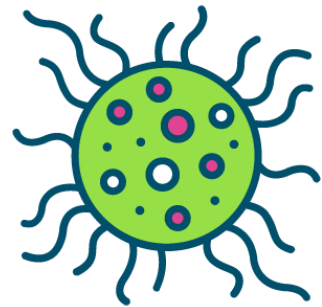
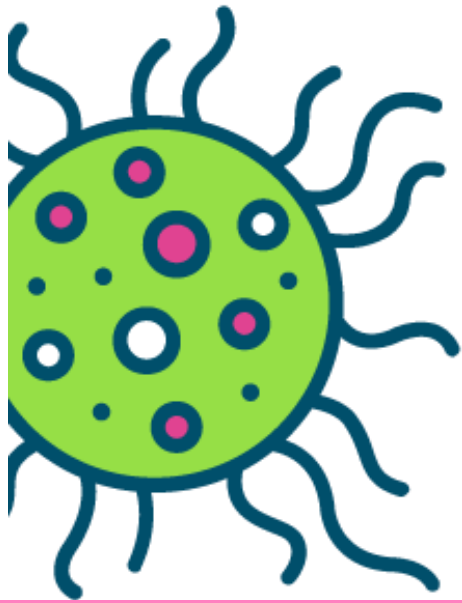


healthwatch

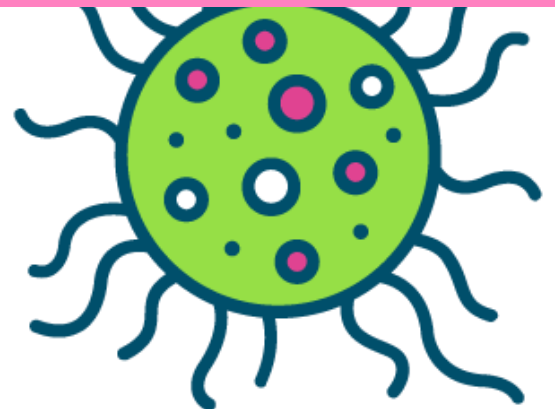
Sunderland



What you told us about COVID-19

General health & wellbeing

July 2020



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Executive Summary

This report covers the views of those individuals who responded to our survey which looked at people's general experiences of using health and social care services during the COVID-19 pandemic.

The results for this report are based upon data collected from 714 respondents who completed the survey during the month of June 2020.

The purpose of this report is to share the findings with key health and social care providers and commissioners, to help them identify what is working well and highlight those areas that need to be improved.

Key themes and findings

The findings from the survey results have shown that overall people's experiences of using services during the pandemic has been a positive one, especially those people who have used healthcare services.

However feedback has also highlighted some of the areas that people haven't rated so well. For the benefit of key service providers and commissioners, the summary given below highlights the main themes and trends of those areas where possible improvements could be made based on survey respondents feedback.

Information and advice

Whilst the majority of respondents found it easy to find (86%), understand (81%), act on (78%) and keep up to date (77%) with COVID-19 related information and advice, there were clear themes around those areas where more support or clarity would have been useful, such as access to GPs, dentists, prescriptions and the management of existing conditions.

Healthcare support

The majority of respondents who used healthcare services rated them as good or excellent (82%), but almost one in five rated their experience as 'fair' to 'very poor'. The feedback highlights communication could have been better to help alleviate uncertainty during this challenging period.

Social Care support

Communication of changes to social care support highlighted more of an even split between those rating their experience as 'good' or 'excellent' (52%) and the remainder who rated their experience as 'fair' to 'very poor'. Again specific feedback highlighted communication of changes being critical.

Mental Health and Wellbeing

53% of respondents stated their mental health has been negatively impacted to some extent during the pandemic.

Keep yourself well

Of those who responded, 41% had decreased levels of exercise, 36% were smoking more, 22% were drinking more alcohol and 41% had gained weight. These figures are a cause for concern and are being shared with Public Health to support them in their planning for supporting the residents of Sunderland localities to keep well.

Next steps

The response to our survey has been incredible, we appreciate the time taken by all 714 respondents who shared their experiences with us.

We are sharing that feedback with commissioners and providers via this report and summary reports to provide robust information upon which to build future service responses. The summary reports will focus on certain areas or individuals experiences during the pandemic. These are titled;

- Keeping yourself well
- Use of North East Ambulance Service
- Shielded versus general population
- Mental health and wellbeing

Comments received from survey respondents on specific services will also be shared with service providers and commissioners where appropriate.

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Introduction

What is Healthwatch Sunderland?

Healthwatch Sunderland is the independent local champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

By speaking to Sunderland residents we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve Sunderland residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



*We champion what matters to you and
work with others
to find ideas that work.*

*We are independent and committed to
making the
biggest difference to you.*



Background and rationale



In response to the coronavirus pandemic, health and social care services have had to change the way they support people. Staff within these organisations have been doing everything they can to keep us well during these challenging times but there might be things that can be improved.

With this in mind and working in partnership with key service providers, we wanted to discover what people's experiences of these changes has been and how they have been affected. This in turn will give service providers the opportunity to address any of the issues that are highlighted.

We gathered these views via a survey which was designed to cover people's general experiences of using health and social care since the beginning of the pandemic.

In addition to presenting the full results in this survey we will also look at the data from different demographic or service user groups to see if their experiences have differed. These sub section reports will cover the following areas;

- What those who were shielded thought of the services
- A specific North East Ambulance Service related report
- Joint Strategic Needs Assessment specific outcomes (weight, drinking, exercise and smoking)
- Mental health and wellbeing outcomes.

Methodology

To gather peoples general experiences of services, we invited residents of Sunderland or users of Sunderland based services to complete a survey (see appendix 1).

Based on a template that Healthwatch England had designed in partnership with several local Healthwatch, the template survey was designed to capture people's general experiences of using health and social care services since the beginning of the pandemic but also could be adapted to fit in on a local level.

We adapted the survey to suit our local area and then invited key partners to comment on the survey in terms of how the survey could be amended to get the most out of the findings, to aid and assist them to make any necessary improvements for their service users. Key partners included;

- Sunderland Clinical Commissioning Group
- South Tyneside and Sunderland NHS Foundation Trust
- Sunderland Local Authority - Health and Wellbeing Board



Surveys were promoted via our e-newsletter, social media channels, website and the Sunderland Echo and via our networks and contacts within the NHS, social care and local voluntary and community sector. Many of the organisations kindly promoted the survey on our behalf through their own networks and social media links etc.

Surveys were available to complete either online using Survey Monkey which people accessed on our website homepage. Alternatively if people couldn't access the online version paper based versions were available and supplied with a self-addressed envelope, or people could call us and we could complete the survey over the phone with them. The survey opened for the month of June 2020.

