

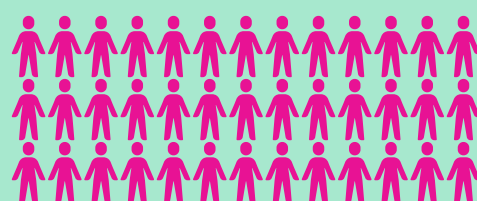
COVID-19 VACCINATION ENQUIRY SERVICE: FEBRUARY – JULY 2021

The COVID-19 Vaccination Enquiry Service was set up in response to the increased number of email and telephone enquiries received by Sussex NHS Commissioners since the start of the COVID-19 vaccination programme from members of public, health and care professionals, key stakeholders and various local organisations. The phone line went live on 4th February 2021. The phone line was not envisaged to be in place any longer than four months, but has remained in place due to high demand. Healthwatch Brighton and Hove worked with Commissioners to establish the phone line and 12 volunteers signed up to answer calls and we would like to say a massive thank you for their commitment. This report summarises Healthwatch activity between February and July 2021.

SINCE ITS LAUNCH

1473 CALLS

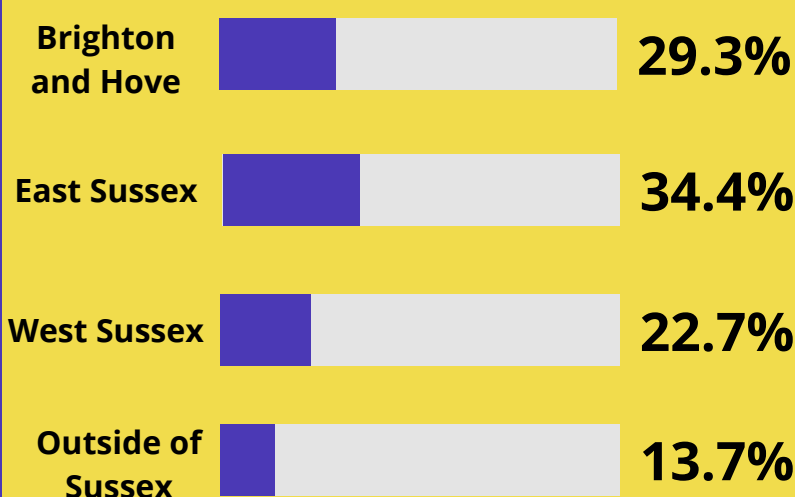
the number of calls answered by Healthwatch volunteers



