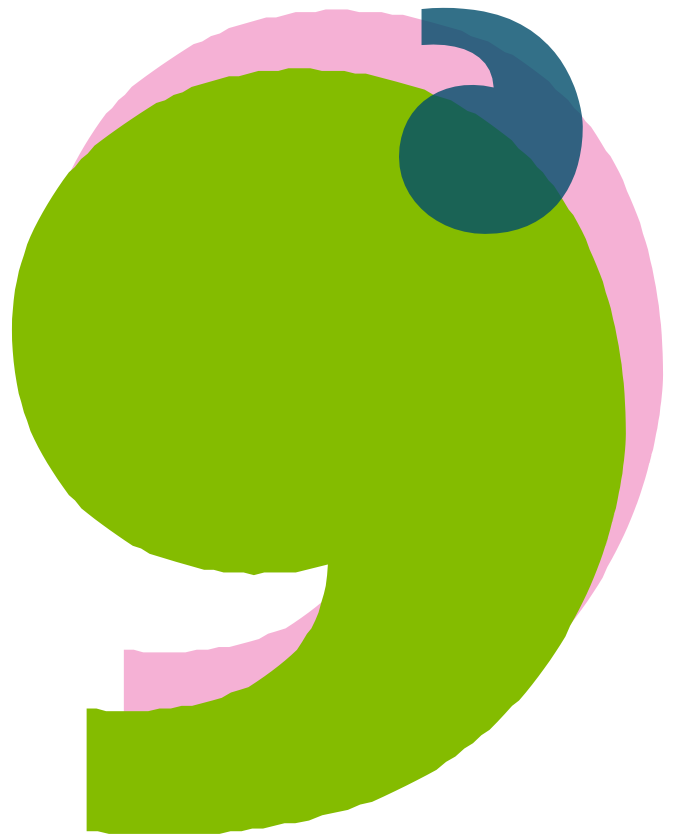


# Experiences of COVID-19 information and support in Norfolk and Waveney

July 2020



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## 1. Introduction

### 1.1. About Healthwatch Norfolk

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather the views of local residents about health and social care services to ensure they are heard by the people responsible for commissioning and providing services.

Our details:

Registered office: Suite 6, The Old Dairy, Elm Farm, Norwich Common, Wymondham, Norfolk NR18 0SW

Registered charity number: 1153506 | Registered company number: 8366440

To discuss anything in this report, you can email us at [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk), or call 01953 856029.

### 1.2. About the survey

The survey was open between 16<sup>th</sup> April and 13<sup>th</sup> July 2020 to gather residents' experiences of accessing information and support during the COVID-19 (coronavirus) outbreak in the UK.

The aim of the survey was to gather constructive information from service users that might provide real-time insight into community need, experience, and awareness of available support.

As well as being hosted online, the survey was available in both paper and easy-read formats.

We distributed the survey to our members and on our social media. It was also shared with health and social care providers, voluntary sector organisations, and community groups for dissemination to their members. Additionally, we had appearances on BBC Radio Norfolk and in the Eastern Daily Press.

During weeks one and two of the survey, initial responses identified that many people were struggling to access information, support and assistance in certain areas. As a result, we added to the survey contact details for both Norfolk County Council's Community Response Team and information relating to local mental health support.

The results were reported fortnightly to staff from health and social care providers as well as Norfolk County Council and the local councils, and voluntary sector organisations. These reports can be found [on our website](#).



Figure 1. Easy-read survey cover



### 1.3. About this report

When the survey closed, 833 responses had been received, of which 226 were incomplete. This means 607 full, complete responses make up the findings of this report.

Most of the responses were received in April and May 2020, as displayed in Figure 2.

This report will be shared with partners from NHS trusts, Norfolk County Council, and clinical commissioners, as well as being available on our website.

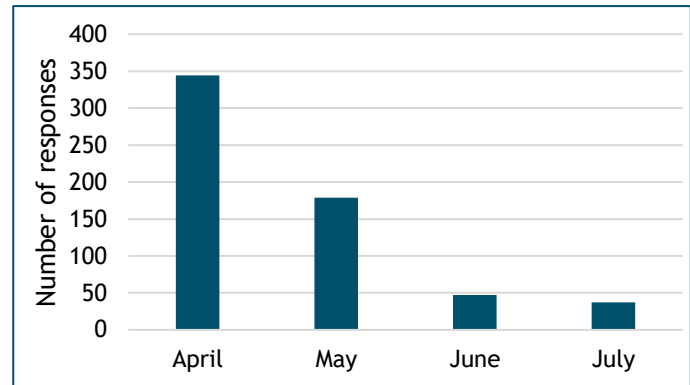


Figure 2. A graph showing the number of complete responses we received by month.

It is hoped that this report will highlight what has worked well and not so well for patients during the COVID-19 outbreak. We also hope it will allow health and social care providers and commissioners to plan future provisions based on patients' experiences.

The findings are grouped thematically and include numerical results as well as comments from respondents. Comments in this report are direct quotes from survey respondents. These have been left unchanged to ensure originality. Any major spelling or grammar errors are noted with “[sic.]”.

