



# **Information, Services and Support**

**in Hampshire and the Isle of Wight  
during the coronavirus pandemic**

**25<sup>th</sup> June 2020**

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# Introduction

## About Healthwatch

Local Healthwatch organisations are independent champions for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they receive.

## Aims of the survey

The coronavirus pandemic has meant that health and social care providers have had to change the services they offer, and the way their services are delivered.

This survey is a result of 4 local Healthwatch organisations (Hampshire, Portsmouth, Southampton and the Isle of Wight) working in partnership. The aim of the survey was to collect the views of residents across Hampshire and the Isle of Wight, in order to find out if people have been able to access the information, services and support they need during the pandemic.

The survey asked;

- If they could find the information they needed to keep themselves and their family safe during the coronavirus pandemic.
- If they could find the information they needed about local health and social care services during the coronavirus pandemic.
- If it had been easy or difficult to access services during the pandemic, and to tell us about their experiences of using these services.

The survey also asked people to tell us their reasons for not using services when they needed them (e.g. service closed, fear of being infected).

The survey was anonymous, delivered online and promoted through local Healthwatch websites and social media and by partner agencies' communication teams. It opened on 7<sup>th</sup> May 2020 and the data for this report was lifted on 15<sup>th</sup> June 2020. The survey will continue to run until July 4<sup>th</sup> 2020.

# Summary and Key Findings

## Information and Advice

- Most people said they found it easy to get information on keeping safe during the coronavirus pandemic.
- People felt some topics were less clear, such as information on testing and what to do if you think someone in your household has coronavirus.
- The most popular and useful sources of information on keeping safe were the daily briefing from the government and TV news, radio and newspapers.
- Charities and local community groups were also seen as useful sources of information, offering more personalised advice and guidance.
- People used a wide variety of sources to get information on local services. The most popular and useful sources were friends and family and social media.
- GP surgery websites and communications from service providers received the most negative responses about their usefulness at providing information.
- People found it difficult to get information on changes to services they usually used.
- Dentistry was the hardest service to get information on, followed by Hospital Outpatient appointments and GP services.
- People have not been accessing services due to fear of infection and fear of overburdening the NHS.
- Some people have not been accessing healthcare services when they have needed them as their normal services have been closed.
- Some people have been accessing services remotely, with providers offering telephone appointments.

## Experiences of Using Services

### Healthcare Services

- Many of the experiences shared were about people struggling to get information on changes to services or people finding the information provided was confusing.
- People were unclear about if they should be attending appointments if they have health conditions.

- People felt there was a lack of information on what to expect when attending appointments, especially regarding safety measures that had been put in place.
- Responses suggest that people have found it difficult to access dental treatment and that information on dental care has been unclear.
- Responses have centred on difficulties changing, renewing and collecting medication.
- Feedback also showed that people have generally had positive experiences when accessing services remotely, via telephone or video conferencing.

## **Mental Health Services**

- Over half of people who had used mental health services said that getting access to support had been ‘Very Difficult or Difficult’.
- Comments showed that people felt they have been left unsupported during the pandemic. Some had not had any contact with their Community Mental Health Team (CMHT) or been able to access any support.

## **Social Care**

- Responses showed that informal carers feel like they have been “left to get on with it”. It is evident from comments we received that due to lockdown measures, informal carers have been unable to access respite and support, which is putting them under considerable strain.

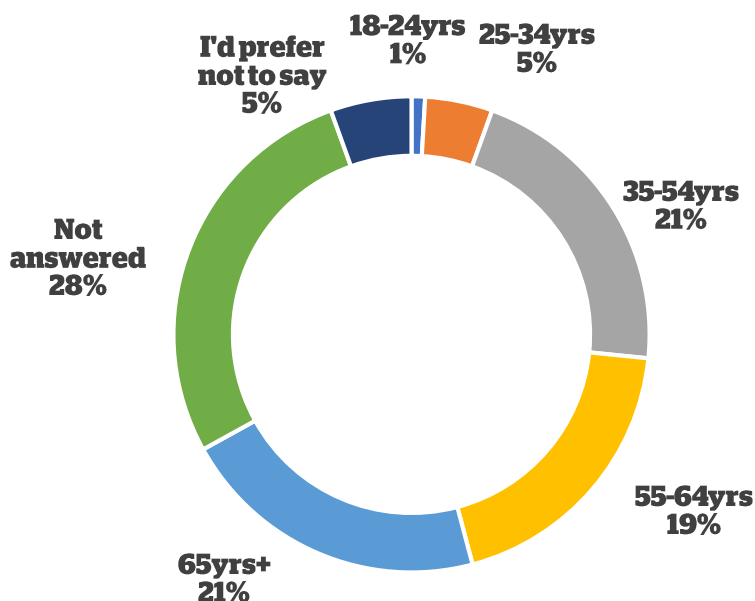
## **Community Support**

- Most people were positive about the support received in the community, with comments mentioning the use of prescription collection services and food shopping.

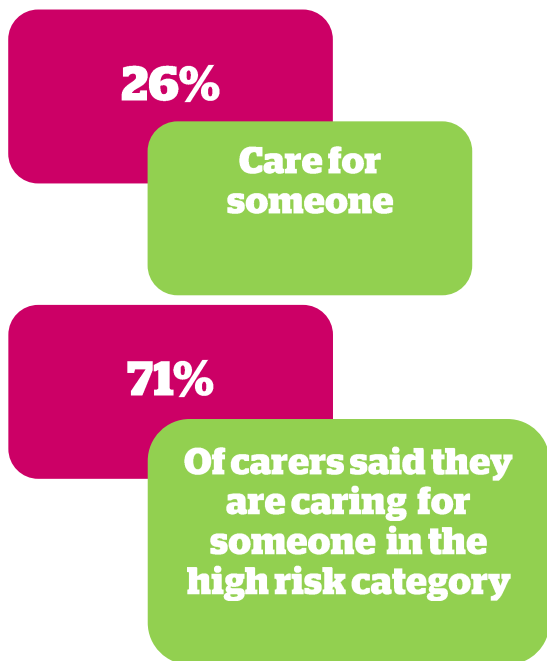
# Who completed the survey?

This survey was completed by 109 people from across Hampshire and the Isle of Wight. It was collected through an anonymous online survey.

## Age



## Informal Carers

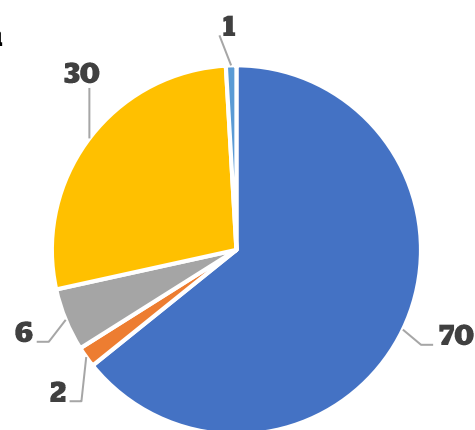


## Risk Category



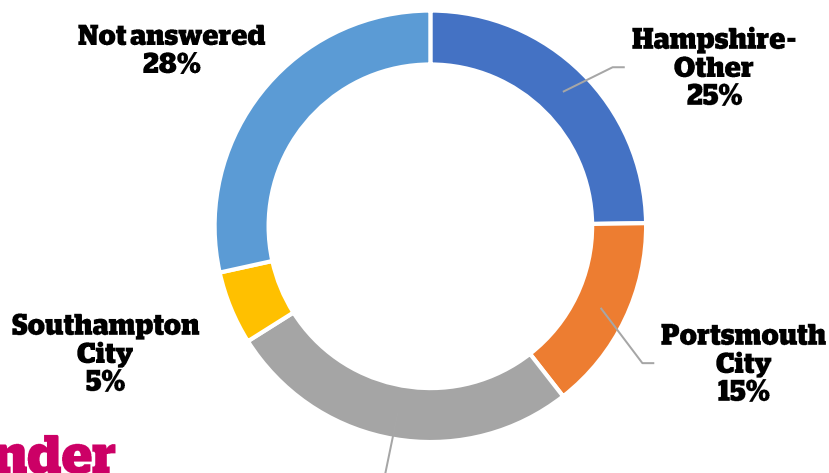
## Ethnicity

- White: British / English / Northern Irish / Scottish / Welsh
- White: Any other White background
- I'd prefer not to say
- Not answered
- White: Irish

