

# Community insights on disabled residents and the Covid vaccine in Tower Hamlets

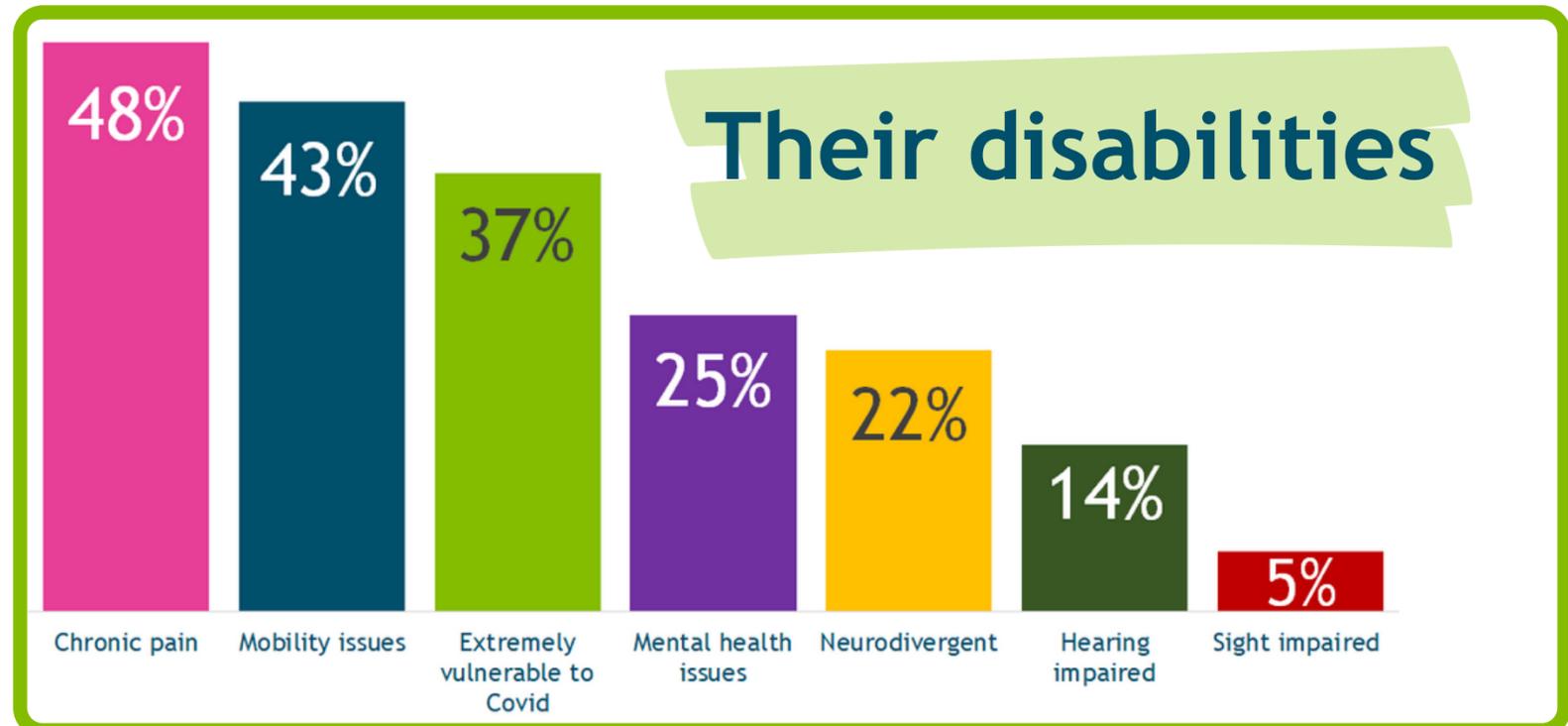
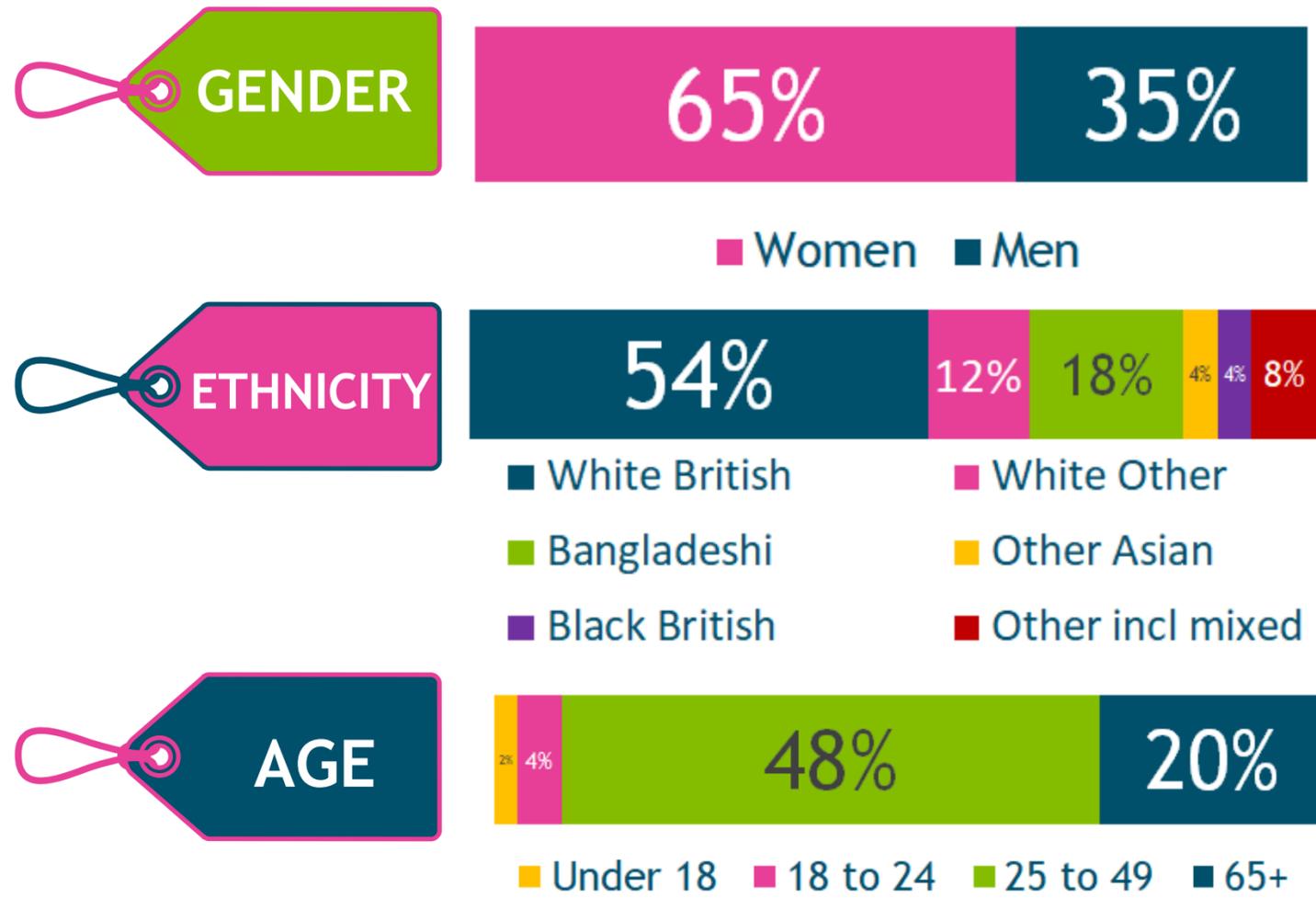
March 2021

