

**Experiences of health  
and social care in  
Southwark during the  
COVID-19 pandemic**  
Survey analysis



## Introduction

The coronavirus pandemic has had a rapid and extensive impact on our daily lives, physical and mental wellbeing, and how we access services. As well as national research, it is important to collect information on how people are experiencing the pandemic locally.

**Healthwatch Southwark** ([healthwatchsouthwark.org](https://healthwatchsouthwark.org)) listens to local people's experiences of health and social care in order to drive improvements. We decided to focus on local people's experiences of finding information and accessing health and social care services during the coronavirus pandemic. We asked people about the barriers and challenges they were facing, as well as what was helping them.

This project forms part of a wider tapestry of local research, including that conducted by health services themselves. Our survey explores patient experience across different healthcare settings at the same time, rather than being focused on one specific service, and situates this within personal experiences of the coronavirus pandemic - from the questions people are struggling to answer, to what is helping them stay well. It was also important to us to share this report as fast as possible, so our partners can learn from it, and in recognition of the changing situation we are in.

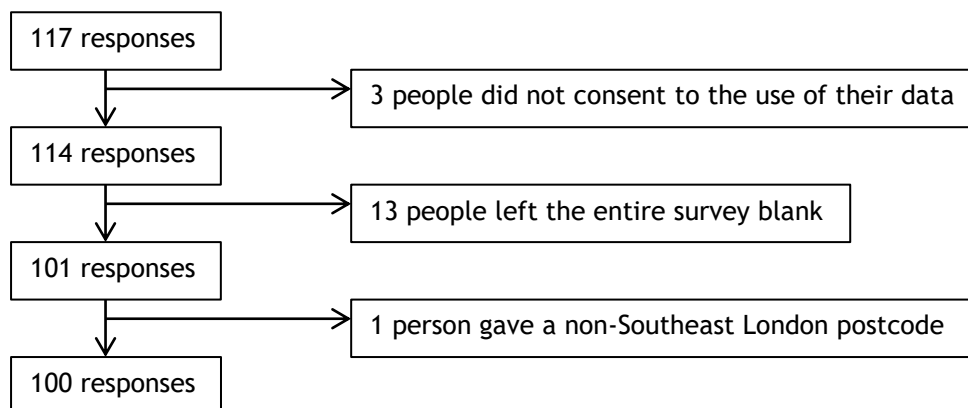
## Methods

As we wanted to find out about people's opinions and experiences across a range of settings, we decided to conduct an online survey. This was based on a template survey shared by Healthwatch England, with some additions and adaptations to suit our local area - for example we added more questions on wellbeing and mental health, as we know how important this is in Southwark.

We advertised the survey through:

- Our ebulletin to 1307 members,
- Our website,
- Social media, including Facebook promotion geographically targeted to Southwark residents, particularly those who had an interest in health,
- More targeted recruitment through our networks including CCG (Clinical Commissioning Group) Engagement Network, Southwark Pensioners Action Group, Nunhead Knocks, and Southwark Mutual Aid Network.

The survey was open for five weeks and 117 people responded. After applying our exclusion criteria, we were left with 100 analysable responses.



The survey was broken down into sections: information about coronavirus; coronavirus-related healthcare; other (non-coronavirus) healthcare; social care; challenges and helps; and personal/demographic details (see Appendix 2 for the survey in full). The survey was set up on Survey Monkey to allow participants to skip through questions that did not apply to them - for example, if they were not accessing social care. These meant we had variable response levels across different questions, and have therefore kept 'No response' as a separate category throughout the analysis.

We used a mix of analysis techniques. First, we looked at the number of people who gave a particular answer, and their proportion relative to the whole sample. Then, where people wrote longer answers and comments, we broke their answers down into 'codes' (each code representing a certain experience, theme or idea) and compared the frequency of each code. We also share quotes when they add nuance or individual detail.

## **Population characteristics**

The most common characteristics for our respondents were to be aged 45-54 (25%), identify as female (46%), white (39%) and heterosexual (42%) and have no religion (36%). While we did hear from people across a wide range of age groups, religions, ethnicities and sexualities, the diversity as captured in the demographic monitoring did not fully reflect that of the wider population in Southwark. We monitored demographics periodically during recruitment and tried to increase the diversity of the sample, for example using social media or targeting callouts to specific community organisations. This is something we plan to improve in any future research. There was also a high level of non-response (just over 30%) across the equalities monitoring questions. See Appendix 1 for a full breakdown.

## Findings

### Experiences of coronavirus

Of our sample, 5% had tested positive for coronavirus and a further 26% had symptoms but had not been tested. Across Southwark, 0.45% of the population has confirmed coronavirus (as of 5 July), which suggests a much higher level of suspected coronavirus in our sample than the wider population, though studies are of course ongoing about the real prevalence of the virus.

This may be due to a combination of factors such as: small sample size; our audience tending to be older and have existing health conditions (therefore more likely to have become unwell enough to need a test); or responder bias towards those with a memorable experience or 'story to tell'. It might show that people have been very aware of any symptoms, even if they were not actually the virus. It might be useful to investigate further whether more local people think they have had coronavirus than is the case, why this is, and how it affects people.

Have you had coronavirus?	No. people	%
Yes, confirmed by a test	5	5%
I have had symptoms but not been tested	26	26%
Unsure	14	14%
No	55	55%
Total respondents	100	100%

Over half of the sample (55%) had some sort of vulnerability to coronavirus (including living with someone high risk or shielded) and within this group ten people (18%) had multiple vulnerabilities. People could select more than one statement.

Vulnerability to coronavirus	No. people	% of 100 pts
I have received a letter advising me to shield myself because I'm highly vulnerable to coronavirus	14	14%
I haven't received a letter but I think I am highly vulnerable and should be shielding myself	4	4%
I haven't received a letter, but I am at higher risk because I have a disability or health condition	19	19%
I haven't received a letter, but I am at higher risk because I'm pregnant	1	1%
I haven't received a letter, but I am at higher risk because I'm aged 70 or above	9	9%
I have another disability or health condition (e.g. mental illness) but it doesn't put me at extra risk from coronavirus	14	14%
I live with someone who has been advised to shield themselves	2	2%
I live with someone high risk	6	6%
None of the above	41	41%
I'd prefer not to say	1	1%
Total respondents	100	

37 people (37%) had a health condition that they felt put them at higher risk of coronavirus, and 14 (14%) had another disability or health condition that they felt did not put them at extra risk. 15 of these people named their disability or condition(s), so we

looked at the range of health issues in the sample and how they were perceived in relation to coronavirus vulnerability.