An easy-read version of the results is available [on our website](#) or by contacting us: you can email [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) or call 01953 856029.

### 1.4. Limitations

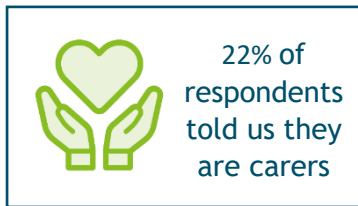
Healthwatch Norfolk recognises and acknowledges that there were some limitations to our survey including:

- Whilst we ensured that our survey was available in paper form, most responses were received online. This may mean that the results are biased towards more digitally confident members of the public.
- The majority of our responses were received in April and May 2020, information and service provisions changed regularly throughout the time that the survey was live. However, we chose to keep the survey open for a sufficient amount of time to allow as many people as possible to have their say.
- Over 200 responses to our survey were incomplete, suggesting the survey might not have been designed to best effect and accessibility.



## 1.5. Carers

For this report, carers' responses are embedded in the findings.



The survey results showed that there are specific needs and issues relating to carers and those who are cared for. As such, we have written a separate summary report about their experiences during COVID-19 which is available [on our website](#).

## 1.6. Summary of findings

The full results of the survey begin on page 5. There were 607 completed responses from people across Norfolk. The key findings are:

### Information (page 6)

- Over two thirds of respondents told us that they had enough information at this time.
- Of those who feel they did not have enough information, many said it has been confusing to understand, or conflicting.
- People have told us that information has not been easily available in accessible formats such as British Sign Language or Braille.

### Support available (page 8)

- Nearly three quarters of people who had practical support from the council were either 'satisfied' or 'very satisfied' with the support.
- Respondents highlighted the importance of being contacted by other people and organisations to avoid feeling isolated.
- Those who are vulnerable have not always received the support they need and there was some difficulty and uncertainty on how to register for support.
- Carers told us they have felt particularly isolated during the outbreak (see our report on carer experiences on [our website](#)).

### Appointments (page 10)

- Several people told us that dentist and mental health appointments have been difficult to access.
- Opinion was divided on remote (e.g. telephone or video) appointments, with respondents recognising both positive and negative elements. However, 70% of respondents who had a remote GP appointment told us that they were 'satisfied' or 'very satisfied' with the experience.



- Some respondents told us they were directly affected by the initial lack of Personal Protective Equipment (PPE) available.
- Nearly half of respondents told us that they had an appointment cancelled or postponed, most commonly hospital and dentist appointments.

## 2. About survey respondents

Our survey received 833 responses, of which 226 were only partially complete. This means 607 complete responses make up the findings of this report.

Responses were received from across Norfolk with the most responses (20%, 123) received from people who lived in Norwich City Council area as displayed in Figure 3.

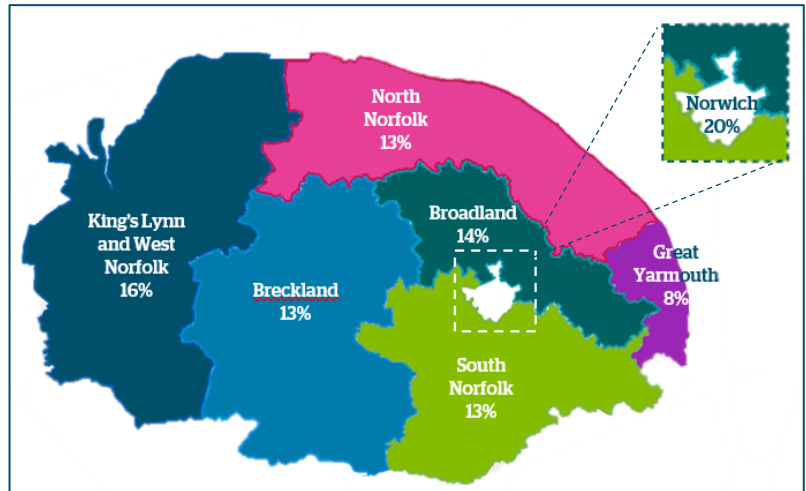


Figure 3. A map displaying percentage of responses by district, borough, or city council in Norfolk. The remaining 3% of respondents answered, "I don't know".

Nearly a third of respondents (30%, 175) told us that they, or the person they care for, has a disability. We also received responses from across age groups as displayed in Figure 4.