Demographics

The demographic breakdown of those who completed the survey is given below. Respondents were invited to complete this section of the survey but it wasn't compulsory:

714 survey respondents

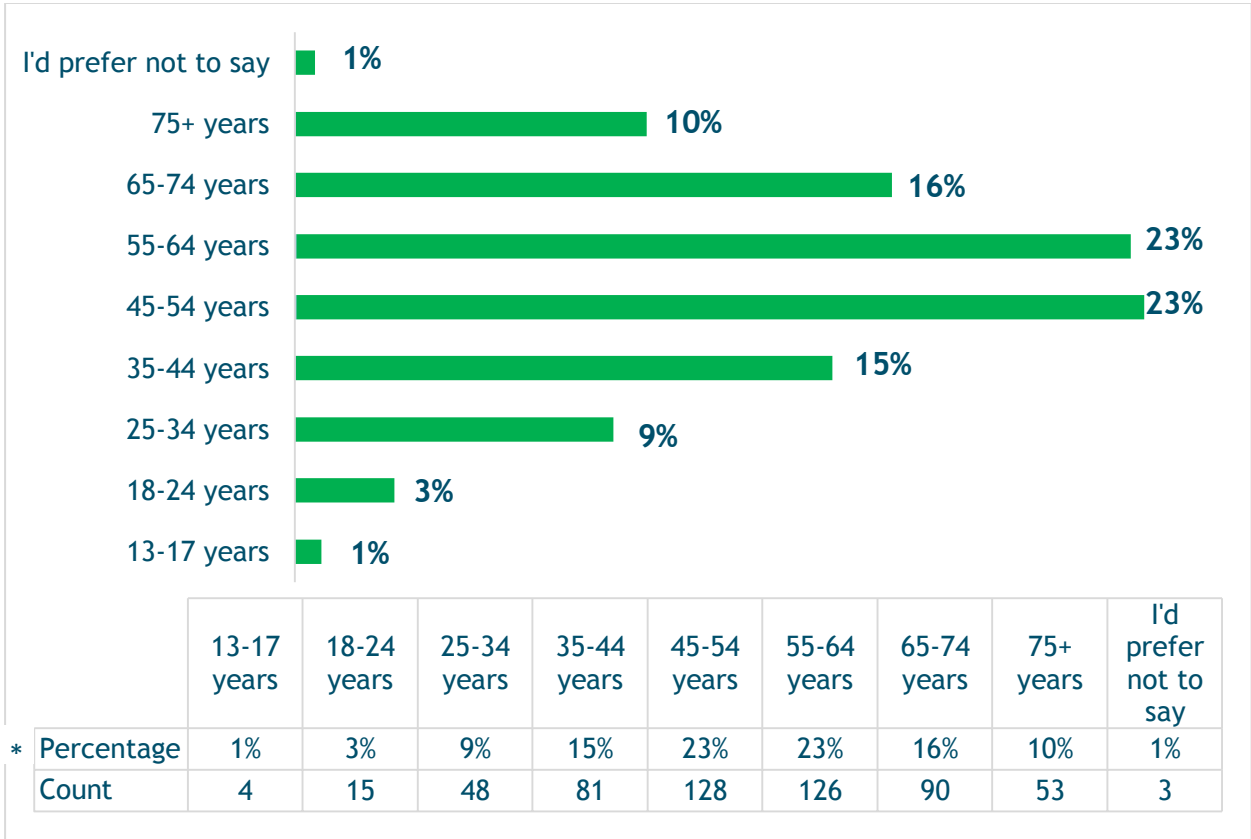


Gender

- Females - 403
- Males - 153
- Non Binary - 1
- Preferred not to say - 3
(154 people skipped this question)

Age ranges

548 answered this question the results are given below:



*(Due to the rounding up and down of percentages some figures may not add up to 100%)

Ethnicity

547 individuals answered this question the results are given below:

	Percentage*	Count
Arab	0%	1
Asian/Asian British: Bangladeshi	2%	9
Asian/Asian British: Indian	1%	3
Asian/Asian British: Pakistani	1%	5
Asian/Asian British: Any other Asian/Asian British background	0%	2
Black/Black British: African	0%	1
Black/Black British: Any other Black/Black British background	0%	1
Gypsy, Roma or Traveller	0%	1
Mixed/ Multiple ethnic groups: Asian and White	1%	3
Mixed/Multiple ethnic groups: Black African and White	0%	2
White: British/English/ Northern Irish/Scottish/Welsh	85%	467
White: Irish	0%	2
White: Any other White background	7%	38
Another ethnic background	0%	2
I'd prefer not to say	2%	10

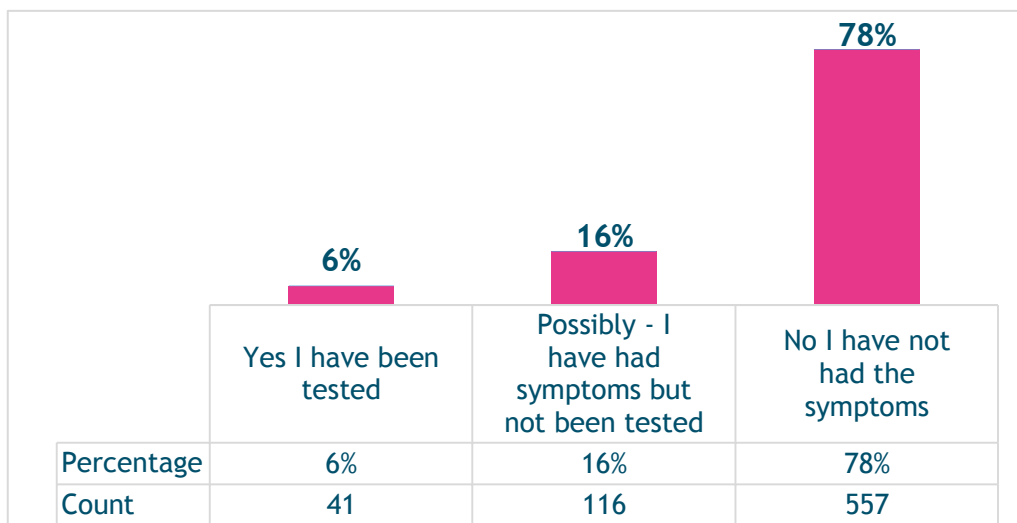
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Survey findings

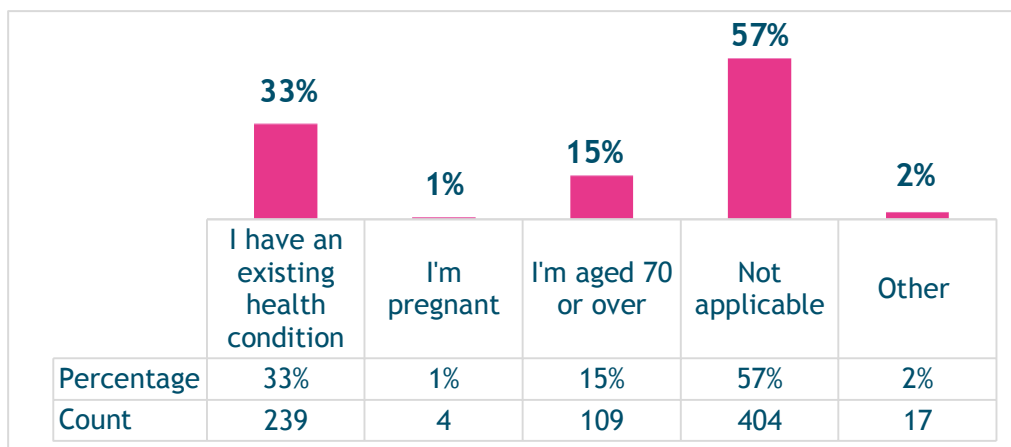
People were asked a series of questions under six main sections, the findings from the survey are given below. In total 714 individuals responded to the survey, (as the survey was collected via paper and electronic versions, not all respondents answered all questions).

