

Healthwatch Derby – Covid-19 Vaccinations experiences and Insight

Reporting to:	Stakeholders
Report written by:	Michelle Butler
Date periods covered in the report:	September 2021
Amount of cases who gave their experience of covid-19 vaccination	100
Amount of people who completed 2nd part of survey	212

Overview

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

Highlights:

- 96% positive experiences
- The key themes were:
 - Overall services – excellent and well organised.
 - Staff – friendly, kind, reassuring and plenty of staff available to help.

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

Highlights:

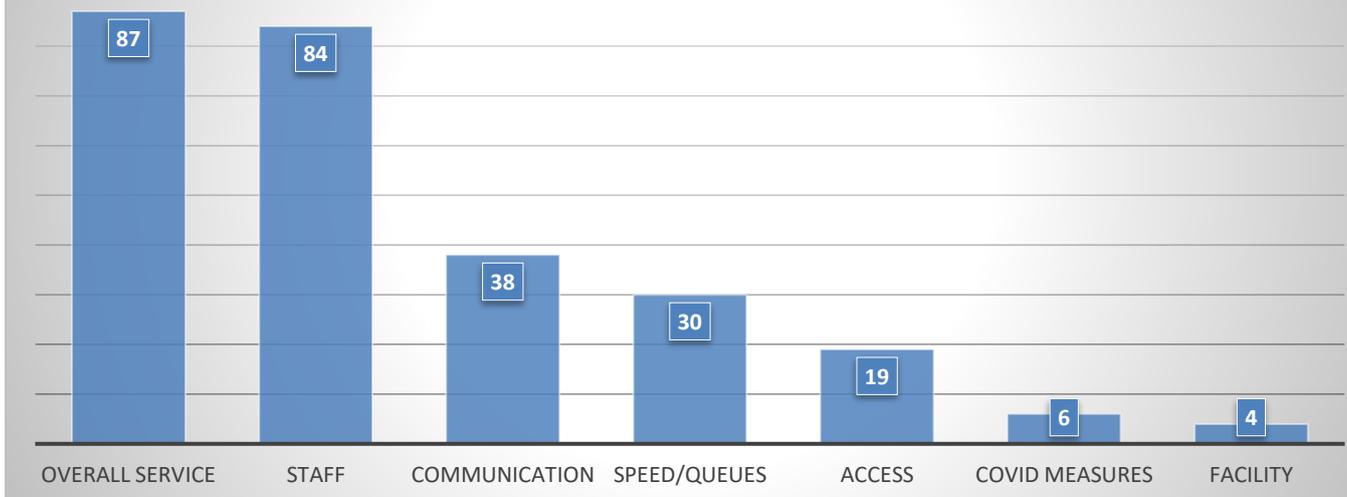
- 30% expressed worries prior to their vaccination and 78% of those who gave further details, had had their concerns resolved.
- The main worries raised were a fear of needles/injections and short-term and long-term side effects of the vaccine.
- 94% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

Experiences of Covid-19 Vaccinations

99% of cases stated that their vaccination took place at Derby Arena or Midland House, with 53% stating Midland House as a venue, 7% stating Derby Arena as a venue and the remainder not specifying which. 1 case identified a different provider, so this experience has been separated from the rest of the comments.

The 99 cases that stated Derby Arena/Midland House have been broken down to identify themes. 96% of comments were positive. Please see breakdown below.

Positive themes of experiences



The key themes were:

Overall Service:

The key sentiment was that people said the service was excellent, very good or perfect.

Other comments people made were:

- Easy and simple process, very well managed and organised.

Staff:

The main comments that people made about staff were that they were friendly, competent, kind, polite and reassuring and that the venues were very well-staffed.

