

Supporting Vaccine Confidence

COVID-19 Vaccinations: Views and experiences



‘The fact vaccinations are referred to as ‘jabs’ when I only felt a slight scratch (like the flu vaccination) and wondered if it had been done properly. I didn’t feel anything being injected into my arm as I did when I had the anti-pneumonia vaccination a few years ago... Calling them jabs may put off people who are afraid of needles, as has occurred with a friend of mine.’

How will I know it’s my turn to get the vaccine?

The NHS will let you know when it’s your turn to have the vaccine; that could be phone, text or letter. You may be contacted by your GP led local vaccination service to arrange your appointment or receive a letter or text from the national service inviting you to book your vaccination.

Who can get the vaccine? Anyone aged 30 and over, those who are clinically extremely vulnerable, those who have a health condition that puts them at risk, frontline health workers, frontline social care workers and paid/unpaid carers are currently eligible and are being urged to book today.

If you are eligible, please visit the national website, call 119 or speak to your GP practice to arrange your appointment.



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Summary

There is a high level of satisfaction with the vaccination process amongst the 2,250 West Sussex residents who kindly completed our survey during March 2021.

The volume of responses is positive; it should be noted that the main respondents were female (72%) and self-identified from white background (92%). Given the relatively low rate of responses from people who have not been offered a vaccine, we have decided to combine our data with the other Healthwatch -Brighton and Hove and East Sussex - to report separately as pan Sussex on this aspect.

Whilst most people suggested they do not have an issue in attending a vaccine appointment, 1 in 10 respondents did. Transport issues are something that has already been recognised and free transport is now available to people who may be prevented from having a vaccine otherwise. To reduce this further, consideration for a more flexible offer from some providers, particularly now that the services is being offered to working-aged adults.

We are keen for vaccine providers to look at the information provided in Appendix A - highlighting positive feedback on their service, but also an opportunity to consider improvements to the service as identified through feedback.

There was concern arising from the uncertainty when a second dose will be offered, as many do not have a fixed appointment. This is causing anxiety amongst many respondents. This is something that we continue to hear from residents and vaccine providers may wish to consider ways of providing local assurance (such as updates on websites, Facebook pages (for their area as well as our own webpage) and articles in local/village magazines (but recognising there is often a long lead in time for some publications).

We recognise that the issue of side-effects will have been carefully considered and there is a need to avoid 'scaring' people. However, given the volume of people who have received a vaccine, it is more likely people will have heard anecdotal details about side-effects, which may be a determining factor of whether they take up the offer of a vaccine.

We would suggest there is also a need to give people information on how to 'prepare' themselves for side-effects and what they can do to reduce the impact on their lives, what is normal and when/how to contact the NHS if they have concerns.



Recommendations

We make the following recommendations to support public vaccine confidence.



RECOMMENDATION

To address potential for confusion, vaccine administrators could for example send a confirmation text with a web-page link to information on how to prepare yourself for the vaccine. People would benefit from knowing who they can contact, if they have any questions before or after the vaccine.



RECOMMENDATION

To maximise uptake (particularly with the focus of the vaccination programme turning to work-aged adults), GP-led sites may need to consider offering greater flexibility in vaccine appointment times. Without this, those who cannot easily travel to a larger vaccination site, will face a choice between having the vaccine or being paid. For people on low incomes, this becomes an impossible situation.



RECOMMENDATION

We invite vaccine providers to look at Appendix A (which details all vaccine venues with more than five responses), to firstly appreciate the positive comments and secondly, to see if there are improvement opportunities identified through this feedback.



Introduction

During March 2021 **2,250 West Sussex residents completed** a vaccine survey. (This includes 256 people who completed a survey that we ran on behalf of the GP Federations.)

The purpose of the survey was to

- understand from people how to improve the vaccine service and thereby public vaccine confidence (both what is working well and what could be changed)
- asking people, who had not yet had the vaccine their thoughts, to see what further information was needed to support people to make informed decisions.

For regular updates on the local vaccine programme please visit:

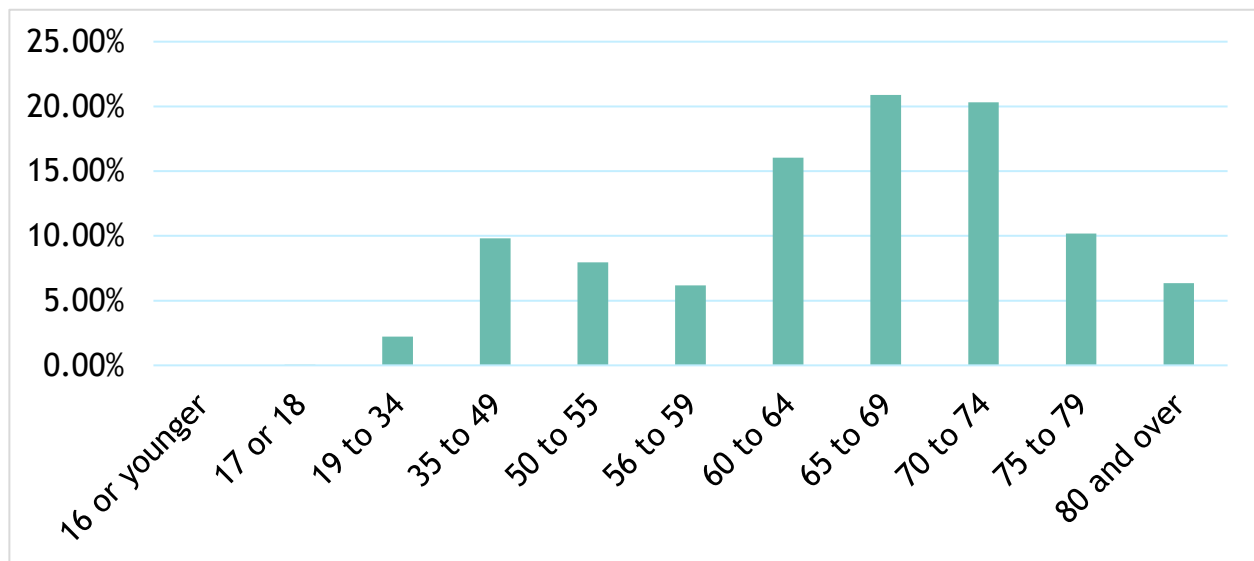
<https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/>

This report details residents' experiences and views and builds on the interim report we published in March.



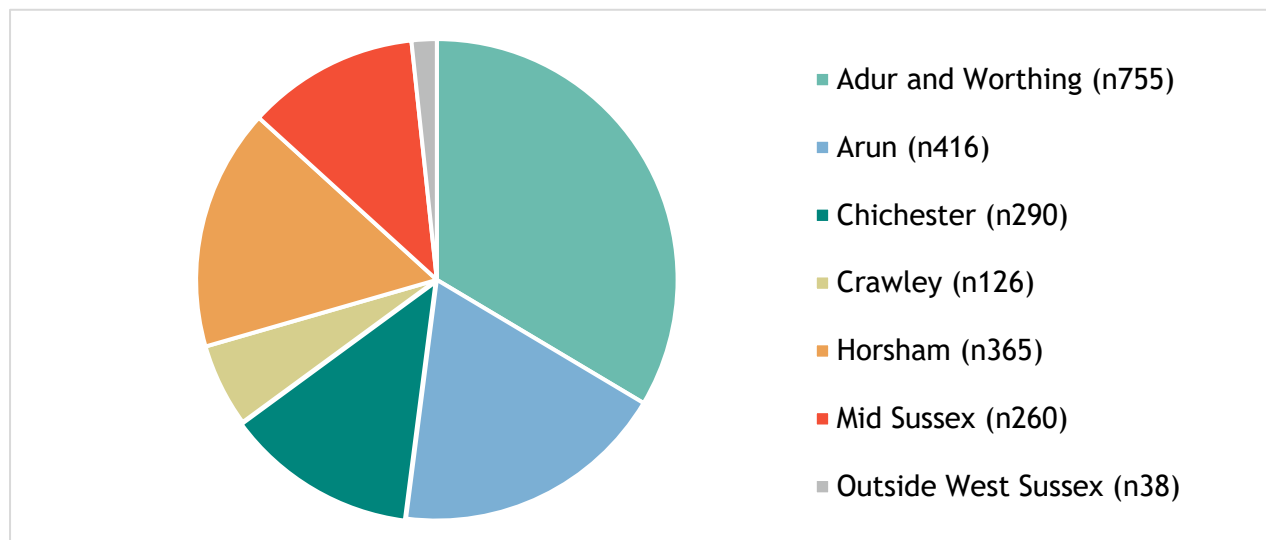
About the respondents

A useful spread of ages shared their experiences:



As to be expected at this stage in the programme, the commonest age range for responses was 65-79, which would be in line with the priority order for vaccines.

Locality: Whilst we have had responses from across the county, there is a notable lower response from Crawley, despite the surveys being widely advertised, but a very good response from Adur and Worthing.



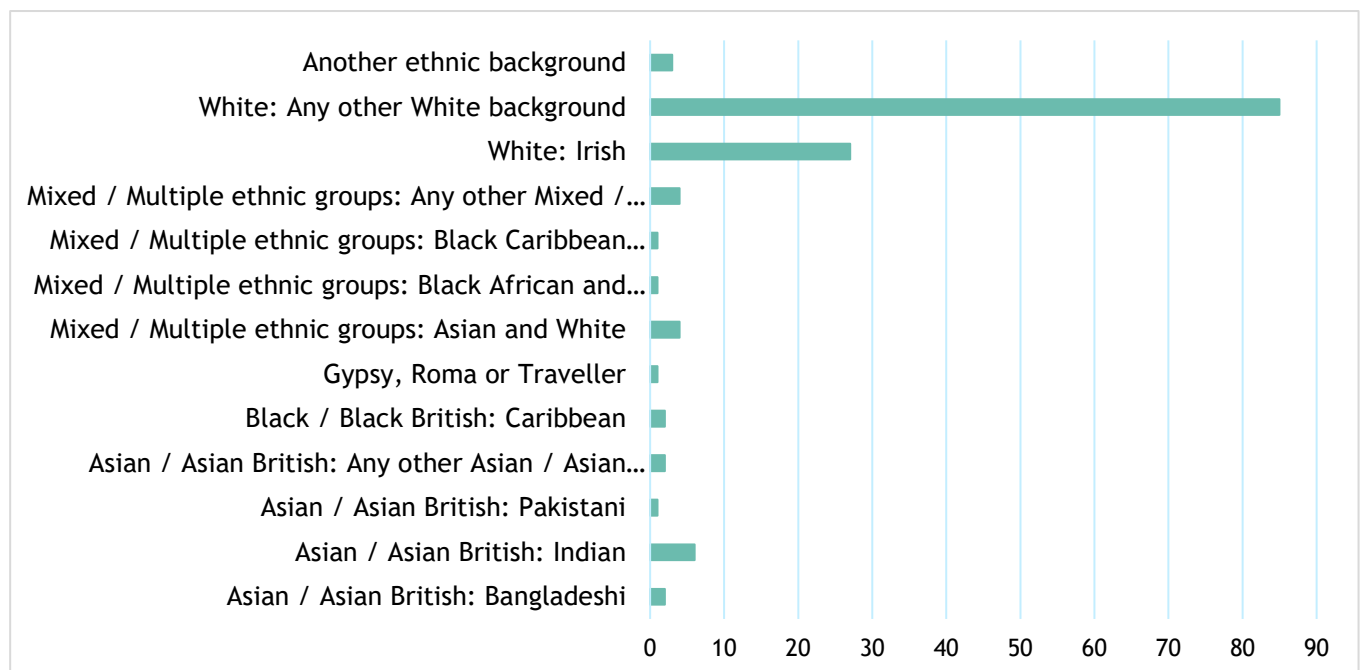
Gender identity - There was a much larger response from people who identify as female 72% (n1435), with 35 people either not answering the question or preferring not to say.