Section 1 - Tell us about you

In section one, people were asked to provide information about them as an individual. Respondents were asked if they have had COVID-19, the results below show 6% (41) of individuals had tested positive for the virus and a further 16% (116) believed they have had the virus but hadn't been tested;



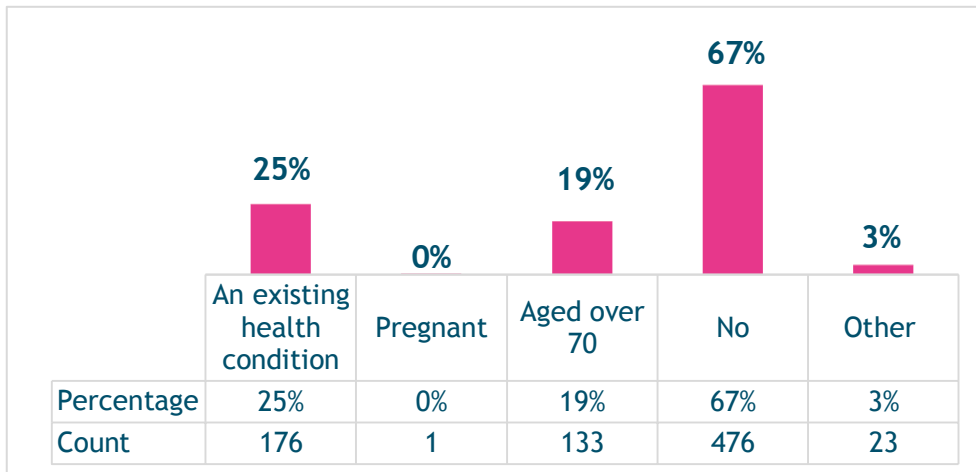
Respondents were asked if they fell into one or more at risk categories and directed to tick all that were relevant. The breakdown of the category or categories they fall into, is given below;



*(Due to people being able to select more than one category the percentage numbers will total more than 100%)

Of those who fell into one or more at risk categories, **65 individuals had received a letter advising them to shield.**

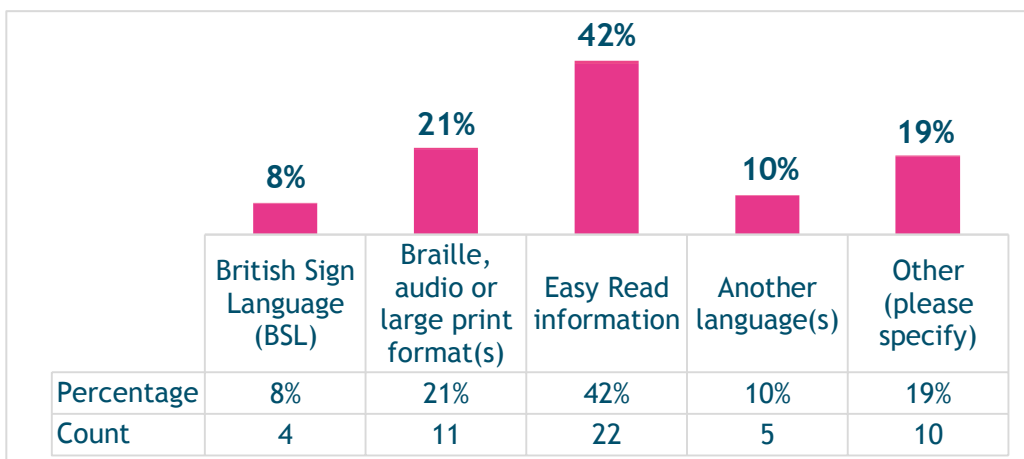
The survey asked if people were **caring for one or more people** who fall into one or more of the at risk categories. People again were asked to tick all the boxes that applied. The breakdown of the answers is given below;



*(Due to people being able to select more than one category the percentage numbers will total more than 100%)

Of those being cared for, **38% (87)** had received a letter advising them to shield.

Respondents were asked if they or those they care for require information or advice in other formats. The results showed that of 697 who answered the question 52 individuals did and the majority of these **42% (22)** required the information and advice in easy read format;



When asked to specify what other formats they required information and advice in, respondents gave the following answers:

“Deaf but doesn't use BSL.”

“Due to short term memory difficulties they need someone to read any written material and to explain it to them. They then need constant reassurance or reminders about the content.”

“I am deaf, I don't use sign language - I do need people to look at me whilst they are speaking.”

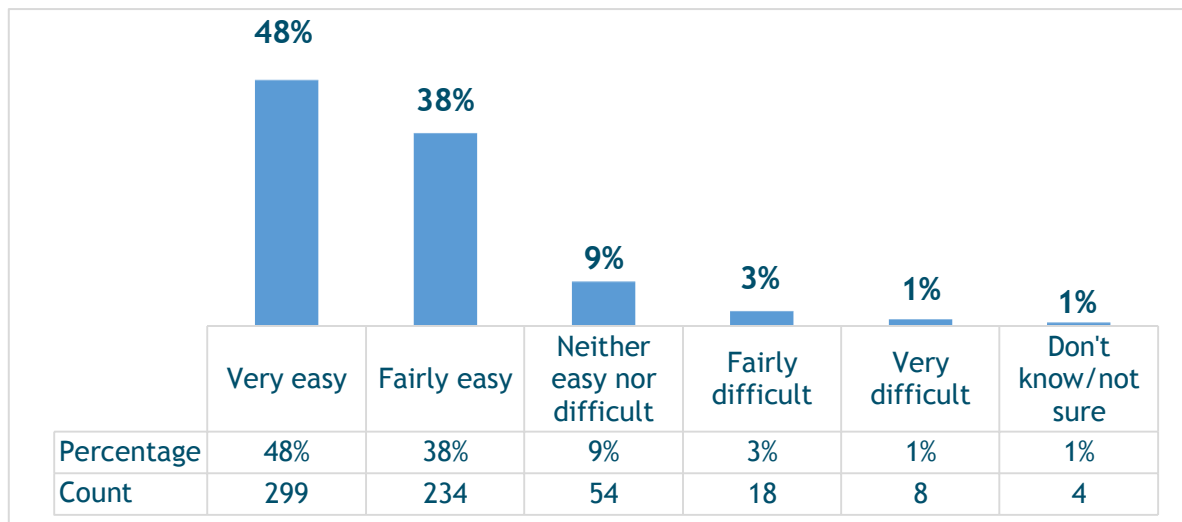
When asked if they were able to find this information in the format or languages needed **75% agreed they could and a further 25% stated that they were unable to.**

Section 2 - Information and advice

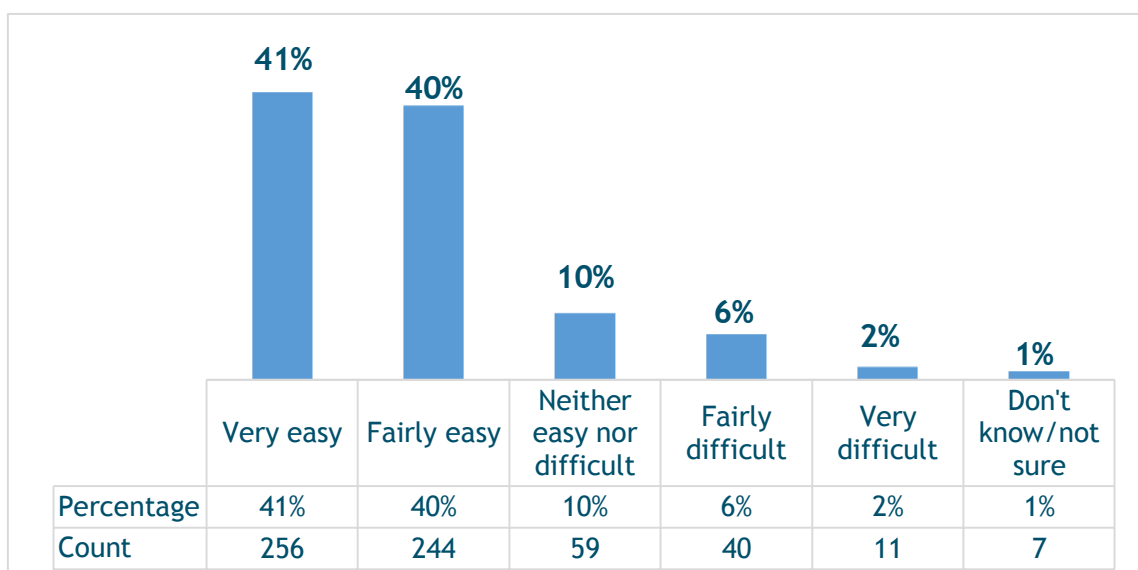


People were asked a range of questions linked to the information and advice available on how to best keep themselves and others safe during the COVID-19 pandemic.