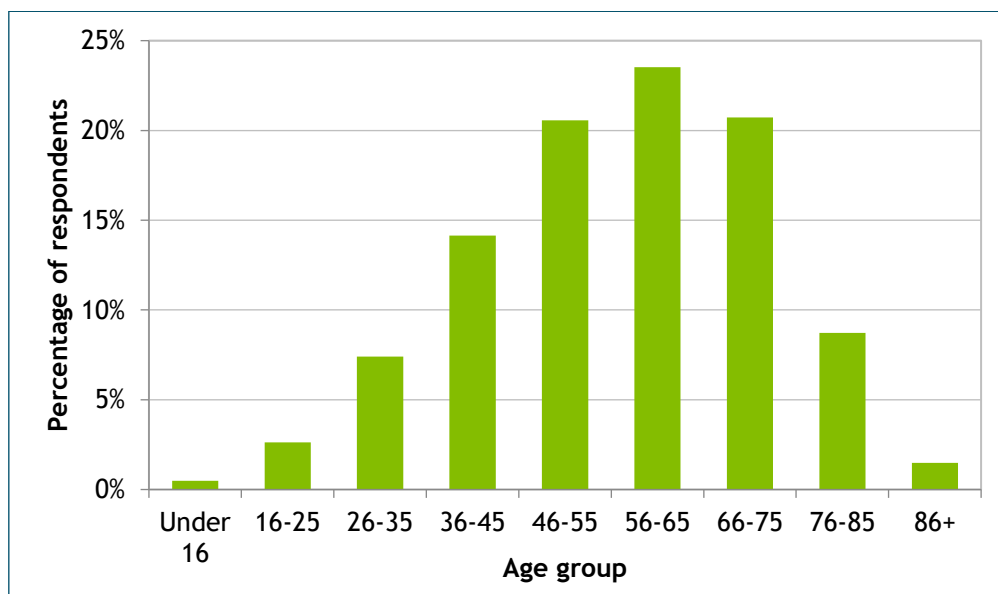


Figure 4. A graph displaying the age of respondents or the people carers care for.

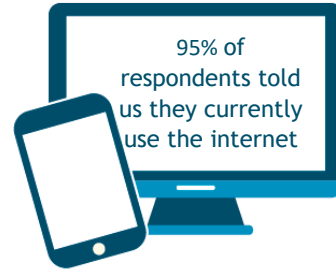


### 3. Information about Coronavirus

Over two thirds of respondents told us that they have received all the information about coronavirus they felt they needed at this time (69%, 417). We asked respondents questions about how they currently received information, how they would like to receive information, and if there are any gaps in coronavirus information.

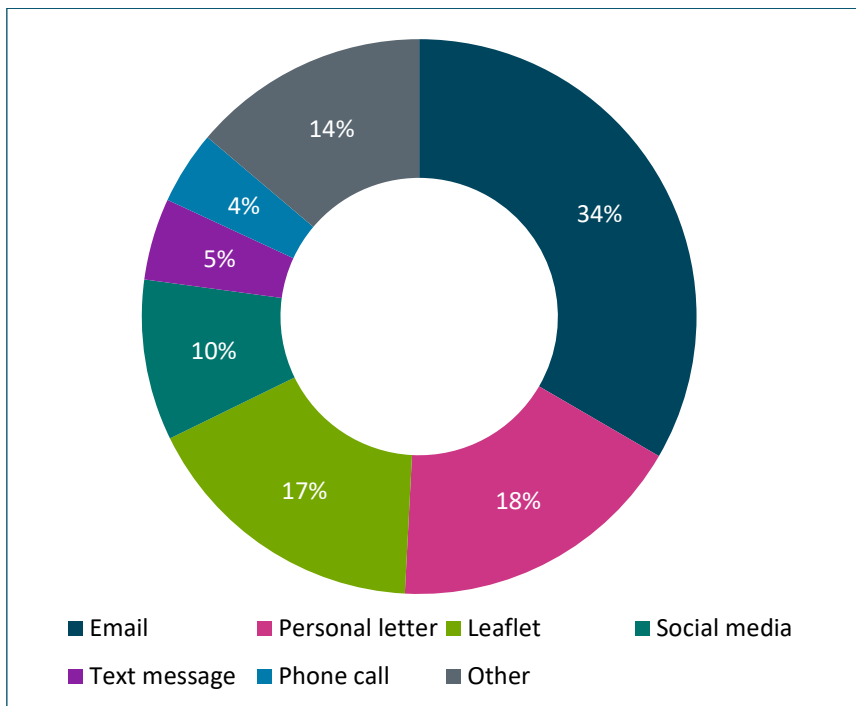
#### 3.1. Format of information

The majority of respondents told us that they currently use the internet (95%, 530). This remained the same for respondents aged 66 or over (95%, 148) and 65 or under (95%, 380). However, only 60% (30) of carers told us that the person they care for uses the internet.



The most common way that respondents found information about coronavirus was through television broadcasts (76%, 461), followed by online news articles (57%, 347) and official websites or articles such as the government website (53%, 322).

When asked which format they would have most preferred to have received information from, the most common format selected by respondents was email (34%, 203), see Figure 5.



*Figure 5.* A chart displaying respondents preferred way of receiving information about coronavirus for themselves or the person they care for. Other responses included television and radio, online sources, and British Sign Language.

