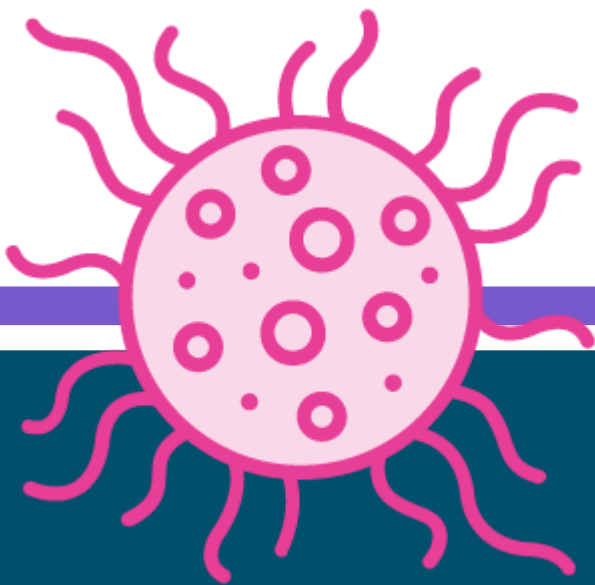


**The Trafford Healthwatch 100**

# **COVID-19 in Trafford: 2021 update**

Our second report looking at  
the experiences of health  
and social care services  
during the period of the  
coronavirus pandemic  
in Trafford



March - July 2021  
Published October 2021

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## Acknowledgements

We would like to thank all those that took part in the survey on COVID-19 and vaccines. The details shared have been carefully considered even if all cannot be included in the report.

Our volunteers have been very supportive during the ongoing pandemic. We appreciate their continued support, input, and advice in shaping this work during unprecedented changes.

## Introduction

In November 2020 we published a report on the effects of COVID-19<sup>1</sup> on local health and care services during the first year of the pandemic. We also focused on how people's lives were more widely affected due to the unparalleled way that COVID-19 affected society as a whole.

Since then, we have worked with other offices in Greater Manchester on the regional effects of COVID-19, and a summary of all our work can be found online for extra context<sup>2</sup>.

Much has happened since the initial report, with lockdowns behind us and the vaccine programme ongoing for some time now. Healthwatch Trafford has continued to monitor the effect of COVID-19 on services and ran a follow-up survey to our initial work between March and July 2021. This report summarises those findings.



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<sup>1</sup>Healthwatch Trafford 2020 *Experiences of health and care in Trafford during the COVID-19 pandemic* <https://healthwatchtrafford.co.uk/wp-content/uploads/2020/11/HW-Trafford-Covid-report-Final.pdf> (accessed August 2021)

<sup>2</sup>Healthwatch in Greater Manchester 2021 *COVID-19 in Greater Manchester* <https://healthwatchtrafford.co.uk/wp-content/uploads/2021/06/HW-IN-GM-COVID-REPORT-FINAL-VERSION-16-06-21.pdf> (accessed October 2021)

## Summary

This report looks at people's continued experiences of COVID-19 in Trafford and the impact on health and care services. We additionally included questions on vaccines as during this period the vaccination programme became a prominent issue.

This report is based on the analysis of responses to our survey 'Your experiences of services and vaccines in Trafford'. The survey was open to the general public.

Any findings from this work will be shared with the appropriate channels in the Local Authority and Trafford Clinical Commissioning Group.

The final report will be available on our website, to local partners, and to members of our mailing list.

## About this study

A survey was created and made available online through Survey Monkey. The survey opened on 8<sup>th</sup> March 2021 and closed on 10<sup>th</sup> July 2021.

The survey was promoted using our distribution list and went out to Healthwatch Trafford 100 members. Social media was used to increase reach and boost responses.

The total number of responses to the survey was 110.

The total responses addressed in this report is 110.

*The comments in this report are presented as verbatim, unless there is a clear mistype in the comment. At times quotes have been shortened indicated by use of '...'*

## Key findings

### Who does this concern - demographic overview

- Most respondents were women of a White British or other White background. This is similar to our initial COVID-19 report.
- Roughly half of respondents were from the 45-65 age group, with the other half aged 66-79. Unlike our previous report, we did not have anyone from the under 17 age group.
- Each of the four areas of Trafford (as defined by Trafford council) were represented. Most respondents were from the West, Central and South areas, and North Trafford had the fewest responses of the four areas.

### Finding one - had people accessed services?

- As before, a significant number had tried to access services during the pandemic.
- The largest reason for not accessing services was feeling it was unnecessary, which once again matches our previous findings.

### Finding two - which services were commented on

- GPs, dentists, and hospital outpatients were commented on most. This mirrors our earlier report, but dentists and outpatients changed places for 2<sup>nd</sup> and 3<sup>rd</sup> most mentioned.

### Finding three - how had services reacted during COVID-19?

- We heard about ongoing missed appointments across all services, with people not always being seen.
- People told us services were responding as best they could. This work took place later in the pandemic when plans had become more established.
- GPs use of telephone and video continued to be welcomed as an effective way to maintain services during the pandemic. This matched what we heard last.
- We heard that dentists were having to restrict which treatments they could offer. On the other hand, there were instances of good, personalised responses too.
- Across a range of areas people had noticed the new safety measures in place and generally welcomed them.

### Finding four - awareness of hubs for support during COVID-19

- People were more aware of the Community Hubs within Trafford compared to our last report; in this study it was half of respondents.

### Finding five - access to information

- GP surgeries, social media, television, friends, and family were the top sources of information.

#### Finding six - mental health effects

- Most people said their mental health was unaffected by the pandemic, though there was a significant portion that said it was slightly worse. In our previous report on COVID-19 people were more likely to say slightly worse.
- In the comments on this topic people talked about missing socialising, anxiety, and feeling generally negative. There were also those that said there had been no impact on them.

