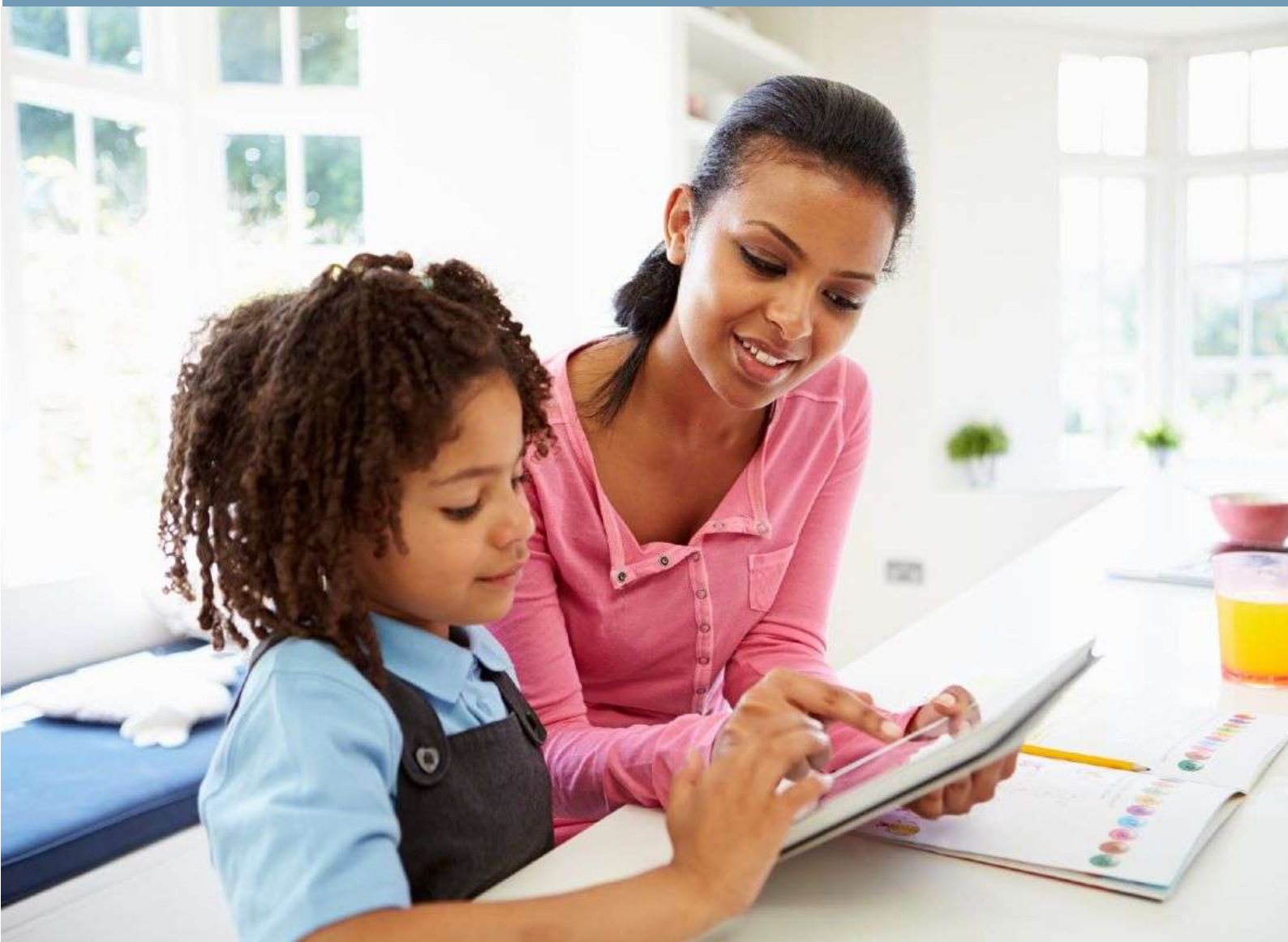


Coronavirus: Your Experience Matters II

Kensington & Chelsea



A report by Healthwatch Central West London

August 2021

“I just feel there have been a lot of people pulling together and helping.

Wonderful.”

Local resident

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1. Introduction

i. Background: Your Experience Matters

Since the COVID-19 pandemic took hold in the United Kingdom (UK) in early 2020, we have been carrying out extensive community engagement. We have been hearing from patients, residents, and carers from across Kensington & Chelsea about their experiences accessing information, support, and services, and how people have been coping through the pandemic. We have sought to understand the indirect, wider health determinant impact of lockdown and social distancing on residents.

This engagement work began once the severity of the situation became clear in March 2020. We began our work by launching an initial one question survey. We asked local people ‘how is the COVID-19 outbreak affecting you and your loved ones?’ You can read our report of this survey [here](#).

In April 2020, we launched our first major COVID-19 survey, called ‘Your Experience Matters’. We wanted to know the issues facing local people during the first wave of COVID-19, how they were managing, and how they were finding accessing information and support. We received over 300 responses from local people to this survey. We produced a series of reports and infographics detailing the key themes that had emerged from this engagement. You can read these [here](#).

ii. Your Experience Matters II

As the pandemic developed and circumstances changed, we launched a refreshed version of our survey, called ‘Your Experience Matters II’, in November 2020. We launched this survey during the second wave of COVID-19 in the UK. It ran through the two subsequent lockdowns between November 2020 and April 2021.

This refreshed survey had two main aims. Firstly, in common with our earlier survey during the first wave of COVID-19, we wanted to reach more people in Kensington & Chelsea. We wanted to find out how local people were coping during the pandemic and how they were finding accessing health and social care services.

Secondly, we wanted to monitor the ongoing trends and long-term impacts of the pandemic. We wanted to know the similarities and differences in local people’s experiences during the second wave of COVID-19 compared to earlier in the year. This information helps us influence health and social care decision makers by identifying the key ongoing problems faced by local people in Kensington & Chelsea.

iii. Healthwatch Central West London

Healthwatch Central West London (HCWL) is an independent organisation for people who use health and social care services. We deliver the statutory Healthwatch projects in Kensington & Chelsea and Westminster. Through our research and local engagement, we make sure that local people's views are always at the centre of decision making about health and social care.

We make this happen by

- Listening to what people like about services and what could be improved.
- Monitoring how changes in the health care system affect local people.
- Helping to improve the quality of services by letting those commissioning, running, and making decisions about services know what people want from care.

This report presents the results of our 'Your Experience Matters II' survey in Kensington & Chelsea.

2. Methodology

Our 'Your Experience Matters' engagement work was carried out through a series of surveys.

We use open, free answer survey questions to find out about the lived experience of local people. We do this so that we can better understand common themes in people's experiences or identify exceptions that might otherwise be missed.

Our survey was available both digitally and physically. To maintain our commitment to accessibility, and to make sure that everyone who wanted to contribute was able to do so, paper surveys were available upon request. Additionally, we distributed physical copies of surveys to residents living in sheltered accommodation, care homes, and other assisted living residences.

Across our surveys, looking at 'what' people tell us (the content), helps us see the breadth of their experiences.

Noticing 'how' they talk about their experiences (emotive language for example), helps us better understand what this has been like for them and often uncovers hidden nuances that might not otherwise have been apparent.

This type of research can help us understand more about why people make the choices they make, how they prefer to get support, and where there might be gaps. It can also enable us to identify groups of people with shared characteristics, for example age or ethnicity, who are finding it more difficult to get support.

This can help organisations that commission or provide services, such as the NHS or local councils, to better plan, design and run services that are good quality and meet the needs of local people.

3. Executive Summary

This report is based on the feedback of 44 people, who completed the survey from November 2010 to April 2021. For information on the demographics of respondents, please see Appendix 1.

This is a summary of key themes and issues (see sections 6 - 12 for findings in full).

Key Findings: Themes

Shielding, Support and Services

- 80% of the clinically 'extremely vulnerable' received a letter.
- Those shielding have received good levels of support from services in general (Council, Community, Primary Care) and from neighbours, family and friends.
- 90% of respondents have enough information about GP services, and most feel well supported, involved, and encouraged to access services.
- A quarter (24%) have experienced difficulty when booking a GP appointment.
- Two thirds of health service appointments (66%) have been in-person.
- A third of respondents (32%) have delayed seeking help for health concerns.

Emotional and Mental Wellbeing

- A clear majority of respondents (93%) say their mental wellbeing is impacted.
- Those with hobbies and routines are best able to cope.
- The move to online activities and services has marginalised communities, such as those with learning disabilities.
- Lack of human contact is a common cause of anxiety.

Personal and Family Relationships

- Lockdown has increased levels of stress and tension within households.
- Those in 'cramped' conditions, or in need of support are most affected.
- A significant number of respondents miss regular contact with others.
- Social isolation is widespread, with many people feeling 'cut off'.
- Online meetings (Zoom, Teams, WhatsApp) are increasingly popular.

Environment and Finances

- A fifth of respondents (19%) have found it difficult to remain indoors.
- A similar number (21%) have found it difficult to socially distance, when out.
- Those with access to outside space acknowledge themselves to be fortunate.
- Over half of respondents (54%) say their fitness has deteriorated.
- 15% say their finances or regular income have decreased.

Key Findings: Themes (Continued)

Information and Technology

- The majority of respondents (81%) have found it easy to understand information, with 7% finding it to be difficult.
- Local information sources include the Council, GPs, Healthwatch and Community Groups.
- National sources include mainstream television and newspapers, websites and social media.
- Few people cite barriers in their use of technology, however cost and ability are noted as issues.

Equality Check

When compared with White/White British respondents, we find that those from an ethnic minority background are more likely to have:

- Delayed seeking help for health concerns.
- Experienced impact on their emotional and mental wellbeing.
- Found it difficult to remain indoors.
- Found it difficult to maintain a safe social distance when out.
- Experienced a deterioration in physical fitness.

And less likely to have:

- Enough information about GP services.
- Been tested for Coronavirus.
- Found it easy to understand information, to stay safe.

We also found that, as a group:

- Carers are least well informed about services offered at their GP practice, and also most likely to experience difficulty when booking appointments.
- People with disabilities are most likely to delay seeking treatment.
- Carers and those with mental health conditions are significantly most likely to have experienced a negative impact on their emotional & mental wellbeing.
- Carers and those with disabilities are significantly least able to remain indoors without difficulty.
- Those with mental health conditions are by far most likely to find social distancing difficult.
- Those with mental health conditions are clearly most likely to have experienced an impact on their physical fitness.
- Those with disabilities or long term health conditions are, by some margin, least able to easily understand information, in order to stay safe.

Analysis of Feedback

This report is based on the feedback of 44 people, who completed the survey from November 2010 to April 2021.

Our analysis (sections 6 - 12) presents findings around shielding, access to services and support, testing and vaccinations, emotional and mental wellbeing, personal and family relationships, environment, finances, information and technology.

We analyse feedback as a whole, and also look closely at age, gender, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

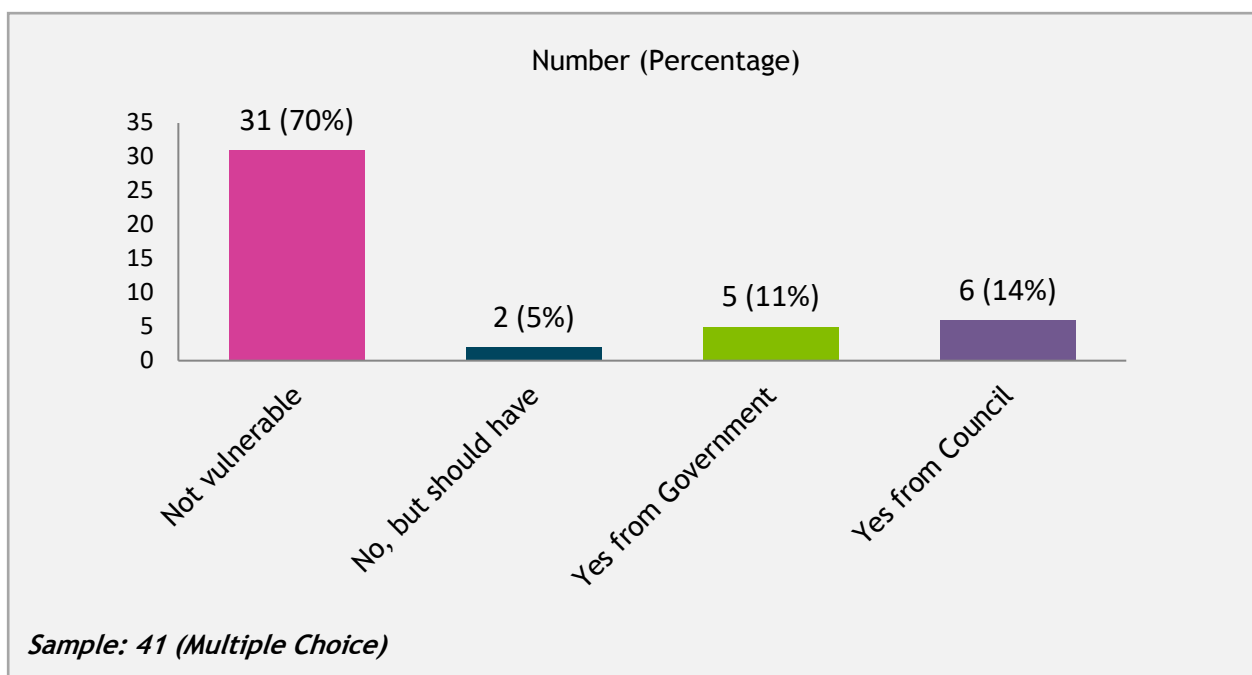
4. Services and Support

In this section, we examine experiences around shielding, access to services and support, testing and vaccinations.

4.1 Shielding

We began the survey by asking people whether they considered themselves to be clinically extremely vulnerable, and if so received a letter.

4.1.1 Every person, who is considered to be clinically extremely vulnerable, should have received a letter from the Government or the Council. Did you receive a letter from the Government or the Council?



10 respondents (23%) consider themselves to be clinically extremely vulnerable. Of these, the majority (eight) received a letter from either the Government, Council or both, while two people did not receive a letter.

12 respondents (27%) confirmed that they are shielding. We asked what, if anything, they are doing differently this time around.

Most are 'very mindful' of the risks to themselves and others - leaving the house as infrequently as possible, and taking precautions when doing so.

Selected Comments

"I have to shield because my wife is extremely vulnerable. I am very mindful about the high risk."

“Since it became clear that some older people suffered mental health problems due to shielding, it was a clear and fair decision not to repeat the process. However, I decided to shield in any case as a precaution because of my underlying health situation. Others have done this too and for the same reasons.”

“I am shielding and only (rarely) go out in emergency.”

“I am shielding and follow the national guidance and on top of that the guidance I have got from my doctor. I only go outside for a short walk and in time when it is not busy/crowded by people.”

“I shop as rarely as possible (supermarket every 10 - 14 days and fortnightly outdoor market) and take long walks, usually alone.”

4.2 Accessing Help and Support

We asked those who have needed to shield, self-isolate or quarantine since the second wave of the pandemic about their experience of accessing help and support.

4.2.1 Council Services

Four respondents (9%) used Council services and all have found the service to be helpful.

4.2.2 Community Organisations, Charities and Voluntary Organisations

10 respondents (9%) used community, charity or voluntary organisations, Of these, the majority (8) found services to be helpful, while two did not.

Online exercise and activities are appreciated, as well as support in supplementing daily items such as milk.

Selected Comments

“Attended Zoom exercise classes with Age UK and Open Age.”

“I don't use online shopping. I got it myself or my carer shopping for me. I found Age UK helpful and we also use the carer's agency.”

“NHS Responders or friends have collected the medication from the pharmacy and if I have run out something little occasionally (such as milk) they have got it for me, but I have mainly used the internet for shopping (home deliveries).”

4.2.3 Foodbanks

Two respondents (5%) used a foodbank and both found the service to be helpful.

4.2.4 Supermarket Deliveries

Eight respondents (18%) have used supermarket deliveries and all have found it to be helpful. Priority slots are highly regarded, and in some cases family members have assisted older relatives in setting this up.