### 3.2. Information: key themes

Both within the ‘information’ section of the survey and the open text box at the end of the survey, 128 comments were left by respondents about coronavirus information. The following themes were the most common:

Confusing or inconsistent information	Lack of information
<p>People told us “<i>consistency in the information has been lacking</i>”, that “<i>some messages have been mixed</i>”, and that “<i>guidelines are vague and contradicting</i>”.</p> <p>Some respondents stated that they did not know what information to trust, highlighting “<i>I’m not sure who is telling the truth</i>”, “<i>mixed messages [...] makes it difficult to know who to trust</i>”, and that there is a desire for “<i>honest, factual information from the government</i>”.</p> <p>Suggestions for improvement included having “<i>all necessary information in one centralised location</i>”, wanting information to be “<i>clear and concise, not conflicting</i>”, and “<i>more accurate reporting from the media</i>”.</p>	<p>During the first four weeks of the survey being open, many respondents highlighted where information was missing or not sufficient enough. This included a lack of information about:</p> <ul style="list-style-type: none"> <li>● Practicalities, such as “<i>how to get food and supplies</i>” and “<i>whether you need to wear face masks all the time</i>”.</li> <li>● Specific health conditions including diabetes and heart disorders.</li> <li>● Accessing support. Respondents’ comments included “<i>support organisations not advertised</i>”, “<i>no information about how to get help from the supposed volunteers</i>”, and “<i>I haven’t had any information or support on COVID-19</i>”</li> </ul>

#### Need for accessible information

Several respondents highlighted that accessible information had been lacking. Some of these comments are presented below:





## 4. Support available

Over a third of respondents (35%, 211) told us that they or the person who they care for had been advised to self-isolate for at least 12 weeks because they were at risk due to a long term condition, were over 70, or for other health-related reasons. Throughout the survey, many respondents highlighted issues relating to accessing support, particularly for those classified as vulnerable.

### 4.1. Practical support

We asked those who had been advised to self-isolate about the practical support they had received during the coronavirus outbreak. Less than half (44%, 93) of these respondents told us that they had received practical support. The most common form of practical support received was from family or friends (58%, 54), followed by support from their local council (39%, 36).



Of those who received practical support from the council, 39% (14) told us they had help with food ordering and deliveries, 28% (10) told us they had help with picking up prescriptions, and 25% (9) told us they had general information and advice from the council. Most respondents who received practical support from the council were ‘satisfied’ or ‘very satisfied’ with the support they had received as displayed in Figure 6.

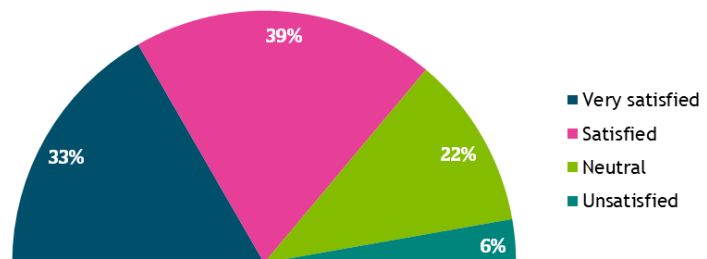


Figure 6. A chart displaying respondents' satisfaction with practical support received from the council.

### 4.2. Positive experiences of support

Some comments were positive and related to a range of support including check-in's and volunteer help:

*“I have heart failure and COPD [...] it is reassuring to receive letters and phone calls checking on me”*

*“Local & citywide voluntary groups have been an invaluable help for gathering practical information & getting help with collecting meds when friends aren't available.”*

*“I've had text messages from Victory housing, on updates on the services of work. I've received a text from the doctors to let me know of precautions and to reassure me to go to the doctors if I need to. Also I've had texts from government offering help if needed.”*



### 4.3. Negative experiences of support

The majority of comments about support for the vulnerable indicated more negative experiences. There were several reasons for respondents' discontent:

#### Not formally recognised as vulnerable

At the time of completing the survey, many respondents felt that they or the person they care for are vulnerable but had not received any confirmation of this, or further information:

*"I've had no information or guidance personally. I only know what I hear off the telly. I didn't get a letter to shield even though I'm 72 and diabetic"*

*"I feel she should have had a letter telling her to shield herself as she has multiple health issues including blood cancer and pulmonary hypertension , heart failure"*

*"Why was I not contacted with regards to having a long term condition? I have been registered asthmatic for over 25 years [...] surely all asthmatics should have been contacted as a matter of urgency."*

*"I am really upset that mum was not identified by anyone as needing shielding. 89, heart decease [sic.], diabetes, kidney disease, hypertension and she received one phone call late on into isolation"*

#### Registered as vulnerable but little or no support

The quotes below show how some people felt they have received minimal support despite being recognised as vulnerable:

*"I have not received government food parcels despite having NHS extremely vulnerable letter and registering on gov.uk and writing to MP who has not sneered, asked SNDC and surgery why not got [sic.] any yet."*

*"Was offered support, but it did not materialise because Norwich City Council gave incorrect information. Very distressing and potentially dangerous for a vulnerable person."*

*"NHS letter received telling to shield. Registered, as instructed, on government website, heard nothing. At one point we were very short of food and could not get a delivery, no food parcel sent or offered. No help offered by the council at all."*



*"I have no carer support that I am entitled to [...] ncc care advisor advised me that I would get emergency help by ringing ncc emergency number but they haven't helped me. I have no home care at all."*



### Lack of support for carers

Over a fifth of respondents (22%, 133) stated that they are a carer. Of these, 38% (50) answered the survey based on the experiences of the person they care for, and the remaining 62% (83) answered based on their own experiences. [You can read our separate summary report about the experiences of carers and cared-for during the COVID-19 outbreak on our website.](#)

