



Covid-19 Vaccination Surveys



Open-ended question analysis and reporting

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Introduction

NHS Wakefield Clinical Commissioning Group (CCG) plans and buys healthcare for local people. In order to gather feedback on experiences of the COVID-19 vaccination service, it carried out surveys of those who had accessed vaccination clinics in the Wakefield district and those who received the vaccination via a roving vaccination team set up to work with marginalised groups.

Questionnaires and methodology

Two questionnaires were designed by NHS Wakefield CCG. The vaccination survey was delivered to the general public who attended vaccination sites across the district, whilst the roving team survey was delivered by a specific team which travelled to reach groups and individuals who may not otherwise have had the vaccine, or not had it in the main static sites. Copies of the questionnaires can be found in the **Appendices**.

In total, 1,283 vaccination surveys and 127 roving team surveys were completed.

Enventure Research was commissioned to undertake analysis and reporting of the open-ended responses received to the two questionnaires, alongside soft intelligence/feedback received from various individuals and communities regarding the Covid-19 vaccination.

Interpreting the research findings

This report contains results from a quantitative survey and contains several tables and charts that present survey findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.5% will be shown as 0%.

This report includes some subgroup analysis that has been undertaken to explore the results provided by different groups in the vaccination survey such as age, gender and vaccination centre location. Subgroup analysis has only been carried out where the sample size is seen to be sufficient for comment. Subgroup analysis of the roving team survey has not been undertaken as the overall sample size was low and few responses were received to the open-ended questions.

Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in the subgroup analysis boxes. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the consultation. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup that answered the question and gave a particular response.

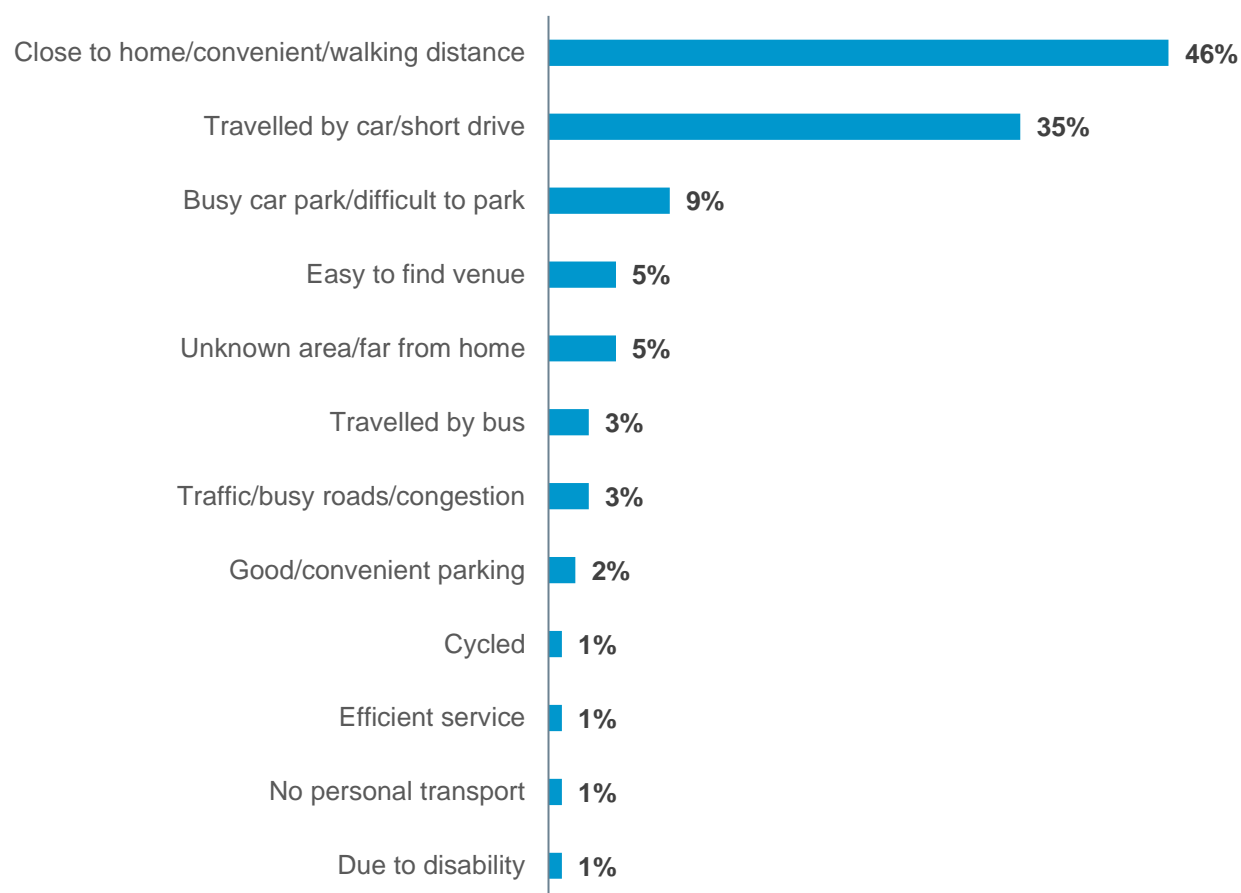
For the analysis of open-ended responses, comments were read through by a researcher and a coding frame was developed for each open-ended question based on the themes emerging. This then allowed for categorisation of the themes.

Vaccination survey

Open-ended responses

As shown in **Figure 1**, almost half of respondents (46%) providing a comment said that the vaccination centre was close to home, in a convenient location, or within walking distance. Just over a third (35%) said that they had travelled by car, or that the vaccination centre was just a short drive away, whilst one in ten (9%) said that the car park was busy or that they had found it difficult to park.