Selected Comments

“Having a priority online shopping slot has made all the difference.”

“Daughter ordered and paid for weekly food drop, 89, so got priority Tesco slot.”

4.2.5 GP

13 respondents (30%) have used a GP service and all consider it to have been helpful. See section 6.3 for more about GPs.

Selected Comments

“My GP surgery has kept an eye on me via telephone and invited me in just before lockdown for a general check (bloods, lung function, blood pressure, etc). I feel very well looked after.”

4.2.6 Pharmacy

13 respondents (30%) have used a pharmacy service and all consider it to have been helpful.

4.2.7 Mutual Aid Groups

Three respondents (7%) have used a mutual aid group and all have found it to be helpful.

4.2.8 Neighbours

10 respondents (23%) have received support from neighbours, all of which consider it to have been helpful.

4.2.9 Family

11 respondents (25%) have received support from family, the vast majority of which (10) finding it to have been helpful.

We hear that one respondent has received financial support from their family. Keeping in touch is considered important, however this can be difficult as relatives may have ‘their own concerns and problems’.

Selected Comments

“I have been offered financial support from family. I am retired, but still work in the NHS without pay.”

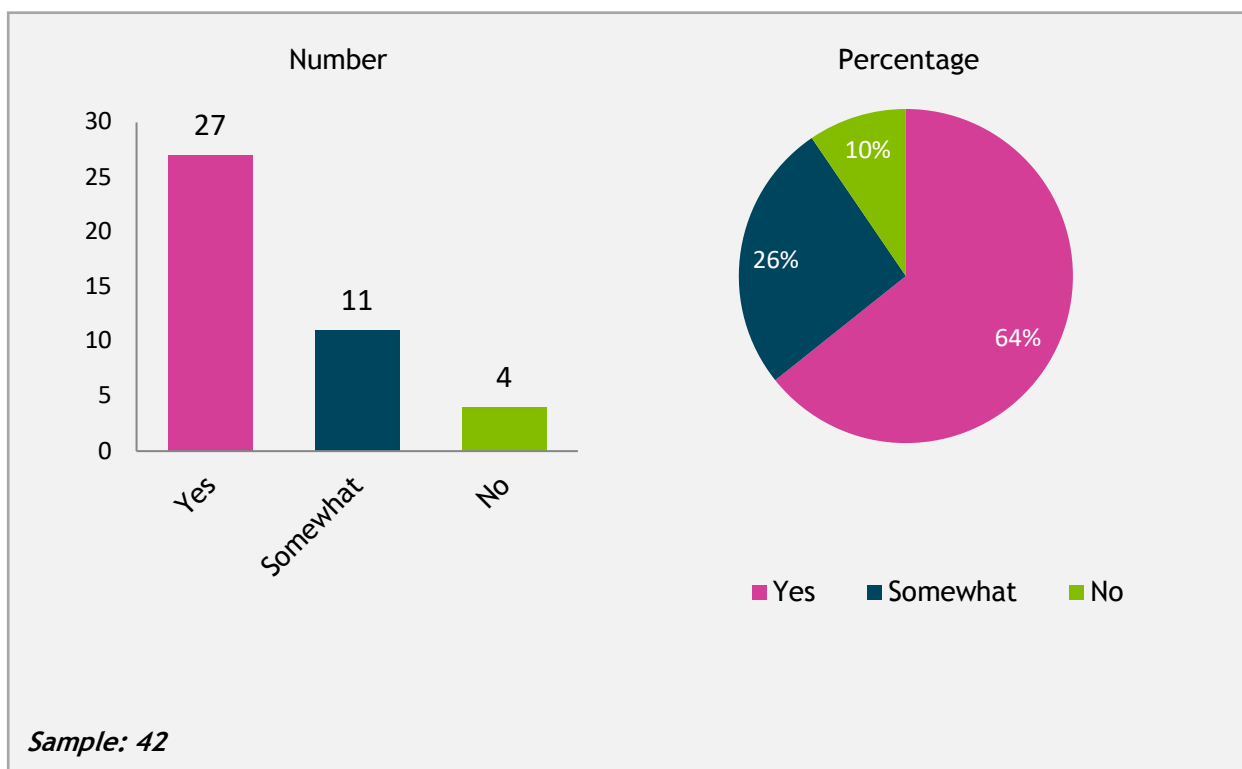
“My family do not live in London and have kept in contact via telephone calls. These calls are more than sufficient for me to be kept in touch with family matters.”

“Because they all have their own concerns and problems.”

4.3 GP Services

We examine the experience of GP services, including communication, accessibility and levels of support.

4.3.1 Would you say you have enough information about services at your GP practice during the Coronavirus/Covid-19 outbreak, and how to access it?



A broad majority of people (90%) have enough, or somewhat enough information about their GP services. A notable minority (10%) do not.

Feedback suggests patients have been well supported on the whole, with encouragement to access services as and when required. Communication is also viewed as effective overall - with weekly updates offered and information available through the phone or website.

Many patients have benefitted from online services, such as the ability to get repeat prescriptions or quick advice. However some have experienced difficulty when attempting to access services, such as 'My Care My Way' and it is observed that not everybody has online access.

One patient notes that the Patient Participation Group (PPG) has not met for over a year.

Selected Comments

Positives

"My GP has kept me well informed and also called me every now and then to check that all is ok."

"I was told I could telephone the surgery any time I felt I needed the services of a doctor."

"We have weekly Zoom meetings where the principle doctor gives updates and answers questions. We have a good practice web site as well."

"Weekly text messages."

"I am able to send messages/ask for prescription renewal online; I received a text reply from a posted question to the doctor."

"Recorded info on services offered is played every time I ring my surgery."

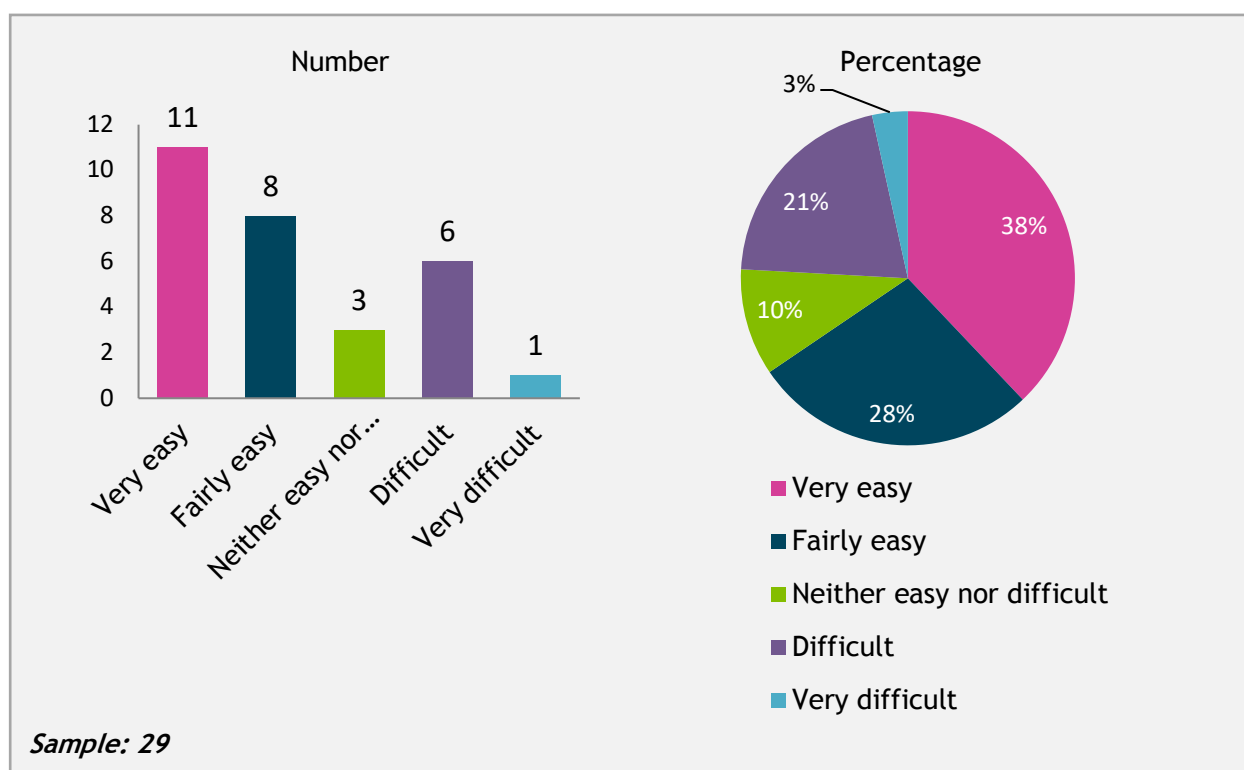
Negatives

"The 'My Care My Way' was often difficult to access. We have not had a PPG meeting for over a year."

"I am not sure which services are available and when."

"The surgery seems to think that everyone is able to access a computer/smart phone, which is not the case with the older generation who do not have close family or friends, etc. who could help them."

4.3.2 If you had to contact your GP since the second wave of the Coronavirus/Covid-19 outbreak, how easy or difficult has it been to make an appointment?



Around two thirds of respondents (66%) have found it ‘very or fairly’ easy to make an appointment, while just under a quarter (24%) have experienced difficulty.

When reviewing experiences, we find that some patients have received timely appointments - the same or next day, while others have waited for several days. Some cite difficulties with telephone access, while others are reluctant to make contact - as services are perceived as ‘busy’ and with ‘limited capacity’.

On electronic access, one patient notes that online booking slots are no longer available, while another, who did get a quick appointment said the form was ‘too long, asking too many questions’. One patient is disappointed that in-person consultations are not available.

Selected Comments

Positives

“You call by 8.30 and leave your number with reception and a doctor calls you back before noon. Excellent communication.”

“Telephone appointments, always on the same day as telephoning for the appointment - 3 occasions.”

“I can call the receptionist for an appointment or email to my doctor, and I have always got it for the same day, once when I got it for the following day.”

“They constantly send text messages with encouragement to contact them with any concerns, questions, for consultation.”

Negatives

“It was difficult to call. I kept trying and could only get through after 2 hours. I was calling to make an appointment for a Covid vaccination.”

“It was very difficult to reach by phone to make an appointment. NO facility to make an appointment in advance.”

“Have had to wait a few days at times.”

“Until the last few weeks, I have always found it fairly easy to book a routine appointment online for the doctor of my choice, provided I book a couple of weeks in advance. During the last few weeks there have been no available appointments on the system, in spite of looking every day and sometimes twice a day! I have not yet tried phoning the surgery to find out the reason, as I know they are very busy.”

“Very clear that their capacity is limited.”

“I filled the form for a telephone consultation and it was handled quickly. The only thing I didn't like is the way the form is. Too long, asking so many questions and not covering simple ones. I have reported to the surgery.”

“I am disappointed after lockdown that there are no 1-to-1 consultations being undertaken as this would be of more use to me than the telephone or video call.”

We asked those who sought help from their GP during the second wave, whether they felt they had received the help needed.

16 respondents (36%) did seek help from their GP. Feedback suggests the majority received the support required, with accounts of feeling listened to and well informed, with timely support offered. Few people comment negatively - in one such case help is needed.

Selected Comments

Positives

“I must say that since the first lockdown I had to consult my surgery for different things and each time I felt listened and my things were handled in a good way.”

“The doctor surgery is always responsive and patients’ questions are answered and patients needs are met.”

“Our GP gave my daughter a telephone appointment after I emailed to say that she had serious mental health problems.”

“I have received all the help needed, including prescriptions telephoned through to the pharmacy chemist straight away.”

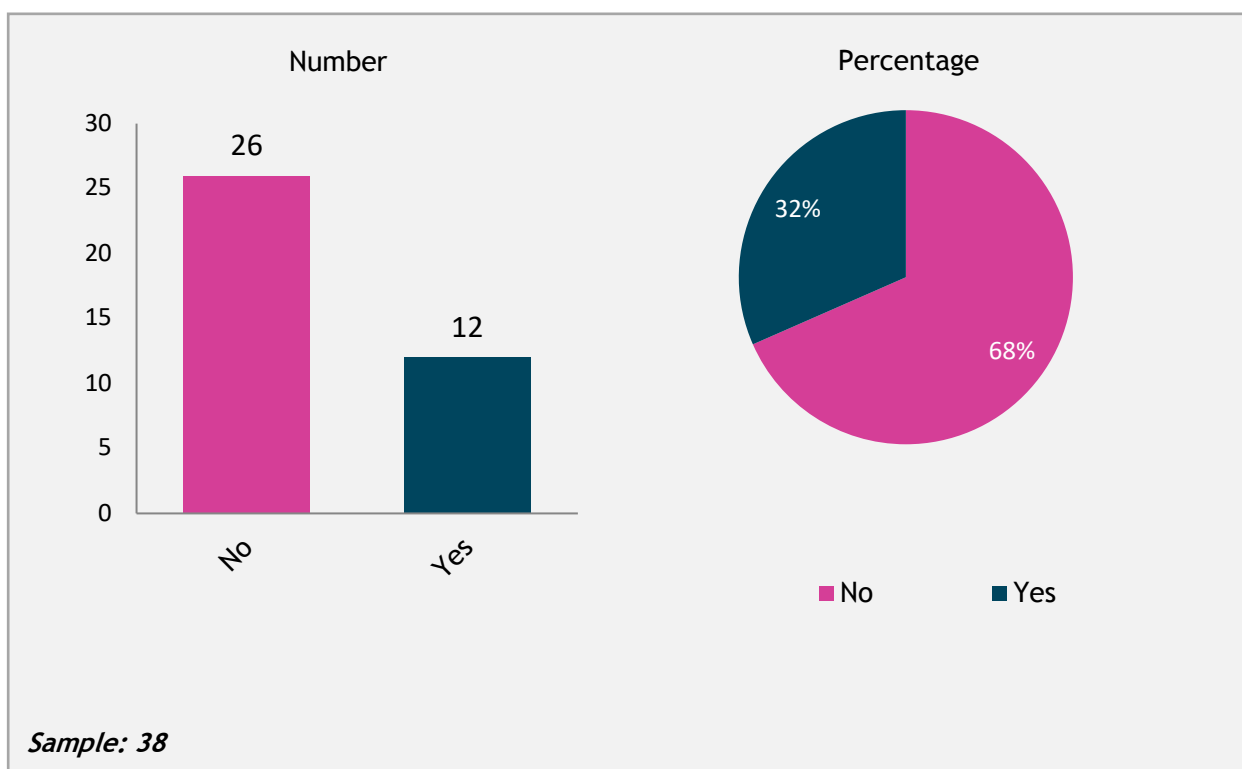
Negatives

“I am stragglng and need some calls and few emails to solve an issue or get what I needed.”

4.4 Wider Health Services - Appointments and Support

We assess whether, and how people have attended any health related appointments, and if they received the help they need.

4.4.1 Have you delayed seeking help with your health concerns during the second wave of the outbreak?



Around two thirds of respondents (68%) have not delayed seeking help with health concerns, while a significant minority (32%) indicate they have.

With perceptions of capacity issues and long waiting lists many people are conscious of 'being a burden' on the NHS and are reluctant to get in touch - despite assurances from services. Infection fears, and recollections of the first wave are also a disincentive.

We also hear about delays, and difficulty in obtaining appointments and clarification.

Selected Comments

Positives

"The health of my family is so important that I would never delay seeking medical help for any issues that I believe are significant (such as a possible cancer diagnosis). And we have a policy of never bothering the doctor with basic stuff like colds."

Negatives

"Yes, I have weighed up the pros and cons of contacting my GP when I might normally have welcomed the chance to talk through my concerns. But knowing that there would be a long wait, and not wanting to add to the load faced by the Practice, have felt it better to try to work through things - sometimes with other sources of help."

"But our GP always encourages people to get in touch however minor matters they may have, but I don't as I know they are busy and the NHS is busy."

