

Healthwatch Derby –Covid-19 Vaccinations experiences and Insight

Reporting to:	Stakeholders
Report written by:	Michelle Butler
Date periods covered in the report:	August 2021
Amount of cases who gave their experience of covid-19 vaccination	390
Amount of people who completed 2nd part of survey	493

Overview

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

Highlights:

- 97% positive experiences
- The key themes were:
 - Staff - friendly, comforting, well-staffed and knowledgeable.
 - Overall services – Excellent and well organised.

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

Highlights:

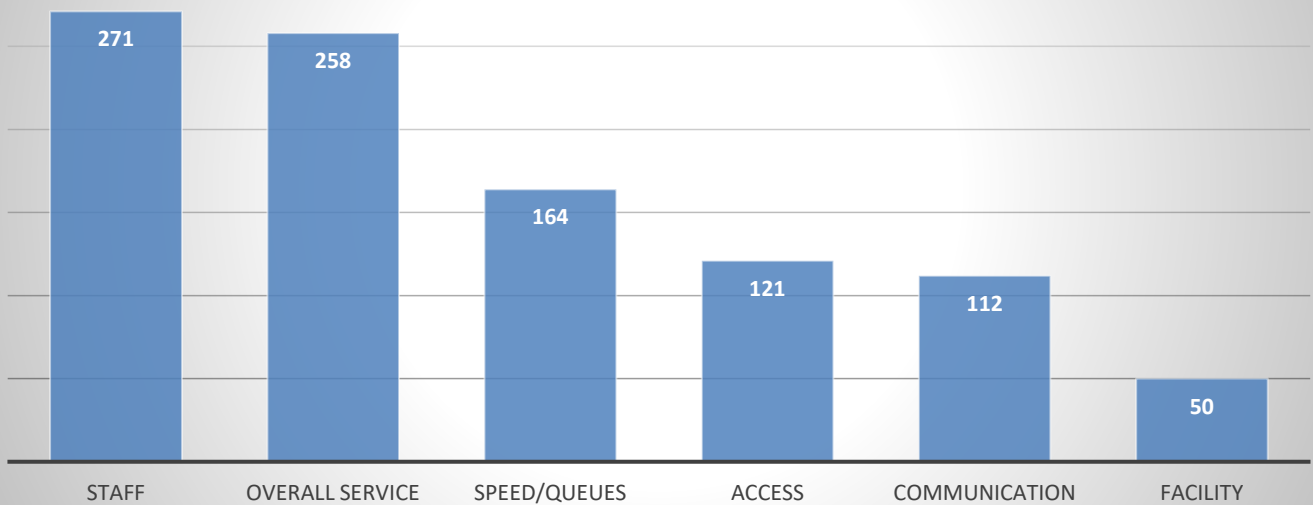
- 97% had their vaccination at Derby Arena or Midland House
- 23% expressed worries prior to their vaccination but 83% of those had their concerns resolved.
- The main worries raised were a fear of needles/injections and side effects of the vaccine.
- 99% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

Experiences of Covid-19 Vaccinations

The majority of the cases stated that their vaccination took place at Derby Arena or Midland House, though a few stated Derby City and some selected Derby Arena/Midland House option but did not provide further detail. 6 cases identified a different provider, so these experiences have been separated from the rest of the comments.

The 382 cases that stated Derby Arena/Midland House or Derby City have been broken down to identify themes. 97% of comments were positive. Please see breakdown below.

Positive themes of experiences



The key themes were:

Staff:

The main comments that people made about staff were that they were friendly, comforting and knowledgeable and that the venues were well-staffed.

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

- Professional
- Very compassionate in terms of dealing with patients with anxieties or phobias
- Thorough

Overall Service:

The key theme was that people said the service was well organised and efficient.

Other areas people said were:

- Excellent, smooth and professional

Speed and Queues:

People spoke about the service being:

- Generally quick and fast service
- Short waits and queues
- Efficient and smooth queueing system
- Good checking-in system

Access:

Key areas people spoke about were:

- Easy access to the venues and accessibility for those with disabilities
- Good directions and marshalling around and outside of the venue
- Plenty of parking available

Communication:

The key themes raised around communication were:

- General good communication at the venue
- Clear speaking staff, clear signage, clear information given
- Ease of use of the appointment booking system

Facility:

Key areas were:

- Large, open space
- Efficient and well organised Covid measures, social distancing and one way system
- Cleanliness and safety
- Privacy of booths
- Refreshments

There were 11 comments where people identified a different location and these were echoing the positive responses as above, with the key comments being around speed of service, excellent overall service, friendly staff and good communication.