4.4% (n97) stated their gender was different to the sex that was assigned at birth, with 67 people either not answering the question or preferring not to say.

As can be seen below, the gender response split is mirrored in both those who have been vaccinated and those who have not.

	Vaccinated		Not Vaccinated	
	%	Nos.	%	Nos.
Male	27%	494	24%	36
Female	72%	1325	73%	110
Non-binary	0%	1	0%	0
Other	0%	1	0%	0
Prefer not to answer	0%	9	3%	4

Ethnicity - almost 92% of respondents self-selected White: British / English / Northern Irish / Scottish / Welsh. 61 people skipped the question or preferred not to say. Of the remaining 139 respondents people identified their ethnicity as:

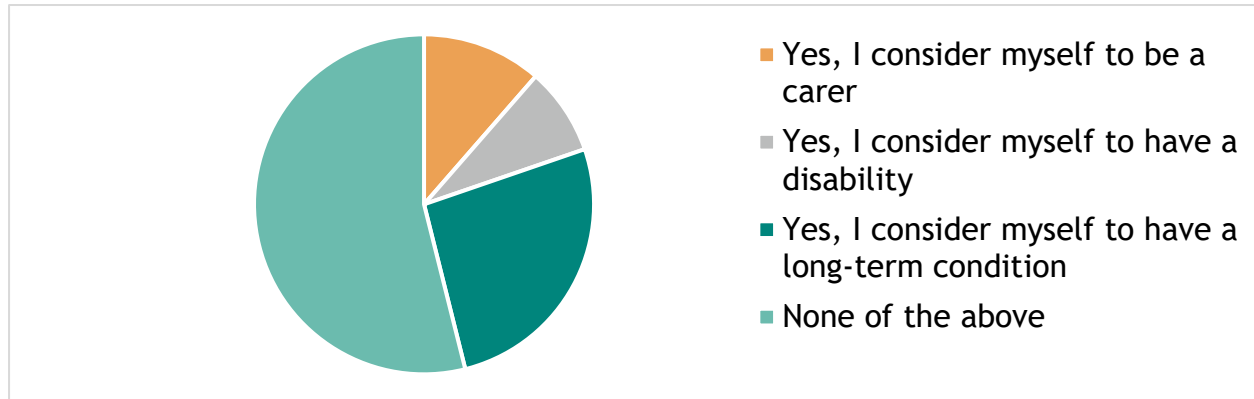


We are grateful for everyone's contribution although with such low numbers it is not possible to draw conclusions based on ethnicity from this data.

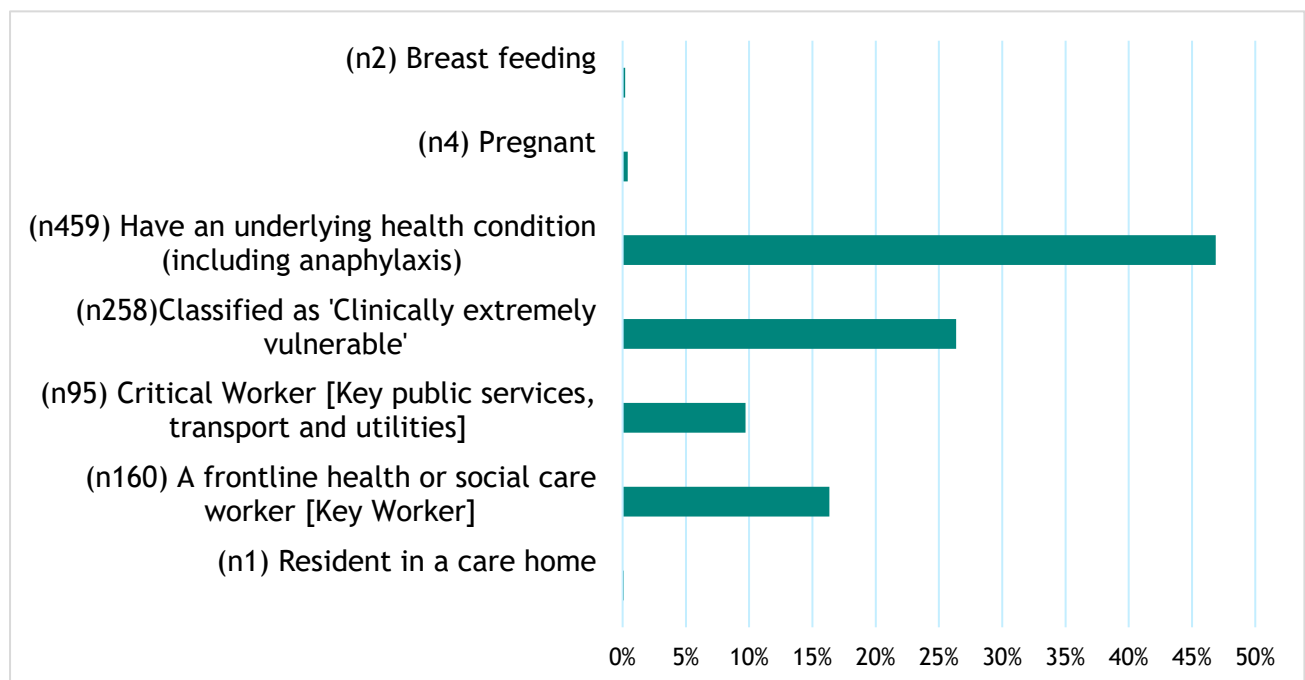


Disability: nearly 10% (n219) consider themselves disabled, as set out in the Equality Act 2010.

We asked people if they considered themselves to be a carer, have a disability or a long-term health condition? (Ticking all that applied). Of the 2,201 responses:



We asked people to identify if any of the following apply (ticking all that apply). 57.55% (n1327) responded that none of these applied, and 25 people skipped this question.

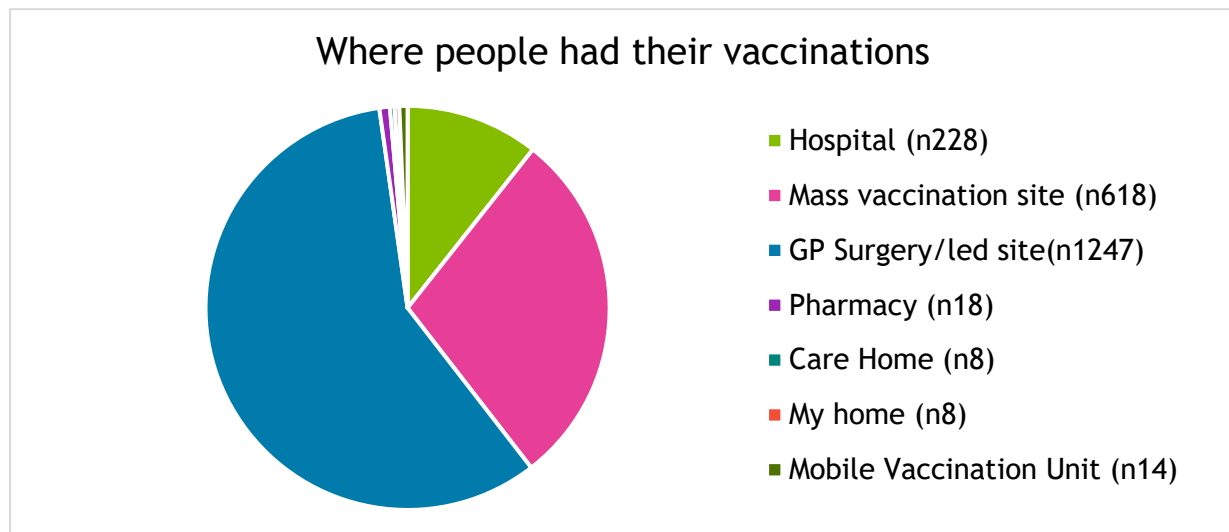


In line with most surveys, we asked people about their sexual orientation and religion. **There were some interesting comments to reflect on the relevance and appropriateness of such demography questions for future surveys.**

“ *I do not understand why these questions are deemed necessary for an essentially emergency medical programme.*

Vaccine experience

93% (n2092) of respondents have received a vaccine and some have had two doses.



Most people detailed exactly where they received the vaccine, See **Appendix A**.

Vaccine type: 60% of respondents (n1282) had received the Oxford/AstraZeneca vaccine, the remaining 40% had the Pfizer/BioTech vaccine. (123 'don't know').

“ Was hoping to get this one, as Pfizer not proven on poor immune systems.

Individual comments show a wide range of attitudes and thoughts towards the vaccines available. Several expressed concern over the gap between dosages:

“ Did not want vaccination. Having it because of putting other people at risk. Still not sure if vaccination will cause problems later.

“ That the gap between doses is too long to protect effectively because the vaccine was created for a three-week spacing between both jabs.

Some adding information about side-effects (which we have detailed on pages 48-49.)

Just over half the respondents had been invited to receive a vaccination and were given a time, date, and location to attend, with 22% responding to the national letter.

Nearly 65% said they did not receive more than one invitation.

Where people had commented on why they selected a particular option, there was an equal balance between the speed to get the vaccine (often going with what came first) and staying local/known location. Others chose location as able to book day/time and second dose or ease of booking.

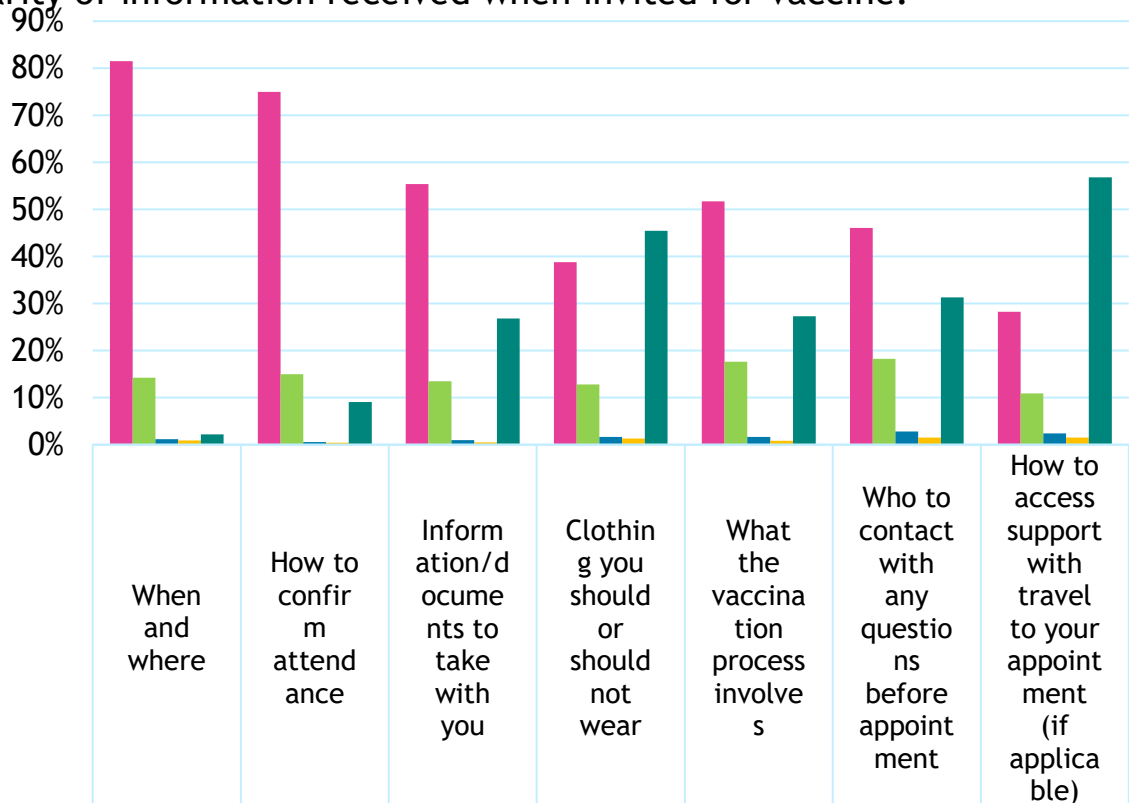


Vaccine preparedness

95% of respondents had a positive reaction to information on when and where they would/could receive the vaccine, with 90% clear on how to confirm attendance or non-attendance.

