

Having a conversation about vaccinations

Encouraging people to explore their own thoughts and feelings around vaccination can help to reduce any concerns they may have. You are making a difference by having a conversation around vaccinations even if the person does not change their mind. Remember, you do not have to be an expert in everything vaccine-related, just be willing to Ask open questions, listen and Acknowledge any concerns raised, and be willing to Act by empowering people to make an informed choice or seek further support if necessary. Use the tool on page 2 and reliable information sources to support your conversation.

Healthy Conversation Skills

- Listen actively. Make eye contact, show them you are listening.
- Try not to make suggestions, explore their situation.
- Be non-judgemental and try to see your colleagues' point of view (even if it differs from your own).
- Use the tool on the next page for questions, prompts and a clear structure.
- Review. Catch up about this matter in another conversation when possible.

Signposting information

- At the end of your conversation it may be appropriate to signpost to a reliable source. We recommend the below options.
- **Share this independent website and encourage them to read the content.** www.Fullfact.org is an independent website that aims to fight misinformation.
- **Encourage them to speak to their GP about their concerns.** This could be through their own GP practice or when a GP visits your setting.
- **If possible, follow up on the conversation.**

Reasons for lack of confidence

- It is helpful to explore someone's reason for not wanting the vaccine. Some examples include needle phobia, trust in the vaccine, concerns over sick leave, misinformation – i.e. infertility, ineffective at providing immunity.
- This tool provides support and prompts to explore someone's concerns and possibly help in overcoming them.

Myth busting

- Being aware of a few facts may help in your conversation but try to avoid a debate around what is and is not true, instead share the reputable signposting sources. Remember, you do not have to be an expert in vaccines to have this conversation!
- The AstraZeneca and Pfizer/BioNTech COVID-19 vaccine do not contain any components of animal origin, meat derivatives or porcine products.
- There is no evidence that the vaccine affects fertility and no evidence of fertility problems after contracting COVID-19 itself.

Ask

- How are you feeling about the vaccine?
- What have your thoughts been on the vaccine recently?
- **Catching up.** How have you found those resources we talked about last time?

Based on response, follow up with something like...

- What is the main concern for you around having the vaccine?

If misinformation is raised...

Explore this further to understand the sources of information they're using and signpost to the suggested options. **Do not debate or make judgement.**

- What have you seen or heard that's made you refuse the vaccine?
- What other sources have you explored?
- How could I help you to find out some other sources of information?

Acknowledge

- How easy do you feel it is for you to have the vaccine?
- How important is it to you to have the vaccine?
- How will it impact on others if you do not have the vaccine?
- How can we support you to feel more comfortable in considering having the vaccine?
- What sources are you using to find out information about the vaccine?

Act

- What next steps would you like to take?

Next steps

- **Refer to signposting information above**
- **Refusal.** Individual still refuses. Reputable information shared and further conversation booked. *'Let's catch up about this again'*
- **Hesitancy remains.** Share reputable information and encourage to speak to GP. *'How about a conversation with your GP?'* Book in further conversation.
- **Considering vaccine.** Discuss vaccination being booked at end of conversation. *'How do you feel about booking in for a vaccine?'*