Some carers told us they felt “*abandoned*” and “*unsupported*”, with one respondent asking “*who looks after the carers!*”. Below are some comments expanding on these themes:

*“As my husband's carer I'm very concerned about his numerous health problems and sometimes feel overwhelmed and a bit isolated by it all and feel as we are elderly don't really matter.”*

*“Caring is new to me following my wife having an operation and as well as full time working I found it increasingly difficult to do both. Whilst my wife was having conversations over operation and recovery there was no conversation with me the person that would be caring during the time in recovery”*

*“One call from a person in the social workers office but not the social worker, asked if there was a contingency plan if I became ill and could no longer be a carer, I said no and the caller laughed, in fact giggled throughout the conversation, disgraceful!”*

## 5. Appointments

Forty percent (245) of respondents told us that they or the person they care for have had a health or social care appointment or treatment since early March 2020.

### 5.1. Appointment or treatment ease of access

Table 1 displays the service that respondents or the person they care for used for their appointment or treatment and how easy it was to access. Respondents most frequently reported remote GP appointments (telephone or video consultations) ‘very easy’ to access (43%, 63) followed by pharmacies (42%, 66).

Table 1.

A table displaying which services were used by respondents or people they care for, for appointments or treatment and how easy they were to access. The most common response for each appointment or treatment type is highlighted.

	Very easy	Easy	Neutral	Difficult	Very difficult
<b>GP practice (in person)</b> 117 respondents	<b>32% (38)</b>	22% (26)	14% (16)	14% (16)	18% (21)
<b>Remote GP appointment</b> 148 respondents	<b>43% (63)</b>	29% (43)	14% (21)	8% (12)	6% (9)



	Very easy	Easy	Neutral	Difficult	Very difficult
<b>Hospital outpatients</b> 109 respondents	27% (29)	<b>28% (31)</b>	17% (19)	9% (10)	18% (20)
<b>Pharmacy</b> 157 respondents	<b>42% (66)</b>	33% (52)	8% (13)	11% (17)	6% (9)
<b>Home care visit</b> 43 respondents	21% (9)	12% (5)	<b>37% (16)</b>	5% (2)	26% (11)
<b>Health visitor</b> 24 respondents	13% (3)	-	<b>71% (17)</b>	4% (1)	13% (3)
<b>Walk-in centre</b> 28 respondents	11% (3)	14% (4)	<b>57% (16)</b>	-	18% (5)
<b>A&amp;E</b> 46 respondents	37% (17)	13% (6)	<b>41% (19)</b>	2% (1)	7% (3)
<b>Paramedic</b> 32 respondents	31% (10)	9% (3)	<b>50% (16)</b>	3% (1)	6% (2)
<b>Dentistry</b> 47 respondents	11% (5)	-	34% (16)	15% (7)	<b>40% (19)</b>
<b>Mental health services</b> 50 respondents	4% (2)	12% (6)	30% (15)	20% (10)	<b>34% (17)</b>

Mental health and dentistry services were flagged as the hardest types of appointments to access. In both cases, respondents told us that this was in relation to both urgent appointments and in accessing ongoing care:

	Dentist	Mental health
<b>Urgent care</b>	<p><i>“No access to dental Care for my 7 year old who has now had tooth ache for 2 Weeks, only advice give was to give her calpol”</i></p> <p><i>“Severe tooth aches for last 2 months - told to take painkillers and eat on the other side!”</i></p> <p><i>“Needed a dental emergency and was extremely difficult to access was in constant pain”</i></p> <p><i>Cannot access urgent dental care despite being in pain for over two weeks due to a broken</i></p>	<p><i>“I’m currently in need of mental health support and I think phone calls would help me and others at this time due to heightened anxiety.”</i></p> <p><i>“It is harder to get assistance through NHS wellbeing, had to re-refer from one part of their system to another.”</i></p> <p><i>“My son has a severe mental illness [...] He has become psychotic because of anxiety about Covid 19 and GP, NSFT and NNUH seem to need me to be a go between to coordinate help while putting barriers in the way of me doing this ie patient confidentially.”</i></p>



	tooth/filling”	
<b>General access</b>	<p>“Very little dental service currently available.”</p> <p>“Our son has had to wait for his braces appointment - moved from March to Jun”</p> <p>“Was unable to get dental appointment”</p>	<p>“Was referred to the recover college months ago. Haven’t heard anything. I think local mental health services are poor”</p> <p>“The change to CAMHS stinks. Kicking children off the waiting lists saying they need to rerefer after coronavirus at the same time as shouting all over social media about their free accessible support is disgusting.”</p> <p>“I am waiting to get back on the NHS wellbeing assistance courses.”</p>

## 5.2. Satisfaction with appointment or treatment

Table 2 displays how satisfied respondents were with the services used by them, or the person they care for, for appointments or treatment. People told us they were ‘very satisfied’ most frequently with pharmacies (51%, 69), followed by remote GP appointments (50%, 72), and in person GP appointments (47%, 57).

Table 2.

A table displaying how satisfied respondents were with services used by them or people they care for, for appointments or treatment. The most common response for each appointment or treatment type is highlighted.

