

# Health and Wellbeing during COVID-19: Survey Results

November 2020

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## Introduction

Everyone living in East Sussex was affected by the COVID-19 outbreak and subsequent lockdown which commenced in March 2020.

Healthwatch East Sussex, the local independent health and care watchdog launched two surveys to explore the direct and indirect impacts of the lockdown, social distancing measures and changes to services on people's health and wellbeing during May and June 2020.

One survey was focused primarily at adults, with a shorter parallel version focused at engaging with children and young people aged between 11 and 18 years of age. The latter was developed in collaboration with the East Sussex Youth Cabinet and East Sussex Children's Services in recognition of the limited focused engagement with young people during the lockdown.

The aim of the surveys was to capture a snapshot of people's experiences, both positive and negative, and share these with service providers and partners across East Sussex to inform the COVID-19 response, but also to identify any longer-term effects resulting from the crisis.

*The survey focused on several themes, including:*

- The impact of the lockdown and social distancing on day-to-day lives
- People's most pressing concerns and levels of anxiety on different themes and issues
- Changes to people's behaviour, including levels of physical activity and food consumption
- Effects on physical and mental wellbeing, including how and where people sought help
- Experiences and impacts of changes to health and care services, including the use of technological solutions such as Apps and Video appointments
- How people obtain and interpret information and advice, including identifying what is and isn't official
- Levels of confidence and identifying and responding to COVID-19 in their household

The surveys ran in web-based and hard copy format until the first week of June and a total of 2,179 responses were received to both surveys - 1,209 to the main survey and 970 to the CYP survey.

## Methodology

The Healthwatch East Sussex ‘*Health and Wellbeing during COVID-19*’ survey focused on adults used a combination of 22 closed and open-ended questions to capture the direct and indirect impacts of the Coronavirus pandemic on people’s lives.

The Children and Young People’s (CYP) survey was developed to align with that for adults in order to provide an opportunity for comparison of responses to both surveys. It consisted of 19 questions with the wording and formatting tweaked to maximise its suitability for those aged between 11 and 18.

A re-direct was put in place to forward any young people who wished to complete the adult survey but were aged over 18 to the main Healthwatch East Sussex COVID-19 Survey so that their views could be captured.

For a copy of the main survey please see Appendix 1 and for a copy of the CYP survey please see Appendix 2.

Survey questions were devised following an analysis of existing surveys and engagement activity being undertaken across the country within the Healthwatch network and by public, voluntary and academic organisations. Intelligence gathered through engagement with partners and the public in East Sussex was also fed into this process.

### Survey promotion and distribution

Following their launch in April/May 2020 the surveys were distributed and promoted in a range of ways, including:

- Extensive promotion via the Healthwatch East Sussex website and social media channels (Twitter and Facebook)
- Distribution by ESCC via the Daily Schools Bulletin, which includes special schools; via the Youth Cabinet social media; Children in Care Council; Targeted Youth Support groups; early help, family key work and social care practitioners so they disseminate to clients on the caseloads; Children and Young People Trust and the Youth Infrastructure Forum.
- Distribution of promotional flyers to a neighbourhood (postal round) in Eastbourne
- Distribution of promotional flyers in food parcels distributed to vulnerable and shielded households by East Sussex County Council and by multiple Food Banks
- Collaboration with statutory organisations, health and social care providers, local businesses, voluntary sector partners and community groups to promote the survey and encourage their own staff to participate in its completion. For a more detailed list - please see Appendix 3.
- Direct emails to contacts and organisations
- Document versions of the survey were available for download from the Healthwatch East Sussex website, and hard copies were available on request. An option for completion over the phone with staff members was also put in place.

## Survey responses

The surveys ran from two different points in May until the first week of June and a total of 2,179 responses were received.

A breakdown comparing the location of respondents to the surveys against the distribution of the population of East Sussex (see Table 1) indicates that the proportion of respondents from Wealden District were broadly in line with the make-up of the county population, whilst Rother District had a higher proportion of respondents and Eastbourne Borough, Hastings Borough and Lewes District all had lower proportions of respondents to the survey than the county figures.

**Table 1** - Comparison of location of survey respondents against usual resident population of East Sussex

	Survey respondents		East Sussex population (2019)	
	Number	%	Number	%
Eastbourne Borough	222	10.2	103,745	18.6
Hastings Borough	316	14.5	92,661	16.6
Lewes District	355	16.3	103,268	18.6
Rother District	529	24.3	96,080	17.2
Wealden District	631	29.0	161,475	29.0
Outside East Sussex	77	3.5	N/a	N/a
No response	49	2.2	N/a	N/a
<b>Total</b>	<b>2,179</b>	<b>100</b>	<b>557,229</b>	<b>100.0</b>

Source: ONS Mid-Year Estimates 2019 (ESiF 2020)

As Table 2 indicates, the age structure of respondents to these surveys differed from that of the county of East Sussex. The survey received responses from those in the 18 and under age category which was more than double the county population rate, with comparable proportions of those in the 50 to 69 and 70 and over age bands. Lower rates of response were received from those aged between 19 and 34 as well as those aged between 35 and 49.

**Table 2** - Comparison of age of survey respondents against usual resident population of East Sussex

	Survey respondents		East Sussex population (2019)	
	Number	%	Number	%
Aged 18 or under	974	44.7	112,313	19.1
Aged 19 to 34	91	4.2	85,327	15.4
Aged 35 to 49	231	10.6	95,442	17.1
Aged 50 to 69	541	24.8	155,515	28.0
Aged 70 or over	327	15.0	108,632	19.4
No response	15	0.7	N/a	N/a
<b>Total</b>	<b>2,179</b>	<b>100</b>	<b>557,229</b>	<b>100.0</b>

Source: ONS Mid-Year Estimates 2019 (ESiF 2020)

Approximately two-thirds (69.0%) of respondents to the surveys were individuals who indicated that the gender identity to which they identify was female, which is significantly higher than for the population of East Sussex where the figures is 51.5% (ONS Mid-Year Estimates 2019 - ESiF 2020).

Of the 2,179 respondents to the surveys, 1,664 participated in the equality questionnaire. As indicated in Table 3 the ethnicity of respondents differed from those for the population of East Sussex (as at the 2011 Census). The proportion of ‘White British’ respondents was lower than for the county, with higher rates of those identifying as White Irish, Mixed White and Asian, Any Mixed Background, Indian and Pakistani.

**Table 3 - Comparison of survey respondents’ ethnicity against usual resident population of East Sussex**

	Survey respondents		East Sussex population (2011)	
	Number	%	Number	%
White British	1433	86.1	482,769	91.7
White Irish	21	1.3	3,966	0.8
Black African	4	0.2	1,800	0.3
Caribbean	0	0.0	771	0.1
Any other Black background	2	0.1	341	0.1
Gypsy/Traveller	3	0.2	815	0.2
Mixed White & Asian	24	1.4	2,584	0.5
Mixed White & Black African	10	0.6	1,023	0.2
Mixed White & Black Caribbean	11	0.7	1,947	0.4
Any other Mixed Background	20	1.2	1,919	0.4
Bangladeshi	2	0.1	1,042	0.2
Chinese	2	0.1	1,931	0.4
Indian	19	1.1	2,253	0.4
Pakistani	6	0.4	317	0.1
Any other Asian background	16	1.0	3,600	0.7
Unknown	4	0.2	n/a	n/a
Prefer not to say	30	1.8	n/a	n/a
Any other ethnic group	31	1.9	19,593	3.5
No response	26	1.6	n/a	n/a
<b>Total</b>	<b>1,664</b>	<b>100</b>	<b>526,671</b>	<b>100.0</b>

## Presentation of survey responses

This report provides an overview of the responses received to the two surveys (Main (Adult) and CYP).

Where possible these have been aggregated to provide a combined figure in the responses for each question, but in those instances where individual questions only featured in one of the two surveys this is made clear in the presentation.

The results section provides a numerical and percentage breakdown of the responses to each question that was asked in the surveys. For closed questions these are presented in tables with accompanying graphs. A brief summary and analysis are provided for the responses received to open-ended questions.

The percentages shown reflect the number of responses as a proportion of the total number of respondents to the survey (2,179). Any deviation from this, such as where respondents were able to provide multiple answers to a question, will be identified alongside the question.

Please note that the number of open-ended comments received to each question may exceed the number of respondents or responses received, as individual comments may have contained multiple points and been attributed to more than one category.

## Summary of Findings

### Who responded?

- The greatest proportion of respondents to the surveys were from Wealden District (631 - 29.0%), with 529 (24.3%) from Rother District, 355 (16.3%) from Lewes District, 316 (14.5%) from Hastings Borough, 222 (10.2%) from Eastbourne Borough, 77 (3.5%) from outside East Sussex with 49 respondents (2.2%) not completing the question.
- Those aged 18 or younger provided the greatest proportion of responses to the surveys (974 - 44.7%), with 541 (24.8%) from those aged 50 to 69, 327 (15.0%) from those aged 70 and over, 231 (10.6%) from those aged 35 to 49, 91 (4.2%) from those aged 19 to 34, and 15 respondents (0.7%) not completing the question.
- Approximately two-thirds of those responding to the surveys (1,503 - 69.0%) indicated that the gender identity with which they most identify was 'female', with 627 (28.8%) indicating 'male', 21 (1.0%) providing no response, 18 (0.8%) preferring not to answer and 10 (0.5%) indicating 'Other'.
- Of those responding to the main survey, just under half (534 - 44.2%) had an existing medical condition, 198 (16.4%) had caring responsibilities, 97 (8.0%) had received a letter indicating they were vulnerable to COVID-19, 61 (5.0%) had received a food parcel, 53 (4.4%) had caring needs and 8 (0.7%) were pregnant.
- Of those responding to the CYP survey, an overwhelming majority (917 - 94.5%) live with their parents, with 140 (14.4%) having an education, health and care plan, 52 (5.4%) receiving free school meals, 22 (2.3%) having a social worker and 18 (1.9%) acting as a carer for a family member.

### Greatest concerns and impacts on daily life

- Lack of direct contact with family and friends was identified in both surveys as the most common issue having the greatest impact on daily life from COVID-19 and social distancing restrictions. This was identified by just over half of those responding (56.9%). The next three most common responses were: Lack of freedom or the ability to go 'outside' (544 - 25.0%), Schooling, education and childcare (291 - 13.4%) and the impact on personal health or care, including access to support services (247 - 11.3%).
- When asked for their three main concerns, the most common responses received to the main survey were: Access to healthcare services (297 - 24.6%), Concerns about the future (273 - 22.6%) and Getting Covid-19 (265- 22.0%). The most common responses received to the CYP survey were: Education, skills and training (711 - 73.1%), Impact on family and friends (384 - 39.5%) and Fear of contracting Covid-19 (318 - 32.7%).

### Changes to behaviour

- The most commonly identified experience that respondents had 'more often' since the COVID-19 outbreak was 'connected with people virtually' which was identified by 1,417 (65.0%) respondents. The next most common responses were 'felt anxious about the future' (1,382 - 63.4%) and 'used social media' (1,248 - 57.3%).



- The most commonly identified experience that respondents had ‘less often’ since the COVID-19 outbreak was ‘ordered fast food or takeaways’ which was identified by 837 (38.4%) respondents. The next most common responses were ‘had good quality sleep’ (834 - 38.3%) and ‘engaged in physical activity’ (814 - 37.4%).

## Causes of anxiety and worry

- The issue the greatest proportion of respondents to the main survey were ‘most anxious’ about was ‘Becoming seriously ill with COVID-19’ (485 - 40.1%). The second most frequent response was ‘Impacts on family and friends outside my household’ (453 - 37.5%) and third was ‘Catching COVID-19’ (369 - 30.5%).
- The issue the greatest proportion of respondents to the main survey were ‘slightly anxious’ about, was ‘Impacts on family or friends outside my household’ (632 - 52.3%). The second most frequent response was ‘Catching COVID-19’ (623 - 51.5%) and third was ‘Future plans e.g. holidays or events’ (526 - 43.5%).
- Of those responding to the CYP survey, the greatest proportion agreed or disagreed with statements as follows:
  - 417 (43.0%) Strongly Agreed with ‘I enjoy being with my family’
  - 387 (39.9%) Agreed with ‘My family gets along well together’
  - 628 (64.7%) Strongly Agreed with ‘I feel safe at home’
  - 450 (46.4%) Strongly Agreed with ‘I have someone to talk to in my family when I have a worry’
  - 392 (40.4%) Strongly Agreed with ‘I have someone to talk to outside my family when I have a worry’
  - 388 (40.0%) Agreed with ‘When I want to be alone I can have privacy’
  - 500 (51.5%) Strongly Agreed with ‘I am happy with the friends I have’
  - 396 (40.8%) Strongly Agreed with ‘I feel supported by my friends’
  - 287 (29.6%) Neither Agreed nor Disagreed with ‘I think my parents/carers worry about not having enough money for our family’
- When asked what they had enjoyed most about spending more time at home due to the lockdown, the most common response across both surveys focused on ‘Having positive time with my family and my pets’ (775 - 35.6%). The next most common responses were ‘Having more time to seek out pleasurable activities that I enjoy’ (512 - 23.5%) and Feeling less stressed and having more free time to relax and sleep (418 - 19.2%).
- Approximately half of the respondents to the main survey (613 - 50.7%) indicated that they didn’t have any concerns about their emotional or physical wellbeing during the COVID-19 outbreak, but 388 (32.1%) indicated that they ‘Had concerns but hadn’t sought support or help’, whilst 189 (15.6%) ‘Had concerns and had sought help or support’ with 19 respondents (1.6%) not completing the question.

## Challenges in accessing help or support

- The most common issue identified by respondents to the main survey as making it challenging to seek help or support was ‘challenges in accessing services as they were before’ (177 - 14.7%), with 70 respondents (5.8%) ‘Not seeking help or support to avoid bothering anyone’.

- In terms of examples of positive help or assistance received, 104 main survey respondents (8.6%) referred to ‘Help and support from friends and family’, with 75 (6.2%) identifying ‘Positive engagements with clinical professionals using alternatives to face-to-face communications’ and 69 (5.7%) ‘Support from workplaces or national/local initiatives’.

## Coping with the lockdown and social distancing

- Approximately half of those responding (1,076 - 49.4%) indicated that they were ‘Coping fairly well but with some worries’ in relation to the COVID-19 outbreak, with 753 (34.6%) ‘Coping well’, 240 (11.0%) ‘Having some difficulty with coping’, 83 (3.8%) ‘Not coping at all well’ with 27 respondents (1.2%) not completing the question.
- The three most commonly identified issues that respondents indicated they were having difficulty in coping with were ‘personal or household health or wellbeing’ (390 - 17.9%), ‘issues associated with parenting, schooling, education or training’ (307 - 14.1%) and ‘loneliness - lack of social interaction’ (294 - 13.5%).
- The most common themes amongst respondents for when Covid-19 and social distancing restrictions came to an end were ‘seeing friends and family’ (1,525 - 70.0%), ‘socializing and going out’ (450 - 20.1%) and hugging and physical contact (303 - 13.9%).
- Approximately a third of the respondents to the surveys (808 - 37.1%) indicated that they were currently receiving medical treatment or care for a condition not related to COVID-19, with 1,349 (61.9%) not receiving treatment or care and 22 respondents (1.0%) not completing the question.

## Changes or disruption to health or care services

- A total of 783 respondents (35.9%) indicated that they had experienced changes or disruption to health services or treatment due to the COVID-19 pandemic, Of these, 431 (19.8%) indicated this had ‘some impact’, 223 (25.9%) indicated it had ‘no impact’ and 129 (20.0%) indicated it had a ‘significant impact’.
- The services most commonly identified as affected were hospitals and secondary care (213 - 9.8%), dentists (149 - 6.8%) and GPs (136 - 6.2%). The greatest impacts of changes to these services were delays in access (213 - 9.8%), cancelled or postponed appointments or treatment (195 - 8.9%) and changes in the delivery method e.g. virtual (93 - 4.3%).
- A total of 84 main survey respondents (6.9%) indicated that they had experienced changes or disruption to their social care due to the COVID-19 pandemic. Of these, 41 (48.8%) indicated it had a ‘significant impact’, 30 (35.7%) indicated it had ‘some impact’ and 13 indicated it had ‘no impact’ (15.5%).
- A total of 320 respondents (14.7%) indicated they had used a video-link or mobile app to access health or care services. Of these:
  - 125 (39.1%) indicated ‘It met my needs, but I would prefer to see someone face-to-face in the future’
  - 120 (37.5%) indicated ‘It met my needs, and I would be happy to use it as my main means of using this service in the future’
  - 40 (12.5%) indicated ‘I didn’t feel that it met my needs, and wouldn’t wish to use it again’

- 35 (10.9%) indicated 'I used it, but neither liked or disliked the experience'
- Just under half of those responding (983 - 45.1%) indicated that they currently feel 'Quite confident' about accessing health or care services for any treatments or worries that are not COVID-19 related, with 499 (22.9%) 'Unsure', 223 (10.2%) 'Not confident at all', 457 (21.0%) 'Very confident' with 17 respondents (0.8%) not completing the question.
- A total of 411 respondents (34.1%) to the main survey identified concerns associated with access to health and care services, but of these 260 made comments based on perceptions rather than direct experience. Of the 374 (31.0%) identifying that they had no concerns, 169 were based on perception and not experience.

## Experiences of information and guidance

- The single source of information identified by main survey respondents as helping the most in understanding the government's advice and guidance during the COVID-19 pandemic was the Government's daily TV briefing, which was identified by 591 (48.9%) respondents. The next most common responses were 'Websites' which were identified by 136 (11.2%) respondents, with Newspapers identified by 103 (8.5%) respondents.
- In each case the greatest proportion of main survey respondents had indicated that during the COVID-19 pandemic:
  - Finding advice and guidance information was 'Very Easy' (575 - 47.6%)
  - Understanding advice and guidance was 'Easy' (520 - 43.0%)
  - Working out what is government advice and what isn't was 'Easy' (445 - 36.8%)
  - Keeping up-to-date with advice was 'Easy' (548 - 45.3%)
- The issues most commonly identified as key difficulties in accessing advice and guidance were 'Conflicting or contradictory advice and guidance' (137 - 11.4%), 'Differentiating fact from opinion' (122 - 10.1%) and a 'Lack of clarity in advice and guidance' (102 - 8.5%).
- Of the issues people had found it difficult to get clear information and advice about, 'Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)' was identified by the greatest proportion of main survey respondents (305 - 25.2%). The next most common responses were 'Accessing dental services' (301 - 24.9%) and 'Changes to the health care services I usually access' (234 - 19.4%).
- Approximately three quarters of the respondents to the CYP survey (73.7%) identified that it was Very Easy or Easy to understand what is happening during the Covid-19 outbreak, with 179 (18.5%) identifying it as Very Difficult or Difficult, with 68 (7.0%) indicating that they Didn't Know and 8 (0.8%) providing no response.
- The most common source of information about the Covid-19 outbreak amongst CYP survey respondents was from Parents/Carers/Family (337 - 34.7%), with 290 (29.9%) identifying TV and 154 (15.9%) social media. The most common source of social media information was identified as Instagram.
- Approximately half of those responding to the CYP survey (544 - 56.1%) were 'Quite confident' about what to do if they or members of their household experienced symptoms of COVID-19, with 387 (29.4%) being 'Very confident', 93 (8.0%) were 'Unsure', 39 (4.0%) were

‘Not confident at all’ and 9 (0.9%) provided no response.