#### Finding seven - vaccines

- Vaccines were a new topic in this report. We found generally strong support for taking the vaccine, with many respondents having already received it.
- A key reason people wanted the vaccine was to prevent catching COVID-19 and slow it's spread. There was also support for returning society to 'normal' through use of the vaccines and by protecting health services.
- We did also receive a small number of comments outlining concerns about the vaccine.

## Recommendations

This report is a follow-on to our previous work and in general we do not have any additional recommendations for services.

- One area which was new in this report is attitudes towards vaccines which we found to have high support and take-up.
- Notably, this project received responses from one specific demographic and so we would encourage continued engagement with residents from all communities on the benefits and conditions for getting vaccinated.
- Information should continue to be updated and widely disseminated as the situation changes as noted in the GM covid report "We would urge authorities to keep patients periodically aware of where they sit on the waiting list so that they can develop coping strategies. Residents will also wish to know how priorities for treatment (beyond urgent referrals) are formulated. A good example of this was developed in relation to the vaccination programme and may be a way forward? The need for transparency will be vital."<sup>3</sup>

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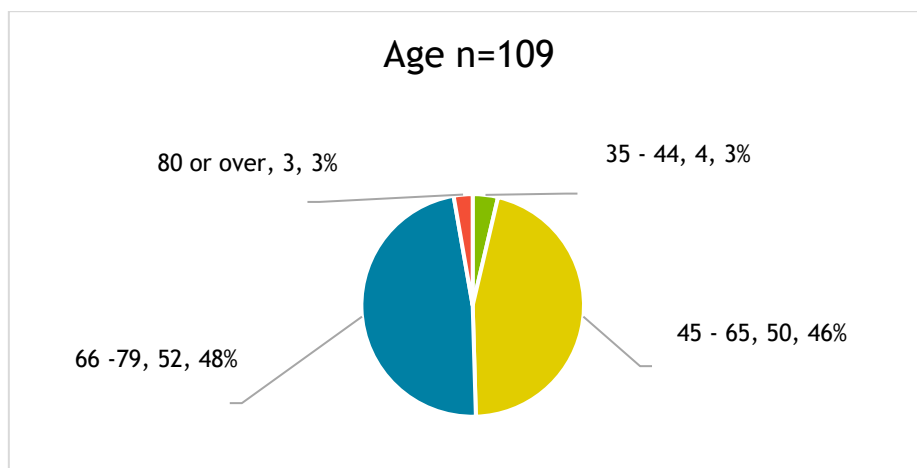
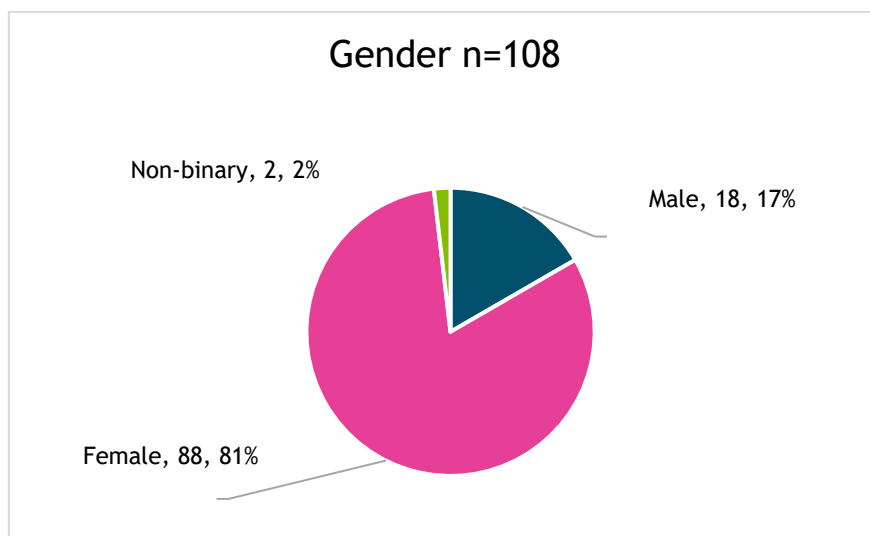
<sup>3</sup> Healthwatch in Greater Manchester 2021 *COVID-19 in Greater Manchester* <https://healthwatchtrafford.co.uk/wp-content/uploads/2021/06/HW-IN-GM-COVID-REPORT-FINAL-VERSION-16-06-21.pdf> (accessed August 2021)

# 1. Demographic overview

The demographics for the survey are included to give a better idea of who we heard from through this research. We put in place several structures to achieve a representative sample of people, using open questions and clear language, publicising across a variety of channels, and keeping the survey open for a sustained length of time.

Nevertheless, due to the limitations of our reach and unknown factors - such as people choosing not to take part when they came across the survey - the sample does include a greater proportion of women than men. We typically hear from about 75% women and 25% men, so in this survey we heard from fewer men than usual.

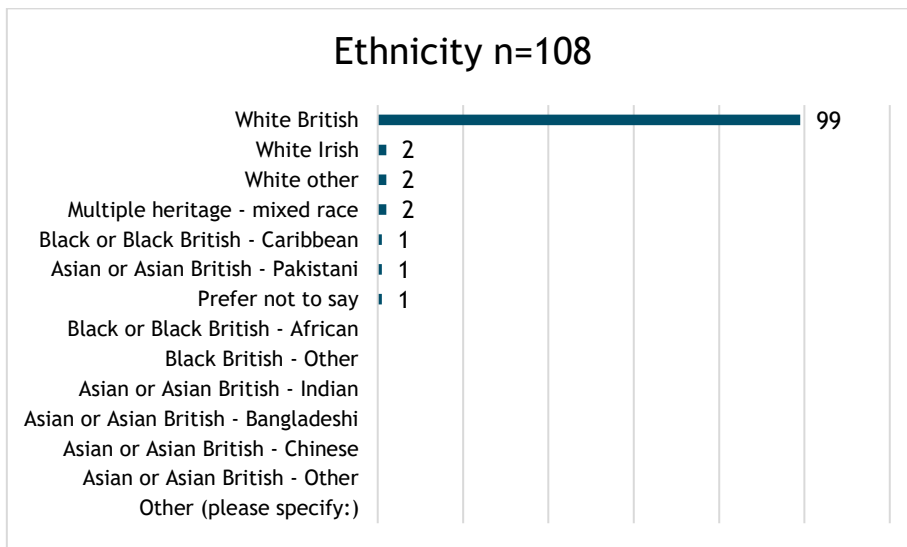
We usually find respondents also tend to be older members of the population, though the age range for this project was quite wide with 94% between age 45-79.