The top three most common conditions were cardiovascular disease (CVD), asthma, and mental health conditions. We noticed some people with the same condition perceived their level of risk to coronavirus differently - for example, some people with asthma believed they should be shielding, but others did not. Not all of the conditions that people felt put them at risk have been identified medically as causing risk.

I have received a letter advising me to shield myself because I'm highly vulnerable		I haven't received a letter but I think I am highly vulnerable and should be shielding		I haven't received a letter, but I am at higher risk because I have a disability or health condition		I have another disability or health condition (e.g. mental illness) but it doesn't put me at extra risk	
COPD	1	Asthma	3	CVD	3	Mental health	3
CVD	1	COPD	1	Asthma	2	CVD	1
		CVD	1	Diabetes	2	Fibromyalgia	1
		Chest infection	1	Osteoporosis	1	Osteoporosis	1
				Mental health	1	Anorexia	1
				Fibromyalgia	1	Autism	1
				Mobility issues	1	PCOS	1
				Incontinence	1	Pernicious anaemia	1
				Kidney disease	1	Thyroid disorder	1
				Tethered cord syndrome	1		
				Hearing loss	1		

Eight people (8%) were unpaid carers, and eight were key workers. Almost a quarter (24%) of respondents were helping others during the pandemic, for example by dropping off food or medicine, including five of the eight key workers. The largest number of respondents (35%) lived with their partner and/or family, and 29% lived alone.

## Information about coronavirus

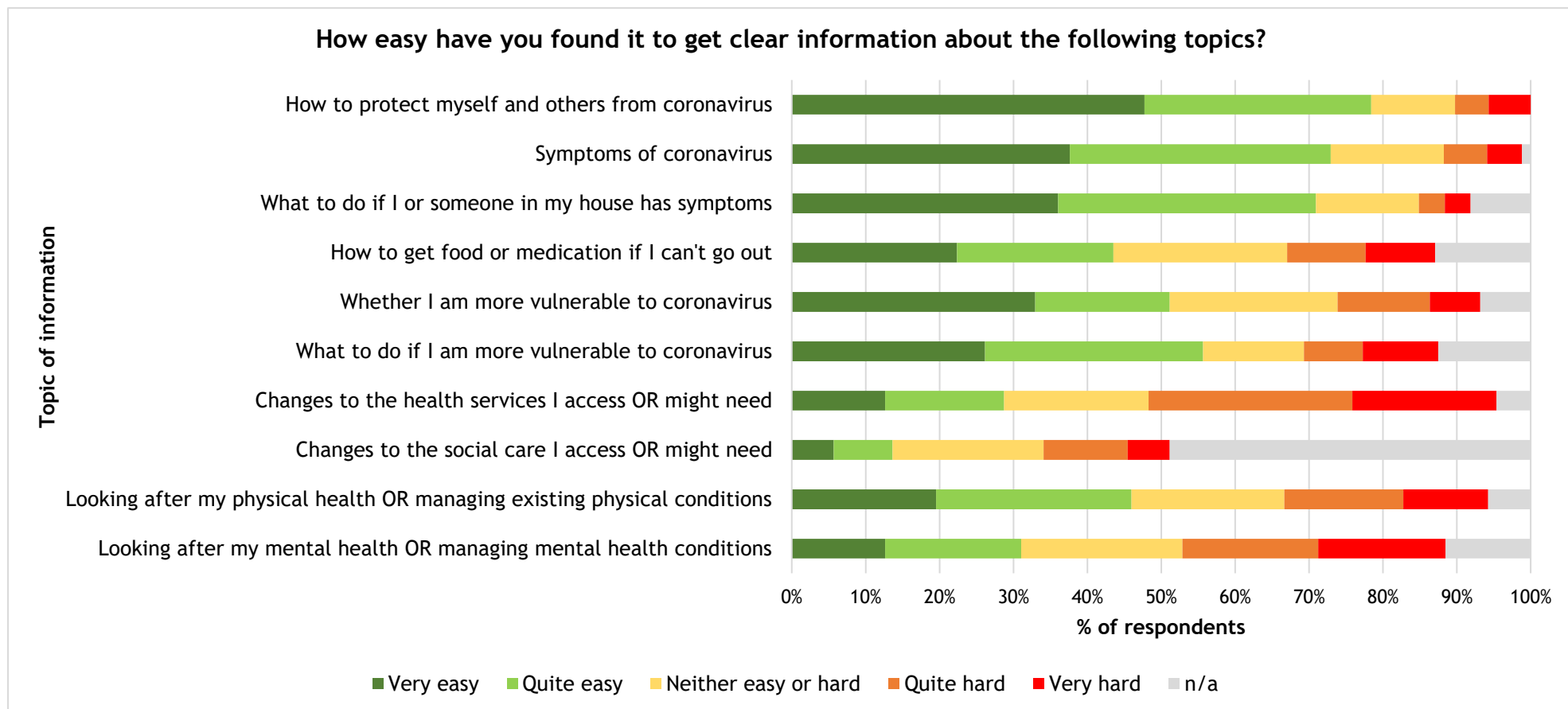
The most common source of information about coronavirus was NHS or Government (gov.uk) websites, used by three quarters of the sample. The second most popular source was 'traditional' media, followed by social media. People could select more than one source, and only 9% of respondents got their information from a singular source - most often the media. The greatest number (41%) had last looked for coronavirus information on the day they took the survey. 14% had last looked in the past week, and a further 9% in the last two weeks. Only 10% of the sample had last looked for information over two weeks before they took the survey. A few people said they had never actively searched for information, one saying "it's relentlessly there".

Popular 'other' sources people mentioned were the World Health Organisation's website and scientific or academic media, such as PubMed or Lancet.

