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Proud to deliver

healthwatch
Lincolnshire

High level summary of Healthwatch
Lincolnshire COVID19 public barometer
campaign

Healthwatch Lincolnshire COVID19 campaign

- ❑ 23 March saw immediate COVID19 lockdown. As a result Healthwatch Lincolnshire reconfigured its statutory public engagement requirements
- ❑ From 8 April 2020 and for the next 13 weeks residents of Lincolnshire were invited to contribute to our local COVID19 'barometer' survey
- ❑ Between 8 April and 26 May 2,359 people have completed the survey providing thousands of free text comments
- ❑ Further digital engagement will be circulated focusing on 'care homes and domiciliary care' and 'what has made people most proud of being a Lincolnshire resident' during the pandemic

Breakdown of responses Questions 2 - 6

Q2 - What best describes how you are feeling?

Summary of top responses include people being consistently worried about others; the percentage of people anxious about their own health has continued to reduce; there has been varying degrees and spikes on family time which may reflect the weather that week, school holidays (no home schooling) or family fatigue; very surprisingly loneliness has always been low and remains fairly static in terms of importance; impatience to get back to normal peaked in week 3 and is now dropping

Page 29	Concerned for those who are vulnerable or weak	Curious about how this is impacting the world	Inspired by how people are adapting	Anxious about my health	Happy to spend time with family	Hopeful to see how the environment is improving during this time	Lonely	Impatient to get back to normal life	Angry about the restrictions on my freedom
WK 1	53%	29%	28%	27%	25%	24%	14%	13%	3%
WK 2	41%	24%	27%	27%	22%	24%	13%	20%	5%
WK 3	40%	22%	24%	21%	24%	26%	12%	25%	4%
WK 4	44%	23%	21%	22%	20%	28%	13%	23%	5%
WK 5	43%	22%	22%	21%	26%	29%	10%	19%	4%
WK 6	39%	19%	15%	19%	24%	22%	12%	21%	4%

“Worried about my husband's health as he cannot have urgent surgery to treat bowel cancer and in the meantime he has a tumour causing pain and worry”

Respondents were able to select more than one answer, so overall 53% of everyone was concerned for x in week one whereas only 29% (of everyone) was curious about y

Breakdown of responses Questions 2 - 6

Q3. Have you found it easy to find clear and understandable information about what to do to keep yourself and others safe during the coronavirus/COVID-19 pandemic?

Respondents have found COVID19 information good but concerns over mixed and confused messages, negative messages and fake news were shared with us.

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	Yes	No
Week 1	96%	4%
Week 2	92%	8%
Week 3	90%	10%
Week 4	91%	9%
Week 5	91%	9%
Week 6	85%	15%

We see in the wake of the Prime Ministers' announcement on 10 May, that public confidence in the information on how to keep safe 'stay alert' resulted in a decline.

“We are over 70 and have to stay at home for 12 weeks but it’s unclear if we can take a daily exercise or not, we have had no letter saying we are high risk. Also we don't know how to contact any of the volunteers if we need help”

Breakdown of responses Questions 2 - 6

Q4 - Do you feel the information and advice given around COVID-19 has helped you adapt to the changes imposed on your day to day life?

From the earlier responses this was more about people struggling to understand what they can do, what they couldn't do, and how the rules applied to their personal and sometimes complex family circumstances.

Responses have been fairly consistent throughout the weeks	Yes	No
Week 1	89%	11%
Week 2	83%	17%
Week 3	85%	15%
Week 4	86%	14%
Week 5	88%	12%
Week 6	81%	19%

As with question 3 we see that with the Prime Ministers' announcement on 10 May, that the public is now less sure about what they need to do following the changes to advice on the restrictions of lockdown.

Breakdown of responses Questions 2 - 6

Q5. Do you feel that you or your loved ones quality and safety of care (not related to COVID-19) is being affected negatively?

	Yes	No
Week 1	38%	61%
Week 2	38%	62%
Week 3	45%	55%
Week 4	37%	62%
Week 5	41%	59%
Week 6	46%	54%

"Lots of appointments for my daughter have been cancelled which we have waited 2 years for my husband struggling with his anxiety and can't see anyone"

"I am afraid that should I need medical care for something other than Covid-19 it will be extremely difficult to get. Before this it was almost impossible to get a doctor's appointment. I was due for a diabetes check-up over a month ago and that hasn't happened, so my diabetes could be completely out of control and nobody seems to care."

"My grandmother was medically fit for discharge from hospital but couldn't go home as insufficient carers available to restart care package. She now has tested positive for Covid-19, caught in hospital"



Breakdown of responses Questions 2 - 6

Q6 – What are the publics’ biggest concerns?

- **Concern for others**
- **Quality of safety and care ‘outside of COVID’ having a negative impact**
- **Contracting and passing COVID**
- **People not abiding by the rules.**

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Week 1	<p>A concern above all else for those who were vulnerable and weak.</p> <p>A concern for peoples own wellbeing and that of their families and loved ones.</p> <p>Frustration at mixed and negative messages being given through fake news, media and local and government sources.</p>	Week 4	<p>Concern for own/families health and well-being</p> <p>People not following the rules</p> <p>Concern for vulnerable people including keyworkers</p>
Week 2	<p>Concerns for others</p> <p>Increasing impatience to resume a normal life</p> <p>That safety and quality of care being given to current and ongoing conditions was being impacted negatively.</p>	Week 5	<p>Concern for own/families health and well-being</p> <p>People not following the rules</p> <p>Concern for vulnerable people including keyworkers</p>
Week 3	<p>Concern for own/families health and well-being</p> <p>Catching or passing on COVID-19</p> <p>People not following the rules</p>	Week 6	<p>Concern for own/families health and well-being</p> <p>People not following the rules</p> <p>Not being able to see friends and family</p> <p>Catching or passing on COVID-19</p>

The hidden and long term impact – Mental Health

- For NHS and Care staff, as well as all key workers across the county*
- For the bereaved*
- For the lonely - in particular older people who feel they will be locked in for much longer*
- For the stressed and barely coping*
- For the home schoolers and the furloughed staff with limited information and support*
- For all of us*

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“My concern is about the long term effects on people's mental health with very few services across Lincolnshire.”

“No mental health support whatsoever.”

“Routine appointments cancelled till July time. Too worried to ring if a new problem occurs or even ongoing MH problems as feel will be putting an extra strain on services and NHS as a whole.”

“My ex-husband has died, (not Covid19). Concerned about the impact on my daughter's mental health and being unable to access help or have a proper funeral.”

“A lot of people with mental health issues are struggling, I've had to move where I was isolated (in my own house where I live alone) to my friend's house due to a breakdown.”

The opportunities for Lincolnshire

- ❑ Build on community activism
- ❑ Build on the movement of volunteerism
- ❑ Lessons learnt – Lincolnshire Resilience Forum
- ❑ Lessons learnt – National Best Practice
- ❑ To work differently
- ❑ To plan differently
- ❑ To network and engage differently
- ❑ To refocus priorities to support post COVID-19



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