

Initial findings of Healthwatch Lewisham's COVID-19 Vaccination Survey

The NHS is currently delivering the largest vaccination programme in its history with COVID-19 vaccines now being offered across the country to those most at risk of the virus.

Healthwatch Lewisham is carrying out a research project to collect the experiences of Lewisham residents when receiving their vaccination so that local services understand what is working and what can be improved. The project will also look to identify the reasons which encouraged hesitant residents to book their appointments.

These initial findings are drawn from **273** responses to the Healthwatch Lewisham COVID-19 Vaccination survey received between 1 February and 29 March 2021.

Responses will continue to be collected, analysed and shared as the COVID-19 vaccination programme roll-out expands over the coming months.

Q1 - Do you live or work in the London Borough of Lewisham?

Yes	94.14%
No	5.86%

Q2 - Have you or a family member/someone you care for received a COVID-19 vaccination?

Myself	97.80%
Family member	1.83%
Someone I provide care for (paid/domiciliary carer)	0.37%

Q3 - Were you/they hesitant about being vaccinated?

Yes	10.26%
No	89.74%

Q4 - If yes, what encouraged you/them to be vaccinated?

The main reasons which encouraged people to get vaccinated were:

1. To protect themselves from COVID-19 (especially those who have had COVID-19)
2. To protect others from COVID-19
3. Personal research about the safety of the vaccines
4. Getting vaccinated was seen as the quickest way to getting out of lockdown and society returning to normalcy
5. Speaking with health professionals (several respondents were pregnant at the time of their vaccination)
6. Speaking with family and friends

Q5 - Is this experience about a first or second COVID-19 vaccination appointment?

First	96.70%
Second	0.37%
Both (relating to both experiences at the same service)	2.93%

Q6 - When did you receive your vaccination?

December 2020	1.80%
January 2021	18.92%
February 2021	46.40%
March 2021	32.88%

Q7 - Where did you receive your vaccination? Please provide the name of the service (E.g. University Hospital Lewisham)

Waldron Health Centre	14.60%
St Johns Medical Centre	14.23%
University Hospital Lewisham	13.50%
The Jenner Practice	12.41%
Downham Health and Leisure Centre	11.31%
Sydenham Green Group Practice	11.31%
Guy's Hospital	7.66%
Other	14.96%

Q8 - How likely are you to recommend this service to friends and family?

Service	Extremely unlikely	Unlikely	Neither likely nor unlikely	Likely	Extremely likely
Downham Health and Leisure Centre	0.00%	0.00%	0.00%	3.23%	96.77%
Guy's Hospital	0.00%	0.00%	0.00%	9.52%	90.48%

St Johns Medical Centre	2.56%	0.00%	2.56%	12.82%	82.05%
Sydenham Green Group Practice	0.00%	3.23%	3.23%	12.90%	80.65%
The Jenner Practice	2.94%	0.00%	2.94%	5.88%	88.24%
University Hospital Lewisham	5.41%	5.41%	5.41%	16.22%	67.57%
Waldron Health Centre	2.50%	0.00%	5.00%	17.50%	75.00%
Other	0.00%	2.44%	0.00%	4.88%	92.68%
Combined Total	1.83%	1.47%	2.56%	10.62%	83.52%

Q9 - If you were to rate your experience from 1-5 (1 being terrible and 5 being excellent) how would you rate the vaccination appointment?

Service	1	2	3	4	5
Downham Health and Leisure Centre	0.00%	0.00%	6.45%	3.23%	90.32%
Guy's Hospital	0.00%	4.76%	0.00%	19.05%	76.19%
St Johns Medical Centre	2.56%	2.56%	0.00%	15.38%	79.49%
Sydenham Green Group Practice	0.00%	0.00%	0.00%	9.68%	90.32%
The Jenner Practice	2.94%	2.94%	5.88%	11.76%	76.47%
University Hospital Lewisham	2.70%	5.41%	10.81%	29.73%	51.35%
Waldron Health Centre	2.50%	0.00%	0.00%	10.00%	87.50%
Other	4.88%	0.00%	2.44%	9.76%	82.93%
Combined Total	2.19%	1.82%	3.28%	13.50%	79.20%

Q10 - How would you rate the following aspects?