The positivity rate drops for other information needs:

Clarity of information received when invited for vaccine.



Excellent (clear and detailed)	81%	75%	55%	39%	52%	46%	28%
Good	14%	15%	14%	13%	18%	18%	11%
Poor	1%	1%	1%	2%	2%	3%	2%

We suggest this may become more of an issue as the vaccine programme rolls out to people who are less familiar with processes for having a vaccination (such as the annual flu vaccination for older and clinically vulnerable people).



RECOMMENDATION

To address potential for confusion, vaccine administrators could for example send a confirmation text with a web-page link to information on how to prepare yourself for the vaccine. People would benefit from knowing who they can contact if they have any questions before or after the vaccine.

Time between invitation and appointment: 99% of applicable respondents were happy with the amount of time between the invitation and vaccination appointment (with just 30 stating it was either too short or too long). 43% stated they were able to book a time/date that suited them. (Taken from main survey only.)

“ After booking, we had very bad weather (snow and ice) making it unsafe to travel. I was able to rebook easily online. There was a note on the website saying that because of the bad weather, it was understood that people would need to cancel and rebook.

Some areas for communication learnings are shown below:

- Unable to find correct information regarding safe length of time between positive COVID-19 result and vaccination. Nobody knew!
- I was offered one by NHS, but it was about 30 miles away! My husband was offered one less than a mile away at GP.
- Not at all happy that the NHS website told me to wait until the GP contacted me for a local injection (Group 5), but the GPs were told to do Group 6 and not contact Group 5. I had to find out from a post on Facebook that if I phoned the surgery, I could go to the local GP led site.
- Online booking was not very good as was asked to book both vaccinations. When booking the second date the first one was no longer available unless you booked several weeks in advance. Didn't matter in the end as I was invited to a local centre. (Shared by several people.)
- I was given about 24-hours-notice. I would have liked more but would not want to wait because of it. The Lime Tree Surgery website does not update often enough to give any idea when the jab is coming.
- Was only offered one time slot on a day I was working. Asked if any other times available. Request was declined. Thankfully able to change my workday.
- Took the telephone appointment as last week for my category and I hadn't been invited before which was disappointing as CEV (clinically extremely vulnerable.)
- It would have been helpful to be warned that I was likely to need a clear 48 hours afterwards to allow for side effects - it seems these are more likely than not, including for much younger people.
- I had 1 hours' notice to attend the appointment, it only came about when I was called about a diabetic check up and asked when I could get a vaccination.
- I had to ask for a vaccination appointment. I had not been called. The system for mopping up missed people worked very well.
- I would have preferred to have the jab locally, at my GP surgery, but 3 weeks on and they have not phoned me. Have I been forgotten? That's why I chose to drive 18 miles to get it.



- My husband was invited and as his carer, I had to go with him. Although I was the right age to receive the vaccine, I was told I couldn't be done at the same time - but I was!
- No invitation was ever received. I am 85 and was missed completely. When my neighbour of 70 years, received a phone call for an appointment, my wife went online and booked me in at the nearest place, Midhurst.
- There wasn't any clear communication! Unable to contact GP for up-to-date information. NHS site could only advise on mass vaccination per se.



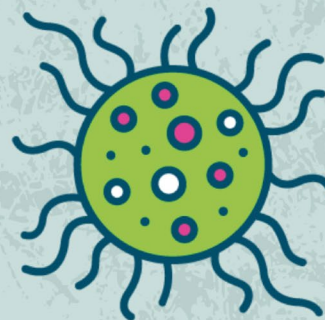
RECOMMENDATION

To maximise uptake (particularly with the focus of the vaccination programme turning to working-aged adults), GP-led sites will need to consider offering greater flexibility in vaccine appointments. Without this, those who cannot easily travel to a larger vaccination site, will face a choice between having the vaccine or being paid. For people on low incomes, this becomes an impossible situation.

How does the vaccine work?

Vaccines work by tricking your body into thinking it has to fight the virus. It trains your immune system for this fight by stimulating you to make antibodies and T-cells. This means that when Covid-19 is encountered naturally, the body has already been prepared to protect against it.

You cannot catch Covid-19 from the vaccine



Experience of vaccine services

Challenges in accessing first vaccines:

“ *Didn't know where the centre was, so had to do test journey the day before to check time was adequate to do journey between wife's vaccination in Storrington and get to Henfield.* ”

“ *It would appear that the West Sussex health authority have no map reading experience. The vaccination hubs are based upon Doctor Groups and not location, e.g., Loxwood residents go to Pulborough, Billingshurst residents go to Storrington.* ”

- **87% (n1455) of respondents reported no problems in attending the first vaccination appointment.** (588 people chose to skip this question.) Some additional comments demonstrate peoples' gratitude and how small changes are important:

- Suspending parking charges.
- Volunteer was very helpful arranging for my husband to get me in front of queue as I'm unable to stand for long as disabled.
- Not sure about bus stop nearest to centre slightly problematic due to partial sight but bus driver on the day was very helpful.
- Only challenge was mum's mobility in and out of car. Excellent help from volunteers at Tangmere with wheelchair assistance.

- Parking for 5% had been an issue, for example those with mobility issues.

“ *Disappointed to be charged for parking at Crawley Hospital having traveled there when not offered a vaccination at Haywards Heath...* ”

- Whilst statistically only 1% of respondents reported an impact on their caring responsibilities, this was still 19 families.

“ *Had to queue 40 mins outside having left husband who has dementia at home on his own. Although I told the lady on the door no notice was taken of this. I was extremely unhappy that I had to join this queue and did not know if husband would still be inhouse on my return.* ”

- Travel (costs, time, parking, and lack of public transport) affected 161 people.

“ *Couldn't travel by public transport - would be 2 buses and nearly 2 hours travel each way. So, had to get taxi each way.* ”

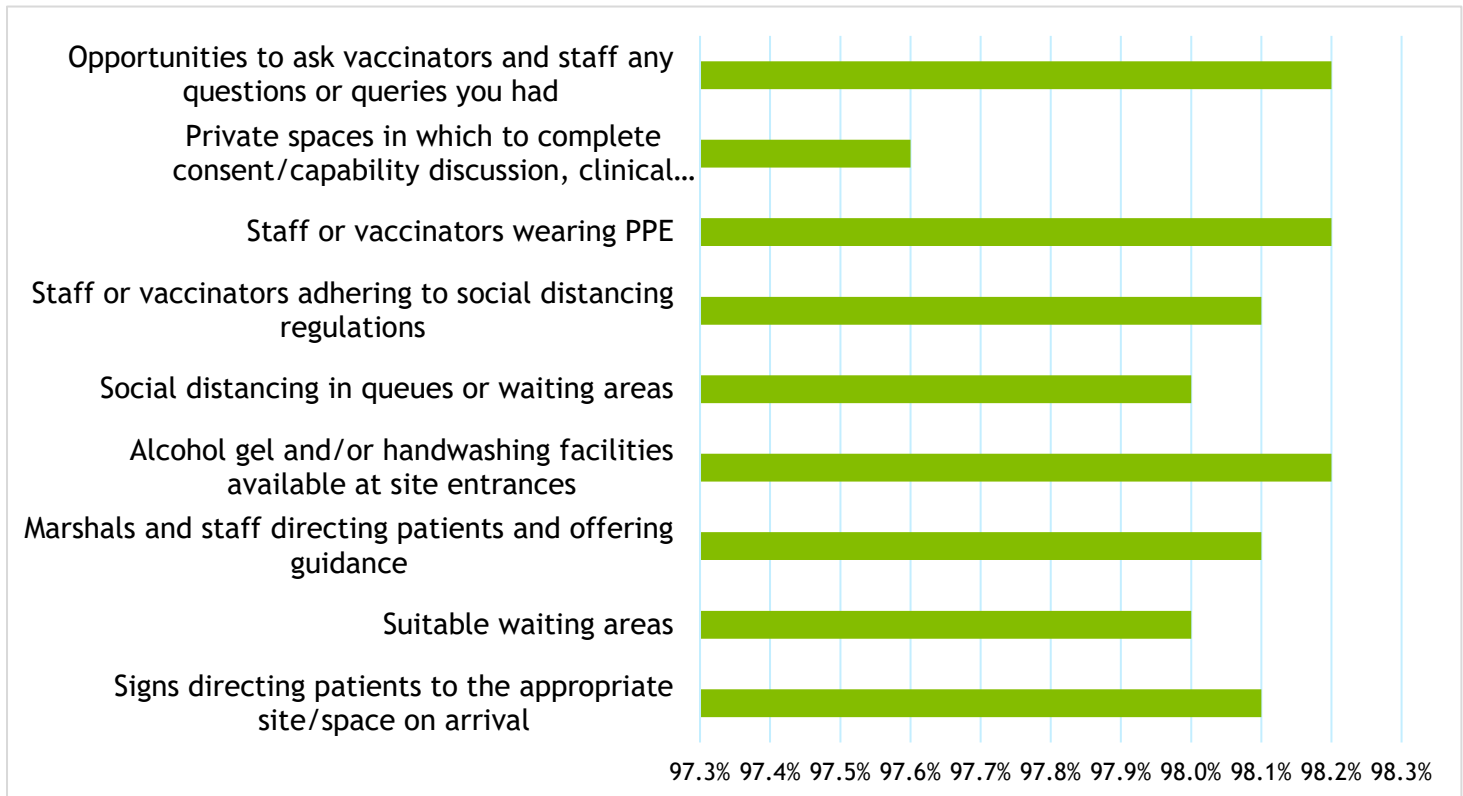
“ *Am disabled and went to Lancing on my mobility scooter. This is further than I usually travel as my back and left leg go into spasm. Was also told I could drive my scooter straight into the hall, but this was not the case, however the support staff brought out a wheelchair and pushed me around in it.* ”



There were a few signage issues identified, which have been listed in Appendix A.

“ Car parking arrangements at the leisure centre very unclear - was concerned I would need cash and haven't had any for about a year!! Could do with being clarified, but not a vaccination issue per se.