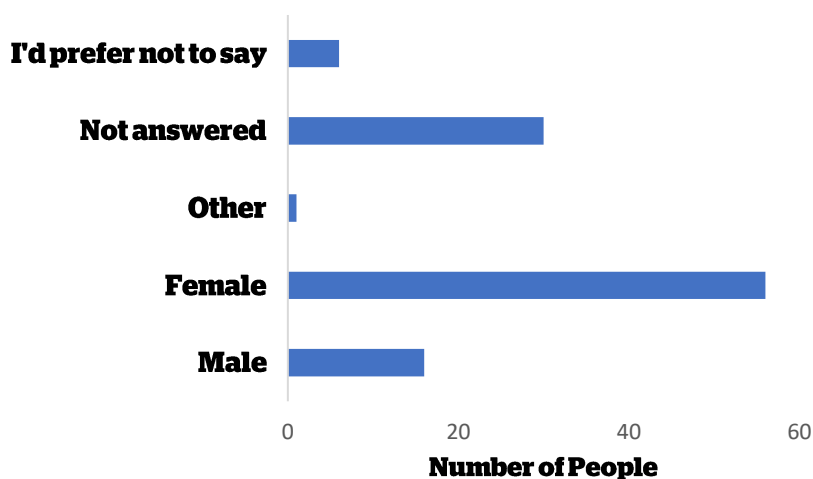


# Who completed the survey?

## Location



## Gender



## People who are shielding

**25%**

Of carers said the person they cared for received correspondence about shielding

**16%**

Of people had received correspondence about shielding themselves

**9%**

Didn't received a shield letter, but felt they/the person they cared for should have

# Section One: Information and advice on keeping safe during the coronavirus pandemic

## 1. How easy/difficult have you found it to find clear and up to date information about how to keep yourself and others safe during the coronavirus pandemic?

Our results highlighted that a majority of people in Hampshire and the Isle of Wight found it easy to access this information, with 61% of people finding it ‘Very Easy/Easy’ and 11% finding it ‘Very Difficult/Difficult’.

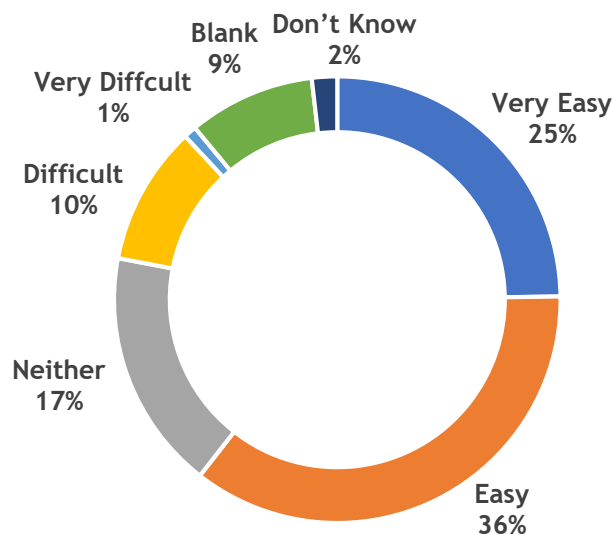


Figure 1 How easy/difficult has it been to get information on keeping safe

## 2. Which coronavirus topics, if any, have you found it difficult to get clear information or advice about?

Although many people said they felt it was easy to find the information they needed about keeping safe, our feedback suggests that it has been more challenging to get clear information on some topics, such as testing for the coronavirus and what to do if someone in your household has the virus.

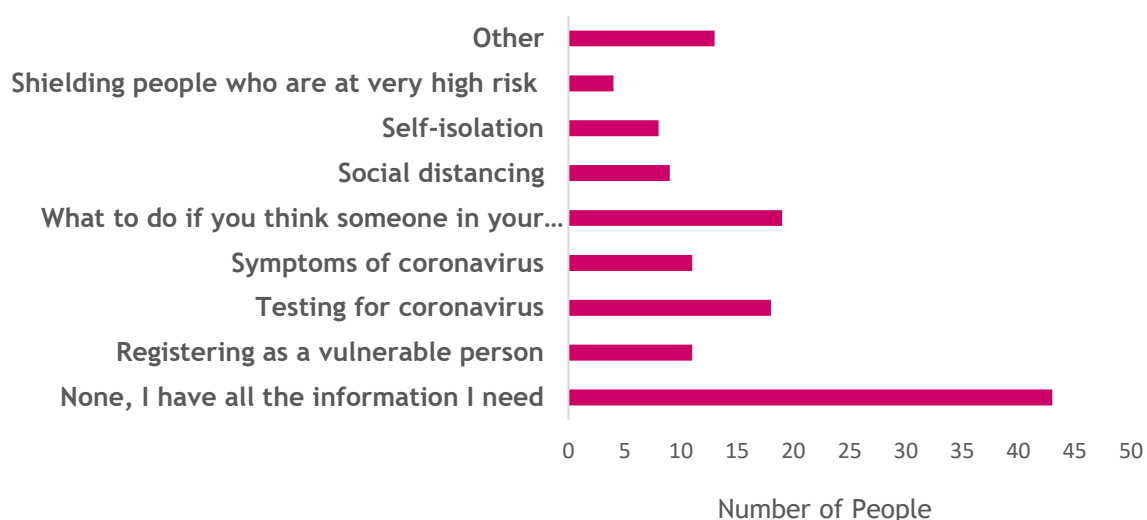


Figure 2 Topics people found it difficult to get information about.



## Further Comments

Most comments focused on the need for more specific information for people with health conditions, particularly regarding what they should do about attending healthcare appointments.



*"More Information about hospital appointments whilst shielding"  
"Attending NHS appointments"*

*"More information for people that are part of the 20% of the population who are deemed clinically vulnerable"*

*"Information is not consistent or clear - very little on specific conditions and no guidance from GP on outstanding health issue left in mid investigation"*

*"How people on their own can get help, food etc, they are forgotten"*



### 3. Where have you found information or advice about the coronavirus pandemic?

The most popular way of accessing information about how to stay safe during the pandemic was traditional media sources, such as TV, radio and newspapers. However, it is evident that many people are going online for their information, choosing local health and social care websites and social media as sources for localised information.

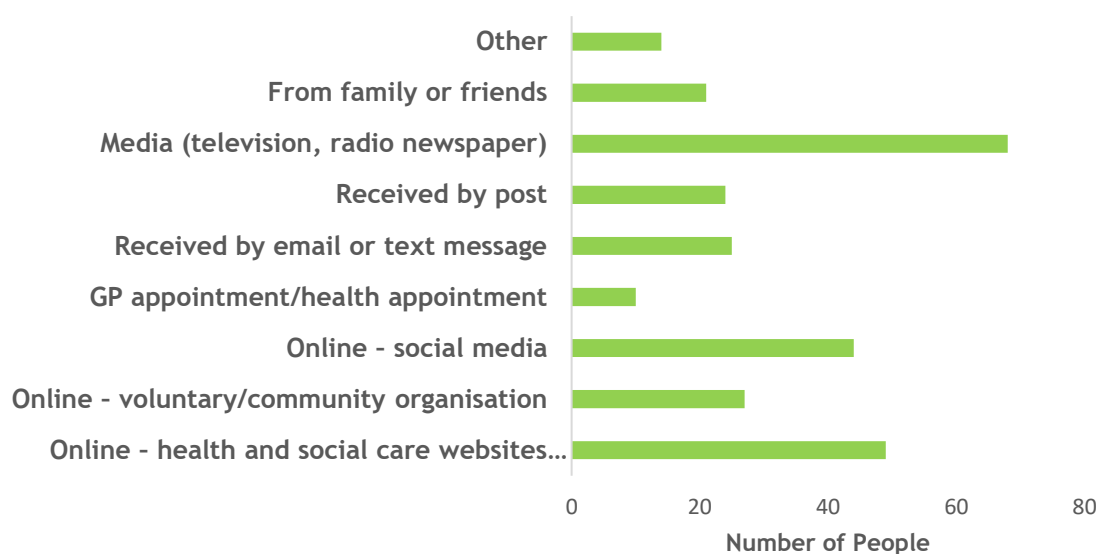


Figure 3 Where have you found information on how to keep safe

The survey asked for feedback on which information sources have been especially useful. The range of responses received demonstrates the diversity of ways information has been accessed during the pandemic. The most mentioned sources of information were the daily government briefing and the news media (TV, radio newspapers).

