

Respondent: Yes.

Interpreter: Yes, she takes it when it's season time. (Source N)

Yes, but got a rash and scared to take the booster

Respondent: I had two, yes, first two.

Moderator: Yes. Have you taken any other vaccinations like flu or anything like that?

Respondent: No.

Moderator: Okay, and so, yes, you say you've had the COVID vaccinations, so you've had two vaccinations but not the booster, and so have you taken the flu vaccination?

Respondent: No. (Source L)

Yes, but it was not my choice

Taken it but it wasn't my choice - I was blackmailed by my household.

F: After saying all that, I've taken the 2, and that wasn't at my choice. I, really, sort of, held out for a long time and I didn't want to have it done, but my husband, he was going to have it done. I made an appointment, I cancelled it. I didn't turn up 2 times, and it was causing a lot of issues in my house, and basically, I feel like I was blackmailed.

M: She was more coerced into it, just for an easy life.

F: I was coerced. I did it, and I wish I hadn't, because I just wish I hadn't done it because I never believed in it, you know? Because all they were able to say to me, you know, like, 'Well, you're sleeping in the same bed as me, you're in the same house as me, what if you get it, you're going to give it to me.' I thought I was the one that was under more, that I should have thought of myself, at least, 'Oh, I need to have it because I do suffer from diabetes, I do have blood pressure,' all these things. But now, I don't care what anybody says, I will not have a booster and I've never had a flu jab. That's it. (Source C)

Case Study 1: Yes, but I had a reaction which make me wary of the Covid vaccine

- This longer transcription goes into detail on the impact of a reaction to the Covid vaccine which has meant that they have become more wary. The possible impact of higher side effects for menopausal women is highlighted. Advice from GP suggested it is possible but more information on the risks of side effects for menopausal women could have been presented earlier. The respondent then got Covid and has had further affects concerning memory which she feels began with the first vaccine. The concern that Covid vaccine may have started things off has mean she is now less confident of taking the Flu vaccine.

Respondent: Yes, I've done obviously the ones when we were younger, I've done those ones, Meningitis. If we go abroad and we need to take a vaccine we take those, if I've gone to a country that needs specific vaccines.

Moderator: Have you taken the COVID vaccinations?

Respondent: So basically, the biggest thing I think it did was shunt me straight into menopause, so I think the first injection I had my periods started to offset. Right, so I'm very regular since I was in my teens every four weeks, so I know I'm getting to that, I'm 50 this year. So, I'm getting to menopause, but I don't think I was quite ready. So, I think the first injection, like, started to offset my period and then when I had the second one that just completely put me into menopause.

Moderator: Did you discuss it with a GP?

Respondent: Well, I did mention it to my doctor and my doctor said that 'Yes, we've heard this can happen at the moment.' So, there's studies showing, okay. Now shortly after I had the second vaccine, I also got COVID.

Moderator: Do you attribute this to the vaccine or the COVID?

Respondent: I think it's a mixture of both. Yes, because I didn't really fully recover from the vaccine and then I got COVID, so it's, like, both of them mixed together, but I know I was getting a foggy brain after the vaccine though.

Moderator: So, you feel if you're low it's going to affect you?

Respondent: Yes. (Source G)

Case study 2: Yes, to Covid– but had a bad reaction, so did not agree to Flu. Further concerns about reaction to Covid vaccine as family members are affected as well as trust in the system.

- Another longer transcription presents a respondent who had a bad reaction to the Oxford vaccine and had challenge services to give the Pfizer one. The respondent would not take the flu vaccine because she does not feel vulnerable enough. They trust in the immune system to cope and respond, rather than fully relying on vaccines. Her mother badly reacted to the vaccine and had blood clots which only added to her concern when weighing up risks. There is a concern that negative responses are not being recorded and that patients are effectively part of a trial. While the rollout was commended, there is a concern that a lack of trust in the healthcare system affects the decision to take the vaccine.

Moderator: That brings me onto my next question, have you taken COVID vaccinations, and you said that you took two?

Speaker 1: Yes, I took the first and the second one, I just took the first and second one. I didn't take the booster. Yes, the first I had–, are you going to do a reaction question? For the first one, I got a really bad reaction. Yes, I got a really bad reaction on my shoulder. Look how bad that is, can you see?

Moderator: Have you taken flu vaccinations?

Speaker 1: No, I don't believe in taking flu vaccinations either. I think if I was vulnerable and I'm old enough maybe then I'll take it, but I don't think I need to take a vaccine now. I think my body should be able to deal with it and my daughter was seriously ill with COVID as well, so she got that really rare Kawasaki disorder, but she's fine now. They think that was linked to vitamin D, so her vitamin D was really low. So, yes.

Moderator: For you, it sounds like looking at your own circumstances, looking at your own risks and stuff like that, making the right decision for yourself.

Speaker 1: Yes, and I think as people we should educate ourselves and think there are alternatives. We have got a fantastic immune system. I'm not saying anti-drugs but it's not for everybody and it still makes you infectious, so the vaccine doesn't stop you from infecting other people. So, ultimately it is your immune system so I do think they should develop vaccines, maybe invest in it which they didn't do but I don't think we should be forced to take it. I think that's quiet, you know, forceful and I don't think we should have our free will of what–, it's not like people are dropping dead like zombies then, that's different. Ultimately, it's your immune system so I just feel–,

Moderator: Did you feel forced?

Speaker 1: I think I took a decision for my mum. I think if my mum wasn't living with me and she's elderly, so she's 80. So, it would be irresponsible of me to do that to her because I do teach so I made that decision to have the vaccine. Because, I've had friends who have lost their parents through COVID, so I do feel that if I was to not take it and in case, you know, something happened to my mum, and she would have only caught it from me and the kids.

Moderator: Yes, you did all you could do.

Speaker 1: Yes, I think with every decision in life it's an informed decision. It's not binary. It's not yes or no. I don't really want to take it, but I have to, you know, weigh out the risks for my mum and in case something was to happen to her, I have a responsibility towards her and she's at high risk. So, yes and I think she did actually get COVID. She got clots actually from COVID as well, her first time she got a clot, her second time she got a clot, and she didn't get the booster. I didn't give her the booster and I told them why because she was getting clots after taking the vaccine.

Moderator: So, your mum had complications as well?

Speaker 1: Yes, she had complications as well. She had clots as well, so when they called me up for the booster, I said, 'No, I'm not taking it,' and they don't encourage you to write in about your side effects. So, when I had mine did, I fill out a yellow slip? I don't think I did but really my GP should have told me, or he should have filled up the side effects. I don't think he did, so I do think if there are side effects, are they being monitored? Because, when I went to take my mum to hospital with her clot there were other people there that had a vaccine who had fainted or this or that. We do feel like there was obviously a side effect there, so I think that's an area that really needs to be-, if there are side effects they need to be recorded.

Moderator: For the recording because obviously, we're not going to have our faces. This will be transcribed that there is a blister on your arm and is it about 1 inch?

Speaker 1: Yes, because if I wear sleeveless it is something that looks like a burn so it's an inch, yes. It's an inch, yes. It was a big blister. Yes, it's quite a big blister. It was difficult getting the Pfizer. I had to go to my GP and they (audio cuts out 11.02), so they had to then write a letter, I had to go to 2 GPs and then, they had to write a letter. Then, I had to go back to the healthcare and then, they said, 'Okay, we'll do it,' and a month later everyone got Pfizer anyway. I should have had a choice or exceptional

that I did have-, because I did go to my GP, and he gave me antibiotics for it, so I was treated for it. So, it wasn't like I just had a preference for it. So, yes that's the only thing (audio cuts out 11.34) but I think roll out was amazing. parents worked in old people's homes and things. The other students who didn't take it I'd say the majority just didn't trust the system. I think people just don't trust the system to, you know, people felt like guinea pigs, so I think that was the little thing about that, that people didn't feel trust in the system. (Source H)

4 – Both vaccines together

Q. Would you be happy to receive both COVID-19 and flu vaccination at the same appointment (i.e., a jab in each arm), or would you prefer to have them on separate days?

Viewpoints

- Of those who responded to this question most would not want to have both Covid and Flu injections on the same day due to a risk of feeling worse. Some had previously had a negative reaction and became unwell so would not want to do it together. Some could be convinced if research suggested it was beneficial to have both together.

Policy implications

- People need to be convinced there is a medical advantage to having both on one day. Some are concerned that they may be more unwell. Any research that can support the benefits of two on one occasion would need to be communicated to make this offer more compelling.

No, because I remember when I had my Covid jabs, I was quite ill for 4 or 5 days. Even though I've had my flu and my Covid, I'd had my flu and my Covid, I'd had them both actually separated because I didn't want to run the risk of feeling even worse with having both of them on the same day. (Source A)

Moderator: "Would you be happy to receive Covid and flu vaccinations at the same appointment? Speaker 1: No, I wouldn't do that. No. I would not do it on the same day, I'd give it a bit of a gap. (source E)

Moderator: Would you have a COVID and flu vaccination at the same appointment? Respondent: No. (Source G)

Speaker 2: "She doesn't want to give them together because last time she did the booster it made her quite unwell, so she's not very happy to take it together.

Moderator: Okay, so that actually takes us into the question which says would she prefer to have it separately, and she's just said that she would prefer to have it separately, which is good because people do react to it differently.

Speaker 2: Yes, so she said the last time, from her last experience she would rather have it separately. (source H)

Moderator: So, I know you've taken a few, but would you be happy to receive both the COVID and the flu vaccination at the same time.

Interpreter: This one, isn't it, number one?

Moderator: No, okay. So, would you be happy to receive the COVID-19 vaccination and the flu vaccination in the same appointment so, like, one in each arm, or would you prefer-, if you were to do that, would you prefer to have it on a separate day? What do you think?

Respondent: I don't want to do it. You asked me if I want to do it in future?

Respondent: Different days.

Moderator: A different day? Okay. So, yes, so you would prefer to have the normal one on a separate day?