Figure 1 – (Q6a coded) How easy was it to travel to the vaccination centre? Tell us more
Base: 92

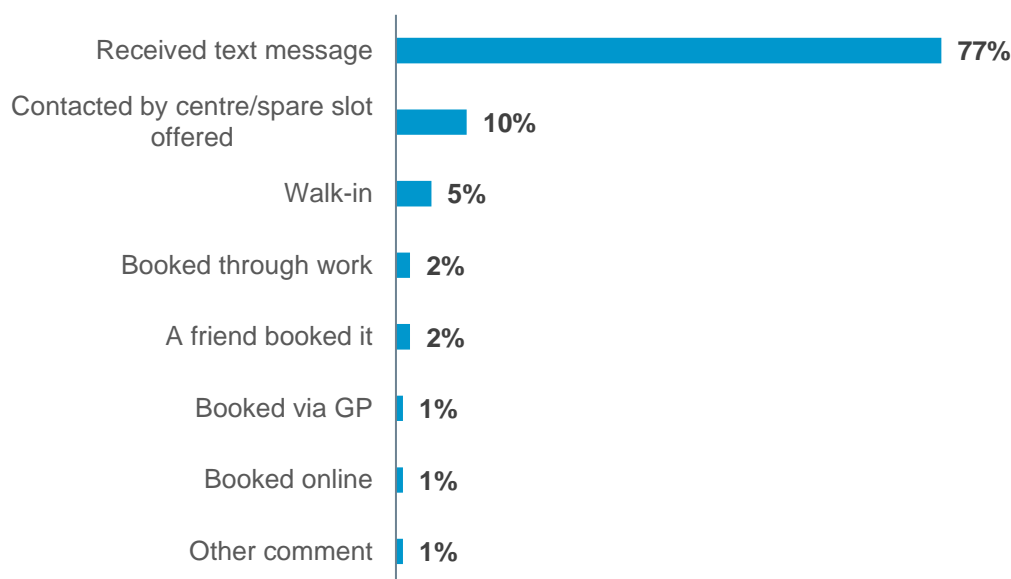


Of those who said they had booked their appointment in any other way, the majority (77%) said that they had booked after receiving a text message invitation. One in ten (10%) said they had been contacted by the vaccination centre, and/or offered a spare appointment slot, whilst 5% said they had attended as a walk-in. These findings can be seen in **Figure 2**.

Figure 2 – (Q7a coded) How did you book your appointment? Any other way
Base: 153

Subgroup analysis

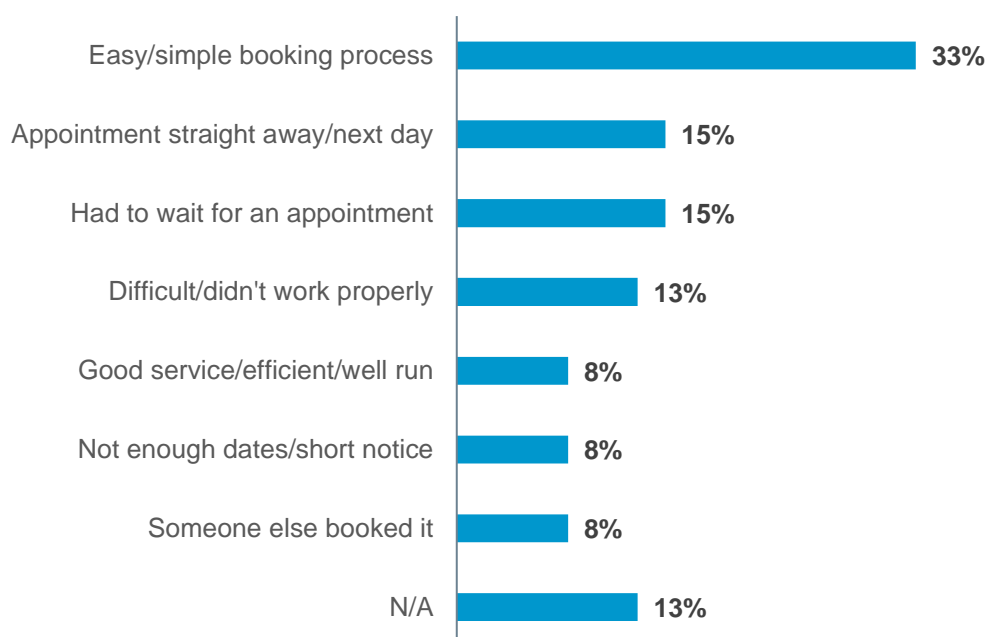
- Respondents aged 55+ were more likely to have received a text message invitation in comparison to those aged 16-34 (84% and 67% respectively)
- Younger respondents aged 16-34 more frequently said they had been contacted by the vaccination centre/offered a spare slot (20%) in comparison to older age groups
- Those who attended Kings Medical Centre and Church View Health Centre were more likely to have booked after receiving a text message (97% and 91% respectively), particularly compared to those who were vaccinated at St Swithun’s Community Centre (50%) and Sandal Rugby Club (42%)
- Of those receiving a text message invitation, a higher proportion received their vaccination in the morning (94%) than the afternoon (59%)
- The majority of those who were offered a spare vaccination slot received their vaccination in the evening (92%)



The majority of participants provided positive feedback when asked to give more information about how easy they found the booking process. One third of respondents (33%) said they found the booking process easy/simple, whilst 15% said they were offered an appointment straight away or on the next day.

Of those who provided less positive feedback, 15% said that they had to wait for an appointment, whilst 13% said the booking process was difficult, or that it didn't work properly. These findings can be seen in **Figure 3** (however, please note that the base size for this question was low).

