

# Experiences of Vaccinations Poll

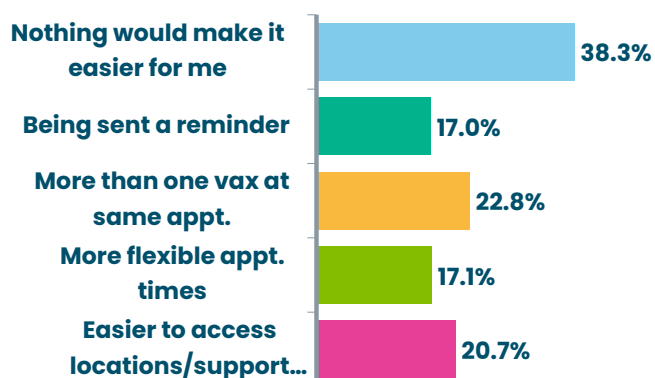
**healthwatch**  
in Sussex

During March 2025, Healthwatch received 566 people's experiences of adult vaccinations from those vaccinated and those eligible who did not receive one.

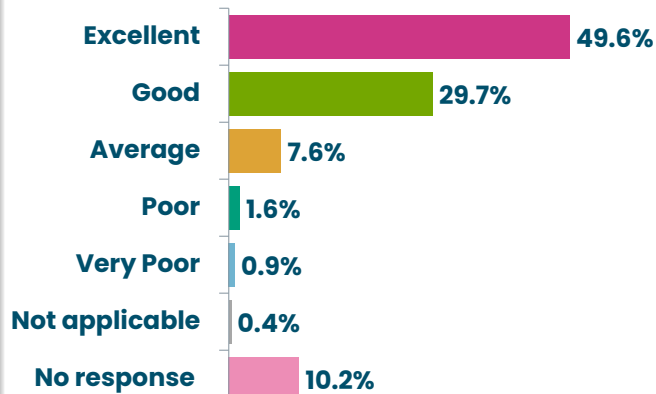
## We heard:

- Of those receiving vaccinations, 79.3% rated their experience as *Excellent/Good*, 7.6% as *Average*, and 2.5% as *Poor/Very Poor*.
- The most common aspects people felt would improve vaccinations were *more than one vaccination at the same appointment* (22.8%); *easier to access locations* (20.7%); and *more flexible appointment times* (17.1%). Over a third of respondents (38.3%) indicated *nothing would make it easier* to receive them.
- In 91 comments, people told us nothing about vaccinations needed to change.
- The aspects of vaccinations which people most felt were unclear were *knowing who would perform the vaccination* (36.7%); *what would happen during the procedure* (20.7%); and *how to cancel/reschedule their appt* (9.2%).

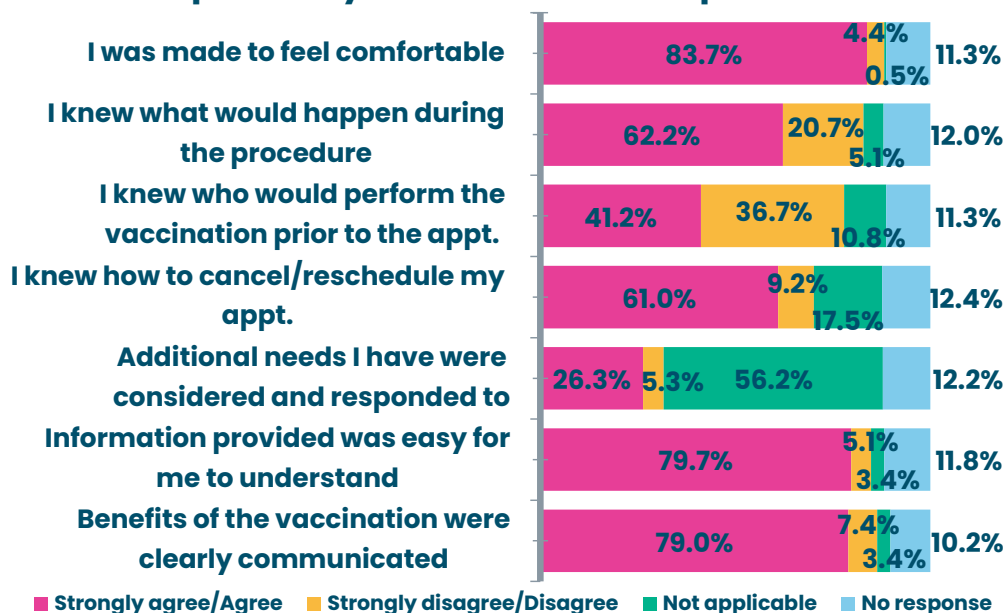
## What would make it easier for you to attend or participate in vaccinations:



## Overall, how would you rate your personal experience of vaccinations:



## Please tell us your views on the following aspects of your vaccination experience:



## Respondents to our poll told us they would like to see:

### More vaccination sites/better accessibility/longer operating hours (47 comments)

*"Keeping appointment closer to home, I no longer drive a car, train fare is expensive, sometimes a bus journey is too circuitous."*

*"More times early and late for working people."*

### Increased opportunities for multiple vaccinations (especially COVID and Flu) to be delivered at a single appt and potentially by the same provider (20 comments)

*"Option to receive more than one vaccination at the same time whilst not having to travel miles to the nearest vaccination point."*

*"Having the different vaccinations all in the same place e.g. GP surgery. The last few vaccinations have been at GPs, different Pharmacies and at the Brighton race course."*

### Improved information and communication about vaccinations (15 comments)

*"A central digital record of my vaccinations, when they run out & a reminder to get boosters when applicable."*

*"I had already booked a flu jab with the GP when I got an invitation for a Covid jab from the NHS. In the event I went to my GP Surgery for the flu and then, an hour later, walked to the local Church Hall for the Covid where I was also offered a flu jab!."*

### Improved booking processes and more flexible appointments (14 comments)

*"It was impossible to book an appointment at my chosen pharmacy online as it said no appointments were available. I had to physically go to the pharmacy to book an appointment. There were lots of appointments available."*

*"Booking portal will not allow 2 people to book a vaccination appointment with back to back times, to enable them to be dealt with at the same time. Dr's surgery only booking appointments 2 weeks at a time. Not helpful."*

### Upfront robust information on vaccines, including alternatives and side-effects (12 comments)

*"I would like to know in advance which Covid vaccine I am going to be offered as I have had very bad reactions to most Covid vaccines."*

*"Clear statistical information comparing having them to not having them."*

## Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

### Healthwatch Brighton & Hove

[info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk) or 01273 234 040

### Healthwatch East Sussex

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk) or 0333 101 4007

### Healthwatch West Sussex

[helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk) or 0300 012 0122