"Sometimes I hesitate though to get in touch because I may feel that I may put a pressure on the NHS."

"Yes I have, some minor issues and also when I know that, for example, having a scan is not that happening in the hospitals until it is extremely urgent - mine is in the middle and can turn urgent and at that point I will get in touch with my GP."

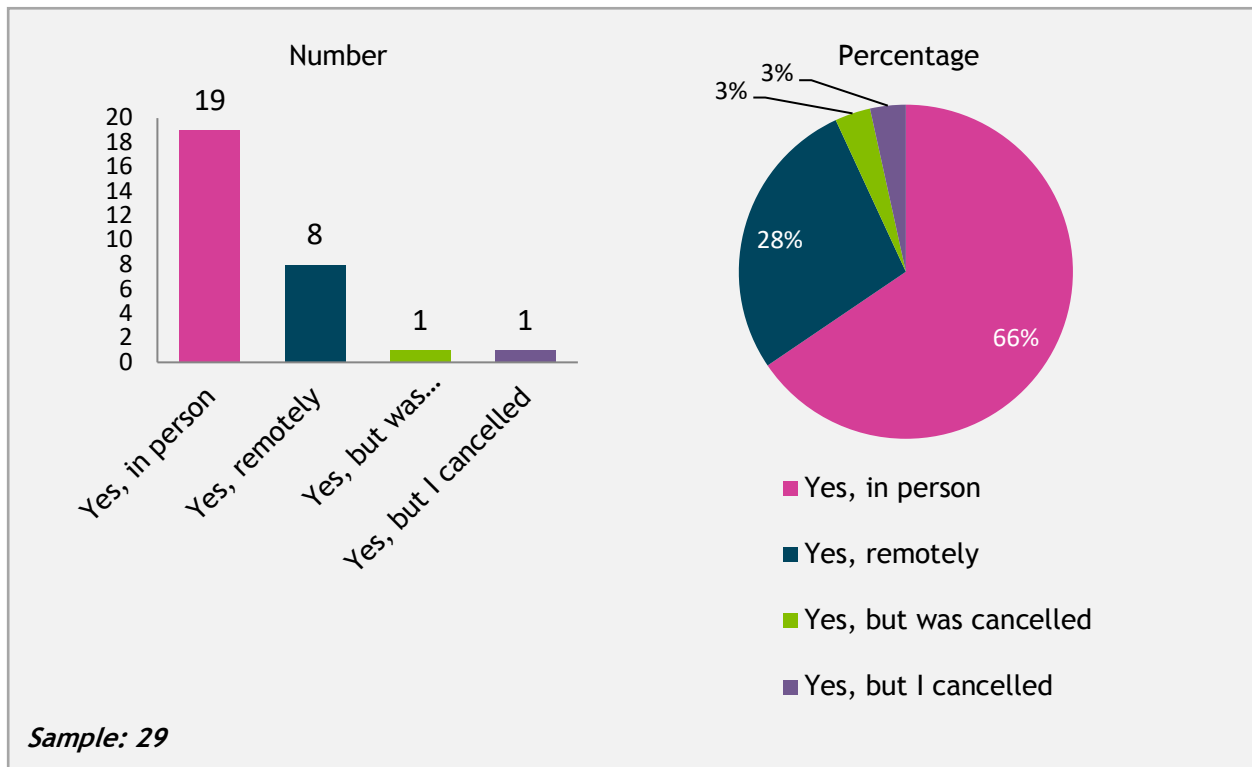
"Cancelled hospital appointment due to Covid concerns."

"Feeling worried, anxious and that I don't want to go through as the previous time."

"I have not delayed seeking help but there have been incredible delays in getting help I sought."

"Because they were so busy, and you could not physically see or show them what is wrong. Even trying to contact the hospital about appointments was terrible."

4.4.2 Have you had any appointments with a GP, community health services or a hospital since the second wave of the Coronavirus/Covid-19 outbreak?



services. Of these, two thirds (66%) had in-person appointments and 28% remote appointments.

32 respondents (73%) had sought help from services, with the GP and blood tests most mentioned. Other services cited include ‘My Care My Way’, CT scans and flu jabs.

We hear that services such as blood testing have been easy to arrange, GPs have been responsive, and hospitals have ‘rigorous’ safety provisions in place.

Experiences also highlight frustration at cancelled appointments - leading to long delays, uncertainty and worry. A level of confusion is also reported, with some patients receiving conflicting, or quickly changing advice.

Selected Comments

Positives

“I needed a blood test for my cholesterol level. This was done very easily.”

“I had to contact the GP with a special request regarding medication. I emailed her, and received a response within 48 hours which was helpful and solved my problem.”

“The hospital deals with my “underlying (terminal) health problems” and appointments during this pandemic, have been conducted under the most rigorous of safety provisions.”

Negatives

“A routine follow up appointment at the renal clinic at St Mary’s Hospital was cancelled and re arranged for April.”

“Cannot get any hospital appointments, even if they send an appointment they cancel within a few days.”

“Got the help I needed but as I said before, some visits were horribly delayed.”

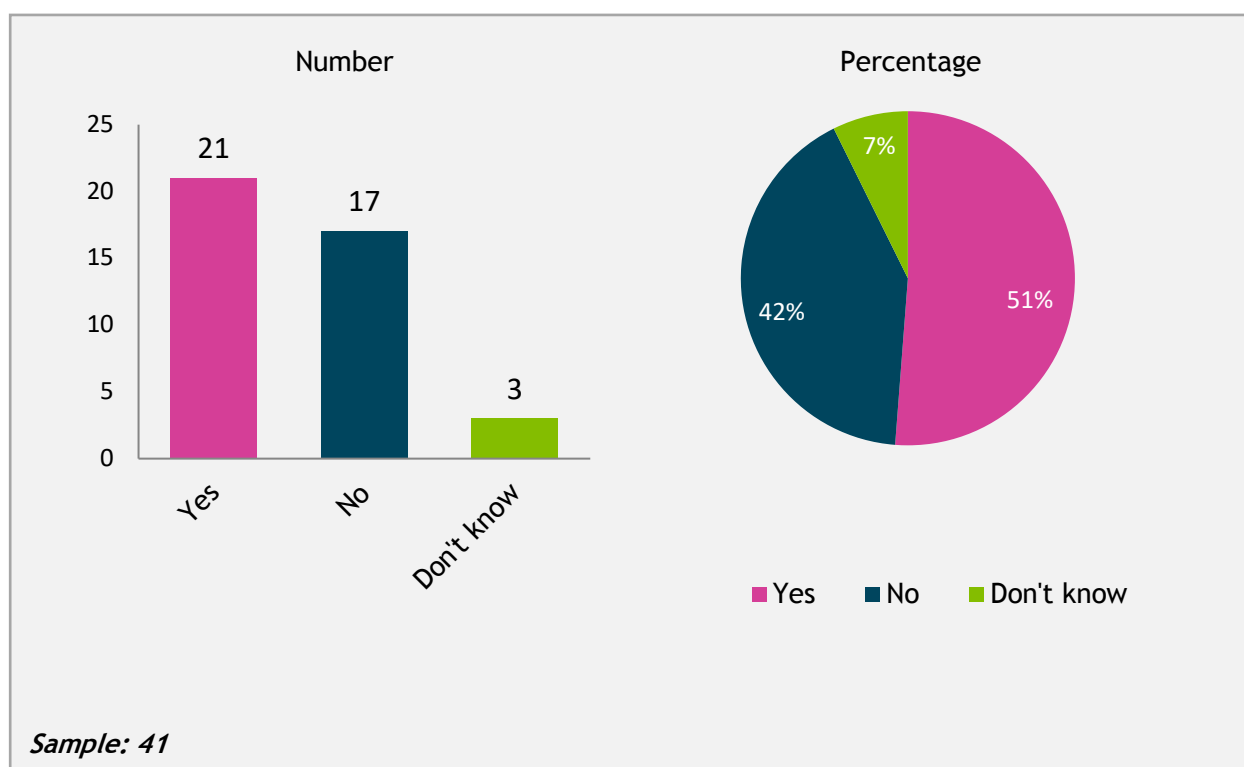
“Slightly frustrating that I don’t know when I get the scan because everything is delayed and takes for a long time to catch up - but that is not my GP’s fault though not the hospital’s fault either.”

“Planned hospital appointments were all over the place, come in don’t come in, why are you here. People were confused about what they were doing.”

4.5 Testing

We asked people whether they’ve been tested for Covid-19, and to share their experience.

4.5.1 Have you been tested for Coronavirus/Covid-19?



Just over half of respondents (51%) have been tested, while a slightly smaller number (42%) have not.

Most people have found the testing system to be 'efficient and professional', with tests easy to access and results forthcoming soon after.

A minority have experienced difficulty - with one person, who tested positive, having to wait a week for the result.

Selected Comments

Positives

"Two tests. Both very satisfactory. Results communicated within two days. Easy to access test and to receive results."

"Paid for privately as had to travel, all easy and quick and professional."

"It was all very efficient. I requested for a home test kit by telephone and it was delivered in 2 days. The result came a day after I posted the test kit."

"Very easy to access. I am driving so easy for me to go to the testing site safely but if I wouldn't travel I am not sure if I would go, at least that easily."

Negatives

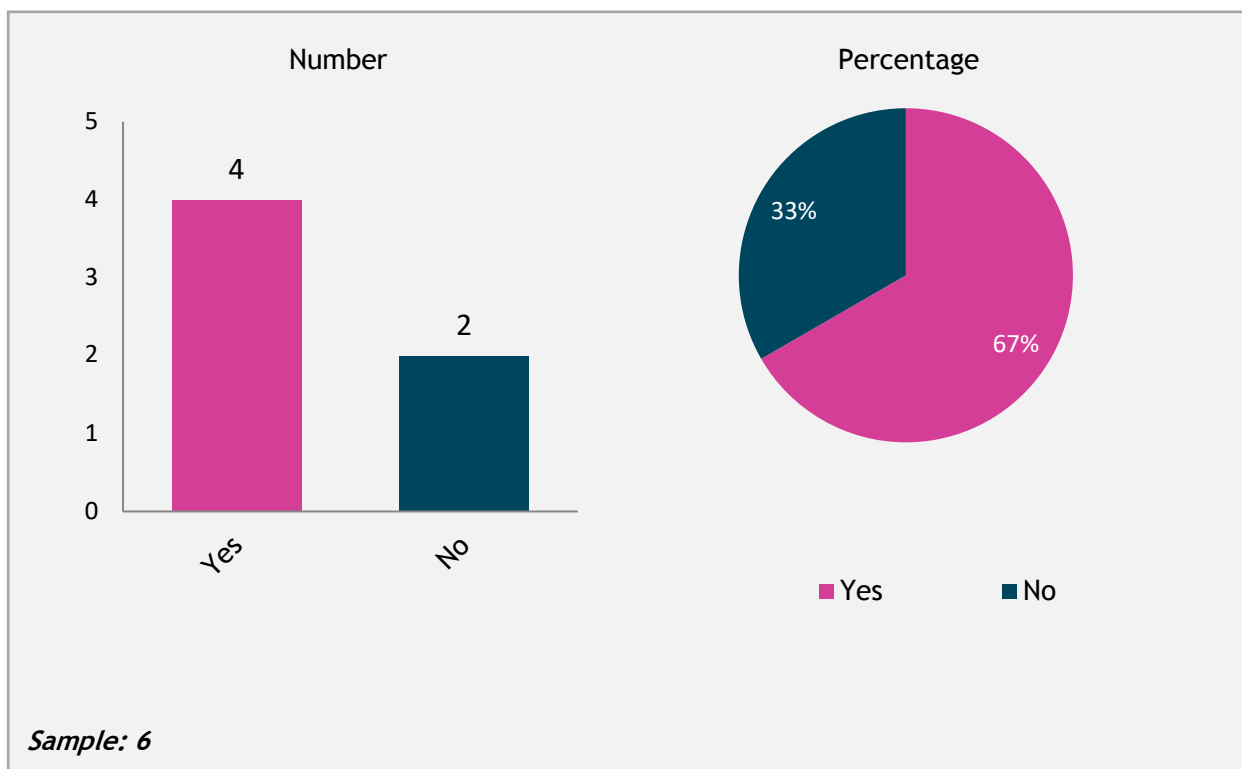
"Very poor service. 5 day delay getting result."

"Used Zoe app so was able to get 3 tests via the government website. 3rd test - took on 24th December, did not receive results until 1st January and I was positive."

4.6 Vaccinations

We asked people whether they've had the vaccination, and if there is any specific information they would like about the vaccine, or wider programme.

4.6.1 Have you been vaccinated for Covid-19?



Just 6 people (14%) give a response to this question. Of those, four respondents (67%) confirm they have been vaccinated.

Feedback suggests a professional, efficient and timely vaccine service.

Selected Comments

Positives

“First jab. All very professionally done, in and out in 20 minutes.”

“Excellent Care at the Earls Court Centre was totally efficient.”

We asked people what in particular they would like to know about the vaccine, or vaccination programme.

There are some concerns about safety and possible side effects, due in part to the expedited approval and rollout. Effectiveness, including on new variants is also questioned.

Some people express trust in the system, and the advice of health professionals.

Selected Comments

“That the vaccination is as safe as it can be that everything possible is done to try and make sure that it is safe.”

“I would want to know that the early vaccinations had not caused any difficult side effects.”

“Information about its effectiveness.”

“How effective the vaccine is in protecting from the new Covid variant.”

“Time after jab when vaccination becomes effective.”

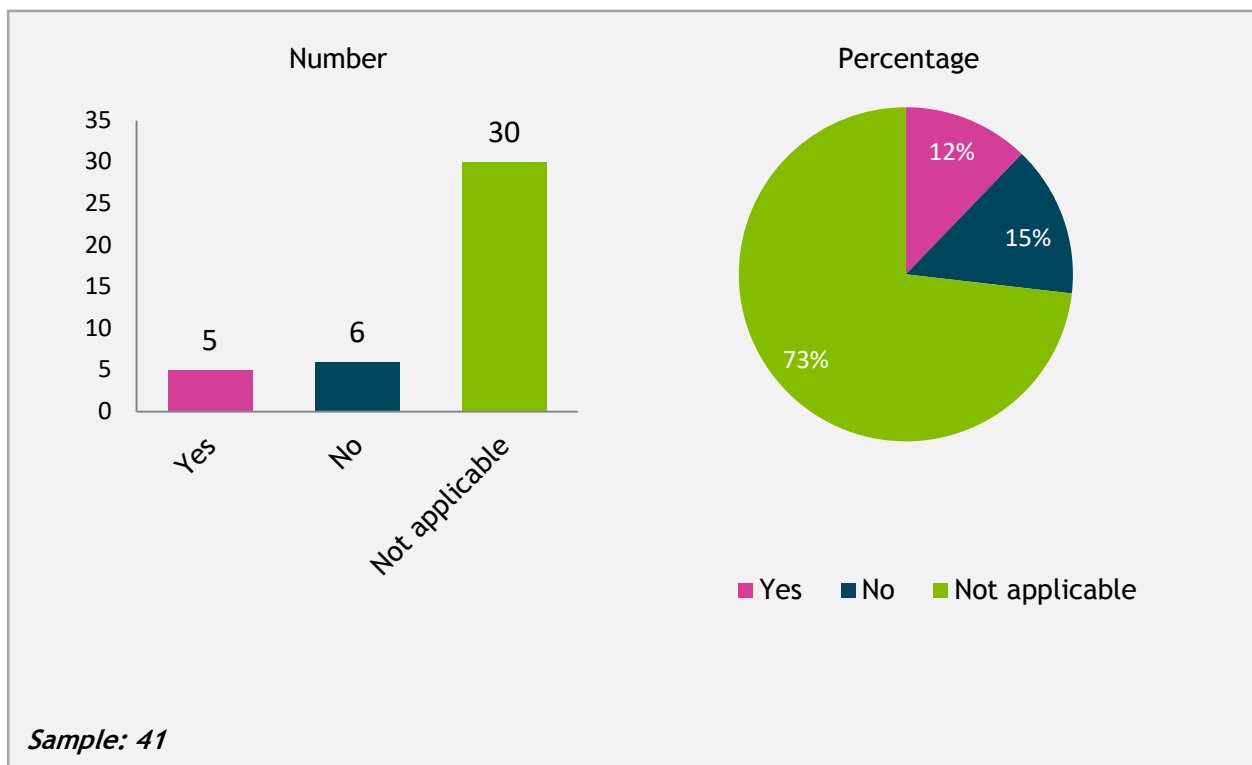
“Nothing I trust system.”