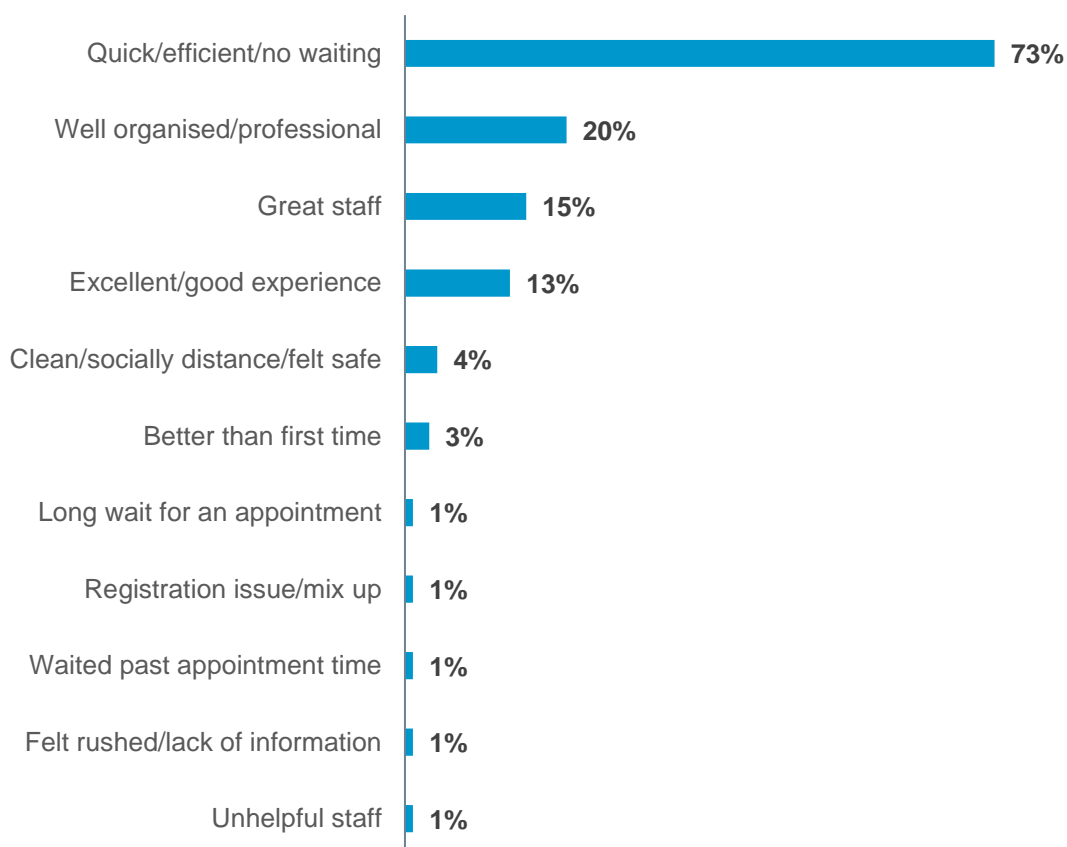
Figure 3 – (Q8a coded) How easy did you find the booking process? Tell us more
Base: 40



When asked to provide feedback about the amount of time they waited to be vaccinated at the vaccination centre, the majority of respondents focused on the efficiency of the vaccination centre, or the fact that there was little or no waiting time (73%). Similarly, 20% said that the process was well organised. Others provided more general feedback not necessarily related to the amount of time spent waiting, commenting favourably on the staff at the centre (15%) or their overall positive experience of vaccination (13%). **Figure 4** shows the range of responses received to this question.

A very small proportion of respondents said that they had had a long wait (1%), that there was a registration issue or mix up (1%), that they had waited past their appointment time (1%), that they felt the appointment was rushed and they did not receive a good level of information prior to vaccination (1%), or that the staff were not helpful (1%).

Figure 4 – (Q9a coded) Were you happy with the amount of time you waited to be vaccinated at the vaccination centre? Tell us more
Base: 167



When considering how confident and safe they felt at the vaccination centre, the overwhelming majority of respondents provided positive comments. Just over two in five respondents (42%) suggested that the staff at the vaccination centre helped them feel confident and safe, with comments relating to the staff being friendly, well trained and informative. Similar proportions said that the vaccination centre was well organised and efficiently run (39%) and clean (37%), whilst a third commented on the overall positive experience (29%).

Other comments related to the general overall perception of safety (15%), social distancing measures (14%), the use of PPE and masks (1%) and the availability of hand sanitiser (1%). Just 1% said they felt uncomfortable or worried at the vaccination centre. The range of responses received are shown in **Figure 5**.

Figure 5 – (Q5 coded) Did you feel confident and safe at the vaccination centre? Tell us more

Base: 222



Subgroup analysis

- Female respondents were more likely to suggest that the staff at the vaccination centre made them feel safe/comfortable (51%) in comparison to male respondents (31%)
- Male respondents more frequently commented on the overall positive experience (37%) compared to female respondents (23%)
- A higher proportion of younger respondents mentioned vaccination centre staff (60% of those aged 16-34, compared to 47% of those aged 35-54 and 34% of those aged 55+)
- A similar pattern could be seen with the proportion of respondents mentioning the cleanliness of the vaccination centre (16-34 – 53%; 35-44 – 41%; 55+ – 28%)
- Conversely, a higher proportion of older respondents commented on the overall positive experience (41% of those aged 55+, compared to 9% of 16-34 year olds and 18% of 35-54 year olds)
- Higher proportions of those vaccinated at Castleford Civic Centre and St Swithun’s Community Centre mentioned friendly/well trained/informative staff (54% and 49% respectively), particularly compared with those vaccinated at Church View Health Centre (23%)

Positively, when asked what could have been done to make their experience better, four in ten respondents (41%) did not make a suggestion, but instead said that they had received an excellent service or had a positive experience generally. A further 22% commented positively about the vaccination centre staff whilst 20% said that the service was well organised or efficient.

