

COVID-19 vaccination case study – staff experiences

Background:

The programme to vaccinate keyworkers and the general public against the Covid-19 virus began in December 2020. Since the roll-out, more than a million people in Scotland have received their first dose and more than 100,000 have been given their second dose.

The vaccination programme focuses on ten priority groups:

- **Priority 1** – residents and staff in care homes for older adults
- **Priority 2** – all over-80s and frontline health and social care workers
- **Priority 3** – those aged 75 and over
- **Priority 4** – all over-70s and members of the public classed as clinically extremely vulnerable (not including pregnant women or those under the age of 16)
- **Priority 5** – all over-65s
- **Priority 6** – adults aged 16 to 65 years in a clinically at-risk group
- **Priority 7** - all those aged 60 years or over
- **Priority 8** – those aged 55 years or over
- **Priority 9** – those aged 50 years or over
- **Priority 10** – the remaining general public, aged 50 or under.

Staff experiences

Hanover's Housing with Care, Enhanced and Factoring staff have shared some of their Covid-19 vaccine experiences since the programme started.



Brian Elliot, Development Manager

"I was invited for my first dose in January and the process couldn't have been simpler. When I called to book my appointment, they gave me clear instructions about where I needed to go and what would happen.

It was really simple to book and my first vaccination was arranged on 10 January at the Borders General Hospital. When the day arrived, I was only waiting for five minutes before being taken through to a cubicle.

I was never really apprehensive about receiving the vaccination, as I knew it was the right thing to do, not only for myself, but to protect others as well.

The nurse really reassured me, explaining what would happen and the possible side-effects, which helped put my mind at ease. I was there for less than 30 minutes and all I felt was a slightly sore arm afterwards.

I had a very positive vaccination experience and I'm very grateful to have been given the opportunity."



Joan McPherson, Housing with Care Manager

"I was contacted about my vaccination on 15 January and booked in a week later. The whole process was so well organised and Covid-19 precautions were in place, so I felt very safe.

The staff took me through the procedure and I was there for less than half an hour - they do everything they can to put your mind at ease. I was a little apprehensive at first, but the jab was relatively painless and I was asked to wait for 15 minutes to ensure there was no reaction.

After my injection, my arm did feel sore and heavy for about six hours, but this was explained as a possible side-effect at the appointment.

I have spoken to colleagues about their vaccine experiences and we have shared our thoughts about the programme. The roll-out in Moray has been exceptional and I'm very fortunate to have been offered the vaccine so early in the process.

I'm looking forward to receiving my second dose in April and I would strongly urge anyone who has the opportunity to get the jab."



Marie Buchan, Development Manager

"Like many of my colleagues, the opportunity to receive my first dose of the vaccine came in January. The whole experience felt very surreal to begin with and I had some feelings of apprehension, I was a bit on edge.

As I was sitting in the car looking into the vaccine centre, I watched for a few minutes as everything just flowed, people were coming out smiling, so I knew straight away that was a good sign.

What surprised me most, was how quick and efficient everything was, it was so well organised. Although, one piece of advice I would give is that you should arrive five minutes before your appointment, as this allows plenty of time to get registered.

The registration was quick and easy, it felt a bit like going to vote and you receive booklets and an appointment card for your next dose. The nurses are all really cheery and it's just like going for any other job - you'll get a small scratch and that's it - the whole session is over in no time.

I did experience some pain when I was laying on my arm to sleep, but there were no major side-effects.

I felt so privileged to be among the first groups of people to receive the jab and after speaking to colleagues and residents, I can see first-hand what a difference it makes.

The opportunity to receive the jab is amazing and I would like to congratulate all the people who continue make it possible. Regardless of your role, it's so important to get the vaccine."



Rosie Menzies, Housing Officer:

"I was first contacted about the vaccine before Christmas by the local health authority in Moray. I didn't hear anything for a little while, so I contacted them to arrange my appointment. I received my first dose of the new Pfizer vaccine on 15 January 2021.

There was no pain and the registration process was really well managed - I didn't have to wait long and the nurse asked about any allergies. They also explain how the vaccine is administered and possible side effects.

It was really quick and easy, I was only in the centre for about 15 minutes - the fact it was all so well managed helped to put my mind at ease.

After my appointment, there was some discomfort in my arm, but the nurse explained that this was a common side-effect. I'm really looking forward to my second dose of the vaccine which will be given in April.

The rollout of all the vaccines has been really successful - I know that the NHS has been working hard to deliver the programme to so many people, particularly in the Moray area.

Hanover has also been exceptional with their response to the pandemic and the vaccine rollout. Plus, regular testing has given us peace of mind as that extra line of defence.

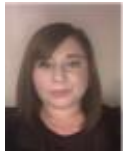
Personally, I think that unless you've got a valid reason, you should get the vaccine - after all, it's another step to protect yourself and others."



Sheryl Black, Sheltered Housing Manager:

"I was excited about receiving the vaccine and the registration process was quick and easy. My appointment was booked at the Aberdeen Royal Infirmary and everything was clearly explained by the nurses.

All the staff in the vaccination centre kept a three-metre distance and they helped to put my mind at ease. My vaccination experience was really positive and I strongly recommend that everyone takes up the opportunity, it will help to protect you and others from the virus.”



Stephanie McNally, Housing with Care Manager

“Like many colleagues, I was contacted in December 2020 and my first dose was given on 15 January.

The thought of having the vaccine was very daunting at first, but I now feel very privileged to have received the first dose. The staff were all very kind and helpful, plus they take the time to explain what will happen.

I did feel a sharp scratch during my injection, but it was over in seconds - the vaccination was a really positive experience and only took about half an hour.

My arm did feel quite heavy after the jab and I felt tired in the evening, but all these side effects were explained. There was also a small amount of bruising, but this subsided after a few weeks.

The rollout in Moray has been so successful and the pace of vaccinations has also been unprecedented. I had some reservations about the planned timeline, but I’m delighted to say that I witnessed the staggering rate of immunisation first-hand.”



Susie Cheeseman, Development Manager

“The vaccination process was really quick and easy - I was contacted on 18 January and the next day I was receiving my vaccine, it was that simple.

All I had to do at the centre was give my name and a nurse took me to a cubicle - the staff are really friendly and asked a few questions about health and allergies. I was told about possible minor side effects and they even asked which arm I would prefer.

The injection was completely pain-free and I was then lead to a waiting area - they asked me to sit for 15 minutes to check I didn’t react to the vaccine.

A support checked I was feeling OK and then I could go home - I did have an aching arm for two days, but nothing serious and I felt a little unwell, but again nothing serious.

I will be glad when I receive the second dose, for peace-of-mind, more than anything else. I would recommend that everyone gets the vaccine and if we continue to follow the rules, then we’ll have a better chance of getting back to normal.”