- Approximately half of those responding to the main survey (665 - 55.0%) were ‘Quite confident’ about what to do if they or members of their household experienced symptoms of COVID-19, with 387 (32.0%) being ‘Very confident’, 97 (8.0%) were ‘Unsure’, 52 (4.3%) were ‘Not confident at all’ and 8 (0.7%) provided no response. A key issue was a mixed understanding of how and where to seek help.
- Of the responses provided in the ‘any other comments’ section, the most common issues raised were ‘Personal or Household health or wellbeing’ (222 - 10.2%), ‘Accessing health and care services or treatments’ (108 - 5.0%) and ‘Mental wellbeing and anxiety’ (95 - 4.4%).

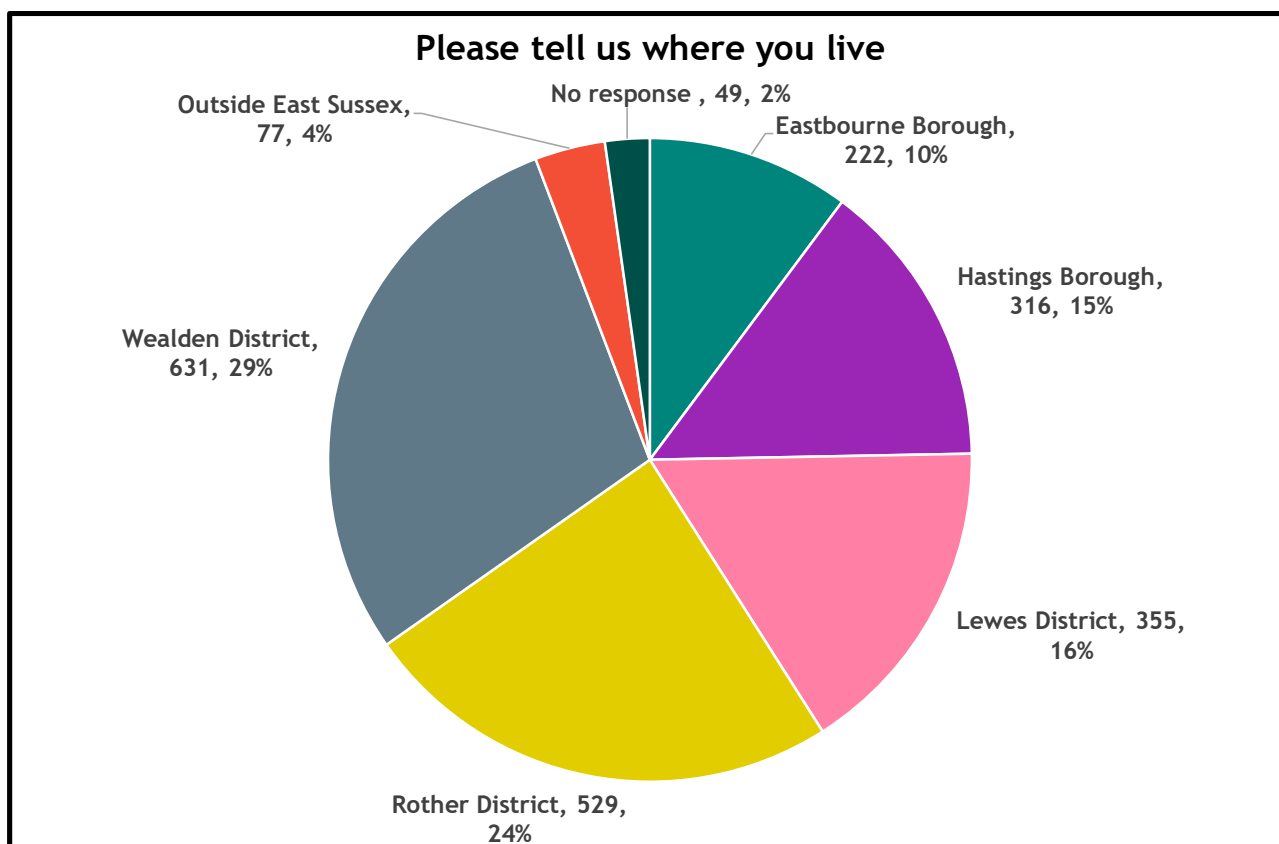
## Results

### Section 1 - About You

1. Please tell us where you live: *(Both surveys)*

Eastbourne Borough	Hastings Borough	Lewes District	Rother District	Wealden District	Outside East Sussex	No Response
222 (10.2%)	316 (14.5%)	355 (16.3%)	529 (24.3%)	631 (29.0%)	77 (3.5%)	49 (2.2%)

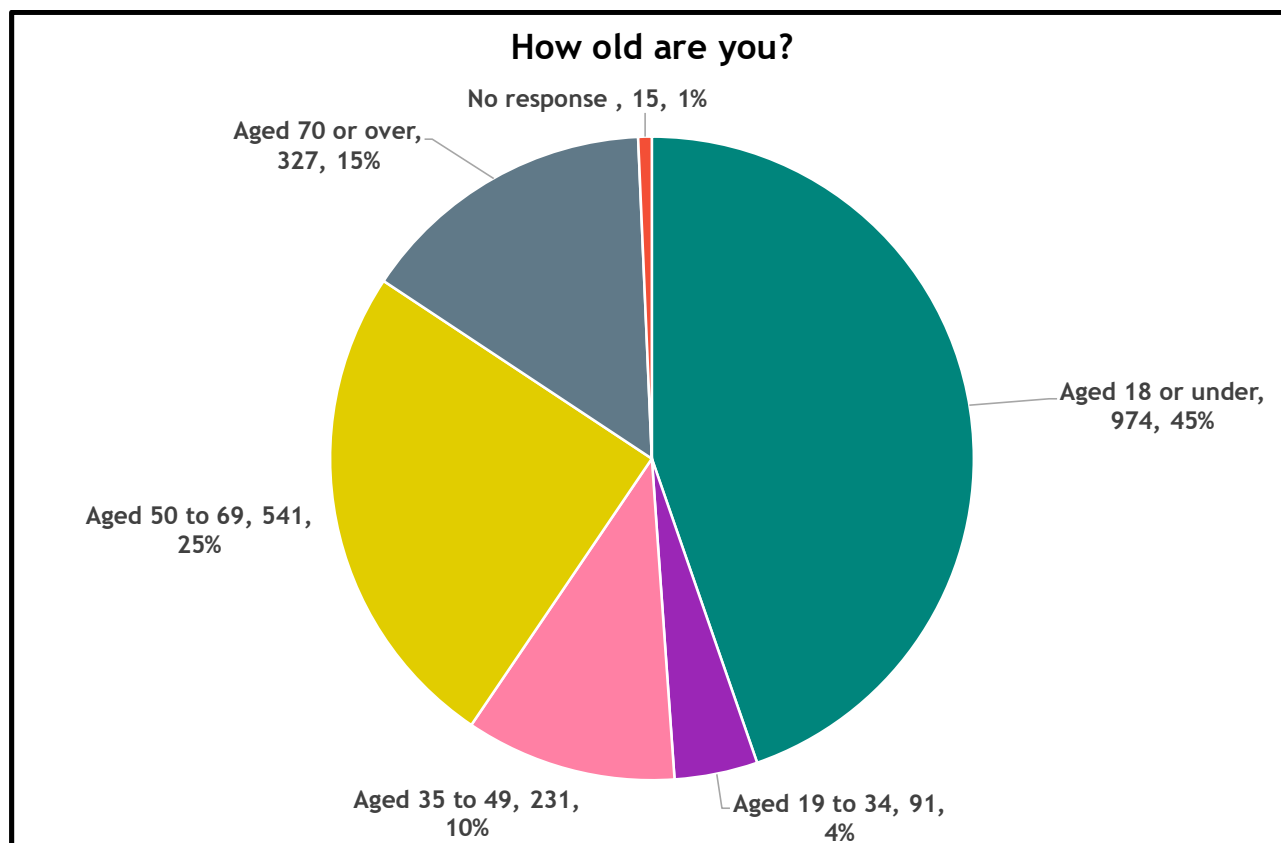
Figure 1 - Please tell us where you live/Which village or town do you live in or closest to?



2. How old are you? (Both surveys)

Aged 18 or under	Aged 19 to 34	Aged 35 to 49	Aged 50 to 69	Aged 70 or over	No response
974 (44.7%)	91 (4.2%)	231 (10.6%)	541 (24.8%)	327 (15.0%)	15 (0.7%)

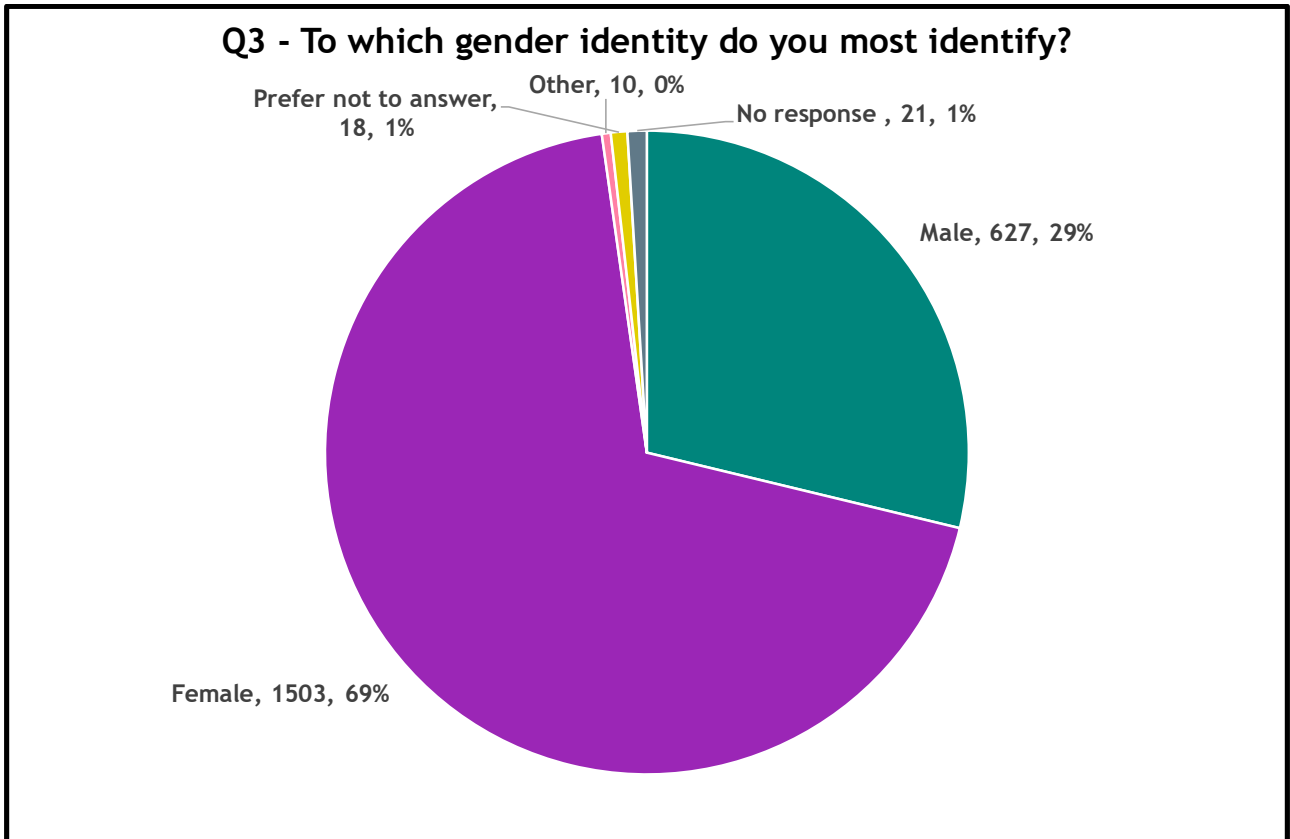
Figure 2 - How old are you?



3. To which gender identity do you most identify?/I am... (Both surveys)

Male	Female	Other	Prefer not to answer	No response
627 (28.8%)	1,503 (69.0%)	10 (0.5%)	18 (0.8%)	21 (1.0%)

Figure 3 - To which gender identity do you most identify?/I am....

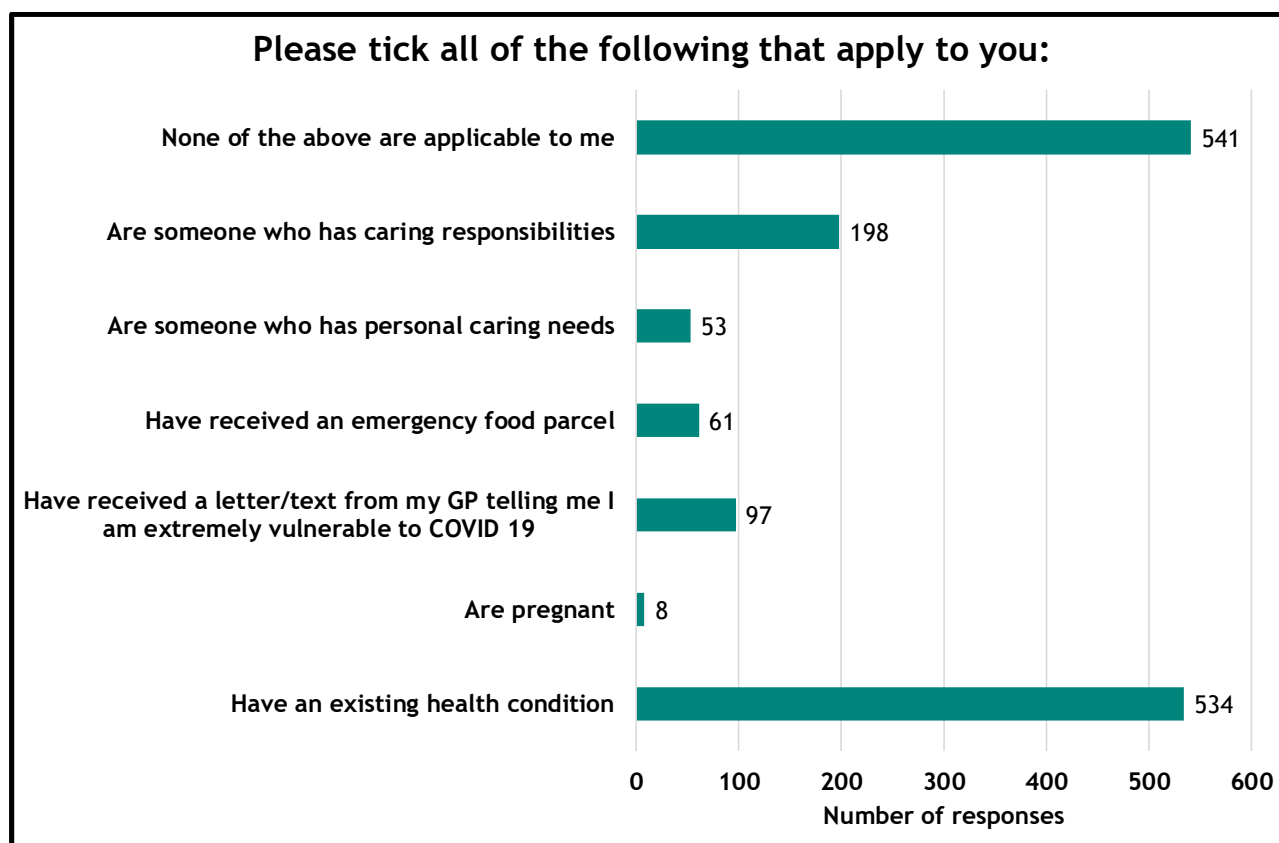


4. Please tick **all** of the following that apply to you: (Main survey only)

Have an existing health condition	534 (44.2%)
Are pregnant	8 (0.7%)
Have received a letter/text from my GP telling me I am extremely vulnerable to COVID 19	97 (8.0%)
Have received an emergency food parcel	61 (5.0%)
Are someone who has personal caring needs	53 (4.4%)
Are someone who has caring responsibilities	198 (16.4%)
None of the above are applicable to me	541 (44.7%)

**Please note** - the percentages refer to the number of responses as a proportion of the total number of respondents to the main survey (1,209), rather than the total number of responses received to the question (1,492) and will exceed 100%.

Figure 4 - Please tick all of the following that apply to you



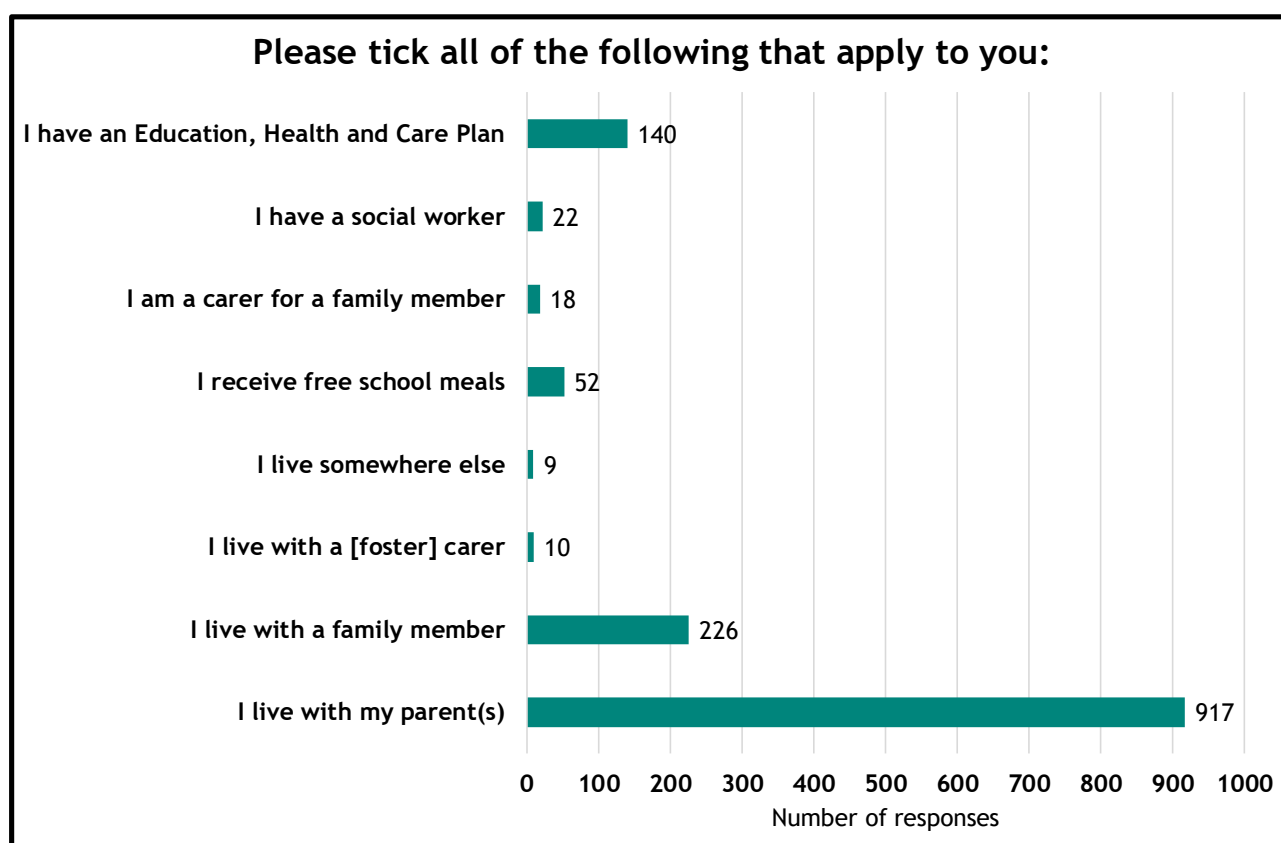


5. Please tick **all** of the following that apply to you: (CYP survey only)

I live with my parent(s)	917 (94.5%)
I live with a family member	226 (23.3%)
I live with a [foster] carer	10 (1.0%)
I live somewhere else	9 (0.9%)
I receive free school meals	52 (5.4%)
I am a carer for a family member	18 (1.9%)
I have a social worker	22 (2.3%)
I have an Education, Health and Care Plan	140 (14.4%)

**Please note** - the percentages refer to the number of responses as a proportion of the total number of respondents to the CYP survey (970), rather than the total number of responses received to the question (1,394) and will exceed 100%.

