

**SPOTLIGHT REPORT - HIGHLIGHT RESULTS FROM  
HEALTHWATCH WORCESTERSHIRE COVID-19 SURVEY-  
22<sup>nd</sup> APRIL - 4<sup>TH</sup> MAY 2020**

**THIS REPORT IS NOT IN THE PUBLIC DOMAIN AND NOT FOR FURTHER PUBLICATION**

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**EXECUTIVE SUMMARY**

**Context**

HW developed a Survey based on Healthwatch England's template, and in collaboration with the NHS and Worcestershire County Council (WCC), to find out people's experiences of health and care services during the Covid-19 Pandemic. The Survey was launched on 22<sup>nd</sup> April 2020 and has been aimed at the general public rather than specifically at known users of health and social care services.

By 4<sup>th</sup> May 2020 we had received **1969** responses. Despite the widespread nature of Survey distribution **32% of respondents** (612) consider themselves to be at **high risk** of Coronavirus, and of these, 27% (163) are in the "shielded" group. A further **32%** of respondents (620) are **caring for someone** at high risk of Covid-19 and of the people they are caring for 35% (218) are in the "shielded" group.

The majority of responses so far have come from Wychavon (29%), the lowest response rate is from Redditch (8%). Most people had heard about the Survey through HW communications, and we had a good response from the WCC Worcestershire Viewpoint Panel. However fewer respondents heard about the Survey through schools (10%) and GP practices (2%) than we had anticipated.

The next phase of communication about the Survey will aim to target BAME communities and those Districts with lower response rates. **Further support from the NHS and Councils with encouraging circulation and completion, particularly at the above audiences, would be appreciated.** We will also be aiming to gather views of people with a learning disability.

This spotlight Report is designed to provide **interim feedback to health and care service providers**. The aim is to enable them to act quickly on any issues identified. The majority of the Report simply sets out findings so far. Further analysis has been done where this would add value / highlight issues for services. Some key findings are set out below. The detail is in the body of the Spotlight Report starting on page 4.

**INFORMATION**

Generally, respondents are not experiencing difficulty in finding, understanding or keeping up to date with information about how to keep themselves and other safe during the Covid-19 pandemic. The top 3 topics that it has been most difficult to get information about are: Testing for Covid-19, use of masks, gloves and other PPE by the public and avoiding transmission of Covid-19 (e.g. deliveries, packaging etc).

**Here2Help Worcestershire**

**35%** (621) of respondents **had heard of Here2Help**, of these **12%** (**74**) **had used it**. This was most frequently to request help for themselves or others (32), then for advice and information (28) or to volunteer (13). Most respondents (43) got a reply within 48

hrs, whilst 10 waited over 72hrs. 44 people rated the response as very helpful or helpful, whilst 15 people rated it as not very or not at all helpful.

## EXPERIENCES OF HEALTH SERVICES

### Communication

The communication most frequently rated excellent or good, by respondents who had received communication about that service, were from Pharmacy, GP and Hospital Accident & Emergency (A&E) / Minor Injuries Unit (MIU). Communication received that was most frequently rated poor or very poor were from Mental Health services (Children & Young People (C&YP) and Adults), Planned Hospital Treatments and Therapists (e.g. Physiotherapy and Occupational Therapy).

### Access

Looking only at respondents who needed to access each service the services that were **easiest to access** were: Ambulance services (82%), Pharmacy (78%), Hospital (A&E) (72%), GP (66%) and Maternity Services (63%)

Services that people had **needed but found it difficult to access** were: NHS 111 Phone (42%), Children and Young People Mental Health (41%), Adult Mental Health (38%) Therapists (e.g. Physiotherapy and Occupational Therapy) (37%) and Dentist (35%)

Services that **people had needed, but had most frequently chosen not to access** were: Dentist (41%), Children and Young People Mental Health (38%), Adult Mental Health (35%), Therapists (23%) and Planned Hospital Treatments (22%)

We asked the **717 people** who had chosen not to access a service they needed the reason for this. The most frequently given reason was not wanting to put pressure on the service (330), then fear of infection (200) and felt it was a minor complaint (187).

When asked for **comments on health services** we heard praise for GPs (41), Pharmacy (17) and Acute Hospital Services (11). The most frequent issues or concern were: accessing pharmacy or medication (31), unable to access urgent dental care (25), accessing GP / information and treatment given by GP (20) and concerns about cancellation of outpatients appointments / delays to referrals (14).

## EXPERIENCE OF CARE AND SUPPORT SERVICES

**108 respondents** receive care or support services or cared for someone who required care and support services to carry out daily activities (e.g. help in the home, day care or other social care service). Of these **55%** (65 people) had experienced a **change** to their **care or support** service. Most (29) were happy with the communication they received about changes to the service, 17 rated this as fair, 12 as poor and 7 had not received any communication.

When asked for **comment on care and support services** most comments received were about domiciliary care (32). 12 respondents had stopped receipt of their domiciliary care service due to fear of infection. 3 raised concerns about lack of PPE for domiciliary care staff. 2 referred to continuation of domiciliary care services where circumstances in the home have changed due to Covid-19. We received a small

number of comments about care and nursing homes (5), day services (5), and lack of PPE for those using Direct Payments (2).