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

- Very calming when dealing with patients who were nervous or had a phobia
- Great marshalling and plenty of people to ask for direction or assistance

Communication:

The key comments made around communication were:

- General good communication at the venue
- Clear signage and instruction
- Easy to book a vaccination

Speed and Queues:

The key comments were made around the service being:

- Quick and efficient
- Smooth
- No queues

Access:

Key areas people spoke about were:

- Easy access to the venues, easy to find
- Good directions and marshalling outside of the venue
- Availability of car parking

Covid Measures:

The key comments made around the service were:

- Well organised Covid measures in place
- Efficiency of one-way system
- Clean, sanitary, and safe

Facility:

The key comments made were:

- Great layout and flow
- Availability of refreshments

There was 1 comment where a different location was identified - Babington Hospital - and this echoed the responses above, with the key theme being satisfaction of overall service received.

4% of comments were negative.

Access:

- 50% of the negative comments were stating that they found the venue or car parking difficult to find (Midland House), and that it would be beneficial for it to be more clearly signposted.

Other individual comments were made around treatment and care.

- "Large vaccine hub at the Derby Arena failed to give information leaflet to family member and didn't keep them for the 15 minutes post-vaccination. They then had an allergic reaction (facial and tongue swelling) on the way home which I treated on route with antihistamines (known previous allergies)."
- "No cotton swab after vaccine despite mentioning clotting disorder"
- "Quite a lot of people ask about face coverings which is quite intrusive."

Two individual comments were made with suggestions.

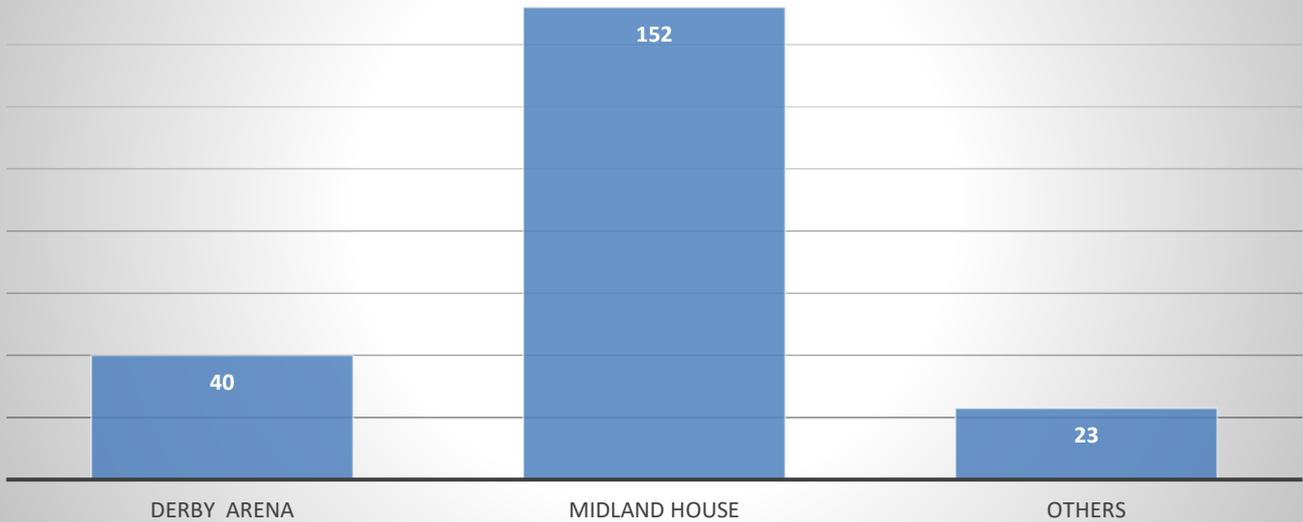
- "I lost my first vaccine card (my bad) I'd have liked to get the batch number for the first so it looks legit but I don't know if it is possible"
- "Ability to fast-track straight to the jab as the build up and wait made my anxiety worse"