Respondents report **highly positive** about the **set-up of vaccine sites** (from the main survey only):



Please note the following comments, which may help to check service provision:

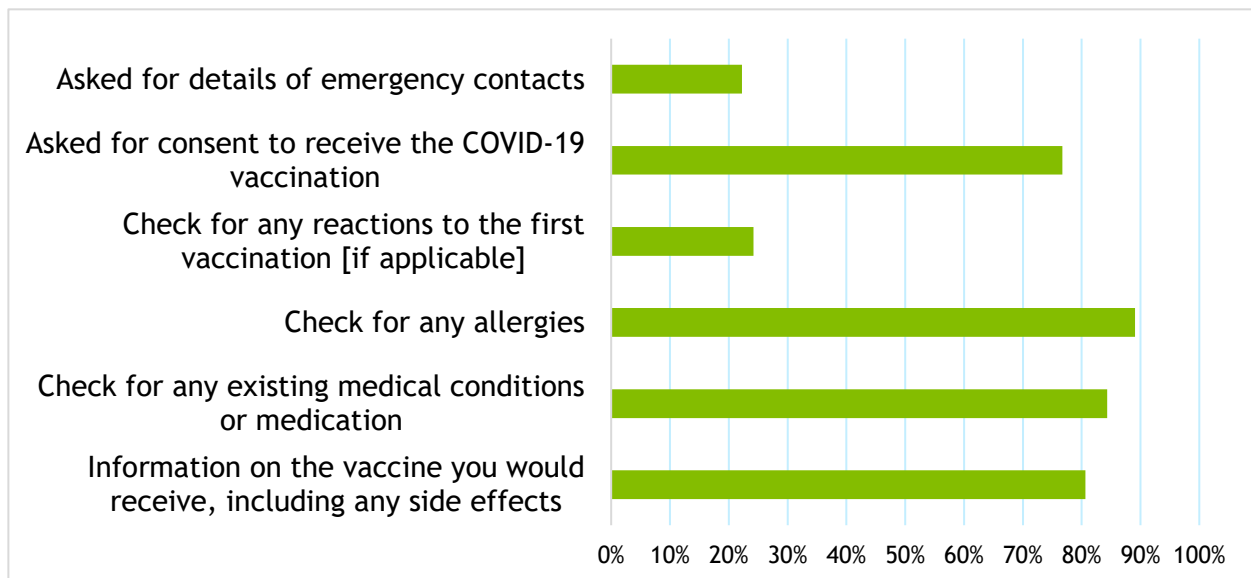
- I felt that it was not very private when I actually received my vaccination, because the people at desks with computers were within 5 feet of me and facing on to the place where I had to sit and receive my jab. I would have preferred a bit more privacy. But I was just happy to be getting the vaccine! I arrived early because of bus times so waited away from site.
- Waiting post vaccination and booking next appointment slightly chaotic. There was no system in place, just left to whomever got up quickest as the administrators became available.
- I was told to sit in car for 15 minutes after jab. Exactly how I would have got help if I had suffered reaction I do not know as was in public car park and there was still that queue to get into the health centre. NO ADVICE GIVEN ON POSSIBLE SIDE EFFECTS. NO LEAFLET. Jab given in corridor, standing behind a screen.

- The pamphlets referred to a record card of the vaccine given but I was not offered one and on enquiry was told they were not being given, yet subsequent people have received one with a date for the second dose- I didn't receive a date for a second dose either.
- I thought we had to sit somewhere for 15. It was jabbed and out the door!

Note: People are not aware, necessarily of the differences between the vaccines for waiting times, as this has also come up in other conversations.

Lots of people spoke of **cleanliness of facilities** and this suggests that it is **important aspect of installing confidence in the programme.**

Pre-screening: We asked people to tell us which of the following they received before the vaccination(s). (People were asked to tick all that apply.) 87% of people answered the question.



82% of respondent felt they were given enough time to read and understand the information provided before consenting to have the vaccine. 10% felt there was not enough time given or would have preferred more time to read.

Feeling safe: 97% of respondents felt safe or very safe at the vaccination site(s). For the remainder (n63), ventilation and lack of social distancing were detailed more often.

“ I felt there was a lot of people in one area and felt unsafe waiting for 15 minutes in a room full of people after the jab.

We recognise that managing queuing will be challenging, this may be something marshals can be more alert of. Being mindful of the number of people in a post-vaccine waiting areas (for those vaccinated with Pfizer/BioNTech.)

Anaphylactic shock came up a few times and this may be an area where more booking attention/information is needed.

Other concerns were:

- As I have been shielding it was a bit unnerving to be in a closed environment with other people.

Note: This was mentioned several times, an issue raised was marshals not distancing adequately.

- Waiting queue was not socially distanced and signing paperwork didn't feel safe enough. (This may be because people are no longer asked to sign, e.g., for prescriptions, parcels, etc.)
- I had to queue outside for 45 minutes with no shelter from the rain. Inside there were far too many people in the room and poor ventilation. It was the worst experience in the last year when I had been very careful about social distancing. This was unacceptable.
- Too many people and I was asked to wear a visor even though I am exempt from wearing a face covering on medical grounds. This made me very hot, breathless, and anxious. I was glad to have the vaccine, but I was glad to leave too.
- My ICE details were not taken. I was not given the opportunity to sit down after the injection.

Accessibility of location/building was largely suitable for most people who responded (nearly 89%). Not having access to toilet facilities was mentioned in the comments.

Post-vaccine information: 81%+ (with 167 people choosing to skip this question) of respondents had written confirmation of the vaccines.

77% responding that they had information on possible side-effects. Throughout the survey people commented on side-effects and these have been captured in Appendix B. **It was suggested that it would be useful to be able to feedback on side-effects.**

“ *Would be useful to notify adverse reactions not listed on the paperwork if unable to use the Yellow Card system.* ”



A few people commented:

- They would have liked more information about the vaccines and more about side-effects, as what they were given was very basic.
- Their names were not on the card given to them. Others reported not getting a cards or written information that they had received the vaccine.

Healthwatch comment: we know from other insight that this is highly important to some people, for example those who have OCD.

- Most comments related to the lack of date/information about the second dose.
- A couple of people mentioned consuming any alcohol before or after the vaccine and the impact of doing this? Perhaps this can be added to the FAQs?

.....

What can I do after I've had the vaccine?

.....



It is essential that you continue to follow the Coronavirus restrictions that are currently in place.

- You can meet indoors in a group of up to 6 people or a group of any size from 2 households
- You can meet outside in a group of up to 30 people
- Work from home if you can and travel safely
- If you have symptoms get a test and stay at home

For the most up to date information on Coronavirus rules and restrictions, go to: www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme





We asked people if they had any outstanding concerns after receiving their vaccination (main survey only). **176 answered, yes - they had outstanding concerns.**

Most comments related to the second dosage appointment and repeat of the side-effects they experienced.

“My wife and I consider we have now waited too long for the second vaccine. This is medically unsound and very unsatisfactory. We should be vaccinated as near as possible to the minimum period not the maximum period which obviously creates more susceptibility to the disease.”



“ Second one booked exactly 12 weeks to day ... if for any reason it was cancelled would it still be as effective having a second one later than 12 weeks?

Other mentioned:

- Issues in identifying parent carers effectively.
- Poor administration with first vaccine call-up and getting forgotten.

People also expressed concern over new variants and the length of time of immunity the vaccine provides. Some people wanted assurance that the second dosage would be the same manufactured vaccine.

healthwatch
West Sussex

How can I avoid being scammed?

The vaccine is free of charge and at no point will you be asked to pay or provide your bank account or card details. Do not accept offers for 'private, chargeable' vaccines from private providers. UK MHRA authorised vaccines are only obtainable via the NHS.

Advice from action fraud

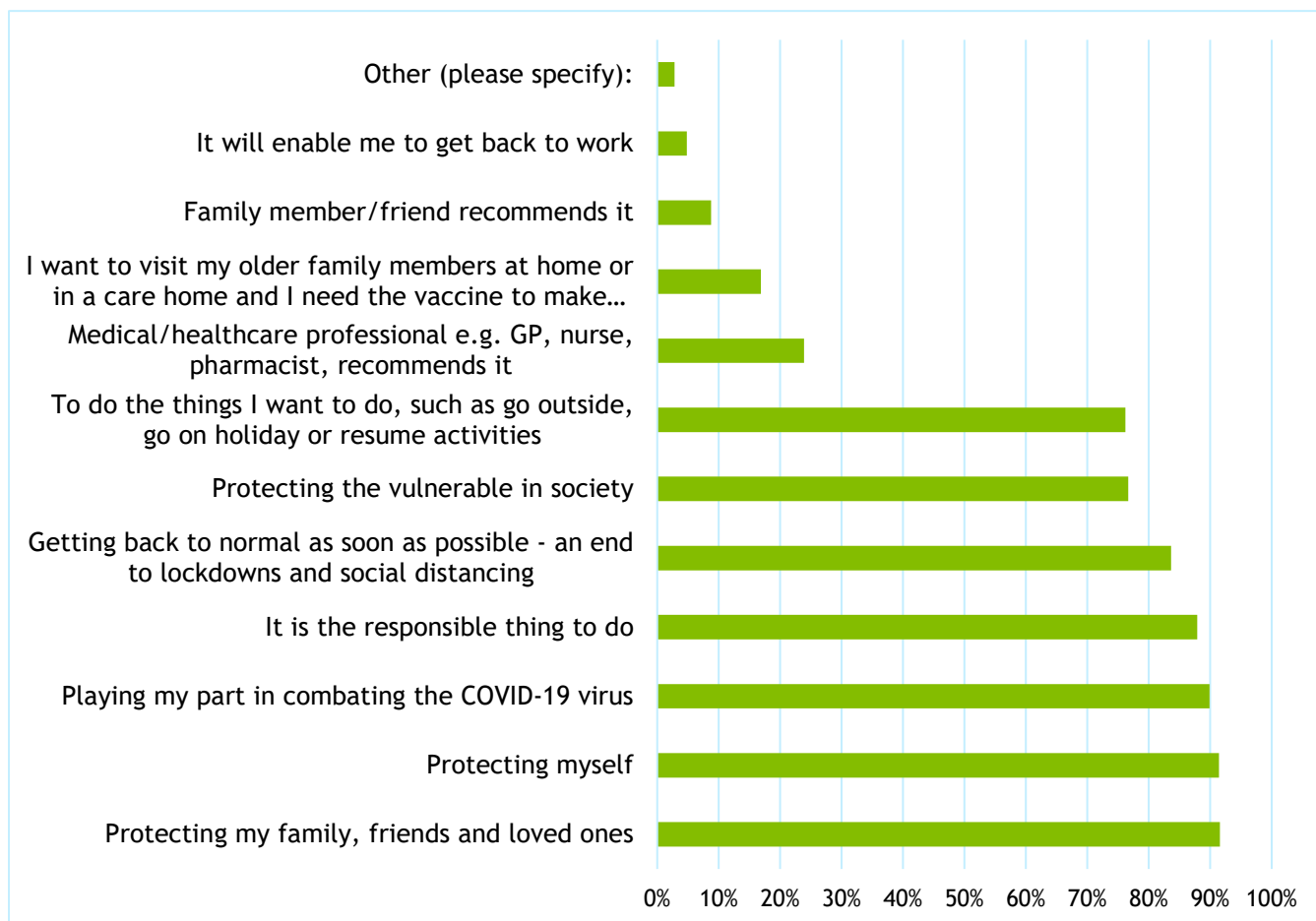
- The NHS will never ask you for your bank account or card details
- The NHS will never ask you for your PIN or banking password
- The NHS will never arrive unannounced at your home to administer the vaccine
- The NHS will never ask you to prove your identity by sending copies of personal documents such as your passport, driving license, bills or pay slips.

If you think you have been a victim of fraud or identify theft, report it to Action Fraud on 0300 123 2040.



Why people opted for the vaccine?

We asked people to pick all the reasons why they decided to have the vaccine.



Most people shared information relating to protecting them and others. People wrote of global safety and need to avoid more variants.

Some were resigned to having it.

Overall, based on experience over 99% of respondents were likely to encourage family and friends to accept a COVID-19 vaccination.



How can the vaccine programme be improved?

Many people responded to say there was nothing to improve. Below is what people have suggested needs to change.