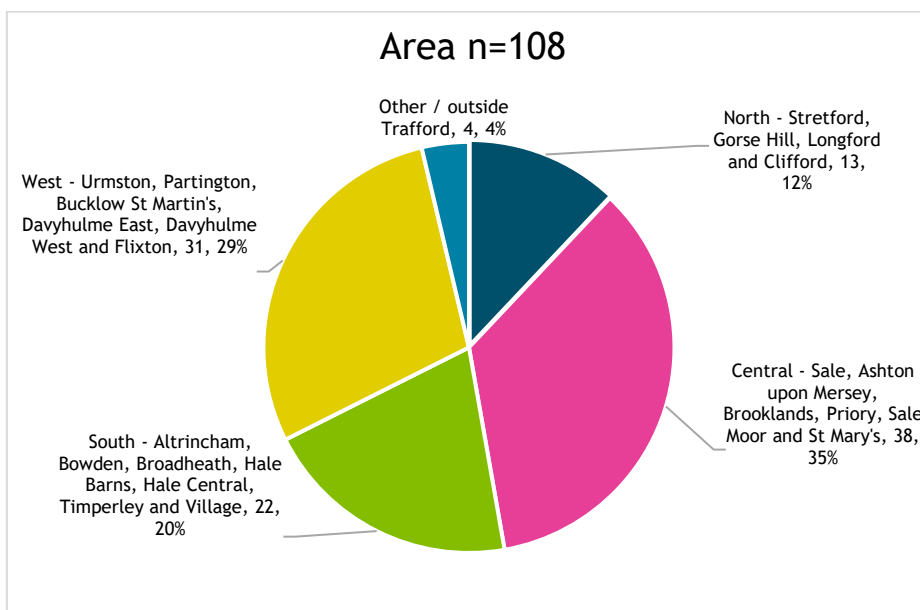
The respondents largely identified as White British, White Irish, or White Other. This does not exactly match the proportion found in the 2011 Census (explored in the Trafford JSNA<sup>4</sup>), which would indicate closer to 85.5% White background and 14.5% from ethnic minority groups. We

<sup>4</sup> Trafford Council JSNA webpage <http://www.traffordjsna.org.uk/About-Trafford/Key-demographics/Ethnic-groups.aspx> (accessed August, 2021).

have also since taken steps to improve representativeness, such as the previously mentioned work in North Trafford.



A good proportion of participants were from Trafford itself; only 4% reported to live outside the area. In this survey we had fewer responses from those living in the North Trafford area than others. We have since taken steps to address this imbalance in future projects and have published an in-depth report on the North area itself.





## 2. Access to services

A vital area to explore was how the COVID-19 pandemic had affected access to health and care services. People were asked if they had accessed health and care services and to tell us which ones. The reasons why people did not access services were also explored, to see if COVID-19 was a factor.

Have you tried to access health or social care services during the recent period of the COVID-19 pandemic? (October onwards)?

Total 109 responses.

- Yes - 88 (81%)
- No - 21 (19%)

The results suggested people had continued to access services during the COVID-19 pandemic.

Is there a particular reason you have not tried to access services?

Total 22 responses.

- No reason - 14 (64%)
- Service too busy - 5 (23%)
- Service not right - 2 (9%)
- Other - 1 (4%)

The main reason for not accessing services was that people felt they had no need to. This mirrored our findings in the initial COVID-19 report published last year.

For context, the 'service too busy comments' suggested some felt COVID would either prevent them being seen.

- "Service too busy."
- "Thought gps would be too busy."
- "Having an arthritis problem and only phone /photo type appts avail, felt it's pointless. If I needed a hospital appt for my knee I wouldn't get one anyway, so putting up with the pain increasing painkillers till covid issues settle down. The surgeries have enough on their plate at the minute."
- "Covid only NHS so will not see me."
- "No point you can't [get] seen by your dr, easier to ask friends or the [pharmacists]."

Was COVID-19 a factor in your decision not to access services, if so please state why you felt this? If possible, let us know the name of the service.

Total 18 responses.

- No - 11 (61%)
- Yes - 6 (33%)
- Other - 1 (6%)

While the majority did not feel COVID-19 was the main reason not to access services, the selection of comments from those whose decision was influenced by the pandemic suggests they thought services might be too busy.