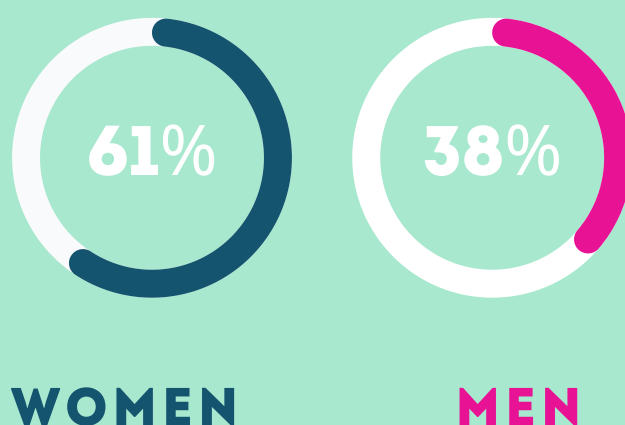
601 HOURS

the number of hours Healthwatch volunteers have contributed to the project

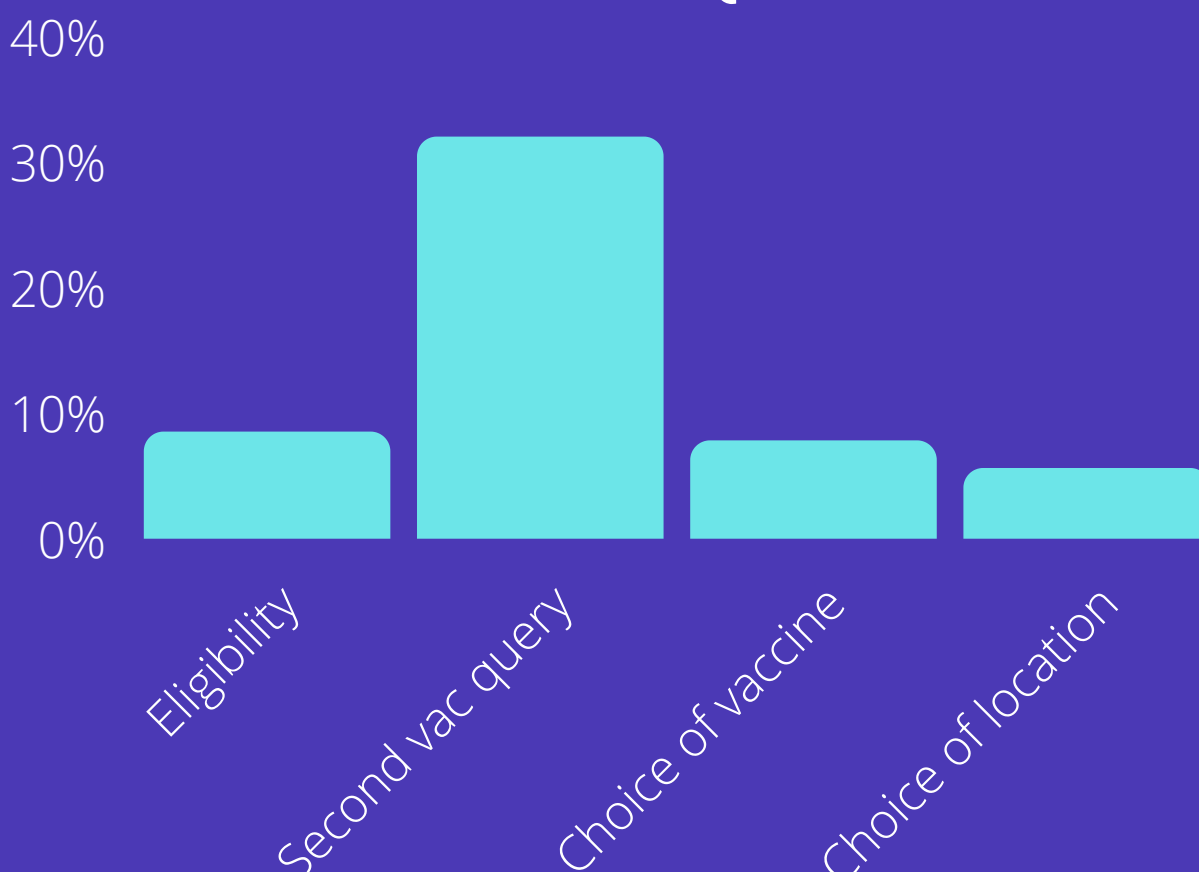
WHERE DID CALLS COME FROM?



WHO CALLED?



TOP THEMES / QUERIES



Praise for our volunteers

"We would like to thank each and every volunteer who has helped us with the Covid-19 Vaccine Enquiry Line. They have been pivotal to the COVID-19 vaccination effort here in Sussex and we could not have done without their support."

