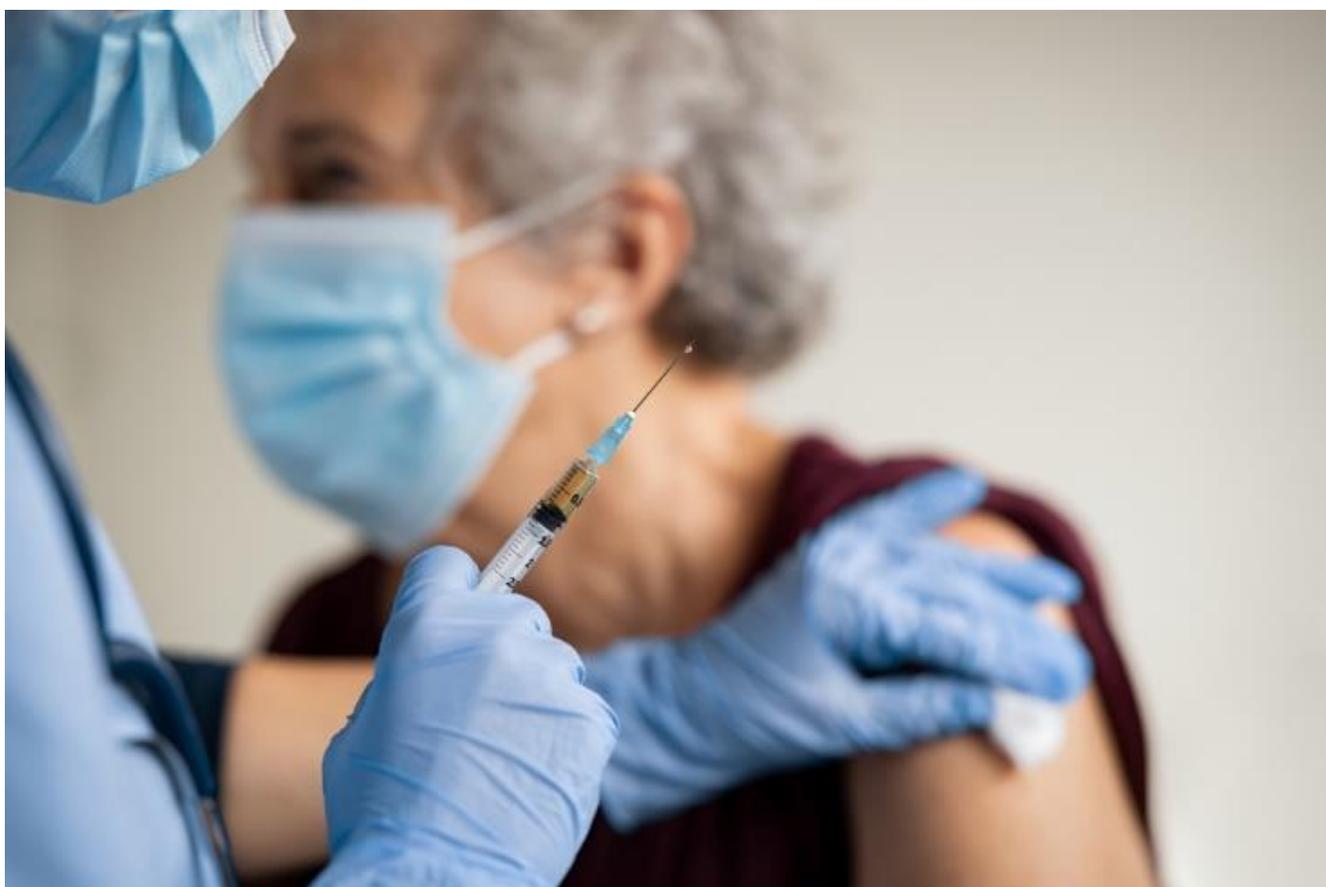


## Your experience of the COVID-19 vaccination programme



May-June 2021

## Contents

Introduction.....	4
Executive summary .....	5
Findings.....	7
Demographics.....	7
Receiving your invitation for an appointment.....	9
Booking your appointment .....	10
Venue for your vaccination.....	11
Receiving your injection .....	13
Information to take away.....	14
Second vaccinations .....	15
Overall experience.....	16

