



healthwatch
Wirral



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Healthwatch Wirral report

16th April 2021

COVID-19 Vaccination Feedback

Background

Healthwatch Wirral has a duty to listen to people's experiences of their health care and to make sure the patient voice is at the heart of planning and delivering care.

We have been collecting feedback throughout the COVID-19 vaccination programme, both through flyers at vaccination sites and through our online Feedback Centre:
<https://speakout.healthwatchwirral.co.uk/service/covid-19-vaccination>

We published an initial report in February reflecting the feedback of **over 4800 local people** who had attended a vaccination site.

This report reflects feedback collected between February and April from **over 8000 local people** who have had their first or second vaccination during this time.

Please note that all recommendations in this report are based on what the public is telling us - this is not an Enter and View report.

Overall picture

This report has been produced from **over 8000** reviews collected through feedback flyers or submitted online to the Feedback Centre between **February and April**.

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Leave your comments
here

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Tell us about your experience



You can help find ways of improving support, treatment and care by telling us about your experience today.

To share your views using Wirral's Feedback Centre please visit **Healthwatch Wirral's website** or complete the reverse of this leaflet and hand it to a member of staff.

<https://speakout.healthwatchwirral.co.uk>

You can also scan the QR code below to visit the site

If you need to speak to your Healthwatch team get in touch

0151 230 8957 info@healthwatchwirral.co.uk



Primary Care Wirral Spare 5

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Overall picture - star ratings



The ratings for the COVID-19 Vaccination Programme remain extremely high across the board.

<i>Average Individual Ratings</i>	
Cleanliness	★★★★★
Staff Attitude	★★★★★
Waiting Time	★★★★★
Staff communication with you	★★★★★
Quality of care	★★★★★
Quality of food	★★★★★
Quality of information and advice given	★★★★★

Overall picture - Friends and Family Test

Everyone who answered the friends and family test said they would recommend the vaccination to their friends and family.

NB: this question is not on the flyer, so the data below represents the views of those who submitted their feedback online.

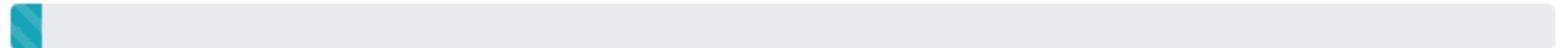
Friends and Family Test

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

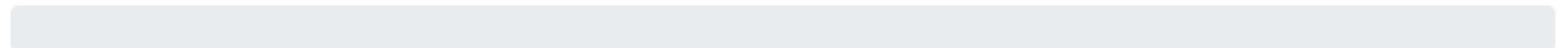
Extremely Likely (342)



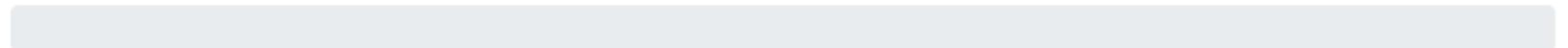
Likely (6)



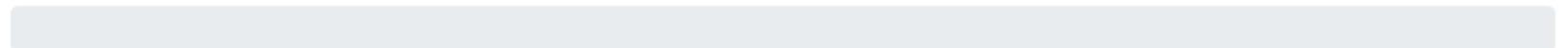
Neither (0)



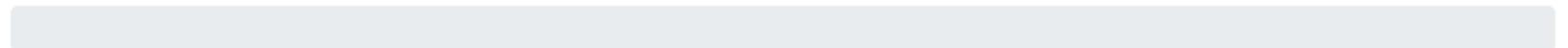
Unlikely (0)



Extremely Unlikely (0)



Don't Know (0)



Overall picture - sentiment analysis



The word cloud shows the most common positive words used in feedback about the vaccine.

Overall picture - positive themes

The main positive themes across all feedback were:

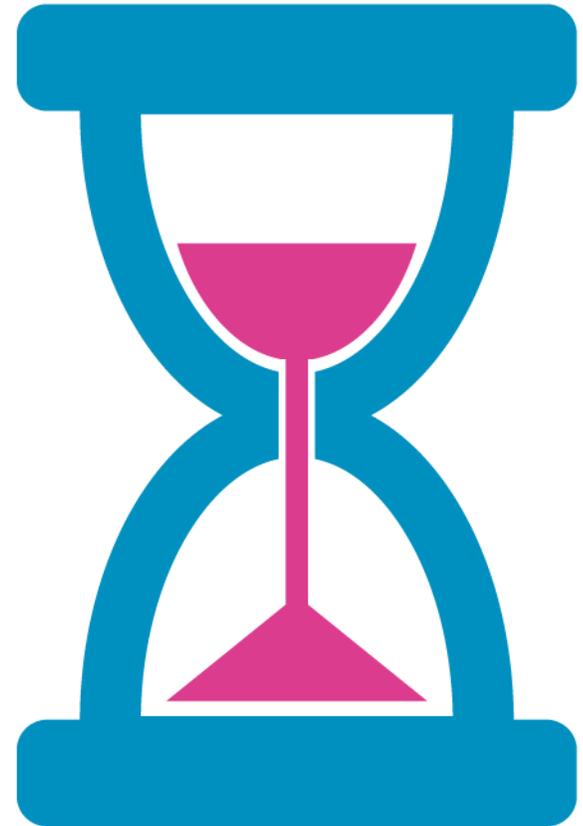
- **Huge praise for staff** - kind, helpful and reassuring
- Well-organised, efficient service
- Most people happy with the level of information provided
- Good cleaning and COVID precautions
- Many happy with length of wait



Overall picture - issues raised

The most common issues raised were:

- **Waiting time** - especially if people had booked a specific appointment time
- More signage needed at some sites
- Some people wanted more information about the vaccine and its side effects
- Concerns about cleaning surfaces e.g. chairs
- Difficulties getting to some sites on public transport



Overall picture - access issues

Some people had a very positive experience of having their needs met e.g. being able to access a wheelchair or staff communicating well with a deaf person. However, others felt that more could be done to support those with additional needs. Suggestions included:

- Clear masks for staff to aid communication for deaf and hard of hearing people
- More wheelchairs, especially at sites with long queues, to help those who may struggle to stand for long periods
- Offering information verbally or in easy-read format for people with learning disabilities or literacy difficulties
- Extra training for staff to support people with learning disabilities
- Providing chairs for carers
- Making sure language interpreters are available

Themes - comparison to last report

Most of the positive themes remain the same as in the February report, especially praise for staff and volunteers and general organisation of the vaccine programme.