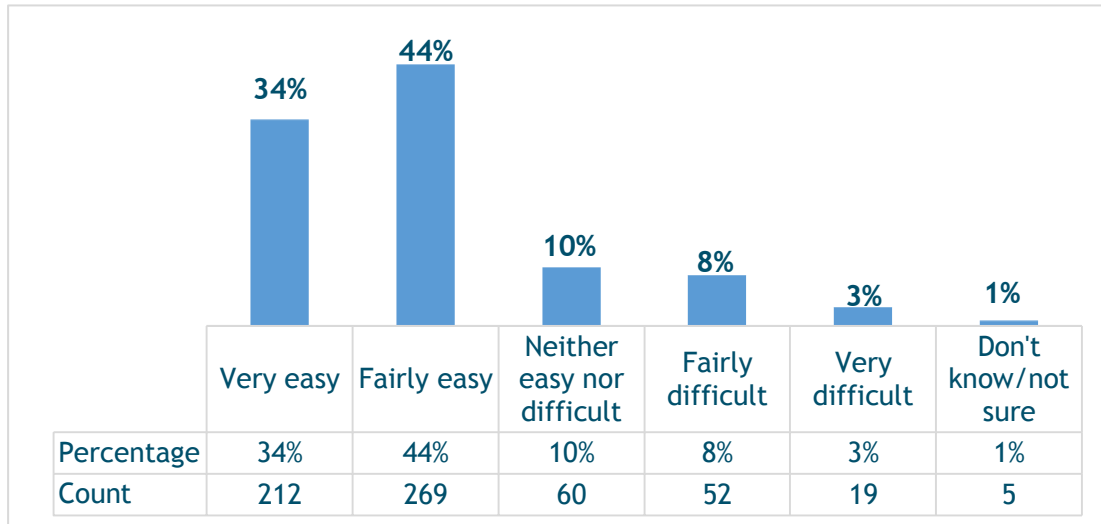
When asked how easy they found it to **find** this information 617 people answered the question and the results show that the majority of people found it either very easy (48%), or fairly easy (38%), however a further 4% or 26 individuals found it fairly difficult or very difficult.



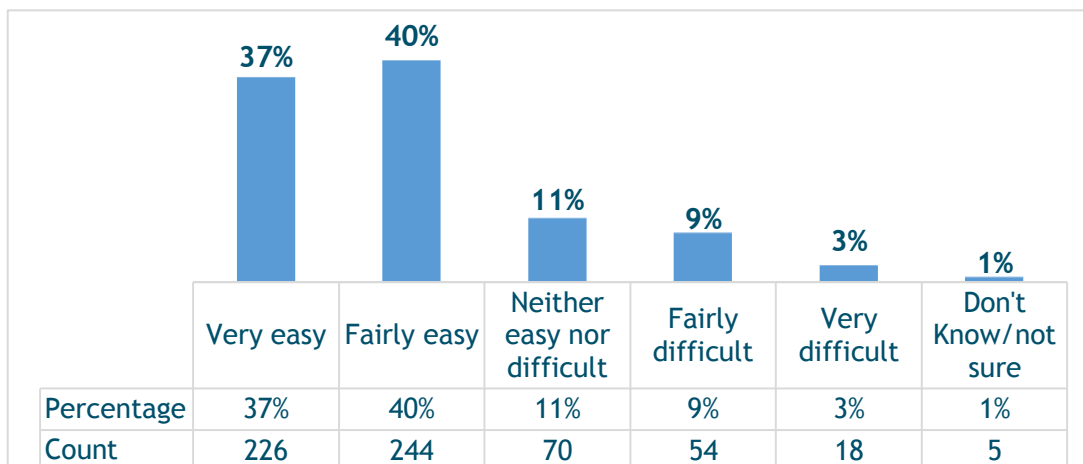
When asked how easy they found the information to **understand**, 617 individuals answered the question and the results showed the majority (81%) of people had found it very easy or fairly easy but a further 8% of individuals had found information fairly difficult or very difficult to understand the information.



When asked how easy they found it to act on this information, 617 people responded to the question and results showed the majority of respondents, 78% found it either easy or very easy, but a further 11%, 71 individuals found it fairly difficult or very difficult to act on the information.



When asked how easy they found it to **keep up to date** with changes to the information, 617 people responded to the question and the results showed the majority 77% found it either very easy or fairly easy, however a further 12%, 72 individuals found it fairly difficult of very difficult to keep up to date.



Many respondents commented on the topics they found **difficult to get clear information or advice in the following main areas:**

- How to access GP services
- How to gain a dental appointment
- How to access prescriptions
- How to continue to look after their own health and/or existing conditions.

Some of the comments received included;



“Accessing repeat prescriptions for my partner.”

“Change to NHS services, such as making an appointment at the GP.”

“Managing my health, I see a dermatologist on a regular basis and now I don’t know when I will see them next to discuss next steps.”

“Accessing dental services, and non-urgent medical treatment.”

“Changes to healthcare services, what I should and shouldn’t be accessing.”

Respondents found useful information via the TV and in particular the Government’s daily updates, internet sites such as NHS England and Gov.uk and via family and friends

Section 3 - Healthcare support



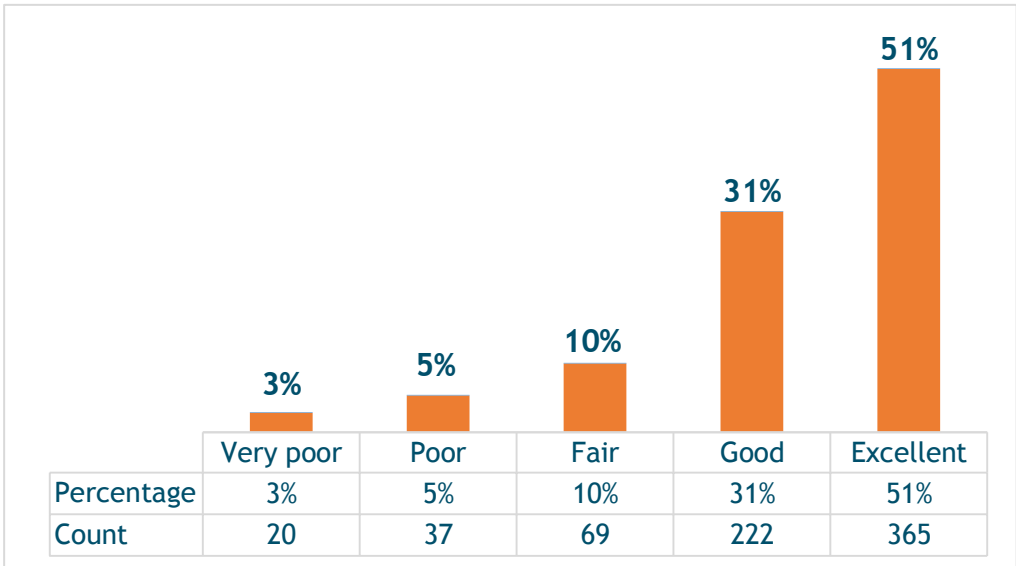
People were asked a series of questions around the use of healthcare services, changes they may have experienced to these and levels of satisfaction.

64% (394) of respondents informed that they, or the person they care for, had made use of one or more healthcare services during the pandemic. When asked to name the services they had made use of respondents commonly stated;

- Pharmacies
- GPs
- 111
- North East Ambulance Service
- Sunderland Royal Hospital

Respondents were invited to name up to three services they had used and rate each one based on their experience on a scale from very poor to excellent.

The results showed that 394 people had between them accessed services 713 times and the majority of these service users found the experience to have been either good (222 individuals) or excellent (365 individuals). However a further 57 individuals had rated their experiences from fair to very poor.