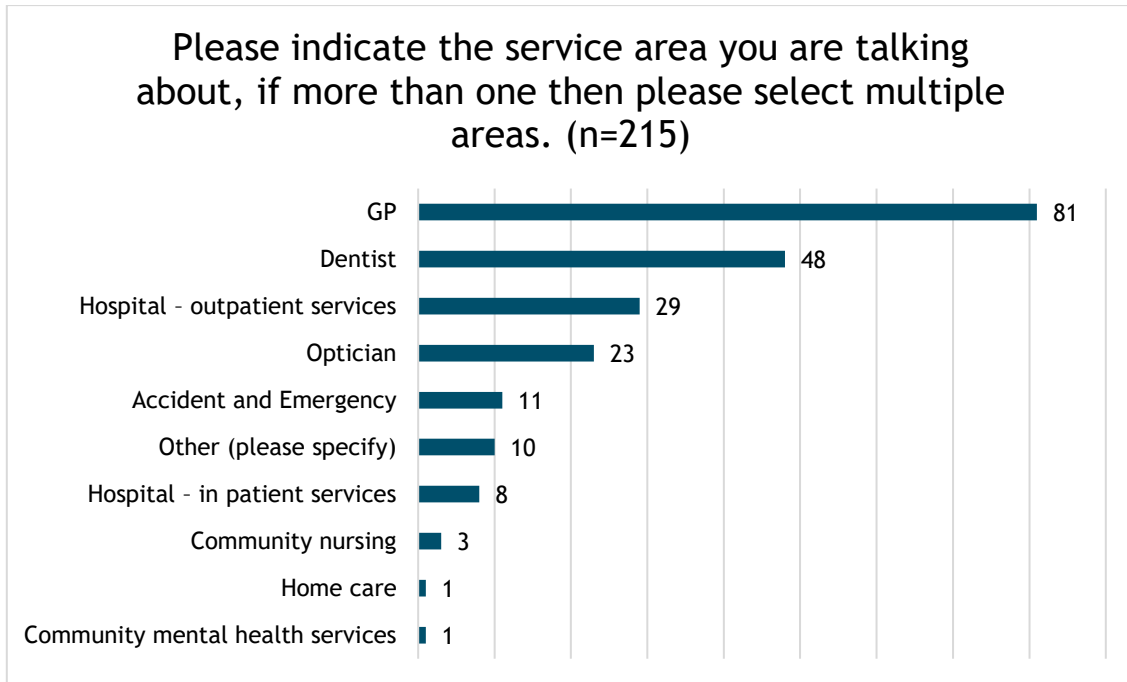
‘Yes’ related comments.

- “I am a patient at the diabetes centre at Trafford general hospital. I have not attended for almost 2 years because I have not been sent an appointment. I have not chased this up because I am well and thought that the clinic had been suspended due to COVID”
- “As above assumed gps n staff too busy dealing with covid.”
- “Keeping away from drs surgery as per previous answer.”
- “I would like vaccine info but am researching myself as too basic info off NHS on facebook to reassure me.”
- “Yes, you cannot see a dr at my surgery, you have to full in an askmygp and then they phone you, but not always the Dr you asked to speak to.”
- “Doctor appointment delayed due to seemingly non-urgent nature plus keeping well away from people.”

### 3. Using services

We gave people a variety of popular service areas to choose from as well as allowing flexibility should they wish to add their own.

Three service areas were mentioned in particular: GPs were the most commented on with 81 mentions out of 215, followed by dentists and hospital outpatient services. These were the same top three areas mentioned in our initial COVID-19 report.



### 4. How have services adapted during COVID-19?

People were asked to explain how services they had used responded to COVID-19. We looked at what had been done well and what could be improved during the period after our initial COVID-19 report.

A summary of quotes is presented to illustrate the type of experiences we heard about. The comments are grouped into the following service areas: GP, hospital inpatient, dentist, community nursing, hospital outpatient, home care, optician, community mental health, accident and emergency, and other.

Some of the other key areas people mentioned regarding adaptation and response to COVID-19 included: physiotherapy (including private), continuing health care, pain clinic, and podiatry (including private).

# HOW HAVE PEOPLE RESPONDED?

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## GPs

As we heard in our previous report, GPs continued to be affected during the period of our second survey. This meant most people were having telephone or video appointments. In general responses were positive about the ways GPs had been working during this time. There was also positive comment on AskMy GP or other remote systems.

- *“The GP did ring back as promised & had clearly read my notes prior to my call.”*
- *“From initial telephone call with reception to getting call back from GP was excellent.”*
- *“Ask my GP service is responded to quickly.”*
- *being able to get a face to face GP appointment.”*

On the other hand some continued to be unhappy with the changes caused by the COVID-19 pandemic.

- *“Having to complete repetitive equestionnaire instead of*
- *“Need to get back to face to face you put off things that you know you should go with but having to go through ask my gp and then wait for a call it puts you off.”*
- *“I haven't had a HRT review (which basically consists of just a quick, routine blood pressure check) since Sept 2019. I rang to order more HRT pills and was told I needed a review - I said I would attend but was then told they weren't issuing such appointments at that time - February 1st 2021. The doctor then rang me and suggested I buy a blood pressure monitor...”*

## Opticians

People were generally positive about opticians, considering during the project more businesses were allowed to open appointments were possible.

- *“Been able to access no problems.”*
- *“Excellent mitigating measures and reassured by optician.”*
- *“Protocols in place but no problems.”*
- *“Very safe access & treatment at height of pandemic.”*
- *“Been good test and emergency repairs for children done efficiently .”*

## Community mental health

We only had one comment on this area. The respondent was not happy about the care they had received, however we did not gather more detail about the exact department or service.

- *“Hardly anyone really cares about mental health, it's all Covid this and Covid that.”*



# Dentists

In our previous report dentists were mainly closed due to the pandemic. During this project treatment and checkups were beginning again, though people were still noticing variation in what could and could not be done.

- *“No routine appointments but emergency care readily available. Routine check ups restarted as soon as possible.”*
- *“Will not do fillings or other work.”*
- *“Service ok once I got an appt- paying £5-£40 for ppe (as a denplan patient) wasn't good.”*
- *“no water [hygienist] just hand scale.”*

There were noticeably more positive comments in this project compared to during the pandemic, with people happy when services resumed and also with the measures being taken to ensure safety.

- *“Provided excellent service throughout. Appointments easy to book when required.”*
- *“Dentist gave his mobile no. for emergencies and I got to see him promptly. Had to undergo a treatment plan with dentist and hygienist and felt very safe in the environment.”*
- *“Extremely well organised.”*
- *“Once routine checks and treatments resumed in after June 2020 these were carried out in a efficient and a safe environment.”*

# A&E

Overall people reported A+E to be operating in a similar way to usual.

- *“Excellent. No waiting and very efficient.”*
- *“Dealt with at Wythenshawe very quickly with no problems.”*

There were some changes noticed due to the pandemic.