Worries and anxieties around the vaccine

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

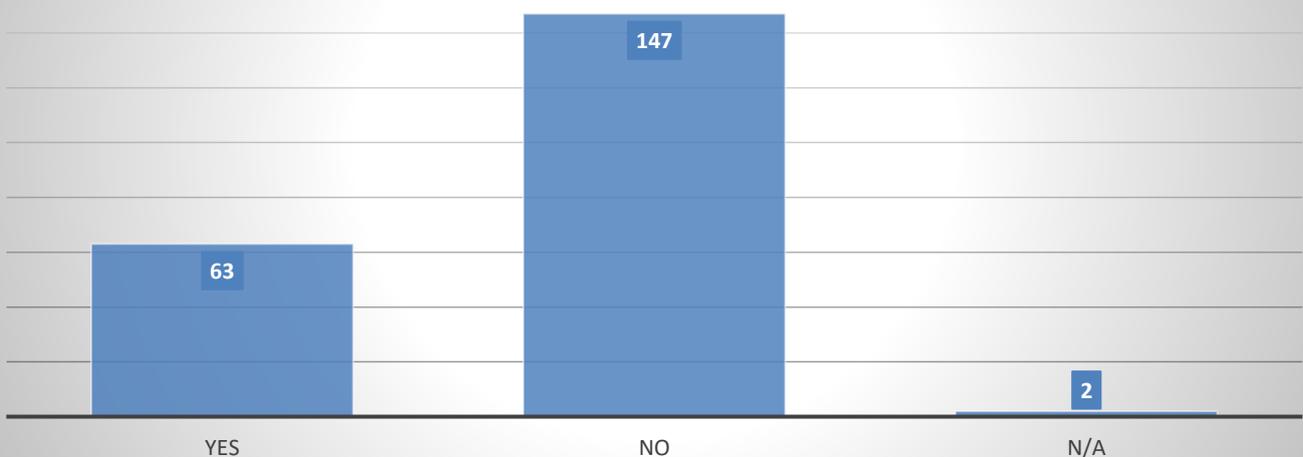
212 people completed this section of the survey.

Where did you have your Covid-19 vaccination?



89% of respondents had their Covid-19 vaccination at Derby Arena or Midland House. A few respondents noted information regarding both of their vaccines and therefore specified two locations. 'Others' were individually named locations, which can be seen within the appendices (1.0 – Other Vaccination Locations).