Figure 5 - Please tick all of the following that apply to you



## Section 2 - Your experiences of COVID-19 and self-isolation

Many people have been spending more time than usual in their home in response to the COVID-19 outbreak. We would like to understand how this has felt for you and your household.

### 6. What has been the greatest impact of COVID-19 restrictions and social distancing on your daily life? (Both surveys)

Summary of Survey comments

Theme of comment	Main survey* responses		CYP survey* responses		Combined Total	
	% out of 1,209		% out of 970		% out of 2,179	
	N	%	N	%	N	%
Lack of direct contact with family and friends	658	54.4	582	60.0	1,240	56.9
Lack of freedom or ability to go 'outside'	368	30.4	176	18.1	544	25.0
Impact on personal health or care, including access to support services	219	18.1	28	2.9	247	11.3
Access to food and day-to-day essentials	187	15.5	15	1.5	202	9.3
Effects on work and employment e.g. furlough	146	12.1	6	0.6	152	7.0
Feelings of increased anxiety or isolation or loneliness	110	9.1	41	4.2	151	6.9
Issues associated with working from home	80	6.6	2	0.2	82	3.8
Schooling, education and childcare	78	6.5	213	22.0	291	13.4
Concerns around income, including benefits	20	1.7	0	0.0	20	0.9
Positive impact	63	5.2	59	6.1	122	5.6

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Loss of family connectivity, loss of ability to shop widely or get all our needs met shopping wise. Loss of workplace colleagues. Reduction of mobility. Sense of loss for the world I know.”

“Not being able to go into shops. Not being able to see my parents. Not being able to spend time with my friends. My husband not being able to work as he is self-employed and works in people's homes.”

“I live alone and have no family living in East Sussex. Although I am in touch with some relatives by telephone, I feel extremely isolated. I have no symptoms and therefore go to Sainsbury's once a week, but that is my only outing. I am so glad I have a garden to keep me occupied, provide some exercise, and enable me to get some fresh air.”

“It's harder and more confusing without going to school and having our teachers help us (when we have work sent home). It's not really the same when you just email your teacher a question. I also miss my friends, even if I may have their number, I can't hang around with them in person. It doesn't feel the same.”

“It’s meant that I’m not able to do everything I usually would and things that are important to me I am no longer allowed to do.”

“With not being able to leave my grandma at home on her own (as she has Alzheimer's) and looking after a young disabled girl at the same time, shopping has been really difficult as me and my mum are finding it difficult to keep a distant and we're are worried about all of us being at risk.”

## 7. What are your three main concerns currently/at the moment? (Both surveys)

### Summary of main survey comments

Theme of comment	Main survey responses* % out of 1,209	
	N	%
Access to healthcare services	297	24.6
Concerns about the future	273	22.6
Getting Covid 19	265	21.9
Impact on mental health	237	19.6
Seeing family and friends	233	19.3
Going out/leisure activities/socialising	169	14.0
Own finances	166	13.7
Keeping healthy and safe	155	12.8
Shopping and access to food supplies	139	11.5
Work issues	136	11.2
The economy	130	10.8
Education	102	8.4
People breaking the rules	88	7.3

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“I have been waiting to have a biopsy done on my right eyelid. It was due to be done in March, until everything was closed down. The delay is adding to my anxiety.”

“We need the dentist to open again - my husband missed his third and final appointment to get his new bridge and crown fitted. He is living off painkillers until he gets this finally fitted.”

“My daughter’s education and mental health, she is a secondary pupil - will her education have suffered and her friendships.”

“The effects to my mental health and wellbeing, I am a single parent and live in a flat, it’s an intense environment and I miss my family terribly.”

“Finances - my partner only receiving 80% wages whilst furloughed and still having to pay rent and bills.”

“My self-employed husband hasn’t had work, I worry he may not get any in future.”

“Hard to get deliveries. I am not classified as vulnerable, but have arthritis, under active thyroid, this low immunity, and am having medication for an atopic heartbeat, but have also had atrial fibrillation. Not sure why I’m not classified.”

### Summary of CYP survey comments

Theme of comment	CYP survey responses*	
	% out of 970	
	N	%
Education, skills and training	711	73.3
Impact on family and friends	384	39.6
Fear of contracting Covid-19	318	32.8
Uncertainty about the future	258	26.6
Impact on mental and physical wellbeing	211	21.8
Social life, hobbies and interests	182	18.8
Anxiety/lack of motivation/boredom	107	11.0
Effects of future plans and activities	66	6.8
Government, leadership and politics	65	6.7
Other	22	2.3

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“If this is going to impact my grades at GCSE next year?”

“Failing A Levels, or getting a worse grade than I would if I hadn't had to work from home.”

“I am not learning as much as I should be and feel behind in some lessons because I find it easier to learn in class and not online.”

“I’m going to struggle going out again once this is all over.”

“Everything is going to be different when we get back to ‘normal’.”

“As someone who suffers with mental health issues, I am feeling overly isolated from my friends.”

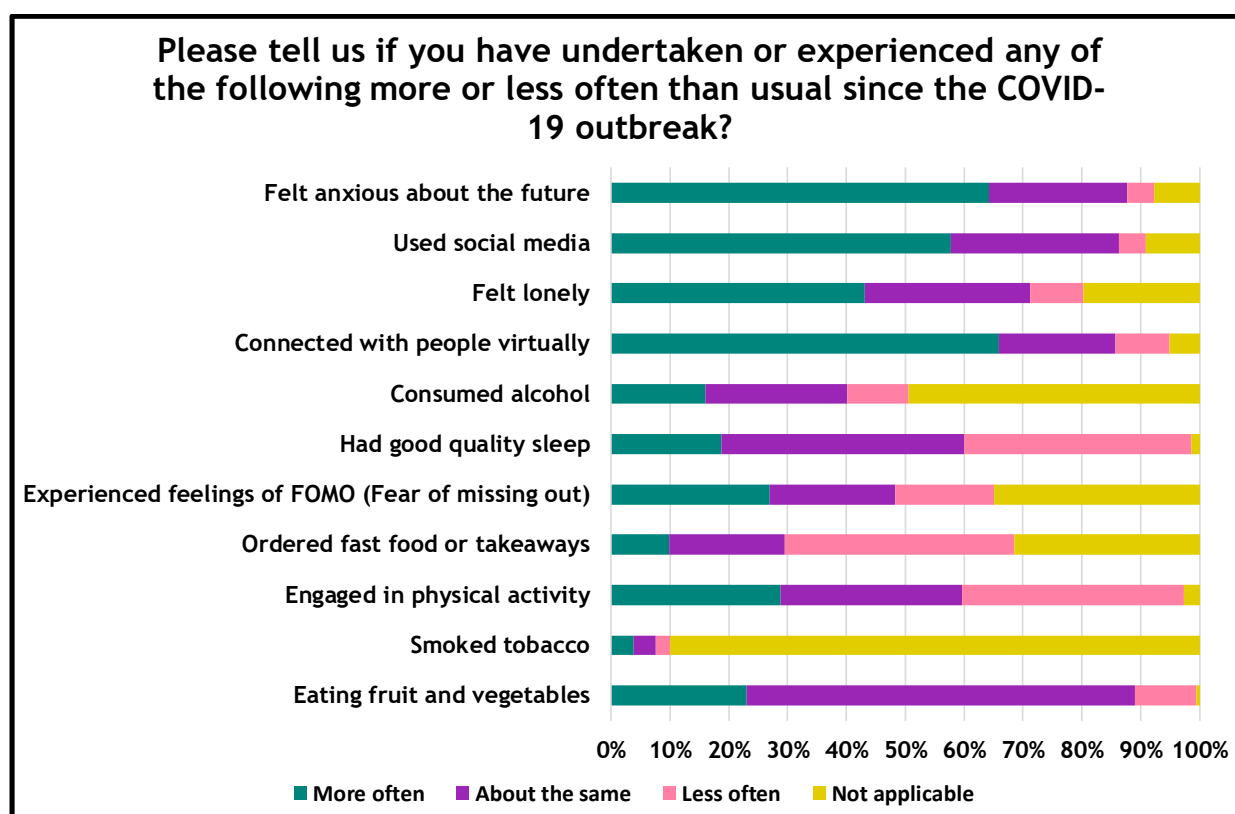
“The Government are not making the best decisions, we are returning to early and endangering many people.”

“Is life going to get back to normal?”

8. Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak? (Both surveys)

	More often		About the same		Less often		Not applicable	
	No.	%	No.	%	No.	%	No.	%
Eating fruit and vegetables	499	22.9	1,426	65.4	226	10.4	12	0.6
Smoked tobacco	83	3.8	79	3.6	53	2.4	1,924	88.3
Engaged in physical activity	622	28.5	663	30.4	814	37.4	58	2.7
Ordered fast food or takeaways	212	9.7	421	19.3	837	38.4	678	31.1
Experienced feelings of FOMO (Fear of Missing Out)	578	26.5	459	21.1	362	16.6	751	34.5
Had good quality sleep	406	18.6	893	41.0	834	38.3	29	1.3
Consumed alcohol	344	15.8	514	23.6	227	10.4	1057	48.5
Connected with people virtually	1,417	65.0	425	19.5	199	9.1	110	5.0
Felt lonely	927	42.5	605	27.8	193	8.9	426	19.6
Used social media	1,248	57.3	615	28.2	98	4.5	198	9.1
Felt anxious about the future	1,382	63.4	506	23.2	99	4.5	167	7.7

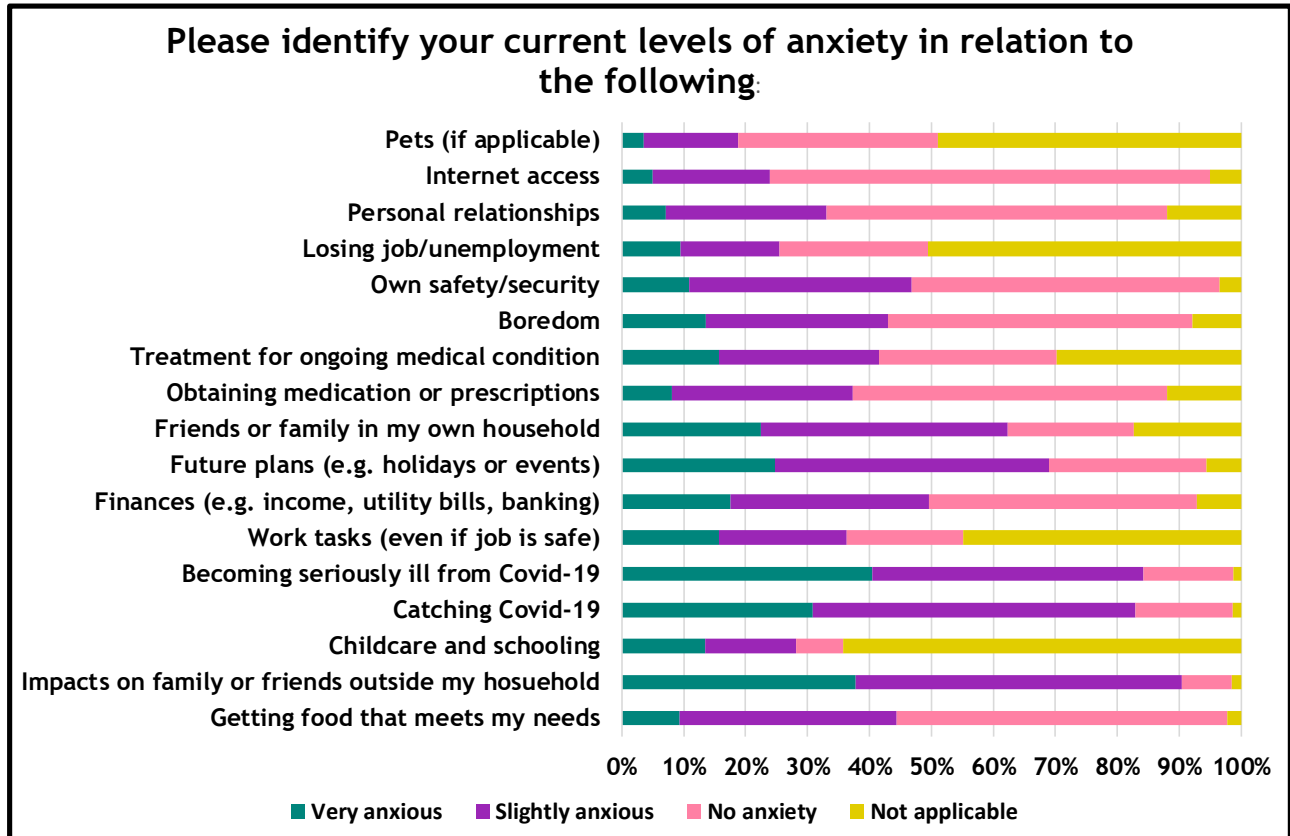
Figure 6 - Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak?



9. Please identify your current levels of anxiety in relation to the following: (Main survey only)

	Very anxious		Slightly anxious		No anxiety		Not applicable	
	No.	%	No.	%	No.	%	No.	%
Getting food that meets my needs	112	9.3	420	34.7	641	53.0	26	2.2
Impacts on family or friends outside my household	453	37.5	632	52.3	96	7.9	18	1.5
Childcare and schooling	160	13.2	176	14.6	90	7.4	767	63.4
Catching COVID-19	369	30.5	623	51.5	187	15.5	16	1.3
Becoming seriously ill from COVID-19	485	40.1	524	43.3	175	14.5	14	1.2
Work tasks (even if job is safe)	187	15.5	247	20.4	224	18.5	535	44.3
Finances (e.g. income, utility bills, banking)	210	17.4	384	31.8	518	42.8	85	7.0
Future plans (e.g. holidays or events)	295	24.4	526	43.5	303	25.1	67	5.5
Friends or family in my own household	269	22.2	479	39.6	243	20.1	208	17.2
Obtaining medication or prescriptions	97	8.0	349	28.9	605	50.0	142	11.7
Treatment for ongoing medical condition	189	15.6	311	25.7	343	28.4	358	29.6
Boredom	162	13.4	353	29.2	588	48.6	94	7.8
Own safety/security	130	10.8	429	35.5	593	49.0	42	3.5
Losing job/unemployment	113	9.3	190	15.7	285	23.6	602	49.8
Personal relationships	85	7.0	309	25.6	655	54.2	143	11.8
Internet access	60	5.0	225	18.6	846	70.0	60	5.0
Pets (if applicable)	43	3.6	182	15.1	384	31.8	586	48.5

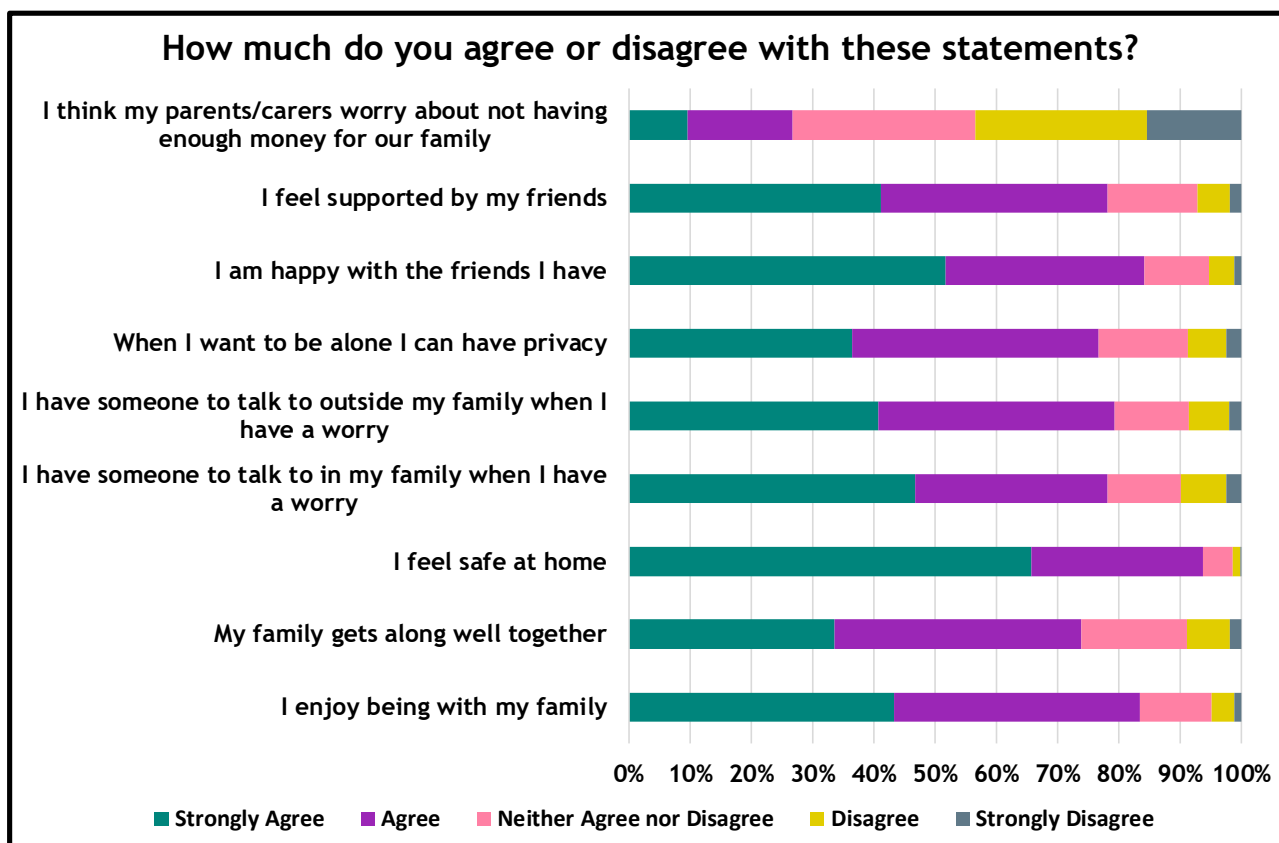
Figure 7 - Please identify your current levels of anxiety in relation to the following:



10. How much do you agree to disagree with these statements? (CYP survey only)

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
I enjoy being with my family	417	43.0	386	39.8	113	11.6	35	3.6	11	1.1
My family gets along well together	322	33.2	387	39.9	167	17.2	66	6.8	18	1.9
I feel safe at home	628	64.7	267	27.5	47	4.8	12	1.2	1	0.1
I have someone to talk to in my family when I have a worry	450	46.4	303	31.2	115	11.9	72	7.4	23	2.4
I have someone to talk to outside my family when I have a worry	392	40.4	371	38.2	117	12.1	63	6.5	19	2.0
When I want to be alone I can have privacy	350	36.1	388	40.0	139	14.3	61	6.3	23	2.4
I am happy with the friends I have	500	51.5	313	32.3	101	10.4	40	4.1	11	1.1
I feel supported by my friends	396	40.8	357	36.8	142	14.6	50	5.2	18	1.9
I think my parents/carers worry about not having enough money for our family	92	9.5	164	16.9	287	29.6	268	27.6	148	15.3

Figure 8 - How much do you agree or disagree with these statements?