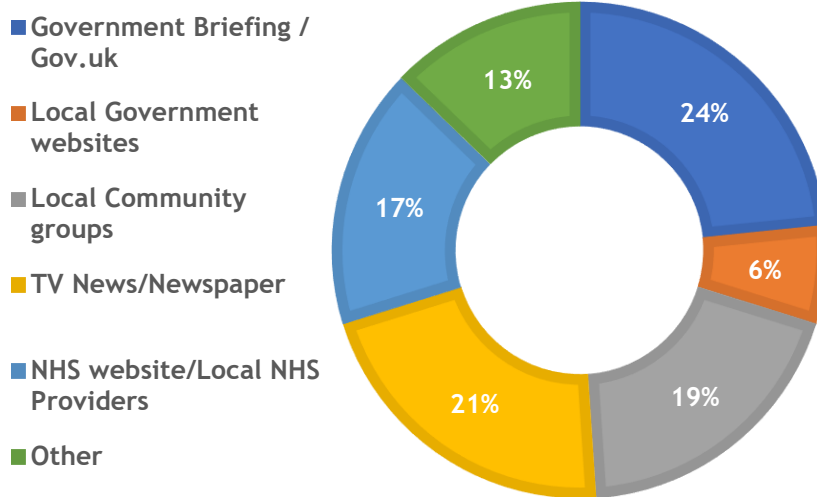


Figure 5 Most useful sources of information

Comments show that local community groups scored highly as trusted sources of information, because often people had pre-existing relationships with the organisations and staff members, who were able to provide information that was tailored to reflect their individual needs and circumstances.

“Blood Cancer UK online, CLL Support online and Leukaemia Care. All charities”

“My Macmillan Nurse”  
“Citizens Advice”

“Healthwatch Portsmouth Facebook & Twitter pages”  
“My social prescriber”

“Lymphoma Action webinar”  
“Community groups on Facebook”

## Further Comments



*“On the NHS website it explains about the Coronavirus in simple terms and it’s easy to understand.”*



*“I follow the guidelines issued by the Renal Unit at Queen Alexandra Hospital, Portsmouth”*





*“My GP’s website “*

*“NHS 111; NHS App”*

*“Daily briefing on BBC and Portsmouth City Council website”*

*“My workplace communications”*

## **Key Findings - Information and advice on keeping safe during the coronavirus pandemic**

-  The majority of people said they found it easy to get information on keeping safe during the coronavirus pandemic.
-  People felt some topics were less clear, such as information on testing and what to do if you think someone in your household has coronavirus.
-  The most popular and useful sources of information on keeping safe were the daily briefing from the government and TV news, radio and newspapers.
-  Charities and local community groups were also seen as useful sources of information, offering more personalised advice and guidance.

## Section Two: Information about local services during the coronavirus pandemic

### 4. How easy/difficult has it been to get up to date information about local health and social care services during the coronavirus pandemic?

When asked about how easy or difficult it was to get information about local health and social care services, responses were mixed, with overall, more people finding it 'Very Easy/Easy' to get information than 'Very Difficult/Difficult'.

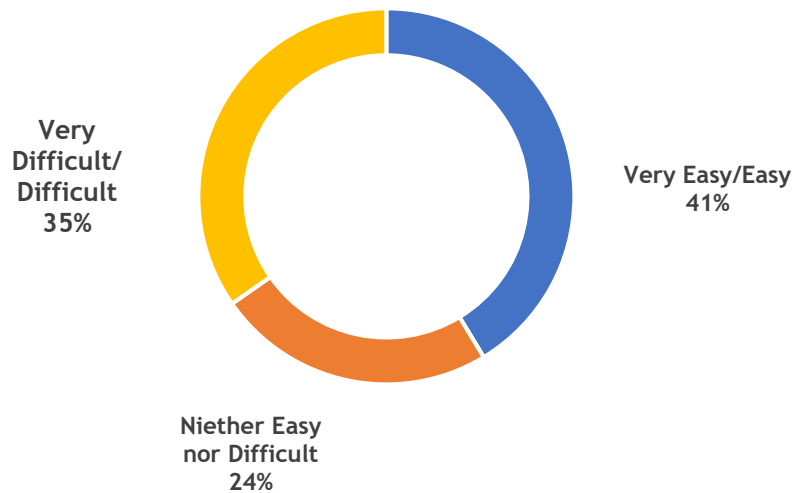


Figure 6 How easy/difficult have people found getting information about local services

Responses show that people have used a wide variety of resources when looking for information about the services they needed. The most popular information sources were social media and talking to friends and family. Other popular ways of gaining information have been through going direct to local providers by visiting GP surgery and voluntary/community group websites. It is worth noting that the survey was delivered online, so it is logical that people who responded felt comfortable using the internet to get information and advice.

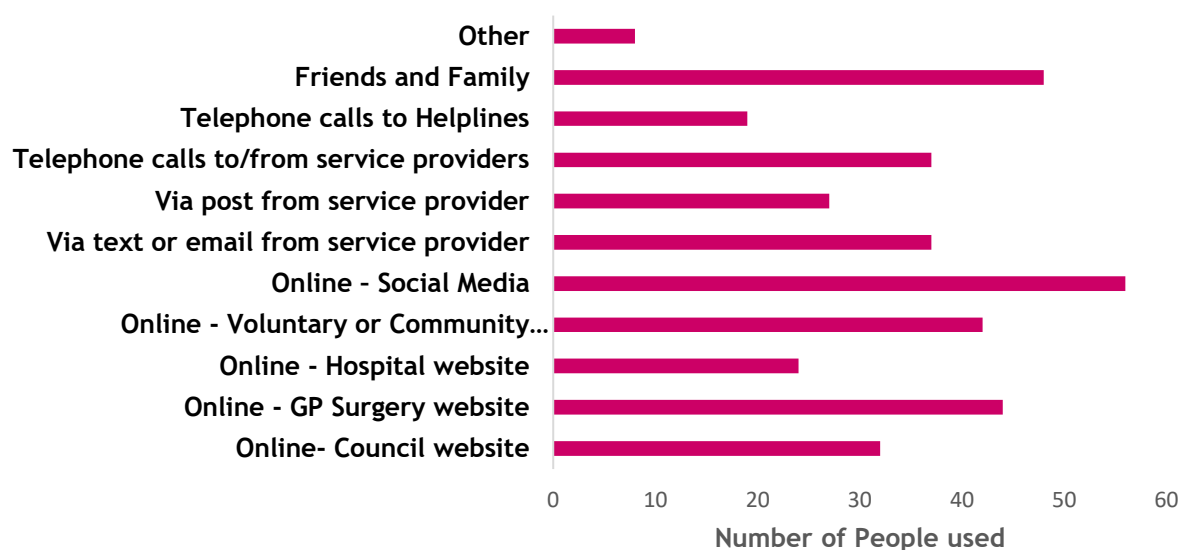
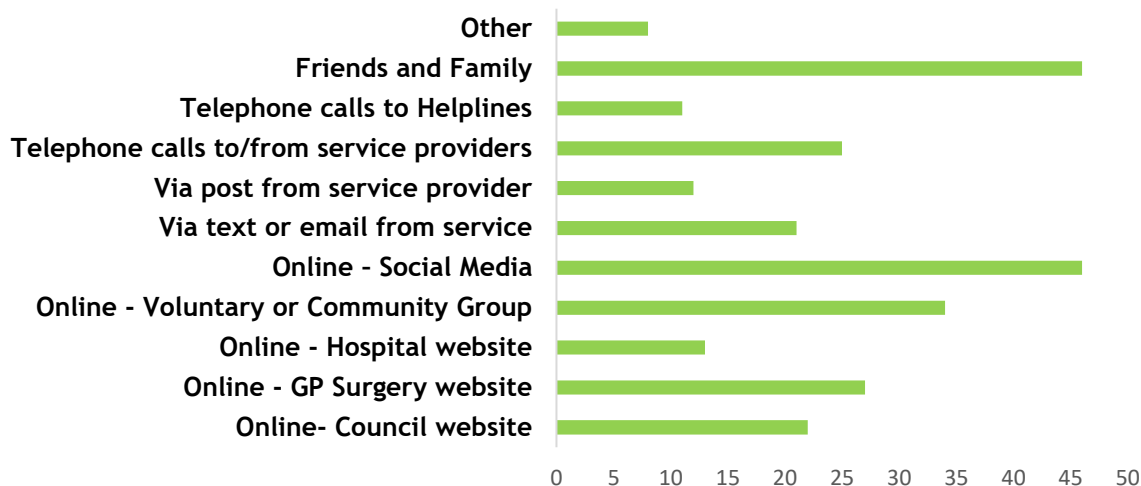