Small proportions of respondents suggested their experience could have been improved had they received more information from staff before being vaccinated (6%), if they had been able to have the vaccination in a different venue or at their own GP (6%), if they had been provided with a plaster/cotton wool to cover the injection site (6%), if their experience had been more personalised (6%), if refreshments had been provided (6%), or if there was better parking/signage at the vaccination centre (4%). **Figure 6** shows these results.

Figure 6 – (Q11a coded) Is there anything we could have done to make it better for you?
Base: 49



Respondents were asked whether or not they would recommend the vaccination service to their friends and family, and were able to provide further comments explaining their answer. As shown in **Figure 7**, half (50%) of the comments received related to the service being well organised or efficient, whilst 38% positively referenced the staff at the vaccination centres. Almost a third (31%) said that they had received an excellent service or had had a positive experience. However, the low base size for this question should be noted.

Figure 7 – (Q12a coded) Would you recommend this service to your friends and family? If not, can you tell us why?
Base: 16



When given the opportunity to provide any other comments about their experience, almost half of respondents (46%) again mentioned that they had received an excellent service or had a generally positive experience. Just over a third each mentioned the staff at the vaccination centre or expressed gratitude or compliments (35%). **Figure 8** shows the range of comments received.

Figure 8 – (Q14 coded) Is there anything else you want to tell us about your experience?
Base: 71



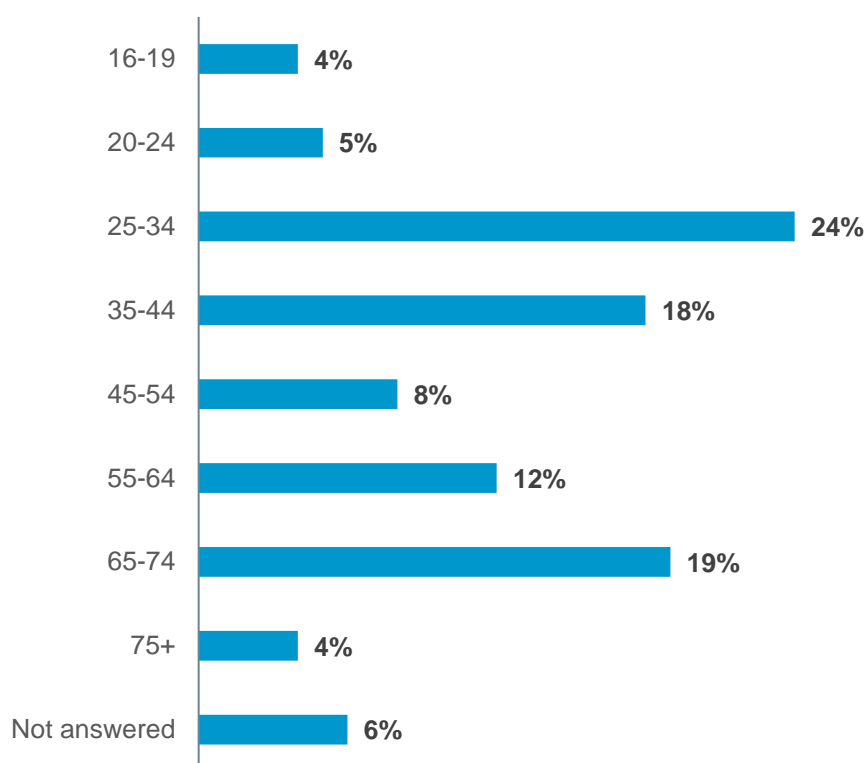
Survey respondent profile (open-ended responses)

Figures 9 to 12 show the open-ended responses received to the equality monitoring questions at the end of the survey. Responses received to ‘Other ethnic group’ and ‘Other long-term conditions, impairments or illness’ have been included as verbatim responses.

Respondents from a wide spread of age groups participated in the vaccination survey, with a quarter (24%) being 25-34 years old and almost a fifth being either 35-44 (18%) or 65-74 (19%), as shown in Figure 9.

Figure 9 – (Q14 coded) How old are you?

Base: 1,283



A variety of other ethnic groups were mentioned, with the most common being *Polish* (17 respondents). Figure 10 shows these results.

Figure 10 – (Q21a coded) Other ethnic group (verbatim responses)

Base: 56

Response	Number	Percentage
Afghan	1	2%
African Arab	1	2%
Asian British	1	2%
Austrian	1	2%
Cornish	1	2%
Dutch	1	2%
Filipino British	1	2%
Indian	1	2%

Response	Number	Percentage
Kurdish	1	2%
Latvian	1	2%
Lithuanian	1	2%
Middle Eastern British	1	2%
Mixed Chinese and English	1	2%
Mixed White/Black Asian	1	2%
Other Asian	3	5%
Other Mixed Asian	3	5%
Other White	4	7%
Polish/White Polish	17	30%
Romanian	3	5%
Sikh	1	2%
Spanish	1	2%
White African	1	2%
White Caribbean	1	2%
White European	1	2%
Other/not specified/prefer not to say	7	13%

The majority of respondents (94%) said they did not have a long-term condition, impairment or illness. Of those who did, the most frequently mentioned were *diabetes* (12 respondents) and *asthma* (9 respondents). The full range of conditions, impairments and illnesses mentioned are shown below in **Figure 11**.

