

**HWES COVID-19 Vaccination Advisory Drop In's - (Zoom platform)
Monday 25 Jan 2021 from 17:00 to 18:30
Notes and Actions**

1. Present

Volunteers: Alan Keys (AK) - Uckfield, Dr Isaac Suleman (IS) MBE - Eastbourne, Marilyn Eveleigh (ME) - Crowborough, Tony Moore (TM) - Winchelsea, Geoff Smith (GS) - Bexhill, John Curry (JC) - Bexhill, Chris Marks (CM) - Polegate, Tim Sayers (TS) - Peacehaven and Linda Pugsley (LP) - Buxted.

Healthwatch East Sussex Staff- Elizabeth Mackie (EM), Volunteer and Community Liaison Manager, Kate Richmond (KR), Community Engagement Officer, John Routledge (JR), Director, Charlie Rustem (CR) Marketing Executive, Simon Kiley (SK) Evidence and Insight Manager and Sue Wells (SW), Administrator

Board: Roger Sweetman (RS), Vanessa Taylor (VT) and Liz Lash (LL)

**There is an update to date page on the HW website with information -
<https://healthwatcheastSussex.co.uk/covid-19-faqs/>**

Apologies for the late start and the problems logging in, the previous meeting overrun slightly and had a knock on effect.

Simon Kiley gave an overview of where we are (slides are attached at the end of the minutes) - please note that these slides **are for HWES use only and not to be shared with anyone else or more widely.**

Q and A

Q. Why are some Eastbourne patients being directed to a site not is not the closest one and difficult to get to?

A. It depends on if called by NHS England or GP

Q. What is the process for giving the vaccine

A. Some sites are advising people beforehand to have easy to remove/short sleeve tops. People are welcomed into the site, and health questions are done, and vaccine given. There is always a GP onsite in case of any health queries.

Q. How can the public be assured that the vaccine is given by fully trained staff, not someone that has a short introduction course?

A. **Not sure, EM to seek clarification**

Q. What information is given out after the vaccine

A. This seems to depend on where the vaccine takes place, some are given a card, some nothing, with information being entered onto main database

Action: **EM to seek clarification about what people should leave with**

- Q. What is being done to check that someone does not reply to any letters/phone calls is not missed?
- A. Not sure, EM to seek clarification
- Q. What is being done in regard to someone that lives in as carer, in one area, but is registered in another, the same for those that are living in vans/boats/gypsy/travellers
- A. Not sure, EM to seek clarification
- Q. At the moment, if you are invited to attend via a letter there is no option to change this online, you have to phone, but the phone line is always engaged, meaning that if you are not able to attend, due to not be able to get there, that vaccine is 'wasted.
- A. EM to seek clarification
- Q. It seems as if couples are not being called at the same time, any idea why?
- A. Not sure, EM to seek clarification

Next steps

We are putting a survey on the website asap, looking at what happened before you go for vaccine, what happens at the site, and what difference it makes after. Will run for a couple of months, would like ideas of how to get out, as don't want to overload people at the vaccine sites, so the information about the vaccine gets lost.

Suggestions - see we can have posters at the sites, where people either wait before/after
Have information on the buses that are being used to transport people to and from the sites

There is a lot of feedback on social media, and we are looking at how to capture/analysis the feedback. Would like volunteers to be involved. More details once set up

Look at how younger people feel about the vaccine, ie the possibility that older people can travel abroad as they have had vaccine, have more freedom etc.

As always remember if you use any Primary Care or Hospital service please leave a review on our feedback service - healthwatcheastsussex.co.uk/services



COVID-19 Vaccines Update 25.2.21

- All Hospital sites in Sussex to be up and running this week, including: Conquest Hospital and Eastbourne General
 - Focus shift towards NHS workforce
- GP-led site rollout to be completed this week in ES:
 - **Eastbourne** - Beacon Centre, Sovereign Centre, Princes Park Health Centre.
 - **Hastings** - Kings Church.
 - **Lewes** - River Lodge, Hampden Park (Eastbourne) for Seaford, Brighton Racecourse for The Havens.
 - **Rother** - Sidley Medical Practice, Etchingam Village Hall.
 - **Wealden** - Saxonbury House, Meads Medical Centre, Hailsham.





COVID-19 Vaccines Update 25.2.21

- **Pharmacy-led model** being piloted at various sites, including Ticehurst. Same pre-requisites and approach as GP-led model. Focus on 70+.
- **Vaccine availability** is adequate and able to cater for the sites currently live. No supply issues identified at the moment.
- **Vaccination 'lists'** are being sequenced in different ways by different providers/sites, including alphabetically by name, post code, age order etc. This may in-part be responsible for variations in the order of invitations to the vaccinations.
- A **roving service** for housebound and non-mobile individuals is not underway on a system-wide basis, as the focus remains on vaccinations in care homes. GPs may prioritise locally.





COVID-19 Vaccines Update 25.2.21

- **Lead-in time for appointments** - The issue of postal delays and lag times is a concern in relation to hard-copy invitations to vaccinations.
- **Vaccinations for H&C Workers** - Concerns over the comms being distributed by some health and care partners implying a shift to vaccinating backroom and non-frontline staff, which is underlining the public prioritisation messaging.
- **Vaccine Comms** - Consideration of timing for comms transition from 'When will I get my jab' to 'I've had my jab - what now?' to 'When will I get my second jab?'
- **Experiential feedback** - feedback and experiences are being sought by the system. Keen to explore.





COVID-19 Vaccines Update 25.2.21

Outstanding questions (posed to the system):

- Will second vaccinations for the top 4 priority groups be prioritised before any shift to vaccinating anyone in priority group 5?
- How is the system identifying and checking whether any eligible people have been missed, especially those who are vulnerable?
- Is anyone who should not be vaccinated informed that this is the case and if so, that they will not receive an invitation?
- Could public deadlines be set after which those in each priority group who have not received a vaccination invitation could self-identify as having been missed, and make a request to have a vaccination? E.g. 28th February 2021 for any over-80s.





COVID-19 Vaccines: Next steps

Ongoing HWES involvement:

- Weekly vaccine stakeholder meeting with the CCG/ICS
- Weekly HW in Sussex meetings with CCG - direct feed-in
- Liaison with other Healthwatch and VCSE Alliance

Engagement opportunities and activity:

- HWES Feedback Centre - 'COVID-19 Vaccinations' as a service
- Systematic monitoring of social-media streams
- Direct anecdotal feedback
- Vaccine Perception and Vaccination Experience Survey
- Longer-term engagement - focus groups, interviews and case studies