Moderator: Okay. So, the next question is, would you be happy to receive both the COVID-19 vaccination and the flu vaccination, on the same day, same appointment, on each arm?

Interpreter: Yes, she said she doesn't mind if it's done on the same day. (Source M)

Moderator: No, okay. Next question is would you be happy to receive both the Covid-19 and the flu vaccination at the same time, same appointment? For example, a jab in each arm. Or would you prefer to have them on separate days?

Respondent: I wouldn't mind having them together, no, but, you know, if there's any research behind it may be affecting me, if I took them all together, then I'd probably do it on separate appointments. (Source O)

5 – Planning to take Flu vaccination

Q. Do you currently take, or plan to take, the yearly Flu vaccination? Yes, I do/ Yes, I will/ No I don't/ No I won't

Viewpoints

Some would and some are less sure. It does have the less definite decision that many took to Covid vaccine, maybe because of the lower perception of risk or inconvenience of having to have a regular flu vaccination.

Policy considerations

More evidence for the benefits of having a yearly Flu vaccination would need to communicate in uptake is to be increased.

Not sure

On taking the flu vaccination in future:

"I'm not sure. I mean, I have taken the flu vaccine jab last year but I'm open to, I'm not sure, I'm just not sure." (Source A)

Moderator: Okay. So, do you plan to take the flu vaccination? Do you think you might take it in the future or-, Respondent: I'm not sure yet.

Moderator: Okay, alright. No, that's fair enough. Yes.

Respondent: Maybe later. Respondent: Separate. Source L)

No

Moderator: Do you currently take or plan to take the flu vaccination?

F: Never, no. (source C)

Moderator: Do you currently take or plan to take the flu vaccination?

Speaker1: No. I don't really need to, I don't really get the flu ever, I hardly ever get a cold, so I don't think I'm really that-,

Moderator: Wouldn't be necessary.

Speaker1: Wouldn't be necessary, yes. I don't really get colds or anything (Source E)

Moderator: Okay. So, do you plan to take the flu vaccination? Do you think you might take it in the future or-,

Respondent: I'm not sure yet.

Moderator: Okay, alright. No, that's fair enough. Yes.

Respondent: Maybe later. (Source L)

Yes

Moderator: So, it says do you currently take a plan to take a yearly flu? So, does she have any plan to take the yearly flu?

Speaker 2: Yes, she's planning to take one. (source H)

Moderator: Okay, do you do it every year?

Respondent: Yes, every year. That's every year. (source J)

Do you currently take or plan to take the flu vaccination? Yes, so you said you've got it booked for next week.

Respondent: Yes. (Source M)

Moderator: Alright. And so, do you plan on taking the flu vaccination in the future?

Respondent: Yes.

Interpreter: Yes, she's going for it. (Source N)

Moderator: Okay, alright. Do you currently take or plan to take the yearly flu vaccination?

Respondent: Yes. (Source O)

6 – Access

Q. Was it easy for you to get your COVID-19 (booking and attending)?

Q. Was it being easy for you get your Flu vaccine (i.e., booking and attending an appointment)? Where you offered them together? (Yes/No)

Q. Was it easy to get them together? (Yes No)

Viewpoints

- Of those who wanted a Covid vaccine most found it easy, but some found it more difficult to get a Flu one. Certainly, only one and two others were recall being offered them together.
- Some felt that it was imposed on them, through constant contact which only added to their feeling of being coerced into a decision they did not want to make.

Policy Considerations

- While there may be benefits in arranging for people to have both together. responses shown in section four show there was less support and concern about offering them together. Better coordination and communication are needed if this is going to be an effective approach.
- Avoid constantly communicating with people with the same message which can cause a negative reaction, especially when there is concern about having both vaccines together.

Participant	Ease of Covid vaccination	Ease of Flu vaccination	Offered together
A	Yes	Yes	Possibly
B	Did not want	Did not want	Did not want
C	Yes	No	No
D	Did not want	Did not want	Did not want
E	Yes	No	-
F	Yes	No	-
G	Yes	No	-
H	Yes	Yes	No
I	Yes	Yes	Yes
J	Yes, with difficulty	Yes	Not sure
K	Yes	Yes	No
L	Yes	No	No
M	Yes	Yes	No
N	Yes	Yes	No
O	Yes	No	No

Easy to access

On ease to get your Covid-19 appointment to attend the appointment?

“Yes. I think so, it was quite relatively easy and straightforward.”

On ease on getting, you flu vaccine.

“Yes, that was quite easy.”

On ease to get your flu vaccine and Covid vaccine together?

**“I can't quite remember. I possibly was, but still decided to have them separately.”
(Source A)**

Moderator: Were you offered a flu vaccine at your COVID appointment?

Respondent: No, that wasn't offered. (source F)

Case Study 3: Easy to access but not positive:

- This shows the ease of access but concern about clinician's reaction and being judged has made the experience a negative one and reduced trust about the entire process and a concern that vaccines may be affecting the respondent's health.

Moderator: Was it easy for you to get your Covid-19 vaccination booking?

F: It was so easy because they were actually ramming it down your throat you know, phoning you, and messaging you and texting you. It was very easy to get it.

Moderator: How easy was it to actually attend the appointment? Was it local?

F: Yes, it was local. It was very near to me. The time was convenient. They had slots for everybody. You know, I just went and had it done.

Moderator: Were you offered a flu vaccination at the time of your Covid vaccination?

F: No. I was always offered it if I went to the doctors for something, and when I said, 'No,' they did roll their eyes up, like, 'What?' but I didn't want it.

Moderator: Would you be happy to receive Covid-19 and flu vaccinations at the same appointment?

F: No, absolutely not. Neither of them.

Moderator: Do you currently take or plan to take the flu vaccination?

F: Never, no.

Moderator: Do you feel like there's judgement there?

F: Yes, yes, definitely there is. Even the Covid jab-, there's a doctor of ours that's a very good doctor, and he came in and they said that he had Covid as well, that he was quite ill, and I really look up to this doctor quite highly, and he said to me, 'You know, (redaction 11.17), you're going to have to have your Covid jab, as well, you know that? You must get it done because it's really very bad what happens with the Covid and everything.' And even then, I thought to myself, 'No,' and I just laughed at

him. I don't know how it happened, I'm baffled myself till today, why I got it done, when I believed in not getting it done so badly.

Moderator: You said you felt-

F: Yes, definitely. I felt like that in the house, especially pressurised by him and stuff, you know? But I didn't believe in it, and there's a lot of theories. I'm one of these, like, what do you call them, conspiracy theorists, I suppose. I don't believe in it. I don't believe why they're giving it, what they're giving-, actually, I believe that they're giving it that when we get to a certain age, and to whittle the population down, we are going to have some sort of problems with ourselves. down, that's my theory on it.

Moderator: So, you think that they might actually be undermining your health? **F:** Yes, I do. I believe it. I actually believe it. (Source C)

A little difficult to make an appointment online so went to GP and they didn't offer them together

Respondent: I'm going back to the COVID-19 booking and attending, I found it, online, a little bit difficult but I went to my GP, which they made an appointment, and also, the place I went to be a little bit difficult because it wasn't nearby. So, I found it a little bit difficult but, in the end, I found it okay. Now, going to the flu vaccination?

Moderator: Yes.

Respondent: I was given separately, yes, separately. (source J)

Ease because she was a care worker but not offered together

Moderator: Okay, that's fine. So, was it easy for her to get COVID-19 booking and attending?

Interpreter: (Translating 02.39 - 02.53) She says she's a care worker, so through her work they arrange it for her, so which was easier for her to get it.

Moderator: Was she offered both of them together?

Interpreter: (Translating 03.23 - 03.36) No, she hasn't had any offer to do it together. (Source K)

Easy to get it but not offered together

Moderator: Okay. So, going back to the COVID-19 vaccination, when you had it before, how easy was it for you to get the COVID-19 vaccination?

Respondent: To get it?

Moderator: Yes, like, the whole process, was it, like, easy or was it, like, difficult? How did you find it?

Respondent: First one was easy because I had it near my house in UCL and next one was far away they gave me another one, but it's okay, I booked it, and I got it as soon as possible.

Moderator: Okay, alright. Did the GP or the hospital, did they ever offer them together? Like, the COVID and flu together?

Respondent: No. (Source M)

Easy to get both via GP but not offered together

Moderator: So, thinking about the time when you were getting vaccinated for COVID-19 and the flu, so how easy for you was it to get the COVID-19 vaccination around booking and attending the appointment?

Respondent: Yes, it's easy, I just (inaudible 03.02), online appointment.

Interpreter: So, she did the online appointment and she attended it, so it was easier for her, no difficulties.

Moderator: Alright, and the same question with the flu vaccination.

Respondent: Sometimes we call the GP.

Interpreter: They call up the GP and then the GP offers the appointment.

Moderator: Okay. So, were you ever offered the flu and the COVID-19 vaccination together? Interpreter: No, they didn't mention anything to her, so she didn't get it done together. (source N)

Easy to get Covid vaccine because they are hospital work, but had flu and not offered together

Moderator: Okay. So, was it easy for you to get your flu vaccination?

Respondent: I haven't had that yet, so yes.

Moderator: Okay, and so was it easy for you to get the Covid-19 vaccine, at the point of booking and attending and the whole process behind it?

Respondent: Yes, it was easy for me because I work in a hospital so, yes, I just (talking over each other 02.19). (Source O)

7 – Planning

Q. When planning your vaccination, what is the most important factor for you?

Q. When thinking about and planning to have vaccination, what the most important factor for you?

Viewpoints

- These questions brought a range of reasons. Some focused on the environment of where this would take place and safety. Others were more concerned about accessibility and convenience and fitting it in with their lives anticipating the side effects but needing to organise. Others reflected on their situation, so a carer got it because they were with their mother, and others because they were working in care settings.
- Others felt getting reminders were important, while some were still concerned about the physical side effects.

