

Test and Trace

healthwatch
Tower Hamlets

Your views

Community insights on Test & Trace in Tower Hamlets

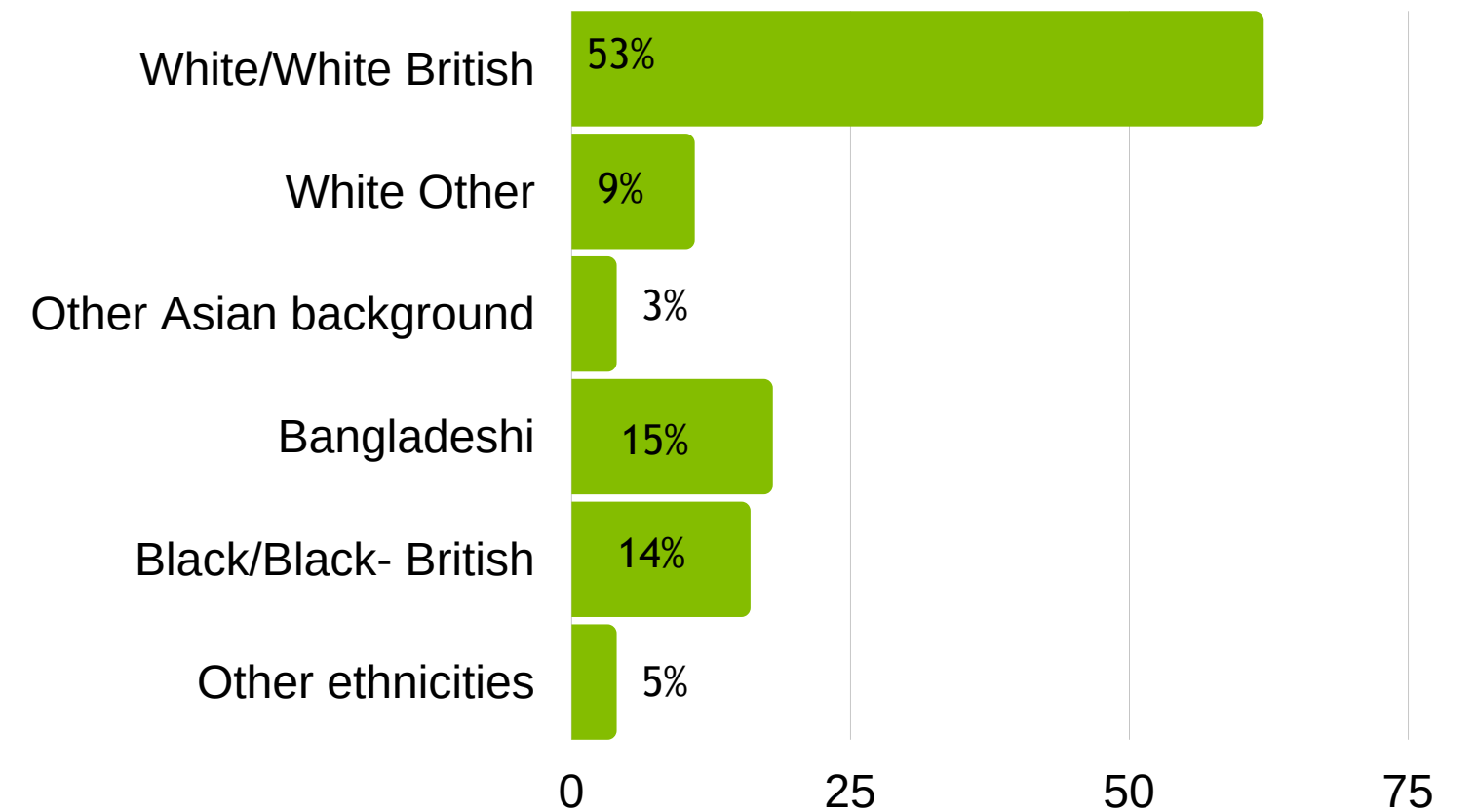