## **MENTAL HEALTH AND EMOTIONAL WELLBEING**

Most respondents **59% (972) had not needed any support** for their mental health or emotional wellbeing. Of those that had most (414) were receiving this from family and/or friends and neighbours. A few were receiving this from a community voluntary or charitable group (18) or from a mental health care provider (16).

**7% (122) of respondents had not been able to access support** for their mental health or emotional wellbeing during this time. The three most frequent reasons given were: Do not know how to access support (21), felt they shouldn't access support at this time/others need it more (13) and felt that there is no support available and/or no point in trying to access this (12).

Overall, we asked people if there had been any **positive changes** to health or care services due to the Coronavirus / Covid-19 pandemic that they would like to see continued. Whilst most respondents to this question could not identify any positives (179), the most positive aspects related to appreciation of use of telephone & video for GP / other NHS appointments (161), decreased /more appropriate use of Accident & Emergency (A&E) services by the public (59) and appreciation of / praise for the NHS, its staff and Care staff in general (55).

We received 243 additional comments which have been themed and reported. Further concerns/issues raised included: difficult to get access to GP service / appointment (19), difficulties with prescriptions / pharmacy (18) and delays to diagnosis / ongoing treatment (17).

## **HAVING REVIEWED REPOSES SO FAR WE WOULD SUGGEST THAT COMMISSIONERS AND PROVIDERS HAVE REGARD TO THE FOLLOWING IN WORCESTERSHIRE:**

- Dentistry - clarity about what access is available to dental services
- Adequacy of communication to address people's concerns re planned treatments and ongoing care (to both individuals and the "general public")
- Opportunity to further promote "Here2Help" Worcestershire within the general population
- Communication of changes in General Practice (248 respondents reported that they had not received any communication from their GP)
- Enhancing communication about available mental health services and addressing the perception that services are unavailable / inaccessible
- Continuation of domiciliary care services where circumstances in the home have changed due to Covid-19

## SPOTLIGHT REPORT

### 1. INTRODUCTION

Healthwatch Worcestershire provides an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to service providers and commissioners in order to improve services.

A Survey was developed, in collaboration with the NHS and Worcestershire County Council (WCC), based on Healthwatch England's template to find out people's experiences of health and care service during the Covid-19 Pandemic. The Survey was launched on 22<sup>nd</sup> April 2020.

This spotlight Report is designed to provide **interim feedback to health and care service providers**. Results are reported for the period 22<sup>nd</sup> April - 4<sup>th</sup> May. The aim is to enable them to act quickly on any issues identified. The majority of the Report simply sets out findings so far. Further analysis has been done where this would add value / highlight issues for services.

NOTE - Not all respondents answered every question, therefore results will not always sum. Sometimes results have been presented as percentages and at others as numbers of respondents, dependent on what made the answers to the question clearest.

A full Report will be produced when the Survey closes at the end of the summer.

### 2. RESPONDENTS

**1969 people** responded to the Survey between 22/4/2020 - 4/05/2020.

Of these **32%** (612) consider themselves to be at **high risk** of Coronavirus, and of these, **27%** (163) are in the "**shielded**" group.

A further **32%** of respondents (620) are **caring for someone** at high risk of Covid-19 and of the people they are caring for **35%** (218) are in the "**shielded**" group.

**7%** (131) respondents have **additional communication needs**, and of these **40%** (46) have **not been able to find information** and advice in the format needed.

For further information about respondents see **Appendix 1**.

### 3. INFORMATION

#### 3.a. Finding Information

**84%** (1519) respondents have found it to **very easy or easy to find the information** they need about how to keep themselves and others safe during the Coronavirus / COVID-19 pandemic. **4%** (63) have found it **difficult or very difficult**.

**84%** (1524) have found it to very easy or easy to **understand information** about how to keep themselves and others safe during the Coronavirus / Covid-19 pandemic. **4%** (76) have found it **difficult or very difficult**.

**78%** (1385) have found it very easy or easy to **keep up to date** with the changes to information about how to keep yourself and others safe during the Coronavirus / Covid-19 pandemic. **6%** (117) have found it **difficult or very difficult**.

We asked which **topics**, if any, respondents had found it **difficult to get clear information** or advice about and provided a list for people to select from.

30% of respondents had not had any difficulty. However, topics that people most frequently identified as difficult to get clear information about are ranked below.

**Topics that were most difficult to get clear information about:**

Testing for Coronavirus / Covid-19	35%	587
Using mask, gloves or other Personal Protective Equipment	28%	481
Avoiding transmission of Coronavirus / Covid-19 (e.g. deliveries, packaging etc.)	18%	305
Changes to the health care services I usually access	14%	243
Looking after my mental health or emotional wellbeing	13%	213
Managing existing physical health conditions	11%	187
Accessing repeat prescription medications	11%	185

**3.b. Sources of Information**

The table below sets out sources of information and how helpful people found these.