11. Has self-isolation led to any unforeseen benefits or positive outcomes for you or members of your household?/What have you enjoyed most about spending more time at home? (Both surveys)

*Examples may include greater time with family, taking up new interests etc.*

Summary of Survey comments

Theme of comment	Main survey responses* % out of 1,209		CYP survey responses* % out of 970		Combined Total % out of 2,179	
	N	%	N	%	N	%
Engaging in more healthy/physical activity	107	8.9	89	9.2	196	9.0
Having more time to seek out pleasurable activities that I enjoy	305	25.2	207	21.3	512	23.5
Feeling less stressed and having more free time to relax and sleep	231	19.1	187	19.3	418	19.2
Having positive time with my family and my pets	<b>398</b>	<b>32.9</b>	<b>377</b>	<b>38.9</b>	<b>775</b>	<b>35.6</b>
Having more time to enjoy hobbies and develop new interests and learning opportunities	104	8.6	163	16.8	267	12.3
Other	280	23.2	73	7.5	353	16.2

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Yes, I feel closer to my Granddaughter having regular film nights, gardening and doing projects together teaching her new skills and stuff. Just spending more time with her and enjoying having her living with us.

“Has strangely lessened my anxiety as “the worst has happened” so now just get on and deal with it. Have had time to heal and reflect without feeling guilty about having ‘me time’. More time spent with children. Old hobbies restarted. Communication with friends has increased.”

“More time with my son, brushing up on languages, reconnecting with local environment, appreciating where I live more and how lucky I am to have what I have, including friends and family, health and outside space!!”

“I can sleep a full 9 hours, like teenagers need. I don't stress about school, tests, or anything else. I enjoy the little things. I don't have a structure, and take every day as it comes, listen to my mind and my body and do what feels good. I can define my own school day, I can cook my lunch at home, I have time to go on walks and cycle, I swim in the sea almost every day (when the weather is good).”

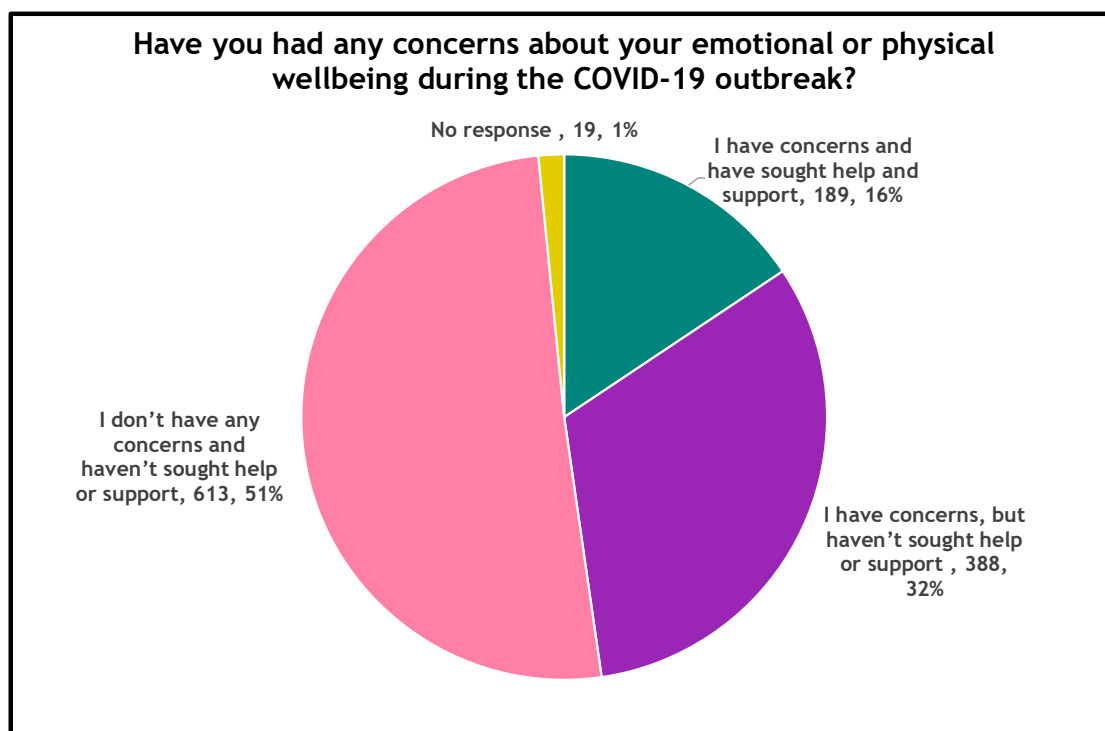
“I have enjoyed getting more time to do the things I like, like drawing and not having to worry about getting homework in on time.”

“I have more time with my sister, more time to read and watch Netflix and I get to listen to music whilst doing schoolwork. I also like that I can spend as much time taking notes as I want and can get drinks in the middle of “class”. I like that I can go into greater depth on my GCSE subjects and have more freedom in educating myself.”

12. Have you had any concerns about your emotional or physical wellbeing during the COVID-19 outbreak? (Main survey only)

I have concerns and have sought help and support	I have concerns, but haven't sought help or support	I don't have any concerns and haven't sought help or support	No response
189 (15.6%)	388 (32.1%)	613 (50.7%)	19 (1.6%)

Figure 9 - Have you had any concerns about your emotional or physical well-being during the COVID-19 outbreak?



Have any factors made it challenging to seek help or support? Summary of Survey comments:

Theme of comment	Main survey responses* % out of 1,209	
	N	%
Challenges in accessing services as they were before (on demand)	177	14.6
Not seeking help or support to avoid bothering anyone	70	5.8
Unsure where or who to go to for help and support	27	2.2
Issues in accessing help and support as freely as before	27	2.2
Respondents affected by the required changes of behaviour	24	2.0
Fear of catching or spreading Covid-19	19	1.6
Mental wellbeing and anxiety affected by the pandemic	18	1.5
Feelings of increased loneliness and isolation	15	1.2
Have not felt the need to seek out support	15	1.2
Challenges associated with personal circumstances or existing conditions	10	0.8
Services accessed have been helpful and supportive	9	0.7

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Just my thought that the services are already at breaking point and I would only add to that pressure.”

“Not wanting to bother professionals when there are a lot of worse off people; my needs aren't urgent.”

“Not sure how to approach GP - they might be busy and how safe is it?”

“Knowing that there is very little mental health support available. Fear of visiting Dr's surgery and catching coronavirus.”

“Being visually impaired means that most tasks are now online and that means that they are very visual.”

“Although doctors are prompt at phoning back, not all things can be done by video/photo examination.”

“I feel that my general anxiety levels are probably the same as most people's in the current climate, and at present I would rather that counsellors etc. should deal with those in greatest need. Physically: General concerns about not being able to have routine check-ups, routine mammogram (due now), ear-syringing, dental checks, DXA scan.”

If applicable, please provide examples of the support or help you have received and how this has benefitted you

Summary Survey comments (Main Survey only)

Theme of comment	Main survey responses* % out of 1,209	
	N	%
Help and support from friends and family has been positive	104	10.7
Positive engagements with clinical professionals using alternatives to face-to-face communications	75	7.7
Support from workplaces or national/local initiatives	69	7.1
Help from friends, family and community initiatives to access food	61	6.3
Use of beneficial and helpful online support	47	4.8
Beneficial care and support from voluntary/community services	38	3.9
Respondents not needing/wishing to seek support from others	32	3.3
Others (non-classified)	10	1.0
Respondents using hospital services and finding them a positive experience	6	0.6
Positive engagement with a dentist	6	0.6
Contact with professionals not being a positive experience	3	0.3
Support in accessing medication	2	0.2

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“I was mid dental treatment and need a root canal filling. Tooth became infected. Dentist was incredibly sympathetic but the only treatment they could provide was antibiotics. I still need the root canal filling.”

“I have had calls from Age UK regarding mum in law. Helped being able to just talk. Help with care agency visits to give me somewhat of a break.”

“My wife has Alzheimer's and we have regular contact from the Dementia Support Service who check we are OK regularly.”

“On a bad day, I have reached out to friends and they have told me about their bad days too, making me realise I am not alone. Then we make each other laugh and know that it's ok to be sad and scared sometimes.”

“Work have set up some remote support over Zoom. Also weekly team meetings over Zoom. My manager phones me regularly.”

“Zoom meeting set up by Care for the Carers on a monthly basis and contact form staff during lockdown. I have set up a weekly meeting online for members of our local Care group which is proving popular and helpful.”

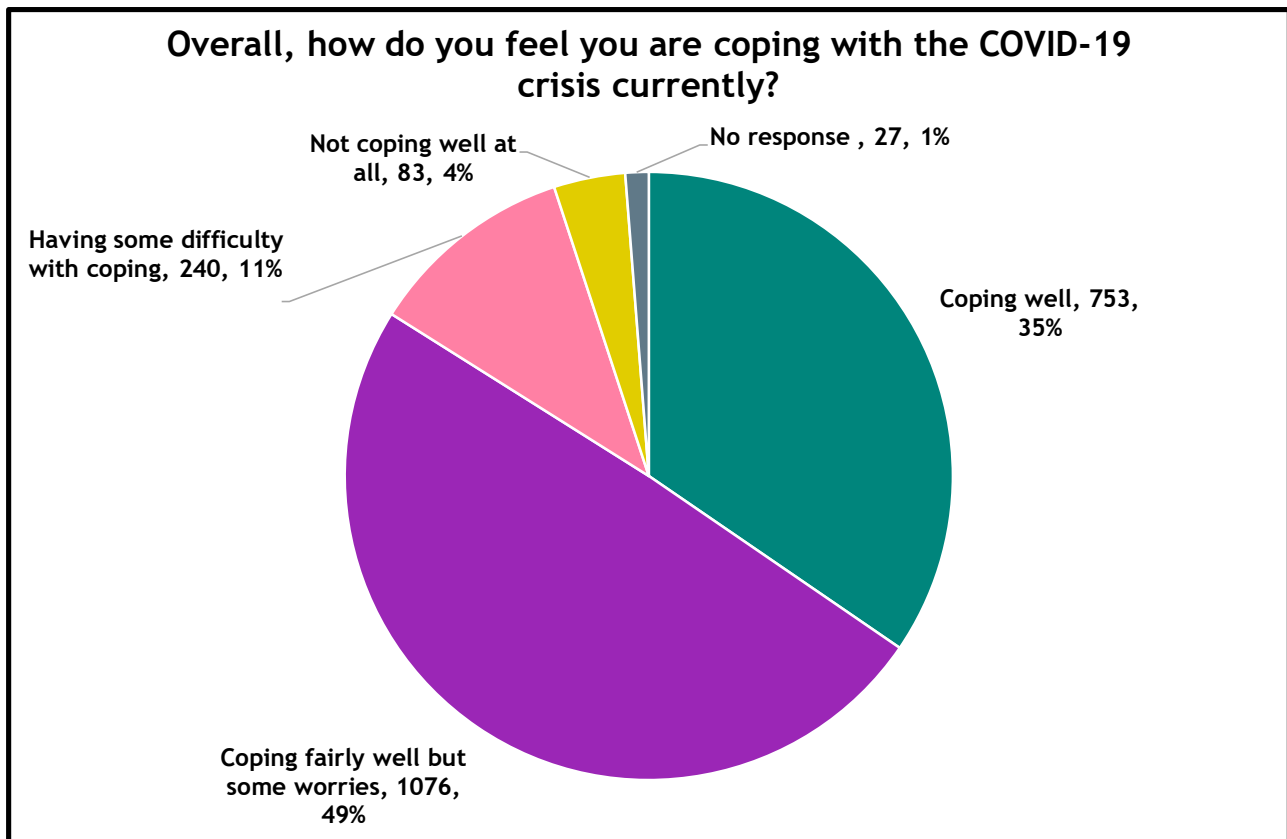
“I have had food parcels delivered to me and the last few weeks I have had volunteers from the NHS call me or have a chat with me and also bring me my medications to me.”

“Weekly food box and weekly phone call from council.”

13. Overall, how do you feel you are coping with the COVID-19 crisis currently? (Both surveys)

Coping well	Coping fairly well but some worries	Having some difficulty with coping	Not coping well at all	No response
753 (34.6%)	1,076 (49.4%)	240 (11.0%)	83 (3.8%)	27 (1.2%)

Figure 10 - Overall, how do you feel you are coping with the COVID-19 crisis currently?



Please tell us about anything that you feel you are having difficulty in coping with

Summary Survey comments

Theme of comment	Main survey responses*		CYP survey responses*		Combined Total	
	% out of 1,209		% out of 970		% out of 2,179	
	N	%	N	%	N	%
Personal or Household health or wellbeing	226	18.7	164	16.9	390	17.9
Anxiety over friends or family wellbeing	119	9.8	21	2.2	140	6.4
Uncertainty - Concern over the unknown or future	90	7.4	55	5.7	145	6.7
Lack of freedom - inability to govern own activity inc. hobbies, interests and activities	89	7.4	100	10.3	189	8.7
Lack of structure or routine	2	0.2	20	2.1	20	0.9
Concerns related to jobs, employment, income or household finances	86	7.1	5	0.5	91	4.2
Loneliness - lack of social interaction	73	6.0	221	22.8	294	13.5
Issues or concerns about accessing or managing day-to-day essentials	58	4.8	2	0.2	60	2.8
Accessing health, care or support services or treatments	48	4.0	8	0.8	56	2.6
Issues associated with parenting, schooling, education or training	37	3.1	270	27.8	307	14.1
Lack of clear information or guidance OR People not following guidance	34	2.8	3	0.3	37	1.7
Government response or Media coverage of Covid-19	26	2.2	2	0.2	28	1.3
Not applicable - No comment - No difficulties	128	10.6	91	9.4	219	10.1

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“My weight, I am eating on my emotions, which is incredibly detrimental to my mental health, I am finding it hard to keep a 4yr old autistic boy stimulated the whole time, I worry all the time he is going to regress in his behaviour once back in an educational environment, I am struggling not having an support from my friends and family.”

“Being pushed from pillar to post between the GP & hospital services without my huge amount of pain being resolved.”

“Frustration of not being able to choose how I spend my days, because choice is restricted to what I can do at home without seeing anyone outside the household.”

“No structure and worry how I’m going to cope getting back into normal life again and routine.”

“Managing my overthinking and motivating myself to do school work. I also find my mental health has been greatly impacted by the influx of negative media.”

“Every day feels the same and I end up not wanting to do anything so I just sit down all day and watch tv.”

“I hate not being able to go out properly, social distancing makes everything feel so cut off and regimented.”

“Friends not liking me after lockdown and not wanting to meet up, getting bad GCSEs , not getting the college courses I need, not getting into university, not getting the job I want.”

“I’m doing amazing I love studying at my own pace and learning by myself and getting to go out and exercise and spend time with my family usually I don’t see them often because of work!!”

“I’ve adapted well to the situation and I’ve made the most of it, I’m actually quite enjoying myself.

14. What are you or members of your household most looking forward to doing when the COVID-19 restrictions and social distancing come to an end?

Summary Survey comments

Theme of comment	Main survey responses* % out of 1,209		CYP survey responses* % out of 970		Combined Total % out of 2,179	
	N	%	N	%	N	%
Seeing Friends and Family	668	55.3	857	88.4	1,525	70.0
Socialising/Going out	315	26.1	135	13.9	450	20.7
Hugging & Physical Contact	248	20.5	55	5.7	303	13.9
Sport and Leisure activities	175	14.5	67	6.9	242	11.1
Returning to Normality	166	13.7	112	11.5	278	12.8
Holiday and Travel	136	11.2	65	6.7	201	9.2
Shopping	42	3.5	41	4.2	83	3.8
Returning to work or School/College/Uni	39	3.2	153*	15.8	192	8.8
Accessing, Health/wellbeing services	23	1.9	0	0.0	23	1.1
Haircut	21	1.7	0	0.0	21	1.0
Parties, Sleepovers, Celebrations	0	0.0	54	5.6	54	2.5
Buying own food	15	1.2	12	1.2	27	1.2
Back to School	15	1.2	See above*	n/a	15	0.7
Being Alone	13	1.1	0	0.0	13	0.6
Other	19	1.6	21	2.2	40	1.8

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Seeing my family again and somehow seeing my mum who is in a care home.”

“Seeing family & celebrating special occasions.”

“Meeting our new grandchild.”

“Being able to hug my partner, have a coffee, go for a drive in the car and visit charity shops. Generally just freedom.”

“Seeing mum and dad in nursing home and hugging grandchildren.”

“Looking forward to being able to go back to work in the office and separate home from work.”

“My partner is having a very hard time fighting redundancy due to this pandemic. Anything he/we were looking forward to now is not clear...”

“The return of mental equilibrium and my previous optimistic outlook. Health practitioners being able to resume some sort of normal service other than the current emergency provision. Normal shopping without queues. Hairdressing!”

“Finally going back to school as that is the only place where I socially interact with people.”



“Be able to go to school and learn with a human rather than a computer.”

“Have a big birthday party with all my family because so far we have missed around 20 birthdays just from being in lockdown.”