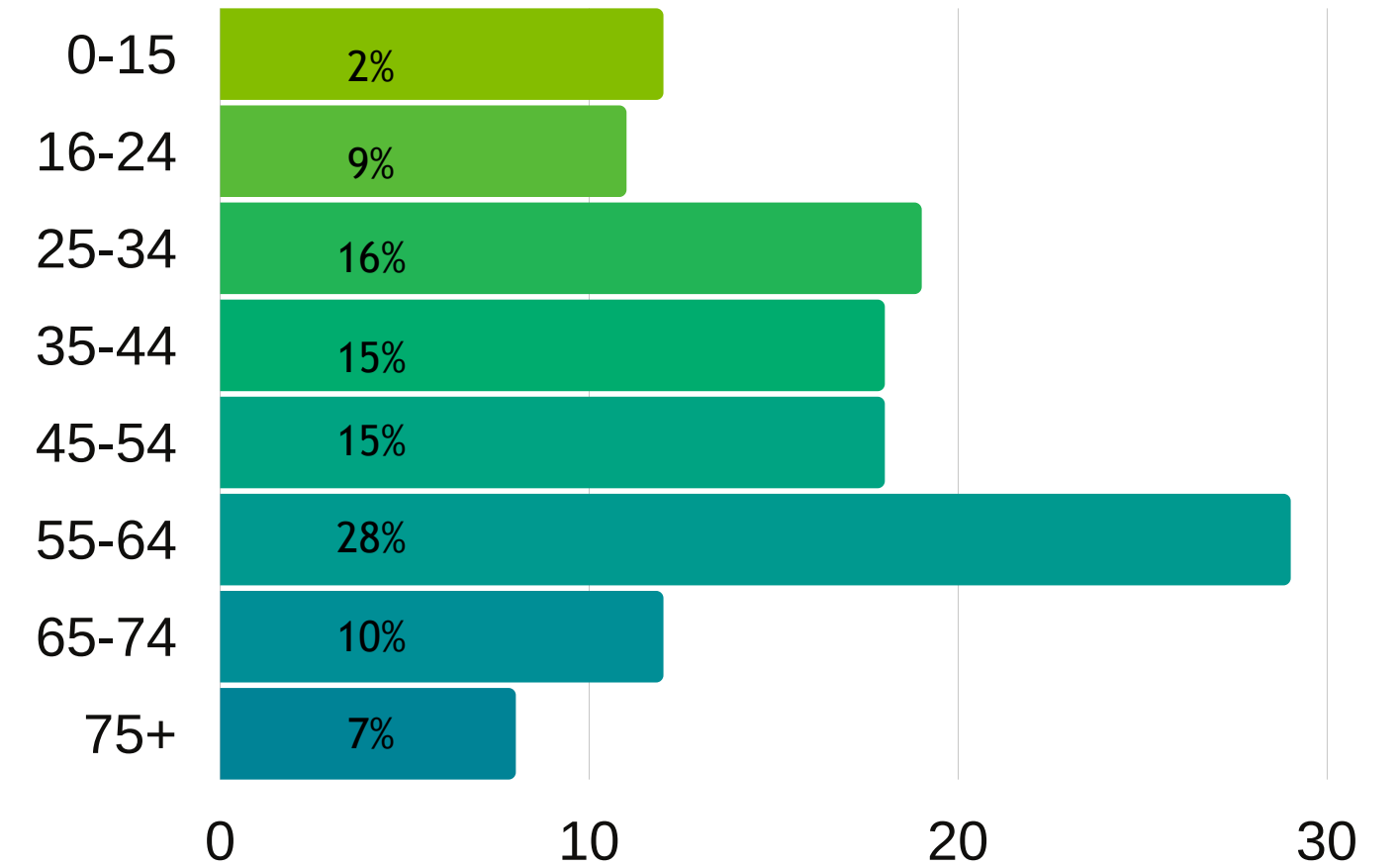
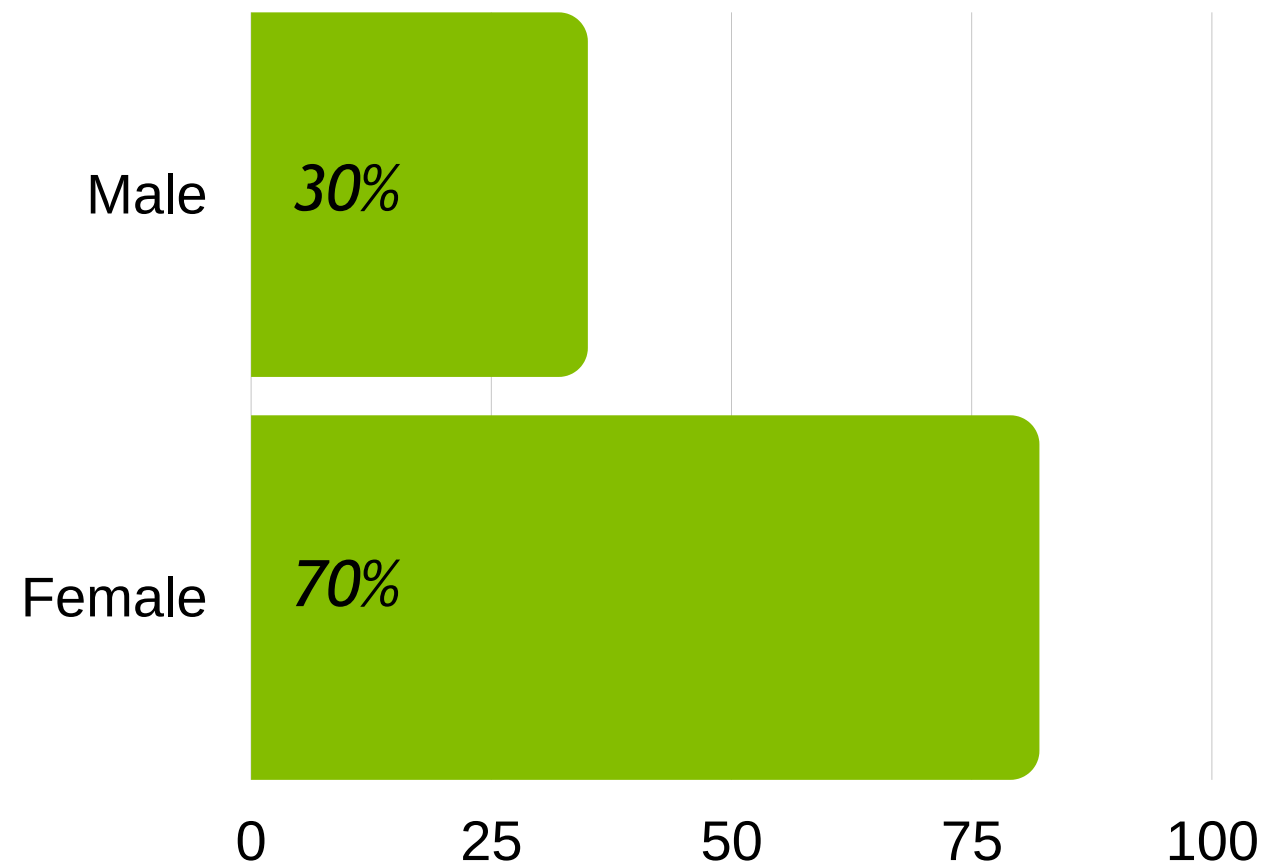
Oct 2020