It shows that the top three most helpful sources of information were:

- Online “national” websites (e.g. GOV.UK, NHS.UK, MIND.ORG)
- Media (e.g. television, radio or newspaper)
- Family, friends or neighbours

Sources of Information	Very Helpful	Helpful	Not Very Helpful	Not at All Helpful	Not Used
Online “national” websites (e.g. GOV.UK, NHS.UK, MIND.ORG)	531	790	96	13	237
Online - Worcestershire County Council	99	356	96	30	1068
Online District Council websites	89	302	95	37	1091
Online “other local organisations” websites (e.g. local hospital, voluntary/community organisations, parish councils)	130	364	97	31	1006
Online - social media	172	488	272	113	489
Media (e.g. television, radio or newspaper)	451	764	265	99	58
Received by email or text message	159	565	178	55	664
Received by post	113	458	248	116	667
From family, friends or neighbours	181	631	230	66	515

Additional comments about information sources -

- Concerns about conflicting information, social media and newspaper coverage (15)
- Examples of the specific sources of information above they had accessed (15)

### 3.c. Here2Help Worcestershire Coronavirus/Covid-19 Community Action Response

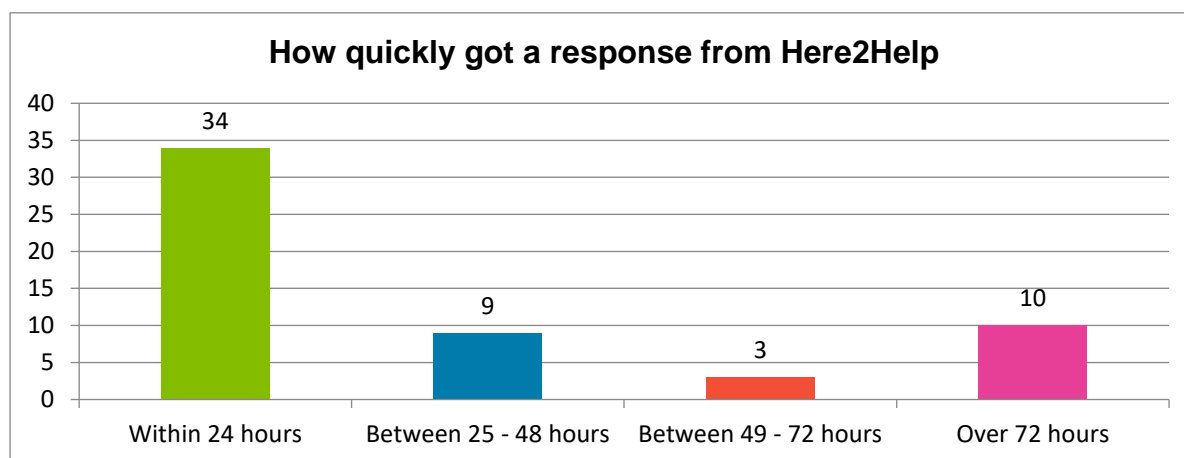
35% (621) of respondents had heard of Here2Help Worcestershire Coronavirus/Covid-19 community action response, whilst 65% (1170) had not.

Of those that had heard of Here2Help 12% (74) had used the website or helpline.

Respondents had used it for the following purposes:

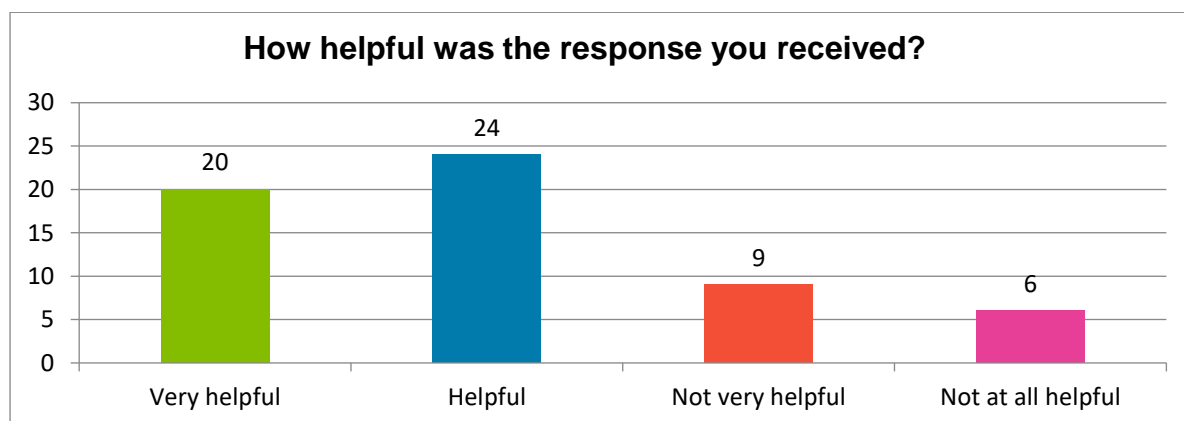
- 32 people had used it to request help for themselves or someone else
- 28 people had used it for Advice and Information
- 13 people had used it to volunteer to help

The table below shows how quickly respondents received a response from Here2Help. It shows that most people (43) got a response within 48 hrs, however 10 people got a response over 72 hrs later.