- *“Service not affected once in dept. It feels Covid safe.”*
- *“Unable to use in the normal way... Understood my anxiety about coronavirus.”*

On the other hand there were two comments related to NHS 111 which suggested people were not happy when told to go elsewhere.

- *“Should be able to turn up to the A&E nearest to your home not one the 101 service sends you.”*
- *“Would normally go to Wythenshawe but 111 sent me to the MRI.”*

# Home care

We only had one comment on this area which was not very detailed. The respondent was no happy with the service, but there was no further detail than the below.

- *“Badly. - To many departments.”*

# Hospital inpatients

People had noticed the new COVID precautionary measures in place as well as the reduction in visitors for in-patient services.

- *“All very covid safe masks ect.”*
- *“Limited visiting. Ward round via telephone.”*
- *“Testing patients and putting them in separate rooms before putting them in rooms with others .”*
- *“No visitors.”*

# Community nursing

In our previous project on COVID 19 we only received a small number of comments about this area. Once again we heard from a small number of people. Two of the respondents were happy with the service:

- *“Very good.”*
- *“They visited after a hospital visit . Good.”*

One respondent had noticed negative changes during the period of the pandemic:

- *“Has not come on several occasions.”*

# Hospital outpatients

Comments showed a mixed picture for out patient services. However this is a very diverse area of services and we did not always hear exactly which area was being referred to. We received many positive comments such as:

- *“No problem booking appointments for blood tests.”*
- *“Managed excellent safety protocols.”*
- *“Had two blood tests and telephone consultations COVID safe and keeping on top of my health.”*
- *“All good Trafford General was excellent.”*
- *“Seen more quickly.”*
- *“Great care.”*
- *“Great service telephone and video appointments.”*
- *“All well organised and safe.”*
- *“Less waiting, more efficient.”*

On the other hand we also heard:

- *“I have had no contact with the diabetes clinic at all. At the least they could have called patients by phone to check if they were ok.”*
- *“Hearing aid- had batteries and new hearing aid parts sent by post to change them myself.”*
- *“Have been start stop difficulty getting follow up appointments.”*
- *“Could have kept orthopaedic appointments open even if via phone or video.”*





## 5. Awareness of Community Response Hubs

Our previous report offered this context on COVID support hubs:

*“Hubs were set up by local authorities to assist people in need during the early stages of the COVID-19 pandemic. A phone line was made available for people to request help. The physical locations for the hubs were spread across Trafford. Further details are available at the Trafford Council website (<https://www.trafford.gov.uk/coronavirus/home.aspx>).*

*When COVID-19 cases began to rise there was a national lockdown. Health services such as hospitals faced pressure due to increased numbers of patients. During this time some people found it difficult to access food, perhaps due to shielding themselves, or concern about going to busy places. Hubs were able to deliver food to individuals in need, and at times volunteers would also undertake medication deliveries. General support was also available through the hubs.”*

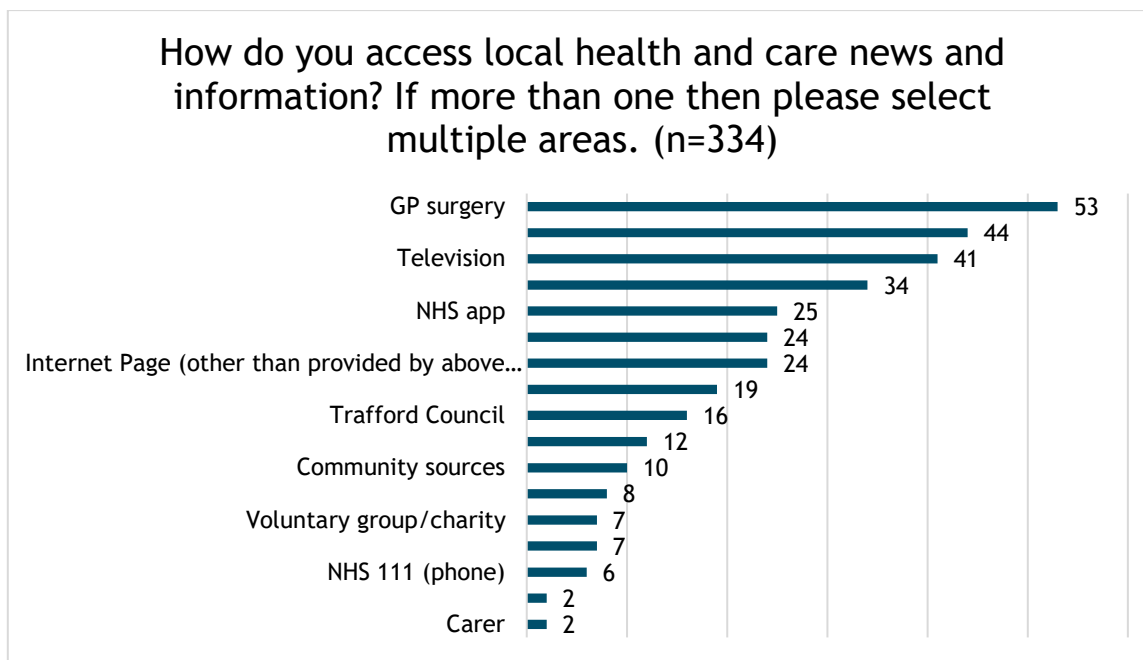
Despite COVID-19 hubs being promoted, respondents in our 2020 report were not aware of them. At that time, we found 30% were ‘not at all aware’ and 25% ‘somewhat aware’ (total responses 246). We also found that most people had not tried to access COVID-19 hubs (71%, total responses 246).

In this project we asked again whether people had heard of COVID-19 hubs, to check if there had been any change over time. We found awareness had increased; 49% said ‘yes - heard of them’ and 51% said ‘no - not heard of them’ (total responses, 93). As the respondents in this survey may be different to the respondents in our original, the findings are not directly comparable but do give an indication that over time there does seem to have been a general improvement in awareness.