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Our Respondents

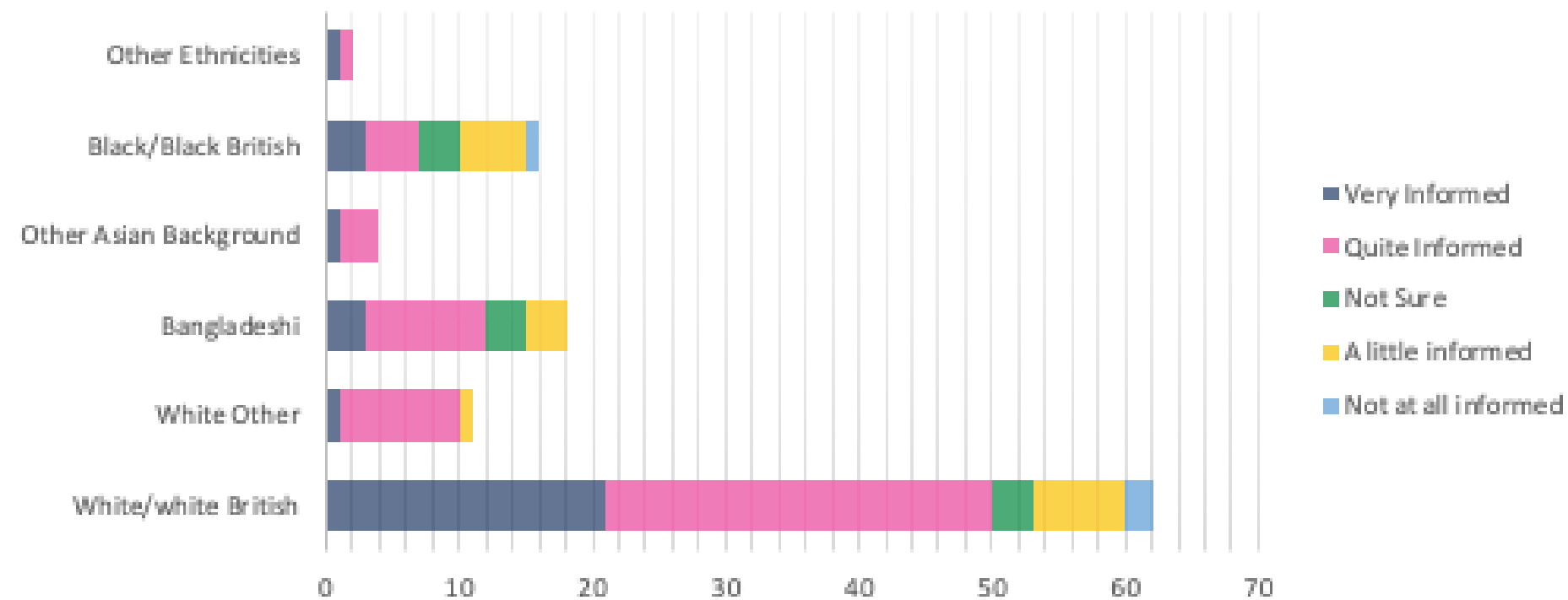
We asked local residents to take part in a survey to understand what people in Tower Hamlets know about the Covid test and trace process and how it might need to be adapted to meet our local needs.

We carried out a survey online and over the phone with a total of **117** survey respondents.



How informed they feel about COVID and how to stay safe?

74% of respondents considered themselves to be 'quite' or 'very' informed about the pandemic and the local changes. despite it being a high number those from BAME communities made up a small portion of this percentage.



15% of survey respondents felt 'little' or 'not at all informed', this was due to residents viewing the advice they are seeing as overwhelming and confusing:

'Government guidelines have been changing a lot recently and with little backing (e.g. highest rise in cases in those 18-24 but schools and universities remain open).'

"I don't know where to get the information for COVID19, I normally go to Government Websites and places like that but then again it's not really Tower Hamlets focused. It's like for everyone really. The council just aren't that good at actually passing the information on to their residents. Have you seen the website? It's so confusing, it took a while to get use to where it was I needed to find the council tax information but with something like COVID19 it's important that they have the correct information circulate. Imagine, people like my parents if they didn't have me where would they really go to get their information. It's not like it's in a language they can understand, for people who are impacted the most it's just not considerate. I get that they don't have the resources, but surely you should focus on the most disadvantaged first then go up from there.'

'I hear things from other people and also from online, but my children watch the news so they relay the information they get. I don't know about safety, it seems people aren't really listening I'm just focusing on my action and as long I do what I can do then I'll leave the rest to Allah.'

What have we learned?