Total	1	2	3	4	5
Getting an appointment	2.22%	0.37%	5.56%	12.59%	79.26%
Communication	2.26%	1.50%	4.89%	13.53%	77.82%
Social distancing at the venue	4.83%	1.49%	10.04%	20.07%	63.57%
Waiting times	4.09%	2.97%	4.46%	16.73%	71.75%
Infection control	3.72%	2.23%	3.72%	18.96%	71.38%
Staff attitudes	2.22%	1.48%	2.96%	5.93%	87.41%
Quality of care	2.21%	1.47%	2.94%	8.82%	84.56%

Service	1	2	3	4	5
Downham Health and Leisure	Communication	3,33%	3,33%	3,33%	16,67%
	Getting an appointment	3,33%	0,00%	6,67%	13,33%
	Infection control	12,90%	0,00%	0,00%	16,13%
	Quality of care	6,45%	0,00%	0,00%	6,45%

	Social distancing at the venue	12,90%	0,00%	3,23%	12,90%	70,97%
	Staff attitudes	6,45%	0,00%	0,00%	6,45%	87,10%
	Waiting times	6,45%	6,45%	0,00%	3,23%	83,87%
Guy's Hospital	Communication	0,00%	0,00%	0,00%	4,76%	95,24%
	Getting an appointment	0,00%	0,00%	0,00%	14,29%	85,71%
	Infection control	4,76%	0,00%	0,00%	33,33%	61,90%
	Quality of care	0,00%	4,76%	0,00%	0,00%	95,24%
	Social distancing at the venue	5,00%	0,00%	10,00%	15,00%	70,00%
	Staff attitudes	0,00%	4,76%	0,00%	0,00%	95,24%
	Waiting times	4,76%	0,00%	0,00%	33,33%	61,90%
St Johns Medical Centre	Communication	2,56%	0,00%	7,69%	20,51%	69,23%
	Getting an appointment	2,56%	0,00%	2,56%	20,51%	74,36%
	Infection control	2,56%	2,56%	5,13%	15,38%	74,36%
	Quality of care	2,56%	0,00%	5,13%	10,26%	82,05%
	Social distancing at the venue	5,13%	0,00%	15,38%	30,77%	48,72%
	Staff attitudes	2,56%	0,00%	2,56%	2,56%	92,31%
	Waiting times	0,00%	0,00%	5,13%	15,38%	79,49%
Sydenham Green Group Practice	Communication	0,00%	3,23%	0,00%	9,68%	87,10%
	Getting an appointment	0,00%	3,23%	3,23%	6,45%	87,10%
	Infection control	0,00%	3,23%	0,00%	16,13%	80,65%
	Quality of care	0,00%	3,23%	0,00%	12,90%	83,87%
	Social distancing at the venue	0,00%	3,23%	3,23%	9,68%	83,87%
	Staff attitudes	0,00%	3,23%	0,00%	6,45%	90,32%
	Waiting times	0,00%	3,23%	0,00%	16,13%	80,65%
The Jenner Practice	Communication	0,00%	0,00%	3,13%	12,50%	84,38%
	Getting an appointment	0,00%	0,00%	2,94%	5,88%	91,18%
	Infection control	0,00%	3,03%	9,09%	21,21%	66,67%
	Quality of care	0,00%	0,00%	5,88%	5,88%	88,24%
	Social distancing at the venue	3,03%	6,06%	6,06%	27,27%	57,58%
	Staff attitudes	0,00%	3,03%	3,03%	6,06%	87,88%
	Waiting times	6,06%	3,03%	6,06%	21,21%	63,64%
University Hospital Lewisham	Communication	0,00%	5,41%	10,81%	18,92%	64,86%
	Getting an appointment	5,41%	0,00%	5,41%	21,62%	67,57%
	Infection control	5,56%	5,56%	13,89%	16,67%	58,33%
	Quality of care	0,00%	5,41%	8,11%	13,51%	72,97%
	Social distancing at the venue	5,41%	2,70%	21,62%	18,92%	51,35%
	Staff attitudes	0,00%	0,00%	13,51%	13,51%	72,97%
	Waiting times	13,51%	10,81%	16,22%	18,92%	40,54%
Waldron Health Centre	Communication	5,26%	0,00%	2,63%	5,26%	86,84%
	Getting an appointment	2,63%	0,00%	7,89%	5,26%	84,21%
	Infection control	2,63%	2,63%	0,00%	28,95%	65,79%
	Quality of care	5,13%	0,00%	2,56%	10,26%	82,05%
	Social distancing at the venue	2,63%	0,00%	13,16%	23,68%	60,53%

