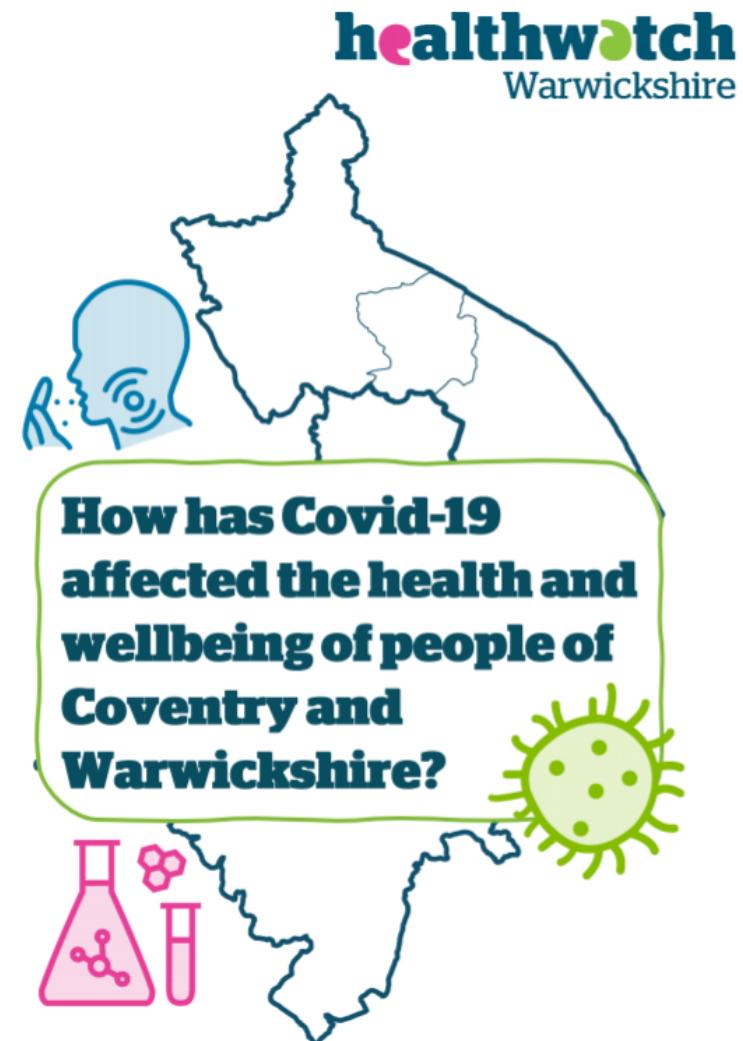


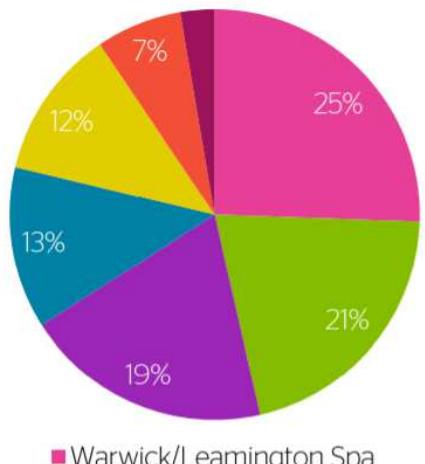
Our survey asked:

- How local people accessed information to keep them safe during the pandemic and if the information they needed to keep them safe was given in a way that they understood?
- What changes had been made to NHS, adult social care services, or the support needed or received to keep them well during the pandemic?
- How the pandemic had impacted peoples' mental health and wellbeing? What services had been affected? And the impact on the person receiving support?



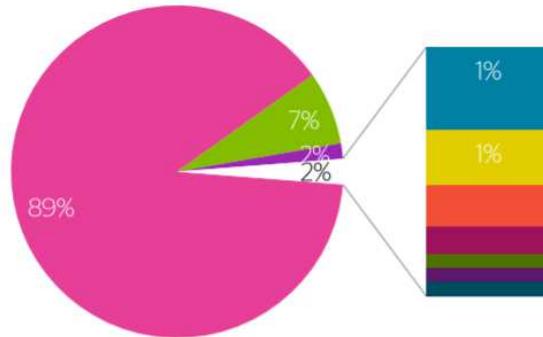
1,117 people responded to our survey

Location



- Warwick/Leamington Spa
- Stratford-Upon-Avon
- Coventry
- Nuneaton and Bedworth
- Rugby
- North Warwickshire
- Other

Ethnicity



- White: British
- White: Any other White background
- White: Irish
- Asian / Asian British: Indian
- Black / Black British: African
- Black / Black British: Caribbean
- Another ethnic background
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Asian and White
- Asian / Asian British: Bangladeshi



Information to stay safe and well



Most people told us that they found it **easy** to access the information they needed to stay safe, some reported it was **difficult** to keep up to date