Black Respondents

Most likely to only know some details about the test and trace process

More likely to self-isolate for 14 days even if they didn't have symptoms

Less likely to download the app

Most likely to feel a 'little informed' about COVID19

More likely to get tested for the virus

Most likely to go to social media and family and friends for details about covid

More likely to get tested for the virus

More likely to only know some details about the test and trace process



Asian Respondents

More likely to download the app

More likely to self-isolate for 14 days even if they didn't have symptoms

More likely to go to government website for info on COVID



White Respondents

More likely to go to government website for info on COVID

More likely to self-isolate for 14 days even if they didn't have symptoms

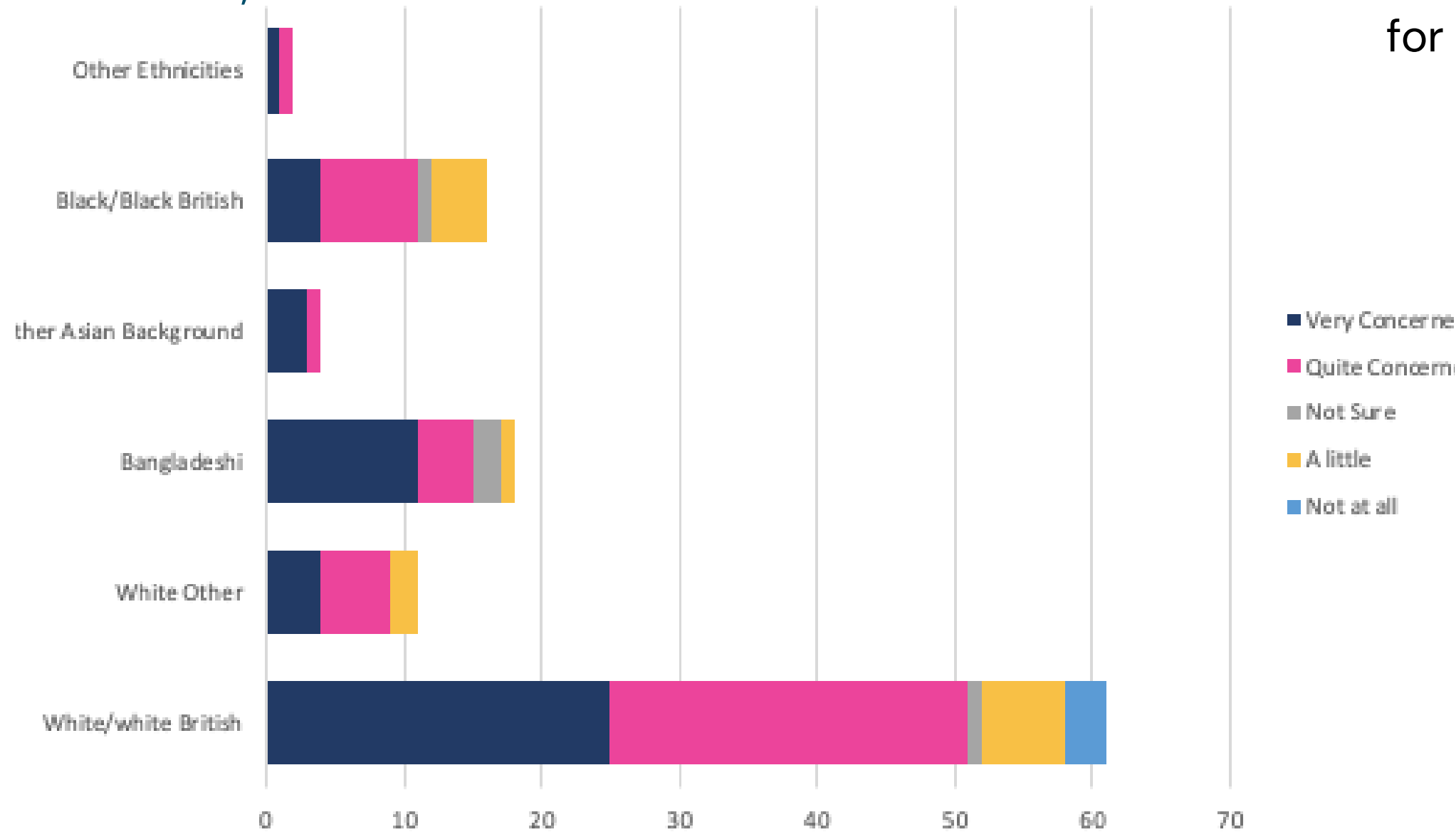
Most likely to be well informed on the test and trace process

More likely to get tested for the virus

More likely to download the app

How concerned about COVID-19 are you?