Policy considerations

- Even this sample show a range of different factors which make it important. Communications need to reflect all these ideas from the physical space to psychological spaces and reflect people's different needs and motivations to get vaccinated from the practical to philosophical by applying a personalised approach. Ask people how they feel at the beginning of the booking process and tailor responses accordingly.

Environment, enforcement of rules particularly around distancing.

I think where it really got on to the Covid vaccination, I think the issue was there was so much fear at the time when I had my first job that, because they said 'Yeah, you must be 1.5 meters apart from other people', and when I went to have my jab, I remember there was a lot of people in the room. So, you know, I was a little bit fearful of that. That's probably one thing I would say that yes, we have rules and regulations of what to do but how they enforce is another thing altogether. Well yes, I mean if they tell you that you shouldn't do something and then when you go to actually have your jab and everybody is in a scrum, then it's not really giving you much confidence in their planning." (Source A)

Safety and accessibility

Moderator: When planning a vaccination, what is the most important factor for you?

F: To check that it's safe and that it doesn't have any harmful effects on our health. And that it's tested properly to make sure that it's safe.

Moderator: What about things like accessibility, like that it's somewhere local to you, this kind of thing, how much (talking over each other 05.29)

F: Yes, that's important as well, yes. So be able to get your vaccine and everything, but the main thing for me is that it's just safe and it's been tested and it's not harmful to us and there's no side effects from taking it, harmful side effects. (Source D)

Safety, convenience and then a change in restrictions.

Moderator: When you're planning a vaccination, what's the most important thing for you to know? Would it be that the venue is accessible, the ease of the appointment, the safety of the vaccination?

Speaker1: Yes, so, it was all 3 really. I mean, obviously there was a lot of speculation at that time whether it was safe or not and then obviously there was a lot of things going around on social media. But, yes, that influenced it a little bit. I booked it anyway to get it done and, yes, the convenience of the location does help because it was literally 2 minutes away, it was a 2-minute walk away from where I am. So, yes, that would have influenced it slightly.

Moderator: Is that still your stance today? The you just didn't get around to doing it. What is your view? Do you think that enough time passed, you probably don't need it now?

Speaker1: Yes, I mean, it's just literally the way the stars have aligned both times something happened, an emergency. Literally, one day I was actually on my way to the appointment, and somebody called me, they said, 'You have to get here, emergency,' so I left and then I said, 'Look, after I finished that I'll go back and do it, I'll go back to the appointment,' but I just couldn't get back to it. And then for travel purposes, I thought I'd need it to places that I need to fly to and the day of my flight, they basically, that country removed the restrictions. They removed the restrictions for vaccinations. So, literally it's just by nature each time it's needed I've not had to

have it. So, yes, if it's necessary I'll take it, but yes. I'm not avoiding, like some people avoided it, they were taking it actively. But I never avoided it, it just didn't happen. (Source E)

Ease of location and family support if unwell.

Moderator: When planning to get a vaccination what's the most important factor for you?

Respondent: Yes. So, I (talking over each other 14.19) my husband, like, who you spoke to a week or so ago, so he has to be free to pick up everything and then I couldn't convince him to have his injection. (Source F)

By chance I got it because I was seen as a career – I was locked up

Speaker 1: Yes, I just think it was really busy to book then. It was just booking an appointment. When did I get my first 1? I can't remember now. Oh, I was quite lucky actually. I got it in my mum's GP surgery. So, I went to take her and luckily because this is Streatham, they're really nice there, she just did mine as well. Mum went, absolute bless her-, this is how I got my vaccine. I went to take my mum and my mum was like, 'My baby needs a vaccine too,' and they were like, 'You're a career, you should get it.' I'm like, 'Oh, I'm not sure I want it,' and she just, sort of, went, 'No, you're having it, just have it we can do it. I was like, 'Mum, you get it done I'll think about it,' and yes, I was locked up. (source H)

Concern about physical side effects after previously having had both vaccinations

Speaker 2: (non-English speech 07.16-08.00). So, she said that for the flu vaccination she thinks it's really important for her because it gives her protection from having a cold, and things like that. However, she did mention about the Covid-19, the latest one, she was a little bit worried about that because she already experienced a little bit of unwellness before, you know, she was unhealthy after. She wasn't feeling good, she got a lot of aches and pains after getting the Covid-19 vaccinations, so she's thinking about the latest one, I'm not sure, is there a latest one coming up? Is it already happening?

Speaker 2: No, she said she didn't get it yet but she's thinking about it, whether to get it or not because of the previous experience of aches and pains she had after getting the three vaccinations, particularly the Covid-19 actually, but she's planning to get the flu one, she said.

Moderator: Okay. I know for the Covid-19, I know (audio distorts 09.07) patients that if they have any symptoms like, you know, aches and pains, they should take certain medication or whatever. Was she offered that? Even though she said she had aches and pains did she report it to her GP, or did she take any medication afterwards?

Speaker 2: Yes, she did report it. She goes to the physiotherapy for her aches and pains, yes. (Source I)

That I get reminders, but concern that vaccinations can cause strokes due to what happened to her husband

Respondent: So, I get reminders, so I think it's quite important because when I get a reminder, that's important for me to do it. If they do it once or twice, I think, 'Oh, they keep giving, it must be important for me,' so that's why I get it, yes. Another question to it, my husband had a COVID-19 vaccination, and after that, two days later, he had a stroke, so that's why, for the booster one, I'm quite scared now. So, he had a stroke. Yes, that's why I didn't get the last booster. So, I got the one and two, I didn't get the third one because of her husband's experience, so I'm a little bit sceptical.

Moderator: Okay, so was the stroke related to the (talking over each other 07.57)?

Respondent: We think it's related because he was very healthy before, after he had the vaccination, two days later, he had a stroke. So, that's why I'm a little bit, you know, scared. Yes, I get scared about the third one, yes. (Source J)

8 – Information and experience

Q. What information or experience helped you to decide to take/not take the COVID vaccine?

Q. What information or experience helped you to decide to take the Flu vaccine?

Viewpoints

- Again, this question raised a wide range of issues around the information sources that people used in deciding on vaccines. There was a definite fear factor about the Covid vaccine based much on what respondents saw in the news and within the own network of families and friend, as well as work settings.
- Some did feel pressure whether from close family, wider family, or landlord. Other felt an obligation due to work. Television, the news, and GPs had a role in encouraging people to take them up.
- Covid vaccine was more likely to be adopted as people weighed up the risks. Flu vaccines had taken up from less respondent take up by less respondents, partly down to seeing it as less risk and less therefore less necessary.

Policy suggestions

- It does again how the personal situation of each respondent defines their response. Some felt pressure from families and feel negative towards it, other felt a sense of obligation to those families or work to take it. It shows that communication needs to work on a spectrum of emotions and create a space for people to take their own step on the journey. Presenting a wide range of case studies like these may help people's individual situations be reflected or echoed in these case studies, but they need to be authentic.

Fear factor and pressure of living in shared accommodation

Respondent: I think at the time it was more of a fear factor than anything else. I can't say there was any particular scientific information, it was just the constant bombardment in the news of people dying and all that sort of stuff, so obviously self-preservation kicks in and you think oh yes, you know what I'd better have it."

Moderator: Was fear a factor?

Moderator: Were there any other pressures?

I lived in shared-, well I still live in a shared accommodation and I remember my housemate saying to me, and my landlord essentially saying that 'Oh you should get it because you don't want to give it to anybody else.

Sadly, I've just been having chemotherapy and basically before that, I've never really had a flu vaccine, but my doctor recommended I have my flu vaccine just because my body would be not as protected or running at full strength as it is, so they recommended I have the flu vaccine. I just decided to take it on that basis, nothing else. (Source A)

Lack of trust and not necessary

Respondent: I think it was brought out too soon for them to even make a vaccine. And I didn't trust this. Because I heard a lot as well with people that were taking it and what was happening around the world.

Moderator: Was it side effects of the vaccine?

Bullied by my husband

F: Nothing. Just being bullied by my husband, which was it, you know? Nothing else. I didn't watch the news. I didn't really want to know. I didn't want to have things pumped into my brain. I knew I didn't want it done, but like I said, I was coerced into it, like, bullied into it. That's the reason it happened.

Moderator: What information or experience helped you decide not to take the flu vaccine?

F: I've known lots of people who have the flu jab and with that they've always said that they feel worse. They've never felt great after that, and I never really really get the flu. So, I believe that, you know, why should I get the flu jab when I don't even get the flu. I feel that my immune systems okay and I don't need to get the flu, and that's why I didn't get it. I feel that I don't need it. (source C)

Vaccine had not been around long enough and not high risk

F: I didn't take the flu vaccine because I don't suffer from flus, so I didn't think I needed to have something to protect me. Because I don't suffer from flus, I don't

really get any cold. And also, somebody at work had a flu vaccine and she felt that it made her more unwell, so that could have been somebody who had a rare side effect, also that as well has put me off. (Source D)

My work locations were abroad, so I needed to travel. Seen the adverts but never needed it

Speaker1: Yes, so, I had to go to 2 places for work, and both the places removed it, they removed the travel restriction of vaccine. So, first they said, 'Yes, you can't go if you're not vaccinated,' and then actually the window I went in, they said it's okay. So, for example, a place like Dubai, which became one of the first places to remove the vaccine restriction. And, like, even Turkey, they removed it as well. So, it's literally you don't need them. You don't need the vaccination for those places, and that's what happened so I didn't need to book it. (Source E)

A lack of trust surrounded by a family of pharmacists

Respondent: To be honest, like I said, a conversation with my brother-in-law. In my family there's 3 pharmacists, a couple of doctors and so forth. I've had a chin wag with the majority of them and the doctor side, they all turn round and say, 'Do you know what, yes. It's best to take it' and what not but they are in the healthcare, this is the narrative they push. When I talk to the pharmacist side, they are reluctant to answer. It's only my brother-in-law who is my sort of my age as well, he openly just said, 'Listen, I don't trust it for this, this, this reason.