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

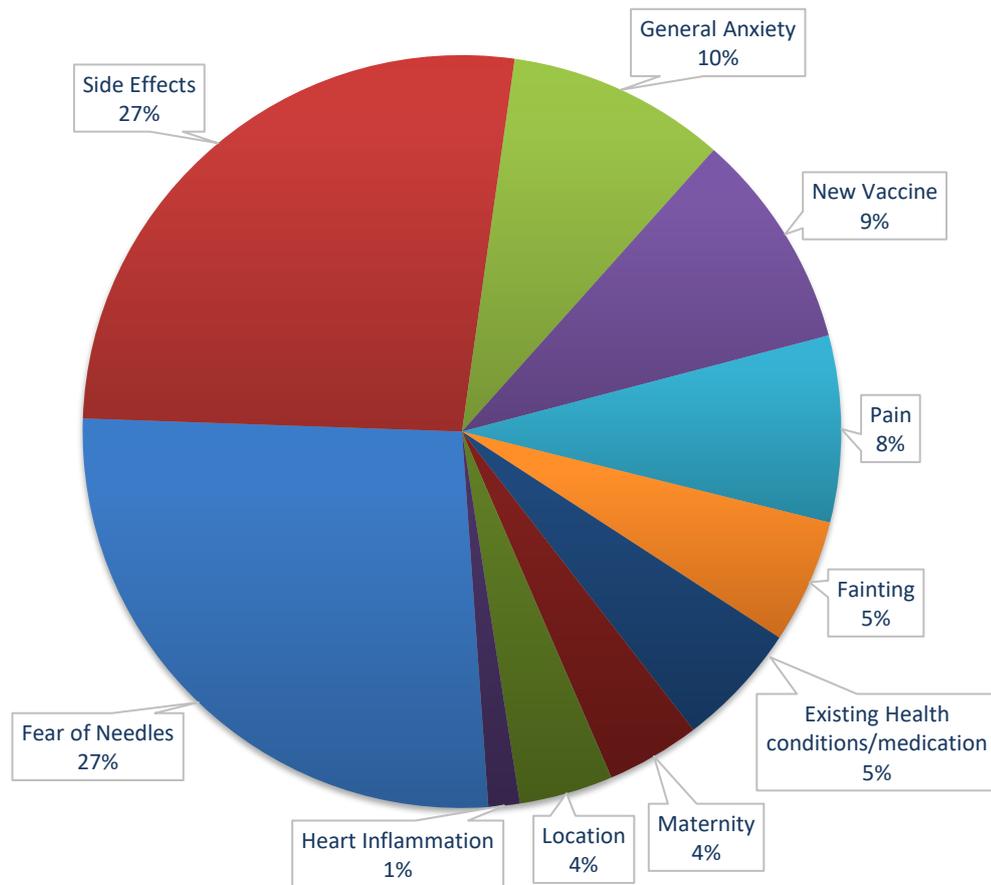


30% of respondents stated that they had had anxieties or worries before having their vaccination which is a notable increase on August's figures, where only 23% expressed this.

Of the 25 respondents who stated they did not have their vaccinations at Derby Arena or Midland house, 15 of these answered no to this question, 8 answered yes and 2 left the question unanswered.

Following on from this, 61 people gave more details about what their anxieties or worries were:

If YES what were these regarding?



The main worries mentioned were a fear of needles or injections, and side effects of the vaccine. Of those who stated side effects, 75% were worried about immediate side effects or becoming ill shortly after the vaccine, and 25% were worried about long term effects on the body.

Other key areas people were anxious or worried about were:

- General anxiety of having the vaccine
- How new the vaccine is, whether it is effective against new strains of the virus, and hearing 'conspiracy theories' around the vaccine
- Pain of the actual injection

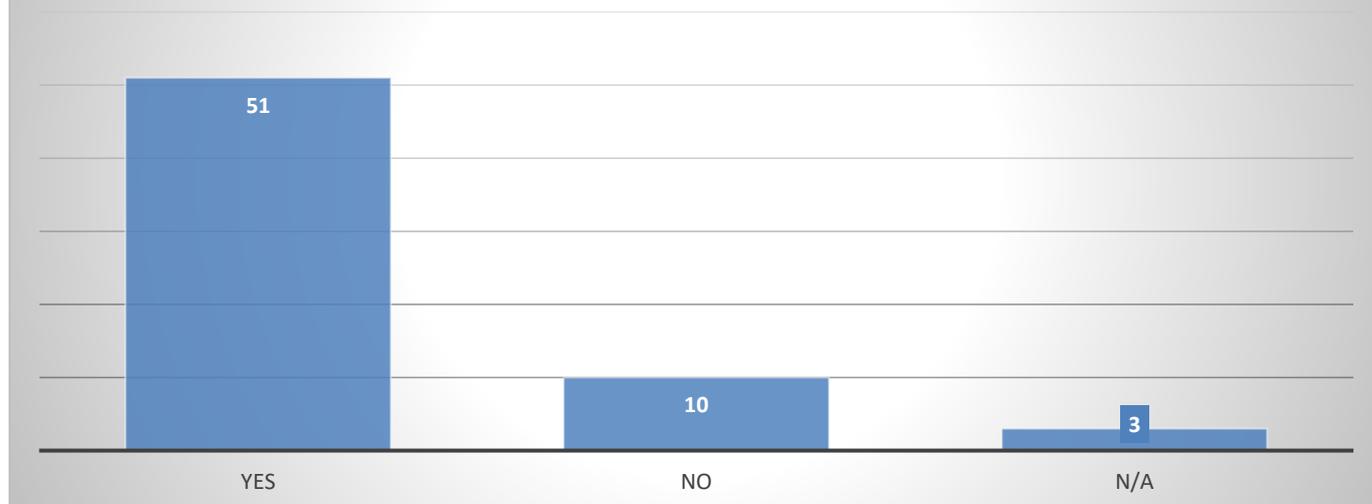
Others: which were individual comments regarding concerns around

- Fainting
- Effects on pregnancy, fertility, and breastfeeding
- Getting lost finding Midland House
- Heart inflammation risk

4 respondents were concerned about the vaccine with regards to an existing medical condition or medication, their responses are below:

- "Being on immunosuppressants, whether I would build up any antibodies, and hospital do not offer an antibody test to patients."
- "I suffer from autoimmune disorder"
- "I am on Warfarin"
- "Previous adverse reactions to vaccines"

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



62 people who had stated they had worries/anxieties gave further details to this question, and a few with multiple sentiments.

