



Second Vaccinations

What do people want to know before their second Covid vaccination??



Name

1 Name of vaccine:
Batch no: Date vaccine given:

Don't forget to attend your appointment to have your second dose of vaccine. You will have the best protection after two doses.

Second appointment date:

2 Name of vaccine:
Batch no: Date vaccine given:

Background

During the first wave of the covid vaccination programme providers received a substantial volume of calls from people asking about their vaccination - when would it be? had they been forgotten? is there disabled access and is the parking free?

To help prevent second vaccinations triggering a similar wave we ran a snap survey before the programme began, asking people what they wanted to know about their second vaccination. Our aim was that the survey findings would be triangulated with other system sources and with soft intelligence to inform public messaging and reduce the volume of inbound calls.

The short survey was hosted on SurveyMonkey and received 60 responses in the fortnight between 18th February and 3rd March 2021.

What we did

Between 18th February and 14th March we ran a short survey, hosted on SurveyMonkey and publicised through our social media platforms. 71 people responded with 100% questionnaire completion rate.

Outcomes

To ensure consistency of messaging and fast updates people in Surrey are being signposted to single-source Covid Vaccination information hosted by our local commissioners, Surrey Heartlands Health and Care Partnership and Frimley Collaborative.

Surrey Heartlands have taken our recommendations on board and will be amending their public FAQ page to reflect our findings.

The findings have been shared across a number of teams within the Frimley Collective and have informed formal and informal communication with the public.

Key Findings

Experiences of the programme have been overwhelmingly positive for those who have received their vaccination

- 79%* felt they had all the information they needed before attending
- We received glowing responses to our question “Is there anything else you would like to tell us about your experience”

While the first vaccinations have instilled confidence there are still those who need reassurance and information before their second vaccination

- about 60% of our respondents did have a question about their second vaccination
- around 50% lacked confidence they would receive all the information they needed before their vaccination is due

Most questions about second vaccinations are about appointments

37% of our respondents had a question relating to their next appointment. Within this there were three main themes:

- When will I hear about my appointment?
- Do I need to be proactive and contact my GP/book online for the second?
- Where and when will it be?

People also have questions about their “brand” of vaccine¹

15% had a question relating to the brand of vaccine offered for their next appointment

- Do the two doses have to be the same vaccine?
- How can I be sure I will be offered the correct vaccine?

One question we hadn’t anticipated was about the after-effects of the vaccine

14% of our respondents asked about side effects for their second vaccination

- What about side effects?
- Will the side effects for my second vaccination be as bad as they were for my first?

Although the sample size was under 100 we have reported the results as % for clarity and to enable quick comparisons where relevant

¹ This survey ran before the issues around the AstraZeneca vaccination and clotting came to the fore

Recommendations

- Start/refresh comms sooner rather than later - people do have questions, and focussed, early messaging could pre-empt disruptive inbound calls.
- **Focus on communication about arrangements for appointments, including the brand of vaccine**
 - **When/how long in advance people should expect to receive their appointment for their second vaccination.**
 - Reassurance that they do not need to be proactive
 - What people should do if they haven't received their second vaccination appointment within the expected timeframe
 - **Reassurance that the system will allocate them the correct vaccination**
- **Is there anything we can tell them about side effects?**
 - Especially important for those with caring responsibilities

Results

Respondents were assured the survey was anonymous and were asked for their consent to store and share their responses with organisations that oversee, plan and deliver services locally. Only one respondent declined, and their response has been removed from the survey findings.

Q2² When did you have your first Covid vaccination?

December 2020/January 2021	21 respondents
February/March 2021	48 respondents
Not stated	2 respondents

Q3 Where did you have your first vaccination?

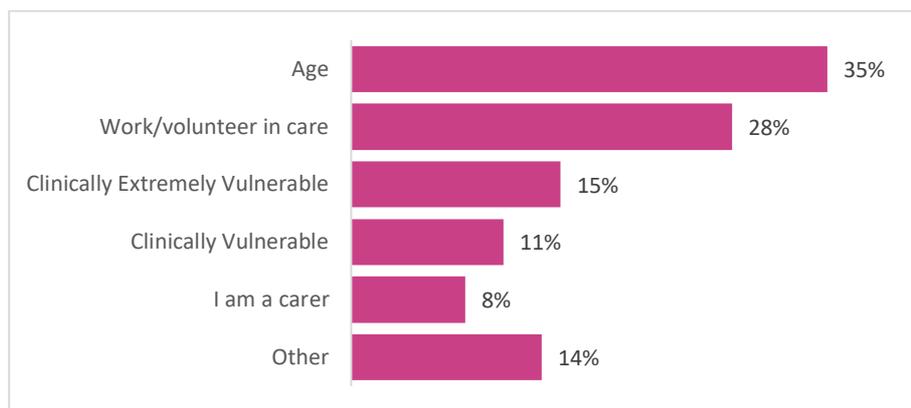
This was asked as an open-ended question so the detail of location varied