And the funny thing is, the third time I got Covid I got it from the hospital. While my dad was in hospital, we were coming in and out, one person has gone in, they've got it. Then all of a sudden half of my family has got it. I have been safe, you know, walking around and taking my own precautions at home and so forth and no one has got it. As soon as you go into a hospital, I had it within 3 or 4 days. (Source F)

Not convinced by those in medical profession

Moderator: So, what information helped you decide not to take the flu vaccine?

Respondent: My information is basically things that I read myself. We have a lot of medical people in the profession, in the medical profession in our family as well and just generally. I've always believed that the body is tuned to fix itself in every form,

shape, and size. It's managed for the last 10,000 years and you don't need 100 years of medical practice to tell us. I've always thought that medicine has caused an imbalance. They are very, very specific. I saw it with my dad, I see it with my mum now.

Moderator: And if you're in a strong position physically, you'll be able to fight off any illnesses.

Respondent: Yes. I have a very homeopathic regime in certain things that I'll use. Apple cider vinegar to detox, ginger/turmeric as an anti-biotic. In Asian food, it's quite common to have these kinds of things in there but supplement wise, I supplement with these kinds of things for toxins and all sorts of things. It's more homeopathic. You know what you eat is what you are.

Moderator: So, would you have any Covid vaccine in the future?

Respondent: No. Not at all. (Source F)

Underlying health conditions made the decision for Covid but not for flu

Moderator: What information helped you decide to take the COVID vaccine?

Respondent: Well, basically being vulnerable, so I'm diabetic right, so with me, it was like I don't want to go downhill because I'm diabetic and they said that 'If you're vulnerable and you've got underlying health conditions like diabetes or anything to do on that line then it could make a big impact and you could end up in hospital.' So basically, yes that was 1. 2 is travel, yes so if you want to go abroad you have to have your vaccine, right and 3 obviously if you do have the vaccine your symptoms, you shouldn't be able to react to the COVID itself, the virus, yes.

Moderator: What information helps you decide not to take the flu vaccine?

Respondent: Well, I also think the fact that in terms of flu because I've had flu in the past and I want my immunity to get stronger you want your body to fight. So, the thing is you don't want to, like, pump yourself with so many vaccines that your body becomes weak, so it's best to let your immune system deal with it basically. (Source G)

Had flu but still would not take the jab don't feel I need it.

Moderator: What helped you decide not to take a flu vaccine?

Speaker 1: I've done alright. I think I've had bad flu for the first time, was it recently? It was quite bad, but I still wouldn't take the jab. I just think you get ill it's your immune system, it's alright but if I was my mum's age, she did get the flu because she's got heart failure and all types. So, for her getting it is good, but I think for me, you know, right now I don't feel I need it, so I just think if you need it and you listen to your body, then you're alright. (Source H)

Television and news made the difference as well as husband who works in hospital, but unsure about the booster

So, the question is, what information or experience helped you to decide or not to take Covid vaccine?

Speaker 2: (non-English speech 10.00-10.40). So, she watched on television first, which helped her to decide to take it because she thought it was important to her, for her to take. Mainly television, yes.

Moderator: Absolutely, so she was well informed?

Speaker 2: Okay, so in her case she's already done the three including the booster, but we can ask her about the latest.

Television, word of mouth, and then considered own health conditions

Moderator: So, the next set of questions (inaudible 08.21-08.27), and the question is, what information or experience helped you to decide to take or not to take the COVID vaccine?

Respondent: So, basically, it's TV, I've watched on TV, and also word of mouth, and then also one of my sons, in the beginning, he had COVID, so I thought maybe it's very important to take the vaccination because a lot of people were dying without the vaccination. So, obviously the vaccination is important, and it will protect me. Also, I've got high blood pressure and diabetes, so it's important to get the vaccination because it will help me get the most protection for the COVID. (source J)

Moderator: So, in terms of the flu, I mean, the next question is quite similar to number six, and it says 'what information or'—,

Respondent: The doctor reminds us, so we got information from the doctor. Each year, the doctor reminds us of when the season comes, and then when you go to the doctors, there's a screen there and it highlights the—, it gives the reminder, which is important, that, 'Oh, this is the season now,' yes. So, it kind of reminds people, that's good. (source J)

As a care worker she needs to protect herself and others both for Covid and flu and GP text encourage uptake

Interpreter: (Translating 04.31 – 05.08) She said because she's a care worker, she thinks this is important for her because obviously she needs to protect herself and others as well. So, that's the experience that she finds, she decides, that helps her to decide to take the vaccination. Obviously, she's a carer for other people and if she doesn't take the vaccination, then obviously it won't protect her and also who she is looking after.

Moderator: The next question relates to number six; in this instance I'm going to also ask her what information her experience has helped her to decide to take or not to take the flu vaccine?

Interpreter: (Translating 05.53 – 06.05) The same thing she said, she doesn't want to get any virus from other people and also vice versa as well, so that's why that helps her decide to take the vaccination. (Source K)

GP text encouraged uptake

Moderator: Okay, so the next set of questions is around decision-making. So, it says what information or experience helps you to decide to take the vaccination? The COVID-19 vaccination. You know when it was all happening, was there anything that helped you decide that you were going to take it? Or, like, was it them giving leaflets, television adverts, friends and family are talking about it? So, was there anything that helps you decide personally, 'Yes, I'm going to take it'?

Respondent: Yes, I received a text from my GP and that time I was encouraged a lot because I saw around so many people are dying and so I thought I might decide to just have it, okay.

Moderator: Alright, fair enough. What information (talking over each other 05.31)? So, in the past, when you took the flu vaccine, what information helped you to decide to take the flu vaccine in the past?

Respondent: It was a long time ago. I think I got text from GP, text message. Then I decide to have my flu vaccine. I think once I had but long time ago. (source L)

GP and news on TV

Respondent: Yes, it's my doctor and also in the news, the have to if you want to save yourself and save others you need to do that.

Moderator: Okay, alright, okay. So, with the flu vaccination what information helped you decide that 'Yes, I'm going to take the flu vaccination'?

Respondent: Yes, because a long time ago I started the flu vaccine because I am diabetic, so they say it's less risk to get ill. (Source M)

GP and news also as well as the school

Respondent: I watch TV and the GP contacts us, and the school as well.

Interpreter: Yes, so it was through school, she watched it on the TV and the news, also the GP contacted them as well to take the vaccine.

Moderator: So, you've taken all the vaccinations up to date?

Interpreter: Yes, she's up to date. (Source N)

GP advised and family a priority for Covid but not for Flu yet.

Moderator: Okay. What information or experience helped you to decide to take or not take the flu vaccine?

Respondent: I haven't had the flu vaccine yet. (Source O)

9 – Decision not to get second or booster dose

Q. If you decided to not get your second or booster dose of COVID vaccine, tell us why?

Viewpoints

- The overriding concern was of side effects based on experience of already had the vaccination. However, if they had a good experience with the Covid vaccine they would be more positive.

Policy suggestions

- Understand more the impact of side effects and previous experience in the decision-making process in the communication.

I have had side effects but felt under pressure to have it

I actually caught Covid, and it was quite painful for about 5 days, but this was before I'd had any Covid vaccines, and my body basically naturally fought it off. Obviously whilst I'm having my chemotherapy, I decided to have my Covid vaccines before, but now, if my body naturally fought it off before I had any vaccine, I'm just like, well why should I put it into my body anyway, especially if I can fight it off and I have fought it off.

When you had your Covid vaccine, did you have any side effects? Yes, every time they said to me there will be no issues but then I was in bed for about 5 days.

Definitely. I mean, if it wasn't for the fact that I had to undergo chemotherapy treatment and the pressure from my landlord, maybe I wouldn't have actually taken any of the vaccines to be honest. Especially when I've just had Covid and recovered from it naturally.

With the exception of those initial jabs when there was some pressure from your landlord, has that reduced or finished now that no one's asking if you've had your booster? Yes, nobody asks. I mean, the only people that ask are my healthcare professionals, if I'm going to the hospital. Otherwise, nobody else asks. (Source A)

Still unsure what is in it – had the two done but don't need the third one.

Moderator: If you decided not to get a booster dose of the Covid vaccine, can you tell us why?

F: Because I don't really know what's it in, you know? I feel sad and anxious why I already had the 2 done, and I'm not going to go down that line and have the third one done. I don't need to have it done. (Source C)

I have had enough already – we can't be doing this all the time

Moderator: If you've decided not to get your COVID booster, why?

Respondent: Because of what happened to me with the last vaccine, yes. So, I prefer thinking, 'No, I've dealt with enough, I don't want to deal with anymore.' Although okay, so initially they said, 'Yes, you just need a vaccine.' Then it became 2 vaccines and then a year later they're like, 'Oh you need a booster now.' So, every year now they're going to say, 'You need a booster, you need a booster.' It's going back to flu vaccine you need to boost yourself all the time, so then I'm like, 'No, we can't be doing this all the time.' (Source G)

I think my immune system is fine

Moderator: What information has helped you to come to that decision that, 'I'm not going to take the booster?'

Speaker 1: Because they don't know how long your system is elevated. I think I've had it already. I was fine. Even when I had it the first time, I think I gave it to all my family as well. I think I was just out of action for a week. I'm a bit overweight. My husband, you know, likes cycling and running. He nearly ended up in the hospital, so I was alright. No, I'd say a week to be honest I say 2 weeks, but I think a week I was out of it and then, I was back on it. On day 4 I was cooking a biryani, so I was alright but yes, I think my decision was-, I think my own immune system is fine. I think if I get it again it's like a bad flu, but I generally don't get bad flus and things like that. (Source H)

Experience of previous side effect made decision not to get booster

Moderator: The next question, if you decided not to get your second or booster dose of COVID vaccine, tell us why, and I think this relates to your husband, yes.

Respondent: Obviously, it's my husband's experience, so I'm kind of indecisive now, yes, and also my husband said, 'No, don't get any more because I had a stroke, and just be careful, you know. You don't want to get it, you know, too, after getting the third one.' Yes, so it's already happened in the family, my husband already suffering, and, you know, God forbid, if it happens to me, then who will look after them? So, that's why I'm kind of indecisive. (source J)

Respondent: My family member had booster and they told me it was so bad, they had side effects. They didn't taste any food and long time they have temperature, body pain. That's why I decided not to have it.