“Have been vaccinated - enough information from doctor.”

4.7. Care

We asked people whether there had been any changes to the care they, or their cared-for receive - such as help with getting up, getting dressed or going out.

4.7.1 Have there been any changes to the care you, or the person you care for, receives with things like getting up, getting dressed or getting out, since the second wave of the Coronavirus/Covid-19 outbreak?



Five respondents (12%) indicate there had been a change.

While not being specific on the care itself, we hear about increasing pressure on mental health - particularly for those shielding. Some are also less confident in leaving the house or being in closer proximity to others.

Selected Comments

Negatives

“Not able to go out because of isolation. More mental health pressure.”

“The third lockdown has resurrected a lot of serious mental health issues in my daughter.”

“Not as confident about going out and being near me.”

Five respondents (12%) identified as carers. We asked whether they felt they were getting the support they need.

Those working from home have found it easier to undertake caring responsibilities. Continuity and consistency of care is also valued.

Selected Comments

Positives

“Yes. The fact that I’m working from home makes it easier to care for my daughter in her current poor mental state than if I needed to go out every day.”

Negatives

“NO, NOT at all.”

“Carers Network can be more supportive as ‘My Care My Way’ doesn’t seem to be able to retain staff for any length of time.”

4.8 Impact on Specific Groups

We look closely at age, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following ‘impact scale’ tables highlight all groups which exceed the average (baseline) figure, for key questions.

4.8.1 Have enough information about GP services

All respondents (baseline)	64%
Aged 75*	60%
Ethnic minority respondents	57%
Aged 55-64	50%
Mental Health Conditions	50%
Disabilities	50%
Long-Term Conditions	33%
Carers	17%

Carers and those with long term health conditions are by far the least well informed about services offered at their GP practice.

4.8.2 Experienced difficulty in booking a GP appointment

All respondents (baseline)	24%
Aged 75*	27%
Long-Term Conditions	33%
Carers	50%

Carers, those with long term health conditions and older people are most likely to experience difficulty when booking a GP appointment.

4.8.3 Delayed seeking help with health concerns

All respondents (baseline)	32%
Ethnic minority respondents	43%
Long-Term Conditions	44%
Aged 55-64	50%
Carers	50%
Mental Health Conditions	67%
Disabilities	75%

Those with disabilities or mental health conditions are significantly most likely to delay seeking help or treatment.

4.8.4 Tested for Coronavirus

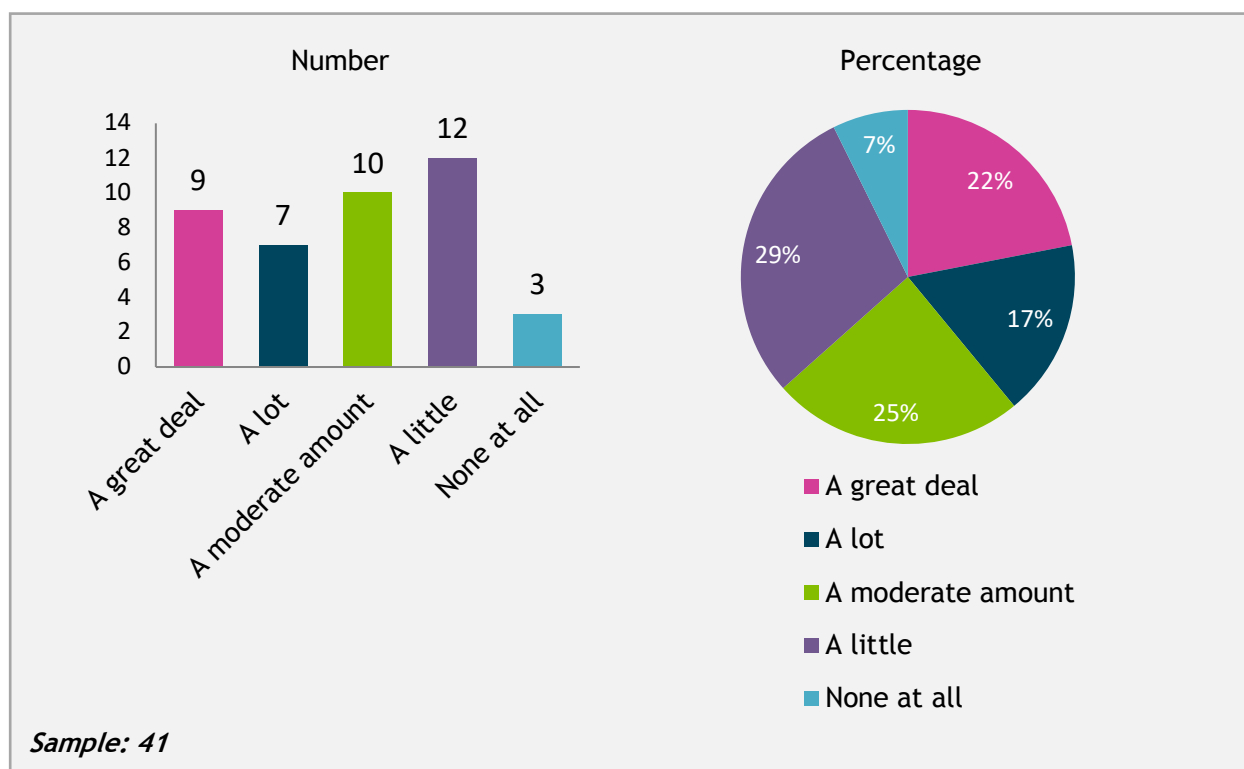
All respondents (baseline)	51%
White/White British respondents	59%
Aged 65-74	80%

White/White British respondents and those aged 65-74 are most likely to have been tested for Coronavirus.

5. Emotional and Mental Wellbeing

We asked people to what extent, ongoing changes to their daily lives have impacted on their emotional or mental wellbeing.

5.1 To what extent do you feel that the ongoing changes to how you are living your life as a result of Coronavirus/Covid-19 have had an impact on your emotional or mental wellbeing?



39% of respondents say their mental wellbeing has been impacted 'a great deal' or 'a lot', with a further 54% feeling some impact. Just 7% have not felt an impact at all.

Those with daily distractions, such as hobbies, routines, work or volunteering roles are better able to cope than those without. A lack of variety is an issue for many, and some - such as the parent of a child with a learning disability note that online activities are not always suitable.

We hear that some people are able to adapt to changing situations, while others are feeling more lethargic and de-motivated.

Selected Comments

Positives

“One of the personal lessons I have learned is that I need to keep my mind occupied. I am not a practical person. Fortunately, I am the Chair of Trustees overseeing the fortunes of a remarkable Community Garden. This, together with being a member of the Ancient History Group, has kept me completely engaged. I am an optimist.”

“One can go crazy and get very depressed. There were times when I felt very stressed and wondered when it will all end. But, I am a great believer that if you keep busy and occupied then the time just flies by... but I really have to work at it.”

“I now feel very anxious about everything, and sad at times. But my job is a great help to me. Working keeps my mind off this dreadful situation.”

“I’ve had to learn to be much more adaptable in many ways but in some ways I’m very lucky so far.”

“Without the stimulus of a busy life I am slowing down. But sometimes it feels as if I’m on holiday!”

Negatives

“I feel utter frustration with the current situation but I look forward to the future. However my learning disabled daughter’s life has been destroyed because all the activities she engaged in have stopped and she doesn’t enjoy Zoom.”

“As the nights draw in, making me more lethargic and unmotivated to do things and accomplish my tasks.”

“I miss the variety of normal life, have missed cinemas and theatres, museum visits and other entertainments. In particular I have missed the gym (which I still don’t feel comfortable about visiting, even when rules permit) which is as important for my mental well being as my physical condition.”

“I used to look forward to meeting friends outside my home and all my regular activities have closed down. I do not have anything to look forward to every day and am feeling very anxious and irritable.”

“It’s very difficult during lockdown again. The restrictions have increased my anxiety and stress levels in that I have psychosis and have to look after my partner who is also not well. We need to ensure that we have the necessary food, vitamins, fluids, and medicines to keep us alive. Also I suffer from SAD (Seasonal Affective Disorder) and dislike the early evenings. Being deprived of natural sunlight makes me miserable. I don’t get enough exercise outdoors. There are other priorities that take up my time and having to rely on my partner to do a lot of the chores, when she is not well just makes me more stressed and vexatious. I don’t have a support worker anymore since I have been stepped down from Secondary Care in 2016. With budgets being tight it makes

the situation more stressful. I don't get anywhere near the median wage for London of £24,000. I have to make savings where I can (no holidays, days out etc)."

The lack of human interaction is a common cause of anxiety - for individuals and family networks as a whole, with inability to visit, or grieve among the difficulties reported. Prolonged isolation has also resulted in insecurity for some.

Selected Comments

Negatives

"Man is a social animal. Not seeing wider family and friends and others has been costly for very many."

"I worry more as I see my family less."

"Most of the time life has been ticking over easily, but sometimes there are definite waves of anxiety... Having been on my own for nearly 3 years since my husband died, during the early part of which I was very active and sociable, the pandemic has not been helpful!"

"Speaking to my elderly mum who lives abroad and so want me to visit makes me very depressed and emotional. I pray a lot and try to occupy my mind otherwise I could go crazy."

"I cannot see family members and friends, and cannot grieve for the loss of my family members and friends as I wish - to meet and console each other. The loss of human contacts have an impact on me emotionally."

"Have to relearn everything as I am not communicating to anyone at the moment."

"I hardly go out, and when I do, I feel insecure."

5.2 Impact on Specific Groups

We look closely at age, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following 'impact scale' table highlights all groups which exceed the average (baseline) figure, for key questions.

5.2.1 Emotional and mental wellbeing has been impacted ‘a lot’ or ‘a great deal’

All respondents (baseline)	39%
Ethnic minority respondents	57%
Disabilities	63%
Long-Term Conditions	67%
Aged 55-64	70%
Mental Health Conditions	83%
Carers	83%

Carers and those with mental health conditions are significantly most likely to have experienced a negative impact on their emotional and mental wellbeing.

6. Personal and Family Relationships

This section explores how the ongoing restrictions have affected personal and family relationships.

We look separately at household and wider relationships, and also examine whether methods of keeping in touch have changed since the first lockdown.

6.1 Household

For some households, the extended time with family is appreciated, while for others - especially those in cramped conditions, increased stress and tension is reported. Those who may be in need of additional support are finding it particularly difficult.

Selected Comments

Positives

“Have had to spend more time with family. Probably a good thing.”

“Since my children are working from home, I now prepare our meals - so that’s a new responsibility. I am happy, though to do that and to have them close by.”

Negatives

“It’s stressful and leads to more arguments and quarrels. Living in a confined space doesn’t help either.”

“It’s not easy being cooped up with someone 24 hours a day.”

“I am very bored, marriage is difficult. Too much TV at night.”

“My partner has become unwell with a stomach bug and bladder problems. When she is unwell this stresses me as I need to do the chores, which I don’t like to do when there are other things I am more able to do well. I become agitated when there are tasks that must be done every day and the incompleteness just adds to my agitation, I don’t have a Support Worker.”

6.2 Wider Family & Friends

A significant number of people are missing regular contact with their wider family and friends and while online meetings (such as Zoom) are welcome, many say they

are not a substitute for physical interaction. We also hear many accounts of social isolation, with some people feeling ‘cut off’.

Selected Comments

Positives

“Both my children live abroad and we have not seen each other for more than a year. Zoom and the telephone are valuable ways to communicate with widespread family and friends.”

Negatives

“I miss personal interaction with friends and I miss hugs from my family.”

“It makes me very sad that I cannot visit my family and close friends who are outside my borough. I have many elderly relatives and fear that I will not see them. One can get very depressed with this situation. My elderly mum lives abroad and every time I speak to her she keeps saying that she really wants me to visit.... it breaks my heart. One virus has caused this.”

“Not being able to see certain people, including those I usually see routinely has been difficult.”

“I try to keep in touch remotely but of course I miss the face to face with colleagues and family members.”

“I have greatly missed my grandkids, as I live alone.”

“I have little personal contact.”

“Completely cut off from physical meeting with family and friends. Only via phone.”

“Haven't seen family or friends physically for more than a year.”

6.3 Methods of Keeping in Touch

We asked if methods of keeping in touch with others had changed since the first lockdown.

Many people are increasingly using online platforms, with Zoom, Teams, FaceTime and WhatsApp mentioned. A minority cite fears around online security.

Some are learning new computer skills, while others are more comfortable with traditional technology such as the telephone. Those who have lost relatives are keen to stay in touch more frequently.

Selected Comments

Positives

“Yes, I keep in touch through telephone calls, emails and virtual meetings.”

“Yes I use the phone much more, I’ve learned to use an iPad and communicate via FaceTime and Zoom.”

“Use phone, email, Whatsapp more than before.”

“Old school telephone is the best way to keep in touch with old friends! Zoom, Teams and other online methods of communication don’t work well for social interactions.”

“I lost three relatives since the last lockdown so I keep in touch with those around more often.”

Negatives

“I feel lonely, isolated, depressed, anxious and sad. I don't risk learning Zoom or other technology to bring me in touch with people because I worry that some technical glitch will mean my laptop becomes inoperable and I won't be able to use it for the vital things I need to do and I want to meet my friends etc face to face. I don't particularly like the idea of Zoom. I do send emails and messages.”

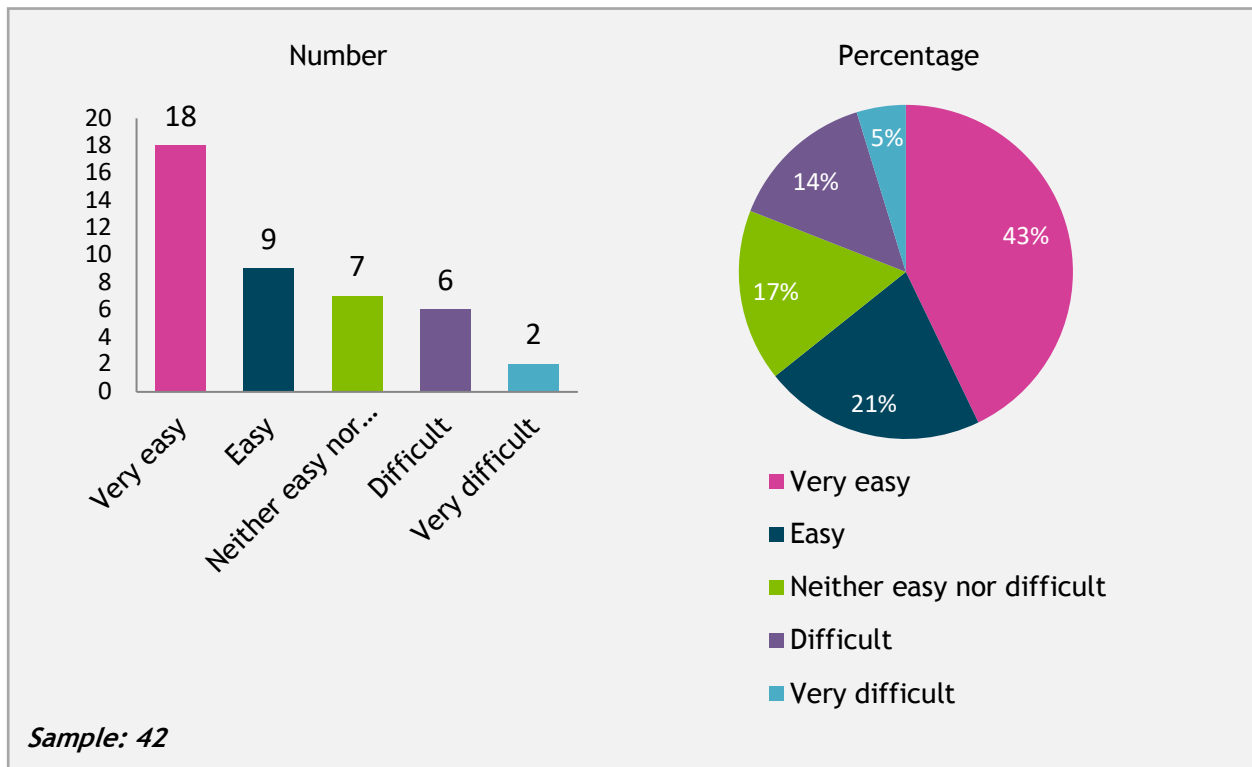
7. Environment

In this section, we look at ability to stay indoors, maintain a safe social distance when out, and levels of physical fitness during the restrictions.