	Staff attitudes	2,63%	2,63%	2,63%	7,89%	84,21%
	Waiting times	2,70%	0,00%	5,41%	10,81%	81,08%
Other	Communication	5,13%	0,00%	7,69%	15,38%	71,79%
	Getting an appointment	2,44%	0,00%	12,20%	12,20%	73,17%
	Infection control	2,44%	0,00%	0,00%	9,76%	87,80%
	Quality of care	2,44%	0,00%	0,00%	7,32%	90,24%
	Social distancing at the venue	4,88%	0,00%	4,88%	17,07%	73,17%
	Staff attitudes	4,88%	0,00%	0,00%	2,44%	92,68%
	Waiting times	0,00%	0,00%	0,00%	19,51%	80,49%

Q11 - Thinking about the above ratings. Please tell us more about your experience.

Positive aspects

- 40% of positive comments described the process of being vaccinated as well organised across the different venues
- The majority of respondents found staff to be kind, helpful, professional and informative
- Booking appointments was considered 'straightforward' and 'easy'
- 15% of positive comments described the process as 'fast'
- Respondents praised volunteers for being friendly and playing a key role in enabling an efficient process

Negative aspects

- Most negative comments related to concerns about limited social distancing in queues outside or within the vaccination hubs
- Some respondents experienced waiting times of up to and over an hour before being vaccinated
- A couple of respondents mentioned that a combination of limited space within facilities and a high number of people being vaccinated meant there wasn't appropriate seating available after receiving the Pfizer vaccine.
- Some respondents felt signage could be improved for vaccination hubs located within hospitals

Downham Health and Leisure Centre	
Positives	Negatives
<ul style="list-style-type: none"> • Well organised • Kind and helpful staff • Fast process 	<ul style="list-style-type: none"> • Lack of information about 2nd vaccination • Two patients would have preferred more privacy when vaccinated

Guy's Hospital	
Positives	Negatives
<ul style="list-style-type: none"> Well organised and efficient process Kind, helpful and professional staff Appreciated being offered the choice of a hot drink 	<ul style="list-style-type: none"> Two patients who had their appointments in February would have preferred being vaccinated in Lewisham

Jenner Practice	
Positives	Negatives
<ul style="list-style-type: none"> Quick and efficient process Kind and helpful staff Friendly volunteers Easy booking system 	<ul style="list-style-type: none"> Experiences of long queues outside on the first day of the vaccination programme More communication wanted around what people should expect when attending an appointment - e.g registration process in marquee, waiting 15 minutes after Pfizer vaccination A few respondents felt the waiting area after the vaccination was cramped

St Johns Medical Centre	
Positives	Negatives
<ul style="list-style-type: none"> Well organised Kind, professional and helpful staff Straightforward booking process Fast process with short waiting times Clear explanations about the vaccination process 	<ul style="list-style-type: none"> More information about second appointments needed There are cramped areas within the vaccination hub which can make it difficult to socially distance Three respondents mentioned busy waiting rooms meant there was nowhere for them to sit after their vaccination One patient was not advised to wait for 15 minutes. Suffered an allergic reaction shortly after leaving and subsequently was hospitalised

Sydenham Green Group Practice	
Positives	Negatives
<ul style="list-style-type: none"> Good facilities Extremely well organised Kind, professional and helpful staff Choice of appointment Fast process with short waiting times 	<ul style="list-style-type: none"> Leaflet needed to be amended to remove information about receiving an appointment within 21 days. More information about second appointments needed

