

# Your care during Covid

## Supporting information document

### Introduction

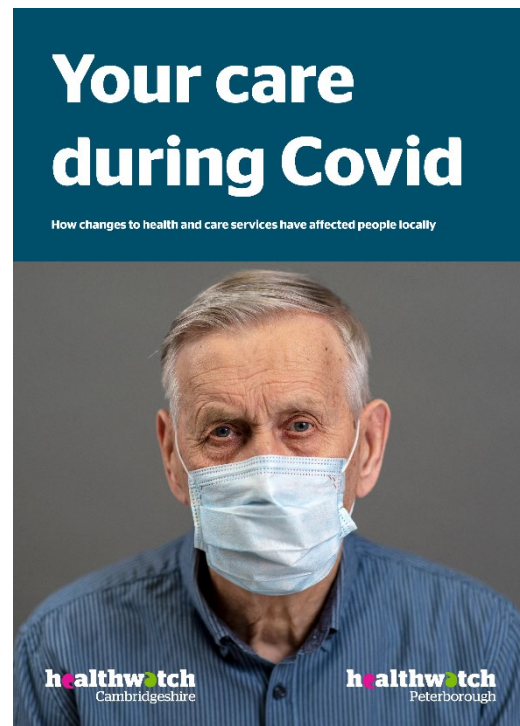
Our **Your care during Covid** report was published on 22 October 2020.

It was the end of a three-month project to listen to the health and care experiences of local people during the first wave of the coronavirus pandemic, particularly those who were most likely to be affected by changes to services.

Our survey ran between 28 May and 31 August 2020 and a total of 1,131 people from across our area took part. As part of the project, we also published three survey briefings during the summer, highlighting key findings to local services.

You can find the information about the project on our Healthwatch websites here at:

- [www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews](http://www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews)
- [www.healthwatchpeterborough.co.uk/coronavirus-yourviews](http://www.healthwatchpeterborough.co.uk/coronavirus-yourviews)



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## Item 1: The numerical responses to survey questions

### About you

#### 1. Do you consider yourself to be at risk of serious illness from COVID-19?\*

This might be because you are aged 70+, are pregnant or have an existing health condition.

Yes	496	No	635
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or do you care for or support anyone who is considered to be at risk of serious illness from COVID-19? \*

Yes	374	No	757
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Only the 709 people who said yes to one or both parts of question one, went on to answer the rest of the questions in this section.

If yes, please tell us why - select all that apply\*

Type of support	number	%
A health condition (only)	300	42.3%
A health condition and I am 70+	169	23.8%
Am 70+	143	20.2%
Pregnant (only)	7	1%

Other people selected a combination of factors including pregnancy, health and age.

#### Have you or anyone you support received a letter or text advising you to shield yourself? \*

Answer based on 709 answers

Yes	254	No	454
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#### Have you asked for support from the countywide or district hubs? \*

Answer based on 709 answers

Yes	95	No	613
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If yes, what sort of support did you need? \*

Food	63	Household tasks	4
Collecting prescriptions	38	Leisure or pleasure support	3
Befriending	9	Other	13

**Of the 95 people who said they had asked for support from a countywide or district hub, 102 organisations were named.**

- 36 named a county or district hub
- 36 said a local Covid or community group
- 6 said central government
- 4 said NHS/RVS responders
- 8 said none or N/A
- 12 said other

If no, please tell us how you have managed for support

501 people told us more about how they managed for support. People's responses often contained more than one topic.

Type of support	number	%
Family and friends	293	58.5
Shop deliveries	133	26.5
Not needed support	75	15
Going out to shop	64	12.8
Social care and healthcare	34	6.8
Phone and technology	28	5.6
Local support	20	4
Not had support	18	3.6
Medication delivered	16	3.2
Not had support and needed it	15	3
Online shopping non food	6	1.2
Food parcels	4	0.8
Takeaway deliveries	1	0.2

15% said they did not require support

2. Do you, or does the person you care for or support, have any additional communication needs? For example, do you need information in Easy Read or in a different language.