Sources of information	No. people	% of 100 ppts
NHS or Government (gov.uk) websites	75	75%
Council website	17	17%
Websites of my health services - e.g. GP, hospital	14	14%
Healthwatch websites	6	6%
Voluntary sector websites	11	11%
Talking to a health provider - e.g. GP, hospital receptionist	13	13%
Talking to my paid carer/care service	1	1%
Called 111	11	11%
From family or friends	15	15%
From a community group or religious organisation	2	2%
Leaflets/letters through my door	14	14%
Media (television, radio, newspaper website)	63	63%
Facebook, WhatsApp or other social media and online forums	31	31%
Other	18	18%
No response	13	13%
Total respondents	100	

Respondents rated the ease with which they could find clear information about different topics related the pandemic (see figure on next page). ‘How to protect myself and others from coronavirus’ was rated as the easiest topic to find clear information about, closely followed by topics around the symptoms of coronavirus - although not everyone agreed.

It was rated hardest to find clear information about changes to health services people might access or need to access during the pandemic, followed by information on looking after their mental or physical health.



61% of respondents also said that they had explained information about coronavirus to someone else, most commonly because they felt that person was misinformed or confused by conflicting information given by the media or government. The second most common reason was to change that person's behaviours - for example to get them to practice social distancing.

Other reasons included: because the explainer was more knowledgeable about the subject; to calm an anxious or scared person; and to give information to someone who couldn't access it (for example, because of language barriers).

To explore this further, we asked what questions people had struggled to get answers to. The most common questions are indicated by font size the world cloud below. For example, most of the questions were about government guidelines on social distancing, shielding and testing.

# Government guidelines

## Vulnerability/shielding

How do I get on the shielded list?

When will shielded people be updated?

## Can I go out?

What are the rules? They keep changing.

Should I wear a mask?

Where do I get one?

How do I get tested?

Why were elderly people told not to exercise? I need to for my health.

What is a full list of possible symptoms?

Why was breathlessness not listed as a symptom?

## NHS guidelines

## Dentists

Is the care available?

## Emergency care

What counts as an 'emergency' now?

How do I contact my GP when the phones are so busy?

What do I do if I need a blood test?

What happens to my appointments? I need tests in-person.

## Prescriptions

## Mental health care

Will the waiting list I'm on get longer?

## Access to other healthcare

## Mental health

What do I do if I'm in a crisis?

What do I do if I'm having suicidal thoughts?

Why hasn't the service I'm under sent me any information on staying well?

## Experiences of Covid-19 healthcare

### NHS 111

27 respondents (27%) had accessed NHS 111 about coronavirus, by phone or online, for themselves or someone else. We asked people to comment on the most positive and negative aspects of their experience, and there were 12 positive comments, eight neutral comments, and 19 negative comments.

Code	Frequency
<b>Positive aspects of NHS 111</b>	
<b>Good access</b>	5
<b>Useful outcome</b>	5
<b>Concerns taken seriously</b>	4
<b>Kind staff</b>	4
<b>Safer than in-person care</b>	1
<b>Negative aspects of NHS 111</b>	
<b>Lack of or misinformation</b>	10
<b>Poor access</b>	9
<b>Lack of outcome or follow-up</b>	5

**Speed** was the most important component of access to people, as it was the most common theme in both positive and negative comments about access. Several people said the waiting time to speak to someone on the phone was over an hour - “**Contacted them at 11PM and got a call back at 3AM. Would’ve preferred an option to get a call at 9AM instead.**” A couple of people said the website was quick and easy to use, but more people said it took them “**round in circles**” and lacked information, especially if they had more in-depth questions about their symptoms or existing condition, “**Clumsy website, not helpful on further signposting info or support, felt very let down given that I have a pre-existing health condition.**”

People made more negative comments about NHS 111, especially about **lack of information or misinformation**, in March. Early in the pandemic, people may have been seeking reassurance, while services had not yet received comprehensive information themselves. However it is hard to draw conclusions, as the number of comments is low.

**Reaching outcomes and being taken seriously** also significantly affected people’s experiences. Several respondents said the most positive aspect of contacting NHS 111 was have their concerns listened to seriously or “**treated sympathetically**”, and then ending the call with an action - such as advice to go to A&E, passing their details to a nurse or doctor, or linking them to further information on self-isolation.

### Primary care

20 respondents (20%) had accessed primary care, such as their GP or a Covid-19 Community Hub, for coronavirus-related care. There were nine positive comments, nine neutral comments and five negative comments. There was no apparent trend in the dates of these comments.

Code	Frequency
<b>Positive aspects of primary care</b>	
Useful outcome or follow-up	4
Good access	4
Kind staff	2
Taken seriously	2
<b>Negative aspects of primary care</b>	
Conflicting or confusing	4
Could not diagnose over phone	1

Respondents valued being able to get through to their GP quickly, and the staff taking their symptoms seriously and treating them with kindness, “They confirmed I had the symptoms and the GP had already had covid-19 so could empathise with the severe chest pains I experienced”. They also appreciated having an outcome or follow-up arranged quickly, for example one person detailed their positive experience with Forest Hill Group Practice:

“My [child] had a pain in his abdomen which wouldn't go away. [They] had heard about the Kawasaki disease which included abdominal pain as a possible symptom. I called [my GP]. [The doctor] called back very quickly. I explained the symptoms. She arranged a video consultation very quickly. She was very calm, clear and reassuring.”