Prioritising

- Please sort out the way parent carers are acknowledged and recognised - not all unpaid carers receive carers allowance. This means there needs to be a focus going forwards on how unpaid carers and parent carers who have vulnerable children who depend on them can be identified.
- An appointment time, rather than a slot, so people like me with a needle phobia can avoid waiting in a queue, which, if they're like me, they may have done a runner before getting to the front of the queue! I was lucky, and deliberately (and successfully) booked into the last 10-minute session to minimise the risk of having to wait.
- Really would like couples to be vaccinated at the same time, as my husband is very vulnerable, and I was really worried that I had to wait a while before I had my vaccination.
- IPC are somewhat behind the other two local surgeries and do not yet appear to be following up hesitant patients. Some standardisation of roll out between surgeries would have allayed some anxieties in our community.
- Where one elderly frail immobile person was having a vaccination done at home that the partner of that person could also have been done at home at the same time.
- Please vaccinate all teachers.
- If seems very random when you are called and GP's ask not to call them, so no way of getting info - I had been instructed to shield the first time, so was expecting to have the jab before 15 Feb, but was called later than this and at very short notice.

Information

We recognise that much of the programme is being determined nationally, but one of the things we can do locally is to use all communication methods available to GP-led Services (such as social media, practice websites, local magazines etc.) to let local people know how they will be contacting when it is their turn to have the vaccine.

- Talking to one of the volunteers I mentioned what happened to those who could not communicate their needs but wished to be independent and as I work with AAC users we discussed the use of symbols and easy to read info - we have made free examples that can be created by anyone thanks to a grant and support from UNICEF <https://globalsymbols.com/about/featured-board-sets>



- Clear signposting at site. Details of transport options. I am a carer for my husband who is disabled, and it was an expensive taxi fare.
- Don't send letters inviting people to travel way out of their area when they can have the vaccine much nearer home - this worried a lot of people I know.

Note: We understand this to be outside the control of our local NHS.

- Clearer information regarding the risks to themselves and others if they refuse the vaccine.
- Give vaccine info and side effect details before not after the vaccination.
- The booking link made it easy, but more info ought to be readily available if you have issues that may make having the vaccination a problem.
- Having a dedicated phone number to ask questions before the appointment or before you make the decision.
- To be given time to read the information leaflet before going into the room for my jab. As it was a busy site, all patients were being ushered in and out as quickly as possible with not much time to read the vaccine pamphlet in case it triggered any questions a patient may subsequently have had about the vaccination.
- As a health care worker involved with the vaccination programme, I would love for there to be more clarity re vaccination deliveries and therefore more certainty as to when and how the clinics can be run. Also, I would love for there to have some kind of collaboration between the IPC and the SCFT in Chichester. After all, this is a national programme, working together is essential and expected.
- To be told to wear a short sleeved prior to the vaccine.
- Do not show the vaccination process e.g., needle going in on every TV news. That can put off a lot of people, including close friends I have spoken to.
- Make it uniform i.e. either we all receive a card with date, dose etc. and a date for the second dose or no one does.
- I think people especially younger people should be warned that they may have a severe reaction to the jab and need a day or two off work.
- More information on side-effects.

On the flip side, someone wrote: There's a lot of emphasis in the Press on expected side effects. But I had none at all. Nor did one of the two people managing the vaccinations.

- To remove misinformation from all social media and continue to encourage everyone to accept their invitation to be vaccinated.
- Don't get me started. Found those in Bognor very dour. No smiles and no one to ask re my personal concerns about my husband at home. Completely unavailable.



- The two options of travelling to a mass vaccination centre or waiting for a GP were not clearly explained. Many of our friends (and we) had to ring the GP to find out which option was advisable.
- All retired residents such as myself, should be offered locally and have access to information if there is a delay. For instance, via your surgery's website.
- More positive PR on the AZ Oxford vaccine please!!
- Letting the public know that scientists and doctors have been working on a vaccine since the first SARS outbreak not just since the outbreak of COVID-19.
- Keep getting a good cross section of the public to talk openly about their experience.
- More information of symptoms to look for if have had COVID especially like myself, as I was in intensive care and had full CPAP helmet, steroid, and oxygen plus other medications -
- Please could GP surgeries keep their patients informed! Even if it's a universal text saying local centre is skipping a group! I am in Group 5 but yesterday realised, I am in Group 6 so could have gone to local centre. There will be a lot of people "waiting" for GP surgery to get in touch (Park View).
- Have a set telephone number for people who have additional or special requirements to call and discuss what they need.

Booking method

People have referenced poor links between the NHS national system and GPs suggesting it is '*fragmented*' and '*confusing*', so needs looking at.

- Book the second vaccine with the first.
- Allow booking at local centres.
- The invitation text looked like a scam, I had to verify it. Can it be made clearer that it is genuine especially as it doesn't come from the NHS or my GP surgery? Nearly ignored it.
- Fill up any unused slots with any people willing to turn up at short notice rather than letting any vaccine go to waste. And use low dead space syringes if they aren't already.

Note: the system has notified us that there is mutual aid going between GP Practices to avoid vaccine wastage and to help cover the earlier priority groups.

- There is no way of cancelling or changing dates. In my invitation there was a number but when called no one answered. There is no one to ask questions to beforehand.



- I am uncertain as to how the GP surgery would have contacted me if I had not contacted them. The person who made the phone call I thought was a scam, did not know what surgery I attended and did not introduce themselves as acting on behalf of my surgery. I found that very confusing.
- Booking system let my husband book his appointment but not me although I had a letter. However, I took my letter and got it done but couldn't get second date for vaccine dose 2.
- Stop texting elderly telling them to book apt. Many haven't got that facility on phones and then panic. Phone 75 and older age group or email if possible. Also give information of taxi phone numbers who are providing free transport to and from local surgeries for vaccinations.

See Appendix C for more information on free transport to vaccine sites.

- People should be told not to arrive too early for their appointment so avoiding long queues forming.
- For staff to recognise my need to ask a question before launching into theirs!
- Don't tell people that they will have to go on public transport to get the vaccine when it is possible to get it at home.
- Can you tell me why when you book a date and time that when you arrive there is a queue of 70 to 80 people already queuing and it took over 1 hour to receive my vaccination?
- Maybe an information sheet dispelling myth.
- Inform other patients they will need reading glasses to read information sheet.
- Call up for me was an issue. Expected an appointment via the GP Chichester group and never received this. Did email when they said they had contacted everyone over 70 which obviously was not the case! No reply received so chose to take up offer via NHS letter although it was over 10miles away from home.
- Weekdays appear to be less busy than weekends. Worth mentioning this in the invitation.

Locations

- More sensible locations and support for those who've shielded for so long then suddenly sent into a room with absolutely loads of people.
- Have a vaccination centre in central Worthing, so that attendees without their own transport who live in Worthing do not have to use public transport to get to the vaccination centre.



Mobile Unit

- Would not recommend having the vaccine on the converted bus. May just have been the people that day but it was not the best experience.
- Some chairs available outside mobile unit to sit while waiting for your turn to receive vaccine.

Environment

Some of the issues identified relate to Tangmere but people can opt to go to Westgate Centre in Chichester or another site.

Comments reflect that it was the first time for many sites and there is an assumption that things will have improved.

- More information on parking.
- Toilets at the venue, not just at the main reception because it's the other side of the complex and long queue when you eventually get to them.
- Use more local vaccination centres on a rotating schedule, e.g., Billingshurst Community centre.
- Marshalling inside the surgery as people entering and exiting the treatment rooms were passing face-to-face in a narrow corridor and through a door.
- Have the opportunity for those queueing for vaccination to sit down. I suffer with fatigue and struggle with the length of time I was standing but didn't feel that I could ask for a wheelchair which was the only other option.
- Arrange safer queuing.
- Get some heating at the Westgate Centre - it was cold for the patients - how the staff work there all day in freezing temperatures I don't know.
- Signage to avoid entering hospital for directions. Not queuing outside. Staff socially distancing. More privacy. Clipboard to complete forms.
- Invest in the building that the vaccine (and other healthcare) takes place. It needs a thorough clean and broken tiles replaced. Ideally a thorough refurbishment in my view (Bognor).
- Move the vaccination site to somewhere more ventilated. Have staff / volunteers outside the building providing hand sanitizer, information leaflets and making sure people arriving and leaving are okay.
- Couldn't see any toilets at Westgate Centre, Chichester.
- Better marshaling at hospital, particularly parking.
- The silence was very noticeable and allowed you to hear conversations between the medics and 'patients'.


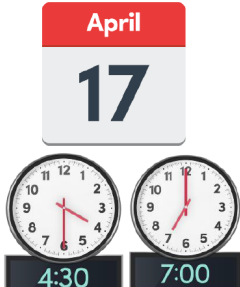


- The mass immunisation centre that I attended, didn't obviously offer privacy for a detailed discussion had I had any concerns or needed detailed information about the vaccine I was about to receive.
- Felt rushed. Even though advised to sit for 10 minutes after receiving vaccination, as driving. I was immediately directed out of the building following vaccination. Floor markings were incorrect as opposite direction to how attendants were instructing people to go.
- May be a little daunting for the hard of hearing - big, cavernous hall with a lot of background noise made it difficult to hear what was being said. A quieter space for those who need it may be of help.

Specific support requests

- Support for autistic patients.

Please note that the vaccination programme has recognised this and is trialing a 'quiet session'.

	<p>Book your COVID-19 vaccination at the NHS Quiet Session for people to have their first vaccination.</p>
	<p>The Quiet Session will be held on:</p> <p>Saturday 17th April From 4.30pm to 7pm</p> <p>At The Brighton Centre (on Brighton Seafront) King's Road, Brighton, BN1 2GR</p>

- Offer assistance to disabled people to make it easier for them to attend the bigger centres.
- To allow the very nervous or anyone with anxiety to have someone in their bubble attend with them.

Process

- It took nearly 1.5 hours at St Richard's to get jab. A long time waiting, an unnecessary long time in lecture room whilst being told about the form. Other sites took approximately 20 mins including waiting time afterwards for Pfizer jab. Form filled in when with staff giving jab.
- Option to wait outside for 15 minutes.

Note: Others who had experienced being asked to wait in their cars, for example for 15 minutes shared that this made them feel unsafe.

- Local site availability. My husband had his 5 miles away, but mine was 23 miles from home. dentist's site my husband attended was not available to me. 🗨️
- Proper admin instead of totally inept processes.
- Named person or place to contact after to report side effects.
- Could have asked me for emergency contact details in case of severe reaction.
- A check on underlying health issues and leaflet information prior to having the vaccine. A phone call following a body shock reaction following the vaccine by a member of the medical profession to check how the recipient was the following day.
- Have a follow up phone number if people have issues.
- Something provided that is visually clear and simple to remind us to continue with social distancing etc. would be good. i.e., a notice, or a card to take away. We were told by word of mouth, but there is a lot of information to take in at once in a strange environment when one might be nervous.
- I wish I had been given a plaster.
- Double check information is given correctly on your batch no vaccination sticker on pamphlet against batch no on card that you are given!

Expressed views

- I cannot see how anyone who receives regular vaccinations (i.e., seasonal flu) should have issues or concerns over this one.
- Make it a law that you MUST receive the vaccine unless a qualified consultant state otherwise!!!!!!
- Have social networks ban all and any sort of vaccine negativity.
- Plenty of information available everyone should take up the vaccination unless medically unable to.
Regarding the work environment no jab no job.
- A simple message for the hard of thinking may help. The rest of us are well aware of the threat this virus presents to the world and the people here.
- Don't promise a course of treatment, ever, and then change it against the wishes of the patient. Don't make experiment on patients against their will.
- Would not recommend as it is a personal choice.



We asked if there was anything else people would like to ask or tell us about COVID-19 vaccinations?

Many people chose this as an opportunity to restate their thanks and appreciation for the work that has been done around vaccination in West Sussex.

“ All staff at the vaccination centre were very helpful, friendly, kind, and cheerful. It was a very pleasant experience.