Figure 11 – (Q23a coded) Other long-term condition, impairment or illness (verbatim responses)
Base: 1,283

Response	Number	Percentage
Allergy	2	0%
Anxiety	2	0%
Arthritis	5	0%
Asthma	9	1%
Bladder problems	1	0%
Blood thinners	1	0%
Bowel disease	1	0%
Bronchiectasis	1	0%
Cancer/leukaemia/lymphoma	3	0%
Cholesterol	2	0%
Chronic pain	2	0%
Circulation problem	1	0%
Coeliac disease	2	0%
COPD	3	0%
Deaf/hard of hearing	4	0%
Depression	2	0%
Diabetes	12	1%

Response	Number	Percentage
DVT	1	0%
Dyslexia	1	0%
Fibromyalgia	1	0%
Glaucoma	1	0%
Heart disease/condition	7	1%
Hip replacement	1	0%
Hole in diaphragm	1	0%
Hypertension	4	0%
IBS	1	0%
Immune deficiency	1	0%
Jackhammer oesophagus	1	0%
Kidney disease	2	0%
Learning difficulty	1	0%
ME	1	0%
Migraine	1	0%
Multiple sclerosis	1	0%
Panic attacks	1	0%
PCOS	1	0%
Reflux	1	0%
Sleep condition	1	0%
Speech impairment	1	0%
Spondylitis	1	0%
Stroke	1	0%
Thyroid condition/hypothyroidism	7	1%
Ulcerative colitis	1	0%
No/none	1,201	94%

When asked which option best described their sexual orientation, 85% of respondents selected *Heterosexual/Straight* and 11% said *Prefer not to say*. The range of responses received is presented in **Figure 12**.

Figure 12 – (Q25a coded) Sexual orientation (verbatim responses)

Base: 1,283

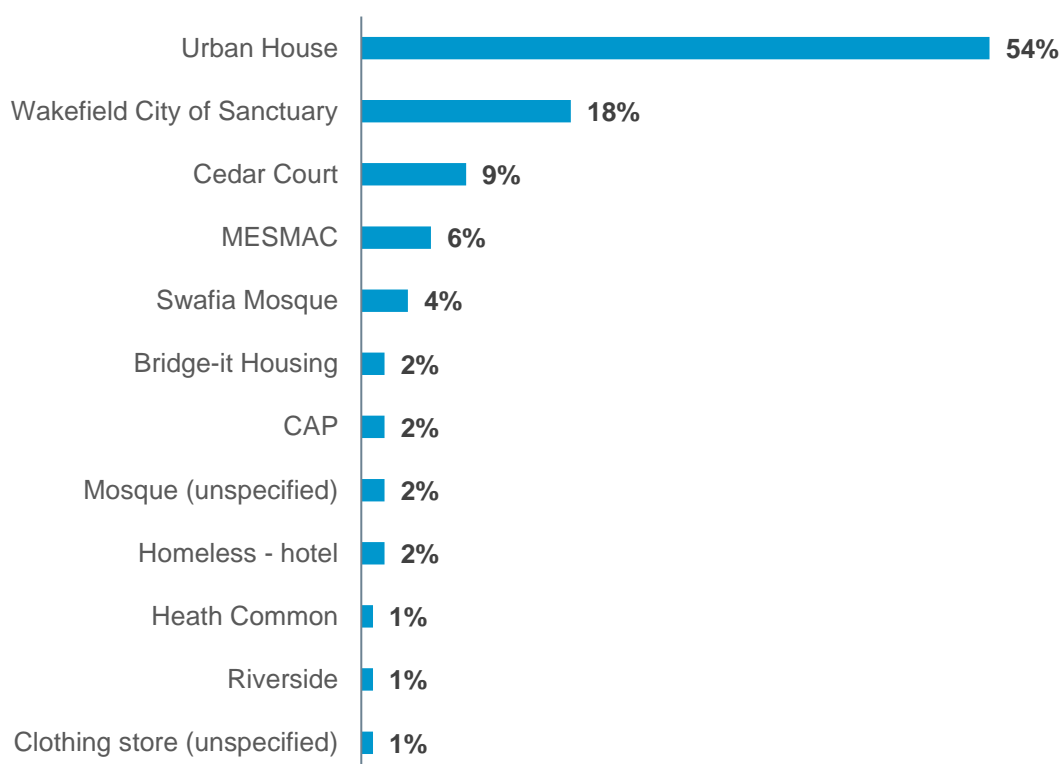
Response	Number	Percentage
Heterosexual/Straight	1,087	85%
Bi/Bisexual	27	2%
Gay	19	1%
Lesbian	15	1%
Prefer not to say/not answered	135	11%

Roving team survey

Open-ended responses

Over half of roving team survey respondents (54%) had been vaccinated at Urban House, whilst 18% were vaccinated at Wakefield City of Sanctuary. The full range of locations can be seen in **Figure 13**.

Figure 13 – (Q1 coded) Where are you vaccinating?
Base: 127



Of those respondents who said they had heard of the roving team vaccination slots via a different method to those listed, three said that they had heard through CAP and one said it had been organised by the Local Authority team. Three other respondents did not provide an answer to this question. **Figure 14** shows the responses received.