## 6. Access to information

In our previous report we looked at how people access information on health and care, with a view to understanding which channels might work best. At that time, we found GPs, social media (such as Twitter/Facebook), television, friends and family, and the NHS app made up the top 5.

In this project we found the same channels formed the top 5 as before.



Our findings in this project therefore continue to reinforce the idea that GPs remain a popular route to communicate with people about health and care, and this has been particularly important during COVID-19.

## 7. Mental health

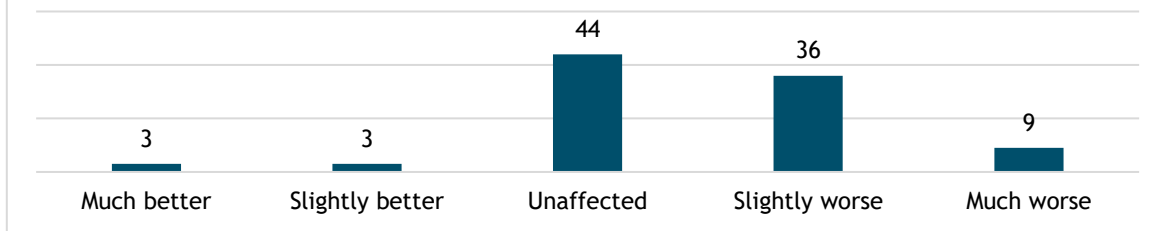
We wanted to find out about people's experience of mental health during the project. This was an area we had investigated during our previous project on COVID-19. During this time, more local services and businesses had reopened and the vaccine programme had begun.

In the previous project we found 28% of respondents were 'unaffected', with 49% saying they were 'slightly worse', and 16% saying their mental health was much worse (total responses 201).

We found a different overall sentiment around mental health this time around. 46% of respondents stated their mental health was 'unaffected', 38% said they felt 'slightly worse', and 9% were 'much worse' (total responses 95).

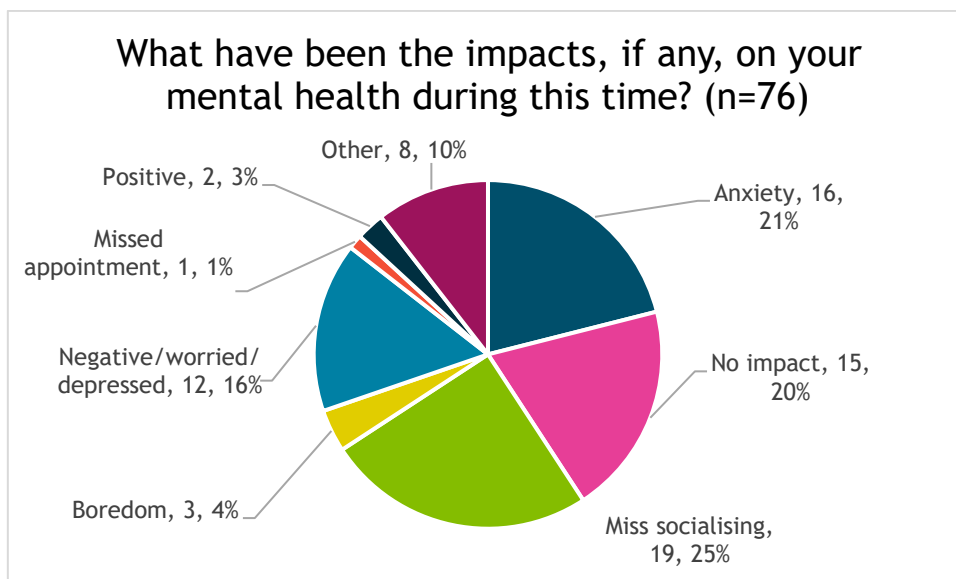


How would you describe your mental health overall during the COVID-19 pandemic, since October 2020? (n=95)



People were slightly more likely to select ‘unaffected’ in this survey than the previous one. Once again while the respondents are not the same and we cannot know the exact reasons for people’s selection, it is useful to have a general impression of people’s mental health.

We also asked, ‘what have been the impacts, if any, on your mental health during this time?’ to gather more detailed comments. The findings are summarised in the below chart.



Selected comments presented here expand on people’s answers.

Miss socialising:

- “I am shielding so miss my contact with various clubs I belong too.”
- “Not seeing grandsons or doing the normal things together - One is autistic (9) and relied on us before, it upsets me he has terrible mental issues now because we can’t do the handful of things he adores to do. I don’t think our Nanna /grandson relationship will recover.”
- “Feel sad at not being able to see family as they’re not local.”

### Anxiety:

- “Anxiety due to uncertainty on what is happening also media does not help”
- “Doing a proper lockdown. Put lots of weight on. Didn't talk with anyone for months. Trying to go for walk but can't do it when before could walk miles. All this make me anxious.”
- “I have become more anxious needing the support of my GP.”
- “I have suffered terribly with anxiety throughout and been very low.”

### Negative/worried/depressed:

- “Suffered from depression. No urge to complete tasks. Miss contact with friends and family.”
- “Stress [from] being in caring role with shielding family member and working frontline.”
- “Worry about myself and family feeling extremely emotional.”

### Positive:

- “Positively - less noise/traffic/time to think and catch up...”
- “Working from home has actually helped my mental health. I struggle with Seasonal Affective Disorder in winter and not having to drag myself out of the house early in the morning has been really beneficial to me. I can manage symptoms better at home.”