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
<b>GP practice (in person)</b> 122 respondents	<b>47% (57)</b>	19% (23)	18% (22)	7% (8)	10% (12)
<b>Remote GP appointment</b> 144 respondents	<b>50% (72)</b>	20% (29)	15% (21)	5% (7)	10% (15)
<b>Hospital outpatients</b> 97 respondents	<b>37% (36)</b>	27% (26)	19% (18)	4% (4)	13% (13)
<b>Pharmacy</b> 136 respondents	<b>51% (69)</b>	24% (33)	13% (17)	7% (10)	5% (7)
<b>Home care visit</b> 33 respondents	24% (8)	3% (1)	<b>48% (16)</b>	9% (3)	15% (5)
<b>Health visitor</b> 24 respondents	13% (3)	8% (2)	<b>67% (16)</b>	4% (1)	8% (2)
<b>Walk-in centre</b> 25 respondents	16% (4)	12% (3)	<b>56% (14)</b>	4% (1)	12% (3)



	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
<b>A&amp;E</b> 43 respondents	<b>42% (18)</b>	16% (7)	30% (13)	5% (2)	7% (3)
<b>Paramedic</b> 28 respondents	<b>46% (13)</b>	7% (2)	39% (11)	-	7% (2)
<b>Dentistry</b> 44 respondents	16% (7)	5% (2)	<b>43% (19)</b>	7% (3)	30% (13)
<b>Mental health services</b> 43 respondents	7% (3)	16% (7)	28% (12)	19% (8)	<b>30% (13)</b>

### 5.3. Remote appointments - a divide in opinion

Most respondents who had remote GP appointments told us that they found them ‘easy’ or ‘very easy’ to access and were ‘satisfied’ or ‘very satisfied’ with the appointments. Other respondents used our survey as an opportunity to comment on their experiences of remote appointments across health and social care. The range of opinions shared was split relatively evenly between positive and negative experiences, the quotes indicating these differing opinions:

#### Positive

*“Mental health and social care over the phone but were both excellent and exceeded my hopes.”*

*“Great service via entry on GP website yesterday. Phone conversation with GP this morning, and photos sent. Medication picked up from pharmacy late today”*

*“My outpatient cancer clinic appointment was changed to a phone appointment with my specialist nurse. My test results were given and all questions answered.”*

*“NSFT have been well organised, even warning me prior to lockdown, Skype calls & appts & even review with 3 involved all excellent.”*

*“CYPs have been supporting via virtual calls and working hard to support families still”*

#### Negative

*“Doctors prescribe me antibiotics over the phone 3 times without actually being able to see anything which has now caused an allergic reaction.”*

*“[ICS Health and Wellbeing Call] was a poor line at times and lots of interruptions from people talking at the wrong time”*

*“Physio, ridiculous that last 2 appts are by phone, no skype or teams in use even when I requested as I need to show current mobility progress”*

*CAMHS [are] hard to get hold off [sic.] and don’t return calls or emails. Not providing any counselling over the phone just a quick check in and gone.”*

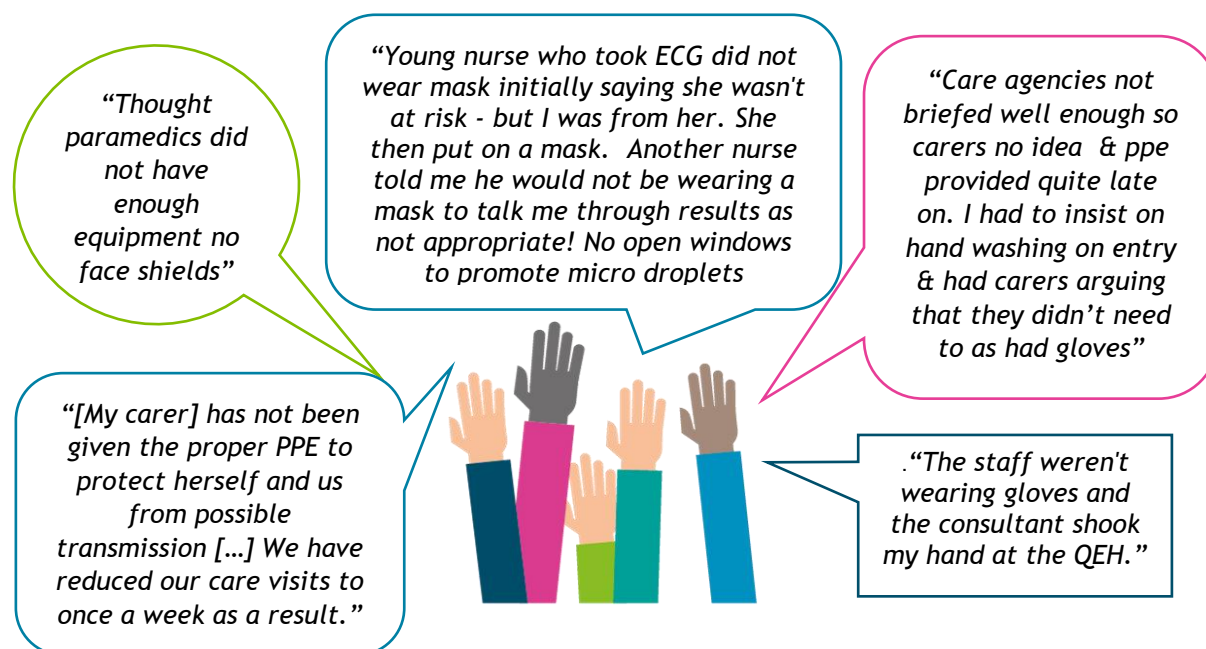
*“Difficult explaining symptoms on phone, leading to confusion and delay to receiving a diagnosis for a serious illness.”*