- On my NHL forum on Facebook there is mass confusion on when to have the vaccine with regards to chemo (active and maintenance). I agreed with my haemo to leave 4 weeks, but other people are having chemo the day after their vaccination, which seems to negate its efficacy. There needs to be more guidance available as soon as any research is done into the effects on immune compromised patients.
- I was unwell for 2 days after feverish and physically sick had to look it up as not told of side effects also the lady who gave the vaccine was in and out of my house in less than 10 minutes even though I live alone and am amputee in wheelchair.
- Can't read the batch number on the card confirming vaccination.
- As I have had Lymph nodes taken out of both armpits. Due to breast cancer. All injections go into my thigh. The person giving me the vaccine had not come across this before. They sought guidance from a supervisor. I was injected in my thigh.
- I have since found that it affects my sugar levels. They went up and took a couple of days to get back to normal. I know of others this has happened to, but not sure which make of vaccination they had.
- There are 3 different GP surgeries providing services to our community Two of these held GP based surgery vaccinations and started before Xmas. The other was linked to the Regis Group of practices and patients were advised they would attend a medical centre in Bognor ... they did not call any of this practice's clinically vulnerable 80 plus villagers until well into January. The disparity between arrangements caused significant anxieties not helped by difficulty getting clear info and reassurances.
- The Government needs to allow local areas to move through the age groups at a pace that suits their population demographics. It is not a one size fits all - there could be more in one age group in an area than in another.
- I don't understand why I could only go to Crawley Hospital when younger people in the group now being vaccinated are being offered appointments ... in Horsham.
- Interesting that you don't ask about side effects experienced.
- Vaccine passports are a must. When will someone see sense and get them organised?

- Some people I know personally have queue jumped by going onto the NHS website and booking themselves in for a vaccine before getting any letter and before their turn. I think this needs to be criminalised and fines put in place or be addressed in some other way.
- Felt the sticker was an unnecessary use of resources.
- It appears that Worthing Hospital has now stopped offering the second dose on specific days which has resulted in some of us having our vaccines changed, we have not had an email to confirm why and when this change will be. The concern is that lots of staff had to take the day off after their 1st jab as felt too unwell. We therefore have encouraged staff to book 2 days off for second jab. The off duty has been written now to reflect this. Now that staff are being changed, we will find it difficult to cover the unit due to very short notice if these changes.
- My work colleagues' experiences have been very different and much more positive. I'm the only person in my circle of acquaintances not to be asked to wait for 15 minutes after vaccination. This is another example of a postcode lottery: people in more affluent areas get sent to better facilities.
- I asked my GP surgery if I could talk to a GP for advice re having the vaccination in view of my history of hospitalisation with anaphylaxis and was told 'No, that's not what we could do'. I was advised to ring 111 (not 119) but I didn't because I thought that was for people who are ill.
- No but I would like an investigation of the test and trace organisation and an explanation for bypassing the local Public Health Service.
- I would like to know what they actually contain as there is a lot of misinformation circulating about this. It would be good if it could be made public. I asked my Surgery to let me know at the beginning of the vaccination process but never received a response which I thought was pretty poor.
- Advice for asthmatics has been confusing. Even non severe asthma can flare - for people who must take drugs to breathe normally the fear factor of the virus is exacerbated. Younger asthmatics should be allowed to book if they want.
- There seems to be a computer issue with information from the national vaccination database being redirected to the wrong patient. This happened to me, so my record indicated that I had already had the vaccination (in the North East). this caused a lot of conversations when booking the appointment and then again at the appointment as quite rightly, they wanted to check that I hadn't had a jab previously. It was somewhat frustrating, though, and I suspect that this may be an issue at my next appointment too. The surgery said this had happened a few times - mainly from the larger centres. I wonder how this will pan out for the individual whose information has been mis-directed when they turn up for their second dose.



Appendix A

Main Location feedback



We invite vaccine providers to look at Appendix A (which has sites listed with more than five responses), to firstly appreciate the positive comments and secondly, to see if there are improvement opportunities identified through this feedback.

Location	No.	Felt Safe/secure
Angmering Community & Medical Centres	23	18 felt very safe or safe. 3 unsafe
Comments		
<ul style="list-style-type: none"> • Location not good by public transport (community centre). I arrived early because of bus times so waited away from site. Joined queue 5 minutes before appointment time (as requested when I booked appointment). Queued for 30minutes outside (thankfully a dry day) but found others had arrived for later appointment times. Would have been good to prioritise by appointment times. It also meant I missed next bus home! • Well organised and welcoming. Good information from nurse about the drugs I was on and forthcoming chemo. • Clean, professional, knowledgeable and the atmosphere/ friendliness put you at ease. • <i>Some responded with concerns over lack of date for second vaccine.</i> • Too many people and I was asked to wear a visor even though I am exempt from wearing a face covering on medical grounds. This made me very hot, breathless, and anxious. I was glad to have the vaccine, but I was glad to leave too. • Accessible Parking Spaces were cordoned off to allow safe egress from the building. • Which vaccine I received and a card with the details which other people have been given. • Staff being more patient to answer questions. • Really would like couples to be vaccinated at the same time as my husband is very vulnerable and I was really worried that I had to wait awhile before I had my vaccination. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Bognor Medical Centre	99	58 felt very safe (no one selected just safe.) 28 unsafe
Comments <ul style="list-style-type: none"> • All 'staff' were great! • Very impressed with the organisation and staff who listened. Great care was taken in injecting me to avoid issue I've had previously with vaccination. • I wasn't at all concerned about having the vaccination and everything was very well organised. • Excellent and efficient service. • Smooth operation with lots of helpers. • My partner went to Brighton 10/10. I went to Bognor and it was the complete opposite experience. I really do not wish to go back for my second dose unless there is no alternative. Chaotic no social distancing but the nurse was lovely. • I did not feel safe in the area set aside for the 15 mins after vaccination. More ventilation was needed. • Booking in staff were rude - no time or provision for questions. • No social distancing. • No PPE being worn by nurse administering vaccine. • No opportunities to ask questions. • No swabbing skin and no plaster post vaccine. • I was told to sit in car for 15 minutes after jab. Exactly how I would have got help if I had suffered reaction I do not know as was in public car park and there was still that queue to get into the health centre. NO ADVICE GIVEN ON POSSIBLE EFFECTS. NO LEAFLET. Jab given in corridor, standing behind a screen. • Centre is in a very poor state of repair and didn't look particularly clean. • Very poor choice of venue meant lots of problems with above. • Poor/dilapidated facility with outside queueing in winter conditions. • No waiting area.no chance to ask questions. No info.no vaccine card given. injected while standing, not prepared at all for it. It was literally a walking conveyor belt. • The Centre itself was poorly signposted as a vaccination centre, i.e., from 200 yards away nothing until right up to the building. But after that all good. • Chaos getting into building bumped into people coming downstairs nowhere to leave outside garments and not allowed to sit for jab. • No signs to tell you where to go. On 2nd floor so stairs or lift not sanitized unable to do stairs. Unsure what to do held in queues but no seating available. • Was a queue of about 25 minutes into the centre. It was a good job it was a warm sunny day! 		



(Cont/d)

Less than positive comments for Bognor Medical Centre (cont/d)

- 20 min wait found hard to stand for that time. Ushered into room asked was I on warfarin, was not sure, no other questions asked, NO CHAIR OFFERED. Told to take coat off staff moving about all around me very confusing asked name injection then ushered out into hallway not sure where to go. Confused. Son then took me to waiting area, but not told when I could go again had to use lift.
- I think the post-vaccine waiting area at Bognor was too crowded and not ventilated by opening window/s.
- I could not see anything in the vaccination site, as it was hot and stuffy. I was utterly misted up and very hot.
- Very poor external signage. Were expected where to enter the building. Not having visited the Bognor Regis medical centre, I had to try a number of entrances. A poor old lady had an awful job finding where to go. Not good enough.
- I was not given any information to read before or after having the injection. As I wasn't given any information a friend scanned and sent me a copy of their leaflet. I needed this information as I had side effects to the vaccine. I didn't see anyone wipe the chair before or after I sat on it for my injection. The arrows on the floor were pointing in the opposite direction to the way we were told to walk by stewards, which confused people and caused problems, particularly on exit.
- Stairs - people coming and going all the time. Lift very small.
- No-one asked any questions as to contact details for family. No-one makes follow-up calls to see if you are ill afterwards (I was). Or offered written information as to who to call for help if you were too, I'll to go shopping etc. I had stocked my freezer with soups and walking downstairs afterward and back was almost beyond what I could manage.
- Very long wait in crowded area, people just turning up not at appointed time. No process in place or space for people to wait for 15 minutes after vaccination to check for allergic reactions. Staff asking questions by rote and not checking for previous allergic reactions except to vaccines.
- Unsuitable site social distancing not observed.
- Sent straight out to my car. So extremely unsafe.
- Nurse silent. No swabbing of skin. No plaster after.
- Social distancing was not being adhered to and the same staircase was used for people going in and coming out so 1 foot apart.
- The corridors and internal doorways were very narrow. I had to go up in a lift that was small. My powerchair could hardly get in. I got wedged in the doorway of the lift and I needed two people to help me. The chair was slightly damaged.



I noticed that the stairs going down were opposite the lift doors. If I had overshot while reversing out of the lift.

Less than positive comments for Bognor Medical Centre

- Public car park, no information about whether there was a need to pay. Building itself disgracefully run down with bare wires sticking out of electric sockets at floor level.
- Queueing on outside ramp.
- 90 years old and on 2nd floor.
- I can manage stairs so no problem but was a bit of a delay to stick to distance guidelines when slow person on stairs. Not sure if lift was doing a good job when I was there as not allowed to have many people in it.
- Dark, unable to see under my protective layers. Also went to the wrong place due to inadequate almost unreadable text message.
- Poor signage outside, good inside.