Many people coming for their second vaccination saw an improvement in the service, especially those who received their first vaccination in January.

Although wanting a date for the second vaccination was still raised occasionally, this was a less common request than in our first report.

Some of the issues raised, particularly around information about the vaccine, could be addressed on a wider scale than just at the vaccination sites themselves.

Insight - who aren't we hearing from?

Feedback from those attending vaccination sites is a great resource, but it is important to remember that this report reflects the views of people who have been able to access the vaccine and have decided to have it

Healthwatch Wirral continues to hear from local people who have struggled to access their vaccination and we have included concerns from other sources on the next page

Collecting feedback through physical flyers is a great way to reach more people, especially those who might not be confident leaving feedback online, but due to limited space on the flyers we have no monitoring data about who has left feedback e.g. age, race, carer status etc.

As the wider vaccine rollout continues, we will continue to include feedback that we are hearing from sources other than the flyers and Feedback Centre, to ensure we are including perspectives from people who have not been able to visit a vaccination site

What are we hearing from other sources?



Access to the vaccine remains an issue for some on the Wirral. We have heard from people who have struggled to book online, and who have received conflicting information from different sources about where to go for their vaccination.

Communication and co-ordination across the wider system has caused issues for some. We are aware of at least one case of a person having 3 vaccinations, due to being offered their jab through multiple organisations.

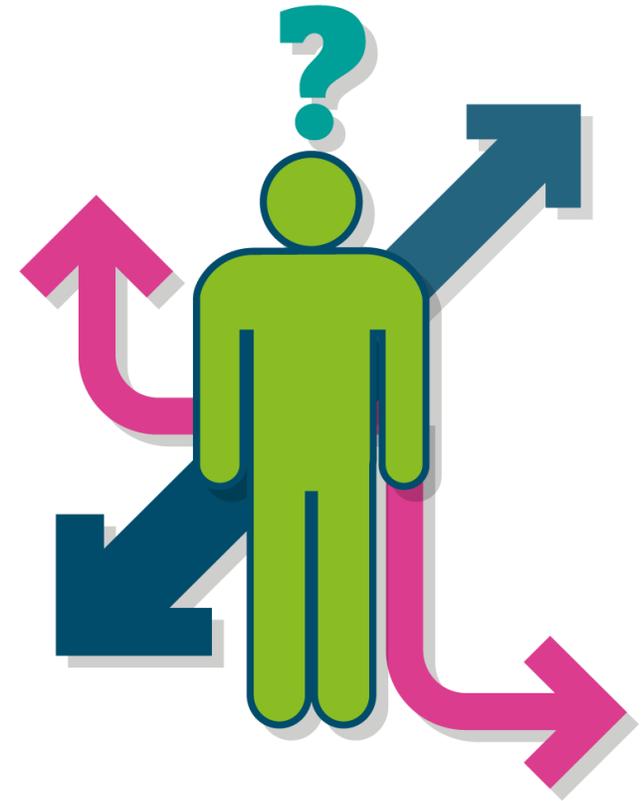
Vaccine hesitancy is higher in some demographics and there are campaigns working to address this locally. Healthwatch Wirral is working closely with the Wirral system on this.

Communication - what do people want to know?

The feedback collected between February and April has highlighted areas where people feel they aren't getting enough information, including:

- Potential side effects of the vaccine
- Data about the safety of the vaccination for young people
- Choice of vaccine - some people mentioned that they would have preferred a choice of vaccine, but this is generally not possible at most sites
- Queries about COVID-19 vaccination certificates

Healthwatch Wirral continues to work with local commissioners on COVID-19 communication campaigns, local Public Health messaging and priorities. We hope that the feedback we have gathered from local people can be used to reassure people who are unsure about the vaccine.



Health Inequalities - recommendations

Access to information is the number one area for improvement:

- Easy read formats and support for those with literacy needs
- Making sure interpreters are available - bespoke vaccine clinics for people with English as an additional language have had a very positive reception
- Clear masks for staff to aid communication with deaf and hard of hearing people

Sites which had additional support from social prescribers received especially positive feedback about how well-informed people felt.

Other suggestions from feedback include:

- Consistent, clear information about side effects and what to do if you are concerned after your jab
- Better communication at booking about appointment times and the fact that there may still be a wait after your booked time - especially for those travelling via taxi or public transport
- Make sure toilet facilities are available
- Wheelchair access and availability
- Better understanding of carers' needs

What next?

- An overall report will be shared with commissioners and relevant groups within our Wirral system. It will also be published on the Healthwatch Wirral website
- Our next report will be published in **2-3 months**
- We are keen to work with sites to help to collect more feedback as this will help to improve patient experience
- It is more important than ever to capture the patient voice as we continue with this historic vaccination programme
- Please contact us if you need more flyers or if we can support you with collecting feedback
- Don't forget that Healthwatch cover every health and social care service from cradle to grave - you can utilise your Healthwatch team to keep what people's experiences at the heart of what you do

<https://speakout.healthwatchwirral.co.uk/services/gp>



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