G-Live	15
A hospital	7
Victoria Gate, Woking	9
McLaren Woking	4
“Woking”	4
Epsom	4

In addition to these our respondents had attended a wide range of venues including Cranleigh, GPs, community venues such as halls and clubs, and pharmacies.

² Q1 relates to Consent and GDPR

Q4. Why were you selected to have a Covid vaccination?

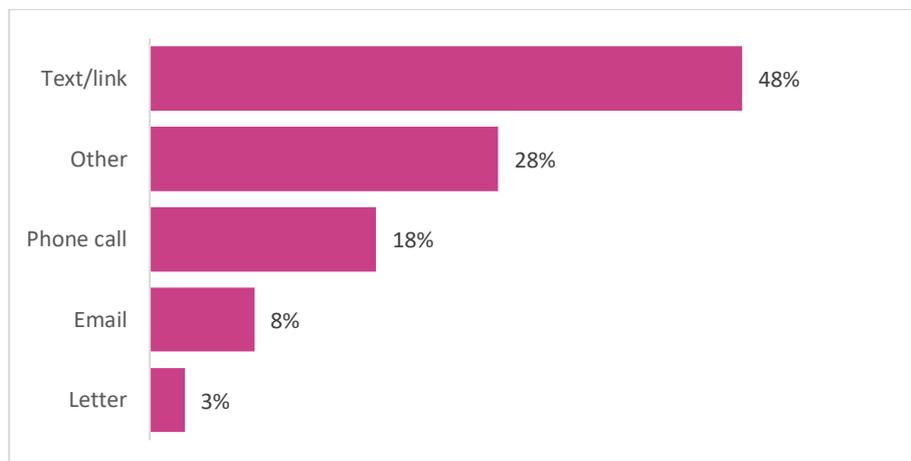


Most of the “others” were opportunistic

“My CEV Son (age 17 yrs) was invited, & whilst there, my husband & I asked (hoped!), as carers, that we could be given vaccine too. We were successful with our request, & feel thankful.”

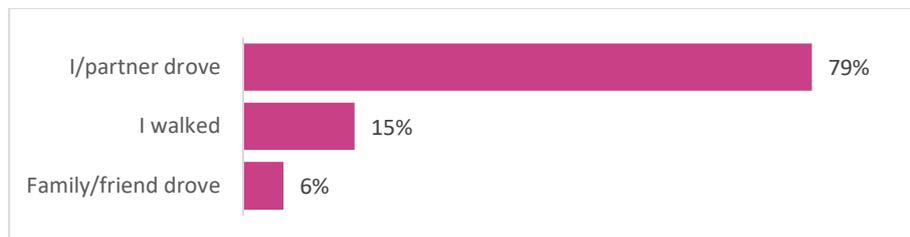
“To prevent wastage at end of clinic”

Q5 How did you receive the appointment for your first vaccination?



Most “other” were unbooked opportunistic vaccinations, but towards the end of the data collection period we did hear from 3 respondents who had booked online

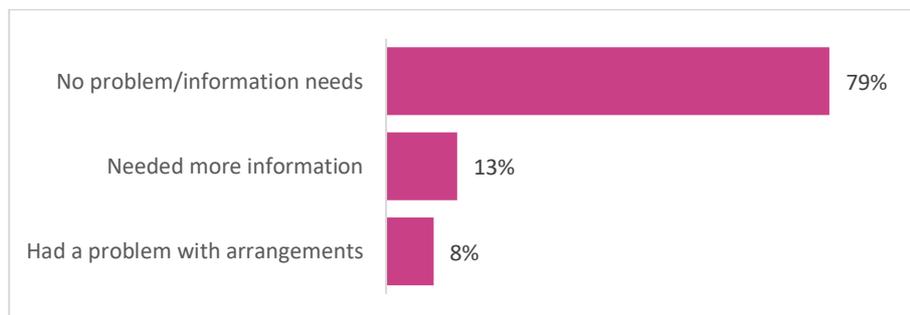
Q6 How did you travel to get your vaccination?