## **Distribution List:**

### **South Tyneside Local Authority**

Councillor Tracey Dixon, Leader of the Council  
Vicki Pattinson, Interim Director of Adult Social Care  
Tom Hall, Director of Public Health

### **Healthwatch England**

Delana Lawson, Development Officer  
Research Helpdesk

### **South Tyneside Clinical Commissioning Group**

Dr Matthew Walmsley, Chair  
Kate Hudson, Chief Officer  
Dr Neil O'Brien, Accountable Officer  
Matt Brown, Executive Director of Operations  
Jane Leighton, Corporate Governance Manager  
Jeanette Scott, Executive Director of Nursing, Quality and Safety

### **South Tyneside and Sunderland Foundation Trust**

Ken Bremner, Chief Executive  
Liz Davies, Director of Communications  
Andrea Hetherington, Director of Corporate Affairs and Legal

### **Voluntary and Community Sector**

HealthNet South Tyneside - Ruth Berkley, Chair

### **Sunderland Echo/Shields Gazette**

Joy Yates, Editorial Director

## Introduction

### What is Healthwatch?

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

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

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



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

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



## Executive summary

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

This report covers those respondents who had used a South Tyneside based vaccine centre between May 1<sup>st</sup> and June 30<sup>th</sup> 2021. We received a total of 41 survey responses, in addition to 105 during April.

The purpose of this report is to share the findings with key NHS providers and commissioners, to help them identify what is working well and highlight those areas that need to be improved.

## Key themes/findings

The survey was based on seven main sections. The main findings under each of the sections are as follows:

- **Invitation to receive the vaccine**
  - The majority of South Tyneside respondents had received their invitation to have both their first and second vaccine either through text message (44%/41%) or via a letter (34%/10%).
- **Booking of appointments**
  - The vast majority of South Tyneside respondents, for both their first and second vaccination, stated that they found it very easy (80%/79%) or fairly easy (13%/17%) to book their appointment.
- **Vaccine venue**
  - Four-fifths of South Tyneside respondents (80%) received their vaccine at one of the three main centres - Cleadon Park, Flagg Court or The Glen and 95% of respondents - stated they found it very easy or fairly easy to access the venue.
- **Receiving the vaccine**
  - The vast majority of South Tyneside respondents (93%) were informed of which vaccine they were receiving and 93% were informed of the possible side effects of the vaccine.

- **Information to take away**

- The majority of respondents stated that they had received an information leaflet to take away with them after receiving their first vaccination (97.5%) with 63.5% saying they received one after their second jab.

- **Second vaccinations**

- The majority of respondents (46%) replied that they hadn't had their second vaccine appointment arranged after receiving their initial vaccination. A further 37% had already had their second vaccination and 17% had their second appointment date confirmed.

- **Overall experience**

- When asked to rate their overall experience of receiving their vaccine, the vast majority of recipients (98%) rated the experience of receiving their first vaccine as either very good or good, with 90% of recipients receiving the second vaccine rating their experience as very good or good.

## **Next steps**

We appreciate the time taken by all respondents who have shared their experiences with us so far.

We are sharing the feedback received with commissioners and key providers on a bimonthly basis for several months to come as the vaccination programme progresses. We are doing this in order to provide relevant information in a timely manner, so service providers can identify areas that are working well and those that may require further improvements.

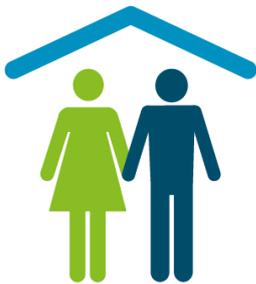
## Findings

The findings in this section are based on responses to the survey. In total, there were 41 survey responses for the period of May 1<sup>st</sup> to June 30<sup>th</sup> 2021 for the NE31, NE32, NE33, NE34 and NE35 postcodes.