We asked people how helpful they had found the response

- 44 people rated the response as very helpful or helpful.
- 15 people rated it as not very or not at all helpful



Additional comments received about Here2Help are ranked below:

- Positive experience of good service (19)
- Volunteered but not been required / received response (10)
- Told not entitled / able to help (6)
- Have told others about Here2Help (5)

We asked all Survey respondents if they thought that Here2Help should continue past the pandemic.

- 399 said Yes
- 32 said No
- 147 said Don't Know

#### 4. EXPERIENCE OF HEALTH SERVICES

##### 4.a. Communication

We asked people how they would rate the communication that they, or the person they care for, have received about changes to a range of health services due to the Coronavirus/Covid-19 pandemic.

The table below sets out all the responses. Respondents were able to say that they had not received any communication from the service or that it was not applicable to them.

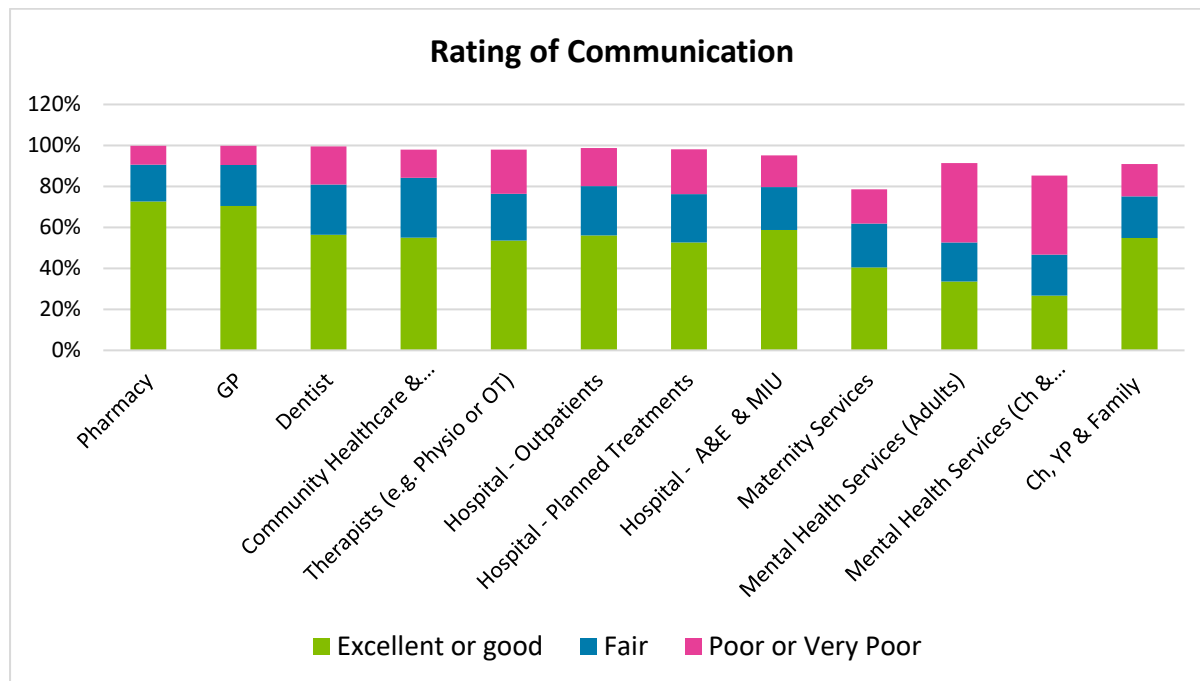
**Table rating communication by Health Services**

	Excellent	Good	Fair	Poor	Very Poor	Not received any communication	Not applicable to me	Total
Pharmacy	309	435	185	68	27	432	207	1,663
GP	386	516	225	79	42	248	126	1,652
Dentist	130	273	176	88	45	696	235	1,643
Community Healthcare and Nursing Services	45	66	59	20	8	347	1,097	1,642
Therapists (e.g. Physiotherapists or Occupational Therapists)	51	78	55	31	21	264	1,149	1,649
Hospital - Outpatients	90	170	112	59	27	251	942	1,651
Hospital - Planned Treatments	78	121	89	53	30	197	1,073	1,641
Hospital - Accident and Emergency (A&E) and Minor Injuries Units	41	57	35	19	7	258	1,230	1,647
Maternity Services	8	9	9	4	3	113	1,490	1,636
Mental Health Services (Adult)	12	27	22	21	24	188	1,344	1,638
Mental Health Services (children & young people)	6	14	15	12	17	146	1,425	1,635
Children, Young People & Family Services (e.g. HV, school nursing etc)	29	44	27	12	9	159	1,353	1,633

We then removed the respondents that had not received any communication from the service or where the service was not applicable to them.

Looking only at **people who had communication** from the service the Chart below shows how this was rated.

**Chart showing how communication is rated by people in receipt - by service**



It shows that communication received from the following services that were most frequently rated **Excellent or Good** are:

- Pharmacy (73%)
- GP (71%)
- Hospital - A&E / MIU (62%)
- Children, Young People and Family services e.g. health visitors, school nursing etc. (60%)

Communication received from the following services most frequently rated as **Poor or Very Poor** are:

- Mental Health - Children & Young People (39%)
- Mental Health - Adults (39%)
- Hospital - Planned Treatment (22%)
- Therapists - Occupational Therapy, Physiotherapy etc. (22%)

#### 4.b. Access to Health Services

We asked respondents if they, or the person they care for, had **needed to access** a range of health services.