Yes	73	No	1058
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If yes, please tell us more. Select all that apply\*

Access need	No.	%
BSL	3	3.8
Braille, audio, large print	12	15.0
Easy Read	19	23.8
Another language	10	12.5
Other	36	45.0

Have you been able to find information and advice in the format(s) or language(s) needed?

Answers based on 73 responses

Yes	40	No	33
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### Information and advice

3. How easy is it to find the information you need about how to keep yourself and others safe during the coronavirus pandemic?

How easy	No.	%
Very easy	355	31.4
Easy	454	40.1
Neither easy nor hard	241	21.3
Hard	62	5.5
Very hard	19	1.7

4. How easy is it to understand information about how to keep yourself and others safe? \*

How easy	No.	%
Very easy	316	27.9
Easy	459	40.6
Neither easy nor hard	245	21.7
Hard	92	8.1
Very hard	19	1.7

5. How easy is it to act on information about how to keep yourself and others safe? \*

How easy	No.	%
Very easy	245	21.7
Easy	466	41.2
Neither easy nor hard	260	23.0
Hard	141	12.5
Very hard	19	1.7

6. How easy is it to keep up to date with the changes to information about how to keep yourself and others safe? \*

How easy	No.	%
Very easy	217	19.2
Easy	392	34.7
Neither easy nor hard	246	21.8
Hard	218	19.3
Very hard	58	5.1

## Your experience of care

### Healthcare

7. If you needed help with a health problem during the pandemic, did you know where to go?

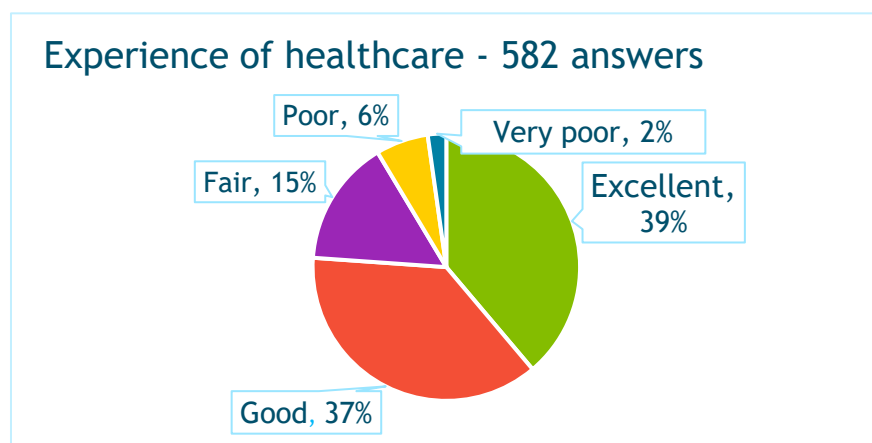
Yes - knew where to go	582
Yes - did not know where to go	102
Did not need help	444
Blank	1

If yes, please tell us which service you used\*

Service	Number	Service	Number
GP	420	Other	19
Urgent and emergency care	139	Mental health	13
Hospital	123	Maternity	9
Community services	31	End of life	8
Pharmacy	30	social care	4
Dentists	19	Opticians	2
NHS website	2	not disclosed	2

How would you rate your experience of (health) care? \*

Excellent	226
Good	217
Fair	89
Poor	37
Very poor	13
(blank)	549



8. Have you, or has the person you care for, experienced any changes to healthcare due to the pandemic?

Yes	457
No	237
Not needed any care	437

Over one in three (34.1%) who needed healthcare experienced a change to their normal care.

If yes, how would you rate the communication about the changes? \*

Sentiment	Number	%
Excellent	52	11.4
Good	111	24.3
Fair	125	27.4
Poor	103	22.5
Very poor	66	14.4
blank	674	

Does this relate to a specific service? \*

457 answered this question.

Yes	294	No	104	Prefer not to say	59
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9. Have you avoided getting help for a health problem because of coronavirus?

