

The logo for Healthwatch Wirral, featuring the word "healthwatch" in a bold, sans-serif font with a pink dot on the 'h' and a green dot on the 't', and "Wirral" in a smaller font below it.

**healthwatch**  
Wirral

The logo for Spare, featuring the word "Spare" in a bold, sans-serif font with the tagline "Spare time to connect" below it, and an orange speech bubble icon containing the number "5" to the right.

**Spare**  
Spare time to connect

Healthwatch Wirral report  
24<sup>th</sup> Feb 2021

# COVID-19 Vaccination Feedback

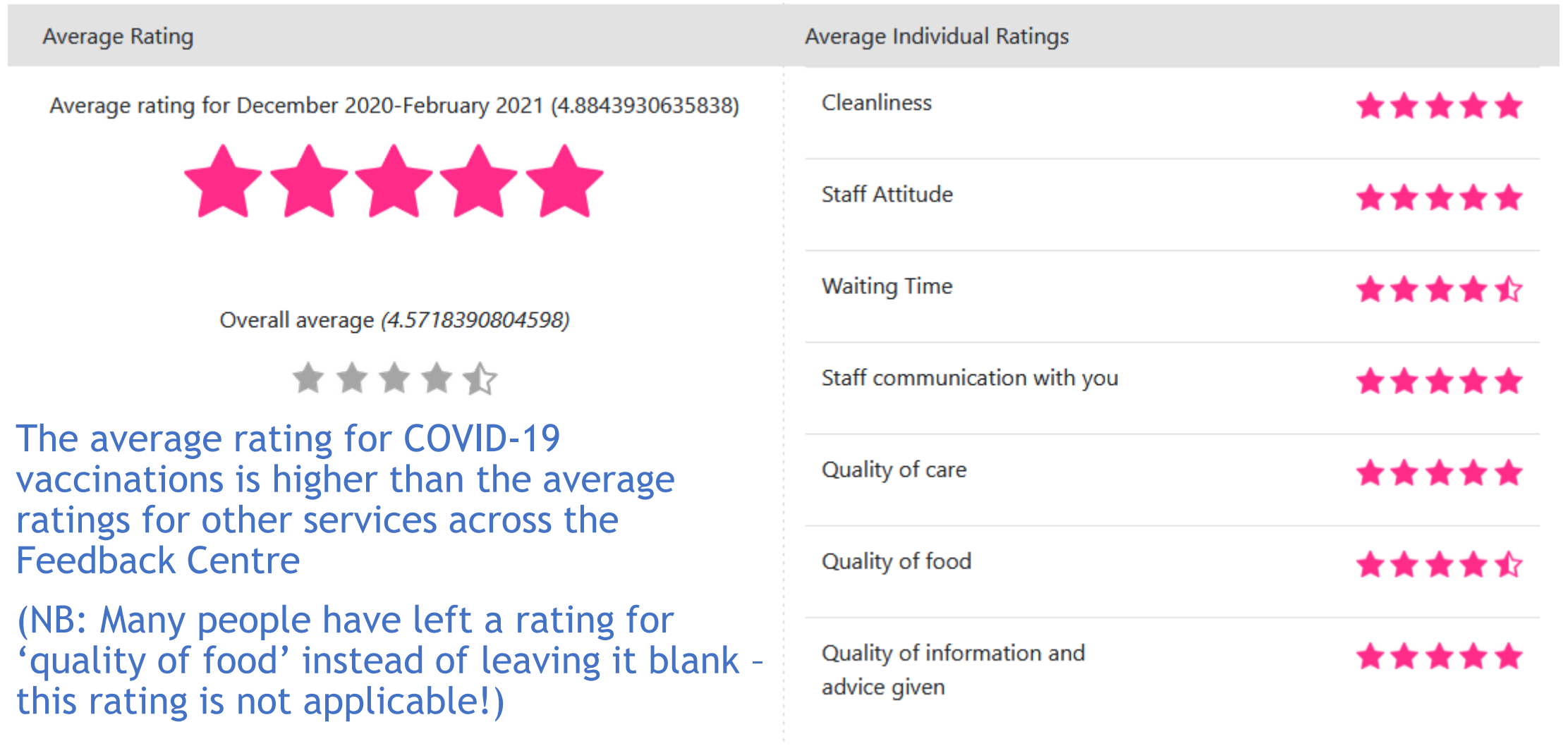
# Overall picture

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This report has been produced from **over 4800** reviews collected through feedback flyers or submitted online to the Feedback Centre.

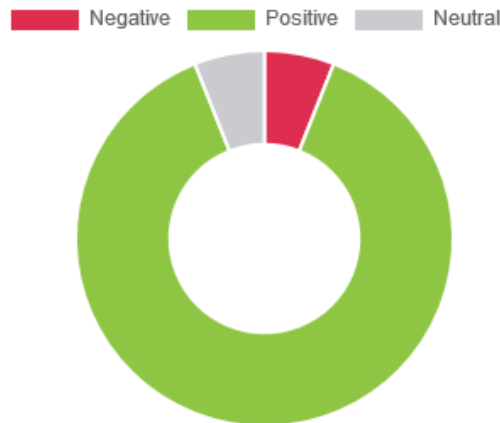
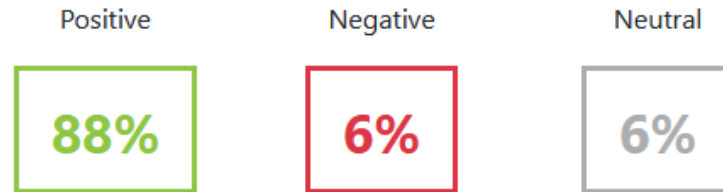


# Overall picture - insight from online Feedback Centre submissions



# Overall picture - insight from online Feedback Centre submissions

Sentiment for December 2020-February 2021



The content of feedback left online is overwhelmingly positive.