**healthwatch**  
Tower Hamlets



**Our engagement**

We carried out a survey with **63 residents** who are disabled or living with serious long-term conditions



**32%** were digitally excluded

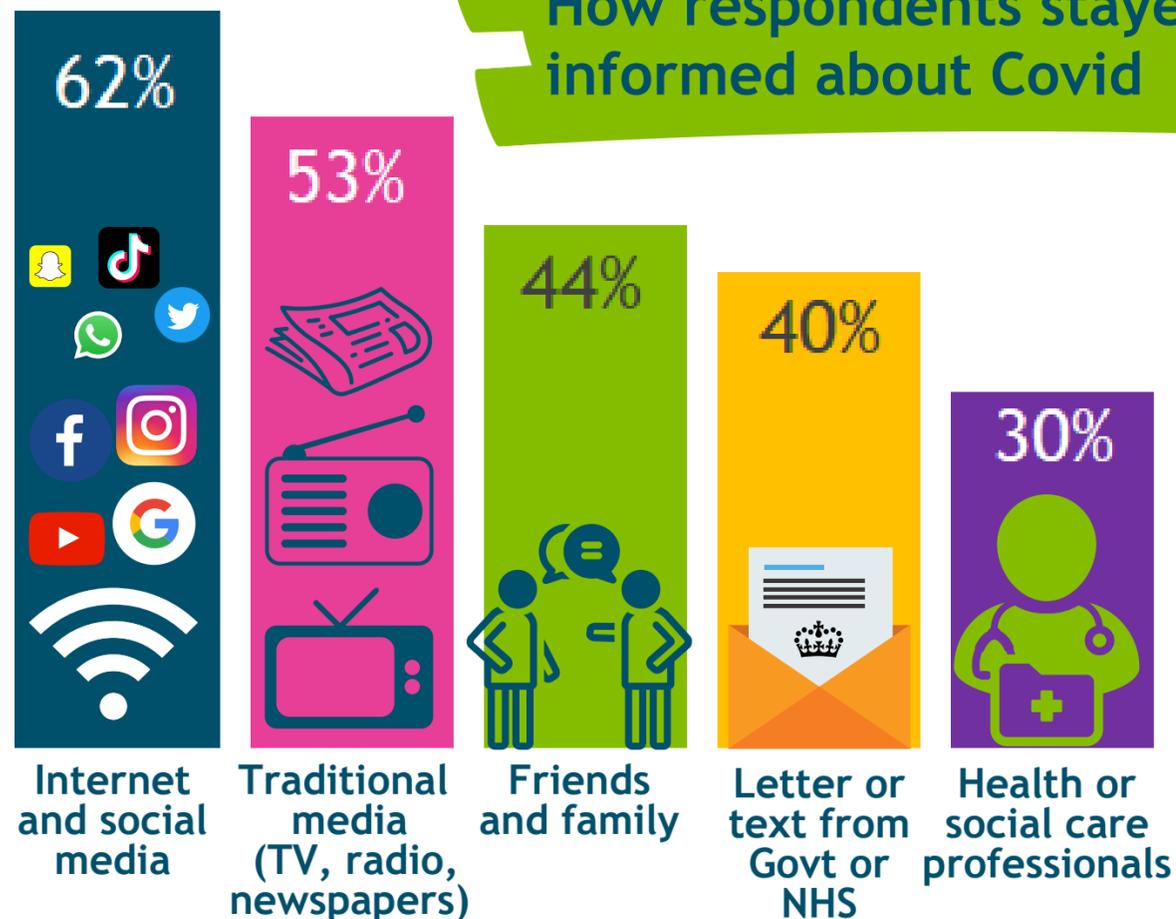
**71%** rarely or never left their homes (the majority because of shielding)

**33%** had personal care needs

## Staying informed

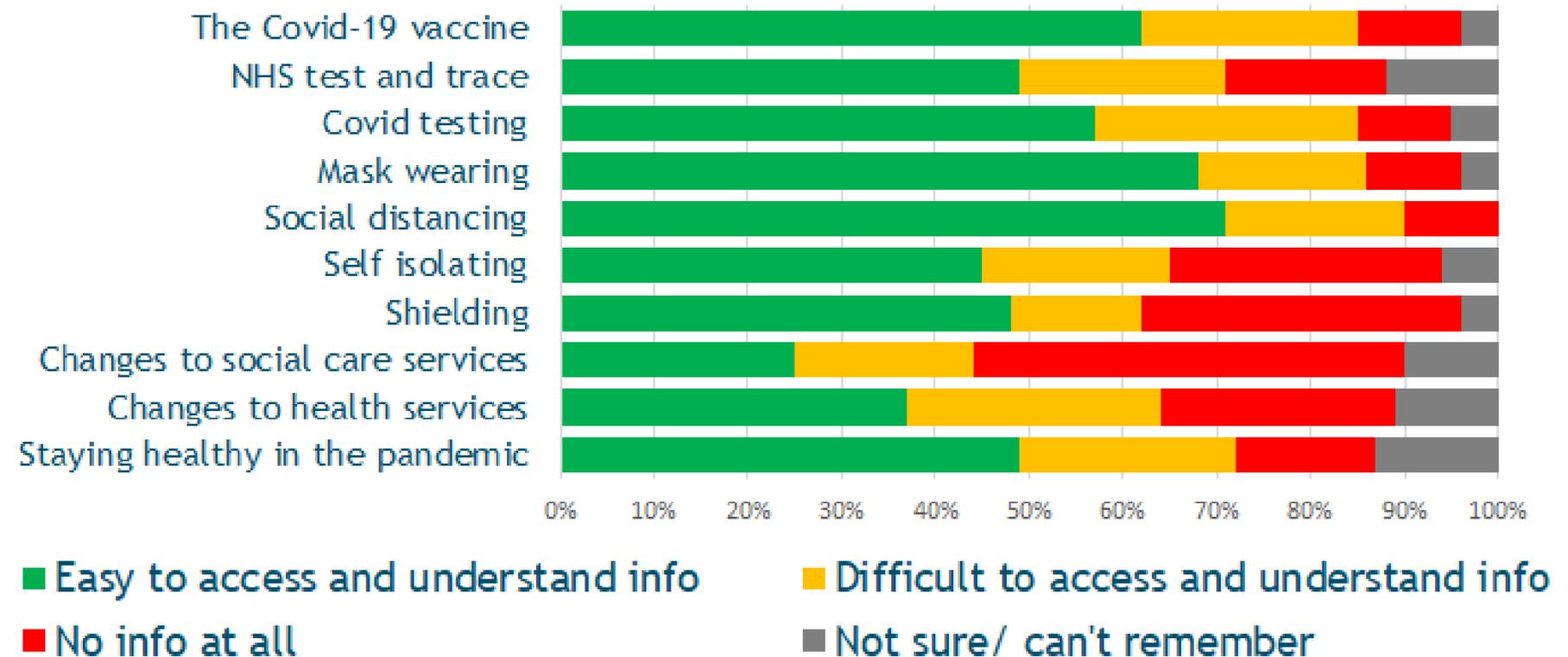
- The internet was the main source of information about Covid.
- Respondents felt well-informed about social distancing and mask-wearing, but poorly informed about changes to social care.
- Excessive irrelevant information and difficult language make public health messages difficult to understand.