#### 5.4. Advice about safety and hygiene

For those who attended in-person appointments, respondents were asked how clear the advice was about safety and hygiene measures regarding coronavirus before attending the appointment, 144 respondents answered this question. Over two thirds of these respondents (69%, 99), told us that the advice was ‘clear’ or ‘very clear’.

Several comments were left about staff accessing Personal Protective Equipment (PPE) across a range of service providers:



#### 5.5. Risks of treatment

Respondents were asked whether the risks around having treatment during the coronavirus outbreak were explained throughout, 141 respondents answered this question and 43% (61) told us that the risks around having treatment during the coronavirus outbreak were not explained throughout.



#### 5.6. Cancelled or postponed appointments

Nearly half of respondents (49%, 299) told us that they or the person they care for had an appointment postponed or cancelled since early March 2020. From these, the most common appointment cancelled or postponed was hospital appointments with 50% (148) followed by dentist appointments with 46% (138).

Most people who had an appointment cancelled or postponed were notified by phone call (58%, 173), followed by people telling us they were notified by letter (33%, 99). Several respondents told us that they received “no notification at all”, they “waited for the call but it never came”, they “phoned and was told the appointment had already been cancelled”, or that they “postponed the appointment ourselves”.



Some people told us they were not greatly affected by any cancellations or postponements, with comments including “[it] can’t be helped”, “my surgery were very clear about cancelling and rearranging my appointment”, and “I understand social distancing etc.”.

However, the majority of people who commented about cancelled or postponed appointments had more negative experiences. The table below shows three key issues and comments to illustrate them:

Cancer referrals	Additional waits causing further issues
<p><i>“I had an abnormal test which requires further follow up tests at hospital under the two week cancer referral route[...] [the hospital] will not be able to offer me any further investigation until things are back to normal maybe in June”</i></p> <p><i>“Very dissatisfied. Urgent referrals for cancer diagnostics not happening quickly enough”</i></p> <p><i>“I have been waiting to see a specialist to remove a cancerous growth from my eyelid for 3 months”</i></p>	<p><i>“I hade [sic.] 3 hospital appointments cancelled &amp; my condition is getting worse the longer it is left.”</i></p> <p><i>“I had an x ray and am awaiting an ultrasound, but no-one including the GP and hospital can tell me when that might happen, so I am stuck waiting for diagnosis and follow up.”</i></p> <p><i>“My husband and my health is suffering because we have waited a long time to get hospital appointments/scans mental health therapy”</i></p> <p><i>“Foot clinic cancelled my feet got infected hard job to get help”</i></p>
<p><b>No alternative provisions</b></p>	
<p><i>“The dentist text to say our routine appointment had been cancelled but no info on how, if or when to re-book”</i></p> <p><i>“We were due my son’s 2-2.5 year health care visit and just had a letter to say look at a website.”</i></p> <p><i>“Hospital appointments cancelled no new appointments rescheduled”</i></p>	





## 6. Positives and thank-yous

Many respondents chose to thank and praise health and social care staff. Here are just some of the positive things people had to say:



*"I was frightened of going to A&E but it was very clean and safe. The staff were amazing"*

*"I have been extremely heartened by the care given to me regarding free food boxx delivery and the fact that I need gluten free foods. I cannot say thank you enough"*

*"Excellent care from GP and NNUHT for breast cancer"*

*"birth and after care was exceptional considering the limits in place I felt very well cared for and have a really positive birth story thank you to everyone that has cared for me and my newborn baby during this time"*

*"A member of my family required hospital care and was able to get seen very quickly, treated efficiently and soon allowed back home"*

*"My experience in these difficult times has only been positive, keep up the great work."*

*"The care given has been above and beyond the call of duty."*

*"Had to contact social care for my Dad as mobility deteriorated due to meds reduction and unable to care for him at home. They were excellent and within 48 hours we got care help required via an admission to a care home"*



## 7. Appendices

### 7.1. Appendix A - survey questions

#### 1. Are you a carer?

Are you a carer for anyone in your household?

Yes

No

If you are a carer, are you answering this survey about your own experiences, or the experiences of the person you care for?

My own experiences

The experiences of the person I care for

N/A - I am not a carer

#### 2. About you / the person you care for

How old are you / the person you care for?

In which local council area do you / the person you care for live?

What is the first half of your / the person you care for's postcode? (eg. NR14)

Do you / the person you care for have a disability?

Yes

No

I'd rather not say

Do you / the person you care for currently use the internet?

Yes

No

Have you / the person you care for been advised to self-isolate for at least 12 weeks because you / they are at risk due to a long-term condition, are over 70, or for other health-related reasons?