Figure 7 Sources of information people used to get information on local services

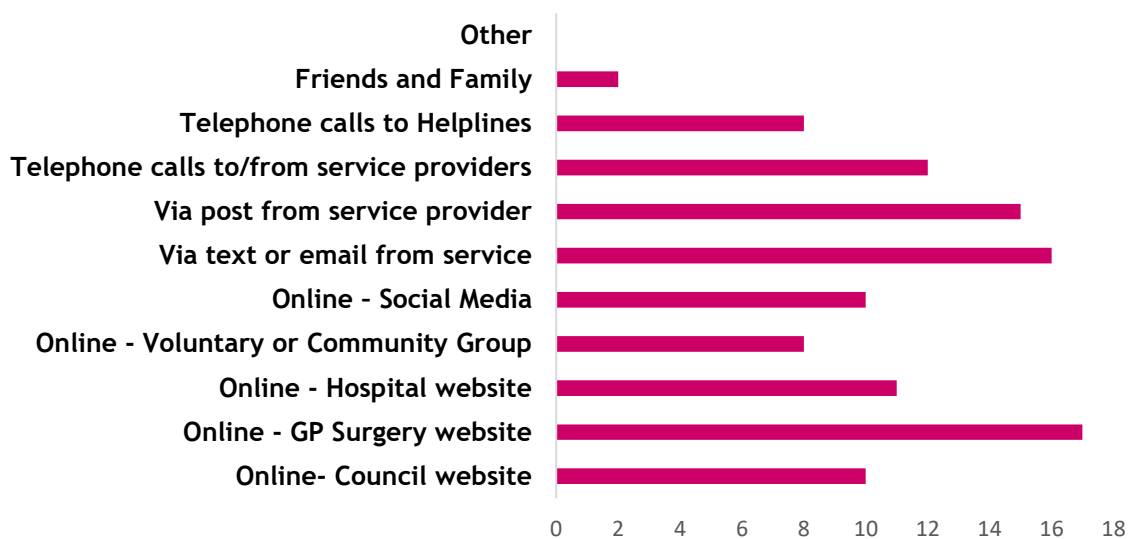
When asked how useful each source had proven, responses show that people considered friends and family, social media and voluntary and community groups most useful.

The sources which gained the most negative responses were GP surgery websites, text/emails from service providers and postal communications from service providers.

**Number of people rated "Very Useful/Useful"**



**Number of people rated "Not Useful/Not Useful at all"**



### 5. Which topics, if any, has it been hard to get information about?

Just over 20% of people said that they had been able to get all the information they needed about local services. When asked to identify any gaps in the information available, many people indicated that they found it difficult to get information about changes to services they usually used. Other gaps highlighted were information on managing existing health conditions and accessing repeat medications.

This indicates that people who have pre-existing health conditions which need managing through ongoing use of services and/or medication have found it difficult to find relevant information on pathways of care during the pandemic.

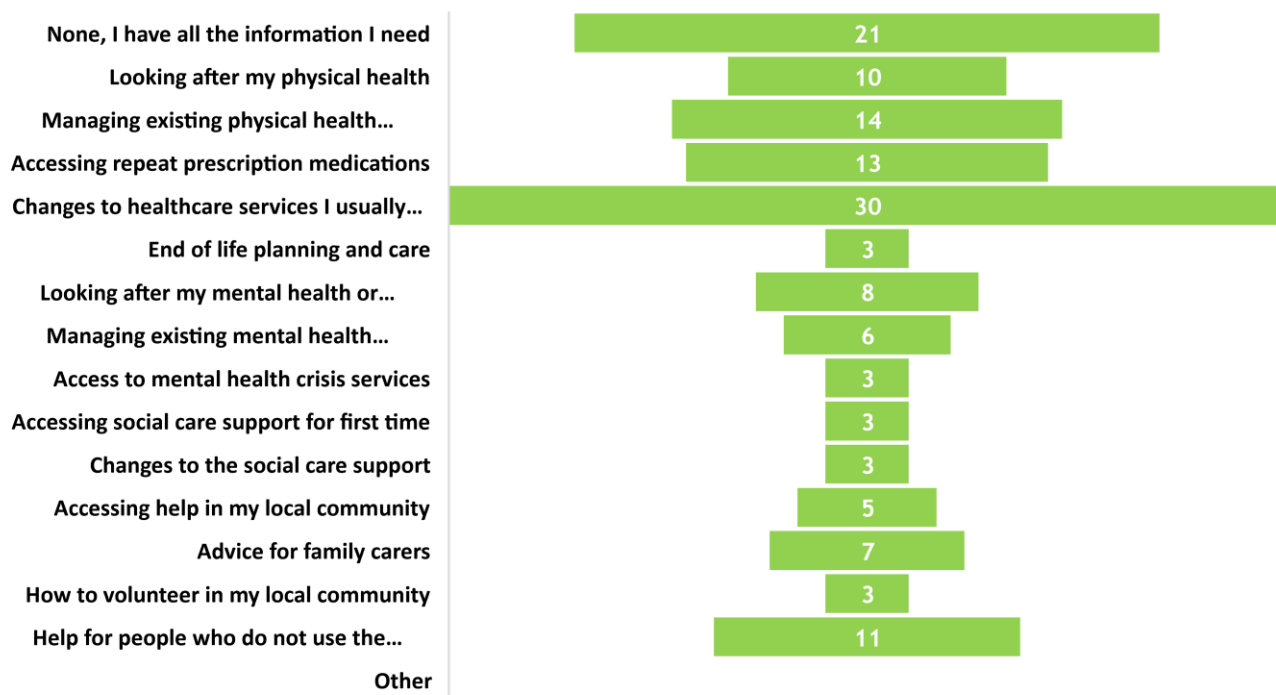


Figure 8 Topics it has been hard to get information on

The survey asked people to specify the service/s they had found it difficult to get information on. Results show that dentistry was the most difficult, followed by hospital outpatient appointments and then GP practices. Other services where people had struggled to get relevant information were oncology and community mental health support.