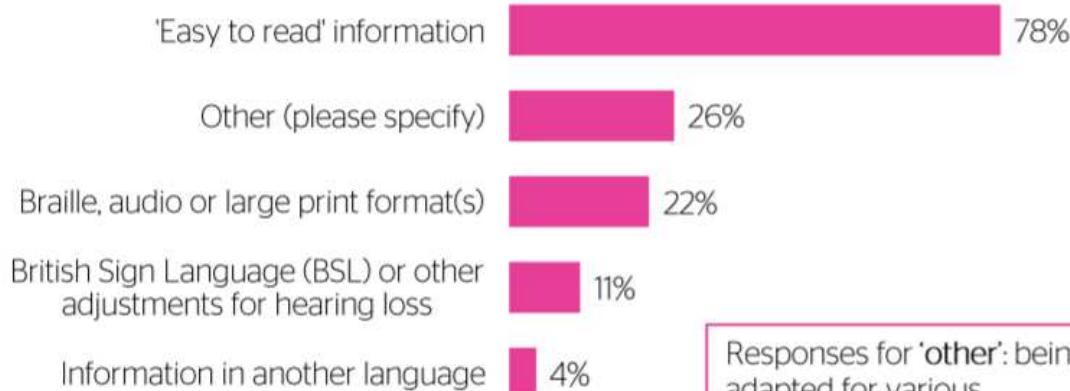
Respondents to the survey told us that they would like clear advice/information on

- ① Changes to usual healthcare services
 - ② Help for people who don't use the internet
 - ③ How to look after your Mental Health and Wellbeing
 - ④ Accessing Community Support
 - ⑤ What 'high risk' people should do
- 



Additional Communication needs

When we asked which format they would have liked information in, the responses were as follows:



Responses for 'other': being adapted for various conditions/audiences. Verbal, and videos were among the most common responses.

"We have had a lot of telephone consultations which are hard for dad to hear. When people visit in masks it is hard for him to hear too."

"wearing masks does not help deaf people."

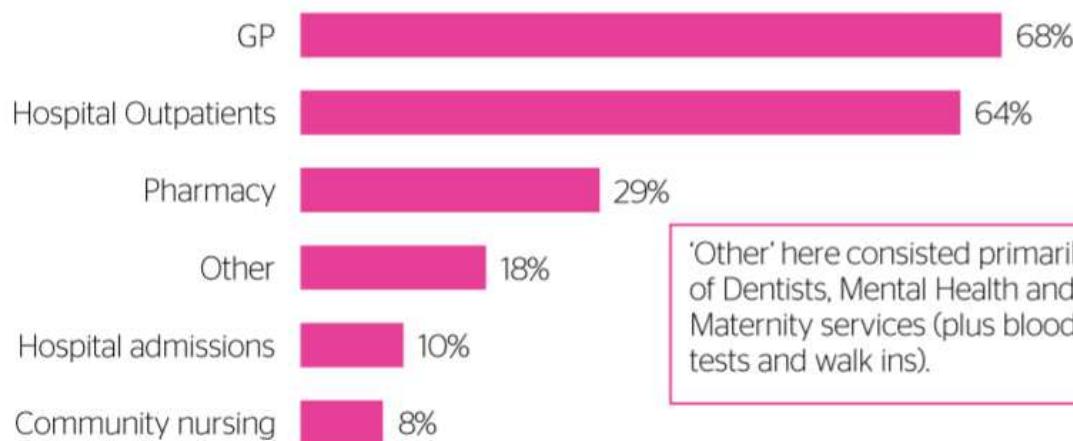
"Videos are helpful."



Changes to Healthcare

Most people told us that their service was either adjusted or postponed with only 27% saying it had been cancelled, and 9% reported that they chose to avoid services

In total **401** people told us they had experienced changes to their healthcare. Outlined below are the services that had most affected the people who responded to our survey:



Have
your
say

"I feel the psychiatrists actually listen better on the phone as they do not get distracted"

"Deterioration in condition"

"Saved 60 mile round trip for check up"

"Phone consultation with GPs and hospital appointments are not good for helping with some conditions such as long term respiratory, dermatology and cardiac issues. Totally frustrating and unhelpful"



Experiences of healthcare for Covid-19 symptoms

108 people told us about their experiences

64% rated their experience as good

“My husband has been in ICU at Warwick hospital on life support as he has covid 19 and they have been brilliant”

“GP support was excellent”

There was some negative feedback about 111 service:

“Phone line engaged for a long time and conflicting information to what the GP had said”

“My husband only had a very high temperature and 111 said it was unlikely to be C-19. However, when I eventually called 999, the paramedics said I ought to have called a week earlier”



Have
your
say

Themes in what we are hearing...



Maternity

"UHCW have implemented huge restrictions in how pregnant women can access services, preventing partners from attending scans, inductions and postnatally. I gave birth during the pandemic May, I was never directly communicated with about the changes. Human rights states a women should have a birth partner with them during their labour. I ended up needing an induction {and} when I went into labour there was not an available delivery suite so I was in active labour for 6 hours on an antenatal ward without my husband.... I feel like I have PTSD as a result of the experience."

"Had no preparation for birth now causing anxiety. Birth expectations class could have been done virtually via zoom/facetime etc."