Further feedback comments were collected, reflecting that on the whole people were satisfied with their overall experience of healthcare service;

“Excellent communication with one of the GPs. Extremely thorough and easily organised appointment for my mother-in-law and quick resolution to her problems.”

“Telephone and video appointments should be kept in place for future use, I expect this is much cheaper.”

“Just as I would have expected. Everyone was thoughtful and caring.”

“111 were very good and efficient, sent an ambulance in 10 minutes, paramedics were very calm and reassuring. Hospital doctors and nurses very thorough and caring.”

“They were all done on the telephone with great service and understanding and the pharmacy arranged for my medication to be delivered so that I could shield without worrying about running out.”

However it also highlighted that there are still areas that require improvement;

“Very hard for deaf people to lip read if health professionals have face masks on. Nothing in place for deaf people to be able to access services equally and fairly as hearing people.”

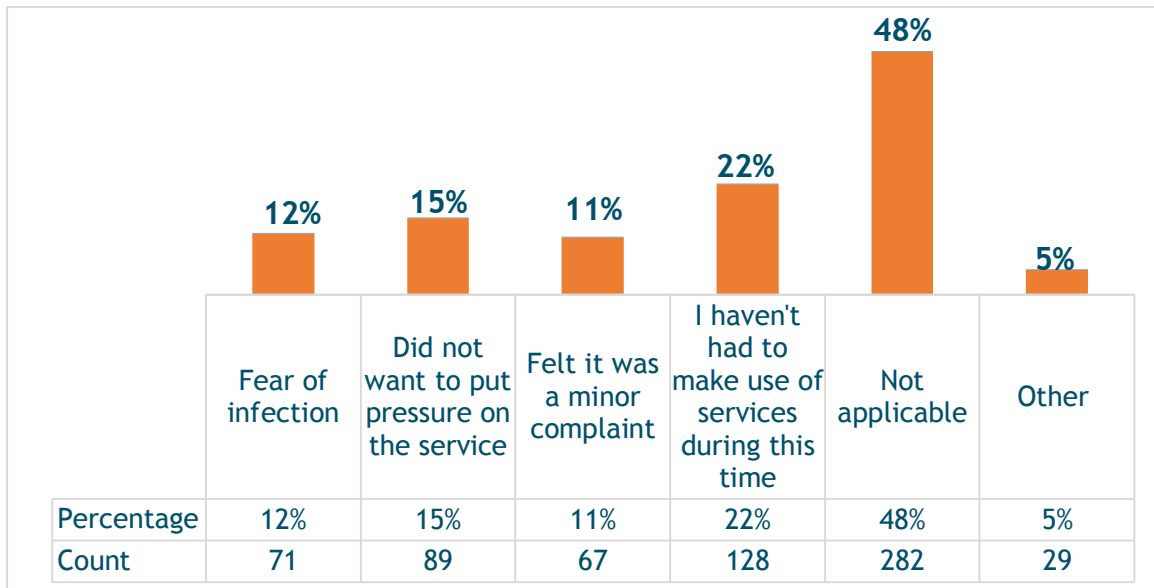
“Couldn’t access full and proper maternity care due to COVID.”

“Cancer referral cancelled. Seem to be taking sensible measures though. I think they will have a huge back log if they don’t increase access soon.”

“We rang doctors for a prescription and were on the phone 57 mins.”

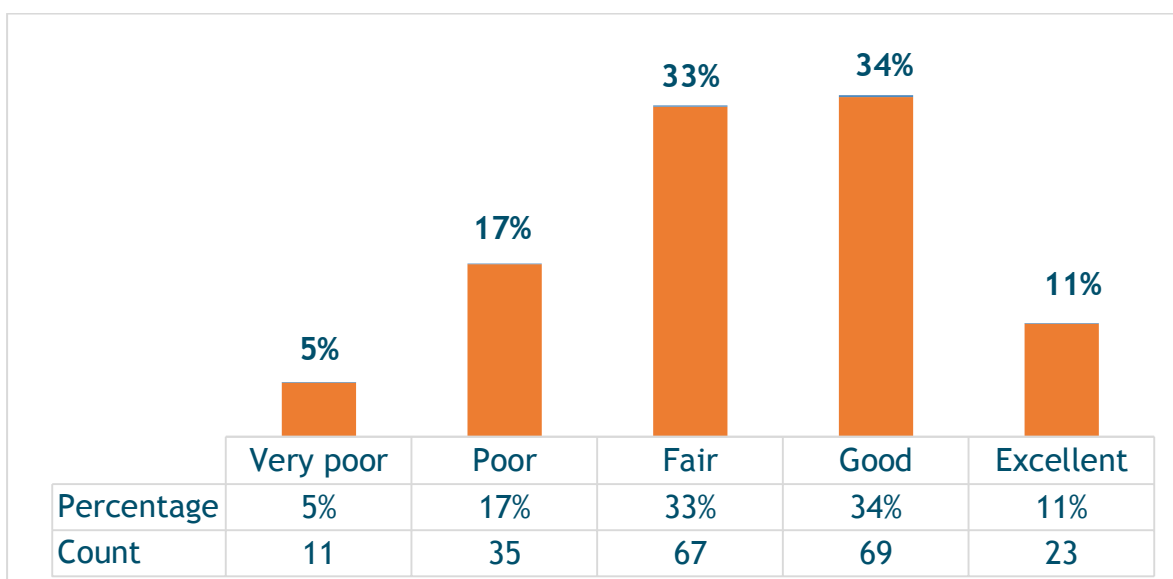
“Hospital discharged my husband early because of COVID-19 with no discharge letter. Community Occupational Therapy not able to visit because of COVID so I have to do speech and cognitive therapy. Essential appointments for my husband because of problems caused by stroke cancelled four times.”

People were asked why they may not have used a healthcare service and asked to tick all that applied. A total 666 responses were received to this question, with some people stating more than one reason to why they may have avoided using a service. The results are shown below;



*(Due to people being able to select more than one category the percentage numbers will total more than 100%)

When asked if people had **experienced changes** in their healthcare due to the pandemic, a total of 205 people responded to say they had and the majority of these rated the communication about these changes either as either fair (33%) or good (34%). However a further 22% (46) of respondents rated it as poor or very poor.



Some of comments received from the respondents who had rated the communication about change in healthcare services as either poor or very poor included;

“Uncertainty about whether or not hospital appointments would be cancelled/rescheduled or conducted over the phone - until the last minute. Uncertainty about whether or not our GP was accepting patients with problems unrelated to COVID-19. Difficulty getting through on the phone to ask about appointments, test results etc. The results of a test for a urine infection took twice as long as normal to come back.”

“Dentist, GP and Hospital. All very confused.”

“Removed from the system because consultant left during COVID-19. Need a full new referral now.”

“Tried to book appointment at pain clinic but shut due to COVID-19.”

“Answerphone messages. Trying to contact surgery. Not able to access online services. No faith in service.”