Moderator: Okay, alright, fair enough. Same with the flu vaccine. Do you think you might get it in the future, the flu vaccine?

Respondent: Maybe. Same. (Source L)

Previous confidence in vaccination supported decision to take it.

Moderator: So, my next question, quite interesting, if you decided not to get your second booster dose of COVID vaccine, tell us why?

Interpreter: (Translating 06.28 - 06.52) She says she will definitely take the booster, yes. There's no way that she's not going to take it. She's going to take it, because she already felt that it protected her from the previous vaccination. Yes, so she thinks if there's any future, she will definitely take it, so her answer is yes, she will take it, not take it. (Source K)

10 – Additional doses

Q. Would you get additional doses of the Covid vaccine in the future?

Q. Would you get additional doses of Flu vaccine in the future?

Viewpoints

- There were a range of views based very much on previous experience and trust not necessarily in the vaccination but the health system that is beside it. Some are unsure and may need further convincing.

Policy Considerations

- Clearly previous experience of the vaccine or wider health service influences decision-making – trust is crucial to building confidence. Recognising previous mistakes or bad reactions may help build trust.

No

I'm not too sure about that because the hysteria has died down and I'm not really as scared as I was before." (Source A)

No because of trust issues linked to racism and prejudice

Moderator: Would you have additional doses of the COVID vaccine in the future?

Speaker 1: No, I would never take it. I wanted to go to America and apparently you need a vaccine, but my cousin's just come, and they went, 'Oh, they don't check you.' So, I think give it another year, I don't think you need it. You can't vaccinate everybody. Sometimes, people have got to accept you've got to be healthier, cut back on sugar and there are loads of things you can do. So, I think preventative is better than the vaccine.

Moderator: It's that systematic and historical mistrust and prejudice?

Speaker 1: So, when it comes down to it, your colour does make a difference, do you know what I mean? It does make a difference to how you're treated in the system. I do think the system is not trusted. I do think a lot of people don't feel trust in the system. (Source H)

Yes, if there is a reason

Moderator: Would you get a Covid vaccination in the future?

Speaker1: Yes. I mean, same scenario if I need to go somewhere that requires it then, yes, I will take it. Or if god forbid, there's an increase in the area, people start catching it again then, yes, I might take it.

Moderator: So, it's about the context for you?

Speaker1: Exactly, what is happening at the time. Because I don't really think it's spreading that much so I don't really need it. (Source E)

Don't know or unsure

I don't know, I don't think so with my experience of this 1. And the other thing is obviously it was a fairly new vaccine, so in terms of how they made it and they've done tests on it and stuff it didn't have enough time. Although I know compared to, like, how vaccines were made 20 years ago it's different now because the technologies changed etc. But still it's fairly new and then I think that we probably were guinea pigs at the end of the day. (Source G)

Respondent: I can't decide now but, in the future, if I finds, yes, that is important to me, then maybe I might decide, yes.

Moderator: Okay, but would you get additional vaccinations for flu?

Respondent: What I used to do for the flu, I used to give a one-year gap, but from last year, I've been getting it every year because of the COVID. I'm thinking it will protect me more from the cold, and that's good. (Source J)

Yes

Interpreter: Since the flu vaccination, she is eligible, through her GP she gets it done every year, yes. So that's a routine for her regularly, yes. (Source K)

Moderator: Yes, okay. So, how many vaccinations have you had? You had up to your booster?

Respondent: Yes.

Moderator: Yes? So, the next one is if you decided not to get your 2nd or booster dose tell us why, but you've had them all?

Respondent: Three of them, had them.

Moderator: Yes. Have you had the booster?

Respondent: Yes, I mean, just basically family and advice from doctors. Yes, that's it (Source O).

Yes, if convinced

Moderator: Okay. Would you get an additional, another dose of the COVID-19 vaccine in the future?

Respondent: Yes. I was thinking about that because I got all the messages coming, we need winter COVID vaccine. I didn't decide yet what to do. If everyone thinking, it's very good then I will decide in future to get it.

Moderator: Okay, alright, fair enough. So, would you get additional doses of the flu vaccine? So yes, you're going to get one next week. So, just thinking about the people around you who helped you who helped you to make a decision about vaccination? Is there anybody who helped you think, 'Hmm,' or is it mainly, like-,

Respondent: Myself, you know? Because sometimes my children say, 'It's not worth it.' They are young. I feel like I'm diabetic, so I need it. (Source M)

11 – Influencing decision-making

Q. Who helped you to make a decision about vaccination?

Viewpoints

- Family members had a significant influence for some, and a sense of protecting the family was a factor, others were also influenced by news, social media, and their employer.

Policy Considerations

- The importance of family and friends is key as there is a sense of connection and responsibility, which is not as strong as other sources such as news or social media.

News broadcast

“I think it was just the 24-hour news coverage of Covid at the time, that made my decision up for me.” (Source A)

Family members

Moderator: Who helped you, if anyone, to make a decision about vaccination?

F: My husband. (source C)

Speaker 2: She and her husband, they decided. So, number twelve, how important is others' opinion about vaccination to you? Others' opinion about vaccination? (non-English speech 14.28-14.41). She always decides how, because other people, it doesn't matter. It's not important to her, she doesn't take any other, she always decides herself what is best for her, yes. (source I)

Respondent: It's my opinion, also my daughter sometimes gives me advice, you know, to say, 'It's important for you because you've got other conditions,' and I go outside, you know, I have activities. I do a lot of activities, and the older you get, it's important to get the vaccinations, so yes. (Source J)

Respondent: Yes, my husband explained to me and my family member, then I decided to have my vaccine. Plus, I want to travel to my country. That's why I needed it.

Moderator: Yes.

Respondent: I want to save myself and others, protect from COVID. Source L)

Respondent: I mean, it depends on what their view is, basically. Like, my family, their view is important because I'm going to be around them, they'll be around me. Yes, I'm not really sure. Yes. A (Source 0)

Personal decision

Moderator: Who helped you to make a decision about vaccination? How did you arrive at your decision?

F: I made my own decision, that I didn't want it. Some people want it, some people didn't but I decided myself that I didn't want it. (Source D)

Moderator: So, thinking about the people around you, did anybody help you decide around vaccination?

Interpreter: No, it came from herself, and nobody had made any decision for her. (Source N)

Moderator: What helped you to make a decision about vaccination?

Respondent: So, to get the COVID, well basically knowing as I've spoken before about vulnerability and me being diabetic, that's 1 and I think having family members around you having them as well like my siblings and my husband's siblings as well, so I'm like, 'Um do I need it, do I not?' And there, like, saying that it's important and then my friends as well they're all getting, so I'm like, 'Okay, well.' I'm a teacher so I deal with children day to day, so me going out to work does it stop me, does it not stop me? So, it's something important because you don't want to be, like, spreading anything and at the same time you don't want to take anything from children either, so probably professional as well. (source G)

Social media

Moderator: Did anyone help you to make a decision about vaccinations like friends, family, social media?

Speaker1: Yes, of course. On social media, in the WhatsApp groups, everyone was debating it and some people were like, they're not taking it. I'm in a group with a few doctors and they said, 'Look, don't be silly, it's scientifically proven, it's medically proven.' But obviously it makes you think about it, but it didn't really influence it, no. I decided I will take it anyway.

Moderator: And then it just didn't happen?

Speaker1: It just didn't happen, literally, it's just worked out both times it didn't happen (source E)

Personal family experience

Moderator: Who helped you make a decision about the vaccination? You've spoken about family members that are medics. Anyone else?

Respondent: Not really. What has concreted it is when my father passed, we had a lot of people that came to pay their respects. Covid was a big one because a lot of people didn't come and then they came a week later to see them and said, 'Oh, I had Covid' and what-not. You know, they've had their vaccinations, boosters, everything. They've been harsher hit with Covid symptoms.. I came in the evening, she'd passed away.' And work wise and so forth and he goes, 'I don't understand what they're sending us' but obviously being a corrupt country, they started just buying the certificates because people were scared to take the European vaccinations (Source F).

Employer

Interpreter: (Translating 07.54 - 08.06.) The company she works for, they have informed them, advised them that this is important for you, and you should take it. So, the company that she works for. Her employer I would say, yes. (source K)

Confusion

Some people say it's good and some people advise that, 'We didn't give (sic) a vaccine but still we are well.' But something is difficult to think about. But I don't know which one is right. (Source M)

12 – Other peoples’ opinion

Q. How important is other’s opinion about vaccination to you?

Viewpoints

- Many agree that they make their own decisions. Family influencers for some are a key factor and others are just interested in other’s experience. The role of medical opinion whether directly or via social media is considered important.

Policy Considerations

- Since many feel they make their own decisions ensure that balanced information on vaccination showing the benefits but also the risks and side effects will help people make informed decisions.
- Family and close friends are also more likely to influence

I make my own decisions

“I mean, it’s important but not that important because I just, I like to think that I make my own decision based upon weighing up everything around me, myself.” When you say weighing up, is that health information, have you Googled? **“Yes, I’ve spoken to people I’ve respected who actually have some knowledge rather than just random people. I’ve got some medic friends, which I’ve asked their advice rather than just you know, at the end of the day if you want to get your car fixed you go to a mechanic don’t you, so I was asking people who I thought had a professional opinion on it rather than just randoms.”** (Source A)

Moderator: How important is other people’s opinions about vaccinations to you?

Respondent: Not at all. I make my own decisions. It doesn’t matter what the government, what the narrative is, and how they try to force people to take this vaccination. I am dubious about any man-made treatment for anything. You have to use your brain to see exactly what it is first before you put it in your mouth really. So, I’m not swayed by opinion. (Source F)

Moderator: How important are other people’s opinions about vaccinations to you?