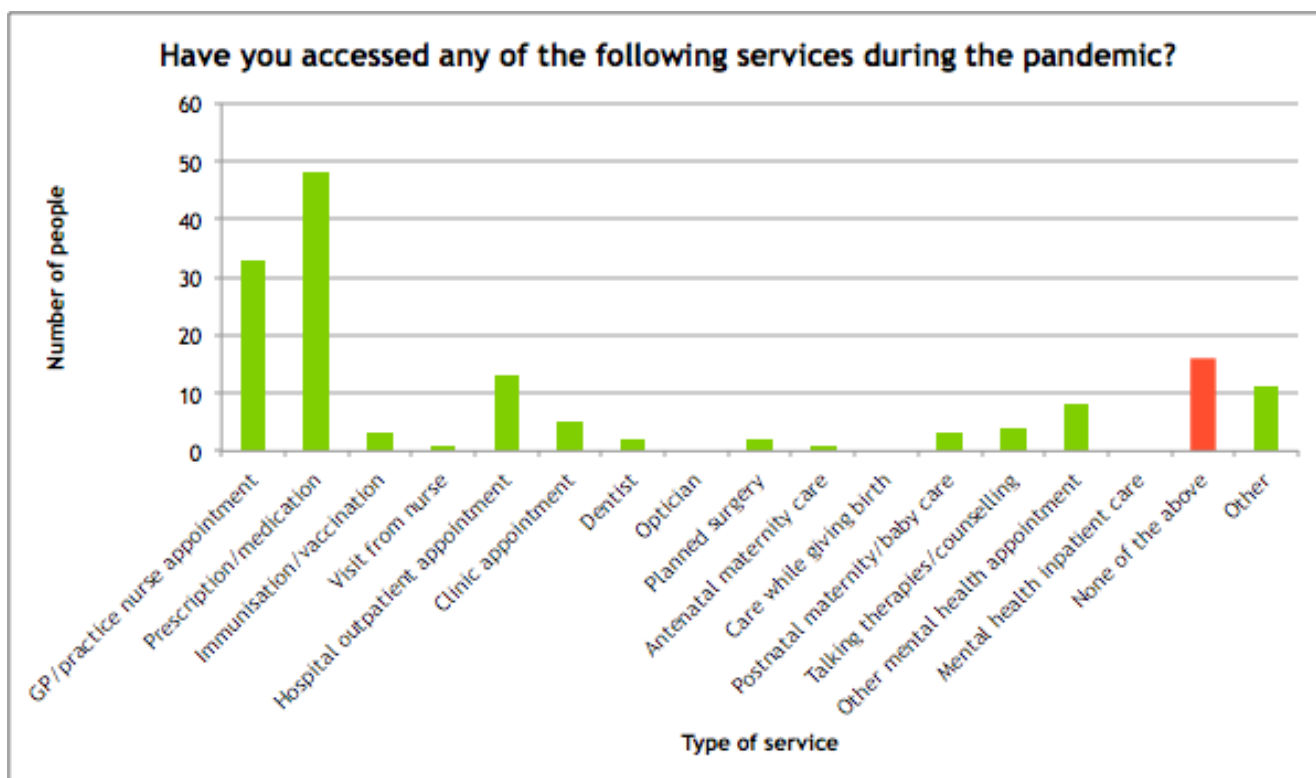
### Hospital care

Only four people (4%) said they had received care for coronavirus in hospital. All of the positive comments referred the quality and kindness of the staff. There were two negative comments, one about a lack of social distancing measures and one person who said they were “very scared” to be in hospital.

## Experiences of other healthcare

### Access

59% of respondents had accessed non-coronavirus healthcare during the pandemic, and, on average, had used at least two different types of healthcare. Almost half of the sample (48%) had accessed a prescription for medication, and one third (33%) had a GP or practice nurse appointment. Hospital outpatient services were the third most common.



85% of the people that had accessed other healthcare said there was a difference to the service they used, most commonly the use of phone appointments.

How was the service different?	Frequency
Online appointment	10
Phone appointment	33
No/fewer visitors	10
Service was delayed/I had to wait longer	9
Someone I know picked up/delivered my prescription for me	8
A service or volunteer picked up/delivered my prescription	3
Staff were wearing face masks	16
There was no difference	7
Social distancing measures	3
Had to travel further	2
Other	7

These differences affected people in different ways. Twice as many people viewed phone or online appointments as unsuitable for their situation, as they did suitable, but this depended on the purpose of the appointment. For example, respondents felt phone appointments were suitable for prescribing medications, check-ups, and administrative purposes: “I think for follow up appointments people should have the option to do this if it’s possible. It would probably reduce no-shows and it means you can’t be late because of delayed buses etc.”

It was felt especially phone appointments were not suitable to confirm diagnoses, for mental health therapy, or where patients had symptoms that needed to be measured. Or, where they felt their symptoms could only be understood in person - including their

breathing, skin, and distress levels. A few people had had their therapy appointments moved to online video calls, and found it more “taxing compared to if we’d been in the same room” and less effective, especially if there were technological issues.

For one person, this left them feeling let down by the service, “SLaM are using Microsoft Teams, which may be more secure but uses up a lot more bandwidth than Zoom, meaning that on a poor connection I often struggle to hear what my therapist is saying. This means I’m not getting much out of my sessions, which I waited 18 months for on the waiting list.”