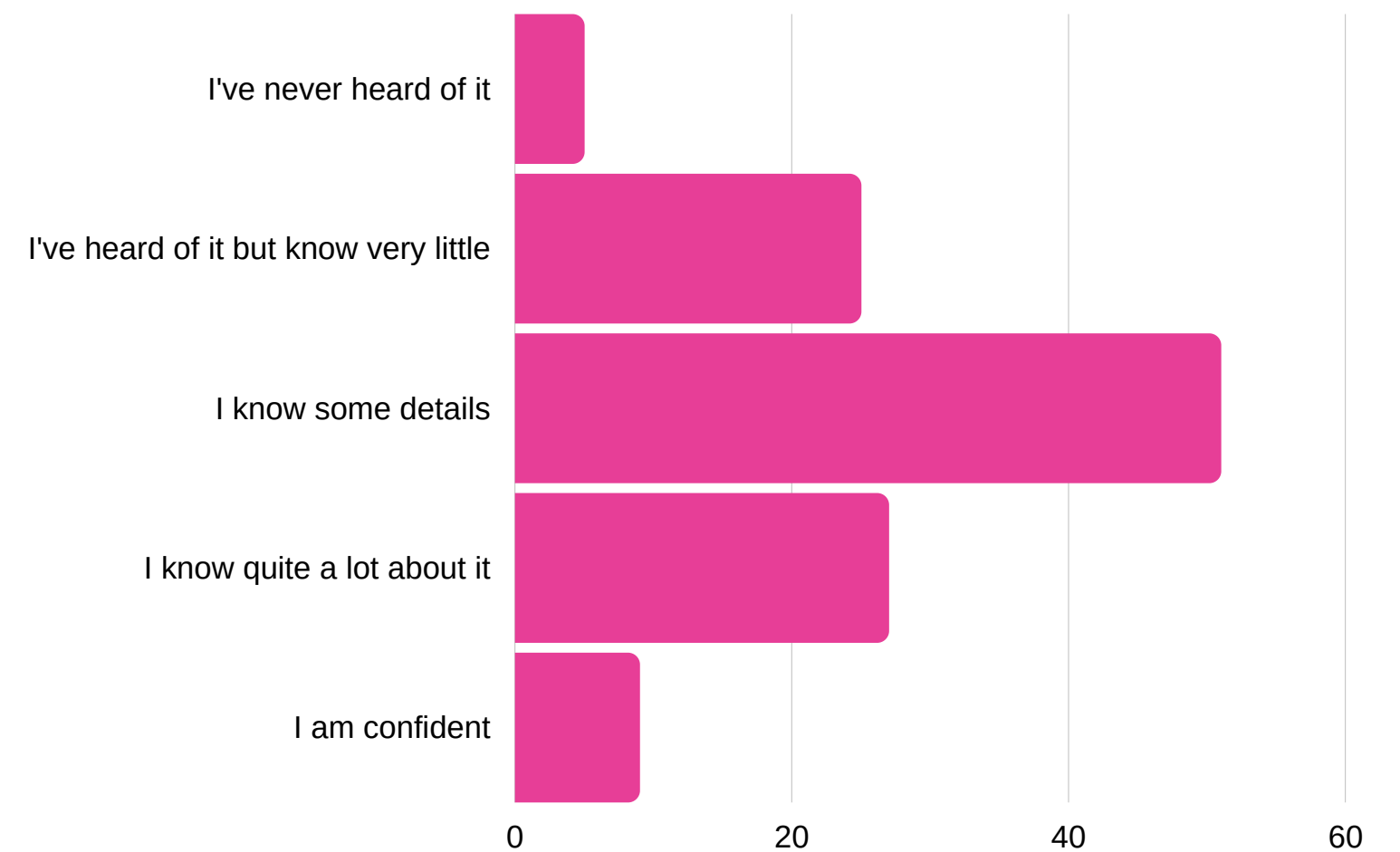
43% of survey respondent were 'very concerned' about Covid-19, this was broken down into:



'I don't feel at all safe and because I'm 68 nearly 69. And my partner has health issues. We really don't want to catch this. So we're still acting as if we're shielding, even though we weren't in the categories who were advised to shield in the first place. We are acting as if we are shielding and we are still doing it.'