Speaker 1: It depends on who they are. Everything in life is about you taking their opinion and you make a decision yourself and I think that decision should be made by yourself, do you know what I mean?. Can we not do that if you’re working class or BAME? You’re not allowed to come to-, it’s like when people voted Brexit, loads of middle-class people voted Brexit yet they made it sound like it was the working-class people who voted Brexit. It wasn’t. It was a lot of people, if you get me, so it’s

that. Maybe, people have come to a conclusion, 'I don't want to take the vaccine,' and it's perfectly valid as well. (Source H)

Moderator: Yes.

Respondent: The GP reminds, so that's, kind of, pushing it, to give it, yes, so GP is important, yes, helped me mainly. (Source J)

Moderator: How important is (redaction 08.22) opinion about the vaccination to her?

Interpreter: (Translating 08.26 - 08.43) Other people's opinion doesn't matter to her, she decides herself. (Source K)

Moderator: How important is other people's opinions when it's thinking about vaccinations?

Respondent: No, it's my choice.

Interpreter: No, she doesn't take any other opinions, she just decides what's important for her and just follows it. (source N)

Want to know others' personal experience

Respondent: They are important, because I like to know information on their side effects and how it affects them. Or has it even affected them. (source B)

Family

F: It's not very important to me. Whoever wants to believe whatever, whatever they want to have done to them, to their bodies, that's up to them, you know? But because you're living in a house and you've got your husband hounding you, and just to keep the peace, I just had it done, which maybe I should have kept strong and not had it done. (Source C)

Moderator: Okay. How important is other people's opinion about the vaccination to you? The Covid-19 vaccination specifically.

Respondent: I mean, it depends on what their view is, basically. Like, my family, their view is important because I'm going to be around them, they'll be around me. Yes, I'm not really sure. Yes. (Source O)

Medical opinion is important

Moderator: How important are others' opinions about vaccination to you?

F: Not that important unless it's from a medical opinion. That is important to me (inaudible 07.52). But no other people's opinions. It's my own decision if I want to have the vaccine or not. Everybody's entitled to their own opinion. (source D)

Social and standard media

Moderator: How important are other people's opinions to you about vaccination? You mentioned on the WhatsApp group there were some doctors, is that influential to you?

Speaker1: Yes. No, definitely. They worked in the field and they're more scientifically qualified. There's a lot of people in the group, they're more qualified than, say, I don't know, the random people talking on the group and obviously they were seeing what was happening at the hospital. So, yes, they did influence it a little bit. They said take it and so I did decide to take it, so I booked it. But it was mostly the media, Boris Johnson saying it, 'Take the vaccine, take the vaccine,' so, if everyone says it then you might as well just take it.

Moderator: Did that influence you, the prime minister promoting it?

Speaker1: I think more the, what was it, the health minister. Was it the health minister? I think it was. It was him saying it and then the scientists on TV, they're saying it, so, yes, a little bit, yes, (inaudible 08.29). Source E)

Variety of opinions

Moderator: How important are others' opinions about vaccinations?

Respondent: It's not really important, but I will listen to them because I've got a brother-in-law as well who works for SmithKline and Beecham, so he has opinions as well on it. So, I listen to people but it's me putting everything into perspective, like so for instance me and my husband we're completely on different sides of the coin, he's so adamant, 'No, I'm not going to get it.' So, he listens heavily to, like, people's opinions etc. Where me I think lots of factors I will look at, I look at me, I look at my family, I look at my profession, I look at where we're living, what we're going to do in the future. So, all that I will look at, I have a big picture. (Source G)

Moderator: Yes, other people as well. Okay. Obviously with the COVID-19 vaccination, there were so many different opinions, so do you think that-, the question is how important is other people's opinion about the vaccination to you? So, do you care about other people's opinion around the vaccination?

Respondent: Yes, I do care about them.

Moderator: Yes?

Respondent: Yes. (source L)

Moderator: Okay, yes. So, do you think other people's opinions-,

Respondent: They think their health is good, that's why they think, 'We don't have vaccine, we are not ill,' so it's not worth it to give the vaccine. Dependent on their health issue. (Source M)

13 – Role of healthcare professionals

Q. Have healthcare professionals (i.e., GP, nurse, pharmacist) helped you to make a decision to be vaccinated?

Viewpoints

- Nearly all had healthcare professionals help patients decide. For most the trusted advice these specialists helped influence a decision. For some it was also good that they were from their own community.
- There was for some a concern that doctors were being influenced by politicians and this affected their trust. There were varying views on the role of doctors, some saying they supported, other feeling it was being pushed too heavily and others saying their GP was relaxed. This reflects individual experience. Some trusted pharmacists more and seeing the data. Others were influenced by employers.

Policy Considerations

- Emphasise the importance of the clinicians in communication but also show that there view in evidence-based information that shows independence of politicians' influence.

Yes

Moderator: Okay. Have healthcare professionals, like a GP, nurse, pharmacist, helped you to make a decision around vaccinations?

Respondent: No, I just receive text to have my vaccine. It's very important when they send texts, yes.

Moderator: So how important is the advice from a healthcare professional, would you say? How important do you think their advice is?

Respondent: Yes, it's very important. (Source L)

Moderator: Yes, okay, alright. How important is the advice that you get from health professionals? How important would you rate it?

Respondent: It's very important, yes. (Source M)

Moderator: Okay, alright, perfect. So, how important would you say the advice of healthcare professionals is to yourself?

Interpreter: Yes, obviously they're very important because they give you information and advice, say, 'This is important for you.' And 'This is what is on offer.' Again, same thing, then she decides. (Source N)

Moderator: Okay. Have healthcare professionals like a GP, nurse, pharmacist, helped you to make any decisions around vaccinations before?

Respondent: Yes. It was, like, you know during secondary school they give vaccinations. I don't know what vaccinations they are now. I can't remember.

Moderator: Okay, and how important is a health professional's advice to you, would you say?

Respondent: Yes, I think it is quite important because, obviously, they know more about it than we do. They are the people that we get the advice from so, yes, it's quite important to me. (Source O)

Yes, and from my own community

I would say healthcare professionals have helped me but the healthcare professionals which I actually sought some advice from were actually ones that I knew myself because getting hold of anybody like, you know, your GP, like I'm sure everybody is aware, was near-on impossible these days. Even if I phone up for an appointment these days they give me an appointment like three weeks ahead, which is a bit pointless in all honesty.

How important is the advice of health professionals to you?

"Definitely, I would definitely say that it's important because, you know, the clue's in the term isn't it, professionals." (source A)

Yes but not on the Covid vaccine

Moderator: Have health care professionals, like a GP, a nurse or pharmacist, helped you to make a decision about vaccination?

F: No.

Moderator: So you listen to their advice and their information, but ultimately, it's your decision?

F: Yes, do whatever you want to do, and stuff. It's just like everything in life, isn't it? You've got that choice, you know? (source C)

Yes, but pharmacists and other health professional but not doctors

Moderator: How about health care professionals like GP, nurse, pharmacist. Have any of them helped you to make a decision?

Respondent: Pharmacist. Not doctors, definitely not doctors because the doctors just hammer the government narrative because they're told to do something, it's easier for them. They tell you to do it and I've always believed doctors have had that God complex. I hope they quote me on that one.

Moderator: How important is the advice of health professionals to you?

Respondent: Obviously it is important because they do obviously guide you in a correct way. Their analysis is not an uneducated guess. It's a fully educated guess of what symptoms- because everything obviously happens in wave, and they obviously see it happen in waves and they handle it. You know, it's the usual. You go there, amoxicillin. Take that for seven days, if that doesn't work-, you know. It is important to actually speak to health care professionals, vaccinations aside. They do their job good. (Source F)

Yes, but data is important, but concern that scientists are representing politicians

It depends on who they are. I think I like to get different sources rather than someone on BBC News. I'd like to get an informed decision. At the end of the day, even if you're a science expert, it's for me to make that decision because nothing's fact, is it,

everything's an opinion or a theory, so I think it's important. Yes, and then, we increase our trust in scientists because there are lots of scientists out there who were not anti-vaccine but were like, 'Hold on a minute, let's look at the data as well,' so I do think, you know, you have to look into it as well. (source H)

No – doctors have been relaxed about it

Moderator: Have health care professionals helped you make a decision to be vaccinated?

Respondent: Not as such I don't think. Media maybe, you know, like you listen out on TV etc. But I haven't got anyone really in health care professionally to say, 'No, you need to get it, you need to get it.' Sort of thing.

Moderator: How important is the advice of health professionals?

Respondent: Oh no, it's important to know their point of view because they work within the industry, so they know. So, I know that there's somebody who was working in the hospital who was actually looking after the injections and they were making patients come in the door and getting them and the temperature was important, if the temperature wasn't right of the vaccine, they couldn't inject the patients. As soon it goes down, like, below a certain temperature they had to throw the injection away, so all these factors were important. So yes, it is important what they say. (Source G)

Not doctor but employer

Moderator: Right, okay. Have healthcare professionals like GP, nurses, or pharmacists helped her to make decisions to be vaccinated?

Interpreter: (Translating 08.56 – 09.17) She says that they came to her employer, they have informed them that there is a vaccination called Pfizer.

14 – Improvements

Q. Overall, what one improvement would you like to see concerning vaccinations?

Viewpoints

- People wish to see their own views respected. Some wanted evidence that it was needed but most suggested improvements around promoting its effectiveness and safety and being honest about the side effects and transparent about how it was produced and to make it clear that it was Halal.
- Some wanted to see a focus improvement in the vaccine that would reduce side effects.
- Delivery was also important that a location to have it was easy and there was also a focus on continued awareness much in the same way it had been done up to now.

Policy Considerations

- There is clearly some work that needs to be done in developing trust on the safety but also the motivations for encouraging uptake. It was launched in a very politicised environment but presenting evidenced-based information and transparency over the risks in a way that is independent of politicians will help increase confidence and trust.