7.1 Staying Indoors

We evaluate how easy, or difficult it is for people to stay indoors during the second wave.

7.1.1 How easy or difficult is it for you to stay indoors since the second wave of Coronavirus/Covid-19 outbreak restrictions were introduced? Think about where you live - including the type of home you live in and the people who you share your living space with.



Almost two thirds of respondents (64%) have found it easy to stay indoors, while almost a fifth (19%) have experienced difficulty.

Those with easy access to outside space - such as a garden, or nearby parks and walks acknowledge themselves for be fortunate. Local amenities, such as food shops are also seen as beneficial, while home-working and supermarket deliveries have made it easier for people to stay in.

Some are finding confinement to the local area a challenge, while others report a level of social isolation.

Selected Comments

Positives

“I live in a house with a garden and a nearby park and the river. It is boring to do the same walks but I know I am lucky compared to many.”

“I exercise every day in a private garden square.”

“I share a 2 bed 2 bathroom garden flat with my daughter. We live 2 minutes walk away from food shops and parks.”

“I live on my own in a lovely flat in a lovely part of London, with interesting walks and food stores nearby.”

“I live in a 3 bedroom flat, we are 3 people everyone has their own space, we all work from home, so, it is very easy to stay in.”

“I have not needed to go out - have had food deliveries and done other necessary shopping online.”

Negatives

“I feel cooped up indoors and living in a basement flat without a garden is not easy.”

“I wish I had a garden!”

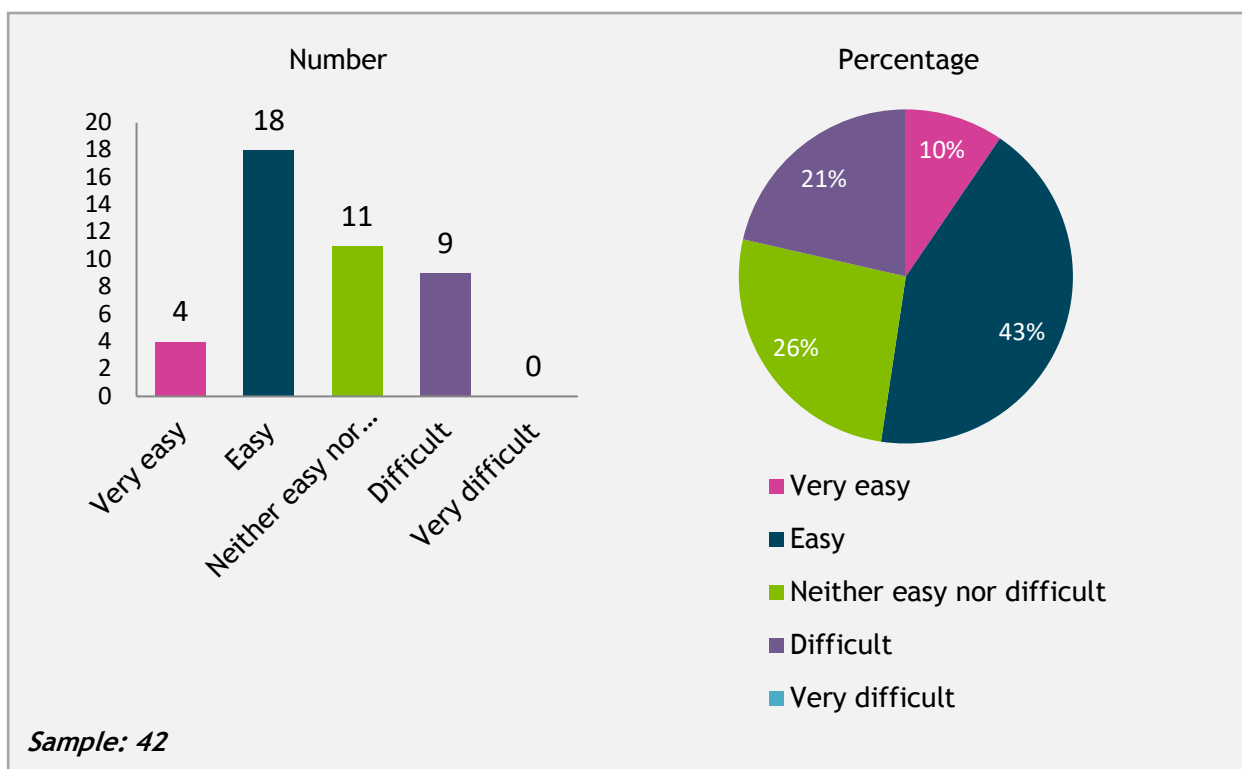
“I do miss travelling out of my own borough, going to the opera and concerts, restaurants etc. so in that way it has not always been easy.”

“Days on end not seeing, hearing or communicating with anyone.”

7.2 Social Distancing

We evaluate the ability to stay a safe distance from others, while making ‘essential trips’ outside.

7.2.1 How easy or difficult is it for you to stay a safe distance from others when you have needed to make essential trips outside - for example to go shopping, or for you to exercise outdoors? Think about the area near to where you live.



Just over half of respondents (53%) have found it easy to stay a safe distance from others when outside. While a sizeable minority (21%) have found it difficult, nobody has found it to be ‘very difficult’.

While some people use common sense and ‘do the right thing’ - such as wearing a face mask and observing distance, it is noted, with some frustration that others do not. When leaving the house, some choose times and locations that are more likely to be safe.

Selected Comments

Positives

“I apply common sense.”

“I find it easy to keep distance from others when out exercising in the park or shopping as I make sure I do the right thing and avoid any crowded place.”

“When I do take a walk for exercise I tend to go very early in the morning when there are not many people around.”

“We choose carefully when to go where, and wear masks etc when needed.”

Negatives

“For me I try my best but other people seem to pay no attention and just think of themselves they don't even wear face masks.”

“I keep my distance and if anyone gets too close, which they sometimes do, I ask them to move back. Some people still do not get it!”

“It has not been difficult for me as I have kept the distance and when other people have not and have come too close I have taken a step back, especially in the supermarket (when it wasn't lockdown and I did not need to be fully shielded) so it took a long time to get my shopping done.”

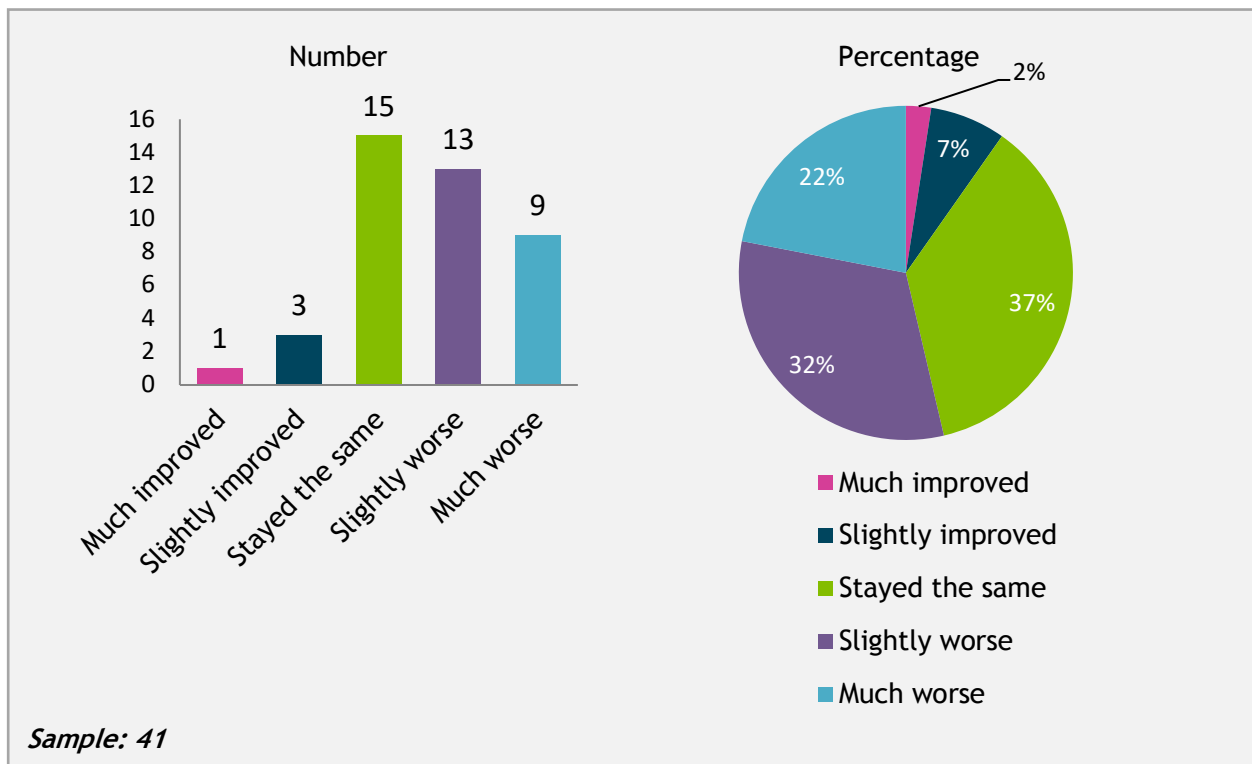
“Not always easy to socially distance in smaller shops.”

“I have only gone to the post office and the shops and people are careful. People in parks are less careful. There are many people mixing who I imagine should not mix.”

7.3 Physical Fitness

We evaluate how the restrictions have impacted on levels of physical fitness.

9.3.1 Thinking about physical fitness and weight management, to what extent do you feel that the ongoing changes to how you are living your life as a result of Coronavirus /Covid-19 have had an impact on your fitness?



Over half of respondents (54%) consider their fitness levels to have become 'worse' during the pandemic. Less than a tenth (9%) feel it has improved.

Many people cite the closure of gyms and exercise facilities as a key reason for reducing their levels of fitness. While some have switched to online classes such as yoga, those who prefer equipment (such as exercise bikes) have found this to be more difficult at home.

Motivation is also highlighted - those with support from household members or health professionals are finding it easier than those without. One person observes a clear link between their physical and mental health.

Selected Comments

Positives

"I do make sure to go out for exercise by walking or cycling as much as I can to keep fit."

"Instead of not doing a full set of floor exercises every day, I now make sure to do them every day. And instead of bicycling to park in lots of activities I walk because it probably uses more muscle power."

"I go for long walks daily and do some yoga at home. I am not very motivated though but my husband is a great one for getting me out and about..... if he wasn't around then I may not do as much exercise as I prefer doing classes at the gym with others. This 2nd lockdown is not as bad as the first as we knew what to expect and how to keep safe."

"Cannot go to the gym to use weights or cardiac machines. Walking is not sufficient. I do Zoom yoga at home once a week and floor back exercises. Weight has stayed the same."

"I am keeping up the balance exercises given to me by a physiotherapist at the beginning of the first lockdown and these are keeping me reasonably fit. I have lost a little weight ... although I wish it was more."

"Even more conscious of weight regulation and quality of food."

Negatives

"Was not able to use exercise bike, or use clubroom for recreational facility. Everything had to be done in my flat which is not helpful."

"I miss going to the gym. Walks in the same area day after day are getting boring."

"I used to be a regular user at the gym which helped me keep fit, control my weight and was good for my mental health. Now I try to walk regularly and

sometimes try to do exercises at home but my heart isn't in it and my flat is far from ideal."

"Not doing physical things that I had previously done."

"Whereas I used to walk to the High Street every day, now I rarely go walking except within the estate. I'm also eating more and sitting and watching TV most of the day. I've put on some weight."

"I try to stay in as much as possible so lack of exercise."

7.4 Impact on Specific Groups

We look closely at age, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following 'impact scale' tables highlight all groups which exceed the average (baseline) figure, for key questions.

7.4.1 Have found it difficult to stay indoors

All respondents (baseline)	19%
Aged 75+	27%
Ethnic minority respondents	29%
Aged 55-64	30%
Long Term Conditions	33%
Mental Health Conditions	33%
Carers	50%
Disabilities	50%

Carers and those with disabilities are significantly least able to remain indoors without difficulty.

7.4.2 Have found it difficult to maintain a safe social distance when outside

All respondents (baseline)	21%
Carers	33%
Aged 55-64	40%
Long Term Conditions	44%
Ethnic minority respondents	57%
Disabilities	63%
Mental Health Conditions	83%

Those with mental health conditions are by far most likely to find social distancing difficult. People with disabilities are also significantly disproportionately impacted.

7.4.3 Fitness has been impacted

All respondents (baseline)	54%
Ethnic minority respondents	57%
Aged 55-64	60%
Aged 65-74	60%
Long Term Conditions	67%
Carers	67%
Disabilities	75%
Mental Health Conditions	100%

Those with mental health conditions are clearly most likely to have experienced an impact on their physical fitness. People with disabilities are also significantly disproportionately impacted.

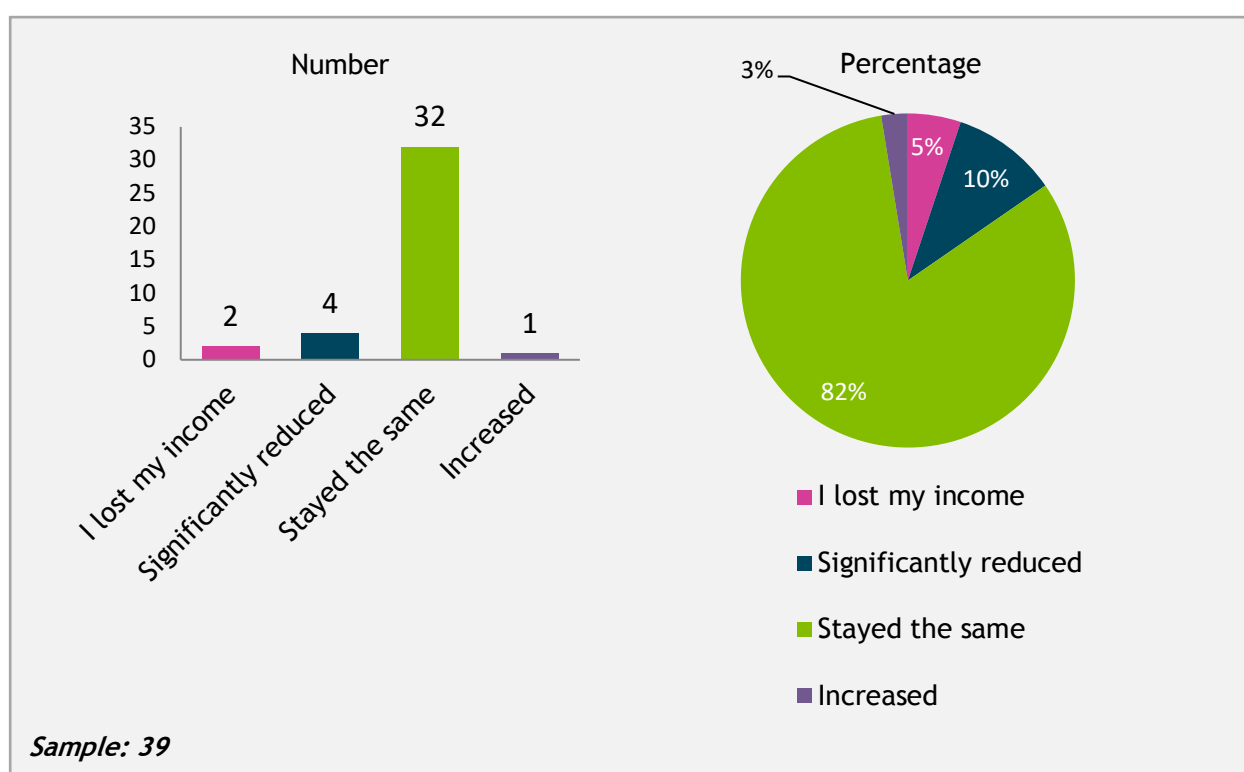
8. Finances and Income

In this section we examine personal finances, including the need to seek support.