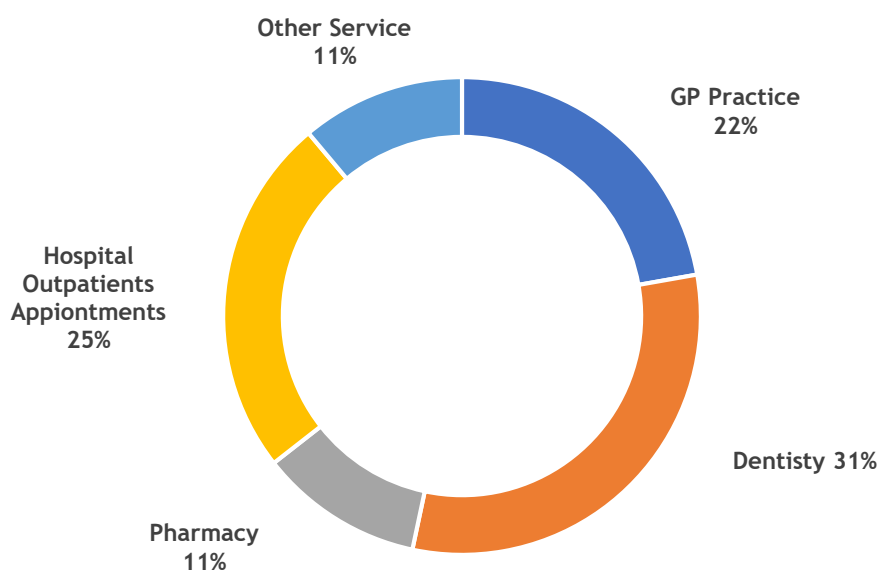
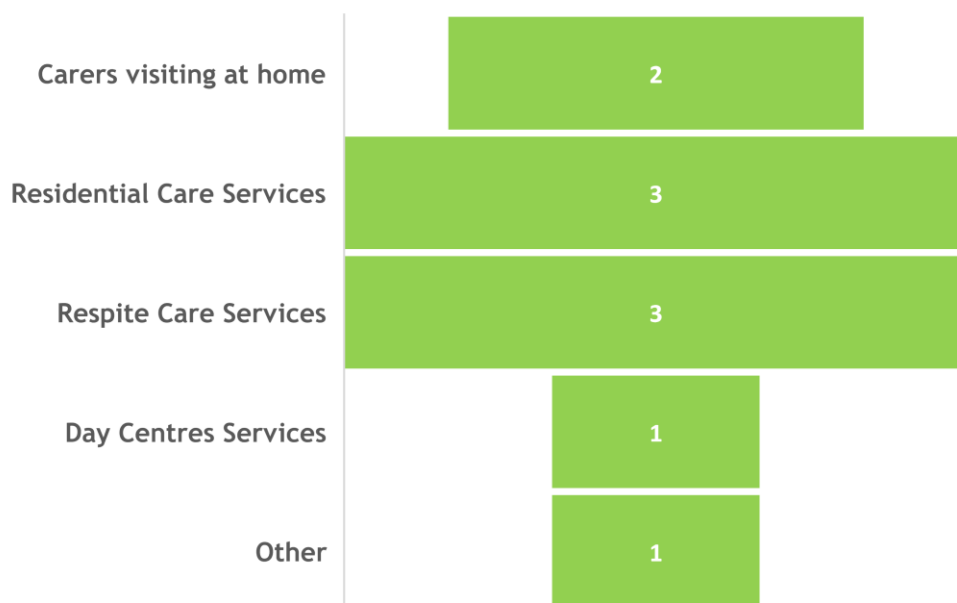


Figure 9 Services people usually use which they have found it hard to get information on

The survey also asked people to name the social care service/s they had found it hard to get information on. The response rate to this question was low, with 10 responses overall.



*“[more information on] Social care support for vulnerable people living on their own”*

## **Key Findings - Information about local services during the coronavirus pandemic**

- Slightly more people found it ‘Very Easy/Easy’ to get information about local services than ‘Very Difficult/Difficult’
- People used a wide variety of sources to get information on local services. The most popular and useful sources were friends and family and social media.
- GP surgery websites and communications from service providers received the most negative responses about their usefulness at providing information.
- People found it difficult to get information on changes to services they usually used.
- Dentistry was the hardest service to get information on, followed by Hospital Outpatient appointments and then GP services.

## Section Three: Not using services during the coronavirus pandemic

### 6. Has anything stopped you from going to health and social care appointments or emergency services when you, or someone you care for needed them?

Responses indicate that some people have not been accessing the services they need during the coronavirus pandemic, with 37% of people who answered the question, saying that something had stopped them from attending appointments or services. The most cited reasons centred on people's fears, with 'fear of infection' and fear of 'overburdening the NHS' being the two most prevalent reasons given.

Some people stated the reason they did not access a service was due to their normal service being closed. Responses also showed that some people have been able to access provision remotely, through telephone appointments.

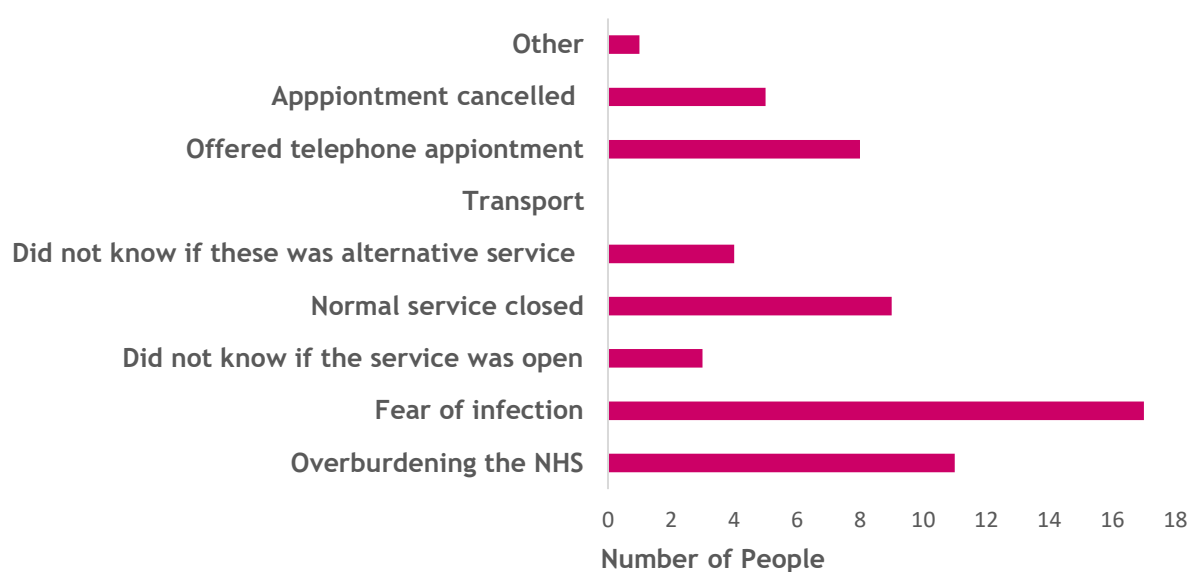


Figure 10 Reason for not accessing services when needed

## Key Findings - Not using services during the coronavirus pandemic

- People have not been accessing services due to fear of infection and fear of overburdening the NHS.
- Some people have not been accessing healthcare services when they have needed them as their normal services have been closed
- Some people have been accessing services remotely, with providers offering telephone appointments



## Section Four: Experiences of using services

### Using Healthcare Services

#### 7. How easy/difficult has it been for you, or someone you care for, to access the healthcare services you/they need during the coronavirus pandemic?

Responses were mixed, with slightly more people finding it ‘Very Difficult/Difficult’ to access health services than ‘Very Easy/Easy’.

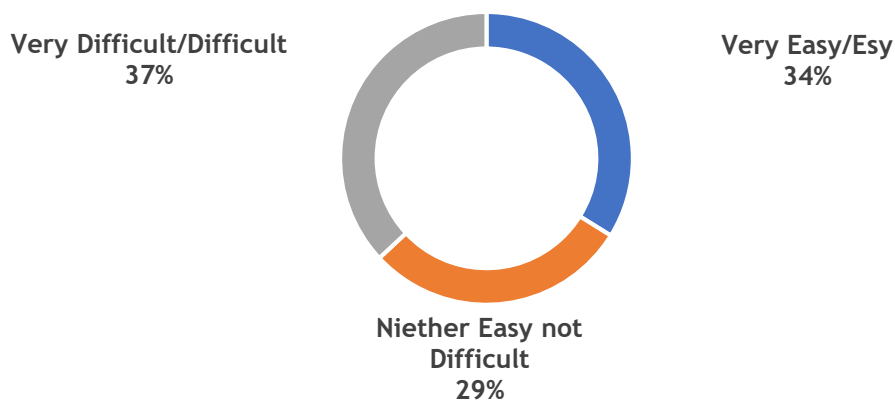


Figure 11 How easy/difficult has it been to access health services

### Experiences of using Healthcare Services during the coronavirus pandemic

#### A. Lack of information about changes in services

Many of the experiences shared were about people struggling to get information on changes to services or saying that the information which had been provided was confusing.