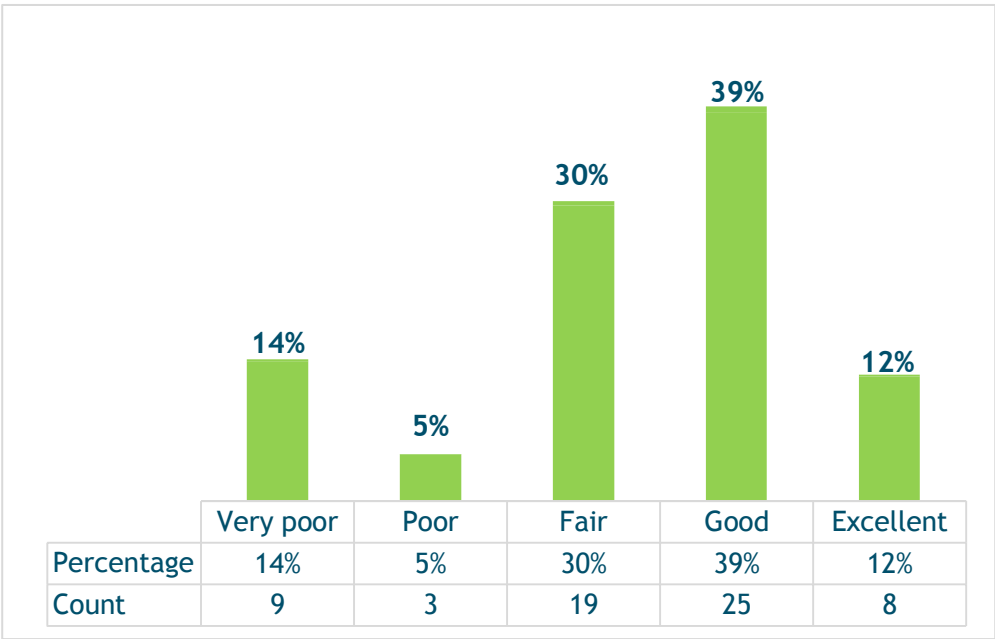
Section 4 - Social Care support



People were asked firstly if they received care in their home to help with everyday tasks, if this care had changed and how they rated communication around these changes.

A total 66 respondents said that they, or the person they care for, were either living in residential care, supported accommodation or receiving support to carry out daily activities in their own home.

When asked if they had experienced changes in their care and to rate their **experience of communication** around these changes, the majority who answered this question 51% (33) gave a good or excellent rating, however a further 49% (31) rated it as fair to very poor;



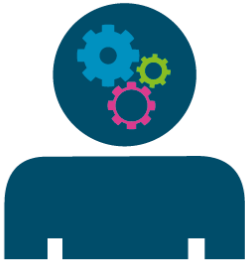
Some of comments received from the respondents who had rated the communication about social care service changes as either poor or very poor included;

“Help in the home was drastically cut, plus no day centre to attend. Social worker did not return calls when messages left.”

“Disappointed with housing association who had no idea what they were doing. Poor mother-in-law has been alone in a flat with 15 minutes of care a day for 10 weeks after they decided no visitors at all, but weren’t prepared to offer an enhanced service of care! Her mental health has deteriorated significantly. This has caused major stress for the family.”

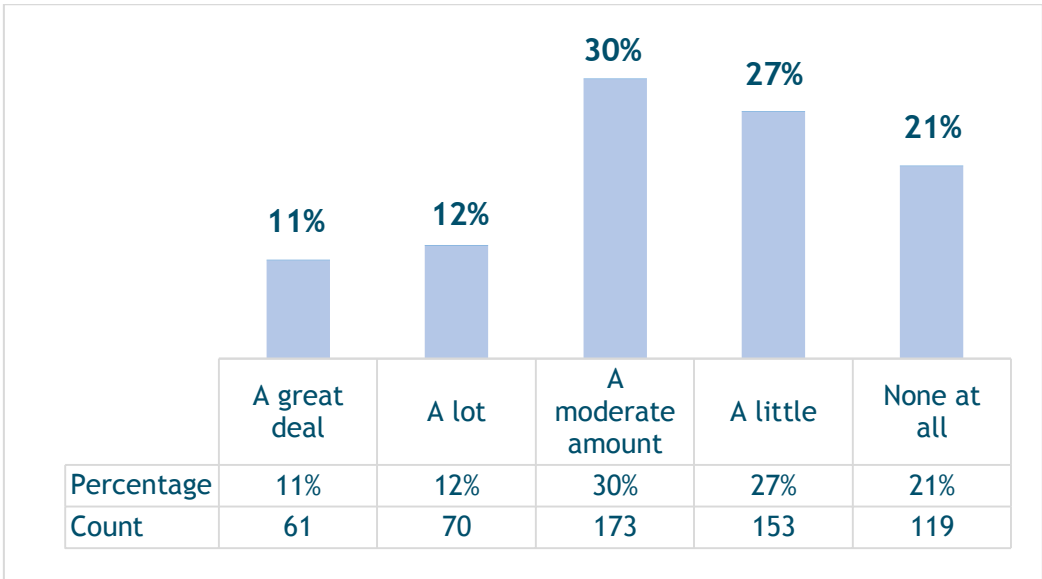
“As an unpaid carer of 17 years, I have never felt more ignored, disrespected and dehumanised as during the pandemic. The caring role has not changed but the support has gone, the expectation to home school and hold the hand of every non-medical professional has been ridiculous.”

Section 5 - Mental health and wellbeing

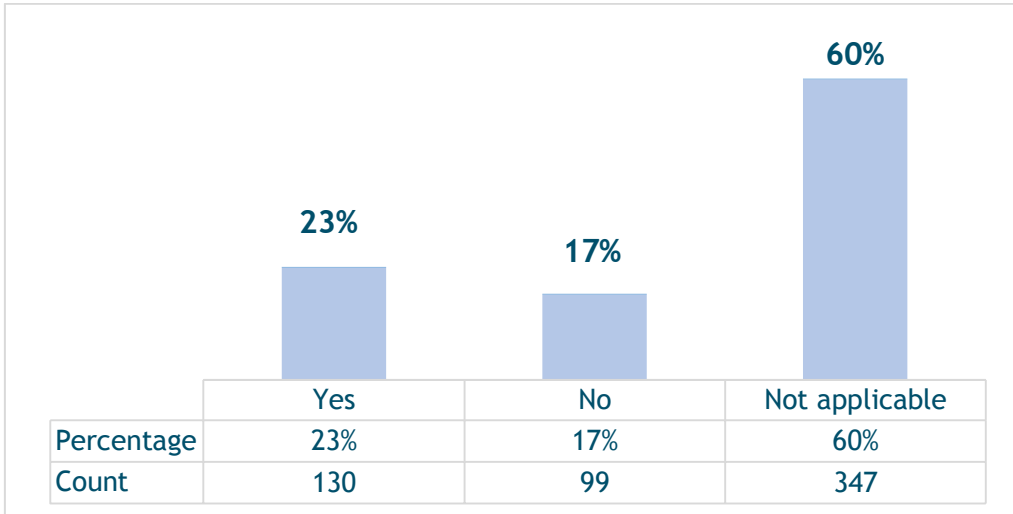


Section five of the survey looked to see if the pandemic had effected people’s mental health and wellbeing.

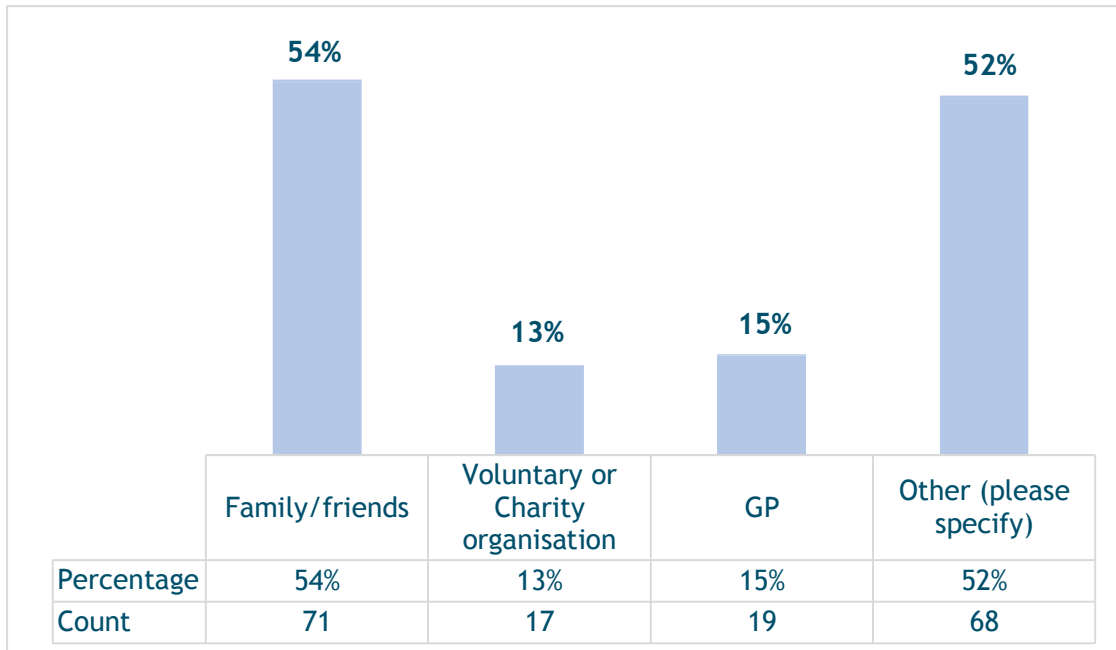
The results showed that of the 576 people who answered this question, the majority (53%) of people’s mental health had been impacted to a certain degree with very few (21%) of people feeling no impact;