Even handed approach- allow for peoples own opinion

“I'd like to see a more even-handed approach. The approach that I think has been taken has been like an iron fist, like, 'You must do it.' It's like, we don't live in a communist country, we do have our own views and opinions. I do feel that it was rammed down our throat and you felt like a leper if you hadn't taken the vaccine because then people will look at you like, 'Oh', you know, like you're some sort of idiot but really it's not the fact that you're an idiot, it's just that you're not given the ability to have your own opinion on this, sadly, like you probably are in lots of other things in life.” (Source A)

Evidence that it really needed

F: Well, the improvement would be, like, I don't know, this vaccination isn't that old, is it? This particular vaccination is just not old enough. I believe that, you know, the way they have said people have died and been falling like flies, I haven't seen hearses going up and down the road, or ambulances, or, like, people having

funerals. I think it's just all a lie, really, the whole thing is just a scam, a lie, you know? I don't believe any of it. My brother's going to be quite angry about it.

Safety – How well it has been tested and honesty on the negatives

F: Maybe more information to how much it's been tested. And there's more testing on vaccines to reassure everybody that they are safe. Safety, yes. Yes, more information, more reassurance that it's safe and how many people have had any side effects. Also, knowing the negatives that have come out from taking certain vaccines so people know what could happen, not just that it's safe, but also there is a risk. The risks, as well, involved in taking it. (Source D)

Nothing – it was easy to get

Speaker1: No, I think they made it really easy for everyone. I went past my appointment, so when I was in the line for the appointment, that's when I got called, so, if that line was shorter, I would have got the vaccination. That's how close I was to getting it, I was literally in the line. So, if that line was 4, 5 people shorter, I would have had it. So maybe it was just that-, but, yes, I can't complain because there was about 12, 13 people in the line in total anyway, so, yes, I think it was very well done. The rollout was done well, I think it was, in our area, it was in Selhurst Park stadium. Yes, so, that was quite a busy one. But, yes, it was pretty good. I think it was well organised. (Source E)

More transparency on the risks and on those producing the vaccine

Respondent: I think things like actually publishing the results of things that go wrong, more than what it does. Rather than that, '1 person in 1,000,000 will have a heart attack,' but actually show the sample that they've used, rather than them using 1,000 people and it happens to 1 person and they just multiply it into a million. I was a management accountant once upon a time, and that was the thing you had to do. If the figures didn't look right, make it into a percentage. If the percentage was a bit too high, make it into a number. So, the perception is it's not that bad.

Moderator: Yes. So more accessible-,

Respondent: Transparent.

Moderator: More transparent, more honest, more accessible, easy to obtain this information. Honest information about complications, side effects, risks.

Respondent: Yes and, obviously, accompanying information of who is providing it and what their benefits are going to be as well. It's like Pfizer are doing it here for free, European countries for free, but third world countries, they're charging \$200/\$300 per-, so again, it's that thing of the rich get richer, the poor get poorer, and they are the poorest in those countries.

Moderator: So, any information about conflicts of interest, for that to be widely known?

Respondent: Government, yes. Parliamentarians, governments, corporations because they're very well tied in, they are.

Moderator: So, more transparency and openness about any kind of conflicts of interest. Who is benefiting financially and things like that.

Respondent: Yes because that does make a difference in how they sort of roll it out. One of the things my brother-in-law said is when Pfizer rolled out the first inoculations, it's how they overcame the legality of rolling those out. He goes, 'I was amazed.' And he goes, 'How many pharmaceutical companies managed to do that, there are such stringent checks and trials that you have to do before anything comes to market and they bypassed them.' And he goes, 'This is going to be known in 5 years to 10 years' time of what has happened. The people who have been vaccinated in that year.'

Moderator: So, we'll know more looking back?

Respondent: Yes.

Moderator: In years to come?

Respondent: It shouldn't have been rushed. (Source F)

Ensuring vaccines are free going forward – it needs to be Halal – better information on side effects for women.

Moderator: What 1 improvement would you like to see concerning vaccinations?

Respondent: I'll suggest a few. Okay, so make all vaccines free, that makes a big impact, like for instance now I think that was 1 factor that made me say, 'Yes, let's get it done because I don't want to pay for it in the future.' Two, obviously side effects make it an important thing on an individual, like me for instance there were no studies on the fact that and then it's shunted me into menopause, and I do feel cheated. Obviously, we've had periods from, like, when we were young and I feel like I've missed out on maybe a year or so, so it's my ladyhood or womanhood, whatever you want to call it. But yes, so I think definitely the side effects if there were more studies into that. With being Halal, like for our population, especially the Muslims it has to be Halal basically and which ingredients are put and how basically. But yes, I don't know, I'm lost in my chain of thought now, but yes. But my two daughters, one is 23 now and one is going to be 21, so this is going back two years, they had their COVID injections, and they suffered a lot with their period pains afterwards. So, it did make an impact on their menstrual cycle, and it delayed it as well for 1 of them.

Case Study: Honesty on results of vaccine and side effects – sense of coercion – alternative on improving overall health rather than just the vaccine

- There is a concern that side effects are not being published, and that people particularly young people have been coerced into taking it. Other proactive alternatives should be considered for better health and not just relying on the vaccine.

Moderator: What 1 improvement would you like to see concerning vaccinations?

Speaker 1: I'd like to see honest data on the results. To say look, these are the side effects, these are these and we have a right to know. We have a right for them to be published and I don't think young people should have the vaccine at all. A lot of people, if they wanted to go back to Africa on holiday so it's either their parents worked in the healthcare system or had-, so they were in a way coerced, forced to take the vaccine. I know a lot of young people were continuously texted to say, 'Take the vaccine. You're being irresponsible blah, blah, blah,' which I think was really wrong to do that. So, I think we should have an informed, 'Look. It might benefit-, ' they should do studies on what age groups it benefits, and it obviously benefited (audio distorts 25.00) more so maybe they should have the vaccine.

Moderator: So, you'd like to see more accessible information about side effects and less coercion?

Speaker 1: Yes, especially for young people I think it was ethically wrong too because my students were telling me they were constantly getting texts and letters to have

the vaccine. I think that's wrong to do that because they don't know, it's very rare to be seriously ill with COVID. You can still spread it by having the vaccine so why should young people have the vaccine and why were they vilified in having the vaccine? For my group maybe, like, I'm close to 50. Maybe older but for anybody else why would anybody like children have the vaccine, like my daughter's age? I think it's disgusting to force them to have a vaccine. Why would you take it? If you think about it the vaccine doesn't stop, you from spreading it. Children are very unlikely to be seriously ill with it. Why give it to children when you think about it why? My children didn't have it. I don't care if they can't travel with it. I'm like, 'No, you're not having the vaccine,' but most of their friends did. In the end, most of their friends did have the vaccine but I said, 'Well, if you want to have it you can but this is the data, and I don't think you should.' But, you know, they were coerced into having it personally. You can't travel and you can't do this. I think that was wrong. I think we should protect our children. You don't know the long-term impact and you can't

Delivery in community centre and continued awareness.

She says the way the vaccination was offered, it's important to keep it that way and maybe give some more, like, say it was a community centre, you know, people coming in.

Moderator: Okay, so a bit more awareness?

Speaker 2: More awareness, yes. Otherwise, she said the way it's going is fine, because people can decide whether they can, you know, take the vaccination or not, that's her opinion overall. (Source I)

Make improvements in the vaccine to avoid serious side effects

Respondent: I heard from other people that a lot of people had blood clots and, you know, strokes, and it also happened in my family as well. So, I think, importance, if you make improvements, you should look into it further, so that people don't suffer, yes, so suffer these things, you know, so if they make some improvement around that maybe, yes. That's my opinion, one opinion. That's it. (Source J)

Increase awareness about taking the booster and the ways to book and attend. Emphasise the safety and that they are Halal

Interpreter: (Translating 09.56 - 10.36) She said there should be more information about it, a lot of people have decided one and two and they haven't given the booster. From her experience, she thinks that the third one is very important as well, so if the word can go around and emphasise on the third one, she thinks that should be-, yes. Because a lot of people she knows that are done after two and haven't done the third one. If there's more information about that, or maybe making more awareness, to give the importance of the third one. A lot of people might uptake the third one.

Moderator: Yes, just back to what we were saying, there's also information on how to book online or over the phone. She could also attend a walk-in service, just like what we are saying, or to call 199 if she needs any questions or-, relating to that. I think what it says here is the vaccines are safe, they are effective, and they are free to anyone. All COVID-19 vaccines are Halal.

Improve vaccine to prevent side effects

Moderator: Okay, yes. Then the last question is, when it comes vaccination, what one improvement would you like to see when it comes to the whole vaccination process? Like, how do you think the healthcare service might be able to improve it, make it better? From your opinion. Say whatever you want.

Respondent: Especially for, like, older people and kids, if they give better one without any side effects. (Source L)

15 – Other points raised from interviews

- This section highlights aspects of conversations from the interviews which were not directly related to the questions may be of use in understanding perceptions around vaccination

Viewpoints

- Some raised concerns that a person's immigration status may affect their ability to get vaccinations, or that may be a barrier to getting it as it means sharing details with key authorities.
- Another consideration is that many in the South Asian community work in roles where they are at greater risk and so should be prioritised to be offered it.
- The issue that it does not feel like a voluntary decision due to the constant communication, such as multiple texts, and that it is too early to see the impact of the benefits of the vaccine – a need for more evidenced based data.

Policy Considerations

- Clarity that a person's immigration status does not affect their availability to vaccine.
- Building relationships with people around certain jobs where they meet people and are moving from place to place who happen to come from a certain community rather than focusing purely on a specific ethnic group as a whole.
- Aiming to make it an invitation rather than a pressured push.

Concern that those whose have undefined immigration status, particularly in the South Asian community cannot access vaccination when they may be the most exposed

Something we've discussed is knowing certain people in the community who would want to be vaccinated but they can't be because of immigration.

