



Covid-19/Coronavirus Information Gathering Survey - Initial Findings June 2020

- As of 12th June 2020, we have received 41 completed surveys
- A look at who has been completing the survey shows us that it is mainly older (70%), female (88%), white British (71%) residents. (We are trying to address this issue).
- 53% of respondents told us they have found it “easy” or “very easy” to FIND the information they need during Covid-19
- 58% of respondents told us they have found it “easy” or “very easy” to UNDERSTAND the information they need during Covid-19
- 45% of respondents told us they have found it “easy” or “very easy” to KEEP UP TO DATE WITH THE CHANGES TO the information they need during Covid-19
- 45% of respondents told us they have found it “easy” or “very easy” to ACT ON the information they need during Covid-19
- Although 42% of respondents told us that they have all the information they need, 37% told us that the area they have found it most difficult to get clear information about it is “Changes to the health services I usually access”.
- Respondents told us about a variety of activities they have found supportive during Covid-19:
 - 13 respondents mentioned family and friends
 - 7 respondents mentioned exercise (walking, yoga, pilates and dance)
 - 5 respondents mentioned nature (gardening and parks)
 - 4 respondents mentioned working or volunteering
- 41% of respondents told us that they had received communication from the NHS regarding changes to medical appointments they were due to have.
 - 8 of these were for hospital appointments
 - 6 of these were for GP appointments
 - 5 of these were for dental appointments
 - 2 of these were for Moorfields
 - 1 was for community services (district nurse)

Respondents shared their mixed experiences:

*“Telephone call about rescheduling an appointment for after lockdown ends.
Was efficient.”*

“Difficulties with video calling as didn't understand process or limited knowledge with technology”

“They have all been satisfactory and saved me long journeys.”

- 53% of respondents told us that their healthcare provider has put new systems in place due to Covid-19. Respondents shared with us some examples of where new systems with GP practices or between GP practices and pharmacies have been effective and working:

“I have been sent a link so I can use an APP to contact my GP practice.”

“Email for prescriptions, which is now handled by the local pharmacy direct.”

“They have contacted us over the phone once to see if my mother was well and if she needs an appoint. It was very kind of them.”

“I phone in my prescription, my Doctor emails it to the Chemist, they deliver it to my door”

Although one person told us there was an issue with communication between GP and hospital:

“GP must email hospital - doesn't work”

- 43% of respondents told us that the way they get their repeat prescriptions has changed. 68% of those rated the new system as “good” or “excellent”.
- 13% of respondents told us that Covid-19 has had a significant or very significant impact on their mental health
- Of the 36% of respondents who told us that they had been able to access support for mental health during this time, 31% of these was support from family and friends, rather than professionals. However, none of the comments indicated that respondents were waiting for appointments from mental health services.
- Interestingly the additional comments section highlighted some of the effects on individual's mental health:

“Supporting other people with their mental health issues has put a great deal of strain on my own mental health as I find myself feeling very tired at the end of the day.”

“I am usually 'on the run' but having to stay at home is making me irritable.”

One comment highlighted how difficult it is for people who do not have access to technology:

“I did not have information about technical help which I needed and which made life inconvenient. E.g. a non-functioning printer, a smart phone for the apps which we are meant to download. I only have a primitive type mobile.”

As this comment was from a different respondent to the one who mentioned issues with video calling above, this will be an area we will keep track of to see if

residents without access to technology are struggling to access services and support.

One comment highlighted a lack of support from social services both in Redbridge and another borough:

“Social services in both boroughs have been inflexible and unhelpful expecting in Redbridge for families to take on everything. Have offered very limited services if elderly person in crisis which would probably put her at risk (other borough) because of insufficient PPE. Thankfully got private care.”