3% of comments were negative, and individual comments.

Staff:

- Rude or dismissive attitude
- Not enough staff giving vaccines

Communication:

- Issues with the booking system
- Staff member getting name/date of birth/other details wrong

Speed/Queues:

- Long waiting time/queue, or having to wait outside if too early

Other individual comments were made around overall service, access and the facility.

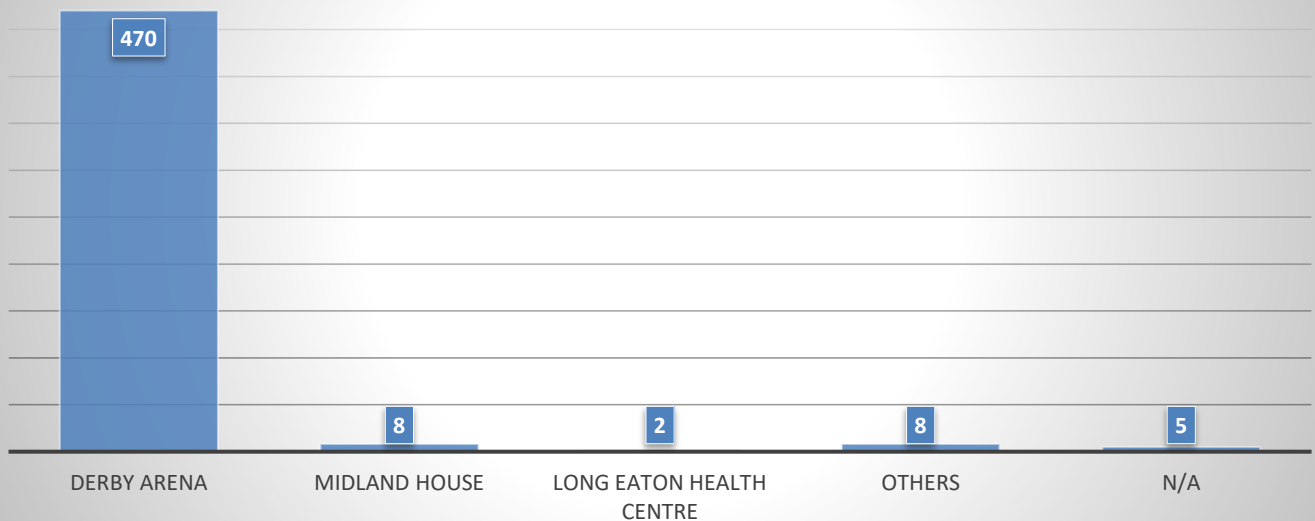
- The waiting area clock was not showing the correct time or was not clearly visible
- "Clearer speaking while wearing a mask, it's just hard to hear people with masks on."
- "Conflicting advice over whether 17 year old should receive 1 vaccine dose or 2"
- "Not telling me it's the ladies first time doing the vaccine as it makes me anxious!!"
- "I booked my first jab through my GP. They said they would contact me for my second but the time limit was getting close so I gave up and booked it through 119."

Worries and anxieties around the vaccine

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

493 people completed this section of the survey.

Where did you have your Covid-19 Vaccination?

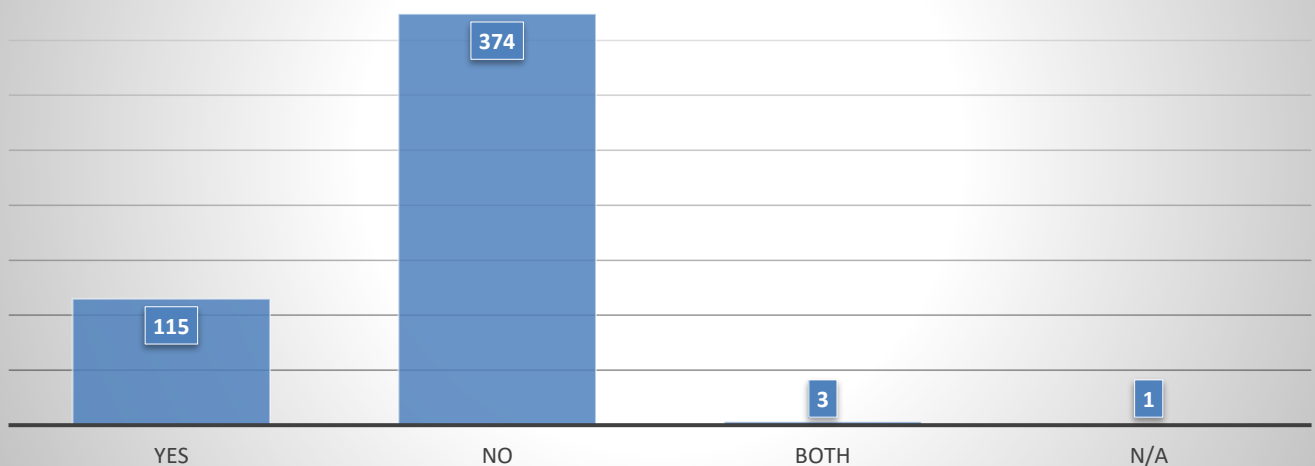


Others include individual cases of people stating they had their vaccinations at:

Derby hospital hub, Pinxton, Oaklands in Swadlincote, Horsley, Littlewick Ilkeston, Babington, Hannage Brook and 'other'.

5 respondents left this question unanswered.

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

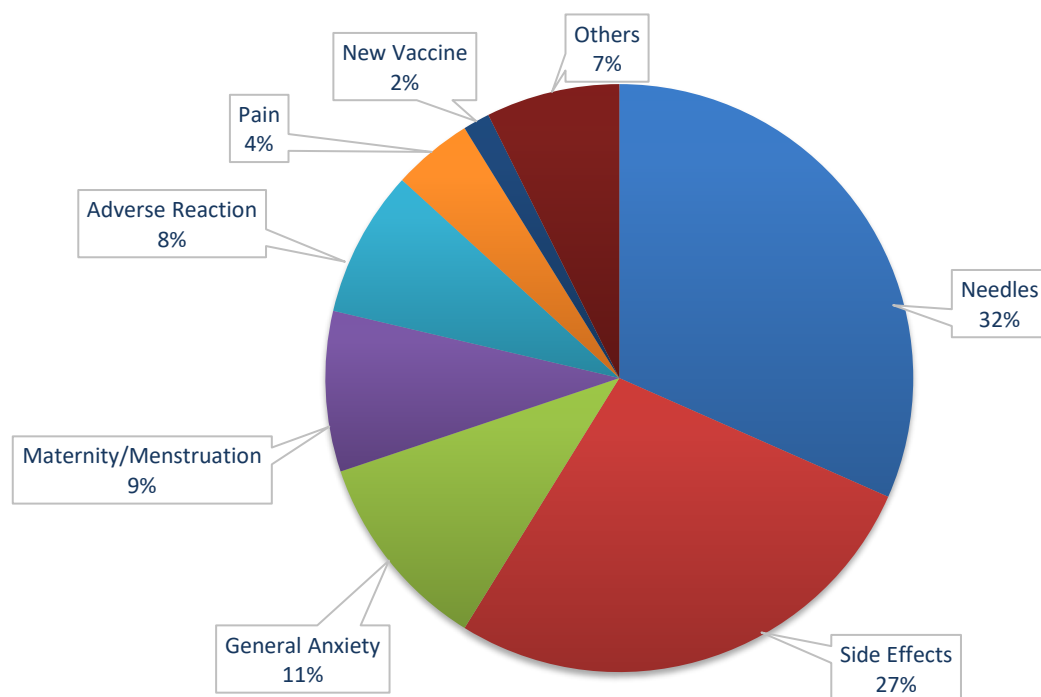


23% of people stated that they had had anxieties or worries before having their vaccination which is a slight increase on July's figures, where only 18% expressed this.

Of the 15 respondents who did not state they had their vaccinations at Derby Arena or Midland house, 13 of these answered no to this question, 1 answered yes and 1 left the question unanswered.

Following on from this, 113 people gave more details about what their anxieties or worries were:

If YES, what were these regarding?



The main anxieties mentioned were a fear of needles or injections, and side effects of the vaccine in the short term after they had it and long term.