Residents were asked what they knew about the test and trace service, 44% of survey respondents knew some details. One of the residents explained how both digital access and a language barrier were the main reason they were lacking information on the process.

How much do you know about the Test & Trace service for COVID-19?



Yes, I've heard about it from people, but I haven't downloaded the app myself, what's the point? It's not like I'm going to understand what's going on. I just about know how to use these apps that are on my phone now I won't have time for another app as well. They should come up with a better way to actually to deal with it, lets be real doing things through the phone works mainly for young people since they are good at it and know it more than we do. I feel like we work better with the good old having a face to face conversation or through Somali cable tv at least they'll be able to explain it to us.

If you wanted more information about Test and Trace in Tower Hamlets where would you go?



Over **49%** of survey respondents would go to a Government Website such as GOV.uk for more information.



22% would go to the Council Website.



10% would go to social media platforms such as Facebook, Twitter and WhatsApp



Nobody said they would go to a faith organisation

'I just find it easier to use the government website, it's clear and straight to the point. All I have to do is put in my detail and that's it - none of this faffing about on other website'

'Well they're the ones making up the rules so it only makes sense that we go on their website. It's like straight from the source'

'We think it's totally crazy that people still or who were shielding is only just been told that they should act in a certain way different from other people. I mean, it's incredible and it's the government that has done that. But I'm very pleased to say that John Biggs puts more content. He puts more advice in and he's right. Thank goodness for John Biggs. So he's been saying that household shouldn't be mixing before the government put that out that they're going to start that on Friday or whenever it is. So well done to John Biggs. His information is good. The government's information is rubbish. No wonder people are confused.'

'It's just easier to get the information from there, it's nice to hear people's comments on the matter and some times it might be a bit funny and they take the mick out of Boris but you need that you know'

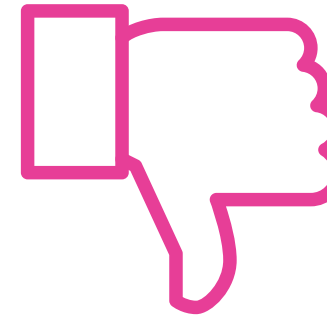
'I get information sent to me from my friends and family, I get video as well from family back home. I can tell that some of them are not serious but I take information from visual stuff so it's just easier honestly'

Would you Download the NHS test and Trace app?



63%

survey respondent would download the app.



36%

survey respondent wouldn't download the app.

Many survey respondent did not feel comfortable with their data being shared

'Don't trust use of Serco and it's subcontractor so not sure how my data will be used'

'Not interested to share data'

'I don't trust that it will work, I don't trust the data handling. I don't trust that it will not be used beyond COVID to negatively impact on people's rights'

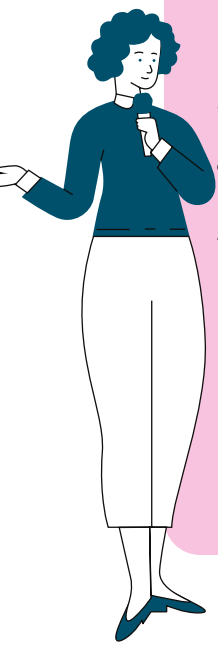
I don't want it on my phone, they might be tracking us, and seeing if people have more than 6 people at their homes. It feels like a conspiracy'

'The government is planning something else. Simple!'

For other survey respondents the issue was a barrier to accessing the app, such as language or lack of digital skills.

'I won't be able to understand it, it's not like it has a Somali speaker on it, or some form of translation, my kids can download it and I'll just see what happens from there. But I wouldn't download it myself.'

'I haven't downloaded the app myself, what's the point? It's not like I'm going to understand what's going on. I just about know how to use these app that are on my phone now I won't have time for another app. They should come up with a better way to actually to deal with it, let's be real doing things through the phone works mainly for young people since they are good at it and know it more than we do.'



How informed they feel about COVID and how to stay safe?

When asked how likely they were to get tested if they were to develop symptoms 77% said they would definitely get tested and 7% reported they definitely wouldn't get tested. Many survey respondents were unsure about where to get tested.