8.1 Finances and Income

We asked people whether the restrictions have affected their finances or regular income.

8.1.1 Please tell us how the ongoing Coronavirus/Covid-19 restrictions have affected your finances or regular income.



The vast majority of respondents (82%) report that their finances or income level has stayed the same, while a sizeable minority (15%) indicate it has reduced.

For some, the restrictions - particularly lockdown have resulted in increased household costs. Others comment on the difficulty of having to balance spending. While retirees are least likely to have lost income, some say their pension does not meet the 'current cost of living'.

Those out of work comment on the challenges of finding alternative employment.

Selected Comments

Positives

“As I am retired, I only lost a little of my income.”

“I try to balance my spending which can be difficult but not complaining.”

Negatives

“I am having to buy more food as we are staying in longer. Masks, wipes, sanitary products, more internet and appliances used. Heating, phone calls, more winter clothes to buy.”

“Thank God for my work pension, but I wish it would increase to meet the current cost of living!”

“The nature of my job changed significantly last year, and I lost a large part of my income. Although it was not directly lockdown-related, the lockdown has made finding an alternative much more difficult.”

Three respondents (7%) have needed to seek financial support. One person has found it ‘difficult’ to secure support from the council, while another fears that savings will not last.

We also hear that a landlord, conscious of the tenants’ situation, has temporarily reduced the rent charge.

Selected Comments

Positives

“I have given my tenants a discount in rent for four months. I would like to go back to the original rent, but they are furloughed so I think I should understand their situation.”

Negatives

“It’s very difficult getting the Council to understand your position and find out your eligibility takes up more time and one is actually using up resources to find out availability of grants, loans. Etc.”

“I have Savings for now!”

8.2 Impact on Specific Groups

We look closely at age, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following 'impact scale' table highlights all groups which exceed the average (baseline) figure, for key questions.

8.2.1 Finances or regular income have been reduced

All respondents (baseline)	15%
Mental Health Conditions	17%
Aged 55-64	20%

Those of later working age, or with mental health conditions are the only groups to have been disproportionately impacted.

9. Information and Technology

This section looks at information sources, ability to understand information, and any challenges associated with technology.

9.1 Information Sources

We asked people where they are finding information about how to stay safe, access health services and the support they need.

Common local sources include the Council and GP, while common national sources include television news and websites.

Information Sources

Local Sources

- Charities/Community Organisations
- Clinical Commissioning Group (CCG)
- Council (website and news alerts)
- Family & Friends
- GP Practice
- Healthwatch
- Workplace

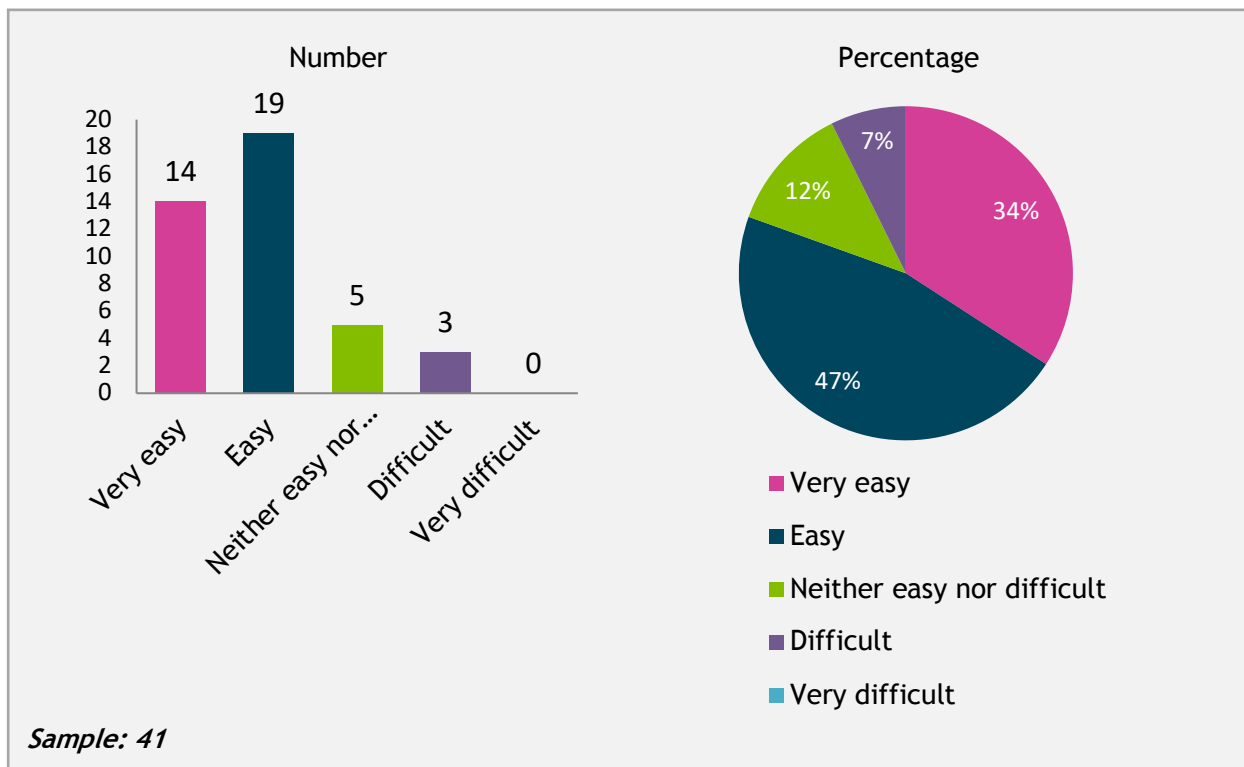
National Sources

- Mainstream Television and Radio (such as the BBC)
- Newspapers
- Social Media
- Websites (such as the NHS and GOV.UK)

9.2 Understanding Information

We then assessed the ability to understand the information, in order to stay safe.

9.2.1 How easy have you found it to understand the information about how to keep yourself and others safe since the second wave of Coronavirus/Covid-19 outbreak.



The vast majority of respondents (81%) have found it easy to understand information, to stay safe. 7% have found it difficult, while nobody has found it to be ‘very difficult’.

While many people find information, particularly from official sources to be ‘clear and common sense’, others say it is confusing, complicated and contradictory. Changes in messaging are also viewed as unhelpful.

The media is criticised by many for its ‘sensationalist’ approach to news.

Selected Comments

Positives

“I keep up to date on the latest information.”

“Most of it is common sense.”

“The information available online.”

Negatives

“It worries me that people apparently find it so difficult.”

“What is not to understand? Common sense.”

“The information is CLEAR - what I do find frustrating is that some people choose to say that they find the announcements muddled and hard to understand. They seem very clear to me. There are sufficient graphs and spoken information in the government announcements. This information is repeated in news items ad infinitum, plus discussions galore.”

“I do think the government should not change its mind so much and should give the public an idea of the date of the next assessment when we will be told if the rules remain the same or change. I understand it is difficult to deal with this virus but the government could be a bit more organized and I liked the daily briefings, which we no longer have.”

“Government guidelines are confusing and overly complicated.”

“It seems the information contradicts its self.”

“Constant changes haven't helped.”

“The Media are looking to sensationalise news/information and so ‘Muddy the Waters’.”

9.3 Technology

We asked people if there are any reasons why they don't use technology (such as smartphones, tablets or computers) to find information and access health services.

Few people cite barriers, however one person finds it difficult to learn and keep up-to-date, while another is conscious of too much 'screen time'.

Selected Comments

“I get (too) much information from BBC Radio 4. I have a laptop. I do not have a smartphone, not entirely sure what a tablet is. I have a mobile phone which is simply to allow me to phone and text. I deliberately do not have any Apps and I am deliberately not on any Social Media. I prefer to think for myself and keep the problem solving parts of my brain exercised rather than allowing them to atrophy. In short, I am an analogue man in a digital world.”

“I do not own a smartphone or a tablet, but I do have a very old PC which I am using now to complete this survey. As mentioned above, I feel I am fully informed just from the government announcements and the news programmes on TV.”

“I'm slow at the technology.”

“Staring at a screen even more than usual bugs me, so I try to minimize it.”

9.4 Impact on Specific Groups

We look closely at age, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following ‘impact scale’ table highlights all groups which exceed the average (baseline) figure, for key questions.

11.4.1 Have found it easy to understand information

All respondents (baseline)	81%
Ethnic minority respondents	71%
Aged 75+	67%
Carers	67%
Long Term Conditions	56%
Disabilities	50%

Those with disabilities or long term health conditions are, by some margin, least able to easily understand information, in order to stay safe.

10. Closing Questions

To close the survey, we asked people what they have found helpful, what could have been better, and if they had any other thoughts.

12.1 What have you found helpful to cope with the Coronavirus/Covid-19 outbreak?

Contact with other people is viewed as most important of all, followed by keeping occupied, and maintaining good mental health and wellbeing.

Selected Comments

Activities

- Doing house clearance, keeping busy.
- Having a daily routine which involves getting up, dressing and showering before starting my day. I put on clothes and makeup as though I were going out. Having to make lunch for my children as they work from home also makes me feel like I'm doing something productive.
- Online art classes and an online art group - which help to keep my art practice active, and put me in touch with other like-minded people.

Family, Friends & Support Networks

- Using social media to connect, ability to work from home.
- Allowing childcare bubble and having a dog to walk every day.
- My husband's positive attitude to keeping fit and making the most of the day!
- The help of neighbours and friends.
- My husband's company and support. If I didn't have him then I would have struggled to cope.
- Family relationships.
- Trying to stay in touch with people - working.
- Daily contact with other people.

Health

- Keeping away from people.

Information

- News channel on BBC TV.
- Being/keeping aware.

Mental Health and Wellbeing

- Seeing a light at the tunnel.
- Same for everybody.
- Being alone because I have always hoped to have more time of being alone (my cultural background we have used to have our own time) so I have not had difficulties to be alone in that sense.
- One day at a time.

Technology

- Anything I can't get online from Sainsburys I can get from outlets like Amazon, so home deliveries are a Godsend

10.2 Finish the phrase: “Things could have been better if ...”

Many people are critical of the Government’s handling of the pandemic. The ability to socialise and connect with family and friends is also viewed as important.

Selected Comments

Activities

- I was able to swim.

Environment

- I had a bigger flat with a garden, or terrace and or a balcony.

Family, Friends & Support Networks

- I could have seen my friends and gone to the gym.
- Rule of 6 reintroduced as soon as possible.
- I could have seen my family more physically.
- My social life hadn't been stopped.

Government (Pandemic Oversight)

- The government would have shut down things sooner.
- The government was more helpful.
- We had clear guidance from government at the outset.
- We closed the borders earlier.
- The government had acted sooner and more decisively.
- We would have kept the lockdown for longer.
- If they stuck to one plan.

Information

- The news on TV could have stopped the constant narrative of misery and death toll. I have always been an avid news and politics follower but it is now so BORING.

Mental Health and Wellbeing

- I could see the end of this pandemic sooner.

Social Distancing

- We all follow the guidelines.
- Other people behaved as I do.
- I could have gone shopping for food without feeling guilty.

Technology

- I had a computer rather than just a smartphone for communication - I cannot afford to buy one.

10.3 Is there anything else you would like to tell us?

It is observed by many that the community has 'pulled together', with gestures of support and kindness experienced.

Selected Comments

Activities

- Loss of exposure to Arts and Culture has been most difficult to handle.

Community

- People have been on the whole remarkably kind.
- I just feel there have been a lot of people pulling together and helping. Wonderful.
- The majority of people are kinder these days and I find that heartening.

Family, Friends & Support Networks

- Very worried for my elderly relations, especially my elderly mum and young family members.

Government (Pandemic Oversight)

- Anger at Government's incompetence and seeming corruption in procurement.

- Roll on the vaccine!
- Stop moving the goal posts. Either we have to stay in or we can go out.

Mental Health and Wellbeing

- Hoping things would get better SOON.

Services

- There has been a different standard between private and NHS care. I cannot make an appointment with my dentist on the NHS, but if private they are always available.

Social Distancing

- We should all have worn masks early on like some Asian countries have done.
- Upset about breaches by younger people... 'I am unaffected so do not have to abide by the restrictions at all' attitude. Some aggression from some of them to us who have followed the restrictions.

11. Conclusion

The aim of this project was to hear from residents, patients, and carers from across Kensington & Chelsea about their experiences accessing health and social care services during the pandemic, so that we could better understand the indirect, wider health determinant impact of lockdown and social distancing on local people.

A number of recurring issues and themes have emerged over the course of our 'Your Experience Matters' work. Many of the findings described here have also been echoed in our wider engagement work since March 2020. These include:

- Respondents from an ethnic minority background have consistently reported more negative experiences through this period
- A clear majority of respondents have reported an impact of this period on their emotional and mental wellbeing
- Respondents who are carers were significantly more adversely affected compared to the baseline figures

Theme 1: Negative experiences of those from an ethnic minority background

Through this engagement, respondents from an ethnic minority background consistently reported more negative experiences. We found that respondents from an ethnic minority background are more likely to have delayed seeking help for health concerns. This has been an impact we have seen echoed in our other work. Many people from an ethnic minority background have told us they have less trust in health and social care services, and that are unwilling to visit their GP, call 111, or arrange an appointment with a specialist.

Health and social care providers must make tackling this issue a priority. Ensuring there is trust in health services across all communities is essential. As we have seen, a lack of trust leads to an unwillingness to use services and a worsening of healthcare outcomes.

Theme 2: Emotional and mental wellbeing

A clear majority of respondents have reported an impact of this period on their emotional and mental wellbeing. Over 90% of respondents told us their mental wellbeing has been affected to some extent. People have told us they feel increasingly anxious, isolated, and worried.

Furthermore, people who identified as having a mental health condition have been impacted by COVID-19 and lockdown restrictions consistently across the period analysed.

Of particular note is the delay to seeking help with health concerns reported by people who identified as having a mental health condition. Residents with mental health conditions told us through our survey and wider community engagement that they felt disadvantaged by telephone consultations. Some said that they would delay or not seek health care at all because they found communication on the phone very difficult. Patients felt that in some cases, they should have been offered a face-to-face appointment without telephone consultation first.

Theme 3: The experience of carers

Respondents who are carers were significantly more adversely affected compared to the baseline figures of all respondents. Importantly, we found that carers as a group are least well informed about services offered at their GP practice, and the most likely to experience difficulty when booking appointments.

It is vital that health and social care providers tackle the issues facing carers. Health and social care providers must acknowledge the unique and varied situations of carers, and ensure services are adaptable to fit changing and developing needs.

Long-term trends and ongoing issues

Throughout the pandemic, Government measures, support and guidance, and peoples' individual circumstances, have changed rapidly as the national situation develops. Across this report, and our other work on COVID-19, we have highlighted the experiences of local residents, patients, and carers. Some people we have spoken to have been largely unaffected by the pandemic, while others have been temporarily affected at certain points. However, many people we have spoken to, from groups across Kensington & Chelsea, have consistently reported being adversely affected.