Answer	No.	%
Yes	342	30.3%
No	788	69.7%

If yes, please tell us about this

318 people completed the free text box about avoiding getting help for a health problem because of Covid-19. Just over one in eight responses spoke about fear of catching Covid-19. Sometimes they admitted they were putting off seeking help for potentially serious conditions.

Over a third mentioned they were in pain or their condition had worsened.

Another third mentioned they had difficulty in accessing services.

People's comments/reasons were categorised into broad areas. Comments could be categorised into more than one area. Some people just mentioned a condition and gave no further information as to why they had avoided seeking help.

- **Telephone consultations were not accessible or appropriate for them** - some people said it was harder to talk about issues, felt that the call was rushed, or that they could not use the phone because they had hearing loss or were non-verbal. Some people felt their concerns had been dismissed
- **Services were closed** - some patients spoke about being discharged but still needing help
- **Communication was poor** - so for instance people were promised call backs or actions that never happened

## Social Care

10. Do you, or does the person you care for, receive care or support to carry out daily activities? \*

Yes	125	No	1006
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If yes, have you/they experienced any changes to this care due to the coronavirus pandemic?

Yes	66	52.8%
No	59	47.2%
Blank	1	

If yes, how would you rate the communication about the changes? \*  
Most people rated communication about changes as fair. Slightly more rated communication as poor/very poor as opposed to excellent/good

Sentiment	Number	%
Excellent	7	10.6
Good	14	21.2
Fair	23	34.8
Poor	13	19.7
Very poor	9	13.6

How would you rate your experience of the changes made? \*

Sentiment	Number	%
Excellent	5	7.6
Good	11	16.7
Fair	25	37.9
Poor	17	25.8
Very poor	8	12.1

Does this relate to a specific service?  
66 people who answered this question

Yes	30	No	16	Prefer not to say	20
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30 people named a service. Services included both those commissioned by social services and other services.



Please tell us about how these changes have affected care arrangements\*

66 people left a comment telling us how the changes have affected them, highlighting the difficulties they have faced

**Mental health and wellbeing**

11. How much of an impact has the coronavirus pandemic had on your mental health or wellbeing? \* From 1 (not much) to 5 significant

Rating	Number	%
1	256	22.6
2	211	18.7
3	300	26.5
4	223	19.7
5	141	12.5

12. Have you or anyone you care for been able to access support for mental health or wellbeing during this time? \*

Where people went for support	Number
Yes - family and friends	287
Yes - community voluntary group	49
Yes - mental health care provider	63
Yes - telephone helpline	33
Yes - online or app	44
Yes - other	50
No	129
I haven't needed support	605

Which organisation, website or app did you go to for support? \*

The answers from 186 people gave a wide range of organisations including those provided by the NHS and voluntary or community-based organisations.

If no, please tell us why you haven't been able to get support.

We analysed people's responses to find out why they didn't get support

Didn't seek help	21
Difficult to access a service or no service	17
Poor prior experience or impression of local services	15
Other	14
Service closed	12
Self-care or support from others	8
Unsure where to go for help	6
Scared to	2

**13. Have you seen or been given information about mental health services in Cambridgeshire and Peterborough available at this time? \***

Yes - social media	<b>295</b>
Yes - TV or radio	<b>158</b>
Yes - Printed literature	<b>116</b>
Yes - GP or health professional	<b>102</b>
Yes - Friend	<b>57</b>
No	<b>605</b>

**Anything else you want to say**

**14. Is there anything else you'd like to tell us?**

We want to know how changes to health and social care services have affected you and the people who are important to you.

We received 536 comments which were analysed and helped to form our report.

**15. Do you have a message for NHS staff, carers and other keyworkers?**

We will try and share as many of these as we can on social media and our websites. And we will pass them on to local NHS and care organisations.

We received 688 messages, the majority of which were thanking keyworkers.

## Please tell us a little bit about yourself

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics.