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Brighton Centre	103	83 felt very safe or safe. 16 unsafe
Comments <ul style="list-style-type: none"> • Couldn't fault it.... awesome. • Very effective. • There were more staff/marshals than patients! I think a lot of people in the older age group much preferred to go to the GP's surgery, which was the alternative option, rather than risk visiting a town centre. • There were no queues; there was no waiting. • Amazing kindness, wonderful welcome and lovely atmosphere plus efficiency throughout. • All staff and volunteers were delightful, helpful, and friendly. A really impressive experience, thanks! • Even the car park attendant was visible and very helpful. • Wheelchair available as I am not able to stand for long / it was easy to access this help. • The whole process was so well organized and the staff so very cheerful and helpful that I really felt very assured that all was fine. • It was crowded and social distancing not always possible. Large number of people indoors no ventilation. • The makeshift "corridor" awning outside put up to protect against rain is the only negative as it seems too narrow and not ventilated as far as I could see. • The door to the toilets and the accessible toilet were heavy and there were no hand gels located at this point. • Guidance needed as to whether I could go straight home. • Need to be give an emergency number for problem/reactions. • A chance to know who to write to in order to say thank you so I am doing it now! 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Christ's Hospital Site (Horsham)	64	51 felt very safe or safe. 11 unsafe
Comments		
<ul style="list-style-type: none"> • Excellent system and process. Brilliant (x2) • All very slick and friendly. • First session chaotic. Second went smoothly. • Did not consider "Private spaces". • No card with details of vaccine given just an info sheet no second appointment given and still not received 2nd appointment a month later my partner had his 2 weeks later and was given appointment for 2nd one at the same time as booked first. • I was in the earliest batch. There was confusion amongst vaccinators and marshals. • Vaccination was given in an open hall in front of several others also receiving the vaccination with no privacy or dignity afforded. No individual cubicles/screens. • Briefing and what felt a rushed conversation with doctor/nurse of any concerns regarding vaccination, medical conditions, allergies - again in open room full of people awaiting vaccination - no privacy afforded to individuals and did not feel I was able to discuss my concerns fully. • No card given as record of vaccination and batch number - told not available. • Told after vaccination that could not drive for 15 minutes (not made aware of this beforehand) and told to wait in my car. No checks made on those waiting in cars in car park and little means of getting medical help if needed. • Whole process felt rushed - a conveyor belt. Felt like we were herded like cattle to make the whole process expedient. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Clair Hall (Haywards Heath)	129	106 felt very safe or safe. 20 unsafe
Comments		
<ul style="list-style-type: none"> • Was brilliant. • Excellent hygiene practices - all chairs in waiting and vaccination areas cleaned with antibacterial wipes after every person gets up. • It was professional and efficient. • Very well organised mass vaccine centre. • I didn't have to wait at all. • Marshals were directing as soon as I arrived at the car park. Excellent directions - didn't need signs! • Well organised, safe, helpful. Waiting area afterwards and easy car parking. • Was only given a tiny drop of sanitising gel at the door. Not enough to cover your hands. • Had to wait outside for over half an hour in the cold as the vaccine had been late in arriving. My husband is 96 years old and in a wheelchair. Thankful it was not raining! Could do with a pop-up canopy of some sort. • There were no signs anywhere but plenty of marshals directing people on arrival. • Unpleasantness from a 'helper' after my vaccination. Some queuing areas had NO SOCIAL DISTANCING! • Not informed I would need my reading glasses so couldn't read information supplied before vaccination. • I am disabled and it was difficult to SIT ahead of getting to my turn at the front of the queue...NO CONSIDERATION MADE FOR THE DISABLED UNLESS IN A WHEELCHAIR. • I did not feel that people were sufficiently socially distanced while waiting after the vaccination. • Leaving access required a long walk back to pick up point and I was on sticks post surgery. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Crawley Hospital	71	48 felt very safe or safe. 13 unsafe
Comments <ul style="list-style-type: none"> • Brilliant kind, caring staff, and volunteers. • Very well organised. (x2) • Went straight in and straight out afterwards. • Really well organised. Staff and marshals very friendly and welcoming. • It was a well organised process and at no time did I feel concerned or worried about infection. • Long waiting queue. Over 1 hour outside in the cold shade. The two people in front had appointment times 2 hours later than mine but turned up early.... as this was more convenient to them. The whole process was 1.5 hours. I am grateful for the Service, and the staff were working at full pace, but clearly it was overbooked 28 Feb. My due time was 1.35, I arrived at 1.05 and came out 3.15. • Signs on the road entrance were not all that clear and took a little working out. • I didn't see any signs when I arrived at the back of the hospital and ended up going to the hospital for directions and walking the whole way around the building. • The centre is in the CCG office space and has been set out with temporary screened off areas, but the check-in space is very open so would not offer any privacy. • Had to queue for over an hour. Security chatting to each other and standing too close to those queuing. • I felt the signs at Crawley Hospital needed to be more prominent as initially I missed the sign on driving into the car park. • Appointment booked for 8.30 but vaccination centre did not open until 9.00. Was not notified of change. • A lot of people queueing for 30 mins+. • The queue outside of building was extremely long. I assume there was a problem as there were about 40 people in front of us and we were on time for appointment. (x3) • Would have preferred to wait outside as queue snaked inside and was hard to keep distance. Staff who gave jab were great. However, as I had to stay after in case of reaction, some staff were standing very close to where I was sitting and chatting - which seemed unsafe, albeit they were masked. • Told not to drive for 15 minutes and sent away, no area to wait in case of adverse effects. • Too far for a severely asthmatic person to walk 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Durrington Health Centre (Lime Trees)	93	72 felt very safe or safe. 17 unsafe
Comments		
<ul style="list-style-type: none"> • Excellent and well organised process. (x5) • Suffer from anxiety and hadn't been out in a year nearly. So was really anxious and had lots of questions and vaccinator was so patient and reassuring. • I was delighted with the care and consideration given at Durrington Health Centre. • Excellent staff and volunteers. Very jolly and well-informed individuals. • The whole thing was really well managed, excellent job done by all. • Absolutely outstanding organisation. Faultless! • Can't praise the staff at Durrington Health Centre enough. Well organised, clean, friendly, and compassionate. • Personally, unsafe as had been shielding and didn't want to be indoors but I understand the process and the surgery was well set up. (x2) <ul style="list-style-type: none"> • I was very disappointed with the lack of social distancing and nothing was sanitised between patients. Marshals were not adhering to 2-meter distancing.no information on possible side effects etc. was given until after vaccine was given. • I was surprised to see that the staff did not have face cover. • I have a history of anaphylaxis/angioedema x2 and would have preferred to know what to do in the 15 mins wait time if I felt 'buzzy'. • No information given prior to vaccination. Lack of social distancing and sanitising. • Had to leave by back steps difficult to negotiate for me. • I Waited in a room for 20 mins with no ventilation. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
East Court, Meridian Hall, East Grinstead	27	23 felt very safe or safe. 3 unsafe
Comments		
<ul style="list-style-type: none"> • Calm reassuring atmosphere. • Excellent centre and staff. • Could have been better social distancing inside the vaccination site. I was unnecessarily close to others waiting on and being vaccinated. There was adequate space to allow greater distancing. 		

Location	No.	Felt Safe/secure
Glebe Surgery, Storrington	73	61 felt very safe or safe. 10 unsafe
Comments		
<ul style="list-style-type: none"> • Good supervision of recovery areas. • Kind, smiling people at every stage - so helpful & encouraging! • Superb service at the Glebe. • The service was excellent. (x4) 		

Location	No.	Felt Safe/secure
Henfield Medical Centre	21	13 felt very safe or safe. 6 unsafe
Comments		
<ul style="list-style-type: none"> • A single entry/exit route seemed a bit higher risk. • I have difficulties standing, but there seemed to be no option but to queue for about 20 minutes. I unfortunately had side effects from this rather than the vaccination itself. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Lancing Parish Hall/Community Centre	37	30 felt very safe or safe. 7 unsafe
Comments		
<ul style="list-style-type: none"> I would like to praise all the volunteers and medical staff who were so helpful and supportive. They are doing a wonderful job. Extremely well organised. Very well organised and operated. No card (confirmation) of the vaccination was provided. Not much space in corridor between those entering and those leaving. 		

Location	No.	Felt Safe/secure
Leacroft Surgery, Crawley (No comments)	21	20 felt very safe or safe. 1 unsafe

Location	No.	Felt Safe/secure
Mobile Unit (Crawley area)	7	6 felt very safe or safe. 1 unsafe
Comments		
<ul style="list-style-type: none"> The person giving the jab was rubbing their hands together so can only presume they had sanitised. Was not aware of any sanitiser. There did not appear to be any sanitising of touch points. Asked to remove my coat. Asked my name and Date of birth. Had I any allergies, tried to answer this but interrupted and asked if I had any reactions to previous vaccines. Arm was not cleaned, vaccine given. Persons put their finger over injection site, no gloves, removed finger then put back on for a few seconds, no cotton swab. Put my coat back on. Asked if I had driven there, I had not, so told I could go. This was all done standing, at no time offered a seat. Felt dizzy after leaving on my way home, decided to get home and if I needed help, I would ring someone. My appointment was at 2:10 I arrived at 2:05 I had left and on my way home before my appointment time. With regard to PPE, they had a face mask nothing else. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Northbourne Health Centre Shoreham	33	26 felt very safe or safe. 5 unsafe
Comments		
<ul style="list-style-type: none"> • All impeccably well organised. • I did not have to wait or queue at all. • Signs not clear. No private spaces in which to consent. • Despite the 2m spacing, we still had to wait and queue in a corridor which caused me anxiety due to proximity and air space. 		

Location	No.	Felt Safe/secure
Park Surgery (Horsham)	38	31 felt very safe or safe. 5 unsafe
Comments		
<ul style="list-style-type: none"> • No problems at all. No queue. It was very well organised. • Excellent service. • No queues, so social distancing not necessary. I did not come across anyone apart from staff in the surgery. • Staff instructed me not to complete details required on Consent form. When I pointed out dob recorded incorrect (shown in American format) I was instructed always shown that way - news to me! • We had to go upstairs (when there was actually a suitable waiting area downstairs where the vaccinators were located. The only stairway in use was very narrow & you couldn't see who was going up & down so social distancing was a nightmare. 		

Location	No.	Felt Safe/secure
Poundhill Medical Centre, Crawley	10	8 felt very safe or safe. 2 unsafe
Comments		
<ul style="list-style-type: none"> • Sanitiser was available, but not obvious and not at the entry point to the building. • Some waiting spaces it was not possible to do social distancing. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Princess Royal Hospital (Haywards Heath)	13	5 felt very safe or safe. 5 unsafe
Comments		
<ul style="list-style-type: none"> • Queue outside the building on a freezing day. • No signage in place so had to enter the hospital to ask directions. Very long walk. Queuing was outside in sleet. Marshalling staff only at door and did not socially distance. No private area to complete form and no clipboards available. • There was some social distancing in queues but lack of ventilation and other people not receiving vaccination passing through waiting area diminished the amount of distancing. • I didn't feel unsafe as such, but I did not think the environment enabled adequate social distancing. • Had been shielding for most of the time since March 2020 so to be out amongst people, even though they and myself had PPE and where social distancing was very anxious of the unknown. Second time was completely different as I felt since having the first, I was protected. • The whole process took an hour and a half. Total lack of cleaning of any of the 10 chairs I was asked to sit on. Lack of ventilation. Lack of social distancing from others waiting for vaccine and others not waiting but passing through waiting area. I tested Covid positive a week after vaccination when had kept clear previous 10 months despite working in close proximity to Covid positive patients during that time. 		

Location	No.	Felt Safe/secure
Pulborough Medical Group	24	23 felt very safe or safe. 1 unsafe
Comments		
<ul style="list-style-type: none"> • Just brilliant service. • Too long to wait for the jab in a busy GP entrance hall with people arriving for blood tests and general medical information needs. • Generally, too many people around not social distancing due to the design of the building. 		



Appendix A Main Location feedback

Location	No.	Felt Safe/secure
Riverbank Medical Centre, Midhurst	54	49 felt very safe or safe. 4 unsafe
Comments		
<ul style="list-style-type: none"> • Very happy with the organisation (and friendliness) provided by Midhurst Pharmacy making the experience both pleasant and trouble free. • All staff very friendly and approachable. (x2) • In a leaflet given after I was given the vaccination, I was told I should mention that I was on Immune Suppressant drugs - too late then!!!!!! • No temperature taken. No waiting area. The whole process seemed too casual to me. As soon as the vaccine was given, I was told to leave - whole process took 15 mins. 		

