



Summary: What Are People Telling Us About the COVID-19 Vaccines?

The UK's COVID-19 vaccine rollout has been the most significant public health exercise in recent history.

While the rollout has been an incredible achievement, we wanted to understand people's motivations to either receive or refuse the vaccine, if everyone could access the vaccine equally and if their experiences of getting it were the same.

To find out, we carried out two surveys to hear local residents' views and experiences of receiving the COVID-19 vaccine.

In total 1,820 Hertfordshire residents shared their views with us

Key findings



79% of respondents said that they 'definitely would have' the COVID-19 vaccine when offered to them.



The level of intention to receive the vaccine declined as our engagement period progressed; in February/March, 91% of respondents said they 'definitely would have' the vaccine. By April/May, this had declined to 59%.



Concerns about side effects were persistent across both surveys. Concerns related not only to vaccine safety, but also the implications of taking sick time off work.



83% of respondents across both surveys agreed or strongly agreed that overall 'information from the NHS or the government about the vaccine has been communicated clearly and effectively.' However, agreement with this statement decreased as the engagement period progressed.



People wanted better and earlier communication regarding side effects, second doses, eligibility and questions surrounding pre-existing medical conditions.



People were particularly unhappy with the communication and level of support received from their GP practice throughout the vaccine rollout. This seemed to disproportionately affect people who already experienced barriers to healthcare or accessing the vaccine, such as those with a medical vulnerability or those who are housebound.



Concerns were raised about the distance and accessibility of vaccine centres, affecting not just people with additional needs and those living with a disability, but also those who don't have access to private transport.