Yes, I would definitely say, I think if I remember from what you're saying there, it was the South Asian community which has been affected by Covid the most. Sadly, I guess there are lots of people over here which are here on-, they've overstayed their visas, or for one reason or another they're actually here illegally which means that you probably can't have a doctors surgery registered. Which means that if you want the job, what do you do, you can't even get the job. The thing is also, people who are living in that sort of like, black economy or whatever, they're always scared of

getting caught and getting deported so even though, you know, people-, there should have been an amnesty, I think, for anybody to get the job if they wanted to have one because if you're fearful. Sorry, if they say, 'Anybody can pass it on', really, it's in the benefit of the country that everybody who's here, rightly, or wrongly, should be able to have the job, if they want to have it.

An amnesty, no questions asked?

I think so yes. I mean because I think obviously, Covid doesn't ask any questions, does it? If we're led to believe how it is, if you're going to catch it, it doesn't say, 'Oh well, you've got a right to stay so I won't give you Covid'. I mean, anybody can catch it, and also all of those people who were like those delivery drivers, working in 24-hour convenience stores, predominantly I would say the lower wage earners, more than likely are here without the legal status that they should have, and they were the ones who were keeping the economy going, as we all have seen.

If there's anything else that you think of that you'd like to talk about, after going away and reflecting. (Source A)

The sense it is not voluntary

I definitely think we've been blackmailed and strong armed into this. The last example with the travel, I mean I personally like to travel, and the whole thing that, oh if you don't have your Covid jabs, if you're not fully boosted up, you're not allowed. Yes, sorry, you can possibly leave but, you know, in another country that you might want to go to might not let you in. It's definitely polarised people because if it was voluntary, you can make your own decision and if countries let you in (inaudible 16.59) then that's okay, but I feel as if we've all been pressured into taking it.

There's a leaflet that we're going to talk about at another point which gives health information about Covid. The type of messaging that someone like yourself would respond to, would be for example, 'If you want to have a vaccination, here is how you can do it', rather than, 'We advise you get a vaccination, here are the consequences.'

Definitely. I would definitely say like that would be-, I think it would be more of an uptake if people didn't feel that they had to have it. It's not like we live in China and it's like one child policy, or sterilisation, or whatever. It's just, while you felt like you were going down that path because it was forced on you. We're supposed to be able to do what we want, within reason obviously." (Source A)

Pressure to have it and not enough time to see impact of it

Respondent: Yes, it's not reliable. I don't know, I just feel like there was pressure at the start, as well. 'Oh, you can't go on holidays, you can't do this, you can't do that.' But a lot of countries let you in, though, anyway. And, even getting the third booster, like, another one, the fourth one, like, how long is it going to go on for? And I even, on social media, have seen news where a lot of people have got blood clots, and it's like they're slowly trying to depopulate the world. And I know conspiracy theories and all that, but I feel like it's true, what they're trying to do. But then, another part of it is like, the people that have had COVID, that have had vaccines, they get milder symptoms as well, so maybe it does work. I don't know. I'm 50 50, like I don't know, but I still won't get it, because I don't feel like I need to get it.

Moderator: Have you had COVID?

Respondent: Well, I'll be honest, I haven't had COVID. I was flying away, and I had to get a PCR test and they told me I was positive, but I had no symptoms, nothing at all. And I was, like, normal. But I still had to isolate. But it didn't feel like I had because I was normal, but yes, apparently, I did but I don't feel like I did. And that was one of the ones that you post away to get the travel PCR.

Moderator: Is there anything that you'd like to express? You've mentioned that you feel quite a lot of pressure, is it from the government or the (talking over each other 09.19)

Respondent: Yes, I can't really answer that, because I don't know.

Moderator: But at the moment, it's a firm 'no' from you?

Respondent: Yes.

Moderator: So, if you were to get the booster letter, I take it, that you wouldn't even really, you'd just put in the recycling?

Respondent: No, I'd bin it. Yes (Source B)

16 – Letter feedback

Viewpoints

- Reaction to the letter is very much in context. Those who had negative experiences or view found it pressuring, particularly in the context of the other communications they were receiving. Others found it more inviting and were happy to see references to Halal and the option of speaking in Urdu. Bengali speakers expressed to have this in their language. A two-page letter is preferred.

Policy Considerations

- Ensure the Bengali community is served as well as Urdu speakers. Keep the letter concise to no more than two pages. Adapt alternate letters for non-responders with a less intense approach.

Pressuring, really trying to convince, but also confusing.

“Helping you stay protected against Covid-19’. Any feedback on that bit so far?

“They are kind of pressurising. They are basically saying the one that you’ve got is not working. And it is pressurising, I would say.” (Source B)

‘Vaccination gives you the best protection against Covid-19’. Any comment on those paragraphs?

Respondent: They are really trying. They’re trying their best to make people want to get it done.

Moderator: Do you think that’s a positive, a negative, or no opinion?

Respondent: No, it is a positive. For people that can’t speak English. But it is too much. I’ll be honest, I’ve not got any vaccines. I’ve got none. And it’s like they’re trying to say the people that had got it, that they should keep topping it up, and I don’t know what they’re getting out of it. (Source B)

Too many letters

F: I've had quite a few letters already. Text messages, starting with, 'Dear Mrs (redaction 02.33)' and then when I ignore it, it's, 'Dear (redaction 02.36),' and then I ignore, and then now, actually yesterday, I had a letter come through that, you know, 'Your immune system is probably down and you probably need the booster,' and stuff, and, 'You need to make an appointment,' so I have had these letters and I'm not having a booster, I've decided.

Moderator: Is it an annoyance to you when you get the letters?

F: It is, because, you know, I've said to them, 'No, I don't want it,' and when they've asked me in the surgery, 'You can have a booster,' and I've said, 'I don't want it,' 'It's a flu jab,' I've said, 'I've never had a flu jab and I don't want it,' but then they keep on texting you, texting you, or now, sending you an NHS letter inviting you to have it done. There is annoyance.

Quite inviting – all that you need is there including reference to Halal, but keep it to two pages

M: We're happy with that, it's not overpowering with information, it's quite inviting, it's not forcing you. It's just saying, 'If you'd like to, you've been welcomed in for another booster.' And it's quite straightforward. And I think it's not overloaded with information, all the information that you need is there.

Moderator: So, it says that the vaccination is halal, do you find that reassuring or not?

F: No, I think that's good that's put in there because for some of us (inaudible 01.33) some people would actually be put off (talking over each other 01.37)

M: Might do.

F: Yes, 2 pages, I think is fine. If there's 3, it just looks a bit long. If you could get it put on 2 pages, that probably would be better. (source D)

Straightforward, good to focus on the Halal and good that the contact line has Urdu speakers.

Speaker1: Yes, it's straight forward. It's got all the information. Pretty good that you included that it's Halal, because that was one of the questions coming up in the WhatsApp group. So, they did actually ask somebody that, 'Is it Halal?' So, yes, it was. So, it's good that.

Moderator: How useful it is it that you can telephone and get to speak to someone who speaks Urdu?

Speaker1: Yes, that does help. That does help if you're not fluent in English. Yes, it does help. I know somebody that that did help them, that they were able to book it. So, yes. It helps.

Less successful if person has not had a good previous experience with the vaccine.

Respondent: To be honest, my wife has had it and she's had the second dose and the booster, and she went into early menopause. That's the first thing she noted. Now my daughters have got it and they have been okay. Protection wise, I'm very sceptical about the booster. I've been getting reminders from my GP and NHS Direct have been texting me saying, 'Go in for your vaccination' and so forth and I've just been ignoring them all. I've had Covid 3 times. The first time, when I say it's harsher, it was harsher than the other two. When I got it the second and third time, I think I had symptoms for-, it was only because on the second one I did, sort of, note it was Covid symptoms. On the third time, I was just told by my wife, 'Take it' because my son had it and my daughter had it and I was positive, but I had no symptoms whatsoever

Moderator: So, you're talking about people who have had the vaccine and are experiencing complications and side effects?

Respondent: That's right, yes. My wife's most notable obviously. She is 48 and she went into early menopause, and she has no reason to. It was literally the first one and she was fine. As soon as she got the second one, that was it. She went to the doctor, the doctor said no. The problem with the medical profession is they base everything on everything that they are told. To mention, my brother-in-law works for (redaction 04.45) and he is part of the teams that have these things authorised and what not.

Moderator: Do you think that that's coercive?

Respondent: No absolutely. The choice that I've had to make is I'm not going to these countries, because I'm not going to get the vaccination. It doesn't matter what they say. I've got a stronger immune system by getting it a few times. I had to go see the doctor about 4 months ago and the first question he asked was, 'Have you had your vaccinations?' I said no. He said, 'Have you had Covid?' So, I don't understand what they're putting in it that makes the adverse effect for people, and minorities in particular, because I hear this a lot. (Source F)

I would ignore it. It is pretty standard, but good there is Urdu access and reference to Halal.

Moderator: The COVID booster letter, what's your opinions on that?

Respondent: Well, my initial feelings and even when they initially mentioned the booster, that I wasn't going to get it because after my second injection the symptoms that I felt were, like, really bad and I thought, 'Oh no, I can do without the booster now, I don't need it.' Basically, so my thing is a no-no, not to get it.

Moderator: If you received that letter would you not pay attention?

Respondent: I'd ignore it. Yes, it's just going in the recycling yes.

Moderator: How do you experience the wording of the letter?

Respondent: Well, it addresses me personally, so obviously it's, 'Dear (redaction 01.12).' So, it's like they've taken time out to look at my records, but probably from that letter, it's a general going out to everybody or to our type of community. So, it's not like they personalise it to me like, 'Oh we've looked at it, maybe it's going low, and you need to boost it up.' Basically, but yes, I mean everything else is pretty standard, like contact and, you know, as usual.

Moderator: For spiritual and religious reasons it's just not an option to take any vaccine that's not Halal?

Respondent: Yes, that's right, basically. (Source G)

Good letter, but not relevant to me as it is Urdu not Bengali.

Speaker 1: I think it's quite good. It's quite informative. It's not biased.

Moderator: Do you think it's persuasive?



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