Location	No.	Felt Safe/secure
Saxonbrook Medical Centre	34	26 felt very safe or safe. 8 unsafe
Comments		
<ul style="list-style-type: none"> • Everyone was very friendly, efficient etc. absolutely delighted!! • Corridor was quite narrow, and people had to pass, I wasn't very sure about that. • Not enough chairs in recovery area so we were backed up in corridor waiting for people to leave; this led to being far too close to other people. Centre staff walked past us in the narrow corridor and were far too close unable to keep to 2m distance. I was in a queue for recovery area not 2m apart from others in queue who had had their vaccine & were waiting to enter recovery area. It was chaotic; there were some very vulnerable frail older people who could barely stand this affected. Many of us have been shielding or working at home safely yet we were put at risk of multiple close contact with others to get the jab. Particularly felt at risk when medical staff were so closely going past us in the corridor - how many people are they in contact with each day? • Queueing outside in the rain to be checked in and had to spend our 15 minutes sitting in the car as there was not enough room for more than 4 or 5 to sit inside to sit and social distance! what would have happened if I had been taken ill in those 15 minutes? • Only that queue was outside - OK if the weather is OK. There is quite a big step at the exit. All else was very well organised. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
St Lawrence Surgery (Worthing)	62	53 felt very safe or safe. 8 unsafe
Comments		
<ul style="list-style-type: none"> • Brilliantly organized. • Very quick and efficient service. • It was very well organised, and I felt very safe in the environment. The staff were very friendly and welcoming, and I felt able to speak freely about any issues arising. • Although they were running late, the marshals etc. looked after us properly. • Queue jumpers not adhering to their time slots, marshalling was very good. • Building did mean keeping 2m apart was not as easy as expected. • Too many people to achieve social distancing. • Although there were designated areas to receive the vaccine, I could not describe it as private in any sense of the word. Each area was socially distanced. • The chairs were cleaned in the pre vaccine waiting area, but not in the post vaccine waiting area. I find that very surprising and poor as this shows lack of protection for the people receiving the vaccine. • I had to get a taxi to get there. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
St Richards Hospital	29	25 felt very safe or safe. 3 unsafe
Comments		
<ul style="list-style-type: none"> • Excellently well done. (x2) • Very poor arrangements. No hand gels. Initially no social distancing so I complained. Five waiting areas to move through! Inadequate infection control in final waiting/booking room so complained again. No hand gel at exit. I was amongst a crowd of people for over one and a quarter-hour any of whom could have been infected having kept myself safe for months by not going to supermarkets. It was chaotic and a ridiculous amount of time spent in the building. Every other venue is less than twenty minutes. • There were no signs directing me to the actual site at the hospital site. I asked a nurse who was on her way home for directions, she apologised and explained that lots of people had asked for help to find the building. I was asked by 7 individuals when I had finished my vaccination, on the way to the car park for directions. it was really poor. I also had to get help for an elderly lady who was in distress after walking for so long looking for the site. I was really amazed at how awful this was compared to the efficient and great service once at the right building - which I feel could not be improved upon. • Only issue I had was in not knowing where at Chichester Hospital I was supposed to go. I was given the name of the building, but nothing to indicate where it was at the hospital or any signs when I arrived at the hospital. I think parking would have been an issue if we had not been in a lockdown. • I was told to wait 15 mins before driving, I went to sit in the car so I could wait without a mask on. I felt quite strange, but ok to drive. • There were far too many people despite efforts of staff to monitor distancing. • The entrance was poorly signposted. • Finding the building was very difficult, and i had to be escorted through the hospital by a nurse who was leaving. it was quite a way and increased my anxiety. • Too small waiting area inside and dangerous waiting outside. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
The Strand Surgery (Worthing)	68	53 felt very safe or safe. 15 unsafe
Comments		
<ul style="list-style-type: none"> As I am hard of hearing, the nurse was very helpful. Speaking clearly until she knew I had understood what she had said. Struggling with masks, as I lip read a lot. Well organised. (x3) Toilets available. It was snowing and we arrived half an hour early but were allowed inside straight away and had our vaccines just a few minutes later. Well organized and excellent service. No social distancing. No private spaces nor did I see any visible hand gel. People were far too close together. Less than a meter! 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Tangmere Centre (Chichester)	123	100 felt very safe or safe. 20 unsafe
Comments		
<ul style="list-style-type: none"> Lead was most helpful and helped me deal with a complete caring shielding family situation and helping me get out bubble all vaccinations together. Superbly/excellent organised. (x9) Every volunteer was professional and very friendly. I felt completely confident and reassured. Lots of marshals very helpful. Just the people in the car park could have been more proactive e.g., ask if we were dropping off or needed to park, show us where spaces for parking were. I went straight in and a marshal directed me straight to a cubicle for the vaccination. Another showed me to a seat afterwards and then came and told me when my 15 minutes was up. another marshal showed me the exit door and how to leave the site. It was extremely efficient. Extremely pleased to receive vaccine anywhere but ideally a Hub in Chichester from size and proximity would have been excellent. Had heard on good authority that Westgate & Festival theatre had asked to be considered at very start of looking for Hubs. Westgate eventually approved and cannot see what Westgate gym which I know had changed their building. Wrote to MP regarding no facility agreed until very much later. The staff inside were not wearing masks. Late in the day and were shown out without 15 minutes after vaccination which I'd expected. It was not all that private when I had to have my injection and I had to ask to sit when I'm clearly disabled. Not offered a chair had to stand for vaccination as did my daughter although we both suffer from health conditions. The volunteer marshals got very close to me. Which wasn't necessary. (x2) Observed difficulty for wheelchairs. Had to wait outside in the cold for half hour. Worried about a possible reaction as I am anaphylactic. Unfortunately, I did have that and had to go to hospital. 		
(Cont/d)		



Comments - Tangmere continued

- I had to stand for too long despite being obviously disabled.
- Some areas were very full of patients waiting in a queuing system which came back on itself.
- Upon arrival at Selsey my name did not appear on the list despite having received a telephone call with appointment I was challenged by [name given] a very officious individual as to my age , my health issues, what surgery I was registered with and why had I attended when it should have been people over 70 and suffering with cancer all of which I might add was done in front of everyone who was in the queue I found this very unprofessional and intrusive . I said if it were a problem, I would leave despite having been invite to which he replied he didn't think the Witterings Medical Centre knew what they were doing and obviously he wouldn't not let me have the vaccine!!! His attitude was very upsetting. Once I had been granted his dispensation to have the vaccine everyone else was absolutely amazing. [Name given] really needs a lesson in how to treat people and what is professional and what is not!

Location	No.	Felt Safe/secure
Westcourt Surgery (Worthing)	22	17 felt very safe or safe. 3 unsafe
Comments		
<ul style="list-style-type: none"> • All very well organised. Staff very helpful. (x2) • It all went well a bit of a queue outside in the rain but who cares. Happy to get it. • Car parking space limited. • I felt unsafe after receiving the Pfizer vaccine. 15 minutes in a crowded waiting room. • Gathering everyone together in a waiting room for 15 minutes after the injection was not the best of ideas. We were not offered the choice of sitting in our cars. • Rather small and narrow corridors - lots of passing. • Just needed more space after vaccination. Otherwise, ok. • Both NHS Invitation Letters I received advised I could choose a local Vaccination Centre OR wait to be contacted directly by my GP Practice - I chose the latter but after 2 weeks waiting, I contacted GP Practice Westcourt in Rustington & was told by Receptionist my age group (65-69 years) was NOT going to be vaccinated at the GP Practice & that "this had been published in the media". This contradicted the advice in the 2 NHS Invitation Letters. If I had known this 		



Appendix A

Main Location feedback

at the outset, I would have booked using Vaccination Centre and saved the delay. The same thing happened to my husband who is in the same age group.

Location	No.	Felt Safe/secure
Westgate Leisure Centre (Chichester)	90	felt very safe or safe. 9 unsafe
Comments		
<ul style="list-style-type: none"> • Really good safe experience, thank you all volunteers. (x2) • Extremely well organised and efficient. (x2) • Easy to access, free parking (although I was not told this until I arrived). • Too many people to help!!!!!! there were 5 X as many staff as people being Vaccinated and a lot of staff standing around doing nothing as there was nothing to do? • I thought we had to sit somewhere for 15". It was jabbed and out the door! • No sign when you first approaching and enter car park, though the exit was the entrance however Marshall's assisted straight away and then it became clearer where to go. (x2) • You could ask questions if necessary, but with the background noise (it was having overhead heaters for the staff, as a sports arena, it can be cold this time of year), most questions are replies to the assessor's questions, as speaking clearly with the mask on, is not easy, so with the background noise, you have to repeat yourself. • It was extremely cold - the poor staff were freezing. • No consideration or opportunity to ask for help given to me as a disabled person who has issues standing, even though the aids I use would suggest that. • No signs at main entrance although Marshall there to redirect. • I felt that it was not very private when I actually received my vaccination, because the people at desks with computers were within 5 feet of me and facing on to the place where I had to sit and receive my jab. I would have preferred a bit more privacy. But I was just happy to be getting the vaccine! • No waiting area with seats for people who needed to sit while waiting, but everyone went through the system very quickly. There were seats to rest afterwards. • Long queues and exit some distance from car park. If I had been aware of these beforehand, I would have used my wheelchair. Standing and queuing is difficult for me. 		



Appendix A

Main Location feedback

Location	No.	Felt Safe/secure
Worthing Hospital	31	21 felt very safe or safe. 10 unsafe
Comments		
<ul style="list-style-type: none">• It was a fairly slick operation.• All very thorough and professional.• Had to change all masks for surgical masks - I felt this was a very good thing.• I only put safe as it's a hospital and where there's sick people.• The area was busy.• It was fine but quite difficult to find at first.		



Are there any side effects?

Like all medicines, vaccines can cause side effects. Most of these are mild and short-term, lasting no longer than a week (but usually a lot less), and not everyone gets them.

These may include:

- a sore arm where the needle went in
- feeling tired
- a headache
- feeling achy
- feeling or being sick
- a temperature or fever for a few hours

The vast majority of reported side effects are mild and short lasting, reflecting a normal immune response to vaccines – including a sore arm and fatigue.



“ I was not prepared to feel so ill as I did but I did receive information advising that there may be side-effects and what these might be. I feel apprehensive about having my second jab.

Side-effect themes: Comments ranging from ‘unwell’ to hospitalisation.

- Painful arm - 1- 6 weeks later. (x4)

“ I felt ill afterwards. Main concern was ‘covid arm’, a large rash on my arm, which was itchy, sore, and hot. I used an antihistamine/ antibiotic cream that i had been given for an insect bite. The GP suggested i just leave it. Put me off a 2nd vaccine.

- Given the side effects after first jab not sure I want a repeat after second jab. (x22)
- Unpleasant/horrendous side effects not publicised enough. (x2)
- Side effects unpleasant - ‘flu’ overnight (x5).
- Expectation of quick recovery and reporting still feeling unwell after a few days.

“ Woolley all next day. 4-5 days of ‘wandering’ headaches untouched by paracetamol.



- Some people have found that the vaccine has triggered episodes of long-term conditions.



It made me very ill and has triggered my ME/CFS. Two weeks now I feel like I have been poisoned.

- Concern that people have not taken account their reaction to the vaccine.
- *I had 'flu-like symptoms about 8 hours after receiving the vaccine, including a headache. These lasted about 24 hours. I don't think I'd had enough fluids and think that this exacerbated the headache aspect. Perhaps when the first booking is made -mine was by phone- the person making the booking could highlight the need to take in plenty of water, both before and after the vaccination?*

Outstanding questions:

- Will the second dose will trigger allergic reaction again? (x2)
- Not sure who I should talk to about how I'm in so much pain ever since the jab?
- If you react to the first dose, does that mean you will have a reaction to the second dose and if so, will it be the same or worse than the first one?



Appendix C

Free Vaccine Transport

Free COVID-19 Vaccine Transport



Brighton Centre **Quiet
Vaccine Session** –
Saturday 17th April

4:30 – 7:30pm

Available to
Sussex residents

Free transport available to anyone booked onto
the **Quiet Vaccine Session**

A dedicated quieter session for people with a learning
disability, autism, neurodiverse condition and/or Dementia

How do I book?

Once you have booked your vaccine
call the travel team:

0300 303 80 60



**All vehicles
are
COVID Safe**

All transport providers have
made sure
you have a safe journey to
the Brighton Centre.

**A travel coordinator will
ask you a few questions**

Let them know you have
booked onto the **Quiet
Vaccine Session** at the
Brighton Centre



**They will ask you if
you need any
further support**

A family member, friend or
carer can join you at the
Brighton Centre

Call our travel team:
0300 303 80 60

CORONAVIRUS
**KEEP
SUSSEX
SAFE**

When
will I get
my jab?

NHS



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email katrina.broadhill@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will use this insight and the suggestions presented to challenge for a better process and high vaccine confidence.

For help, advice, and information or to share your experience.

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.



Here to help you on the next step of your health and social care journey

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.



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