*“I am now coming up for 5 months overdue for a blood test that tests whether my meds are causing an infection in my brain. My MS nurse contacted me in late March to confirm this would continue to be delayed. This morning I got a text message telling me the test was due, but it's unclear if this is automated or now means I need to get a test and it is safe for me to do so.”*

*“Information is available on the Practice website, but no promotion about the changes to services that have been available to patients. It has been a case of learn as you go.”*

*“No information on being kept safe, or changes in service delivery at outpatient appointment”*

*“No patient information”*

## B. Confusion about advice on attending appointments and a lack of information on safety measures when attending appointments

Fear of infection was the most cited reason people have not been attending appointments. The experiences people shared indicate that they were unsure about accessing services, especially if they/the person they care for has a health condition or is in a high-risk category. They also indicated that they did not know what to expect when they attended appointments, or what measures had been put in place to keep them safe when they used the services.

*“I am shielding I thought there would be a way to get blood tests etc. at home or at your car in hospital car park to avoid going out in public and into hospitals. Or at least to have them done at Covid free cancer hub. After all everyone tells us to stay at home and that our risk of dying if we get it is up to 5 times more likely. But this has not been possible.”*

*“111 has been trying to keep people away from the hospital at all costs. People are frightened of going into hospital.”*

*“The chemo unit at St Marys Hosp has been closed and my local surgery does not want me to visit them in case I caught this virus.”*

*“My Wife requires a cancer antibodies top up every three weeks...a special door has been allocated for Oncology Patients which makes it easier for me to access with my Wife in her wheelchair, for the first time this week I was asked to leave the unit and go sit in my car!!!”*

*“Frightening taking my shielding father to hospital for blood test.”*

## C. Accessing GPs for advice and guidance

Responses focused on difficulties in accessing GP services.

*“I do fear for those who are on their own, our GP Practice was already in Special Measures, they sadly didn't redeem themselves at all, but instead abandoned their patients by closing the practice, and working out of one many miles away, thus preventing those without transport or the elderly seeking help or attention.”*

*“Needed help difficulty in breathing rang GP very helpful arranged for medication to be picked up at chemist very quickly”*

*“Firstly, getting a GP appointment with a specialist on women's health is really difficult for me. And now I don't even have childcare I feel I have to 'write off my health concerns' and hope it isn't anything serious.”*

*“Could not get through to my GP on the telephone and needed advice. Difficulty in picking up my prescription.”*

## D. Prescriptions and pharmacies

Responses have centred on difficulties changing, renewing and collecting medication.

*“Difficulty in picking up my prescription.”*

*“Long queues in all weathers to collect essential prescriptions.”*

*“Difficult to stop food box and difficult to change prescription medication from Pharmacy”*

*“Until I could get online the only access I had to information was The News. I'm resourceful and just get on with things but I have found it difficult getting prescription renewed. Why did it go to a month's supply only when I normally have 2 months? This has meant going out more and more queues, pharmacy visits”*

*“Extremely difficult, if it hadn't been for support for family, I would have been in serious trouble. No way of getting any food or medications.”*

## E. Dentistry

Responses suggest that people have found it difficult to access dental treatment and that information on dental care has been unclear. Some people indicated that they have delayed their dental appointments.

*“I am unable to access dentist”*

*“Dentists - mixed messages coming from Government about when dentists are re-opening. My dentist email said June 1st possible but I suppose subject to Government decision.”*

*“Needed dental care but have delayed”*

*“Delayed dental care”*

*“Lack of information- Dentistry is one.”*

## F. Positive experiences of accessing services remotely

Responses also document that people have had positive experiences when accessing services remotely, via telephone or video conferencing. In some cases, using technology, has joined up services making it quick and easy to get a positive outcome. However, it is dependent on a person having the hardware and technical ability to use services in this way.

*“Good to find telephone outpatients appointments happening is a good idea and should continue with using video conferencing too”*

*“GP and hospital consultant had telephone consultations and found very helpful”*

*“We have contacted the GP for minor ailments (conjunctivitis & ear infection) and been helped over the telephone.”*

*“Self-isolating with support of grown up children for shopping. Medical services accessed via internet and phone calls. Prescriptions delivered by pharmacy.”*

*“Early days of service changes had to access GP and phoned GP and did video consultation. Process ok, but needed to be seen face to face. No problem. Clear instructions where to go; stand etc. Getting a prescription signed on to NHS app and sent straight to pharmacy. It was very easy.”*

*“Had phone calls x3 hospital departments.”*

*“QA Hospital Rheumatology Dept appt kept with consultant by telephone consultation. Excellent. Above dept Helpline -advice and information received.”*

*“Again, excellent and very caring. GP Practice phone consultation. Very speedy response and help, Again excellent given the current difficult situation.”*

## G. Further Comments

*“I had to take my daughter, to A and E. due to a back injury. The system was set up professionally at Winchester.”*

*“Husband has kidney stones and was due an operation at the start of lockdown. It is taking place this week so he has had 9 weeks of pain and swollen ankles.”*

## Using Mental Health Services

### 8. How easy/difficult has it been for you, or the person you care for, to access the mental health support you/they need during the coronavirus pandemic?

Over half of those who responded to this question said they had found it ‘Very Difficult/Difficult’ to access mental health services.

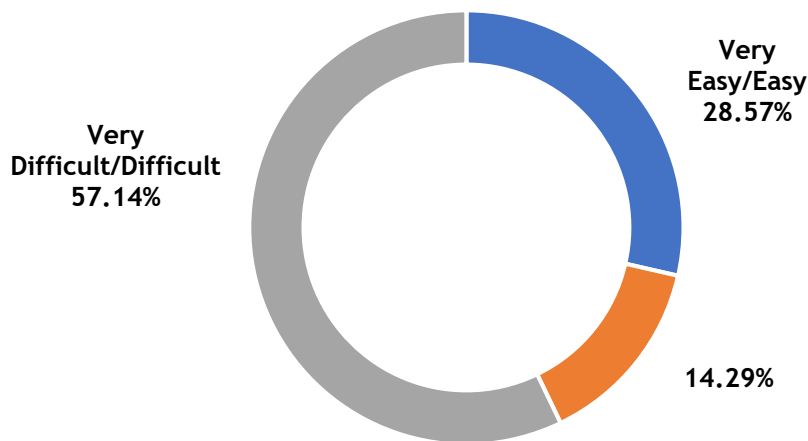


Figure 12 How easy or difficult has it been to access mental health support

## Experiences of using Mental Health Services during the coronavirus pandemic

### A. Services delivered via telephone

For some people mental health services have been able to continue, with them accessing support via the telephone.

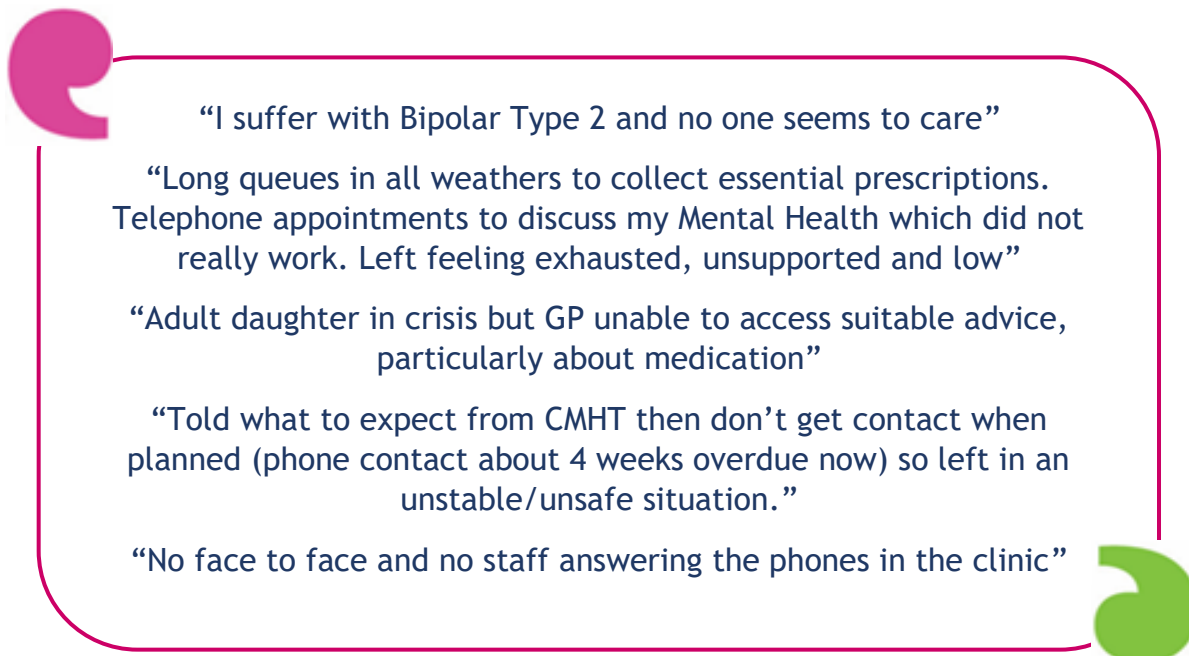
*“Currently on long term sick with depression. Receiving CBT via telephone.”*

