

COVID-19 Survey Overview: Your Health and Care Experiences throughout the Coronavirus pandemic (19 March to 31 July 2020)

In March 2020, we began to see changes to health and care services throughout the country and more locally in Oldham. These changes have impacted on all of us and have changed how we use and experience health and care services. As a result of these changes, we wanted to find out more about the experiences people in Oldham have had so far. The objective, to see if there had been any trends relating to support, treatment, appointments, and what people felt about the way services were now being run. This is an initial overview into our ongoing analysis of your feedback:

518 people took part in the survey

Breakdown:

373 are female



131 are male



1 preferred to self-describe

2 preferred not to say

54 people consider themselves to be a disabled person



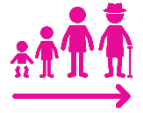
473 people stated that they completed the survey based on their own experiences

19 people completed the survey based on someone they knew

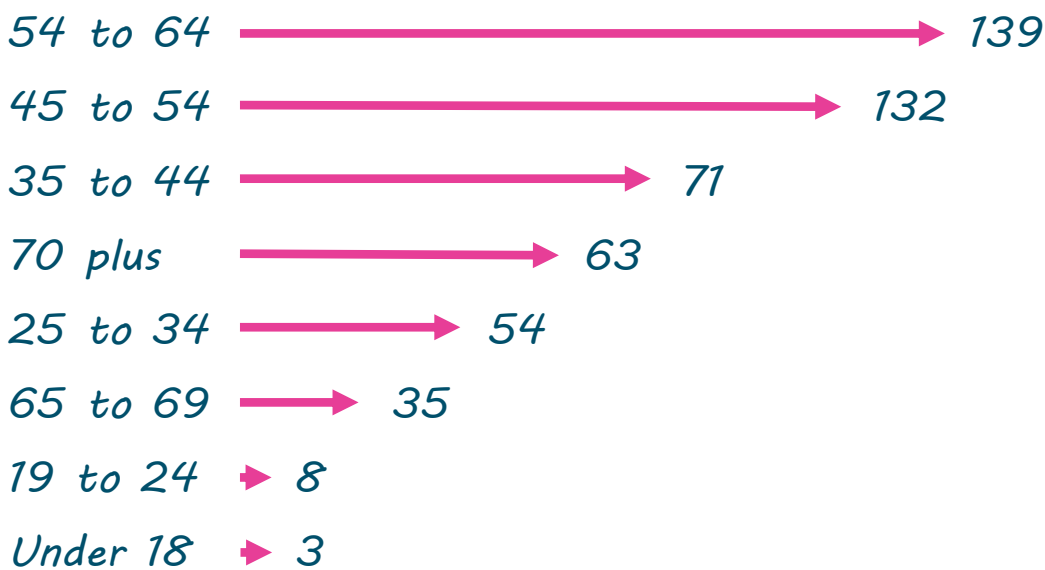
8 people completed the survey based on an adult they care for

3 people completed the survey for a child they care for

Age Groups:



The most common age group was '54 to 64', with **139** people stating they were part of this category which is shortly followed by **132** people who stated their age group was '45 to 54'.



Ethnicity:



The most common ethnicity was **431** people who stated they are 'White British'. Whilst this survey has representation from a diverse range of ethnic groups, we are currently working with various community groups and services to obtain more feedback from BAME Communities.

431	White British
11	White Irish
10	Bangladeshi
7	Pakistani
7	Preferred not to say
6	Other mixed background
5	Other White background

5	Indian
4	Other Asian background
3	Other Black or Black British background
2	White/Black Caribbean
2	White /Asian
1	African
1	Caribbean

Location:

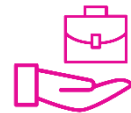


All areas of the Oldham Borough have been represented within the results of this survey with the highest responses coming from Saddleworth West and Lees with **57** people:

18	Alexandra
23	Chadderton Central
48	Chadderton North
13	Chadderton South
7	Coldhurst
1	Coppice
7	Crompton
11	Failsworth East
7	Failsworth West
14	Hollinwood
12	Medlock Vale
33	Royton North

17	Royton South
38	Saddleworth North
34	Saddleworth South
57	Saddleworth West & Lees
19	St. James'
7	St. Mary's
40	Shaw
16	Waterhead
8	Werneth
49	Other

Employment Status:



The highest response was **130** people who stated that they are a Key Worker (in a public facing role) and the lowest response was **4** people who stated they are a full-time unpaid carer:

130	Key Worker (Public facing role)	13	Self-employed (Able to work during COVID-19)
47	Key Worker (Non-public facing role)	4	Full-time unpaid carer
105	Working from home	12	Unemployed
12	Self-employed (unable to work due to COVID-19)	101	Retired
24	Furloughed	37	Other
		11	Did not wish to answer