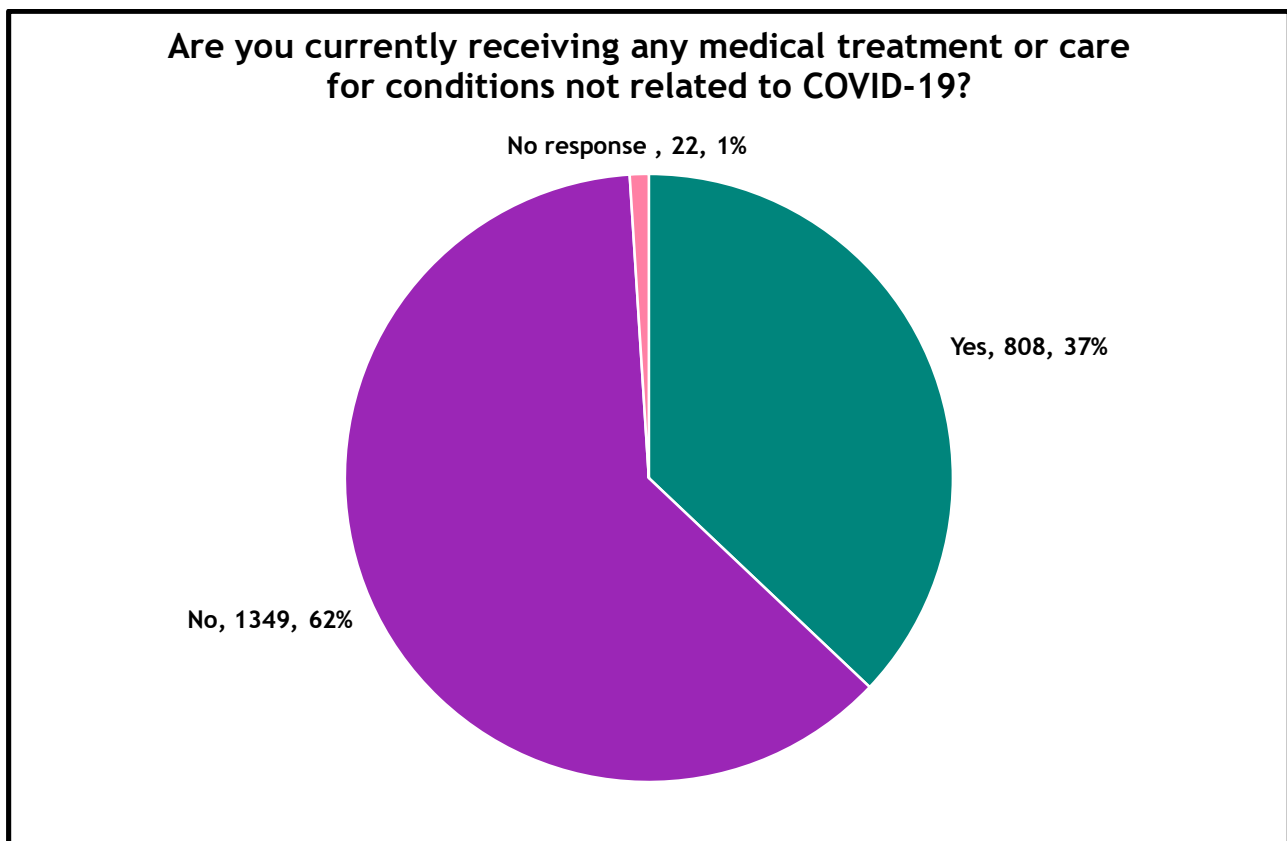
“Meeting up with all of my friends and having a decent birthday get together. Sleepovers and meeting more than 1/2 people at a time.”

### Section 3 - Your experience of health and care services

15. Are you currently receiving any medical treatment or care for conditions not related to COVID-19? (Both surveys)

Yes	No	No response
808 (37.1%)	1,349 (61.9%)	22 (1.0%)

Figure 11 - Are you currently receiving any medical treatment or care for conditions not related to COVID-19?

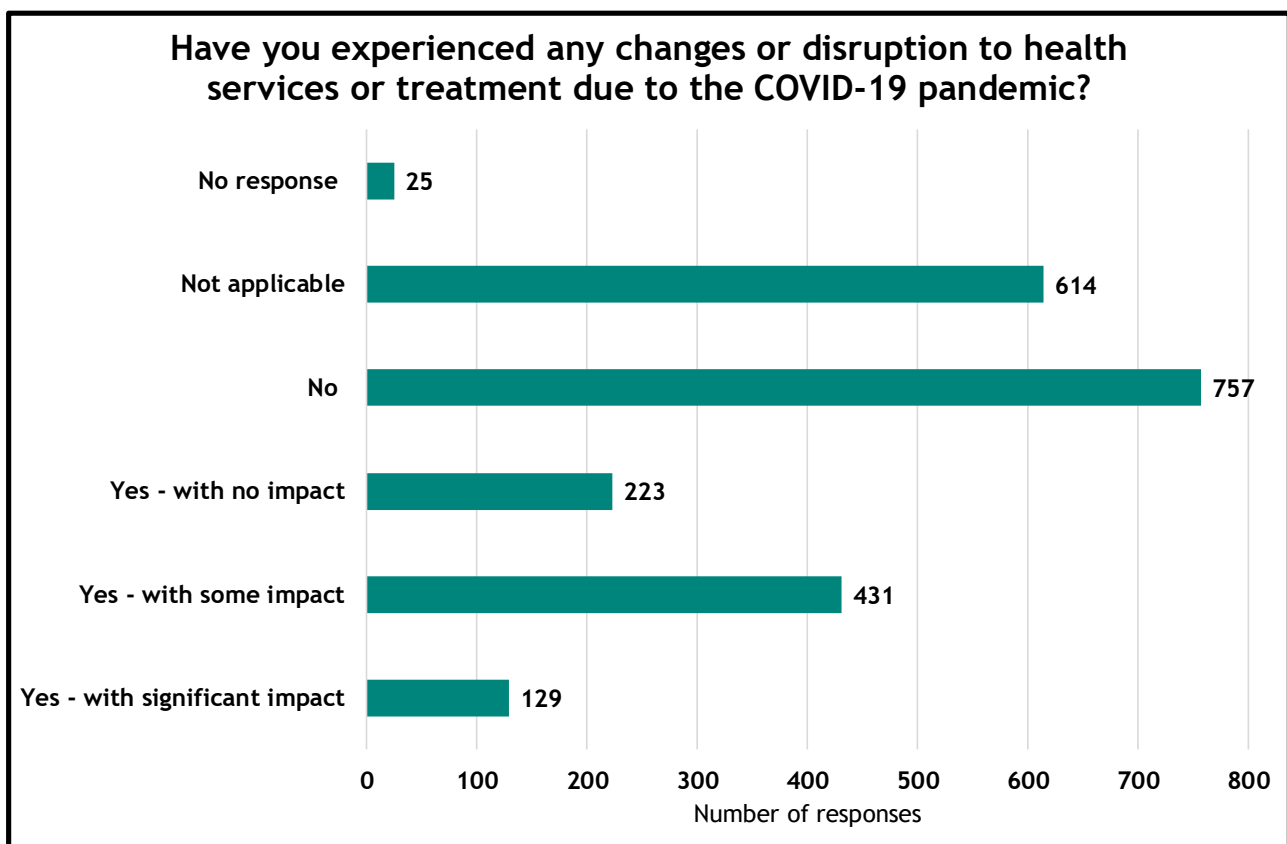


16. Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic? (Both surveys)

For example, through cancelled operations, difficulty obtaining prescriptions or making appointments?

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable	No response
129 (5.9%)	431 (19.8%)	223 (10.2%)	757 (34.7%)	614 (28.2%)	25 (1.1%)

Figure 12 - Have you experienced any changes or disruptions to health services or treatment due to the COVID-19 pandemic?



If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

### Summary of Survey comments

Theme of comment	Main survey responses* % out of 1,209		CYP survey responses* % out of 970		Combined Total % out of 2,179	
	N	%	N	%	N	%
Service: GP	104	8.6	32	3.3	136	6.2
Service: Dentist	76	6.3	73	7.5	149	6.8
Service: Ophthalmology/Opticians	17	1.4	5	0.5	22	1.0
Service: Pharmacy	3	0.2	2	0.2	5	0.2
Service: Secondary Care [Hospital]	191	15.8	22	2.3	213	9.8
Service: Community Service inc. Mental Health	43	3.6	11	1.1	54	2.5
Service: Care	1	0.1	0	0.0	1	0.0
Service: Medication or prescriptions	79	6.5	29	3.0	108	5.0
Service: Other	41	3.4	16	1.6	57	2.6
Service: Not stated	42	3.5	15	1.5	57	2.6
Impact: Cancelled or postponed appointment, service or treatment	158	13.1	37	3.8	195	8.9
Impact: Delay in or barriers to access	145	12.0	68	7.0	213	9.8
Impact: Increased anxiety or worry	23	1.9	4	0.4	27	1.2
Impact: Unresolved physical symptoms	21	1.7	6	0.6	27	1.2
Impact: Ongoing pain or discomfort	25	2.1	10	1.0	35	1.6
Impact: Change in delivery method e.g. virtual	78	6.5	15	1.5	93	4.3
Impact: Resolved	36	3.0	5	0.5	41	1.9
Impact: Not stated	161	13.3	83	8.6	244	11.2
Other	15	1.2	5	0.5	20	0.9
Not applicable	2	0.2	1	0.1	3	0.1

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“I had colon cancer last summer and had to get a blood test with my gp which was fine. My appointment with the consultant to follow up monitoring checks was done by phone. It worked absolutely fine.”

“Regular routine dental, optician check ups put on hold but the impact was none just common sense acceptance.”

“Had a long awaited Rheumatology outpatients appointment cancelled. Had waited a year for this appointment, in severe pain. Had a referral 5 months ago for physiotherapy but only had phone appointment, although I understand why it was of no help whatsoever.”

“Unable to see GP. I did however get an in-depth telephone consultation and my query was answered.”

“My 3-monthly B-12 injection was moved to another surgery. All managed brilliantly and without fuss. My iron supplement prescription took a little longer to arrive, but I can now order by phone and it is all brilliant.”

“I was referred to CAMHS before lockdown for various reasons however our meetings have since had to be online or cancelled as opposed to in person. All my files and tests have also had to be put on hold which is infuriating for both me, and my parents.”

“My orthodontic treatment has been pushed back and my surgery on my teeth has been postponed.”

“My braces were meant to be taken out the day we went into lockdown, I am now experiencing a lot of pain due to them being 3-4 months overdue and falling apart as a result.”

“Appointments relating to foot surgery, therefore delaying surgery and treatment resulting in continued pain.”

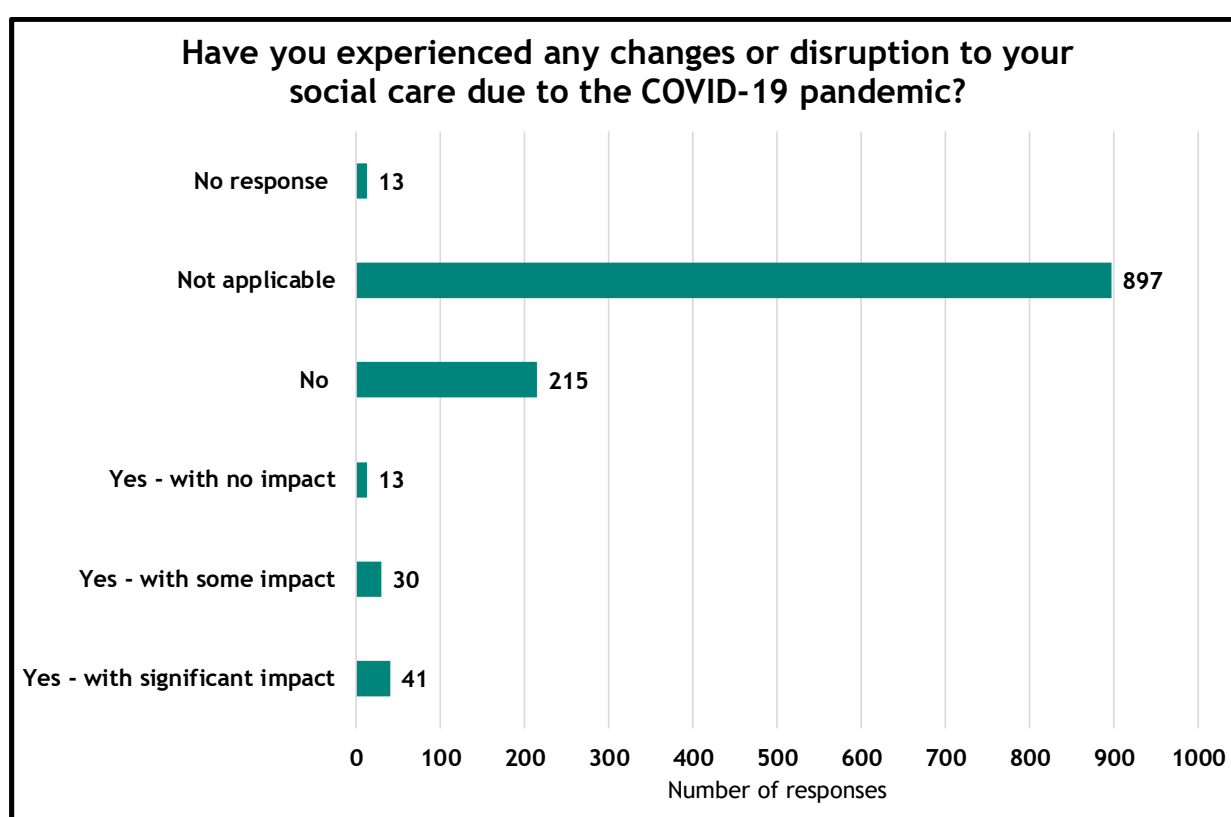
“Dental. I have lived on a diet of ibuprofen for three weeks solid and then intermittently. Until the pain appears to have subsided but worried it'll come back.”

17. Have you experienced any changes or disruption to your social care due to the COVID-19 pandemic? (Main survey only)

For example, visits from care workers, access to residential or nursing care homes, etc.

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable	No response
41 (3.4%)	30 (2.5%)	13 (1.1%)	215 (17.8%)	897 (74.2%)	13 (1.1%)

Figure 13 - Have you experienced any changes or disruptions to your social care due to the COVID-19 pandemic?



If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

Summary Survey comments

Theme of comment	Main survey responses*
Carer and caring provision	17
Nursing/Care Home related issues	10
Impact of restrictions on visiting relatives	8
Mental Health services and support	5
Dentistry provision	4
Other	12

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“My mother is in a Care Home and I am not allowed to go inside the building. I talk to my mother through her bedroom window, fortunately she has a ground floor room! She has hearing problems and finds it very confusing now she is confined to her room.”

“I lost my remaining PA as I am a direct payment user who used lockdown to get herself a better paid job. I had only just taken her on just prior to lockdown. I was left with no care in place and despite approaching adult social care, they did nothing to assist me and adult social care despite me finding 3 agencies who could offer hours to support.”

“Dentist was making a new plate for my husband. Incomplete at present. Hope they are back in business when things return to ‘normal’. If not we will have lost our money and still no new plate! We shall see Podiatry. Normal he is seen every three months as he is diabetic. I am watching his feet very carefully, as I normally do, so far no problems.”

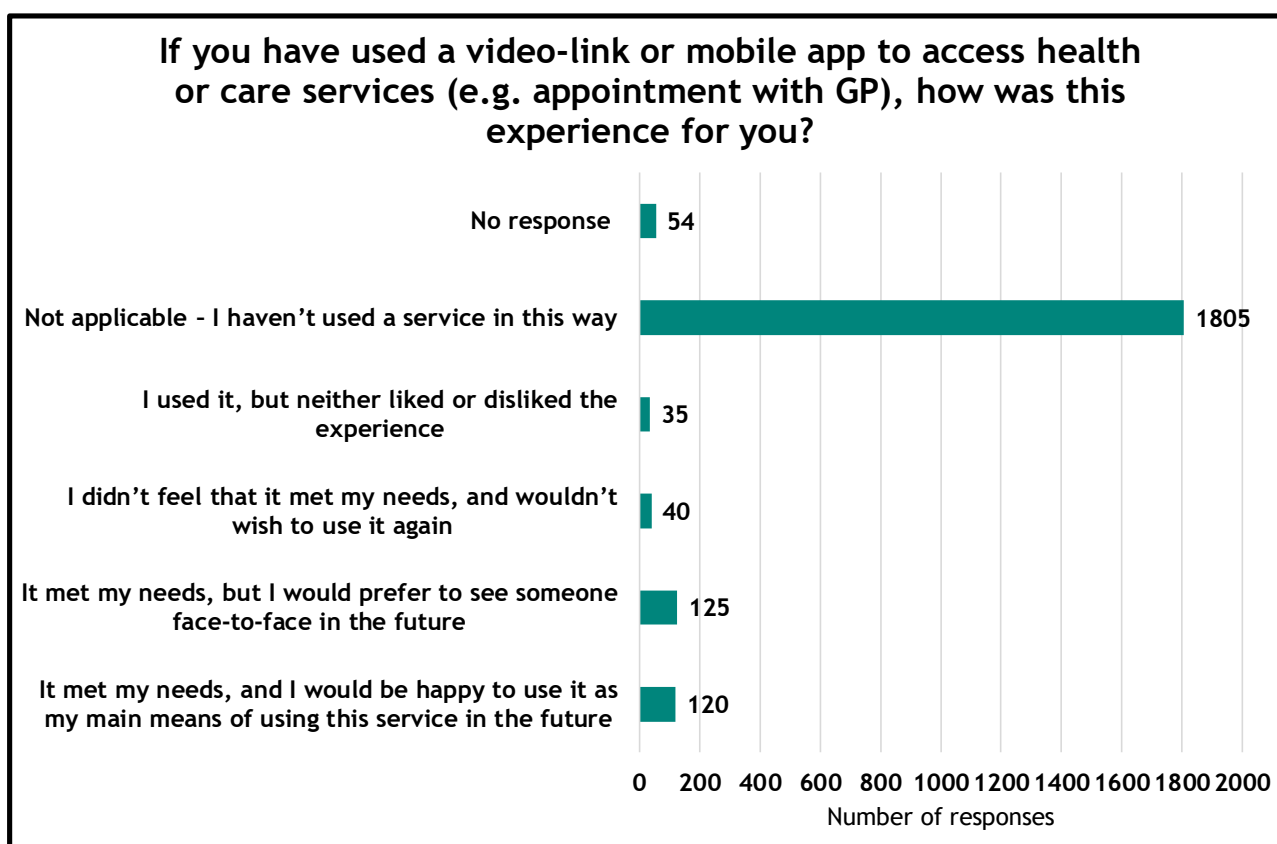
“Our carer's husband had COVID, so we had to care for my father in law for several weeks, which was hard on all of us - emotionally and physically.”

18. If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you? (Both surveys)

Please tick one answer only

	Main survey		CYP Survey (11-18)		Combined % out of 2,179	
	% out of 1,209		% out of 970			
	N	%	N	%	N	%
It met my needs, and I would be happy to use it as my main means of using this service in the future	91	7.5	29	3.0	120	5.5
It met my needs, but I would prefer to see someone face-to-face in the future	71	5.9	54	5.6	125	5.7
I didn't feel that it met my needs, and wouldn't wish to use it again	26	2.2	14	1.4	40	1.8
I used it, but neither liked or disliked the experience	22	1.8	13	1.3	35	1.6
Not applicable - I haven't used a service in this way	980	81.1	825	85.1	1,805	82.8
No response	19	1.6	35	3.6	54	2.5

Figure 14 - If you have used a video-link or mobile app to access health or care services e.g. appointment with a GP), how was this experience for you?



Please explain your answer

185 open ended comments were received to the main survey  
73 open-ended comments were received to the CYP survey



### Summary of Survey comments

Theme of comment	Main survey responses* (% out of 185)		CYP survey responses* (% out of 73)		Combined Total (% out of 258)	
	No.	%	No.	%	No.	%
Positive - speed of access compared to f2f or alternatives	12	6.5	2	2.8	14	5.4
Positive - convenience, time saved and lack of need to travel	18	9.7	3	4.1	21	8.1
Positive - Useful for routine discussions and enquiries	6	3.2	1	1.4	7	2.7
<i>Positive - desired outcome delivered</i>	<b>42</b>	<b>22.7</b>	<b>15</b>	<b>20.5</b>	<b>57</b>	<b>22.1</b>
Neutral - suitable for some services, but not others	19	10.3	2	2.7	21	8.1
Neutral - Acknowledge benefits but prefer face-to-face engagement	32	17.3	<b>24</b>	<b>32.9</b>	56	21.7
Negative - challenges for either party in accessing or using appropriate tech.	8	4.3	5	6.8	13	5.0
Negative - appropriateness for relaying confidential or significant information (e.g. test results)	6	3.2	0	0.0	6	2.3
Negative - Limitations for physical examinations/contact or f2f still required	32	17.3	8	11.0	40	15.5
<i>Negative - desired outcome not achieved</i>	<b>18</b>	<b>9.7</b>	<b>8</b>	<b>11.0</b>	<b>26</b>	<b>10.1</b>
Other	31	16.8	13	17.8	44	17.1

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“A 10 min appointment doesn’t take up half my day, I can just have a phone call.”