When asked if people had accessed support for their mental health during the pandemic 576 people answered the question and of these 23% (130) stated they had.



People were asked to select all the areas that they had received support from. This highlighted that the majority people were seeking support from family and friends (71) or from other areas (68).



*(Due to people being able to select more than one category the percentage numbers will total more than 100%)

Those respondents who reported they had received support from another source in the main stated they have received this support from:

- Place of work
- Local NHS services such as; Community Mental Health Team, Psychiatrists, Crisis Team and IAPT service.

People gave several comments on what has had a positive effect on their mental health during the pandemic. The more common areas included connecting with family and friends, going to work, engaging with hobbies and exercising.

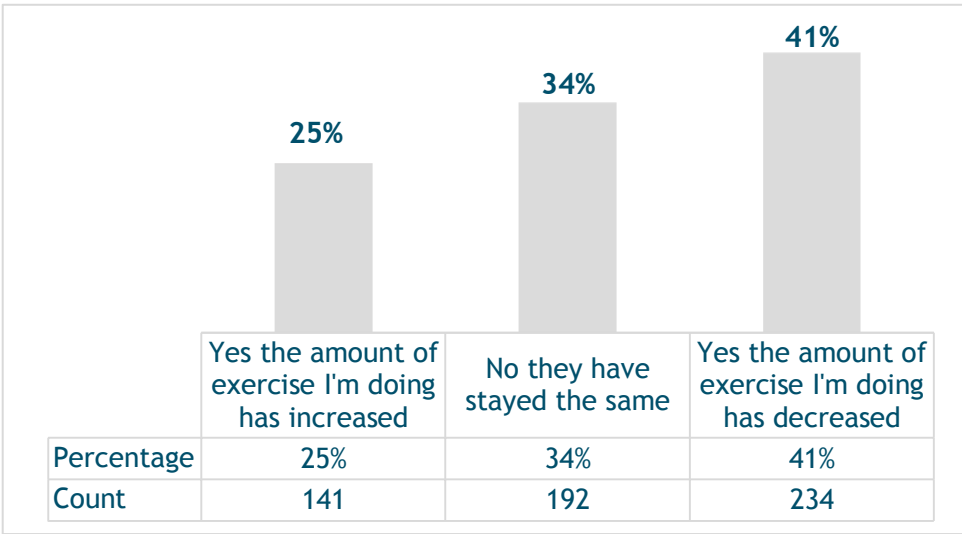
<p>“Working and not staying home, talking to family and friends.”</p> <p>“Exercise and spending quality time with family.”</p> <p>“Talking to family, cooking and working from home.”</p>	<p>“Gardening, crafts and learning new skills have had a positive effect, along with speaking to family and friends.”</p> <p>“Learning to crochet, baking a lot, spending time out walking with partner.”</p>
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Section 6 - Keeping yourself well



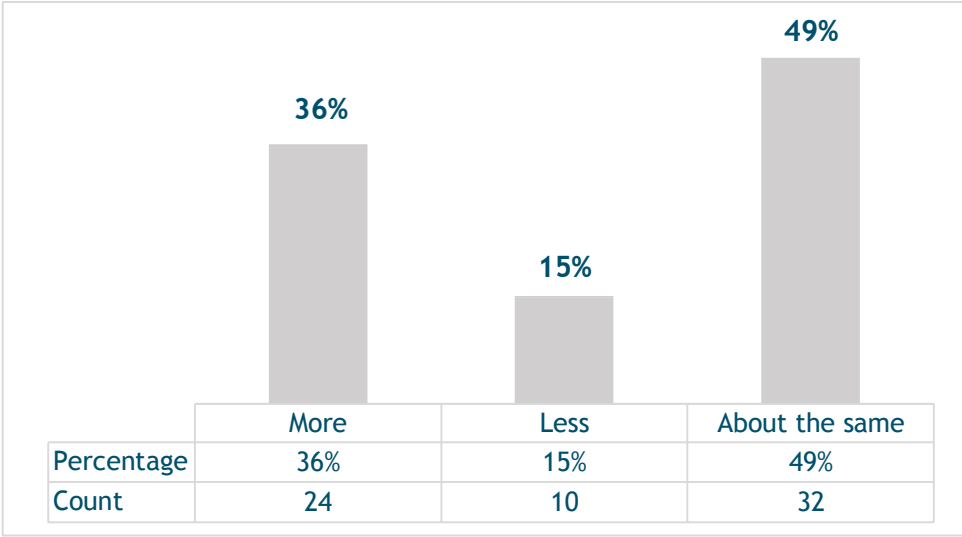
A range of questions were asked to discover how people were looking after themselves and if the pandemic had had an effect on people’s overall wellbeing and self-care.

The survey asked people if there had been a change in their overall **levels of exercise**. The results showed of the 567 people who responded to the question, the majority (41%) of people had seen a decrease in the amount of exercise they had been doing.

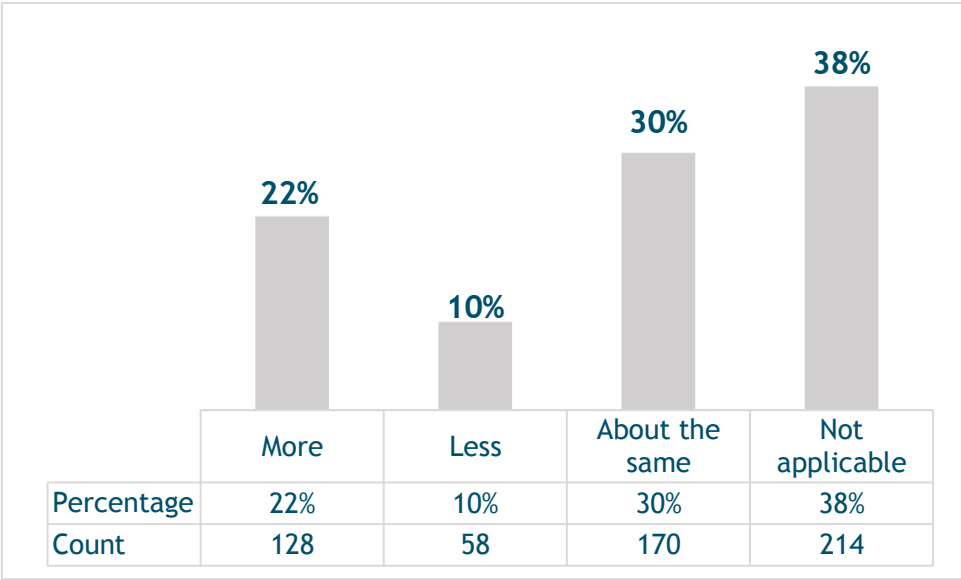


The most popular forms of exercise people had been engaging in included;
walking, yoga, cycling and home exercise