102 people stated that they have been advised to self-isolate/shield



- **42** of those had been able to access the Government Shielding Programme compared to **32** people who had not heard of it

107 people stated that they have had COVID-19 symptoms

- **45** of those have had a COVID-19 test



- **39** of those tests were carried out by the NHS compared to **5** which were done by a private organisation
- **14** people tested positive for COVID-19



130 people stated that they had received practical support to manage during the COVID-19 pandemic with **69** people stating that Family and Friends were their main source of support:

12	Oldham Emergency Need Helpline	6	Home Care Agency
3	Coronaheroes	23	GP
9	NHS Volunteers Responders	20	Pharmacist
16	Other voluntary community groups or charities	13	Hospital
3	A new mutual aid group	69	Family Member / Friend
		23	Neighbour
		5	Carer
		12	Other
		20	Employers

395 people stated that they felt they had enough information on COVID-19 compared to **52** who stated they did not and **60** people who said 'somewhat'.



377 people stated that they sourced their information about COVID-19 from 'TV broadcasts' with the next highest answer being **283** people who looked at the official websites of the Government and the NHS:

114	GP Surgery	170	Online newspaper
127	Local Council	283	Government and NHS official websites
60	NHS App	377	TV broadcasts
61	NHS 111 (Online)	171	Radio
17	NHS 111 (Phone)	148	Through family / friends
38	Other voluntary/community group or charity	2	Carer
6	A new mutual aid group	195	Social Media
103	Newspaper	62	Other

Service Access:



We asked which health and care services were easy to access using the Likert point scale. **160** people stated that they found the Pharmacy to be the easiest service to access.

Using the same scale, we asked how satisfied people were with those same services and again Pharmacy received the highest score with **144** people who strongly agreed that they were satisfied.

139 people attended face to face appointments during this time

- **88** people stated that pre-appointment instructions around COVID-19 health and safety were 'very clear' compared to **4** people who stated it was 'very unclear'



111 people stated that risks surrounding any possible treatment during this time was clearly explained to them. **58** people stated that these risks were not clearly explained.



Cancellations - **123** people stated that their dental appointment was cancelled or postponed during this time compared to **91** people who stated this happened to their hospital appointment:

44	Routine GP appointment	5	Home visit appointment
91	Hospital appointment	123	Dental appointment
9	Cancer treatment/surgery	9	Mental health appointment
14	Surgery		

126 people stated that they had their treatment stopped during this pandemic

- **59** people stated that the risks of this were not explained to them compared to **52** people who stated it was

87 people stated that they were informed of their cancelled appointment by 'telephone' and 81 people stated it was done by 'letter'



Hospital Admissions:



72 people stated that either themselves or an immediate family member had been admitted to hospital. We then asked if the individual was in any of the following criteria (this list is the extenuating circumstance criteria for being allowed a visitor), 38 people said:

19	Pregnant and about to give birth	9	An end of life patient
6	Have a mental health diagnosis	1	Have a learning disability
		3	A child

Of those 72 people who were admitted to hospital, 4 people were COVID-19 related admissions compared to 65 people who were not COVID-19 related admissions.

- 48 people stated that they had not been able to visit during this time compared to 24 who stated they could

For those that had been allowed to visit we asked what measures of protection had been put in place:

- 11 Had to wear a face mask/face cover
- 2 Full PPE was provided by the hospital
- 11 1 member of the family were permitted
- 8 Social distancing measures were in place
- 3 Was given an allocated time and duration for visit



19 people stated that the above precautions had been clearly explained to them.

For those that was unable to visit, we asked if any measures were put in place so that they could communicate with family member during their time in hospital.

- 9 Telephone at the bedside
- 26 Use of own mobile or tablet to remotely connect with people
- 2 Use of hospital tablet to remotely connect with people
- 7 Updates from the ward staff and messages passed on
- 12 Nothing was put in place
- 1 Cordless phone at main desk



Initial Summary:



- *The response rate for this project has provided us with a large volume of views and experiences. This will be analysed to produce a more in-depth report later in the year.*
- *The statistics around ethnicity has informed us that we need to continue to gather feedback and further insight from BAME Communities so that we have better representation from across the diverse communities of Oldham. Some targeted work is now being carried out.*
- *We also want to obtain more insight from Adult's with Learning Disabilities and their unpaid Carers. Work is being carried out to gather more information.*
- *Many of the areas of the survey where people can express their concerns have shown that poor communication (either relating to person's own health and care needs or a family member) has caused them additional distress.*
- *Initial analysis shows that there has been a lot of changes for everyone. Whilst feedback is mainly positive, there has also been areas which need improving and whilst we acknowledge that these are unprecedented times, there are simple steps that can be taken to improve services.*