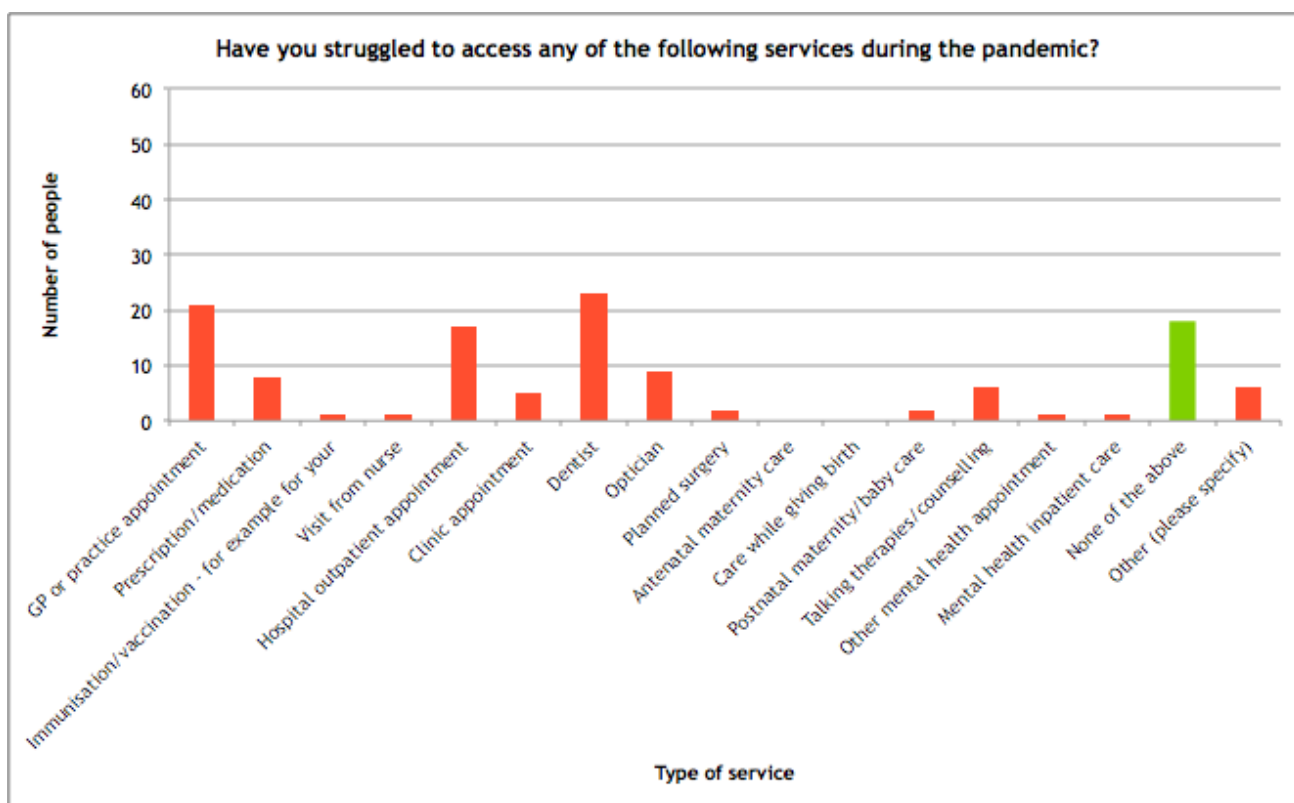
How did these differences affect you?	
Code	Frequency
Suitability of phone/online appointments	
Unsuitable	14
Suitable	6
Barriers to access	
Difficulty booking appointments by phone	4
Can't book online	1
Unnecessary triaging	1
Technology issues	
Poor connection	1
Health impact	
Avoiding healthcare to reduce pressure	4
Risk to health	4
Attending A&E instead	1

## Barriers to access

We also asked if people had struggled to access any healthcare services during the pandemic, including if they needed care but decided not to access it.

The reasons people struggled or decided not to access services could be divided into two categories: service barriers and person barriers. For example, the most common service barrier was that their **appointment or treatment had been cancelled**. Respondents often mentioned the impact of this was “uncertainty” or increased anxiety, “My wife was not able to have her postnatal appointment to review her after the birth of our son. It leaves a sense of uncertainty in her recovery after giving birth.”

Several people also said that they had been told that there were **no appointments available** or the service (mainly the GP or dentist) was closed. **Not receiving proactive communication** from the service about any changes or cancellations was also a barrier, for example one person had not received a letter about their upcoming outpatient appointment, and assumed this meant it was cancelled.



Concerns about the infection risk of attending health services were the most frequent person barrier, for people that may not have known about remote services or required in-person care for their condition. Several people also mentioned avoiding services to **reduce pressure** and not “get in the way of more immediate needs” as - “the media were saying the NHS were so overwhelmed that I didn't want to make matters worse.” Some people also felt their condition wasn't serious enough to warrant using healthcare.

Several people had **issues with getting through to services by phone**, including one person with autistic spectrum disorder who said the phone queue was a barrier, “the phone queue was over 20 people long. I'm on the spectrum and can't deal with this sensory experience of phone queue for long enough. I would have a meltdown.”

One person had asked their GP to refer them to the North Southwark Mental Health Assessment & Liaison Team just before lockdown, but when they followed up their GP informed them the team had **stopped taking referrals** due to the pandemic. They told us, “My mental condition has severely deteriorated. I am really struggling”, and felt the GP's offer of online resources (or the possibility of online therapy) was unsuitable.

Others were also “more concerned about managing [their] condition” due to these access barriers. For example, a few people couldn't access their regular B12 injections, and were lacking in energy - “very tired and struggling with work”.

Code	Frequency
<b>Service barrier</b>	<b>37</b>
Appointment/treatment cancelled	10
No appointments available/service closed	7
Requires in-person care	5
No communication from service	4
Appointment/treatment postponed	3
Can't get through by phone	2
Can't register at service	1
GP can't order medication	1
Pharmacy queue much longer	1
Mental health service not accepting referrals	1
Service further away	1
Cost of private therapy	1
<b>Person barrier</b>	<b>22</b>
Worried about infection risk	7
Reduce pressure on the NHS	5
Condition not serious enough	4
It's against lockdown	2
Too busy with home schooling	1
Poor experience of phone appointments	1
Phone service not autism-friendly	1
Worried about GP confidentiality	1

## Social care

Only eight respondents (8%) were using social care services, and half of these said the service was different to normal. One person said this different was positive, as they were receiving more or longer visits: “I have access to a social worker now. People are very supportive and nice. I actually think coronavirus has made people more supportive.” The other three people said the only change was staff wearing facemasks, and that this changed the service “a lot” and made things “more stressful”.

Six people also wanted to start receiving social care or, if they already had it, access more support. For example, one person wanted help getting shopping and maintaining their home but were currently “fighting for a personal budget” to access this. They also felt unsure whether they would accept care at the moment “due to Covid and lack of correct PPE for carers”. Someone else wanted a lunchtime visit as well as a dinner visit, to help make a meal and change their incontinence pads. “I am unable to walk...I find it difficult to access things in my kitchen and currently the carers heat things in the microwave for my dinner but I have no lunch.”

## Struggles and helps

As our final question, we asked what people had struggled most with during the pandemic, and what had helped them most. People were struggling most with staying well during the pandemic - especially their mental health worsening. Several people with an existing mental health condition were experiencing worse anxiety, or additional suicidal feelings - “Mental health especially suicidal thoughts. Normally I would manage by getting out and have a routine and this has all changed.”

Other people were managing difficult feelings like loneliness, bereavement, pain and tiredness. Several people were really struggling with the lack of “human contact” - face-to-face and physical contact were seen as “real contact” and essential.

However, using technology to connect with friends and family, consume culture, and keep busy was obviously a necessary temporary replacement, as it was the greatest help during the pandemic. For example, one older person said their biggest help was “Buying a 32” Smart TV and a 27” computer monitor and streaming films, plays and operas.”

