

What have families told us about routine childhood vaccinations

We spoke to 65 families at seven different community events, here are the key themes and tips that came out of our conversations:

What stopped families getting their children vaccinated?

Some parents have **concerns about the MMR vaccine**

Since Covid-19 people have more **questions about vaccines**

There's not enough information on **what to expect or after care**

It can be **hard to book or attend appointments**

Clearer information is needed about **when a child is too unwell to have a vaccine and when to reschedule**

Negative experience from families and friends can put people off from getting their child vaccinated

What could make a difference?

We've put together a [frequently asked questions](#) poster with all the questions we heard from parents

If a parent has questions encourage them to **book an appointment to chat through their questions before the vaccine appointment**

Share [advice](#) with parents when **they book in**. Are there any flyers they could be sent?

Phone calls are valued by parents with babies as they can be hands-free. Call to let them know their child is due a vaccine and use the call to book them in.

Parents say all **reminders** are helpful.

Share clear information about [when children can't be vaccinated](#) and **support families to reschedule**

Ask about concerns and listen. Sign post to [reliable sources](#) for future reading but don't try and present all the facts, focus on listening