"I had a baby 2 days before lockdown so been unable to have midwife visits. 1st appointment for heel prick test was carried out but felt rushed. All other contact has been over the phone."

Themes in what we are hearing...

Dentistry

"My daughter is in middle of now abandoned orthodontic treatment and is struggling with her teeth all moving out of line again- could spiral into a mental health issue"

"I was not able to get emergency dental treatment"

"Not been able to see a dentist for tooth abscess"

"Broken dental plate has affected eating and mental well-being"



Other themes include:

- Lack of clear communication – feeling “left in the dark”
- Issues with medication
- Virtual consultations – feedback was both good and bad

Changes to Social Care



69 people feedback their experiences - we would like to hear more!
19 people said their care had stopped completely

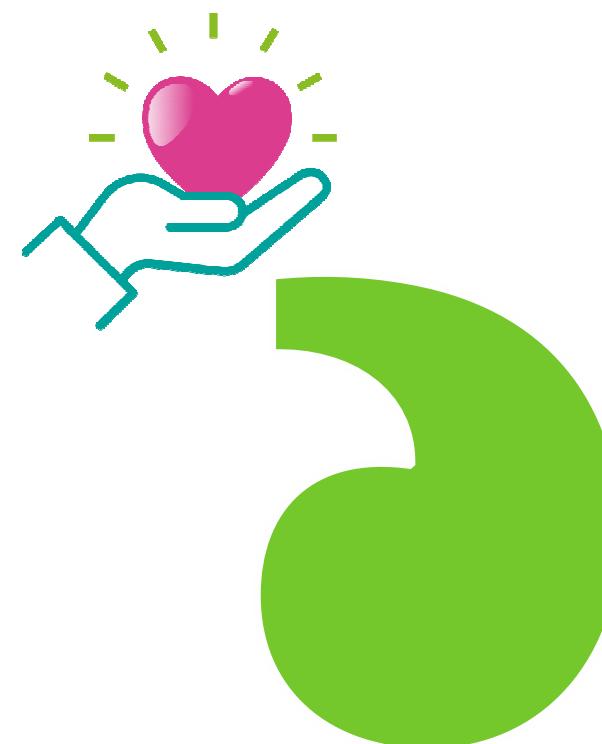
What we people told us:

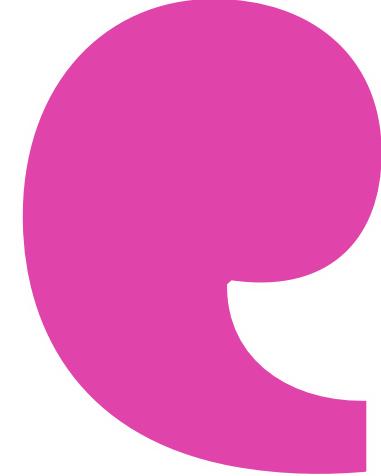
Have
your
say

*"Initially - care was stopped. Had to argue to get put back in.
No risk assessment undertaken. LA once alerted were good. Still
lack of PPE"*

*"having early stage dementia doesn't understand why no one is
coming to clean, do her hair, cut her toe nails and bath her. we
are gradually going to start introducing this back as it has been
a drain on the family"*

*"Stoma nurse was due to visit but that was changed to a phone
call and the next call never happened"*





Mental Health and Wellbeing



839 people told us about their mental health and wellbeing

74% said the Covid-19 pandemic had some effect on their mental health or wellbeing, with 19% saying it had impacted them greatly:

A great impact,
19%

Some impact,
55%

No impact,
26%

Have
your
say

“Anxiety, depression, feelings of loss for the freedom we used to have.”

“Additional stress having to work from home with kids under the age of 4 and being a single parent with no additional support”

“I HAD JUST STARTED A SOCIAL LIFE, WHICH WAS CUT SHORT. SO I AM BACK TO SQUARE ONE AGAIN. I HAD JUST STARTED SWIMMING, FOR EXERCISE. I NEED ACCESS TO PUBLIC TOILETS, BECAUSE I HAVE BLADDER AND BOWEL PROBLEMS, PUBLIC TOILETS HAVE BEEN SHUT, SO I HAVE BEEN UNABLE TO GO OUT.”

Next steps

We have:

- Shared 4 fortnightly real time reports with key stakeholders and services providers (people who need to know)
- Presented the data at South Warwickshire Patient and Public Participation Group, George Eliot Hospital Patient forum
- Presented to South Warwickshire Place Transitional Board included in their future engagement strategy
- Contributed to the Coventry and Warwickshire Covid-19 impact assessment
- Shared information to inform mental health and cancer teams of patients' perspectives on services during the pandemic
- Used data in conversations with North Warwickshire and Nuneaton and Bedworth communities' partnerships

We will:

- Share this report and present it to our partners including Warwickshire County Council and local NHS.
- Share it with wider public and continue to collect their views as the pandemic continues.
- Continue to use the data on request if stakeholders would like to know more about specific demographics or services (anonymously).
- Use it to ensure lessons learned if there is a second wave

Thank You!

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claire@healthwatchwarwickshire.co.uk