The overwhelming majority of our respondents drove themselves to their vaccination, were driven by someone living with them or driven by a friend or family. The remainder walked.

Nobody had used public transport, a taxi, volunteer drivers or had a home visit.

Q7 Thinking back to that vaccination, is there any information you would have found helpful before you went? Did you have any problems with the arrangements for the vaccination, or the information you were sent?



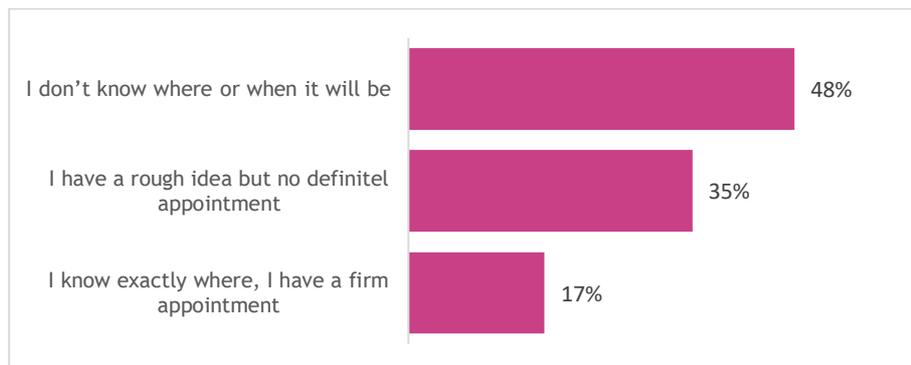
The overwhelming majority felt they had all the information they had needed before attending:

“Everything was outlined in my email what to bring”

“the information was very thorough”

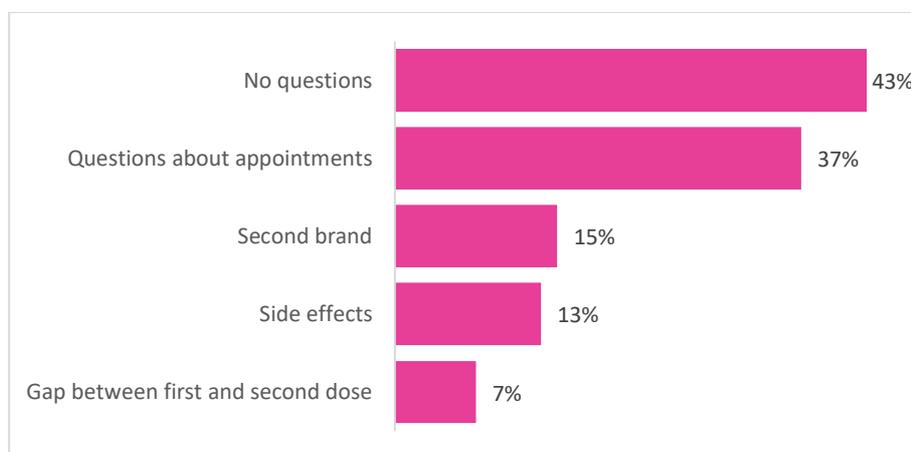
Only 15 respondents reported problems or information needs, and these varied widely. Most consistent information question was which vaccine the respondent would be getting; three respondents had experienced some confusion around their bookings but these had been resolved satisfactorily.

Q8 Do you know when and where your second vaccination will take place?



A minority of our respondents did have a firm second vaccination date, but most still need to be given a firm appointment.

Q9 Thinking ahead, do you have any questions about your second vaccination? Anything at all that would be helpful to know now? Is there anything you are considering phoning your GP about regarding your second vaccination? Please tell us anything that comes to mind.



Over half our respondents did have questions about their second vaccination. 37% had a question relating to their next appointment. Within this there were three main themes:

- **When will I hear about my appointment?**
- **Do I need to be proactive and contact my GP/book online for the second?**
- **Where and when will it be?**

“When will I be contacted?”

“Is there a link so I can book a 2nd vaccination?”

“Will I be contacted or must I be proactive in requesting a second dose?”

15% had a question relating to the brand of vaccine offered for their next appointment

- **Do the two doses have to be the same vaccine?**
- **How can I be sure I will be offered the correct vaccine?**

“I had Pfizer first, should I take Oxford AZ or another type if it is offered?”

“How can I be sure the second vaccine will be the same as the first, when the centres don't know ahead which supply they will have?”