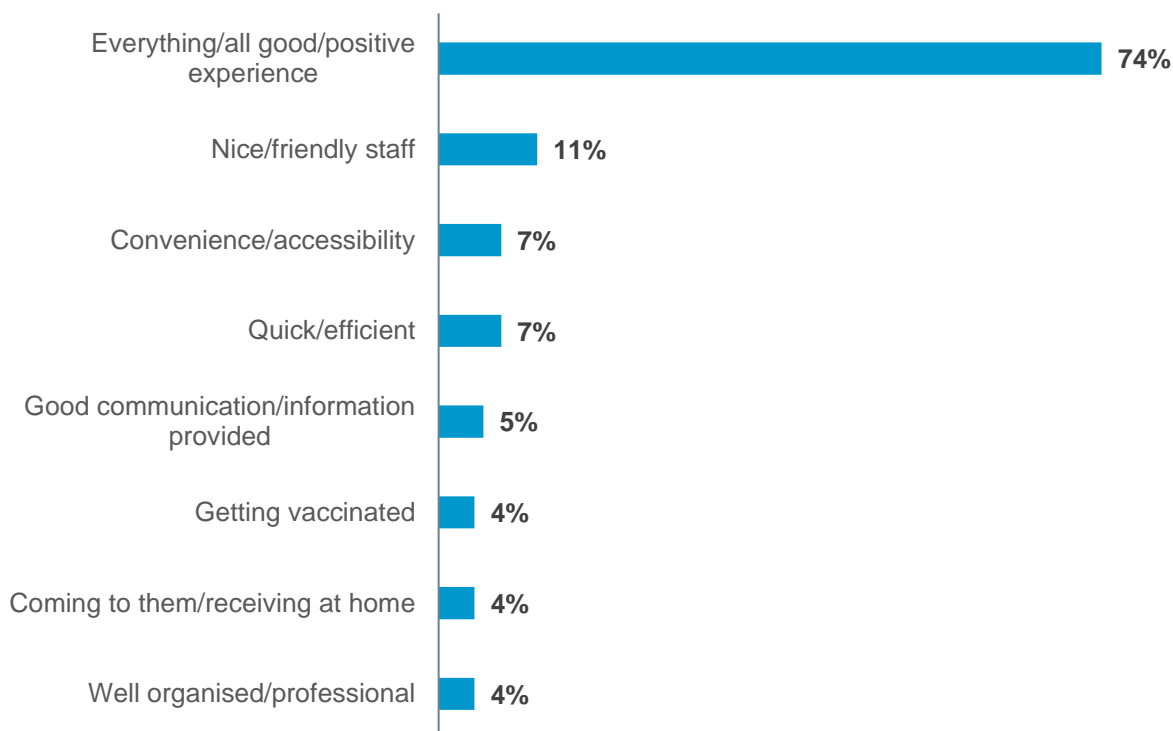
Figure 14 – (Q4a coded) How did the patient know about the roving team vaccination slots? Any other way
Base: 7

Response	Number	Percentage
CAP	3	43%
Organised by Local Authority team	1	14%
Not answered	3	43%

Positively, when asked what had worked for them best, three quarters of respondents (74%) said that everything had been good or that they had had a generally positive experience. More

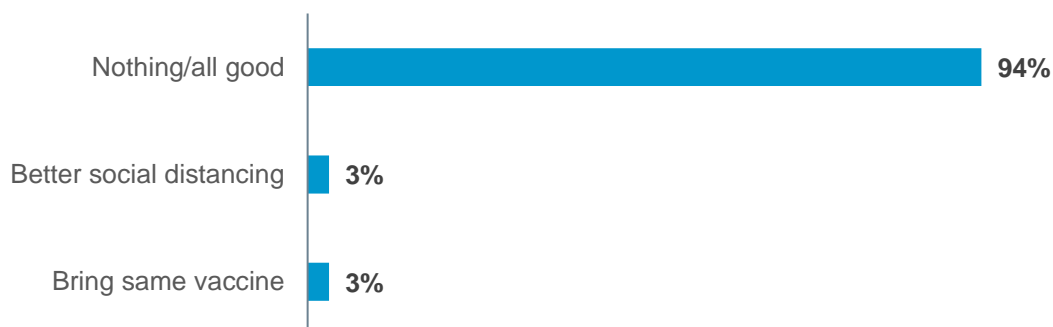
specific suggestions included nice/friendly staff (11%), convenience/accessibility (7%) and how quick/efficient the process had been (7%). The full range of coded comments can be seen in **Figure 15**.

Figure 15 – (Q5 coded) What worked for them best?
Base: 82



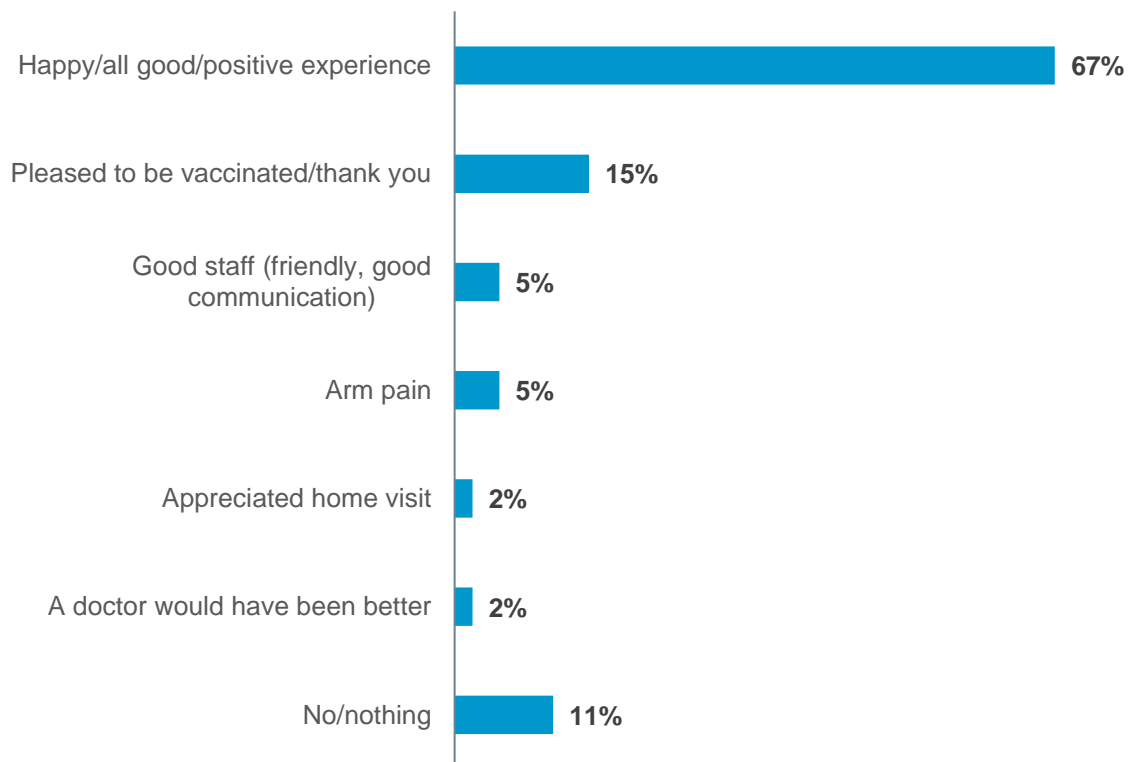
Respondents were also asked what could have gone better. A large majority of respondents said that nothing could have gone better or that everything was good (94%). Just two respondents provided suggestions, which included *better social distancing* and *bring same vaccine* (1 respondent each). **Figure 16** shows these findings.