University Hospital Lewisham	
Positives	Negatives
<ul style="list-style-type: none"> Professional staff Caring volunteers Over 50% of respondents found the process well organised 	<ul style="list-style-type: none"> Need for better signage from the main hospital entrance

	<ul style="list-style-type: none"> Long waiting times (over an hour, in some cases) created large queues with limited social distancing
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Waldron Health Centre	
Positives	Negatives
<ul style="list-style-type: none"> Fantastic support from volunteers Well organised and efficient system Kind, professional and helpful staff Quick and simple process 	<ul style="list-style-type: none"> Some respondents were concerned about a waiting area being located in a narrow corridor with limited social distancing

Q12 - Would you like to share any further comments?

- The majority of respondents shared their gratitude to NHS staff, volunteers and the local system for a well-managed vaccination programme
- Respondents encouraged those who hadn't yet booked an appointment to get vaccinated because of how important it is to protect themselves and others from COVID-19

Q13 - What is your gender?

Female	76.38%
Male	23.25%
Non-binary	0.00%
Transgender Male	0.00%
Transgender Female	0.00%
Prefer not to say	0.37%

Q14 - What is the first part of your postcode? i.e. SE8, SE6

SE6	18,98%
SE23	17,15%
SE13	12,41%
SE26	8,39%
SE4	8,03%
SE8	7,66%
SE12	7,30%
SE3	6,57%
SE14	4,38%
BR1	4,01%
SE10	1,82%
(blank)	0,73%
SE20	0,73%
BR2	0,36%
BR6	0,36%

DA1	0,36%
SE7	0,36%
SW4	0,36%

Q15 - How would you describe your sexual orientation?

Heterosexual	86.94%
Gay	3.36%
Bisexual	2.24%
Lesbian	0.75%
Prefer not to say	6.72%

Q16 - Which age group are you in?

11-20	0.00%
21-30	2.21%
31-40	7.72%
41-50	18.01%
51-60	24.26%
61-70	31.25%
71-80	12.13%
81-90	4.04%
91-99	0.00%
100+	0.00%
Prefer not to say	0.37%

Q17 - What is your ethnicity?

Arab	0.00%
Bangladeshi	0.00%
Caribbean	1.11%
Chinese	0.00%
White British	74.44%
Gypsy or Irish Traveller	0.00%
Indian	1.11%
Pakistani	0.00%
Asian British	0.37%
African	1.85%
Black British	2.22%
Any other Asian Background	0.74%
Any other Black Background	0.74%
Any other mixed/multiple ethnic background	4.81%
Any other White background	10.37%
Prefer not to say	2.22%

Q18 - What is your religion?

Buddhism	0.38%
Judaism	0.75%
Christianity	43.77%
Islam	0.38%
Hinduism	0.00%
Sikhism	0.00%
No religion	50.19%
Prefer not to say	4.53%

Q19 - Do you consider yourself to have any of the following?

Mental health condition	3.35%
Long standing illness	19.33%
Learning disability or difficulty	1.12%
Physical disability	4.46%
Sensory disability	1.49%
None	62.83%
Prefer not to say	3.72%
Other (please specify)	3.72%

Q20 - What is your marital status?

Civil partnership	0.75%
Cohabiting	11.94%
Divorced	9.33%
Married	48.51%
Single	17.91%
Widowed	6.34%
Prefer not to say	5.22%

Q21 - Are you a carer?

Yes	13.33%
No	84.81%
Prefer not to say	1.85%

Summary

- An overwhelming majority of respondents had positive experiences of receiving their first COVID-19 vaccination across the different vaccination hubs in Lewisham
- Respondents who were hesitant about being vaccinated primarily booked appointments in order to protect themselves or others from COVID-19
- Staff across the services were friendly, helpful and professional
- The support of volunteers enabled a well-organised process at the vaccination hubs
- Respondents felt there needs to be better signage for the vaccination hub at University Hospital Lewisham
- Some respondents felt that cramped conditions within certain primary care-based hubs made it difficult to socially distance
- Respondents attending primary care-based hubs would value receiving more information about their second vaccination appointments
- The majority of respondents shared their gratitude to NHS staff, volunteers and the local system for a well-managed vaccination programme