“For some things, I would be more than happy to have video link appt but sometimes you do just need to see doctor face to face.”

“When I need to speak to my doctor then I want to see the doctor that knows me and has been treating me not someone stranger who can't be bothered to read my reports when I ring my doctors I want to speak to my doctor if I need to speak to a nurse then I will ask to speak to a nurse.”

“I would prefer a mixture of the two. It was nice to speak to the two consultants by telephone, and met my needs at that time, to discuss options and arrangements. But I would like to speak to them face to face to get results of scans, tests etc.”

“The GP was good with diagnosis and the appointment was carried out well virtually.”

“I found it very helpful because we are safe and we still get what we need.”

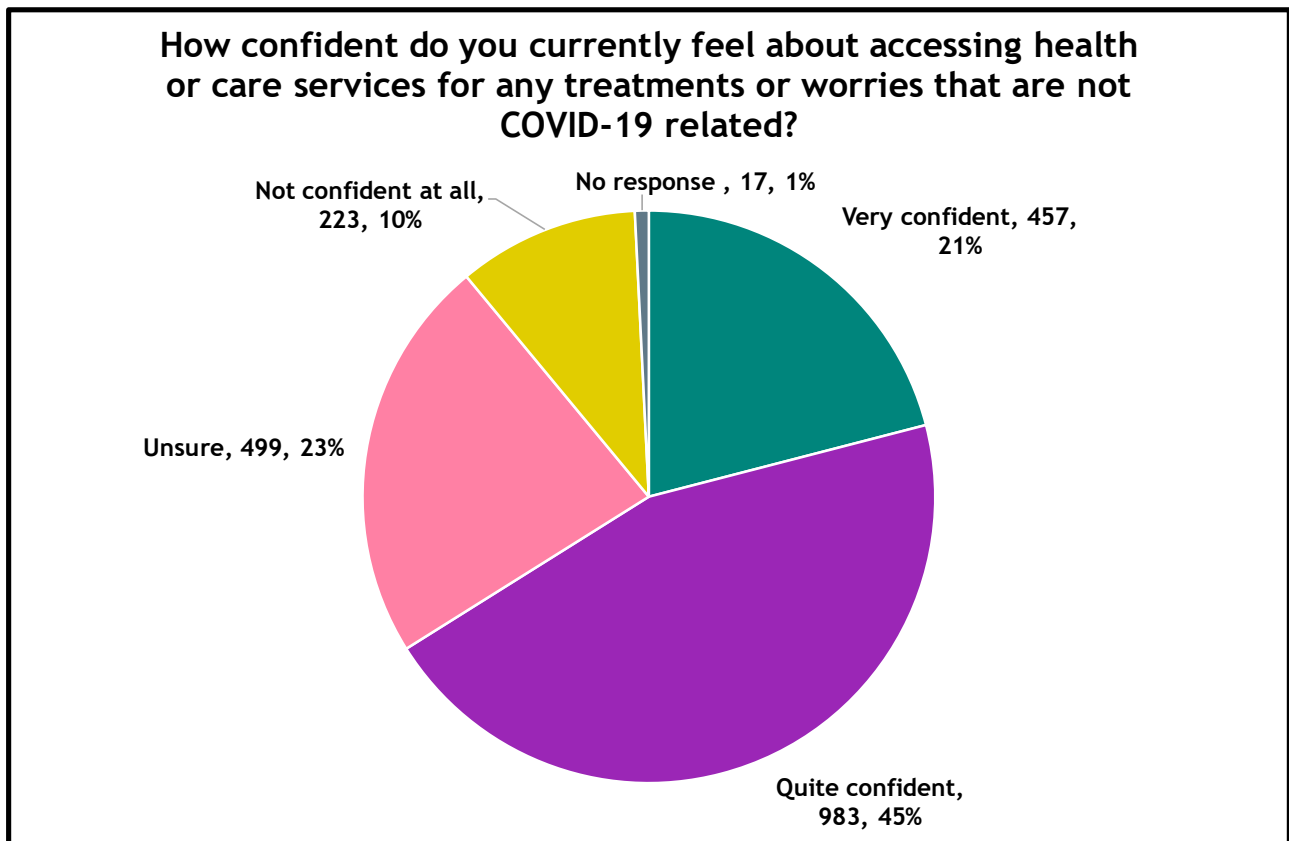
“Doctors can explain things better face to face and make you feel more comfortable.”

“I have phone call anxiety and struggle with phone appointments, I also don’t take in enough information from online formats and work better when in a face to face type situation.

19. How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related? (Both surveys)

Very confident	Quite confident	Unsure	Not confident at all	No response
457 (21.0%)	<b>983</b> <b>(45.1%)</b>	499 (22.9%)	223 (10.2%)	17 (0.8%)

Figure 15 - How confident do you currently feel about accessing health or services for any treatments or worries that are not COVID-19 related?



Please explain your answer

### Summary of Survey comments

Theme of comment	Main survey responses*	
	% out of 1,209	
	N	%
Concern about access - based on direct experience	151	12.5
Concern about access - based on perception	260	21.5
Concerns due to direct impact on ongoing or scheduled treatment or appointments	107	8.9
Concerns about using alternative comms. e.g. phone or video	32	2.6
Concerns due to lack of information or detail	21	1.7
Concerns about placing pressure on health and care system	47	3.9
Concerns due to fear of contracting Covid-19	102	8.4
Unsure or unclear about the best way to access health or care services	38	3.1
No concerns - able to access services remotely (phone/video) or via alternative	116	9.6
No concerns at this point - based on direct experience	205	17.0
No concerns at this point - based on perception	169	14.0
Other	114	9.4
Not applicable	8	0.7

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“The practice nurse rang me and reassured me that I must contact the surgery if I had any concerns. She explained how I could contact the surgery. Very helpful.”

“My GP was fantastic at getting a prescription sorted same day over the phone when I had conjunctivitis recently.”

“Our practice is well set up for telephone consultations, but I'm not sure about going to hospital or using 111.”

“I know I can phone, my GP phones me, as do my consultants.”

“Not sure what is still on offer and what isn't - but I guess that's to be expected until you actually need to make an enquiry.”

“There have been so many regulations, messages etc. that I am a bit confused! But if I need access I shall be able to sort it.”

“Scared to contact NHS services due to risk of getting COVID 19 and putting extra pressure on the NHS.”

“Try not to involve health services. 1) I am vulnerable and prefer to keep my distance and 2) they have enough to do in this crisis. But, would go if necessary.”

“Can’t get to see a GP if I need to, nor a dentist nor an optician. Feel totally abandoned by medical services.”

“A close friend needed to ask services and it was very confusing to understand the guidance where there was any. And equally difficult to navigate the multiple sources in the public domain.”

“A telephone call cannot substitute a personal, face to face consultation.”

“I would always rather have face to face contact with my medical practitioners rather than having consultations by phone, email or video.”

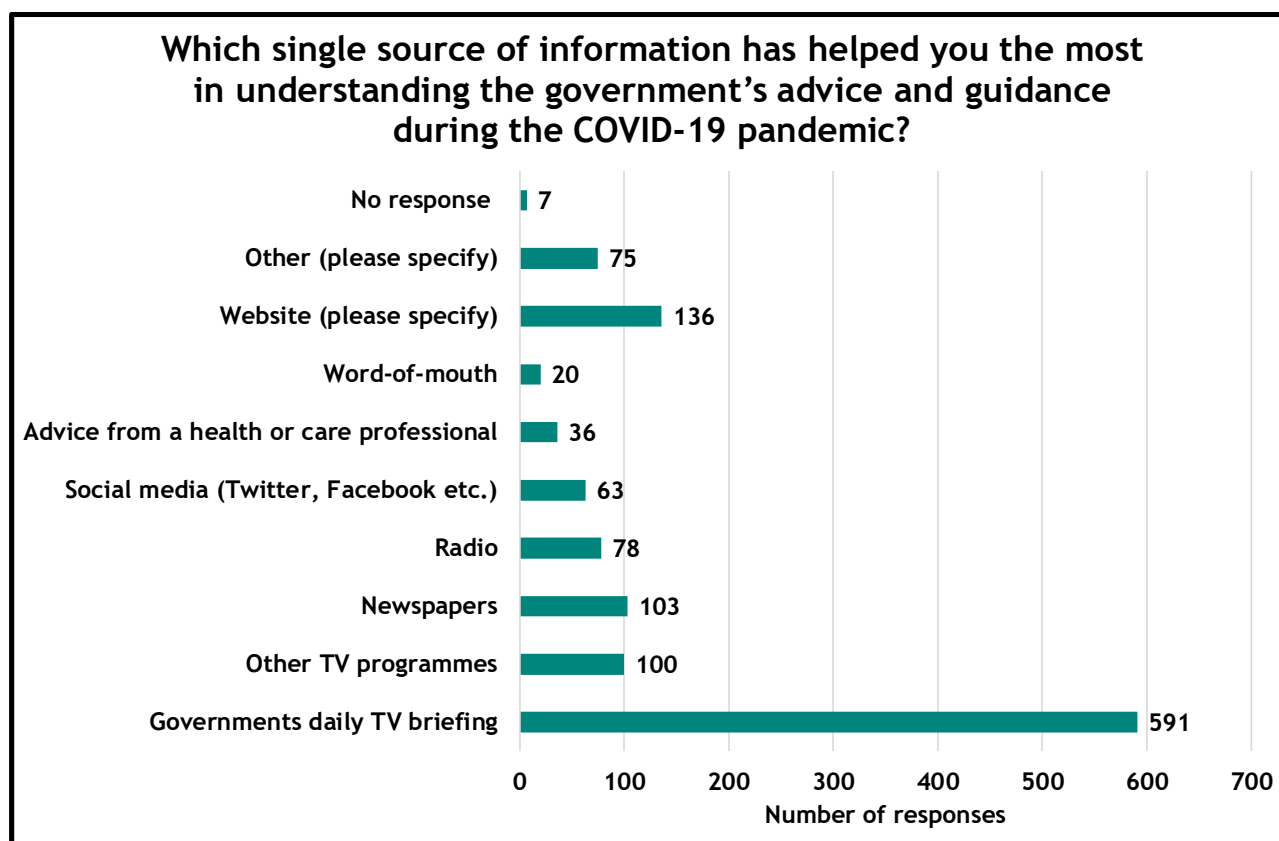
## Section 4 - Information and advice

20. Which single source of information has helped you **the most** in understanding the government’s advice and guidance during the COVID-19 pandemic? (Main survey only)

Please tick *one* answer only

Governments daily TV briefing	591 (48.9%)
Other TV programmes	100 (8.3%)
Newspapers	103 (8.5%)
Radio	78 (6.5%)
Social media (Twitter, Facebook etc.)	63 (5.2%)
Advice from a health or care professional	36 (3.0%)
Word-of-mouth	20 (1.7%)
Website (please specify)	136 (11.2%)
Other (please specify)	75 (6.2%)
No response	7 (0.6%)

**Figure 16** - Which single source of information has helped you the most in understanding the government’s advice and guidance during the COVID-19 pandemic?



Please specify:

Summary of Survey comments

Theme of comment	Main survey responses*	
	% out of 1,209	
	N	%
Government	49	4.1
Websites (17 - Gov., 15 - BBC, 5 - WHO)	47	3.9
Television (38 - BBC)	43	3.6
NHS and Public Health	13	1.1
County/Local Council	12	1.0
Social Media (3 - Twitter, 2 - YouTube)	11	0.9
Newspaper/Magazine	8	0.7
Employer/Family	6	0.5
None	18	1.5

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“It’s not sensible to rely on one source. I read exhaustively from quality sources - then do whatever I consider appropriate.”

“I follow the Chief Medical officer and a number of epidemiologists on twitter so use this for updates and advice.”

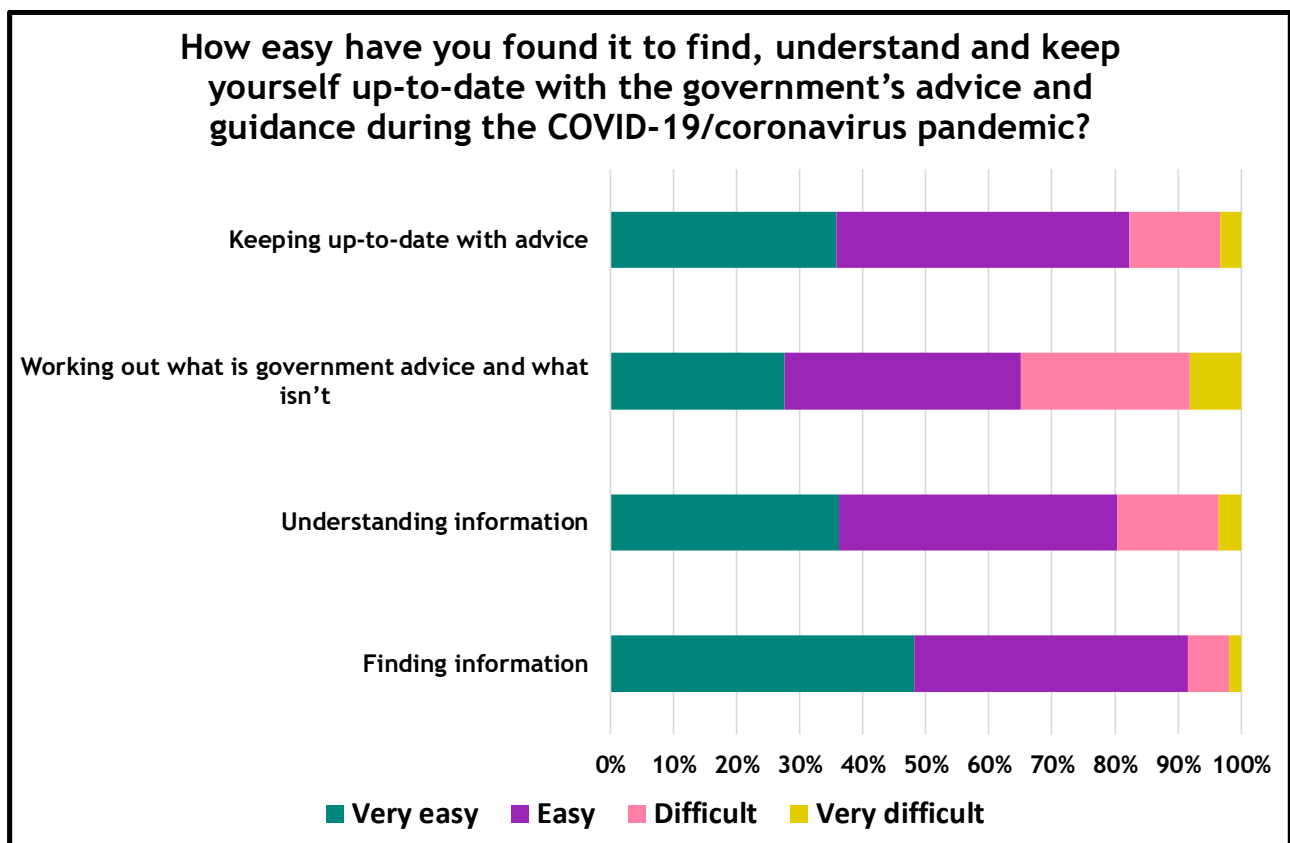
“I do not watch the news as I believe the media are scaring people & social distancing & lockdown is being flaunted by so many.”

“Unfortunately none, there are just too many contradictions & from govt & BBC with questions not answered.”

21. How easy have you found it to **find, understand** and keep yourself **up-to-date** with the government’s advice and guidance during the COVID-19/coronavirus pandemic? (Main survey only)

	Very Easy		Easy		Difficult		Very Difficult	
	No.	%	No.	%	No.	%	No.	%
Finding information	575	47.6	518	42.8	78	6.5	23	1.9
Understanding information	429	35.5	520	43.0	190	15.7	43	3.6
Working out what is government advice and what isn't	327	27.0	445	36.8	317	26.2	97	8.0
Keeping up-to-date with advice	424	35.1	548	45.3	171	14.1	39	3.2

Figure 17 - How easy have you found it to find, understand and keep yourself up-to-date with the government’s advice and guidance during the COVID-19/Coronavirus pandemic?



Please tell us more about your experiences in accessing advice and guidance, especially any difficulties you have had

### Summary of Survey comments

Theme of comment	Main survey responses* % out of 1,209	
	N	%
Differentiating fact from opinion	122	10.1
Lack of clarity in advice and guidance	102	8.4
Conflicting or contradictory advice and guidance	137	11.3
Keeping up-to-date with frequent changes to advice and guidance	45	3.7
Difficulty applying advice and guidance to personal circumstances	44	3.6
Focus on government briefings and website as primary source of official advice and guidance	98	8.1
Challenges in obtaining information on testing	3	0.2
Challenges in obtaining information on face masks	2	0.2
Challenges in obtaining information on PPE	6	0.5
No difficulties or issues	111	9.2
Not applicable	18	1.5
Other	180	14.9

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Contrary to inflated fears in the media, I find the government's advice to be clear and comprehensible. I suspect most of those finding it 'unclear' have an agenda that requires them to state that the advice is unclear.”

“I just follow the government advice and use my common sense!”

“Government guidelines are often vague and open to intense interpretation. Some rules contradict others and no definition appears to be clear.”

“Ambiguous understanding of exercise & travel. Needed to be actual rules to follow i.e. is 30 miles on push bike ok? Relative thinks it is.”

“I have found it easy to find the information on the government website but the sheer volume of it is sometimes overwhelming.”

“Professionally there were so many changes (daily at one point) that it was hard read and to keep up with the guidance.”

“The government's advice has been muddled, incomplete, not thought through properly. It has clearly been difficult to enforce because of this. So therefore trying to find out precisely what one can and can't do has been difficult beyond the 4 main strands.”

“I have felt no need to "access" any specific advice or guidance; the fact that it is everywhere, and so repetitive, has instead led to a wish that both traditional and social media might include news about almost anything else - even Brexit!”



“I always cross-refer any information I hear or read across multiple sources online to make sure that I am fully up to date with the relevant information I am seeking.”