Figure 16 – (Q6 coded) What could have gone better?
Base: 31



When asked if there was anything else they would like to mention about their vaccination experience, two thirds of respondents (67%) said that they were happy or that the experience had been positive. A further 15% said they were pleased to have been vaccinated and/or expressed their thanks. The full range of responses is shown in **Figure 17**.

Figure 17 – (Q7 coded) Is there anything else you want to tell us about your experience?
Base: 55

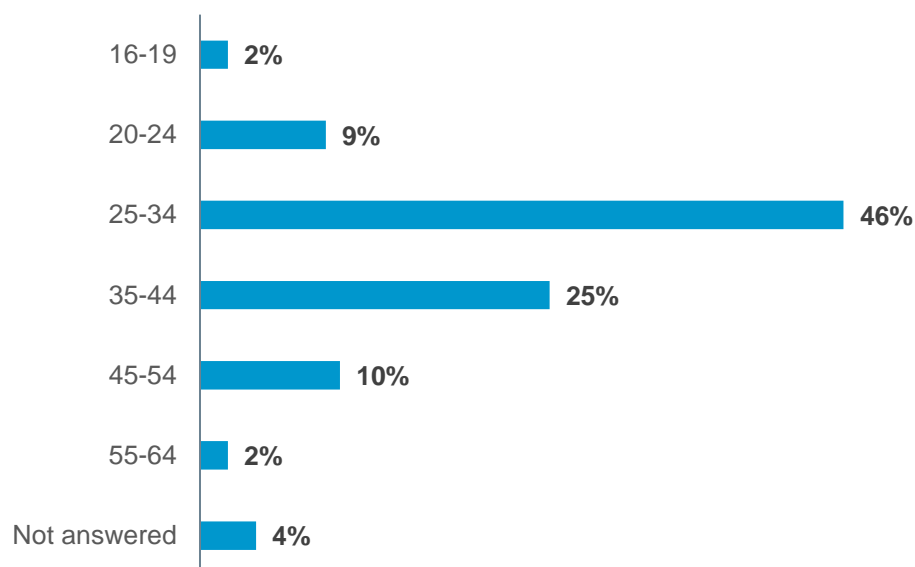


Survey respondent profile (open-ended responses)

Figures 18 to 20 show the open-ended responses received to the equality monitoring questions at the end of the survey. Responses received to ‘What country were you born in?’ and ‘Other ethnic group’ have been included as verbatim responses.

As shown in Figure 18, the majority of roving survey respondents were aged 25-44, with 46% aged 25-34 and 25% aged 35-44.

Figure 18 – (Q10 coded) How old are you?
Base: 127



When asked in which country they were born, the most commonly mentioned countries were *El Salvador* (16%), *Iran* (16%) and the *United Kingdom* (11%). Figure 19 shows the range of responses received to this question.

Figure 19 – (Q11a coded) What country were you born in (verbatim responses)?
Base: 127

Response	Number	Percentage
Albania	1	1%
Bangladesh	1	1%
China	2	2%
Egypt	1	1%
El Salvador	20	16%
Eritrea	2	2%
France	1	1%
The Gambia	1	1%
Guatemala	2	2%
Honduras	8	6%
India	1	1%
Iran	20	16%

Response	Number	Percentage
Iraq	6	5%
Ireland	1	1%
Kuwait	1	1%
Libya	2	2%
Morocco	1	1%
Pakistan	8	6%
Somalia	1	1%
Sudan	4	3%
Syria	4	3%
Tunisia	2	2%
Turkey	5	4%
United Kingdom	14	11%
Yemen	2	2%
Not answered/prefer not to say	15	12%

Responses received to 'Other ethnic group' are presented in **Figure 20**.

Figure 20 – (Q12a coded) Other ethnic group (verbatim responses)

Base: 11

Response	Number	Percentage
Asian	1	9%
Iran Kurdish	2	18%
Iranian	2	18%
Iraq Kurdish	1	9%
Kurdish	2	18%
Middle East	1	9%
Middle East Kurdish	1	9%
White European	1	9%

Vaccination soft intelligence/feedback

From December 2020 Wakefield CCG received feedback relating to the Covid-19 vaccination programme from a variety of sources. All feedback was recorded to provide further insight into Wakefield patients' experiences of Covid-19 vaccination into two logs covering 2020-21 and 2021-22.

Comments and feedback received have been coded and the main themes are presented below in **Figures 21** and **22**.

2020-21 soft intelligence/feedback

A quarter of comments received between December 2020 and March 2021 (25%) provided positive feedback about patients' experiences of vaccination. Other common themes included questions about prioritisation and scheduled timescales for vaccination (14%) and questions about eligibility for vaccination, including whether or not various health conditions would make someone eligible for vaccination (10%).

Other common concerns included a lack of local appointments (8%) and that the individual providing the feedback (or a relative of theirs) was still waiting for vaccination (8% waiting for first dose and 6% waiting for second dose).