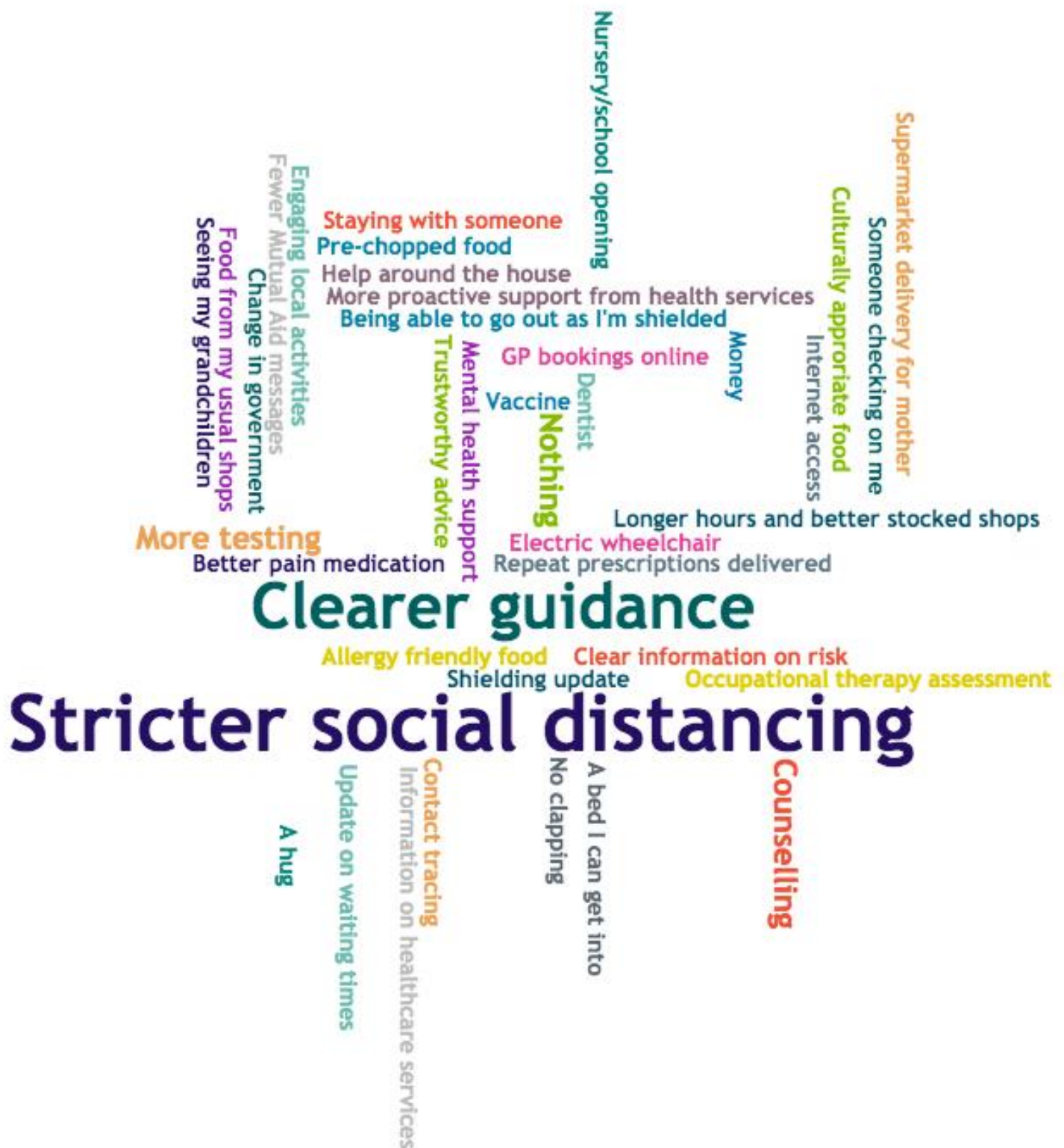
What have you struggled with most during the pandemic?



What has helped you the most during the pandemic?



If there were something else that could be done to help you right now, what would it be?



## Next steps

1. Link up with other sources of data in the borough, to compare our own research and have more influence. For example, patient experience data collected by GP surgeries and local hospital trusts.
2. Share the findings from this project with commissioners and health services - for example we presented initial findings at the most recent South East London CCG Borough-Based Board.
3. Explore the impact of delays and cancellations in more depth in our upcoming project 'Waiting for Hospital Treatment'.
4. In the near future, we will take an overview of all our engagement during the pandemic, as well as discussions with commissioners and services about this report. This will inform the recommendations we make about how services can recover, improve, and prepare for future crises.

## Appendix 1: Equalities Monitoring

Characteristic	Frequency	%
<b>Age group</b>		
18 - 34	11	15.9
35 - 44	12	17.4
45 - 54	17	24.6
55 - 64	16	23.2
65 - 74	9	13.0
75+	4	5.8
No response	32	46.4
Total respondents	101	100
<b>Gender</b>		
Female	46	45.5
Male	18	17.8
I'd prefer not to say	5	5.0
No response	32	31.7
Total respondents	101	100
<b>Ethnicity</b>		
Asian/Asian British	6	5.9
Black/Black British	5	5.0
Mixed/Multiple ethnic groups	4	4.0
White British/Irish	39	38.6
White: Any other White background	12	11.9
Latin American	1	1.0
Other: Egyptian	1	1.0
I'd prefer not to say	2	2.0
No response	31	30.7
Total respondents	101	100
<b>Is your gender different to the sex assigned to you at birth?</b>		
Yes	5	5.0
No	61	60.4
I'd prefer not to say	3	3.0
No response	32	31.7
Total respondents	101	100
<b>Sexuality</b>		
Bisexual	7	6.9
Gay/Lesbian/Homosexual	7	6.9
Straight/Heterosexual	42	41.6
Other	1	1.0
I'd prefer not to say	13	12.9
No response	31	30.7
Total respondents	101	100
<b>Religion</b>		
Buddhist	1	1.0
Christian	20	19.8
Jewish	1	1.0
No religion	36	35.6
I'd prefer not to say	6	5.9
Other	2	2.0
No response	35	34.7
Total respondents	101	100

Questions around unpaid care and disabilities are covered in the 'Experiences of coronavirus' section of the survey.

