

COVID ENQUIRY LINE

8TH FEB - 26TH MARCH 2021

The COVID-19 Vaccine Enquiry Line has been set up in response to the increased number of email and telephone enquiries received by the Sussex CCGs 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 is not envisaged to be in place any longer than four months; it is in place to respond whilst the vaccine is a live topic.

The phone line went live on 4th February 2021 with the number publicised on the COVID-19 Vaccination Programme webpages. 40 calls were answered on the first day.

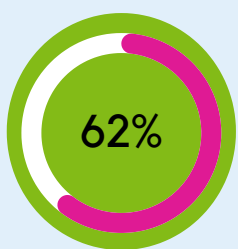
Volunteers also conduct call-backs to enquiries received by receptions, via vaccine enquiries emails or ContactUs etc.

"I'M LOVING HELPING OUT ON THE HELPLINE"

A Volunteer

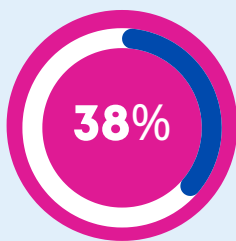
There is definitely a need for the service that we deliver

Demographic of who's calling



WOMEN

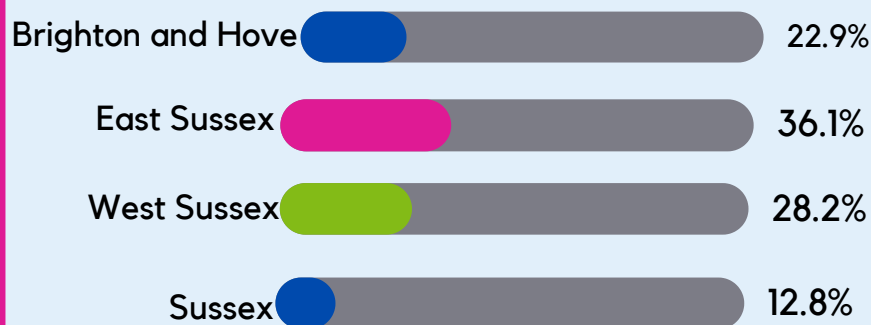
316 women have called



MEN

192 Men have called

Where are the calls coming from?



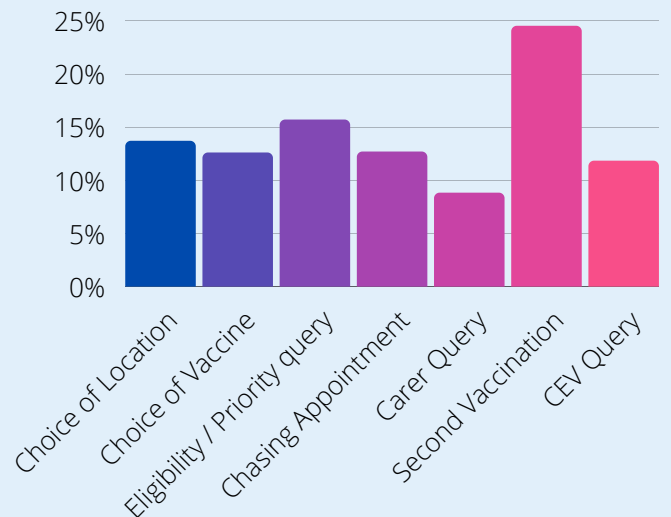
We have also had calls from Essex, Nottingham, London, Manchester, Wales and Ireland

Amount of Volunteers on the project

12 volunteers have been part of it
10 are currently on it



Themes from the calls



Healthwatch Volunteers have dedicated.....

342 HOURS TO HELPING OUT ON THE HELPLINE

THE AMOUNT OF LIVE PHONE CALLS HEALTHWATCH VOLUNTEERS HAVE TAKEN IS....

539 CALLS