## Demographics

The demographic breakdown of those individuals who completed the survey for both areas is given below:

**Gender** - 41 answered the question and 0 skipped the question



	Count	Percentage
Males	16	39%
Females	25	61%
Non-binary	0	0%
Other	0	0%
Prefer not to say	0	0%

**Age ranges** - 41 answered the question 0 skipped the question

	Count	Percentage
18-24	0	0%
25-34	3	7%
35-44	10	24%
45-54	6	15%
55-64	7	17%
65-74	11	27%
75+	4	10%
Prefer not to say	0	0%

### Ethnicity - 40 answered the question and one skipped the question

	Count	Percentage
Arab	0	0%
Asian/Asian British: Bangladeshi	0	0%
Asian/Asian British: Indian	1	2.5%
Asian/Asian British: Pakistani	1	2.5%
Asian/Asian British: Chinese	0	0%
Asian/Asian British: Any other Asian/Asian British background	1	2.5%
Black/Black British: African	0	0%
Black/Black British: Caribbean	0	0%
Black/Black British: Any other Black/Black British background	0	0%
Gypsy, Roma or Traveller	0	0%
Mixed/ Multiple ethnic groups: Asian and White	0	0%
Mixed/Multiple ethnic groups: Black African and White	0	1%
Mixed / Multiple ethnic groups: Any other Mixed /Multiple ethnic backgrounds	1	2.5%
White: British/English/ Northern Irish/Scottish/Welsh	35	85%
White: Irish	1	2.5%
White: Any other White background	0	0%
Another ethnic background	0	0%
I'd prefer not to say	1	2.5%

Are you currently pregnant or have you been pregnant in the last year?  
(39 people answered this question, 2 people skipped the question)

	Count	Percentage
Yes	1	2.5%
No	38	92.5%
I'd prefer not to say	2	5%

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

	Count
Yes, I consider myself to be a carer	5
Yes, I consider myself to have a disability	7
Yes, I consider myself to have a long-term condition	8
None of the above	24
I prefer not to say	0

## Please can you tell us which vaccines you have received?

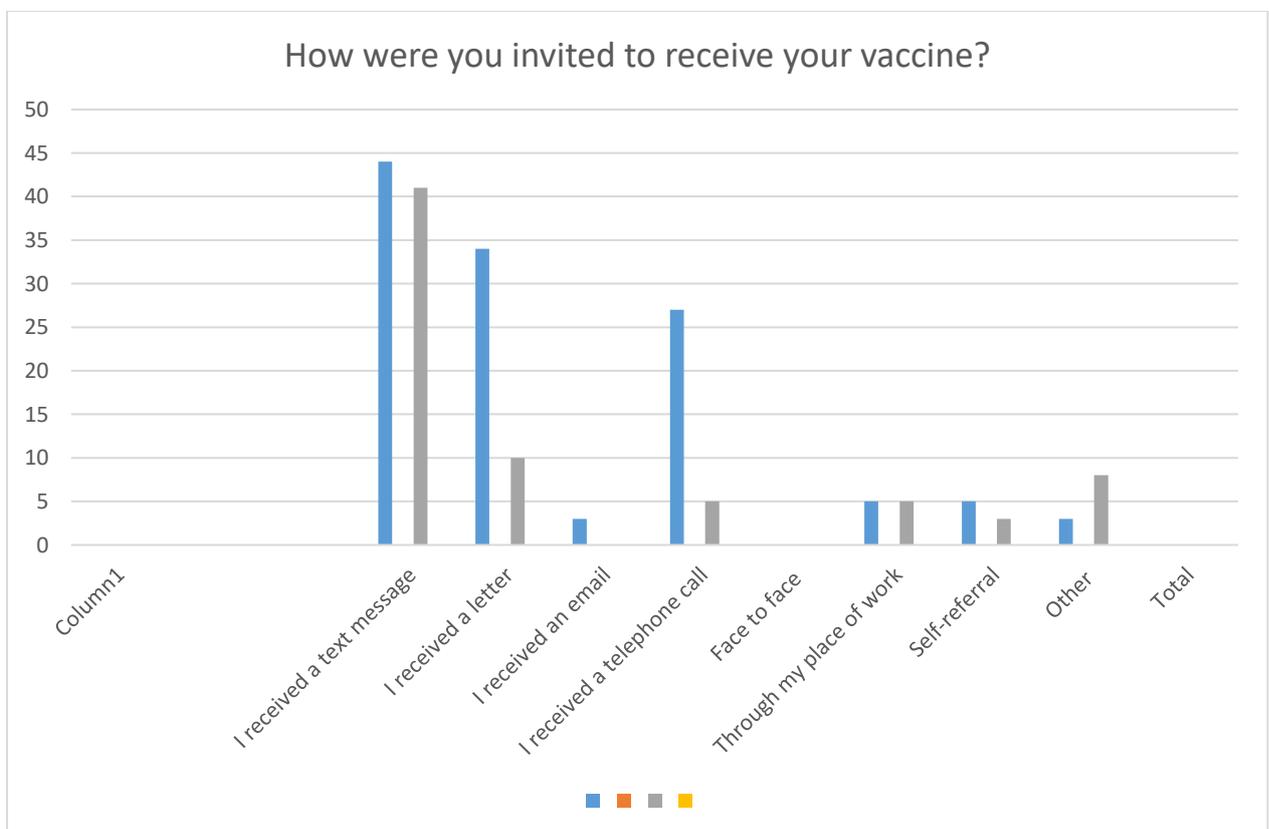
At this stage in the vaccine programme the majority of those who responded to the survey - 73% - had received both injections.