## **Appendix 2: Survey (see next page)**

## Experiences of health and social care in Southwark during the coronavirus pandemic

Thank you for your interest in this survey.

Healthwatch listens to your experiences of health and care services in order to drive improvements.

Healthwatch Southwark is part of Community Southwark, a charity which works with the local voluntary and community sector.

There is an independent Healthwatch in every area of England, and an umbrella body - Healthwatch England. Healthwatch is a statutory function funded by, but independent from, local authorities.

We will use your answers to find out what is and isn't working in health and social care in Southwark. We can then support the system to make improvements as quickly as possible as the coronavirus pandemic evolves, and we begin to work towards recovery.

What you tell us will also form part of how Southwark learns from this pandemic - both to build a positive future, and plan for future crises.

Find out more about us [here](#).

Healthwatch Southwark: Your voice. Your health. Your care.

If you need help completing the survey, or would rather tell us about your experiences by phone or email, contact us at 020 7358 7005 or [info@healthwatchsouthwark.org](mailto:info@healthwatchsouthwark.org).

If you would rather write about your experiences creatively, we'd love you to write a blog for us! Find out more [here](#).

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Your personal information

You can choose to answer this survey anonymously, or you can choose to give us your contact details at the end so that we can share the findings of the survey, and our other work, with you.

Contact details will be separated from your answers once analysis is complete, and not shared with anyone external to Healthwatch Southwark. We will not publish any information that might identify you, or share it with anyone external to our team.

Any contact details you give, and anything else that might identify you, will be stored securely on our server accessible only to Healthwatch Southwark staff.

You can read our full privacy statement [here](#).

\* 1. Please tick here to state that you understand and consent to the above.

☐

Agree

☐

Disagree

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Your current situation

**Tell us briefly about your current situation during the coronavirus pandemic.**

2. Have you had coronavirus?

☐

Yes, confirmed by a test

☐

I have had symptoms but not been tested

☐

Unsure

☐

No

3. What is your situation relating to coronavirus vulnerability? *Please tick all that apply.*

☐

I have received a letter advising me to shield myself because I'm highly vulnerable to coronavirus

☐

I haven't received a letter but I think I am highly vulnerable and should be shielding myself

☐

I haven't received a letter, but I am at higher risk because I have a disability or health condition

☐

I haven't received a letter, but I am at higher risk because I'm pregnant

☐

I haven't received a letter, but I am at higher risk because I'm aged 70 or above

☐

I have another disability or health condition (e.g. mental illness) but it doesn't put me at extra risk from coronavirus

☐

I live with someone who has been advised to shield themselves

☐

I live with someone high risk

☐

None of the above

☐

I'd prefer not to say

If you've mentioned any disability or health condition, please tell us what it is (optional).

If you need more information about vulnerability to coronavirus, please use this [NHS webpage](#).

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Information

4. Where have you got information about coronavirus from? *Please tick all that apply.*

- ☐ NHS or Government (gov.uk) websites
- ☐ Council website
- ☐ Websites of my health services – e.g. GP, hospital
- ☐ Healthwatch websites
- ☐ Voluntary sector websites
- ☐ Talking to a health provider – e.g. GP, hospital receptionist
- ☐ Talking to my paid carer/care service
- ☐ Called 111
- ☐ From family or friends
- ☐ From a community group or religious organisation (e.g. Age UK worker, priest)
- ☐ Leaflets/letters through my door
- ☐ Media (television, radio, newspaper, newspaper website – including adverts)
- ☐ Facebook, Whatsapp or other social media and online forums
- ☐ Other (please specify)

5. When was the last time you looked for information or advice about coronavirus?

6. How easy have you found it to get hold of **clear** information about the following topics? *Please rate from very easy to very hard (or choose n/a if you didn't need this information)*

	Very easy	Quite easy	Neither easy or hard	Quite hard	Very hard	n/a
How to <b>protect</b> myself and others from coronavirus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Symptoms</b> of coronavirus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>What to do</b> if I or someone in my house has symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to get <b>food or medication</b> if I can't go out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether I am more <b>vulnerable</b> to coronavirus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>What to do</b> if I am more vulnerable to coronavirus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the <b>health services</b> I access OR might need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the <b>social care</b> I access OR might need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking after my <b>physical health</b> OR managing existing physical conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking after my <b>mental health</b> OR managing mental health conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Are there any specific questions you struggle(d) to get clear answers to?

8. Have you helped to explain information about coronavirus to anyone else? (e.g. friends, family)

☐ Yes

☐ No

## Information

9. Why did this person need you to explain information about coronavirus?

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Coronavirus care: contacting 111

**This section is about care for COVID-19/coronavirus only. There are questions later about care for other illnesses.**

10. Have you contacted NHS 111 (online or by phone) about possible coronavirus, whether for yourself or somebody else?

☐ Yes

☐ No

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Coronavirus care: contacting 111

11. When was this? *Please estimate the date if you can't remember*

Date

Date

12. What was **positive** about your experience contacting NHS 111?

13. What was **negative** about your experience contacting NHS 111?

## Experiences of health and social care in Southwark during the coronavirus pandemic

## Coronavirus care: GP care

14. Have you talked to your **GP** about possible coronavirus or gone to a **Covid-19 community centre** (a non-hospital service dedicated to coronavirus)?