Yes

No

***If you answered 'yes' please answer section 3. If you answered 'no', please skip to section 6.***

#### 3. Extra support

Have you / the person you care for received any practical support to help you manage in isolation?

Yes

No

***If you answered 'yes', please answer section 4. If you answered 'no', please skip to section 6.***



#### 4. Who has provided the support?

Who has provided this support? (please select as many as appropriate)

- |                  |                                     |
|------------------|-------------------------------------|
| Local council    | Family or friends                   |
| Home care agency | Neighbours                          |
| GP               | A charity or voluntary organisation |
| Pharmacist       | Don't know                          |
| Hospital         | Other (please state):               |

***If you ticked 'local council support', please answer section 5. If not, please skip to section 6.***

#### 5. Local council support

What support has been arranged for you / the person you care for by your local council? (tick all that apply)

- |  |   |
|--|---|
| Weekly check ins                             | Picking up prescriptions                          |
| Telephone befriending service                | Walking pets                                      |
| Contact with community groups                | Benefits and financial support                    |
| Support to register as vulnerable            | Advice on what to do in an emergency              |
| Advice on staying well                       | Accessing hardship funds                          |
| Guidance and signposting on keeping active   | Employment support and rights                     |
| Arranging emergency home and heating repairs | Issues relating to self isolation e.g. MOT delays |
| Ensuring your home is safe and secure        | Accessing online services                         |
| Arranging assisted bin collections           | Acquiring documents or NHS numbers                |
| Advice on housing and homelessness           | Support with debts and budgeting                  |
| Food ordering and deliveries                 | General information and advice                    |

How satisfied are you with the practical support you / the person you care for have received? \*

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

Is there any support you would like that you have not received already from your local council?

#### 6. Information about coronavirus

How have you / the person you care for found information about coronavirus? (Tick all that apply)

- |   |                        |
|---|------------------------|
| GP surgery  | Online news articles   |
| Local council                                       | Television broadcasts  |
| NHS app   | Radio                  |
| NHS 111 (online)                                    | Social media           |
| NHS 111 (phone)                                     | Through friends/family |
| Official websites/articles (eg. Government website) | Through a carer        |
|   | Other (please state):  |



Have you / the person you care for received all the information about coronavirus you feel is needed at this time?

- Yes
- Somewhat
- No

If you chose 'no' or 'somewhat', what extra information or guidance would be beneficial?

In what format would you / the person you care for have most preferred to receive information about coronavirus? (Please choose one option from the list below)

- Phone call
- Personal letter
- Leaflet
- Email
- Text
- Social media (eg. Twitter or Facebook)
- Other (please state)

Have you / the person you care for had any general health or social care appointments or treatment since early March 2020?

- Yes
- No

***If you answered 'yes', please answer section 7. If you answered 'no', please skip to section 8***

## 7. Medical appointments

Which service/s did you / the person you care for use for your appointment or treatment, and how easy were they to access? Note: If you have not used the listed service, please leave the row blank.

	Very easy	Easy	Neutral	Difficult	Very difficult
GP practice (in-person appointment)					
Remote GP appointment (phone or online)					
Hospital outpatients / clinic appointment					
Pharmacy					
Home care visit (eg. nurse)					
Health visitor (eg. midwife)					
Walk-in centre					
A&E					
Paramedic					
Dentistry					
Mental health services					

... and how satisfied were you with the appointment or treatment received? Note: If you / the person you care for have not used the listed service, please leave the row blank.

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
GP practice (in-person appointment)					
Remote GP appointment (phone or online)					
Hospital outpatients / clinic appointment					
Pharmacy					
Home care visit (eg. nurse)					
Health visitor (eg. midwife)					
Walk-in centre					
A&E					
Paramedic					
Dentistry					
Mental health services					

If you / the person you care for used another service, please state it along with how satisfied you were with treatment and ease of access

If you want to expand on your experience accessing an appointment and / or how satisfied you were, please write some brief notes below (maximum 100 words)

If you / the person you care for had an in-person appointment, how clear was the advice you were given about safety and hygiene measures regarding coronavirus before attending the appointment? \*

Very clear  
 Clear  
 Neutral  
 Unclear  
 Very unclear  
 N/A

Were the risks around having treatment during the coronavirus outbreak explained to you / the person you care for throughout?

Yes  
 No  
 N/A

## 8. Cancelled or postponed appointments

Have you / the person you care for had any appointments postponed or cancelled since early March 2020?

Yes  
 No



*If you answered 'yes', please answer section 9. If you answered 'no', please skip to section 10*

## **9. Cancelled or postponed appointments**

What type of appointment/s was/were cancelled or postponed? (Tick all that apply)

- Routine GP appointment
- Hospital appointment
- Surgery
- Home visit
- Dentist appointment
- Mental health counselling / therapy
- Other (please state)

How were you / the person you care for notified about the cancellation/s or postponing?  
Tick all that apply

- Phone call
- Letter
- Email
- Text
- Other (please specify)

## **10. Any other comments**

Are there any other comments that you would make about information, support or access to health and social care since early March 2020?