### How respondents stayed informed about Covid



**74%** of those who used the internet used the NHS or gov.uk websites

### Information about Covid-related topics



**29%**  
felt there was too much information

**27%**  
felt there was not enough information

**19%**  
found the language too complicated

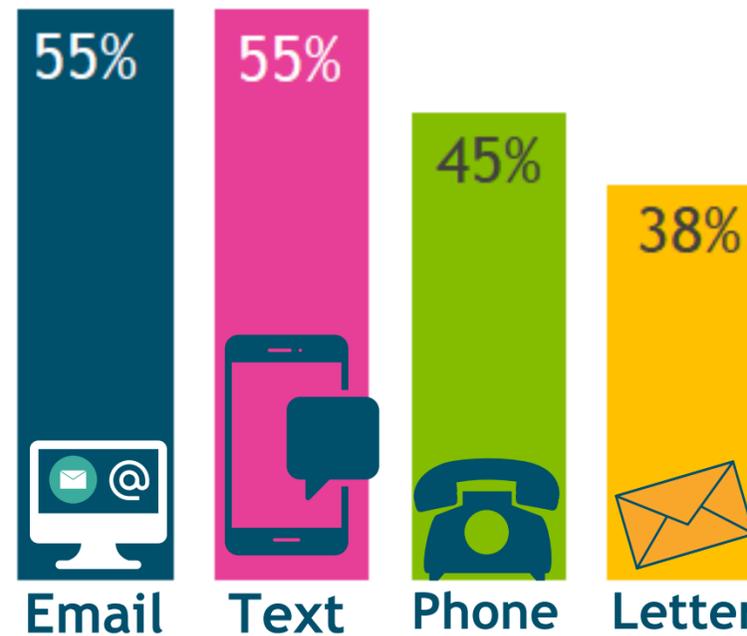
## The Covid-19 vaccine

- Most respondents are willing to be vaccinated, and prefer to receive information from their GP.
- A majority preferred to be contacted about the vaccine via email or text.
- Communication about vaccine needs to be simple, use infographics and come in a variety of formats.
- Vaccination sites should be as local as possible and allow people to feel safe.

**80%**  
intend to have the Covid vaccine or have had it already

**70%**  
of those who intend to have the vaccine would prefer to be informed by **their GP**

### How respondents prefer to be contacted about the vaccine



### MAKING VACCINATION SITES ACCESSIBLE

- Avoid overcrowding.
- Allow carers to accompany patients.
- Keep them as local as possible.
- Allow rescheduling of appointments.
- Use ramps/ lifts/ wheelchair accessible.
- Disabled parking on site.
- Transport service.
- Home visits for those who can't travel.
- Clear signage in large text.
- Signage with images and symbols.
- Toilets on the same floor.
- Quiet waiting space.

### MAKING VACCINE INFO ACCESSIBLE

- Provide multiple formats and languages.
- Work with BAME community leaders to challenge misinformation.
- Concise text, short sentences and infographics.
- Clear, simple language.
- Large, bold letters.

*"It is difficult for me to read for any length of time, so any information should be clear and concise, with large text. I am worried that I will not be able to attend on the date, as I have several bad days per week, and I would like the possibility that it can be re-scheduled, and also it would help if the vaccination site is nearby due to mobility issues"*

*Patient with severe migraines and joint pain*