# Overall picture - insight from online Feedback Centre submissions

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

## Positive Words



# Overall picture - insight from flyers across all vaccination sites

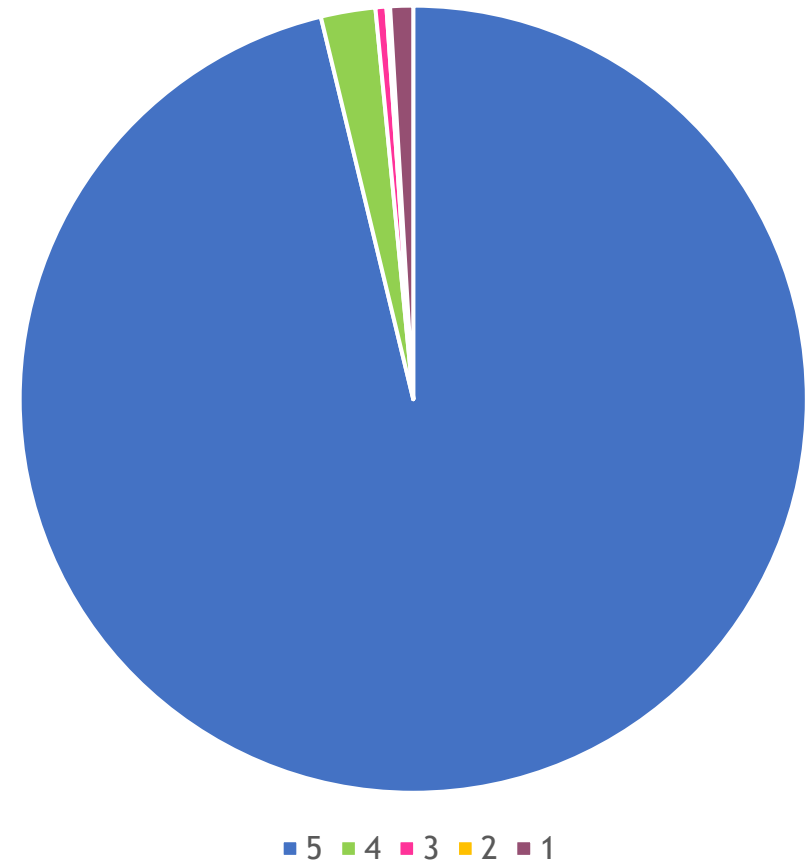
- The average overall rating given on the flyers is similarly high



(4.9/5)

- 96% of people leaving feedback rated their experience 5 stars

How do you rate your overall experience of this service?



# Overall picture - insight from flyers across all vaccination sites

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The main themes across all feedback were:

- Staff are excellent, friendly, reassuring and informative
- Services are efficient and well-organised
- Most people are very happy with the level of information they've been offered

The most common issues raised were:

- Lack of signage at some sites
- Wanting a date for the second jab
- Occasional concern about social distancing

# What are people saying?

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“staff made the experience a very relaxing and stress-free environment”

“wonderful service from all staff from the second I walked through the door”

“like a well-oiled machine”

“I felt totally safe and looked after and how pleasant and cheerful everyone was at the door, a tonic in these gloomy times”

“staff were amazing, my [relative] has Downs syndrome, they talked to him rather than over him 11/10”

“all staff deserve a medal”







# What are people saying?

“how can you improve on perfection?”

“Just so happy - this is like Christmas come early! Or the Christmas we missed out on!”

“Happy Camper Excellent Service”

“Friendly, efficient & knowledgeable service, wouldn't expect any more. Fantastic work NHS & key workers”

“yippee kai yay! No pain and yet gain”

“that good I will come back in a few weeks 😊”

“very reassuring about my [relative] who has a severe condition - kind and well explained”

“an excellent experience for a very nervous person, thank you so much”

# Reflections from Healthwatch Wirral

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- The vaccination programme has been a massive undertaking for everyone involved and we would like to thank staff at all centres for working with us to gather this feedback
- Some leaflets mentioned they weren't sure how the star ratings worked (if 1 or 5 is the highest) and this may have skewed average ratings - we have added an explanation of this to the newest version of the leaflet
- We have improved our internal process for collecting leaflets and inputting the data so that we can share feedback more regularly
- Separately from the leaflets, Healthwatch has had queries from members of the public around the vaccination campaign, including those who were unsure when their second dose would be, some in priority groups 1-4 who had not yet been invited for their first dose, and carers asking about their eligibility. We are aware that the leaflets capture the experience of those who are already at a vaccination site and we need to ensure we also share the experiences of those we hear from through other routes.
- Healthwatch Wirral has shared individual reports with each vaccination site, including suggestions for improvement made by members of the public.
- We will continue to collect leaflets and share the insights on a regular basis.