

WHAT ARE PEOPLE WHO ATTENDED RUTLAND HOUSE FOR THEIR COVID-19 VACCINATION TELLING US ABOUT THEIR EXPERIENCE?



MAY 2021

BACKGROUND

Healthwatch Doncaster have worked with Primary Care Doncaster, NHS Doncaster CCG and Doncaster Council to develop a survey about Covid-19 vaccinations that captures:

- Experience of the vaccination hubs in Doncaster
- Information about why some people are choosing not be vaccinated
- Ideas about where people who have not been vaccinated yet (18-35) want to go to access vaccinations in the future

The survey was accessible online and ran for 3 weeks. It was shared to all Healthwatch Doncaster members, contacts, groups and networks. Social media posts were shared by local partners and paid for/promoted posts on Facebook have also be used to target people aged 18-50. The link to the survey was included in the VCF Newsletter which reaches a large number of community groups and organisations.

The survey was designed in such a way to provide a range of data and information about the views and experiences of:

- People who have been vaccinated and their experience of the vaccination process in hubs in Primary Care Network local areas across Doncaster
- People who have not yet been vaccinated but will take up the offer of being vaccinated
- People who have not been vaccinated and will not take up the offer of being vaccinated
- People aged 18-35 to provide insight into where future vaccination pop-up clinics might be needed

There was a great response to the survey and 4019 people took the time to complete the survey and share their views.

This report presents the data and information provided by people who attended the 4Doncaster PCN Vaccination Hub at Rutland House. **There were 636 people who shared their views and experiences of the 4Doncaster PCN Vaccination Hub at Rutland House.**




KEY MESSAGES


636 people who attend the Rutland House vaccination clinic completed the survey. The majority of people completed the survey online. Healthwatch Doncaster attended a vaccination clinic session in May 2021 to enable people who were not digitally connected to share their views and experiences. This information was collected by the team through a conversation and the use of Healthwatch Doncaster's mobile devices.

FEEDBACK ON THE VACCINATION EXPERIENCE


Booking Process

- Star rating: 4.6/5 
- 95% rated the booking process Excellent or Very Good

Location of the vaccination hub

- Star rating: 4.6/5 
- 92% rated the location of the vaccination hub as Excellent or Very Good

Parking at the vaccination hub

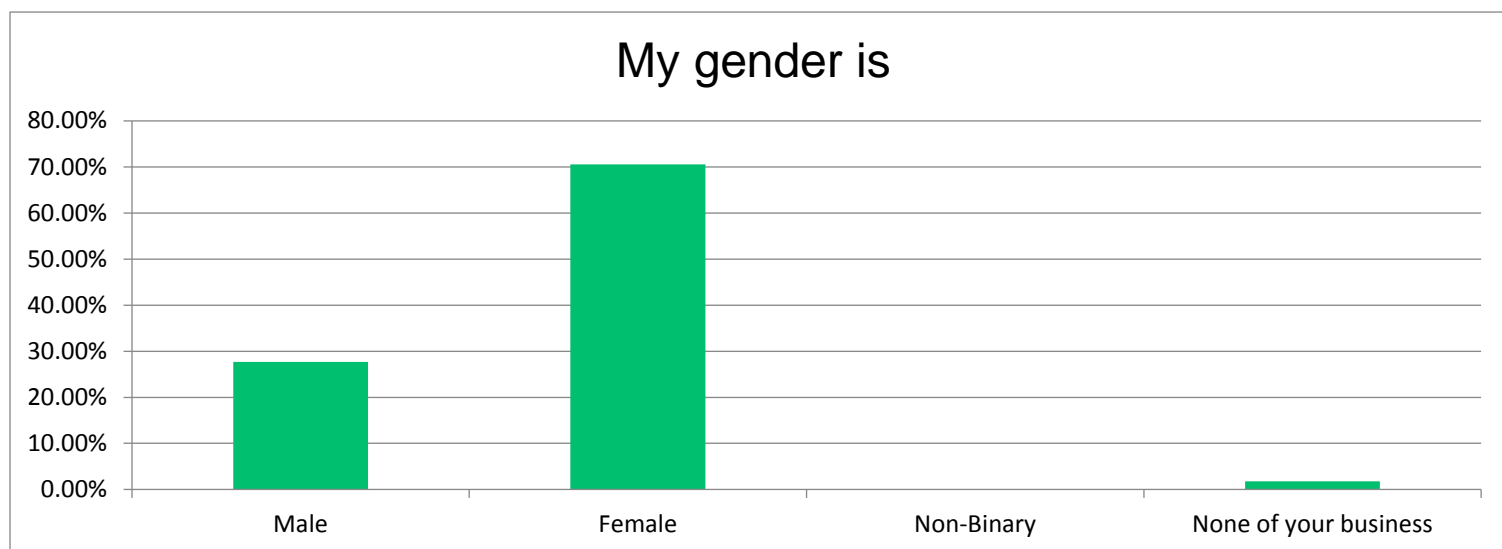
- Star rating: 4.3/5 
- 81% rated parking at the vaccination hub as Excellent, Very Good or Good
- 14% of people did not park at the vaccination hub and travelled there on foot or by public transport