The table below sets out all the responses. Respondents were able to say that they had not needed to access the service or that it was not applicable to them.

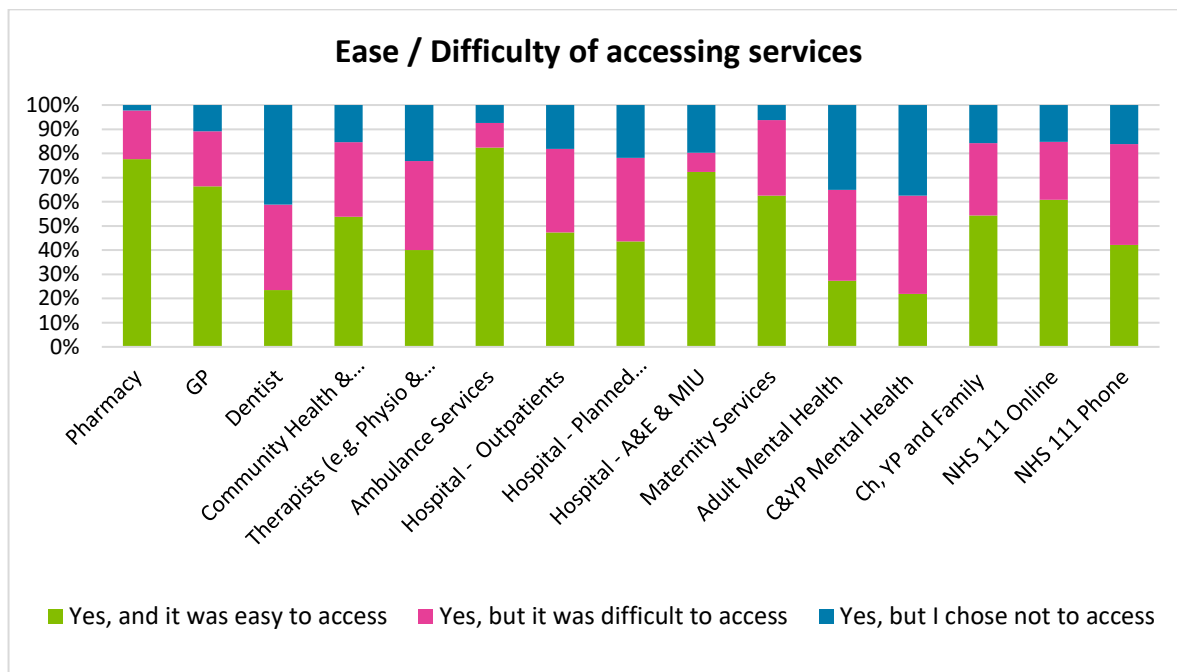
**Table showing need to access health services**

	Yes, and it was easy to access	Yes, but it was difficult to access	Yes, but I chose not to access	No, I haven't needed to access	Not applicable to me	Total
Pharmacy	980	255	28	265	132	1,660
GP	550	188	90	615	198	1,641
Dentist	64	96	112	972	370	1,614
Community Healthcare and Nursing Services	56	32	16	611	922	1,637
Therapists (e.g. Physiotherapists or Occupational Therapists)	62	57	36	586	897	1,638
Ambulance Services	56	7	5	718	853	1,639
Hospital-Outpatients	125	91	48	607	760	1,631
Hospital-Planned Treatments	100	79	50	565	834	1,628
Hospital-A&E or Minor Injuries Unit	55	6	15	696	864	1,636
Maternity Services	10	5	1	385	1,228	1,629
Mental Health Services (Adults)	21	29	27	473	1,083	1,633
Mental Health Services (Children)	7	13	12	410	1,190	1,632
Children, Young People and Family Services (e.g. Health Visitors, School Nursing etc)	31	17	9	419	1,160	1,636
NHS 111 Online	104	41	26	791	662	1,624
NHS 111 Phone	76	75	29	809	643	1,632

We then removed the respondents that had not needed to access the service, or the service was not applicable to them.

Looking only at people who had needed to access the service the chart below shows how easy or difficult this was, or whether the respondent had needed to access the service but had chosen not to.

**People who needed to access the service - ease / difficulty of doing so or chose not to access the service**



Of the people who had needed to access the service, those that were **easiest to access** were:

- Ambulance Services (82%)
- Pharmacy (78%)
- Hospital - A&E services (72%)
- GP (66%)
- Maternity Services (63%)

Services that people had needed to access but found it **difficult to access** were:

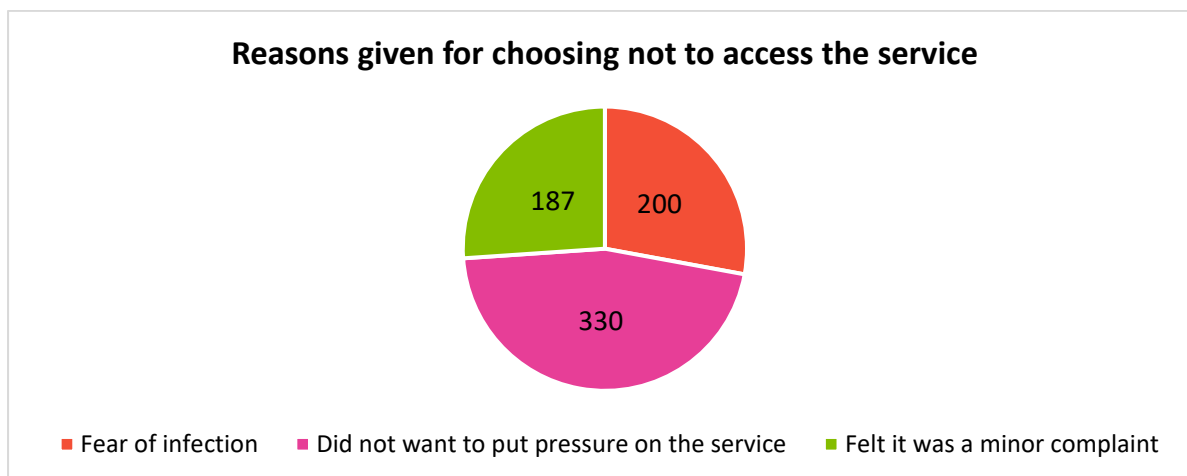
- NHS 111 Phone (42%)
- Children and Young People Mental Health (41%)
- Adult Mental Health (38%)
- Therapy (e.g. Physiotherapy & Occupational Therapy) (37%)
- Dentist (35%)

Services that people had needed to access, but had most frequently **chosen not to** were:

- Dentist (41%)
- Children and Young People Mental Health (38%)
- Adult Mental Health (35%)
- Therapy (e.g. Physiotherapy & Occupational Therapy) (23%)
- Planned Hospital Treatments (22%)

We asked the **717 people** who had chosen not to access a service they needed the reason for this. The chart below shows the reasons given.

### Chart showing reasons given for choosing not to access a needed service



Additional reasons given for choosing not to access services were:

- Usual service being closed or not operating e.g. Dentist (26)
- Being at increased risk of infection e.g. shielding (12)
- Current situation means issue not a priority (7)
- Unable to contact service / perception will not be able to (5)
- Feeling their needs should not be priority for NHS (4)
- Messages discourage people from accessing services (1)

### Experience of accessing health services

We asked people to tell us more about their experience of health services. We received 217 comments. This comprised **89 positive comments** and **128 comments raising issues or concerns**.

### Positive comments / praise for services

THEMES	FREQUENCY
GP Practices – good service / organisation / use of telephone and video consultation	41
Pharmacy services – customer service and use of deliveries	17
Acute Hospital services	11
NHS 111	9
Ambulance	6
Community services	4
“Ask My GP”	2

## Comments raising issues or concerns

THEME	FREQUENCY
Accessing pharmacy or medication	31
Unable to access urgent dental care	25
Accessing GP / information and treatment given by GP	20
Concerns about cancellation of outpatients appointments / delays to referrals	14
NHS 111 – getting through / waiting times / not receiving advice required	11
Lack of mental health support	6
Delays to diagnosis/treatment – Cancer, Neurology	5
Feeling not been recognised as high risk of Covid-19	4
Lack of access to Physiotherapy	3
Maternity – follow up care / access to pain relief	2
Social distancing measures in hospital	2
Child and Adolescent Mental Health Services	2
Delays to support following Stroke	1
Care following discharge from hospital	1
Difficulties accessing testing for Covid-19	1
Lack of condition specific information	1

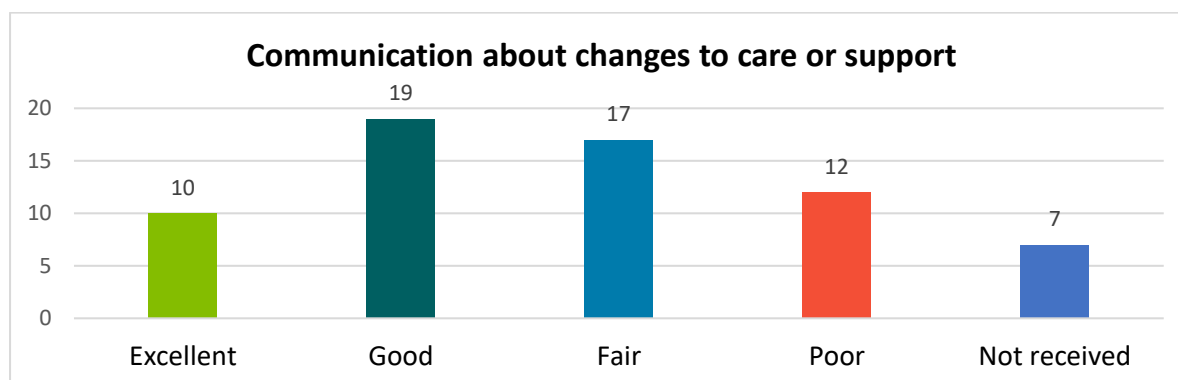
## 5. EXPERIENCE OF CARE AND SUPPORT SERVICES

### 5.a. Changes to Care and Support Services

We asked respondents if they, or the person they care for, receive care or support services to carry out daily activities (e.g. help in the home, day care or other social care service). **108 respondents** answered yes to this question.