*“Open contact with existing counsellor”*

*“Had a call from one of our part-time GPs about my depression.”*

## B. Lack of support

Many of the comments showed people felt they had been left unsupported during the pandemic. Some had not had any contact with their Community Mental Health Team (CMHT) or been able to access any support. Other people had been offered telephone support but felt that this did not meet their needs.



## Using Social Care Services

### 9. How easy/difficult has it been for you, or the person you care for, to access the social care you/they need during the coronavirus pandemic?

There was a low response rate to this question, with 12 responses overall. The information received shows that half of people felt that services were ‘Neither Easy nor Difficult’ and a third felt it was ‘Very Difficult/Difficult’. However, further work is needed to give more insight into people’s experiences across the wide variety of social care settings.

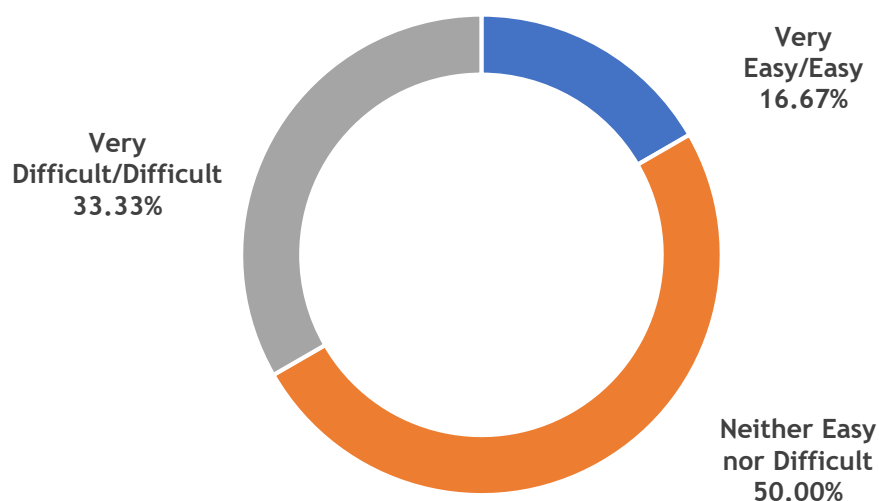


Figure 13 How easy/ difficult has it been to access social care services

## Experiences of using Social Care Services during the coronavirus pandemic

### A. 'We've been left to get on with it'

Comments for this section of the survey, fit broadly into one thematic area. People felt like they and the person they cared for had been "left to get on with it". It is evident from the comments below that due to lockdown measures, informal carers have been unable to access respite and support, which is putting strain on their health and wellbeing, and that of those they care for.

*"Aggressive child with no respite or school."*

*"The hardest thing for me has been trying to look after a 94 year old with dementia. We have just been left to get on with it"*

*"Son was changing to a new respite centre, which is not taking on new users. Direct payment workers are not coming to our home so we have been left alone. Son is aggressive and my husband not well."*

*"My Mother seems to have had a stroke. She was rushed into QA by ambulance and discharged an hour later with no social care advice at all. We read about how the situation should have been handled but it seems that normal procedures for looking after people have been completely abandoned"*

*"No one answers the phone and then you are cut off and have to start again" "Don't answer the phone or reply to emails"*

*"I would like to mention the situation in my aunt's nursing home where I feel that they have been left in the dark, left to get on with it themselves and very little central support"*

*"Cannot walk so need a wheelchair. Cannot afford one, so stuck indoors all the time. My wife is my carer, but loses her temper all the time."*

*"Family support has stopped. Myself and 2 of my children are disabled and no one has contacted us at all. We get referrals to children's services at least once a year and end up on early help or back with school leading but no one has checked we are ok."*

## Support in the Community

### 10. How easy/difficult has it been to access support from voluntary or community groups?

Many people felt that it had been 'Very Easy/Easy' to access support from voluntary or community groups for things like shopping and welfare telephone calls.

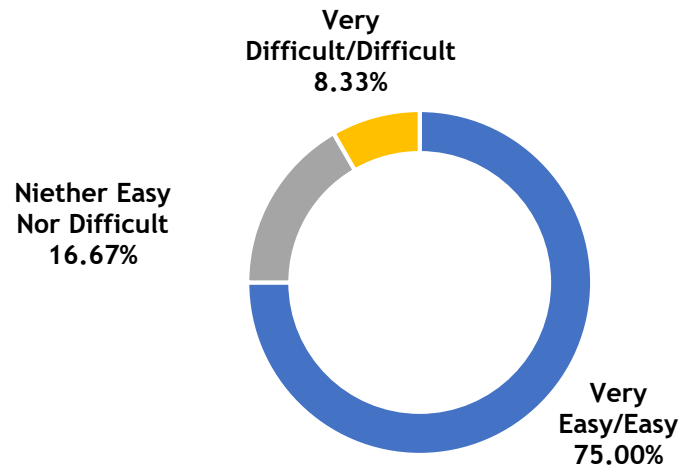


Figure 14 How Easy/difficult has it been to access support from community groups

### A. Support in the community has been very useful

Most people were positive about the support they had received in the community, with comments mentioning the use of prescription collection services and food shopping.

*“Local community groups have been most helpful.”*

*“Phone numbers published on social media and people call back”*

*“Just contacted via social media they jumped right in. People would had died of starvation, if it wasn't for them! Medical issues and repeat prescriptions, two were picked up and delivered, and without GP ' practices saying only patient or named rep can pick up”!*

*“If it hadn't been for family friends and volunteers I and many others would have been in serious trouble, with no access to food deliveries etc.”*

*“Prescription collection service”*

### B. Other Comments

*IWC helpline felt like a grilling not somewhere to go for help. But they did give phone numbers if other organisations.*

*The telephone services are either not being manned, are constantly engaged or you are held in a long queue.*



# Overall Recommendations

## Information and Advice

- Provide more information on topics which people are unclear about, such as how to get tested for coronavirus, what to do if someone in your household has the virus and how to register as a vulnerable person.
- Provide more specific information and advice for people with health conditions, particularly on getting medical help and using services. Responses indicate that one way of disseminating this information is by using sources that people trust and have established relationships with, such as service providers and third sector organisations who provide care and support for people with specific health conditions.
- Healthcare services should provide information about what to expect when attending appointments, explain the safety measures that are in place before people attend an appointment. For example, providing video 'walk-throughs' for patients to show them what they can expect when they visit a service. Responses have shown that people have been afraid of using services, so this information could provide reassurance and give them confidence to attend.
- Provide information about any changes to services, such as how they are accessed and the way they will be delivered. As services move into recovery, providers need to be proactive in giving patients information about what they can expect in terms of their treatment. This is particularly important for people who are managing ongoing health conditions or who are in the midst of investigative medical processes.
- Provide information on what dental services are available and how to access them in the area

## Mental Health

- More consistent mental health support for those who are already known to CMHTs and for those who find themselves in need of help for the first time.