The full range of responses received can be seen overleaf in **Figure 21**.

Figure 21 – 2020-21 Soft intelligence/feedback
Base: 322

Coded response	Number	Percentage
Positive feedback about vaccination experience	80	25%
Question about prioritisation/cohorts/timescales	46	14%
Question about eligibility/underlying health condition	32	10%
Not enough appointments/no local appointments	27	8%
Still waiting/relative waiting for vaccination	25	8%
Waiting/relative waiting for second vaccination	19	6%
Concern about vaccine safety/side effects	13	4%
Mixed messaging/confusion/changing guidance	12	4%
Support/accessible information for deaf people needed	12	4%
More information/promotion needed to increase uptake	11	3%
Question/concern about vaccine type/mixing vaccines	11	3%
Booking system errors/ineligible people invited	10	3%
Carers turned away/refused vaccine	10	3%
Concern about vaccine shortages/availability	9	3%
Lack of joined up information/systems	9	3%
Comment about access to/traffic around centre	9	3%
Concern about patient safety at vaccination centre	8	2%
Difficult/confusing booking process	7	2%
No card received after vaccination	7	2%
More information for those shielding needed	6	2%
Question about vaccinations for children/young people	5	2%
Question/comment about parking at vaccination centre	5	2%
Question about spare vaccines/reserve lists	4	1%
Lack of information provided before vaccination	4	1%
Complaint about queuing outside vaccination centre	4	1%
Have had vaccination/feel happier/safer	3	1%
More information/clarity on pregnancy needed	3	1%
Question about rearranging/changing appointments	3	1%
Question about walk-in appointments	3	1%
Question about long Covid clinics	3	1%
Question about vaccine efficacy	2	1%
Concern about misinformation/anti-vax	2	1%
Difficulties accessing GP/other healthcare	2	1%
Other comment/query	4	1%

2021-22 soft intelligence/feedback

In similarity with the feedback received in 2020-21, the majority of comments received in 2021-22 focused on positive experiences of vaccination (31%). One in eight were concerned about vaccine safety and/or potential side effects (12%) and the same proportion had questions or concerns about the various vaccine brands available and/or the suitability of mixing vaccine types.

Other common themes related to being happy to have received a vaccine (8%), questions about vaccinations for children and young people (7%), concerns about individuals still waiting for a second vaccination (6%) and the need for more information or promotion to increase vaccination uptake (6%).

The full range of coded comments can be viewed below in **Figure 22**.

Figure 22 – 2021-22 Soft intelligence/feedback
Base: 154

Coded response	Number	Percentage
Positive feedback about vaccination experience	47	31%
Concern about vaccine safety/side effects	18	12%
Question/concern about vaccine type/mixing vaccines	18	12%
Have had vaccination/feel happier/safer	12	8%
Question about vaccinations for children/young people	10	7%
Waiting/relative waiting for second vaccination	9	6%
More information/promotion needed to increase uptake	9	6%
Concern about vaccine shortages/availability	8	5%
Difficult/confusing booking process	8	5%
Mixed messaging/confusion/changing guidance	7	5%
Question about eligibility/underlying health condition	7	5%
Not enough appointments/no local appointments	7	5%
Dislike needles/worried about having vaccine	7	5%
Question about walk-in appointments	5	3%
Question about vaccine efficacy	5	3%
Question about third vaccination	4	3%
Comment about access to/traffic around centre	4	3%
Question about prioritisation/cohorts/timescales	3	2%
No card received after vaccination	3	2%
Concern about misinformation/anti-vax	3	2%
Question about spare vaccines/reserve lists	2	1%
Concern about patient safety at vaccination centre	2	1%
Difficulties accessing GP/other healthcare	2	1%
Still waiting/relative waiting for vaccination	1	1%
Lack of joined up information/systems	1	1%
Question about rearranging/changing appointments	1	1%
Lack of information provided before vaccination	1	1%
Question/comment about parking at vaccination centre	1	1%
Question about long Covid clinics	1	1%
Other comment/query	4	3%

Key themes

Some of the key themes arising from the open-ended survey responses and other feedback provided to the CCG are highlighted below.

Vaccination survey

- Most respondents felt that it was easy to travel to the vaccination centre, with almost half saying the site was close to home or in a convenient location and a third explaining that they could drive there easily
- Negative comments provided by smaller proportions of respondents generally related to traffic and parking difficulties
- The most common 'other' method of booking an appointment was after receiving a text message, suggested by over three quarters of respondents
- Most comments relating to the ease of booking were positive, with a third saying the process was easy or simple
- Those providing less positive feedback mentioned having to wait for an appointment or the booking process not working properly
- A large majority of feedback provided relating to the amount of time spent waiting at the vaccination centre was positive, with comments focusing on the efficiency of the centre, lack of waiting time, and good organisation
- Friendly, well-trained staff, site efficiency and cleanliness were common reasons provided for feeling confident and safe at the vaccination centre
- Few suggestions were made for improving patient experience, with many comments instead focusing on an already positive experience

Roving team survey

- Over half of the roving team surveys were carried out at Urban House
- Generally positive experiences were reported, with three quarters of those providing comments saying everything was good and one in ten mentioning nice or friendly staff
- Suggestions to improve patient experience were made by just two respondents, who mentioned better social distancing and bringing the same vaccine type
- The majority said they were happy with everything, had had a positive experience and/or were pleased to have been vaccinated

Vaccination soft intelligence/feedback

- The highest proportion of comments provided positive feedback about the vaccination experience in both 2020-21 and 2021-22
- Questions about prioritisation, timescales, eligibility and underlying health conditions were more frequently asked in 2020-21
- Concerns about vaccine safety, potential side effects and vaccine types were more commonly logged in 2021-22

Appendices

Appendix 1 – Vaccination survey

Appendix 2 – Roving team survey