The pandemic has exposed inequalities in terms of access to, performance of, and trust in, local health and social care services. Many of these inequalities we have discussed in this report. As the national and global situation continues to develop, it is important to monitor these underlying themes. The UK may not be in a lockdown at the moment, but many of the inequalities exposed through this period remain unaddressed.


As we move into a new phase of the COVID-19 pandemic this summer, listening to patients' voices and learning from their experiences remains as important as ever. It is vital that the voices of local people are kept central to considerations of new ways of working, and when commissioning and evaluating services. We have heard from local people about their experiences of living through the COVID-19 pandemic, and how they would like the healthcare and support they receive to be improved to help them stay well and safe.

12. Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

Healthwatch Central West London, Grand Union Studios, 332 Ladbroke Grove, North Kensington, London, W10 5AD

 020 8968 7049

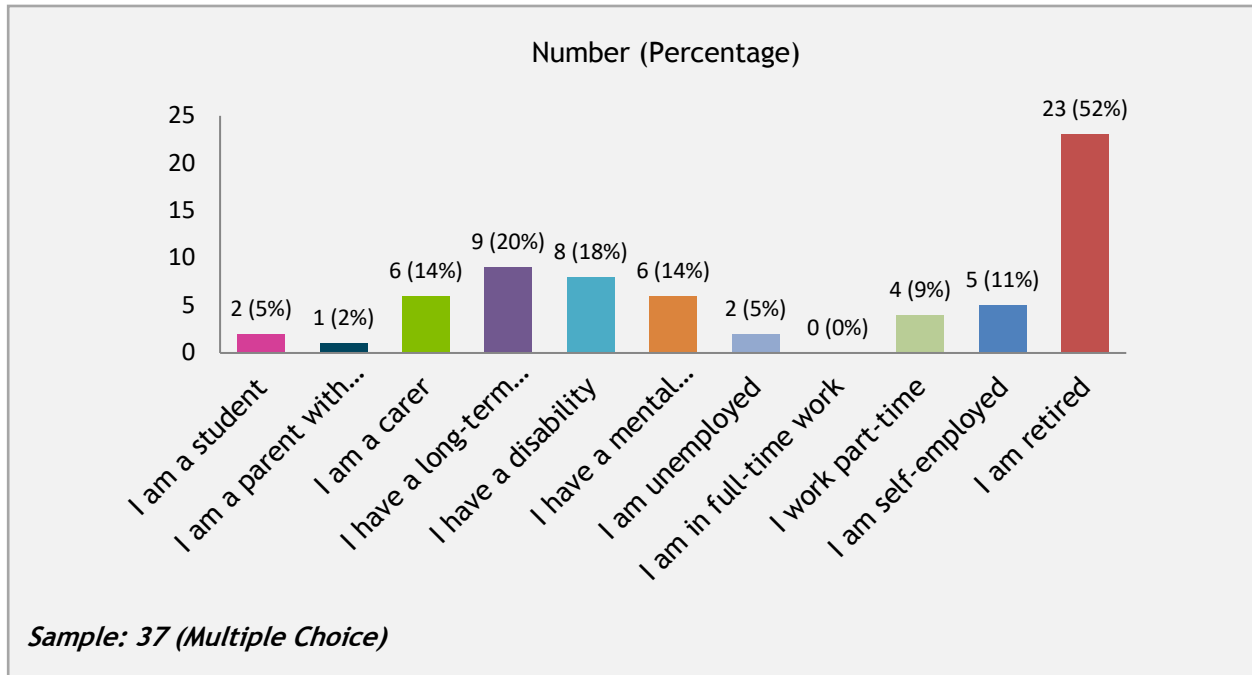
 info@healthwatchcentralwestlondon.org

 healthwatchcwl.co.uk

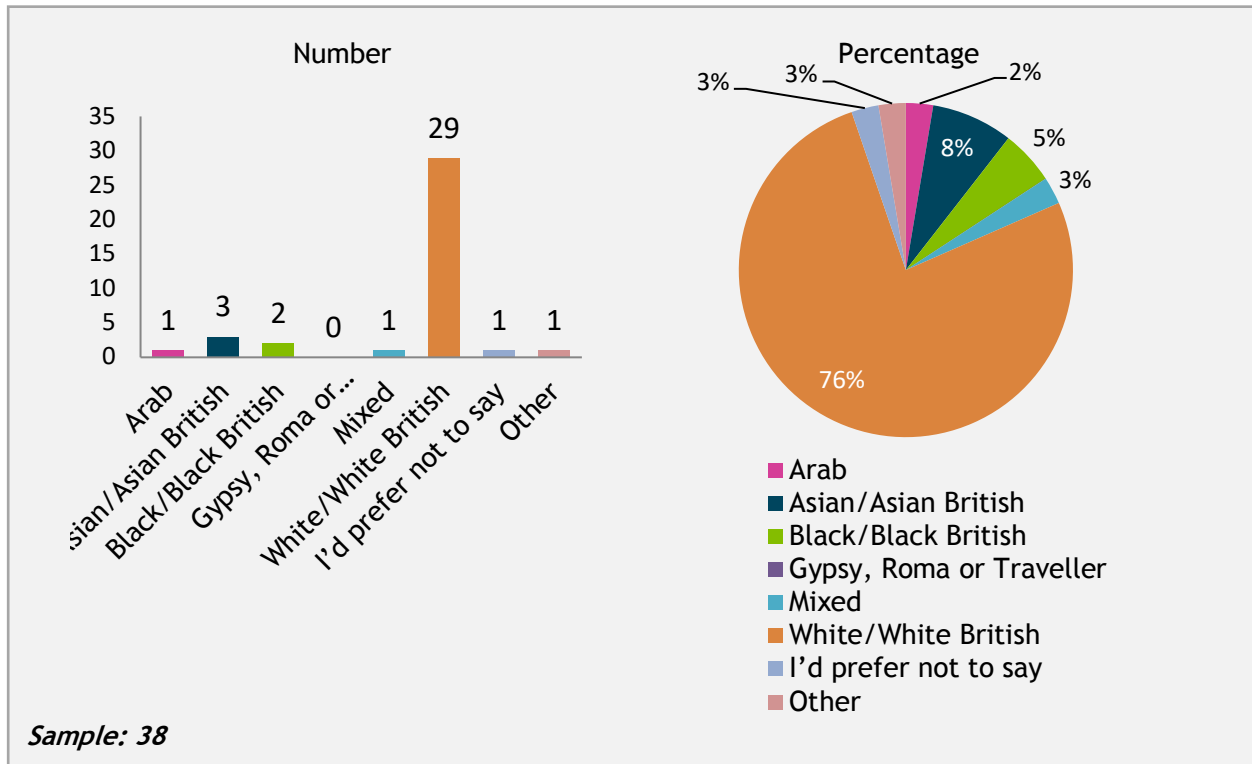
Appendix 1 - Demographics

The stated demographics of participants are as follows.

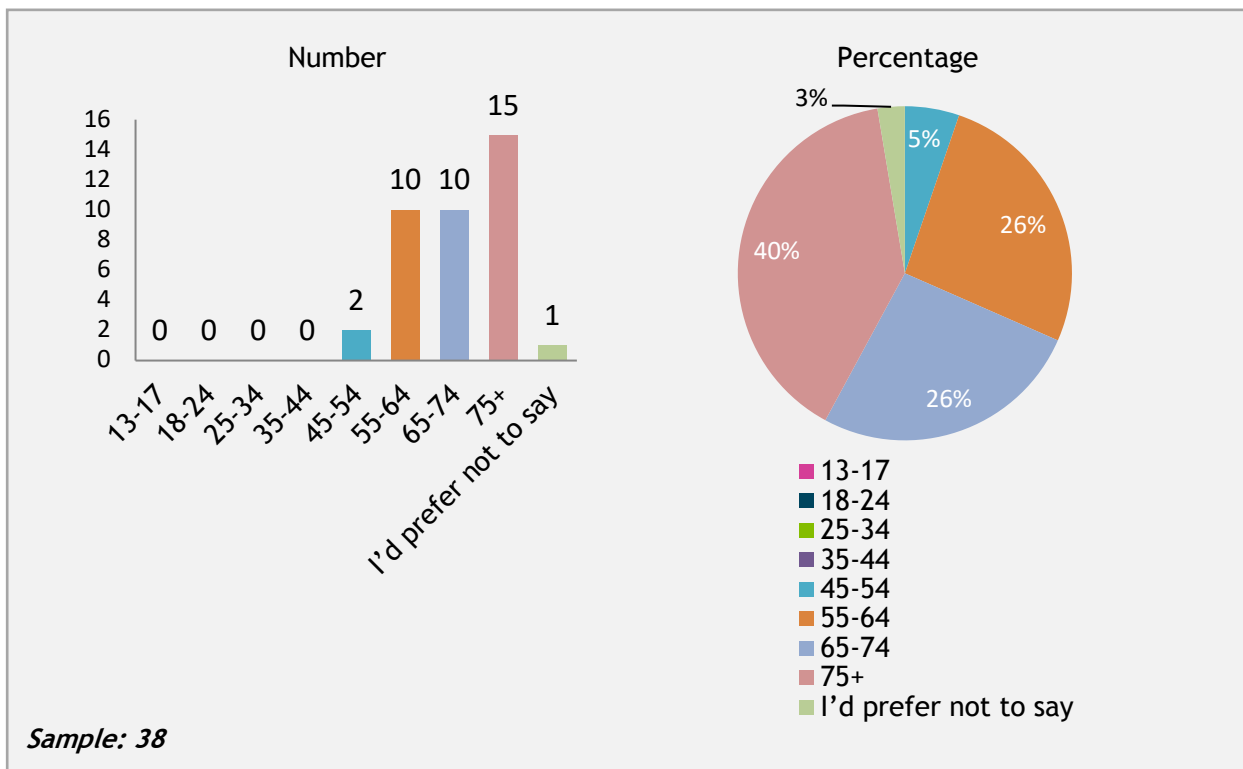
Please tell us what best describes you?



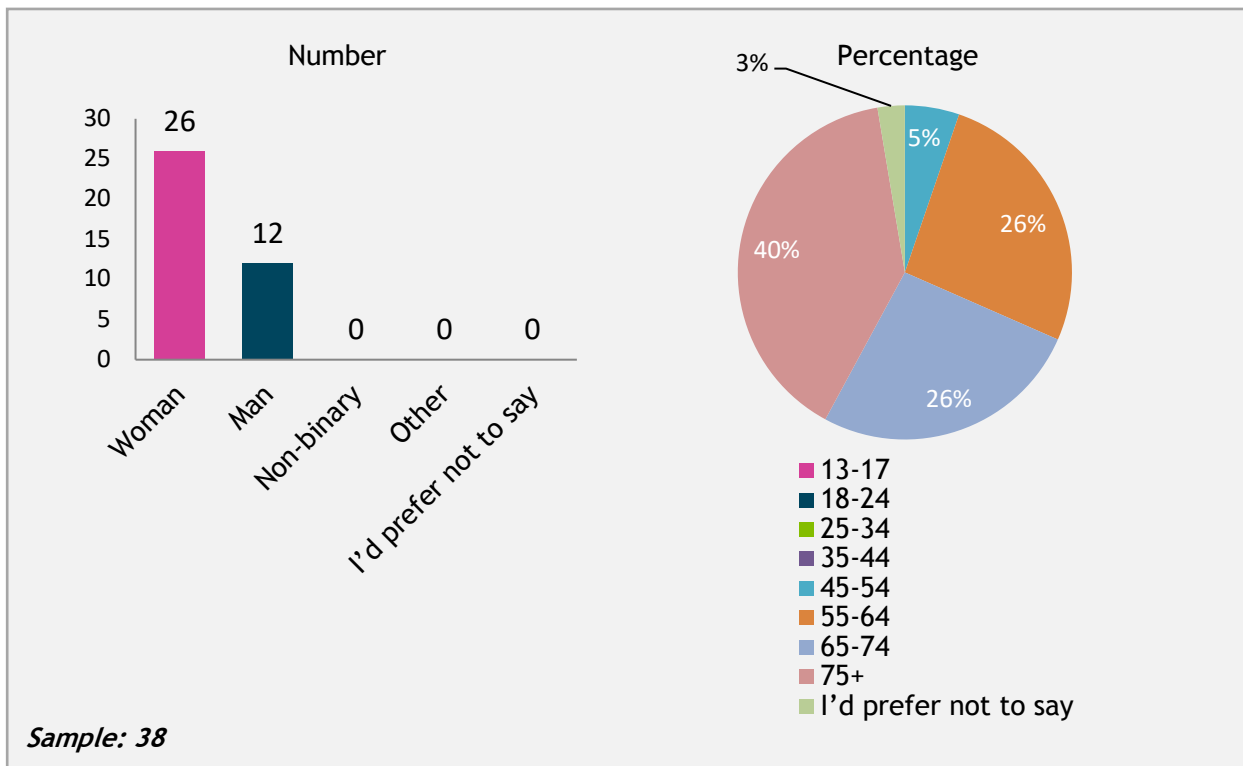
Please select your ethnic background



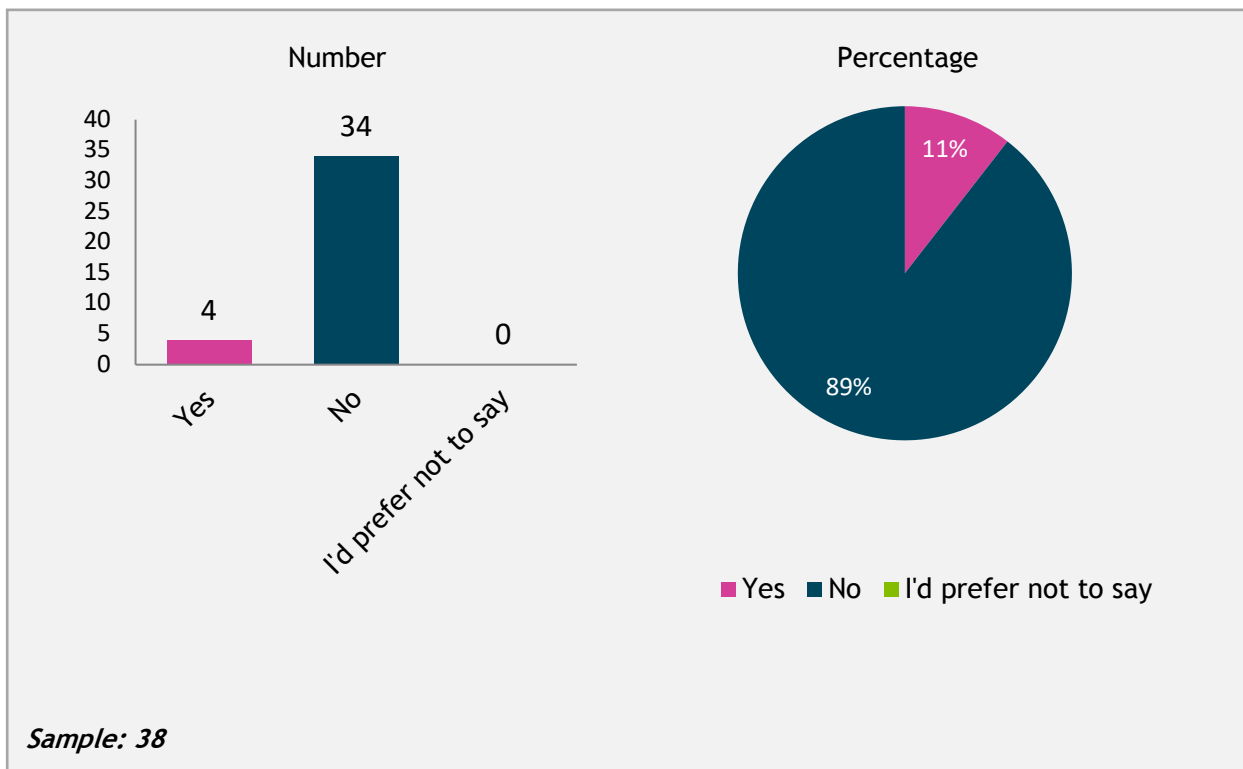
Please tell us which age category you fall into