Of these **55%** (65 people) had experienced a **change** to their care or support service.

We asked how they would rate the **communication** that they, or the person they care for, have received about changes to care or support services due to the Coronavirus / Covid-19 pandemic.



## 5.b. Comments about Care and Support Services

We asked people to tell us more about their experience of care and support services. We received a total of 42 comments. These were themed by type of service, and are ranked in order below:

- Domiciliary Care (32)
- Residential care (5)
- Day Care (2)
- Concern re lack of PPE for people using Direct Payments (2)
- Statement of changes to service in an assisted living setting (1)

We received most comments about **Domiciliary Care** services.

The most frequent comments were:

- Person had stopped receipt of the service due to fear of infection (12)
- The service was carrying on as previously (12)
- Concern re lack of PPE for domiciliary care staff (3)
- Change to service initiated by private provider (2)
- Change to service initiated by Council (2)
- Praise for domiciliary care provider (1)

We received **5** comments about **care and nursing homes**. 2 expressed concern about the availability of PPE in these settings, 1 was concerned about perceived pressure to accept a nursing home placement for their relative that they were unhappy with, 1 expressed concern about being unable to visit a relative and 1 was praise for a care home setting.

We received 2 comments about **Day Services**, one praised the service for providing regular telephone calls and checks, the other was concerned that a day service was closed with very short notice.

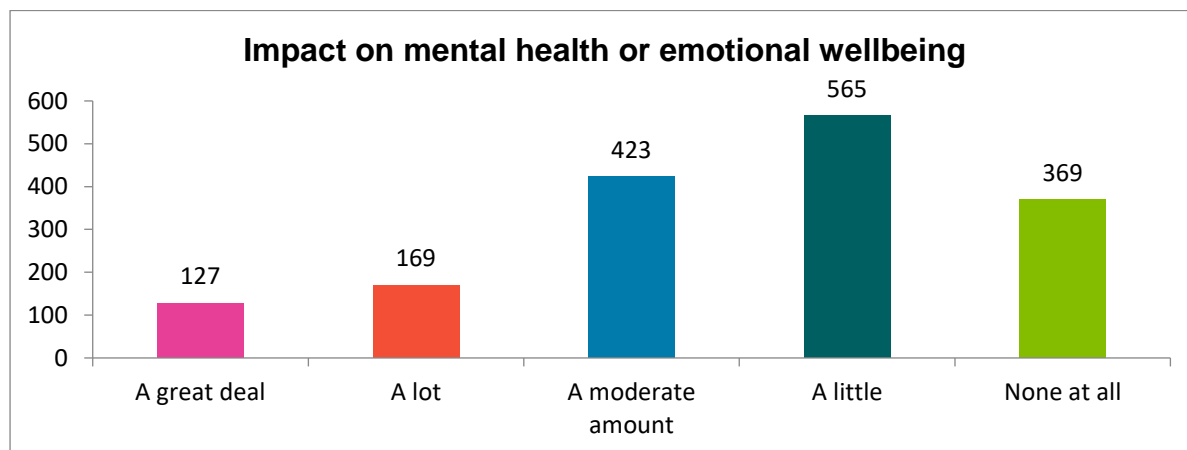
We received two comments expressing concern re lack of PPE for people using **Direct Payments**.

One comment informed us of changes to service in an **assisted living setting**

## 6. MENTAL HEALTH AND EMOTIONAL WELLBEING

### 6.a. Impact on mental health or emotional wellbeing.

We asked how much of an impact the Coronavirus / Covid-19 pandemic had on respondent's **mental health or emotional wellbeing**. The chart below sets out the results.



### 6.b. Sources of Support

Most people 59% (972) had not needed any support for their mental health or emotional wellbeing. Of those that had sources of support are ranked in order below:

- Family and/or friends and neighbours - 25% (414)
- Online or from an app - 3% (52)
- Other source (see below) - 3% (52)
- From a community, voluntary or charitable group - 1% (18)
- From a mental health care provider (16)

**Additional** sources of support were identified as:

- Via work - including information and access to online support / counselling (16)
- Work colleagues (9)
- GP (7)
- Current restrictions / being at home having positive impact (4)
- Church (4)

### 6.c. People who were unable to access support for their mental health or emotional wellbeing

7% of respondents (122) **had not been able to access support** for their mental health or emotional wellbeing during this time.

Reasons given for being unable to access support for their mental health or emotional wellbeing have been themed and are ranked below:

- Do not know how to access support (21)
- Feel that they shouldn't access support at this time or others need it more (13)
- There is no support available / no point in trying to access support (12)
- Don't want to / have not tried (8)
- Unable to make contact or appointment (6)
- Services are closed (6)
- Do not want to have support by phone, due to others in house / privacy (3)
- Not been offered any support (2)
- No support appropriate for those with Autism Spectrum Condition (1)
- Told not eligible (1)

#### **6.d. Comments about accessing Mental Health Services**

We asked people to tell us more about their experiences of accessing support for mental health and emotional wellbeing. We received 99 comments.