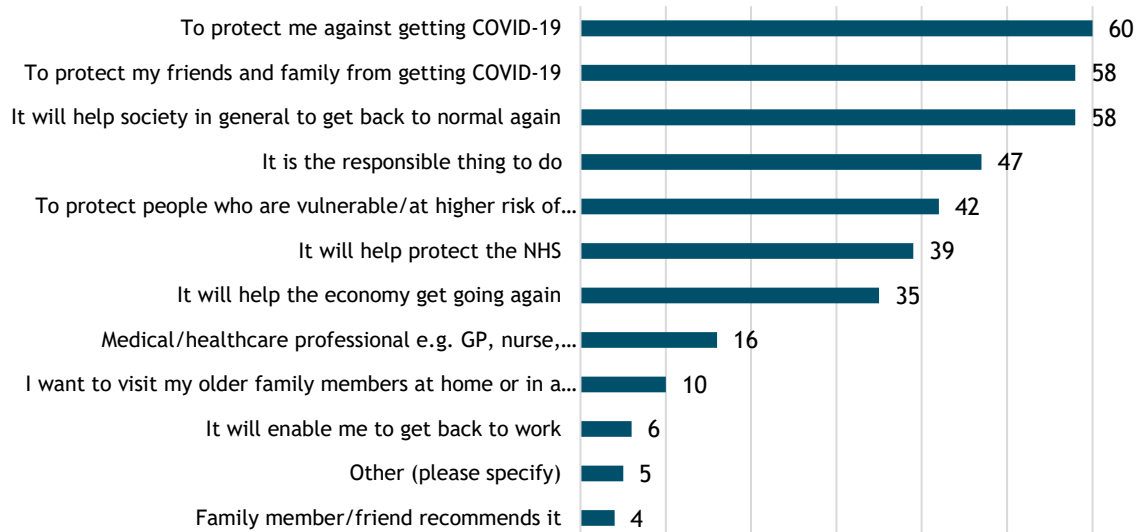
## 8. Vaccines

In this project we added a new question on COVID-19 vaccines: ‘If you were offered a vaccine against COVID-19, and at no charge through the NHS, how likely would you be to get vaccinated?’

We asked people on a sliding scale if they would be ‘very likely’, ‘somewhat likely’, neither likely nor unlikely’, ‘somewhat unlikely’, or ‘very unlikely’ to have the vaccine, or to say, ‘I have already had the vaccine’.

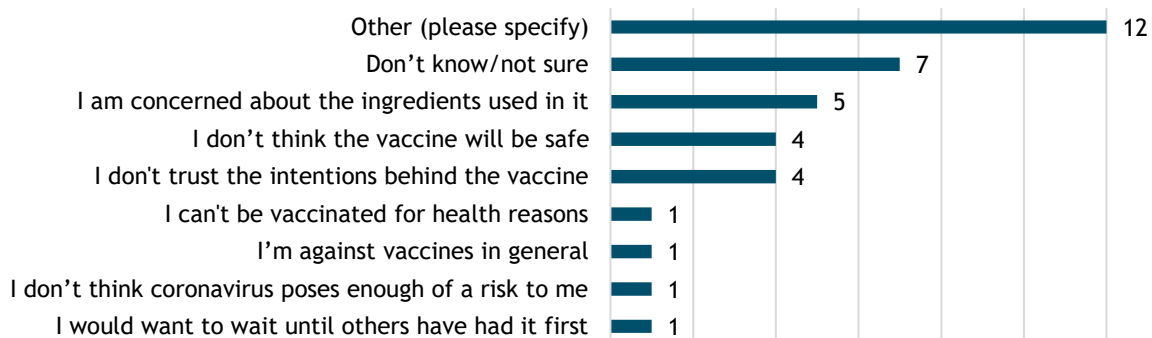
Responses were polarised around ‘very likely’ 42% (39) and ‘I have already had the vaccine’ 51% (47). Only 5% (5) of the answers were distributed between the other categories.

### If you do decide to get the vaccine what would be the main reason(s)? (n=380)



We also had a question exploring the decision to not to be vaccinated. The main reason seemed to be concerns over its safety or effectiveness.

### If you decide not to take the vaccine what would be the main reason(s)? (n=36)



Finally, in order to explore people's views more fully, we asked what people thought of COVID vaccines overall. These responses were then sorted into the following topics:

#### Feeling generally positive about the vaccine programme

- "Excellent delivery in my area. Cannot praise it enough."
- "I am in the vulnerable category and value the vaccination programme."
- "Just the NHS and the volunteers have done a fantastic job."

- “The process was quick and easy the centre was well organised with helpful friendly staff and volunteers. I only had a slight ache in the area of the vaccination for a couple of days.”

#### Wanting more people to be vaccinated

- “Keep going until everyone is jabbed.”
- “Need to get the all the adult population vaccinated asap.”
- “I think teachers should have it - my son is a teacher in a secondary school and has up to 250 teenagers daily in his class in and out for lessons - I would have been happy for him to [have] had mine as I can stay at [home] - he can't.”

#### Concerns about booking their vaccine

- “I have not received an appointment from my GP.”
- “It has not been smooth organising covid 19 vaccination from gp for some reason reluctant to organise even though frontline worker and gp had all this information. Most other colleagues had no problems one other had the same problem. I had to contact a vaccination hub to get 1st jab and 2nd I had to organise through the NHS website.”

#### A small number of concerns about having the vaccine

- “I've had it reluctantly because I feel if you don't you'll be a sort of social pariah and because I have a history of asthma.”
- “Sometimes the media make it scary.”
- “Safety concerns-not licensed...feel being forced to get it, not having it so probably be a prisoner in my own home if vaccine passports come in, totally depressing thought.”

## 9. Other

People were given the option of telling us any other concerns or issues they might have at the end of the survey. Most of the comments continued to be COVID-19 related.

#### GP practices

We had three comments about GP practices. Two of these focused on the need to open surgeries again. Throughout the pandemic GPs have been operating and offering services, either by telephone, video, or in person when there is particular need. However, it seems that some believe their practice was closed or were unhappy with this situation.

- “People need to see their GP.”
- “Get GPs back to work...”

There was also one comment outlining a negative experience for older patients at a practice, however the surgery was not named in this comment:

- “Only [thing that] didn't work well [was the] GP surgery. As [I] said reception staff needs common sense courses. When all the time elder people and most vulnerable people needs help my surgery didn't help.”