## Receiving your invitation for an appointment

### How were you invited to make your appointment to receive your vaccine?

The majority of respondents had received their invitation to have both their first and second vaccine either through text message (44%/41%) or via a letter (34%/10%). See chart below in percentages.

Some respondents stated they received their invitations in other ways; two said they booked both tests after receiving a letter from their GP.



## Booking your appointment

### How easy was it for you to book your appointments?

The vast majority of South Tyneside respondents, for both their first and second vaccination, stated that they found it very easy (80%/79%) or fairly easy (13%/17%) to book their appointment.

### Please tell us what you found easy or difficult when booking your appointment for a COVID-19 vaccination

When we asked people what they found easy or difficult when booking their appointment we received mainly positive responses. Comments included:

“Straight through, delightful professional call.”

“Done online - easy to follow.”

“I had a call telling me when and where to go.”

“I could go to my local GP at Cleadon Park and there was availability soon.”

“Very quick and straight forward.”

“Link in text took me straight to available slots.”

“Rang appointments line which was very efficient and booked immediately.”

“Single phone call, sorted.”

“Very easy to book appointment slot.”

“It was a walk in clinic, went at 7am and straightforward.”

“Booked online and by the time you got to end one or both appointments had gone.”

“Took a while to get through, phone line busy.”

## Venue for your vaccination

### Where did you receive your vaccination?

The table below shows where respondents received their first and second vaccinations. Those who responded to say they had received their vaccination at another venue stated this was at the Centre for Life Vaccination Centre, Edinburgh Road Pharmacy in Jarrow, Willowdene Care Home and Pity Me.

	First Vaccine	Second Vaccine
Cleadon Park Primary Care Centre	7	5
Flagg Court Primary Care Centre	6	5
The Glen Primary Care Centre	19	15
Nightingale Hospital Sunderland	3	2
Other	5	3

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

When asked how easy it was to get to the venue for their first vaccination the vast majority - 95% of respondents - stated they found it very easy or fairly easy. This was similar for those receiving their second vaccine with 94% finding it very easy or fairly easy.

### Please tell us more information about why you found it easy or difficult to travel for your vaccination

The majority of respondents told us it was easy to get to their first and second vaccination appointment, as the venue was either known to them, close to their home or workplace, someone took them to their appointment, or the venue was easy to get to by car or public transport or was well signposted. Comments included:

“Central location.”

“I could walk there and back.”

“Close to home.”

“Central location, close to home with good parking nearby.”

“Was within a 10 minute walk of my home.”

“I drive a car and there was plenty of free parking.”

Only one negative comment was received: “Limited parking.”

### When arriving at the venue, were you met and shown where to go?

All but one respondents receiving both their first vaccination (40) and second vaccination (27) were met when arriving at the venue and were then shown where to go.

### Were you told which vaccine you were getting?

Overall, the vast majority of respondents - 38 - (93%) were informed of which vaccine they were receiving, with three (7%) not.

### When receiving the vaccine was it explained to you about the possible side effects?

Overall, the vast majority of respondents - 38 (93%) - were informed of the possible side effects of the vaccine and three (7%) were not.

## Receiving your injection

Please tell us how much you agree or disagree with the following statements

The vast majority of South Tyneside respondents either strongly agreed (average 62%) or agreed (average 31%) with the statements below which relate to safety measures put in place at the vaccination centres and the helpfulness of staff.