78% of the respondents answered that YES their worries had been resolved.

The key themes of their messages were:

- Staff – reassuring, professional, friendly and informative.
- Aftercare – they were looked after in the waiting area to alleviate concerns.

Some examples of their positive comments are below:

- “Yes very much so and everyone was understanding and made me feel so comfortable.”
- “Yes - they were brilliant in helping to resolve any worries and concerns that I had.”
- “Yes absolutely. As soon as i said something about it they were straight on it.”
- “They reassured me that it was safe - my main concern was around whether I could have my 2nd vaccination 4 weeks after my first. My questions were answered and resolved quickly”
- “Yes they told me there is plenty of staff on site to assist me and they were very calming”
- “Staff were confident, friendly and offered a positive approach which helped my anxiety.”
- “Yes, they gave out information relating to side effects. They were very quick and professional when giving the vaccine.”
- “In the waiting room they made me feel super comfortable, offered me water or biscuits and we're looking out for me”
- “Yes they told me how rare fainting was and was understanding of me looking far away from the needle.”

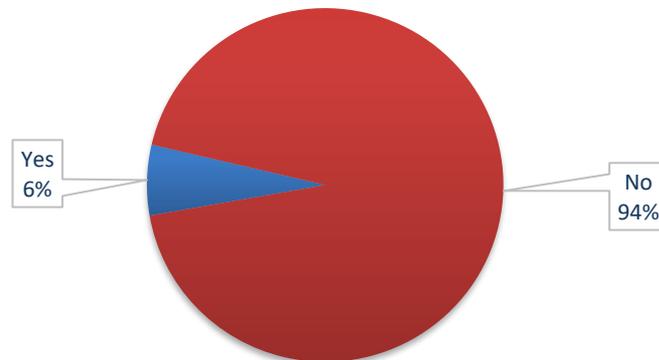
5 respondents answered NO and did not leave any further information as to why their issues had not been resolved.

4 respondents stated the centre could not help them with concerns of the effectiveness of the vaccine or long-term effects in the future.

1 respondent stated that their concern couldn't really be resolved but the staff were professional and calmed their anxiety a bit.

2 respondents stated that they did not let the staff know of any concerns and 1 respondent stated the centre didn't need to resolve their concern.

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



58 people said that nothing further could be done to improve their experience or reduce their worries/anxieties. 2 further positive comments are below:

- “No, think the service they gave when I went was excellent”
- “No, I had several doctors and nurses talk to me and put me at ease”

4 people said yes, and 2 gave the following suggestions:

- “Yes, offer antibody test to anyone that has a compromised immune system.”
- “Offer positive reinforcement for people who have a needle phobia”

Any Other Comments

- “<Staff member> in the observation room was incredible. She is wonderful at her job and an asset to the centre.”
- “Was overall generally positive experience, glad the parking has remained free at midland house vacc centre like the derby arena (velodrome)”
- “Excellent service. Thank you everyone.”

Appendices

(1.0) Other vaccination locations.

Other vaccination locations specified in answer to the question “Where did you have your Covid-19 vaccination?” are in the respondents own words as follows:

- Pirelli, Burton Hospital
- Local Pharmacy/GP Hub/Derby Arena
- Babington
- Long Eaton Surgery
- Work – Bankwood Care Home
- Derby Royal Infirmary
- Gov Website
- Littlewick Health Centre, Ilkeston
- Kingsway Hospital
- Work
- Local vaccination hub
- Medical practice Ripley
- My home
- Walk in
- Derby Health Centre
- Derby
- Neal Street
- Castle Donington
- Boots in Derbion
- Other (3)