You don't need to answer these questions if you don't want to.

Questions 18 to 25 were optional, so the number of respondents may be different in each question.

### 17. Where do you live?

Area	Number	%
Peterborough	264	23.8
Huntingdonshire	259	23.4
South Cambridgeshire	150	13.6
Cambridge	143	12.9
Fenland	129	11.7
East Cambridgeshire	111	10.0
I don't live in Cambridgeshire or Peterborough	51	4.6

### 18. How old are you?

Age	Number	%
65-74	253	22.9
45-54	237	21.4
55-64	214	19.3
35-44	134	12.1
75+	124	11.2
25-34	89	8.0
18-24	29	2.6
Under 18	15	1.4
Prefer not to say	12	1.1

### 19. How would you describe your gender?

Gender	Number	%
Female	839	75.9
Male	240	21.7
Other	6	0.5
Prefer not to say	46	1.8

20. How would you describe your sexuality?

Sexuality	Number	%
Heterosexual or straight	982	89.6
Lesbian, Gay or Bi-sexual	37	3.4
Other (please tell us below)	7	0.6
Prefer not to say	70	6.4

21. Do you consider yourself to be transgender?

Yes or no	Number	%
No	1051	96.7
Prefer not to say	28	2.6
Yes	8	0.7

22. How would you describe your ethnicity?

Ethnicity	Number	%
Any other Asian, mixed, black or white background or other ethnic group (please tell us below)	49	4.48
Asian or Asian British Bangladeshi	1	0.09
Asian or Asian British Indian	4	0.37
Asian or Asian British Pakistani	7	0.64
Black or Black British African	4	0.37
Chinese	1	0.09
Gypsy, Roma or Traveller	1	0.09
Japanese	1	0.09
Mixed White and Asian	5	0.46
Prefer not to state ethnicity	40	3.66
White British	963	88.03
White Irish	18	1.65

**23. What are your religious beliefs?**

Religion	Number	%
Christian	532	48.5
No religion	421	38.4
Muslim	16	1.5
Buddhist	6	0.5
Hindu	5	0.5
Jewish	5	0.5
Sikh	1	0.1
Other	26	2.4
Prefer not to say	85	7.7

**24. Do you have a disability or long-term health condition?**

Answer	Number	%
No	530	48.3
Yes	524	47.8
Prefer not to say	43	3.9

**25. Do you have family caring responsibilities?**

Answer	Number	%
Yes	333	30.1
No	739	66.8
Prefer not to say	34	3.1

## Item 2: The methodology used to analyse people's responses

### Methodology

The downloaded raw data was put into one list, using IP addresses and manual reading across to locate any duplicate entries which were then deleted.

The data was analysed by question, using pivot tables and formulae. One issue was understanding where the 'base number' (n=) came from for any section, as this changed through the survey. Percentages were given to one decimal place.

Analysing where people had multiple options was done in one of two ways:

- Where the **combination of choices** was significant COUNTIFS has been used
- Where the percentage of people choosing a **particular option** is more significant, the percentage has been calculated on each option

As examples, the questions about perceived risk of serious illness were counted using COUNTIFS as the overlap of people responding 'yes' to both questions impacted on the number used to calculate the percentages.

The combination of options that people could choose from in terms of mental health support have been looked at in terms of percentage for each option, as the combination is less significant.

In the testing phase, there were a few anomalies where people had not completed questions which were later set as mandatory. Where this influenced the numbers used to calculate percentages, this was noted.

With the free text comments broad themes were identified, dividing the answers into categories and illustrative quotes selected.

In some sections people gave varying levels of details which affects the reliability of any conclusions. For example, it was not always clear when people responded 'hospital' when asked what health services they had used (q) whether this referred to an urgent and emergency services such as a visit to the Emergency Department or an inpatient/outpatient visit. So, there is likely to be an under reporting of use of urgent and emergency care services. Some people also referenced multiple visits but gave no specific number.

Colleagues carried out some sampling to check calculations.