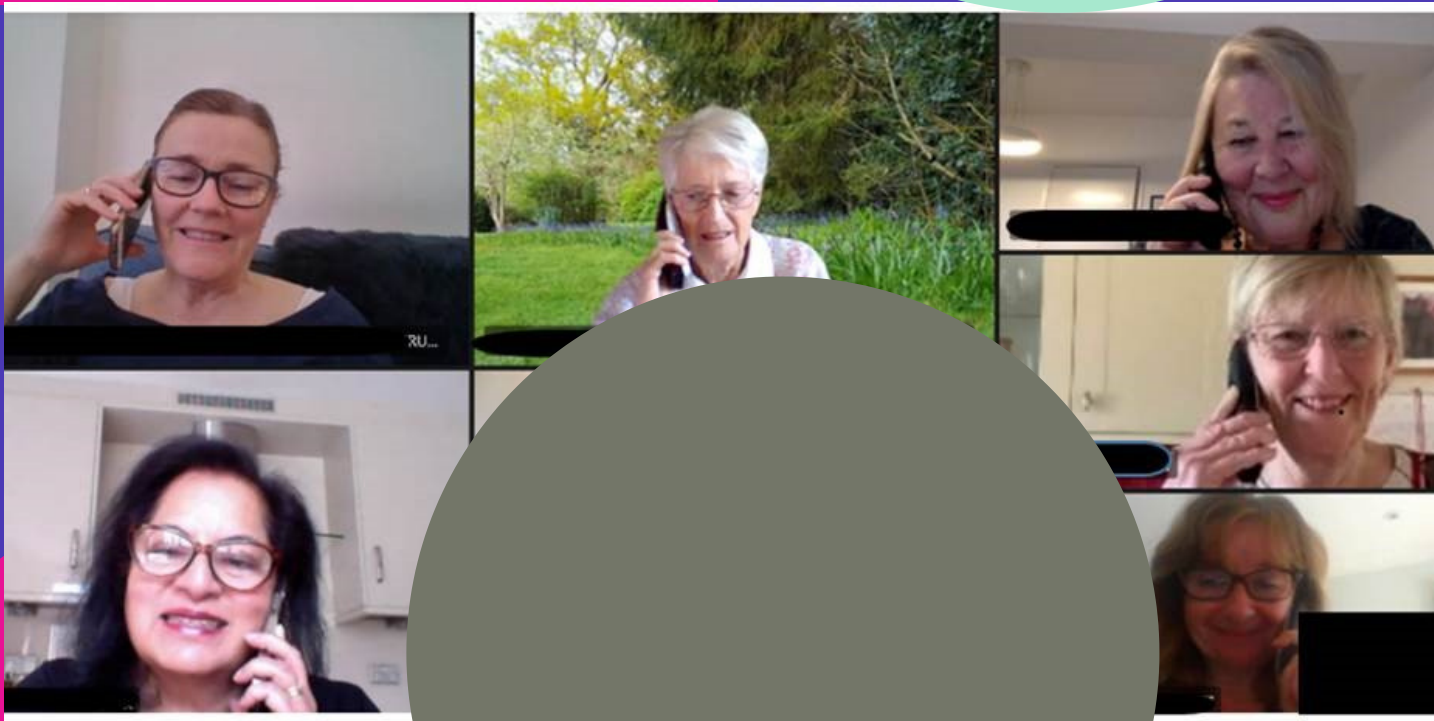
- Sussex NHS Commissioners,
June 2021

"On behalf of all unpaid carers I wanted to say a huge THANK-YOU to you and Fran O'Neill for sorting out the misunderstanding yesterday.

Fran went above & beyond to help us. The volunteers are doing a great & honourable job.

Thank-you both again for everything you're doing to help everyone in Sussex. You're doing a phenomenal job."

- from an unpaid carer



"I just wanted to drop you a note to say a huge thank you not just for the help, but also for the patience and warm courtesy you've shown in trying to set up my elderly parents' second vaccination. This has now come through for next Friday - hooray! I was especially grateful for your understanding and willingness to follow things through. Holly and Carol and yourself deserve especial praise. Thank you"

- Member of the public supported by our volunteers

Jo helped an individual who needed a specific vaccine type, due to their health conditions. The person was very anxious, but thanks to Jo she received a call to book her Pfizer vaccination. She passed on her thanks to the team and especially to Jo for the TLC shown and support she gave.

**Fran McCabe,
Fran O'Neill,
Christine D'Cruz,
Robin Guilleret,
Maisie Richardson - Wilson,
James Davies,
Jo Kaddish,
Holly Earthey,
Lorna Tower,
Chloe Mackney,
Emily Page,
Cindy Willey**

**Thank
you!**

Contact us

If you have a question about the Sussex COVID-19 vaccination programme contact the Vaccine Enquiries Team:

Email: sxccg.vaccineenquiries@nhs.net
Call 0800 433 4545 (open 9am – 4pm, Monday to Friday).



Contact Healthwatch
Email:

office@healthwatchbrightonandhove.co.uk
Call: 01273 234041