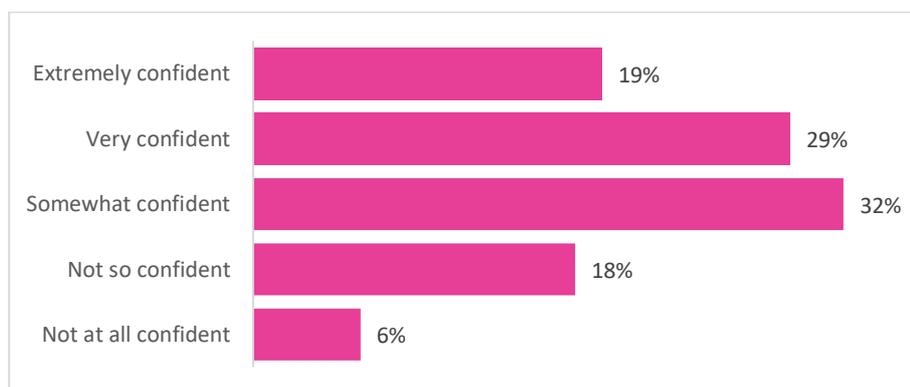
13% of our respondents asked about side effects for their second vaccination

- **What about side effects?**
- **Will the side effects for my second vaccination be as bad as they were for my second?**

“I hadn't expected to have such a strong reaction to the vaccine which was a bit of a shock. I recovered v quickly but the night/day after was a write-off.”

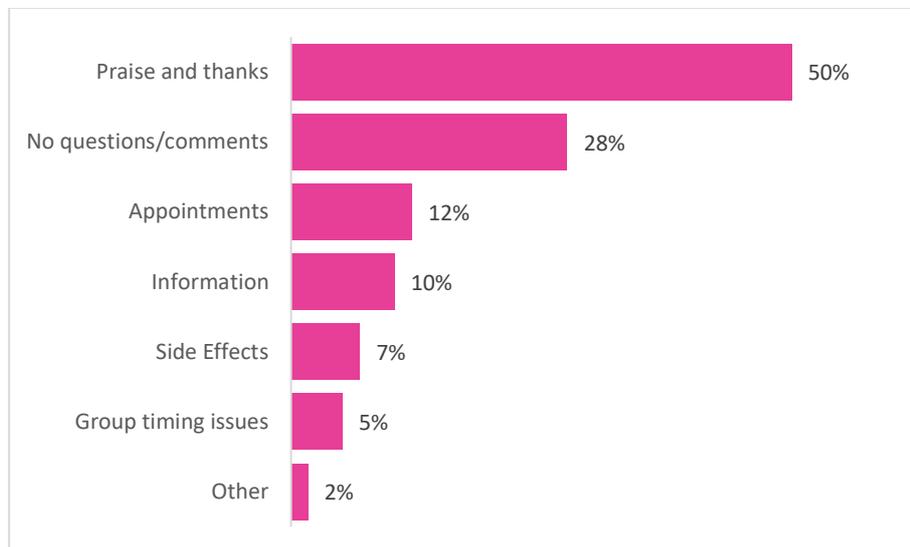
“... As a carer it would have been good to have the info up front so I could make contingency plans”

Q10 How confident do you feel that you will receive all the information you need about your second vaccination before it is due?



Around half our respondents were extremely/very confident they would be well informed about their second vaccination: one in five actively lacked confidence.

Q11 Is there anything else you would like to tell us about your experience of Covid vaccination? Any advice or messages you'd like to pass on to those putting the plans into action?



55 of our 71 respondents answered this question, and for half of these their message was one of praise and thanks

“perfectly executed”

“such a wonderful group of people - very organised and friendly”

“I am very grateful to have had the first dose already”

A further ¼ had nothing to add to their previous comments.

In line with other findings from this survey, where people did have needs these were around second vaccination appointment and ensuring good practical information was available before the vaccination, with a few recommendations that warnings about side effects should be more prominent.

We also had two comments from informal carers who were concerned about the timing of their vaccinations when compared to those of the person they were caring for.

Next Steps

The findings of the survey have been shared with the organisations responsible for Covid Vaccination communications across Surrey. We will continue to make recommendations that contribute to the success of the vaccination rollout, based on what we hear from local residents.

We are pleased to have another opportunity to pass on the praise and gratitude felt towards the many staff and volunteers who have made this programme such a success.

Study Limitations

This was a brief, snap survey hosted online only. Our aim was to gather insight to can support and enrich communications planning in a fast-evolving situation. For more information contact tessa.weaver@healthwatchesurrey.co.uk.