In the vaccination hub

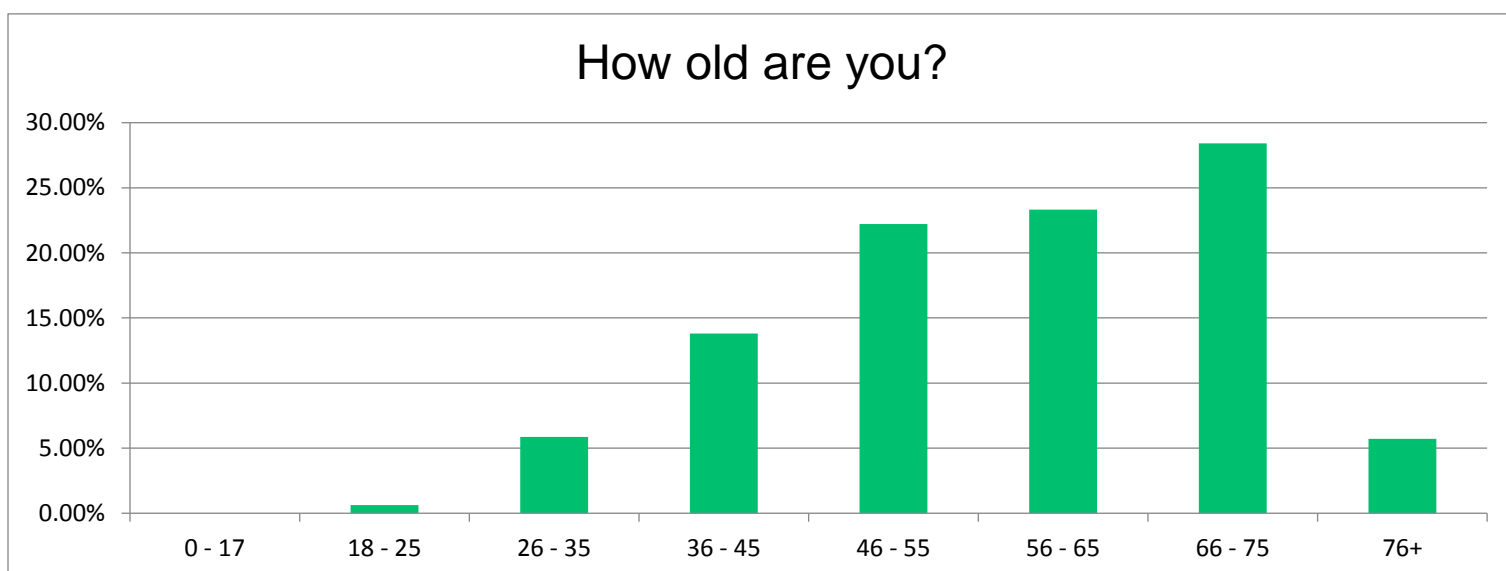
- 83% of people said that they were given specific information about the potential side-effects of the vaccine
- 97% of people said yes and told us that they felt that the vaccination hub environment was Covid-19 secure
- 99% of people told Healthwatch Doncaster that it was easier to understand where to go and what to do when they were in the vaccination hub.
- When asked about if there was enough information about the vaccination process, 94% of people confirmed that there was enough information and that they were clear on what would happen next
- 94% of people were asked about their physical health and Covid-19 experience prior to receiving the vaccine and 92% of people said that they were given time to voice any worries or ask any questions
- 94% of people felt listened to by the vaccinator and 100% of people confirmed that the staff in the vaccination hub were friendly and polite

DEMOGRAPHIC INFORMATION ABOUT PEOPLE WHO COMPLETED THE SURVEY AFTER BEING VACCINATED AT RUTLAND HOUSE

Gender



Age



Ethnicity