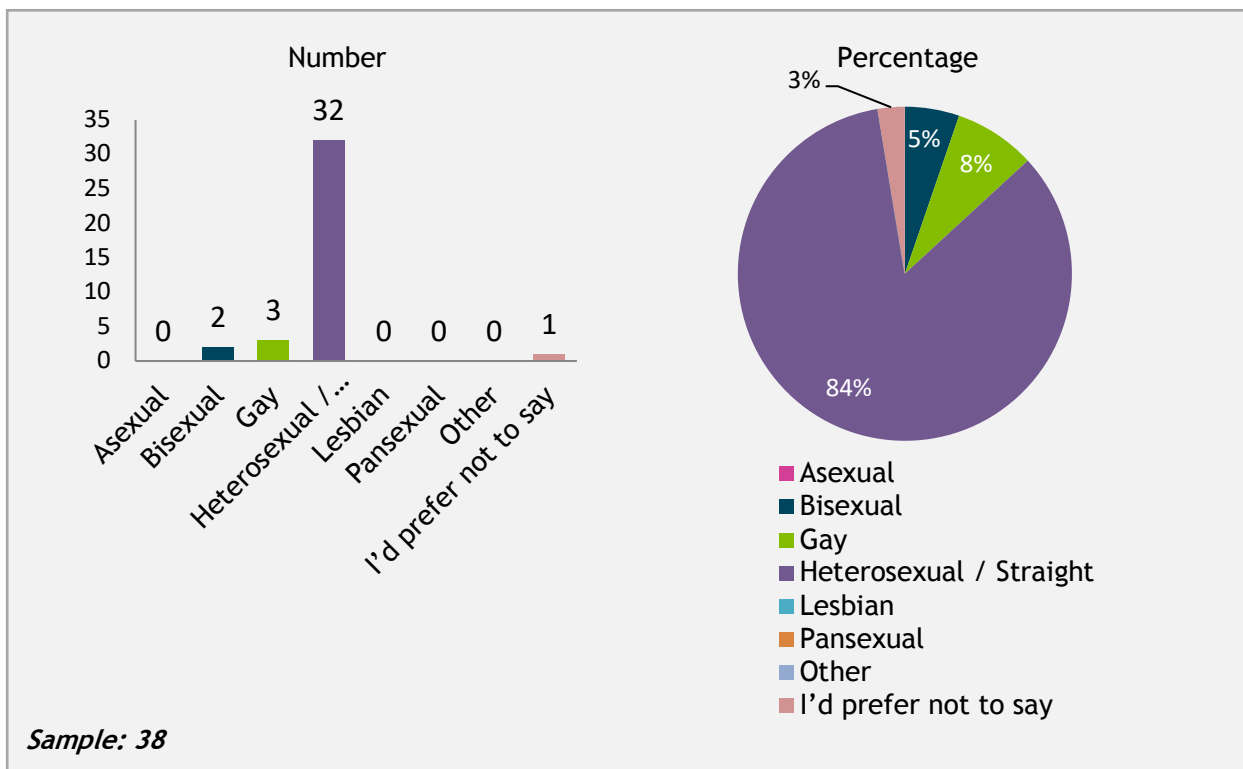
Please tell us which gender you identify with



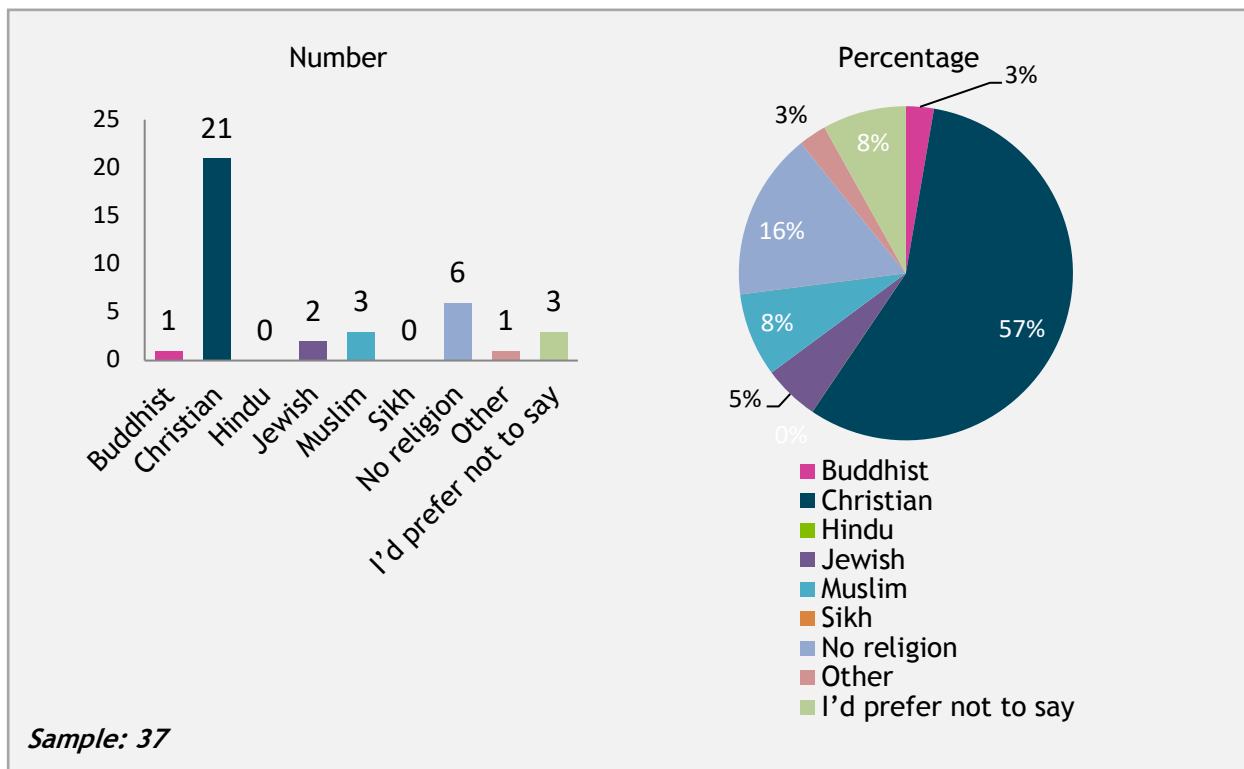
Is your gender different to the sex that was assigned to you at birth?



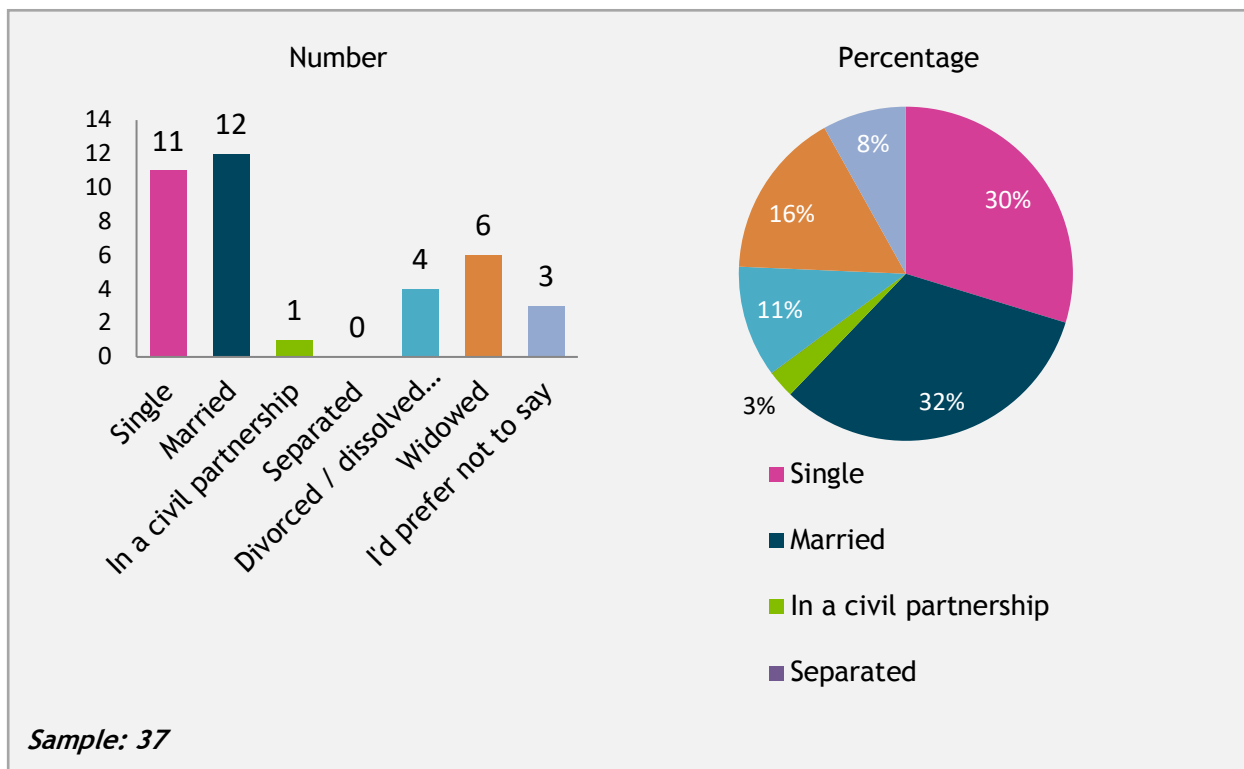
Please tell us which sexual orientation you identify with



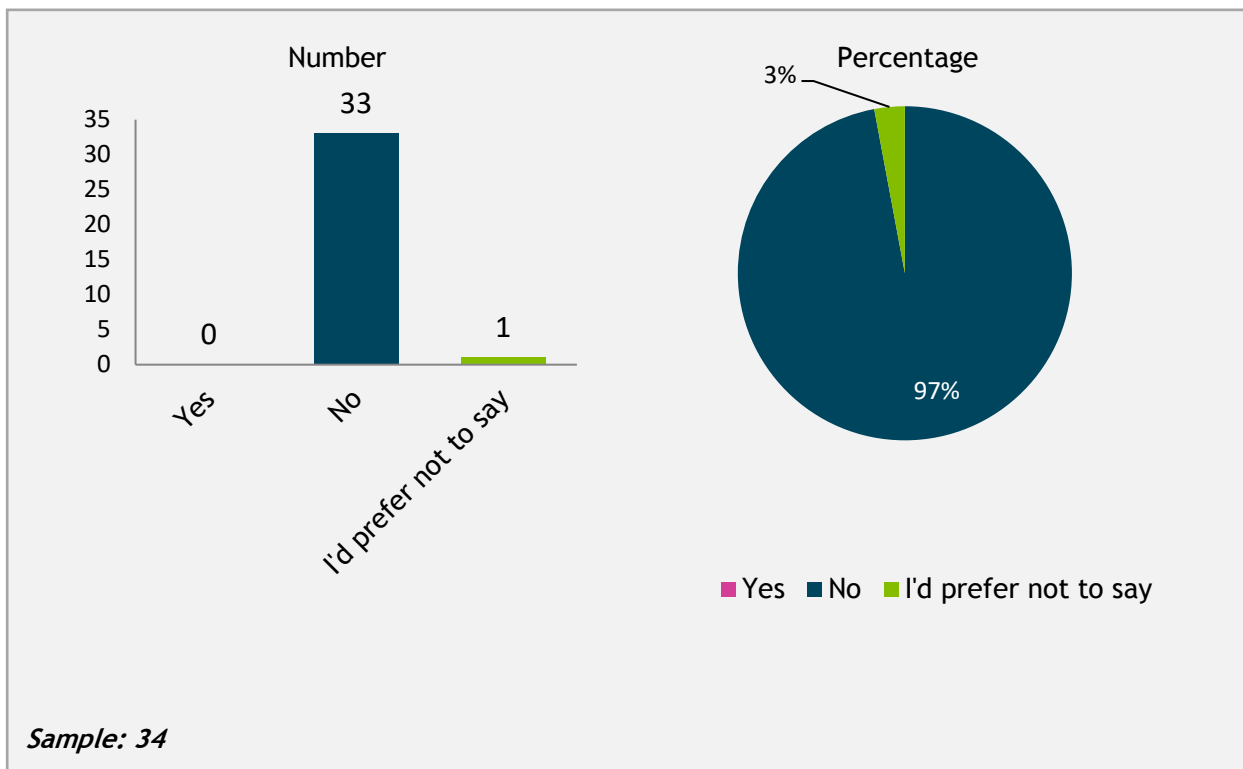
Please tell us about your religion or beliefs



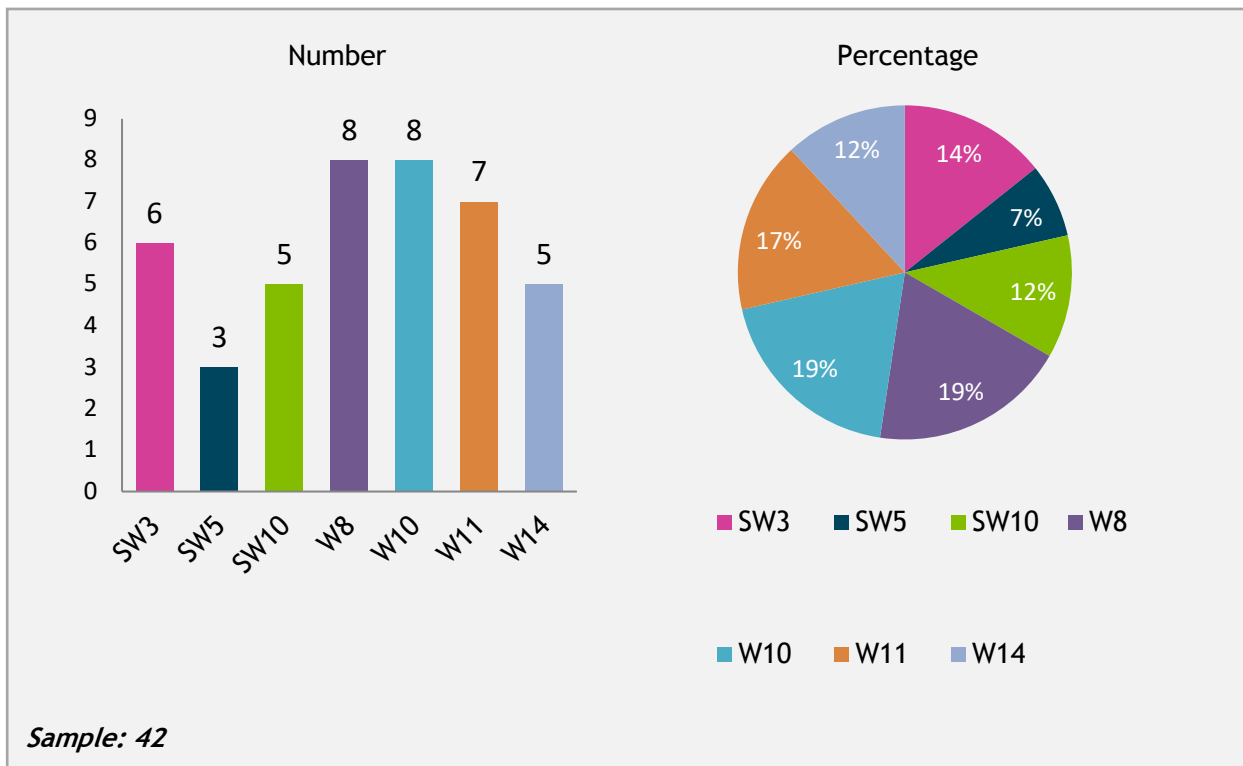
Please tell us about your marital or civil partnership status



Are you currently pregnant or have you been pregnant in the last year?



Please tell us your Post Code



“I feel utter frustration with the current situation but I look forward to the future.

However my learning disabled daughter’s life has been destroyed because all the activities she engaged in have stopped and she doesn’t enjoy Zoom.”

Local resident