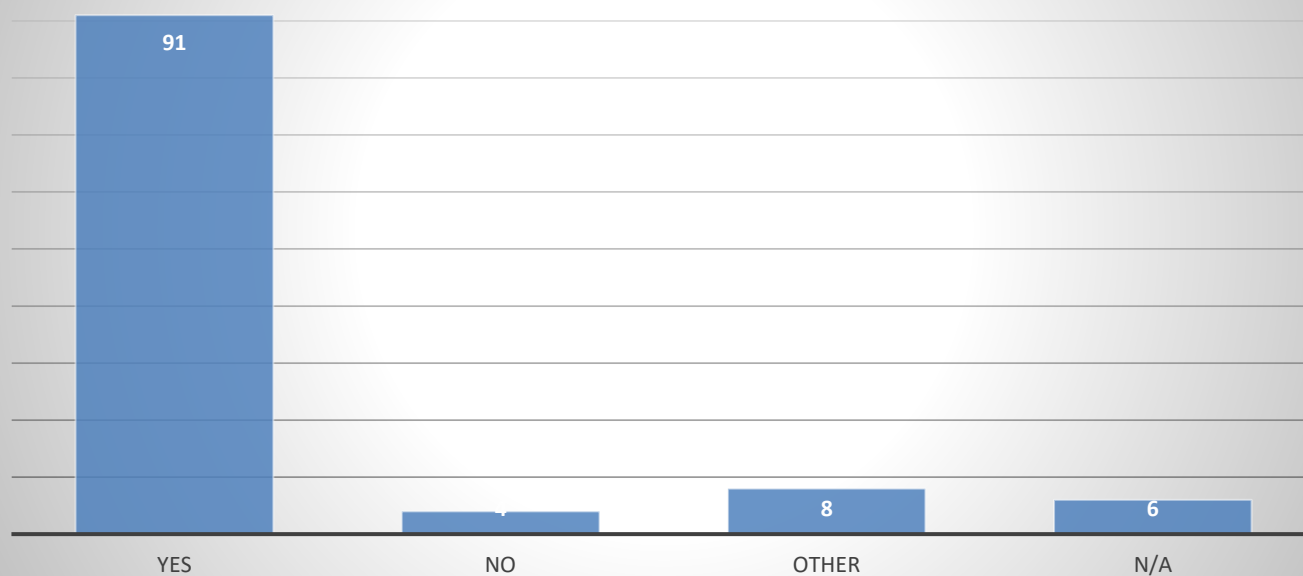
Other areas people were anxious or worried about were:

- General anxiety of the process, venue Covid safety measures or getting lost at the venue
- Effects on fertility, menstruation, and concerns while being pregnant or breastfeeding
- Immediate adverse reaction
- Pain of the actual injection
- Lack of research on the vaccine

Others: which were individual comments regarding concerns around

- Fainting
- Heart inflammation
- Anaphylactic shock
- Blood clots

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



109 people who had stated they had worries/anxieties gave further details to this question:

83% of the respondents answered that YES their worries had been resolved.

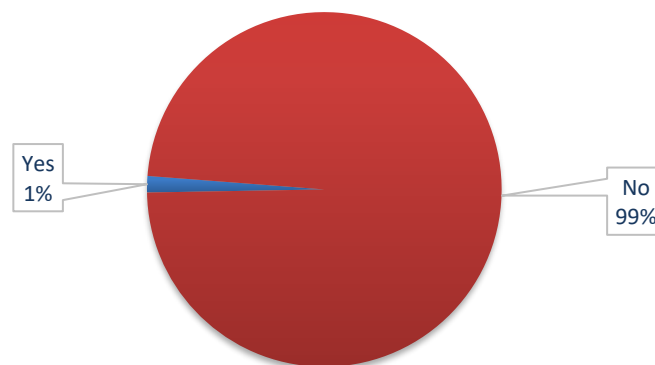
The key themes of their messages were:

- Staff – thorough, supportive, friendly and calming.
- Communication – clear instructions given.
- Aftercare – they had been allowed to lie down or given sugary snacks to alleviate concerns.

4 respondents answered no and did not leave any further information as to why their issues had not been resolved.

14 people left responses which did not clearly explain if their worries had been resolved or stated that they did not let the staff know of any concerns.

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



462 people said that nothing further could be done to improve their experience or reduce their worries/anxieties.

7 people said yes, and 4 gave the following suggestions:

- Have information on display about the process and how you may feel after the vaccine
- Ensure staff are fully briefed with up to date information regarding vaccinating a teenager
- Ensure staff are more empathetic towards those expressing a fear or phobia
- Ensure that the two booking systems co-ordinate with each other

Any Other Comments

- "Great service, friendly, well informed staff. Very accommodating."
- "Very strong team who conducted a safe and flowing environment."
- "Staff very chatty, so that can help if people are nervous."
- "Derby arena and the team working there to provide the covid vaccinations have been great."
- "Good work by everyone at the centre."
- "Phenomenal service. Well done to whoever is in charge of organising the rollout at Derby."
- "Good work everyone working at this location."
- "Massive thank you to all the volunteers and the NHS!"
- "Couldn't reccomend and praise enough. They were all fantastic!!"
- "Very impressed on both visits."
- "The covid-19 vaccination process was very good."
- "I'm sure if I did have any worries, the staff would have helped enormously. It was very easy to navigate and everyone had a big smile. Very welcoming."