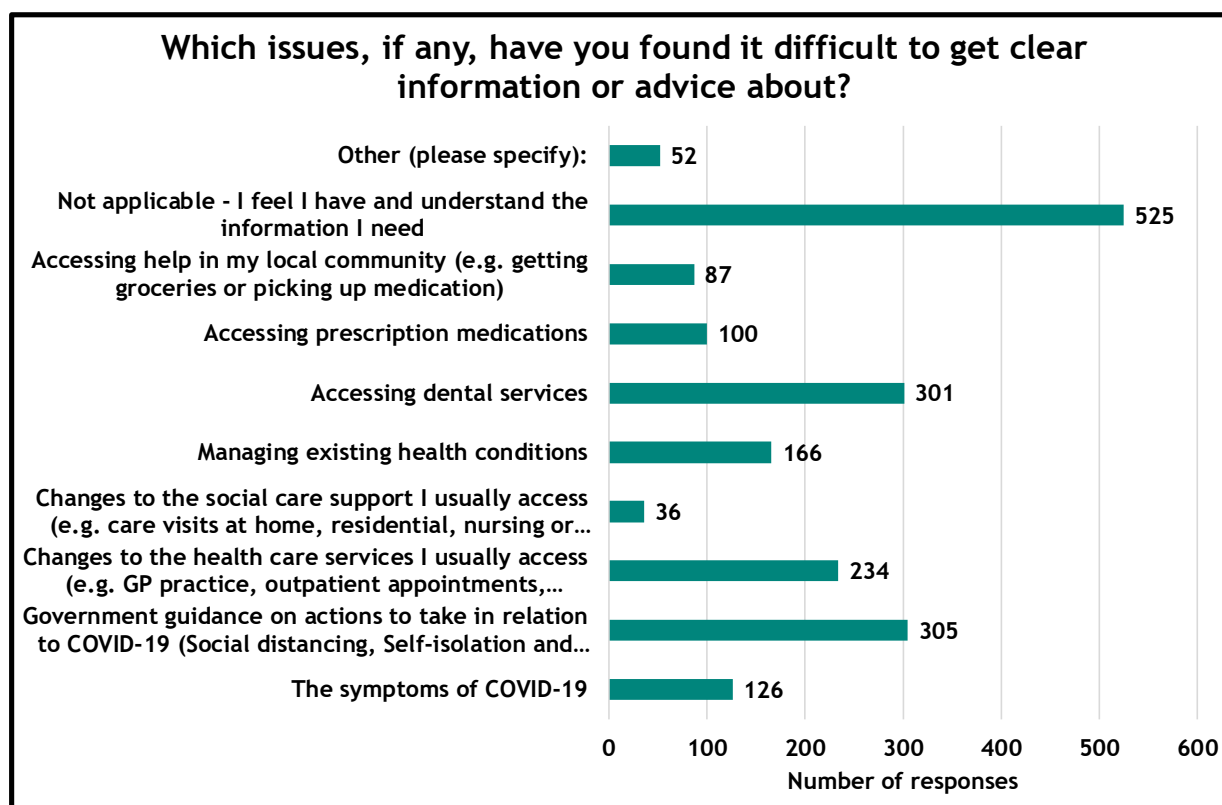
**22. Which issues, if any, have you found it difficult to get clear information or advice about?**  
(Main survey only)

Please tick all that apply

The symptoms of COVID-19	106 (10.4%)
Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)	305 (25.2%)
Changes to the health care services I usually access. (e.g. GP practice, outpatient appointments, community nursing visits)	234 (19.4%)
Changes to the social care support I usually access (e.g. care visits at home, residential, nursing or respite care homes)	36 (3.0%)
Managing existing health conditions	166 (13.7%)
Accessing dental services	301 (24.9%)
Accessing prescription medications	100 (8.3%)
Accessing help in my local community (e.g. getting groceries or picking up medication)	87 (7.2%)
Not applicable - I feel I have and understand the information I need	<b>525 (43.4%)</b>
Other (please specify):	52 (4.3%)

**Please note** - the percentages refer to the number of responses as a proportion of the total number of respondents to the Main survey (1,209), rather than the total number of responses received to the question (1,932) and will exceed 100%.

**Figure 18** - Which issues, if any, have you found it difficult to get clear information or advice about?



Which issues, if any, have you found it difficult to get clear information or advice about?

Summary of Survey comments

Theme of comment	Main survey responses*
No problems	102
Government guidance on Covid-19 regulations	4
Health and care services	4
Details on Covid-19 symptoms	1
Obtaining Advice and support	1
Changes to day-to-day services	0
Other	9
Not applicable	19

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

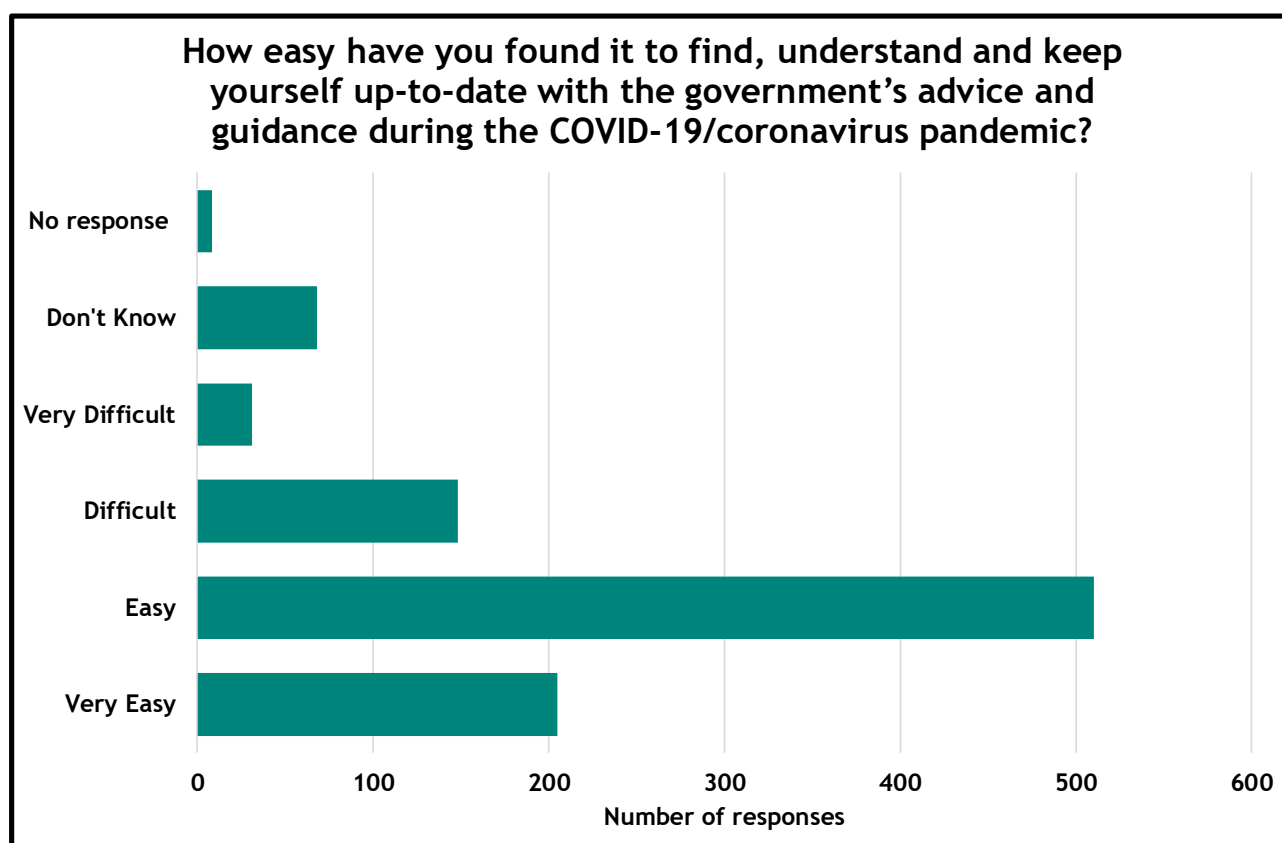
“In the early days I did not know what to expect from the illness and did not know what symptoms to be prepared for. That has since been clarified with news bulletins.”

“I haven't experienced any problems. I am quite independent and am a confident user of the internet. If in doubt, GOOGLE it!”

23. How easy is it to understand what is happening during the COVID-19 outbreak? (CYP survey only)

Very Easy	Easy	Difficult	Very Difficult	Don't Know	No response
205 (21.1%)	510 (52.6%)	148 (15.3%)	31 (3.2%)	68 (7.0%)	8 (0.8%)

**Figure 19** - How easy have you found it to find, understand and keep yourself up-to-date with the government's advice and guidance during the COVID-19/Coronavirus pandemic?

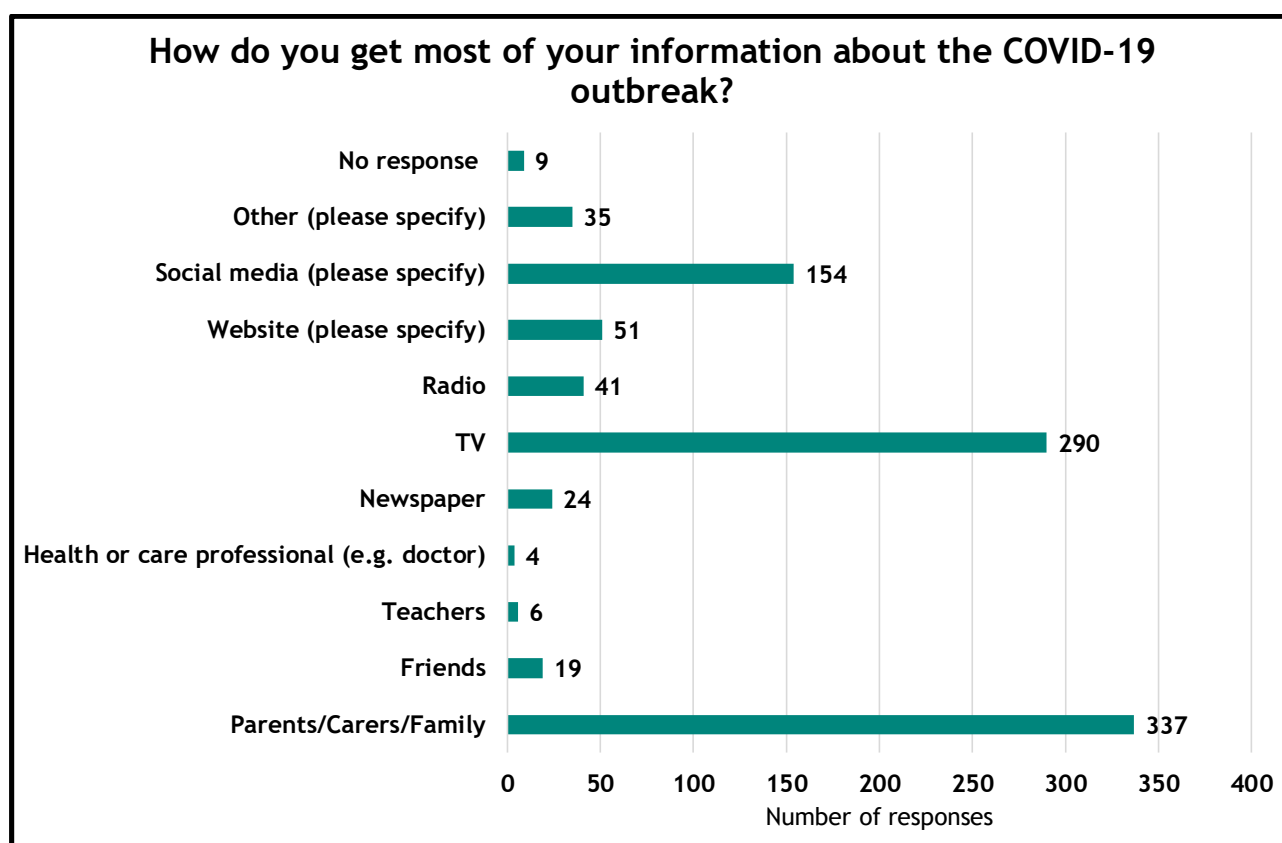


24. How do you get most of your information about the COVID-19 outbreak? (CYP survey only)

Please tick *one* answer only

Parents/Carers/Family	337 (34.7%)
Friends	19 (2.0%)
Teachers	6 (0.6%)
Health or care professional (e.g. doctor)	4 (0.4%)
Newspaper	24 (2.5%)
TV	290 (29.9%)
Radio	41 (4.2%)
Website (please specify)	51 (5.3%)
Social media (please specify)	154 (15.9%)
Other (please specify)	35 (3.6%)
No response	9 (0.9%)

Figure 20 - How do you get most of your information about the COVID-19 outbreak?



Please tell us which one (website, social media etc.)?

Summary of Survey comments

Information source	CYP survey responses*
Instagram	79
BBC [News]	23
Tiktok	16
Snapchat	15
YouTube	15
News [unspecified]	13
Facebook	8
Family	7
Friends	6
NHS	6
Government websites/news conferences	3
Worldometer	3
Sky News	2

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

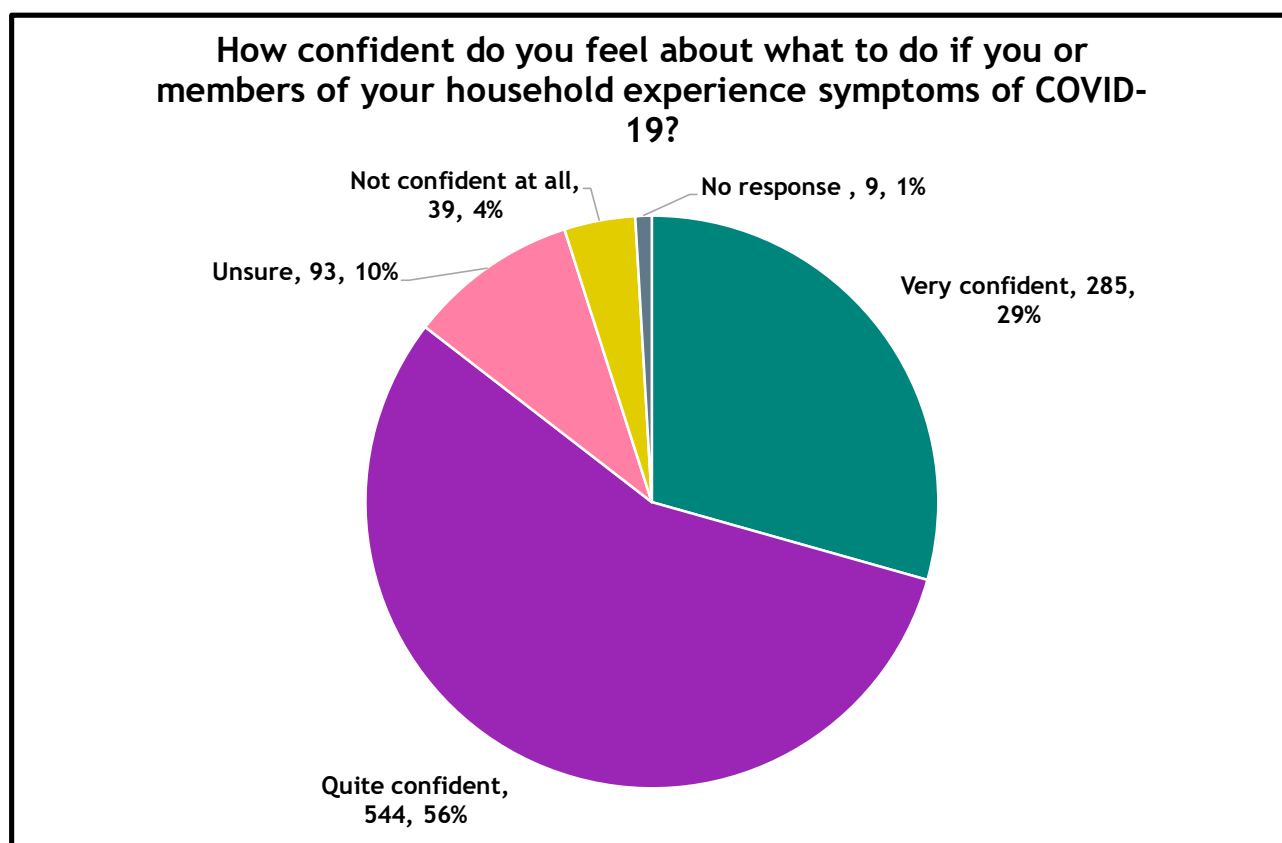
“BBC news keeps you up with companies financial state, and pretty much everything you need to know. Although i do use multiple other sources like upday or google. My parents let me know very important things, though.”

“I get a lot of information from Instagram. But I also get information from the news, my parents and friends.”

**25. How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19? (CYP survey only)**

Very confident	Quite confident	Unsure	Not confident at all	No response
387 (29.4%)	544 (56.1%)	93 (9.6%)	39 (4.0%)	9 (0.9%)

**Figure 21 - How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19?**



If you are Unsure or Not confident at all, please share any concerns with us

**Summary Survey comments**

Theme of comment	CYP survey responses*	
	N	%
Feeling scared and lonely [and worried that I would make the right decisions]	14	1.4
I have concerns about my family	38	3.9
I feel unsure what to do due to a lack of clarity of information available to me	32	3.3
Other	4	0.4

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“I wouldn’t really know what to do, I have to look after them but stay away from them, I’d make them meals and ask if they need help or want anything but I don’t know what I could do.”

“How am I meant to stay two metres from someone in my family when we live together?”

“Half of my family are key workers so it would be very difficult to stay away from them especially due to the environment I am in.”

“Bad handling and control of the virus by the government meant I am confused of what I should do if I have any symptoms. Where do I go? Who do I talk to? What happens next?”

“Simply that there’s no protocol in place, we would go to a professional but that’s about it.”

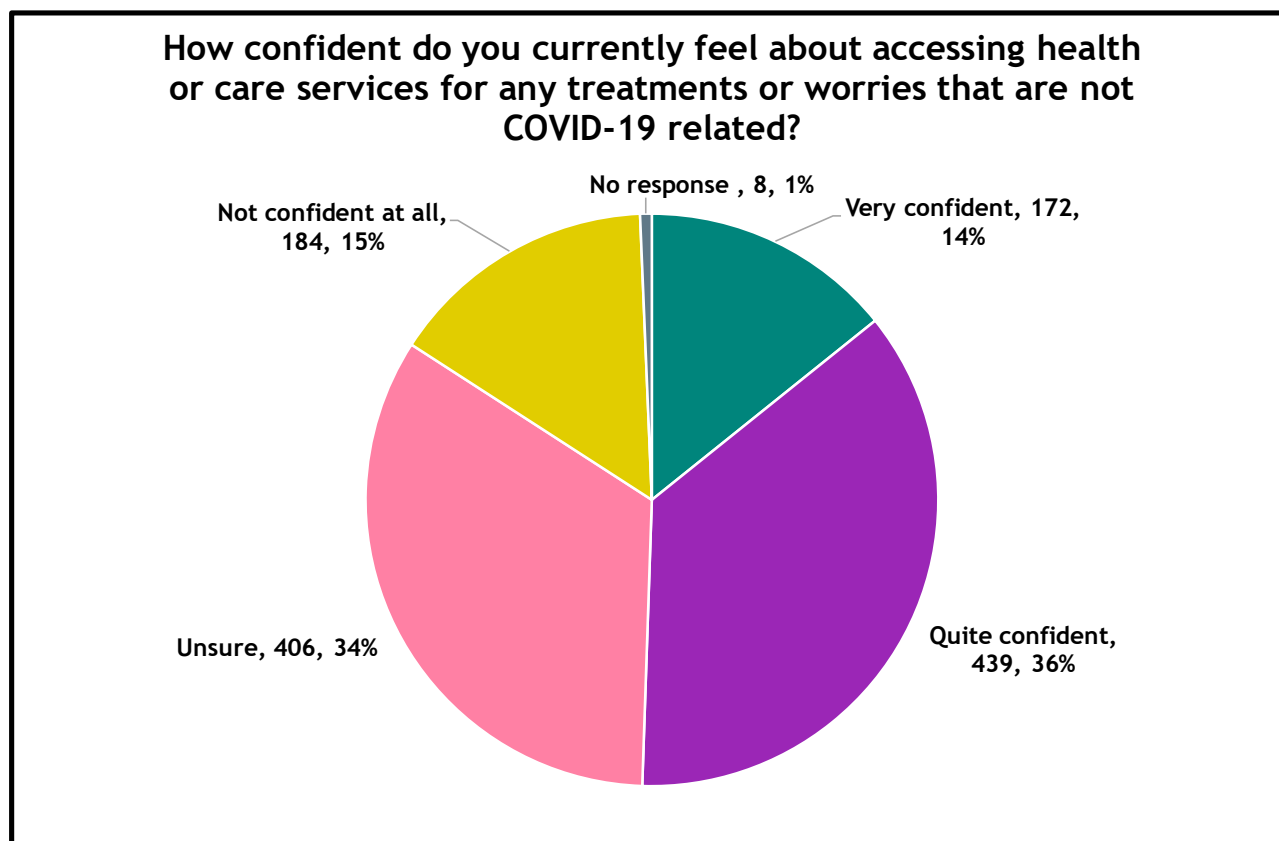
“I don’t care about Covid anymore it’s just a thing.”