☐ Yes

☐ No

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Coronavirus care: GP care

15. When was this? *Please estimate the date if you can't remember*

Date

Date

DD/MM/YYYY

16. What was **positive** about your experience with the GP/Covid-19 community centre?

17. What was **negative** about your experience with the GP/Covid-19 community centre?

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Coronavirus care: hospital

18. Have you received care in **hospital** for coronavirus?

☐ Yes

☐ No

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Coronavirus care: hospital

19. When were you admitted to hospital? *Please estimate the date if you can't remember*

Date

Date

20. Which hospital was it?

- ☐ King's College Hospital
- ☐ St Thomas' Hospital
- ☐ Guy's Hospital
- ☐ Other (please specify)

21. What was **positive** about your experience in hospital?

22. What was **negative** about your experience in hospital?

Experiences of health and social care in Southwark during the coronavirus pandemic

Other healthcare during the pandemic

**Over halfway done! These questions are your experience of healthcare that is not related to coronavirus during the pandemic.**

23. Have you **accessed** any of the following services during the pandemic for yourself or a family member you look after? *Please tick any that apply.*

- ☐ GP or practice nurse appointment
- ☐ Prescription/medication
- ☐ Immunisation/vaccination
- ☐ Visit from nurse
- ☐ Hospital outpatient appointment
- ☐ Clinic appointment
- ☐ Dentist
- ☐ Optician
- ☐ Planned surgery
- ☐ Antenatal maternity care
- ☐ Care while giving birth
- ☐ Postnatal maternity/baby care
- ☐ Talking therapies/counselling
- ☐ Other mental health appointment
- ☐ Mental health inpatient care
- ☐ None of the above
- ☐ Other (please specify)

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Other healthcare during the pandemic

24. How was the service(s) **different** to normal or expected?

- ☐ Online appointment
- ☐ Phone appointment
- ☐ No/fewer visitors
- ☐ Service was delayed/I had to wait longer
- ☐ Someone I know picked up/delivered my prescription for me
- ☐ A service or volunteer picked up/delivered my prescription
- ☐ Staff were wearing face masks
- ☐ There was no difference

Other (please specify)

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Other healthcare during the pandemic

25. How did these differences affect you, if at all? We're particularly keen to hear about your experiences of phone/online consultations and therapies!

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Other healthcare during the pandemic

26. Have you **struggled, or decided not to access** any of the following services during the pandemic for yourself or a family member? *Including cancellations, or if you felt you needed care but decided not to try and get it. Please tick any that apply.*

- ☐ GP or practice appointment
- ☐ Prescription/medication
- ☐ Immunisation/vaccination - for example for your children
- ☐ Visit from nurse
- ☐ Hospital outpatient appointment
- ☐ Clinic appointment
- ☐ Dentist
- ☐ Optician
- ☐ Planned surgery
- ☐ Antenatal maternity care
- ☐ Care while giving birth
- ☐ Postnatal maternity/baby care
- ☐ Talking therapies/counselling
- ☐ Other mental health appointment
- ☐ Mental health inpatient care
- ☐ None of the above
- ☐ Other (please specify)

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Other healthcare during the pandemic

27. Why did you **struggle to access** or **decide not to access** the service(s)?

28. How did this affect you?

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Social care during the pandemic

**Nearly done! These questions are about your experience of social care during the pandemic.**

29. Are you or someone you care for receiving any **social care** (e.g. home care visits, respite care, visits from social worker, care/nursing home, occupational therapy)?

- ☐ No
- ☐ Yes

## Experiences of health and social care in Southwark during the coronavirus pandemic

### Social care during the pandemic

30. Is your social care different to normal? *Please tick any that apply.*

- ☐ No difference
- ☐ More delays/lateness
- ☐ Fewer/shorter visits
- ☐ More/longer visits
- ☐ More meetings/assessments done by phone/online
- ☐ Staff wearing facemasks

Other (please specify)

Experiences of health and social care in Southwark during the coronavirus pandemic

Social care during the pandemic

31. How have any differences affected you or your day-to-day life?

Experiences of health and social care in Southwark during the coronavirus pandemic

Social care during the pandemic

32. Do you **want to** start receiving social care, or if you already receive it do you want **more support**?

☐ Yes

☐ No

Experiences of health and social care in Southwark during the coronavirus pandemic

Social care during the pandemic

33. What is the social care you want to receive?

34. Tell us about any experiences trying to access this new/extra support.

Experiences of health and social care in Southwark during the coronavirus pandemic

Overall

**A few final questions.**

35. What are you struggling with most at the moment?

36. What has helped you the most during the pandemic?

37. If there was something else that could be done to help you at the moment, what would it be?

38. And finally - is there anything else you'd like to tell us?

### Experiences of health and social care in Southwark during the coronavirus pandemic

#### Tell us a bit about you

**By telling us more information about yourself, you can help us better understand how people's experiences may differ. However, if you do not wish to answer these questions you do not have to. We will not publish any information that might identify you, or share it with anyone external to our team.**

39. Please tell us...

Your current postcode

Your usual postcode, if  
you're not living there  
during the pandemic

40. Please tell us about help you provide to others. *Please tick all that apply.*

- ☐ I provide unpaid care to someone who couldn't cope without my help
- ☐ I am helping out others due to coronavirus (e.g. dropping off food or medicine)
- ☐ I am a key worker during the coronavirus pandemic (e.g. NHS, teacher, food provision)
- ☐ I work for an organisation involved in the coronavirus response in another way (e.g. a charity, at the Council)
- ☐ None of the above

41. Please select your age group:

42. Please select your ethnic background:

43. Please tell us which gender you identify with:

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Other
- ☐ I'd prefer not to say

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

- ☐ Yes
- ☐ No
- ☐ I'd prefer not to say

45. Please tell us which sexual orientation you identify with:

- ☐ Bisexual
- ☐ Gay/Lesbian/Homosexual
- ☐ Straight/Heterosexual
- ☐ Other
- ☐ I'd prefer not to say

46. Please tell us about your religion or beliefs:

47. What is your living situation at the moment?

- ☐ I live alone
- ☐ I live with my partner and/or family
- ☐ I live with friends or housemates
- ☐ I live in a hostel/sheltered or supported accomodation
- ☐ I live in a care home/nursing home

Other (please specify)

Thank you so much for taking part!

If you have any questions or want to get in touch to provide more feedback about health and social care, please contact us:

Phone **020 7358 7005**

Email **info@healthwatchsouthwark.org**

If you enjoying writing about your thoughts and experiences, please consider **writing a blog for our website!** It can be any length or style, and about any health-related topic. Find out more [here](#).

If you need more information about coronavirus, click [here](#) to go to our website.

48. If you would like us to share the findings and impact of this work with you by adding you to our mailing list, please share your preferred contact details here. When you receive the bulletin, you can unsubscribe at any time. These contact details will separated from your answers to the survey and will never be shared with anyone else.

**Name**

**Address**

**Email Address**