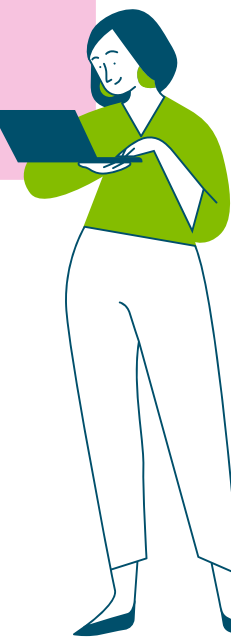
I'd like to get tested but where would I do it, I'm not exactly sure where it is that I'm supposed to go. Plus I don't really know how I'd get there, would I be able to take the bus or a cab? If they are bringing to my house that's fine but will they then pick it up, I'm not sure about the details so probably would not get tested

'As I do not know where to go, although I receive journals from Tower Hamlets Council updating the community on Covid-19, it states that you can be tested 'near you"...but where is my question?'

Others have been concerned about accessing the testing kits from the local centres.

'If I could quarantine easily for 14 days and I hadn't been out prior to the symptoms then I might not get tested. This is because they seem to be swamped at the moment and I don't see that getting a confirmation would make that much difference to what I would need to do.'

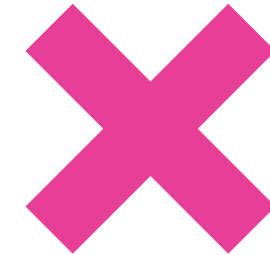
'I would be keen to get a test, but doubt whether one would be accessible. If I felt unwell it would be difficult to get to a TH centre, let alone one many miles away. How reliable can home testing be when there is such a delay in analysis of swabs?'



If you received a positive test result for COVID-19, how likely are you to share the details of people with whom you have been in close, recent contact with?



79% of survey respondents said they 'would definitely' share details to protect themselves and the people around them



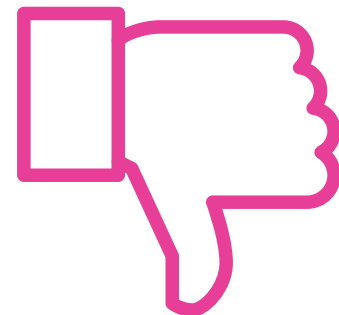
However 6% said they were 'unlikely' or 'definitely wouldn't' share details.

How likely are you to follow advice by the Test and Trace service to self-isolate for 14 days even if you didn't have any symptoms of COVID-19?



86%

of survey respondents would 'definitely' or would be 'likely' to self-isolate for a two week period.



6%

of survey respondents 'definitely wouldn't' or are 'unlikely' to self-isolate for a two week period.



8%

of survey respondents were undecided.

Why?

Some survey respondents, felt it was their responsibility to protect their community and reduce the number of cases.

'It's important to stem the infection rate and this is what we need to do if we are going to get the virus under control again. It might save lives. But I can work from home so it doesn't have that bigger impact on my life. I think if you're on a zero hours contract and your the main bread winner then you're going to feel very differently.'

'I have resources to do this and think others should receive necessary support'

'I'll tell my children, because they have children themselves so I wouldn't want anything to happen to them. But I don't know about telling everyone I've been in contact with, unless we are super close I don't think there's any need. I keep a distance from people anyways.'

'I'm very open about my health with others, including long term conditions. I would want people I knew might be at risk had all the information they need to protect themselves and others.'

However, other survey respondent explained that they did not have the financial support to be able to self-isolate at home.

'It may seem like I'm being evil but I need to work, most of the financial stress is on me. Like I know my uncle, his wife had a virus scare a few weeks back, obviously they took the test and were waiting for results but he gets paid for the day he works, so you're telling him to choose between fending for his family and staying at home with no support. It's not fair to be put in that position. People are really struggling, the government needs to help people to not have to choose between basic necessities.'

I don't mind staying at home for 2 weeks as long as my groceries were being taken care of to be honest. But it's difficult because it's the culture to see the sick I guess, and that what many Somalis do. But telling them not to come will be a change for us all.

I wouldn't get paid for the first week, so I would lose 25% of my income, even working from home. So I would be taking quite a financial hit. But I'd probably do it.