## Carers and Social Care

- Identify, contact and provide support to informal carers who have been without respite and support. Those who answered this survey had not had welfare calls or been able to get any advice.
- More work needs to be done to gather views from people who are using social care services. While the sample size is very small, the comments made by informal carers expressing their isolation and lack of support, are very concerning and need further investigation. When answering the survey some

people seemed unsure where to add comments about their experiences of caring for disabled adults and children at home, entering them under 'additional support' rather than social care. This could indicate that they were unsure of the language used in the question and a clear explanation of the range of settings which come under social care should be used in any further research.

### **Targeted Outreach Work**

- In light of the differential impact of coronavirus, more targeted work to reach out to, and collect the experiences of people from different ethnic backgrounds, as well as from seldom heard groups should be undertaken.

# Appendix: Survey questions

## Getting advice and help during the coronavirus pandemic

Health and Social Care services in Hampshire and on the Isle of Wight have had to change the support they offer during the coronavirus pandemic.

Your local Healthwatch wants to find out:

### Are you kept up to date with changes to local services? Can you get the help and support you need from local services?

We are asking you to share your experiences with us, so we can ensure that those who provide the services understand how these changes are working.

This survey will take approx. 10mins

Your responses will be anonymous and the results will be used in a Healthwatch report, that gives feedback to those who make decisions about health and social care services.

### Section One - Please Tell Us About You

1. Do you consider yourself to be at high risk from coronavirus?

Yes

No

2. If Yes, please tell us why? Please select all that apply.

I'm pregnant

I'm aged 70 or over

I have an existing health condition

Other (please specify):

If you wish to give details of any health condition(s) please add below

3. Have you received a letter or text advising you to shield yourself?

Yes

No

No- and I believe I should have received a letter

4. Are you a family carer?

Yes

No

5. If Yes, do you care for or support someone who is considered to be at high risk from coronavirus?

- Yes
- No

6. Have they received a letter asking them to shield?

- Yes
- No
- No - but I believe they should have received a letter

7. Do you, or does the person you care for/support, have any additional communication needs?

- Yes
- No

8. Please tell us about their communication needs?

- I/they use British Sign Language (BSL)
- I/they need information in braille, audio or large print format(s).
- I/they need Easy Read information
- I/they need information in another language(s)
- Other (please specify):

9. Have you been able to find information and advice in the format(s) or language(s) needed?

- Yes
- No

## Section Two: Information and Advice about the Coronavirus

10. How easy/difficult have you found it to find clear and up to date information about how to keep yourself and others safe during the coronavirus pandemic?

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

Don't Know

11. Which coronavirus topics, if any, have you found it difficult to get clear information or advice about? (Please select all that apply)

- None, I have all the information I need
- Registering as a vulnerable person
- Testing for coronavirus
- Symptoms of coronavirus
- What to do if you think someone in your household has coronavirus
- Social distancing
- Self-isolation
- Shielding people who are at very high risk of severe illness from coronavirus
- Other (please specify):

12. Where have you found information or advice about the coronavirus pandemic? [Please select all that apply]

- Online - local health and social care websites websites (e.g. Council, local hospital,
- Online - local voluntary/community organisations)
- Online - social media
- GP appointment or other healthcare appointment
- Received by email or text message
- Received by post
- Media (e.g. BBC, television, radio or newspaper)
- From family or friends
- Other (please specify):

13. Have you found any specific information or sources of information especially helpful?

Yes

No

Please tell us about any information sources you have found useful:



### Section Three: Information about Local Health and Social Care Services

14. How easy/difficult has it been to get up to date information about local health and social care services you need during the coronavirus pandemic?

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult
- I haven't needed any information

15. Where have you found information about local health and social care services and how useful was the information provided? [Please select all that apply]

	Did not Use	Very Useful	Useful	Not useful	Not useful at all
Online - Council website	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online - GP Surgery website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online - Hospital website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online - Voluntary or Community organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online - Social Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via text or email from service provider (GP, Hospital etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via post from service provider (GP, Hospital etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone calls to/from service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Did not Use	Very Useful	Useful	Not useful	Not useful at all
providers (GP, Hospital etc)					
Telephone calls to Helplines (111, Voluntary Organisation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends and Family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Which topics, if any, has it been hard to get information about? [Please select all that apply]

None, I have all the information I need

#### Physical Health

Looking after my physical health

Managing existing physical health conditions

Accessing repeat prescription medications

Changes to the health care services I usually access (GP practice, Dentist, Pharmacy, Hospital outpatient appointments)

End of life planning and care

#### Mental Health

Looking after my mental health or wellbeing

Managing existing mental health conditions

Access to mental health crisis services

#### Social Care

Accessing social care support for the first time

Changes to the social care support I usually access: carers visiting at home, residential, respite care, day centres

Accessing help in my local community (e.g. getting groceries or picking up medication)

#### Community

Advice for family carers

How to volunteer in my local community

Help for people who do not use the internet

Other (please specify):

#### Information about Local Health and Social Care Services

17. Please specify which service you found it hard to get information on?

GP Practice

Dentistry

Pharmacy

Hospital outpatient appointments

Other (please specify):

18. Please specify which service you have found it hard to get information on?

Carers visiting at home

Residential Care Services

Respite Care Services

Day Centres Services

Other (please specify):

19. Has anything stopped you from going to health and social care appointment or emergency service when you or someone you care for needed them during the coronavirus pandemic?

Yes

No

#### Not Using Services

20. Why did you not go?

Overburdening the NHS

Fear of infection

Did not know if the service was open

My normal service was closed

I didn't know there was an alternative service



- Transport issues
- I was offered a telephone appointment
- Other (please specify):

### Section Five: Using Healthcare Services

21. How easy/difficult has it been for you, or someone you care for, to access the healthcare services you/they need during the coronavirus pandemic?

- Not needed to use any Healthcare Services
- Very Easy
- Easy
- Neither Easy not Difficult
- Difficult
- Very Difficult

### Using Healthcare Services

22. Please use the box below to tell us about your experiences

### Using Mental Health Services

23. How easy/difficult has it been for you, or the person you care for, to access the mental health support you/they need during the coronavirus pandemic?

- I have not needed to use Mental Health Services
- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

24. Please use the box below to tell us about your experience

### Using Social Care Services

25. How easy/difficult has it been for you, or someone you care for to access the Social Care Services you/they need during the coronavirus pandemic?

- I have not used any Social Care Services
- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

26. Please use the box below to tell us about your experiences

### Using Services - Community Support

27. How easy/difficult has it been to access support from voluntary or community groups?  
(For things like shopping and welfare telephone calls)

- I have not needed any services
- Very Easy
- Easy
- Difficult
- Neither Easy nor Difficult
- Very Difficult

28. Please use the box below to tell us about your experiences

### Additional Support Needs

29. Do you have any additional support needs that are not being met?

### Section Six: Tell us a bit more about you

Please select your Local Authority

This is so we can identify the people in health and social care that are responsible for services in your area and let them know how services are operating and what they need to do to improve them.

Leave blank if you prefer not to say

- Southampton City Council
- Portsmouth City Council
- Isle of Wight Council
- Hampshire County Council

31. Please enter the first 4 digits of your postcode

Leave blank if you would prefer not to say

32. What is your age?

- I'd prefer not to say
- under 18
- 18-24
- 25-34
- 35-54
- 55-64
- 65+

33. What is your gender?

- I'd prefer not to say
- Male
- Female
- Other (please specify):

34. Please select your ethnic background:

- Arab
- Asian / Asian British: Bangladeshi
- Asian / Asian British: Chinese
- Asian / Asian British: Indian
- Asian / Asian British: Pakistani
- Asian / Asian British: Any other Asian / Asian British background
- Black / Black British: African
- Black / Black British: Caribbean
- Black / Black British: Any other Black / Black British background
- Gypsy, Roma or Traveller
- Mixed / Multiple ethnic groups: Asian and White
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Black Caribbean and White
- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background
- White: British / English / Northern Irish / Scottish / Welsh
- White: Irish
- White: Any other White background
- Another ethnic background
- I'd prefer not to say

**healthwatch**  
Southampton

**healthwatch**  
Isle of Wight

**healthwatch**  
Hampshire

**healthwatch**  
Portsmouth

**healthwatch**