26. How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related? (Main survey only)

Very confident	Quite confident	Unsure	Not confident at all	No response
172 (14.2%)	439 (36.3%)	406 (33.6%)	184 (15.2%)	8 (0.7%)

Figure 22 - How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related?



If you are Unsure or Not confident at all, please share any concerns with us

Summary of Survey comments

Theme of comment	Main survey responses* % out of 1,209	
	N	%
Concerned about accessing support due to living alone	17	1.4
Worries around impacts of self-isolating	16	1.3
Concern about impacts on friends and family of contracting Covid-19	6	0.5
Mixed understanding of how and where to seek help	54	4.5
NHS111	19	1.6
Confusion over when to seek help	18	1.5
General anxiety	9	0.7

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“Living alone, I would have to rely on my own judgment as to whether or not I felt it necessary to trouble anyone, especially if it just turned out to be a cold!”

“Think you have to stay home and die, rather than bother anyone. God help you if you live alone, who is going to know you are ill and do something about it?”

“I am extremely vulnerable but I live with two kids. We are all shielding but if one get sick I don't have mask and I am only adult Carer. Not sure how protect myself or what to do.”

“I can't self-isolate from my children or them me. As a single parent if I get really sick, what do I do?”

“What to do in the first instance - who to contact and who / how any of us would get tested? I have Multiple Disabilities and Chronic Conditions which are Underlying Health Conditions.”

“The government has not provided a simple guide about what to do.”

“I don't feel confident about the emotional impact and judging what to do when and how to assess severity.”

“When to know if it's serious enough to need help without wasting anyone's time and taking up resources or leaving it too late as well as are housing situation means we can't self-isolate.”

## Other comments

27. Are there any other issues related to the health or wellbeing of you or your family that you would like to bring to our attention? (*Both surveys*)

These may or may not relate to COVID-19.

### Summary Survey comments

Theme of comment	Main survey responses*		CYP survey responses*		Combined Total	
	% out of 1,209		% out of 970		% out of 2,179	
	N	%	N	%	N	%
Personal or Household health or wellbeing	140	11.6	82	8.5	222	10.2
Anxiety over friends or family wellbeing	53	4.4	17	1.8	70	3.2
Accessing or managing day-to-day essentials	35	2.9	N/a	0.0	35	1.6
Accessing health and care services or treatments	94	7.8	14	1.4	108	5.0
Educational progress and assessments	N/a	0.0	10	1.0	10	0.5
Uncertainty over the unknown - The future	31	2.6	5	0.5	36	1.7
Jobs/employment/income/Finances	17	1.4	6	0.6	23	1.1
Mental Health and anxiety	44	3.6	51	5.3	95	4.4
Appropriateness of Covid-19 guidance or lack of adherence to social distancing	24	2.0	0	0.0	24	1.1
Loneliness or Social isolation	8	0.7	7	0.7	15	0.7
Positive outcomes	25	2.1	3	0.3	28	1.3
Government/Official response OR Next steps	84	6.9	5	0.5	89	4.1
Nothing - not applicable	227	18.8	293	30.2	590	27.1

\*Please note that the number of comments classified may exceed the total number of comments made, as each may have contained multiple points and been attributed to more than one category.

“My husband has early-onset mild Alzheimer’s as well as longstanding Diabetes 1 (insulin dependent). I cope, I have to, but I know that lockdown is making his memory worse; he is also anxious and I have to stop him from watching too much Covid-19 related TV, specially the daily Government broadcasts.”

“My sister has experienced extreme loneliness however this is an ongoing issue for people with disability not prioritised by social care services and exacerbated by COVID-19 restrictions.”

“I am unable to contact my previous energy supplier to dispute a bill they sent us as their call center is only dealing with emergencies and they did not respond to my email and yet they are sending me reminders and threatening with debt collection.”

“A big issue with accessing dental services for my partner who needs dental treatment but the dentist won’t see him or treat him so he has to struggle with a broken tooth and another one badly cracked.”

“Problems encountered by not being able to access a chiropodist.”

“I just feel sad, or anxious some of the time and it’s hard to cope with the corona virus and all the school work is piling up on me, but its fine I guess. I just want to go back to school.”

“It is surprising how many other students/peers have been happier and less stressed at home compared to at school.”

“Little help for self-employed who have been out of work for a month already with no help.”

“Anxiety of the people I live with when I return to work as we all feel it is unsafe to do so.”

## Appendix 1 - COVID-19 Survey Form: Health and Wellbeing during COVID-19

### Tell us about your experiences

The impact of COVID-19 is being felt across every aspect of the day-to-day life of individuals and families living and working in East Sussex.

As the local independent watchdog for health and care services, Healthwatch East Sussex will use this information to better understand the current situation and feedback messages to service providers to help them with their delivery.

We particularly wish to learn about:

- The impact that 'social distancing' may be having on you and your household
- Your experiences of using health and care services since the COVID-19 outbreak
- The clarity of information and advice, both for COVID-19 and the services that may have been affected since the outbreak began

### Completing the survey

Please spare some time to tell us how the changes brought about by the COVID-19 outbreak have affected you and your family, or someone you provide care or support for on a regular basis.

Please return hard copies at no cost to:

**Healthwatch East Sussex**  
Freepost RTTT-BYBX-KCEY  
Healthwatch East Sussex  
Greencoat House  
32 St Leonards Road  
Eastbourne  
East Sussex  
BN21 3UT

To complete the survey online please go to [healthwatcheastsex.co.uk/covid19survey](https://healthwatcheastsex.co.uk/covid19survey)



### Support in completing the survey

If you would like assistance in completing this survey, require it in a different format or wish to complete it with a member of our staff over the phone, please contact us via

[enquiries@healthwatcheastsex.co.uk](mailto:enquiries@healthwatcheastsex.co.uk) or call 0333 101 4007 (Mon - Fri, 10am - 2pm)

### Your information

The information you provide will be kept securely, not be used to identify you in any way and will only be used for the purposes you have consented to in line with our privacy and data protection policies which you can view here:

<https://healthwatcheastsex.co.uk/privacy-policy/>

## About You

1. Please tell us where you live:

Eastbourne Borough	Hastings Borough	Lewes District	Rother District	Wealden District	Outside East Sussex

2. How old are you?

Aged 18 or under	Aged 19 to 34	Aged 35 to 49	Aged 50 to 69	Aged 70 or over

3. To which gender identity do you most identify?

Male		Other	
Female		Prefer not to answer	

4. Please tick all of the following that apply to you:

Have an existing health condition	
Are pregnant	
Have received a letter/text from my GP telling me I am extremely vulnerable to COVID 19	
Have received an emergency food parcel	
Are someone who has personal caring needs	
Are someone who has caring responsibilities	
None of the above are applicable to me	

## Your experiences of COVID-19 and self-isolation

Many people have been spending more time than usual in their home in response to the COVID-19 outbreak. We would like to understand how this has felt for you and your household.

5. What has been the greatest impact of COVID-19 restrictions and social distancing on your daily life?

6. What are your three main concerns currently?

1.
2.
3.

7. Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak?

	More often	About the same	Less often	Not applicable
Eating fruit and vegetables				
Smoked tobacco				
Engaged in physical activity				
Ordered fast food or takeaways				
Experienced feelings of FOMO (Fear of Missing Out)				
Had good quality sleep				
Consumed alcohol				
Connected with people virtually				
Felt lonely				
Used social media				
Felt anxious about the future				

8. Please identify **your** current levels of anxiety in relation to the following:

	Very anxious	Slightly anxious	No anxiety	Not applicable
Getting food that meets my needs				
Impacts on family or friends outside my household				
Childcare and schooling				
Catching COVID-19				
Becoming seriously ill from COVID-19				
Work tasks (even if job is safe)				
Finances (e.g. income, utility bills, banking)				
Future plans (e.g. holidays or events)				
Friends or family in my own household				
Obtaining medication or prescriptions				
Treatment for ongoing medical condition				
Boredom				
Own safety/security				
Losing job/unemployment				
Personal relationships				
Internet access				
Pets (if applicable)				

9. Has self-isolation led to any unforeseen benefits or positive outcomes for you or members of your household?

*Examples may include greater time with family, taking up new interests etc.*

10. Have you had any concerns about your emotional or physical wellbeing during the COVID-19 outbreak?

I have concerns and have sought help and support	I have concerns, but haven't sought help or support	I don't have any concerns and haven't sought help or support

Have any factors made it challenging to seek help or support?

If applicable, please provide examples of the support or help you have received and how this has benefitted you

11. Overall, how do you feel you are coping with the COVID-19 crisis currently?

Coping well	Coping fairly well but some worries	Having some difficulty with coping	Not coping well at all

Please tell us about anything that you feel you are having difficulty in coping with

12. What are you or members of your household most looking forward to doing when the COVID-19 restrictions and social distancing come to an end?



## Your experience of health and care services

13. Are you currently receiving any medical treatment or care for conditions **not** related to COVID-19?

Yes	No

14. Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic?

*For example, through cancelled operations, difficulty obtaining prescriptions or making appointments?*

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable

If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

15. Have you experienced any changes or disruption to your social care due to the COVID-19 pandemic?

*For example, visits from care workers, access to residential or nursing care homes, etc.*

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable

If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

16. If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you?

Please tick one answer only

It met my needs, and I would be happy to use it as my main means of using this service in the future	
It met my needs, but I would prefer to see someone face-to-face in the future	
I didn't feel that it met my needs, and wouldn't wish to use it again	
I used it, but neither liked or disliked the experience	
Not applicable - I haven't used a service in this way	

Please explain your answer

17. How confident do you currently feel about accessing health or care services for any treatments or worries that are **not** COVID-19 related?

Very confident	Quite confident	Unsure	Not confident at all

Please explain your answer

### Information and advice

18. Which single source of information has helped you **the most** in understanding the government's advice and guidance during the COVID-19 pandemic?

Please tick **one** answer only

Governments daily TV briefing	
Other TV programmes	
Newspapers	
Radio	
Social media (Twitter, Facebook etc.)	
Advice from a health or care professional	
Word-of-mouth	
Website (please specify)	
Other (please specify)	

19. How easy have you found it to **find, understand** and keep yourself **up-to-date** with the government’s advice and guidance during the COVID-19/coronavirus pandemic?

	Very Easy	Easy	Difficult	Very Difficult
Finding information				
Understanding information				
Working out what is government advice and what isn’t				
Keeping up-to-date with advice				

Please tell us more about your experiences in accessing advice and guidance, especially any difficulties you have had

20. Which issues, if any, have you found it difficult to get clear information or advice about?

*Please tick all that apply*

The symptoms of COVID-19	
Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)	
Changes to the health care services I usually access. (e.g. GP practice, outpatient appointments, community nursing visits)	
Changes to the social care support I usually access (e.g. care visits at home, residential, nursing or respite care homes)	
Managing existing health conditions	
Accessing dental services	
Accessing prescription medications	
Accessing help in my local community (e.g. getting groceries or picking up medication)	
Not applicable - I feel I have and understand the information I need	
Other (please specify):	

21. How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19?

Very confident	Quite confident	Unsure	Not confident at all

If you are Unsure or Not confident at all, please share any concerns with us

### Other comments

22. Are there any other issues related to the health or wellbeing of you or your family that you would like to bring to our attention?

These may or may not relate to COVID-19.

### Tell us more

If you wish to tell us more about your experiences of health and care services, or perhaps want to work with us as a volunteer on our various projects then please contact us.

### Support and Guidance

If you or your family have any concerns about your wellbeing or questions about health and care services during the COVID-19 outbreak, then please contact our Information and Signposting Service via the details below.

Remember you can tell us about your experiences of health and social care services at any time via the Feedback Centre on our website.

To find out more about Healthwatch East Sussex, please go to [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk) or contact us.

 0333 101 4007

 Healthwatchesussex

 enquiries@healthwatcheastsussex.co.uk

 @HealthwatchES

## Appendix 2 - Young People's Health and Wellbeing during COVID-19

### Tell us about your experiences

COVID-19 (Coronavirus) has led to lots of changes to young people's lives recently.

This has often meant staying at home, not going to school, college or work, and not seeing friends and family face-to-face.

At Healthwatch East Sussex we want to hear from young people between 11 and 18 years of age about their experiences, including:

- How you have spent your time?
- What you have liked or disliked?
- Anything you are worried about
- Any changes to services that have affected you

There are no right or wrong answers to the questions in this survey, we want to know what you think and feel.

We will use the findings to let others (like schools, doctors, social care, mental health support) know how young people are doing at the moment.

### Completing the survey

To complete the survey online please go to:

<https://healthwatcheastsex.co.uk/covid19surveyforyoungpeople/>

If there is a question you do not understand, please ask someone to help you.

If you would like assistance in completing this survey or wish to complete it with a member of our staff over the phone, please contact us via [enquiries@healthwatcheastsex.co.uk](mailto:enquiries@healthwatcheastsex.co.uk) or call 0333 101 4007 (Mon - Fri, 10am - 2pm)

The closing date for the survey is midnight on **Sunday 7<sup>th</sup> June 2020**.

### Your information

Your answers are confidential, we do not ask your name. If there is a question you do not want to answer, please leave it blank.



This survey has been developed in collaboration with the East Sussex Youth Cabinet.

## About You

1. I am:

Completing this survey about myself	A parent/carer completing this survey on behalf of someone aged 11-18

2. Which village or town do you live in or closest to?

3. How old are you?

11	12	13	14	15	16	17	18

4. I am:

A boy	A girl	Other	Prefer not to say

5. Please tick any of the following that apply to you:

I live with my parent(s)		I receive free school meals	
I live with a family member		I am a carer for a family member	
I live with a [foster] carer		I have a social worker	
I live somewhere else		I have an Education, Health and Care Plan	

## Your experiences of COVID-19 and social-distancing

The COVID-19 outbreak has often meant staying at home for long periods, not going to school, college or work, and not getting to see our friends and family face-to-face. This is called 'social-distancing'.

6. What has been the greatest impact of 'social distancing' on your daily life?

7. What are your three main concerns at the moment?

1.
2.
3.

8. Have you done any of the following more or less often than usual since the COVID-19 outbreak began at the end of March (2020)?

	More often	About the same	Less often	Not applicable
Eating fruit and vegetables				
Smoked tobacco				
Engaged in physical activity				
Eating fast food or takeaways				
Experiencing feelings of FOMO (Fear of Missing Out)				
Had good quality sleep				
Consumed alcohol				
Connected with people virtually				
Felt lonely				
Used social media				
Felt anxious about the future				

9. How much do you agree or disagree with these statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I enjoy being with my family					
My family gets along well together					
I feel safe at home					
I have someone to talk to in my family when I have a worry					
I have someone to talk to outside my family when I have a worry					
When I want to be alone I can have privacy					
I am happy with the friends I have					
I feel supported by my friends					
I think my parents/carers worry about not having enough money for our family					

10. Overall, how do you feel you are coping with the COVID-19 crisis currently?

Coping well	Coping but have some worries	Having difficulty coping	Not coping well

Please tell us what you feel you are having difficulty in coping with

11. What have you enjoyed most about spending more time at home?

*Examples may include greater time with family, taking up new interests etc.*

12. What are you most looking forward to doing when the COVID-19 restrictions and social distancing come to an end?

### Your experience of health and care services

13. Are you currently receiving any medical treatment or care for conditions **not** related to COVID-19?

Yes	No

14. Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic?

*For example, through cancelled operations, difficulty obtaining prescriptions or making appointments?*

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable

If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you



15. If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you?

Please tick **one** answer only

It met my needs, and I would be happy to use it as my main means of using this service in the future	
It met my needs, but I would prefer to see someone face-to-face in the future	
I didn't feel that it met my needs, and wouldn't wish to use it again	
I used it, but neither liked or disliked the experience	
Not applicable - I haven't used a service in this way	

Please explain your answer

## Information and advice

16. How easy is it to understand what is happening during the COVID-19 outbreak?

Very Easy	Easy	Difficult	Very Difficult	Don't know

17. How do you get **most** of your information about the COVID-19 outbreak?

*Please tick one box only*

Parents/Carers/Family	
Friends	
Teachers	
Health or care professional (e.g. doctor)	
Newspaper	
TV	
Radio	
Website (please tell us which one)	
Social Media (please tell us which one)	
Other (please tell us which one)	

18. How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19?

Very confident	Quite confident	Unsure	Not confident at all

If you are Unsure or Not confident at all, please share any concerns with us

### Other comments

19. Are there any other issues related to the health or wellbeing of you or your family that you would like to tell us about?

These may or may not relate to COVID-19.

### Advice and Support

If you are aged under 18 and have any concerns about your personal wellbeing or safety, then please seek independent help, advice and support from Childline.

Contact Childline on 0800 111 (at no cost) between 9am and midnight, 7 days a week.

### Contact Us

If you or your family have any questions or concerns about health and care services, then please contact Healthwatch East Sussex's Information and Signposting Service via the details below.

 0333 101 4007

 Healthwatchesussex

 enquiries@healthwatcheastSussex.co.uk

 @HealthwatchES

## Appendix 3 - Acknowledgements

Healthwatch East Sussex is very grateful for the assistance provided by partners in sharing and promoting both of its COVID-19 surveys. These included, but were not restricted to:

- Action in rural Sussex
- AgeUK East Sussex
- Bexhill Food Bank
- Bexhill Patient Participation Group and Primary Care Network
- Care for the Carers
- eDEAL
- Eastbourne Borough Council
- East Sussex Community Voice Board members
- East Sussex County Council
- East Sussex Healthcare NHS Trust
- East Sussex Town and Parish Council's
- East Sussex VCSE Alliance Development Group
- East Sussex Youth Cabinet
- Federation of Small Businesses
- Fulfilling Lives
- Hailsham Food Bank
- Hastings Borough Council
- Hastings Direct
- Hastings Voluntary Action
- Healthwatch Advisory Group Members
- Landport Food Bank and Cafe
- Let's Do Business Group
- Lewes District Council
- MacMillan Horizon Centre
- Memory Lane Dementia Group (Eastbourne)
- Muslim Women's Coffee Group
- Rother District Council
- South East Local Enterprise Partnership (SELEP)
- St Peter and St James Hospice

- St Wilfrid's Hospice
- Stagecoach
- Sussex Clinical Commissioning Group(s)
- Sussex Community Development Association
- Sussex Community NHS Foundation Trust
- Sussex Partnership NHS Foundation Trust
- Sussex Police
- Uckfield Food Bank
- Warming Up The Homeless
- Wealden District Council
- 3VA