South Tyneside respondents	DNA	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / can't remember
I felt safe while receiving my injection	2.5%	61%	31.5%	5%	0%	0%	0%
The staff wore correct PPE	2.5%	61%	31.5%	5%	0%	0%	0%
Social distancing measures were in place	2.5%	66%	24%	5%	2.5%	0%	0%
People followed social distancing measures	2.5%	58%	37%	0%	2.5%	0%	0%
Hand sanitisers were available	2.5%	61%	31.5%	5%	0%	0%	0%
The staff were helpful	2.5%	63.5%	31.5%	2.5%	0%	0%	0%

After receiving your vaccination did you receive a vaccination record card?

Overall, the vast majority of respondents (95%) did receive a vaccination card after their first vaccination and 63.5% after the second vaccination.

## Information to take away

### Did you receive an information leaflet to take away with you?

The majority of respondents stated that they had received an information leaflet to take away with them after receiving their first vaccination (97.5%) with 63.5% saying they received one after their second jab.

### If you received some information to take away with you did you find it helpful?

The majority of respondents had found the information they were given to take away was either very helpful (56%) or fairly helpful (27%).

### Tell us more about why you found the information helpful or unhelpful

Nearly all of the 17 comments left were positive. Examples include:

“Informative and simple to read.”

“I’m a doctor - I like information!”

“Sometimes you don’t always take in the information when you’re scared of needles so it was good to take the information home with you to read the side effects.”

“Lots of information about side effects.”

“Helpful gave you all the side effects.”

“Very useful to read about what injection I was getting.”

There was a little bit of negative feedback about the leaflet:

“It would be more useful to have had it beforehand.”

“It seemed to be the Pfizer side-effects document and seemed very complex.”

“It would have been good if it explained the differences between the different vaccines as I got a different vaccine to my husband and so went online to find out what is the differences which potentially led me to misinformation.”

## Second vaccinations

**After you had your first injection, were you given the date and time of your second vaccination?**

The majority of respondents (46%) replied that they hadn't had their second vaccine appointment arranged after receiving their initial vaccination. A further 37% had already had their second vaccination and 17% had their second appointment date confirmed.

**If you did not have a second vaccination appointment arranged, or your second vaccination appointment was cancelled, did anyone explain to you what would happen when it was time for you to get your second vaccination?**

Only 34% of respondents stated that they understood what would happen when it was time for their second vaccination, with 7.5% saying they had it explained and were still unclear and 10% said it wasn't explained to them, with 10% answering don't know/can't remember. Nearly 40% did not answer this question.

## Overall experience

### Overall how would you rate your experience of receiving your vaccine?

When asked to rate their overall experience of receiving their vaccine, the vast majority of recipients (98%) rated the experience of receiving their first vaccine as either very good or good, and 90% of recipients receiving the second vaccine rated their experience as very good or good.

### Additional comments

Nearly half of the respondents to the survey took the opportunity to make comments on their overall experience and the majority of the feedback was very positive.

Examples included:

“Excellent over all. Bring on the boosters, flu and pneumonia injection.”

“I was impressed by the whole set-up.”

“Very impressed with all staff and volunteers.”

“Very well organised, quick waiting time and staff were very polite.”

“The experience exceeded my expectations. There was no waiting around or queuing and the whole thing took less than 15 minutes.”

“Very efficient procedure, all very safe.”

“Would encourage more people to take the vaccine.”

“Very well organised both visits.”

“Good experience at The Glen, staff all helpful.”

**There were also a few negative comments too:**

“It was extremely hot at the venue and that made recovery difficult.”

“The staff at the Nightingale were fantastic and ran like a dream; The Glen was disgusting. People were sitting on top of people and only two people giving injections out.”

“2nd jab was at same venue but the entrance/access was not the same as 1st visit and people were wandering about. It was unclear where the alternate entrance was. I feel the text I received to remind me of 2nd appointment could have advised me I needed to go elsewhere to gain access.”

## Contact details

Healthwatch South Tyneside

Hebburn Central

Glen Street

Hebburn

NE31 1AB

T: 0191 4897952

E: [info@healthwatchsouthtyneside.co.uk](mailto:info@healthwatchsouthtyneside.co.uk)

W: [www.healthwatchsouthtyneside.co.uk](http://www.healthwatchsouthtyneside.co.uk)

Tw: @HWSouthTyneside

Fb: [facebook.com/HWSouthTyneside](https://www.facebook.com/HWSouthTyneside)

South Tyneside Healthwatch CIC Company No: 1008398