75 comments related to the different types of support people had found beneficial, including -

- Keeping in touch with family and friends (37)
- Specific websites, apps and online support (18)
- Support and contact from local voluntary groups (7)
- Community mental health team (2)
- Self-help resources (2)

14 comments about issues or difficulties relating to accessing services -

- Lack of availability of appropriate support (5)
- Difficulties of support being online or by telephone (5)
- Difficulty getting through to helplines (1)
- Lack of support for Post Natal Depression (1)
- Anxiety asking for help (1)
- Difficulties with Healthy Minds (1)

10 comments related to specific issues impacting on mental health

- Caring responsibilities, including learning disability, Autism Spectrum Conditions and mental health issues (4)
- Bereavement (2)
- Other - Recovering from Covid-19 (1), lack of employment (1), being separated from spouse (1), acquired brain injury (1).

## 7. OVERALL

### 7.a. Positive changes to services

We asked people if there had been any **POSITIVE changes** to health or care services due to the Coronavirus / Covid-19 pandemic that they would like to see continued.

We had **612 responses** to this question. These have been themed and are reported in order of frequency below.

**Table showing comments received about POSITIVE changes to health or care services due to the Coronavirus / Covid-19 pandemic**

THEME	FREQUENCY
No positives identified	179
Appreciation of use of telephone & video for GP / other NHS appointments	161
Decreased /more appropriate use of A&E & Emergency services by the public	59
Appreciation of / praise for the NHS, its staff and Care workers (in general)	55
Praise for neighbours/ friends/ community response	26
NHS/ Organisations working better together /"Can Do" attitude	20
Praise for pharmacy / dispensing GP practice (including delivery service)	16
Positive lifestyle changes (e.g. increased exercise, looking after mental health)	14
Improvements in service/ less bureaucracy & meetings	13
Praise for GP surgery (incl. prompt response, prescriptions over phone)	12
Heightened awareness of Older People, Care Services and Carers	11
More appropriate use of GP surgery/other health service (excl.A&E) by the public	10
Positive experience of electronic prescriptions process	8
Better physical environment (less noise, cars etc.)	8
Good information from NHS / LA	8
Improved hygiene / cleanliness in health and care settings	6
Praise / increased awareness of 111	3
Appreciation of free parking at hospitals	3

### 7.b. Other comments

We received **243 comments about health and care and support services** during the Covid-19 Pandemic. This comprised **34 positive comments** and **209 comments raising issues or concerns**. All the comments have been themed and are reported in order of frequency below. We have reported all comment as this was an opportunity for people to raise issues not covered elsewhere in the Survey.

THEME	FREQUENCY
Praise for NHS services, its staff and care workers	34
Difficult to get access to GP service / appointment	19
Difficulties with prescriptions / pharmacy	18
Delays to diagnosis / ongoing treatment	17
Perception of poor Govt handling of Covid-19 pandemic (incl. PPE)	17



Poor communication / support about or for "shielded" group	13
Lack of access to dental treatment	11
Generalised concern about negative impact on other health conditions due to focus on Covid-19, not specific to an individual	11
Poor communication by health services	10
Negative impact on mental health due to Covid-19	10
Lack of community testing for Covid-19	9
Difficulty accessing community-based support services (incl. food delivery)	9
Lack of proactive contact by health or care services	9
Lack of support for mental health issues	8
Concern about cancellation of Outpatients appointments/ delays to referral	8
Lack of support for care homes / care sector	7
Difficulty with phone consultation	5
Difficulty accessing social care services	5
Decline in standard of healthcare due to Covid-19	5
Gaps in system / lack of co ordination	3
Worry / distress due to Covid-19 (non-health issues e.g. finance)	3
Concern re maternity services	3
Decline in standards of healthcare over time (not Covid-19 related)	3
Lack of support for those with Covid-19 in the community	2
Concern re. cross infection if using health services	2
Changes to Community Nursing Services	1
Poor internal systems / internet connection within health services	1

## APPENDIX ONE - ABOUT THE RESPONDENTS

### Age of Respondents

Age	%	Number
13-24	3	41
25-54	33	530
55-69	35	575
70-79	24	398
80+	4	72
Prefer Not To Say	1	10
Total		1626

### Gender of respondents

Woman	58%	946
Man	41%	659

### Disability

37% of respondents (606) identified themselves as having a disability or long-term health condition. This is broken down as follows:

Learning Disability	1%	6
Autism Spectrum Condition	1%	10
Mental Health	12%	90
Physical Disability	10%	77
Visual Impairment	2%	13
Hearing Impairment	7%	51
Long Term Medical Condition (e.g. diabetes)	54%	394

### Ethnicity of Respondents

White: British / English / Northern Irish / Scottish / Welsh	91%
White: Irish	1%
White: Any other White background	5%
I'd prefer not to say	2%

### District

Wychavon	29%
Malvern Hills	19%
Worcester City	17%
Bromsgrove	14%
Wyre Forest	12%
Redditch	8%

## Where did respondents hear about the Survey

HWW Bulletin or email	29%
Worcestershire Viewpoint	26%
Email / newsletter from another organisation	22%
School or College	10%
Facebook / Twitter	6%
GP Practice	2%
Other	5%