#### Positive - COVID related

We had eleven positive comments related to COVID and the local response.

Contrary to the negative comments about GPs, three comments spoke positively about The Life Centre, and one about the Davyhulme Centre praising them for their vaccination work.

Other positive comments about the vaccine focused more broadly on the appointment system or overall administration of the vaccine programme itself:

- “I have been very impressed with the way the vaccination programme has been managed. It was fair, efficient and impressive the way the medical professionals & volunteers handled everything in the crisis. I have never felt prouder of our NHS.”
- “I've had my first vaccination and hopefully will have my second soon. Looking forward to life getting back to normal.”
- “The process of getting both jabs was processed brilliantly by my centre.”

#### Concerns - COVID

People's concerns often focused on the organisation around vaccines and whether the right people were receiving appointments.

These comments were gathered at the earlier stages of the vaccine programme and at this time (October, 2021) the majority of those wishing to be vaccinated have now had two doses.

We hear from people about vaccine records. These should be available through the NHS app or on paper (<https://www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/>).

- “I have been vaccinated, I felt relieved and elated. I was vaccinated at a national vaccination centre. How do I know the information has migrated to my GP medical records. I am already been asked if I have been vaccinated. How can I prove [this]?”
- “I know of many under 40's who've had the jab after being invited - they have no underlying health issues and it's NOT for work purposes - only last week my friends daughter (whose 21) and lives in Trafford received a phone call advising due to her age she was invited to book the jab appt-she had it that same week. How can this be fair when teachers and police officers not receiving theirs?...”

- “I would like to know how/why I was missed - not contacted.”
- “There appears to be unfairness in who has received the job. I know of several younger people (I personally know of at least 6 within Trafford/Manchester area) with NO underlying health problems (or reasons to have it) ranging from 21 - 40 who were ‘called/invited to have their job ages ago (pre-March). My son who is 38 and a secondary school teacher spending every day with up to 250 teenage students in/out of his class is still waiting. One 21 yr old friend of ours actually questioned her surgery why she had been invited at her age (in Trafford) to be told their drs surgery we’re getting through their list quickly and her age was irrelevant!!!. How is that happening?”

### Concerns - general services

We heard a broader comment on podiatry services that a respondent felt should be available.

- “My main concern is the lack of [podiatry] service, I can't reach one foot and have to soak my feet for 2hrs and then rip off toe nails. [In-growing] toe nail on both feet very painful. I am an OAP and can't afford private practice at £30 per time. I have paid National Insurance and Tax all my working life and when you need the service its not there. Same goes for my Kidney stones and Kidney disease, service gone.”

One respondent was concerned about the general future of the health service.

- “I’m worried about mental health services being available at suitable levels in the future. Also concerned about NHS coping with backlog of other diseases and long Covid. We need more home grown doctors, nurses & other health professionals.”

One person told us about daycare facilities and the impact of COVID.

- “We have a lady with severe learning difficulties whose daycare has stopped. We have had no contact from anyone to see if we need any support. It’s not been too difficult for us as she is easy going but I worry about carers of people with challenging behaviour. Balance this against my wife who has a disability and Manchester City football club have contacted her several times to see if she is ok and could they help in anyway.”

Finally, we had a comment from a respondent that was unhappy with the organisation of services in general, including PALS (Patient Advice and Liaison Service) that usually manages initial complaints from patients.

- “I think the whole system needs to be changed [too] many departments all protecting [their] own little empire. To much time between visits from each dept. [PALS] is a waste of time and do not react quickly enough.” *\*PALS - Patient Access Liaison Service*

## Closing comments

To enable comparison with our 2020 COVID-19 report, this survey asked residents a similar set of questions, but with added questions on vaccines.

Overall, we found a not too dissimilar set of experiences to those of a few months ago, though the reopening of services was going well, and people offered some positive comments on the response across a range of services.

We were interested in gauging people's opinions on vaccines, and we found people were generally in support of COVID-19 vaccination and indeed many had already had at least one dose.

The findings of the project come after the full rollout of the vaccine programme, and more recently the decision to vaccinate those 12-17 years old. We have nevertheless made use of these findings prior to publication where appropriate.



# Appendix 1 - Survey Questions

## Demographics

### Access

1. Have you tried to access health or social care services during the recent period of the COVID-19 pandemic? (October onwards)
2. Is there a particular reason you have not tried to access services?
3. Was COVID-19 a factor in your decision not to access services, if so, please state why you felt this? If possible, let us know the name of the service.

### Service

4. Please indicate the service area you are talking about, if more than one then please select multiple areas.
5. How has COVID-19 affected the service area indicated from your experience?
6. What has the service done well?
7. What has the service done not so well? How might it be improved?
8. Mental health
9. How would you describe your mental health overall during the COVID-19 pandemic, since October 2020?
10. What have been the impacts, if any, on your mental health during this time?

### Hubs

11. Are you aware of Trafford Community Response Hubs?

### Information

12. It is especially important in a crisis for people to receive the right information through the best source. In order to make sure the most relevant information sources are being used, we are interested in which ones you use. How do you access local health and care news and information? If more than one, then please select multiple areas.

### Vaccines

13. Is there anything you'd like to tell us about the information you have seen on the COVID-19 vaccine?
14. If you were offered a vaccine against COVID-19, and at no charge through the NHS, how likely would you be to get vaccinated? (Choose one)
15. If you do decide to get the vaccine what would be the main reason(s)?
16. If you decide not to take the vaccine what would be the main reason(s)?
17. Is there anything else you'd like to tell us about COVID-19 vaccinations?
18. Is there anything else you would like to tell us about? Should you wish to comment in more detail please contact us at: [info@healthwatchtrafford.co.uk](mailto:info@healthwatchtrafford.co.uk)



If you require this report in an alternative format, please contact us with your requirements.

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