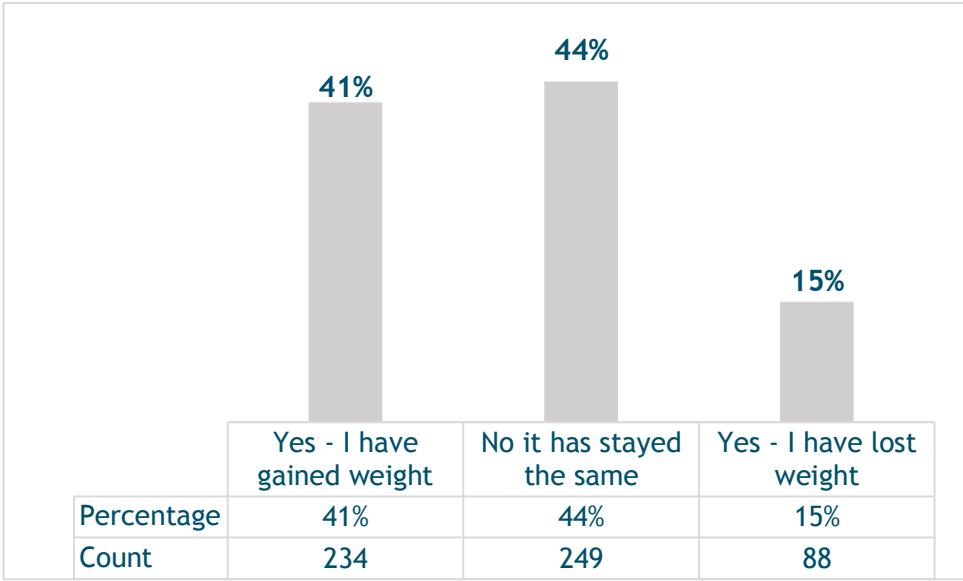
Respondents were asked if their **smoking habits** had changed during the pandemic. Of the 66 people who responded to the question the majority of people (49%) were smoking about the same followed by 36% who stated they were smoking more.



Survey respondents were asked to report on any changes in their **alcohol consumption**. Results showed of those who answered, and it applied to (356), 30% were consuming about the same followed by 22% who were consuming more.



Survey respondents were asked to report **changes in their weight**. 571 people responded to this question and the results showed that the majority of people, 85% in total, had either gained weight or seen no change in their weight.



Acknowledgements

Healthwatch Sunderland would like to acknowledge the support from the voluntary, community and health and social care sector who helped us to promote the survey to their patients and service users.

Thanks also goes to all those who completed the survey and shared their views and experiences. Many individuals provided some anecdotal information about their experiences all of which don't feature in the report due to the volume. However these will be recorded on our electronic data system and fed back to Healthwatch England, who collate and use this data to gather a national and regional picture of people's experiences.



Appendices

Appendix 1



Your health and wellbeing during COVID-19 pandemic

Help the NHS and Social Care Services

Healthwatch Sunderland provides an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to service providers and commissioners in order to improve services.

With these essential services facing unprecedented challenges, it is vital that we get your views during the COVID-19 pandemic on how services are being delivered, which is why we have put together this short survey. We will share your views and experiences of using health and social care services during the Coronavirus outbreak with our local hospitals, GP Practices, community health and care services, NHS Clinical Commissioning Group, and with Sunderland City Council. They can then understand directly from you what is going well, but also what else you need and what could be improved in responding to Coronavirus.

At this stage, the survey has been designed to gather information about health and social care services in general, however further information may be needed as we collate the results and understand peoples experiences. If you would be interested in supporting this work further we will be keeping people up to date with how they can do this through our website, newsletter and social media. Alternatively you can contact us direct to let us know you wish to take part in future work.

Please note the information you provide will be kept confidential, except that anonymised quotes may be used.

The survey should take no longer than **5-10 minutes** to complete.

Section 1 - Tell us about you

1. Have you had COVID-19?

- Yes I have been tested
- Possibly - I have had symptoms but not been tested
- No I have not had the symptoms

2. Do you fall into one of the following categories? (Please tick all that apply)

- I have an existing health condition
- I'm pregnant
- I'm aged 70 or over
- Not applicable (please go to question 4)

Other (Please specify) _____

3. Have you received a letter or text advising you to shield?

- Yes No

4. Do you care for someone or more than one person who falls into one of the following categories? (Please tick all that apply)

- An existing health condition
- Pregnant
- Aged 70 or over
- Not applicable (please go to question 6)

Other (Please specify) _____

5. Have they received a letter advising them to shield?

- Yes No

6. Do you, or the person you care for/support, use or need any of the following?

- Yes - Please tell us more: (Please tick all that apply)
- I/they use British Sign Language (BSL)
 - I/they need information in braille, audio or large print format(s).
 - I/they need Easy Read information
 - I/they need information in another language(s).
 - Other - Please specify: _____

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

- Yes
 - No
- No

Section 2 - Information and advice

7. How easy have you found it to find the information you need about how to keep yourself and others safe during the COVID-19 pandemic?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know/not sure

8. How easy have you found it to understand the information about how to keep yourself and others safe during the COVID-19 pandemic?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know/not sure

9. How easy have you found it to act on information about how to keep yourself and others safe during the COVID-19 pandemic?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know/not sure

10. How easy have you found it to keep up to date with the changes to information about how to keep yourself and others safe during the COVID-19 pandemic?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know/not sure

11. Which topics, if any, have you found it difficult to get clear information or advice about? (e.g. managing my health, accessing prescriptions, changes to NHS service, changes to social care services etc.)

12. Where have you found information or advice about the COVID-19 pandemic? (e.g. TV, radio, online, family/friends, GP, Hospital, Social Worker etc.)

13. Have you found any specific information or sources of information especially helpful?

Yes - Please tell us more - what was it and why was it helpful?

No

Section 3 - Healthcare support

14. Have you or the person you have cared for used a **healthcare** service during the COVID-19 pandemic? (Pharmacist, hospital, GP, 111 etc.)

Yes

No (please go to question 16)

15. Please use the boxes below to name up to 3 healthcare services used and how you would rate your experience of them.

- Name the **healthcare** service used

How would you rate your experience of using this service?

Very poor Poor Fair Good Very good Excellent

- Name the **healthcare** service used

How would you rate your experience of using this service?

Very poor Poor Fair Good Very good Excellent

- Name the **healthcare** service used

How would you rate your experience of using this service?

Very poor Poor Fair Good Very good Excellent

16. Would you like to add any comments about your experience of these services?

17. Have you or someone you care for not accessed healthcare services for any of the following reasons? (please tick all that apply)

- Fear of infection
- Did not want to put pressure on the service
- Felt it was a minor complaint
- I haven't had to make use of the services during this time
- Not applicable
- Other (Please specify)

18. Have you, or has the person you care for, experienced any **changes** to your/their healthcare due to the COVID-19 pandemic?

- Yes
- No (Please go to question 19)
- I/they haven't needed any healthcare services (Please go to question 19)

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

- Very poor Poor Fair Good Excellent

Does this relate to a specific service?

- Yes (Please provide the name of this service: *Leave blank if you'd prefer not to say*)

- No
- Prefer not to say

- Would you like to tell us more about your/their experience of these changes?

Section 4 - Social Care support

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

- Yes
- No (Please go to question 20)

If yes have you/they experienced **any changes** to this care due to the COVID-19 pandemic?

- Yes
- No (Please go to question 20)

If yes how would you rate the communication received about the changes?

- Very poor
- Poor
- Fair
- Good
- Excellent

Does this relate to a specific service?

- Yes (Please provide the name of this service: *Leave blank if you'd prefer not to say*)

- No
- Prefer not to say

- Would you like to tell us more about your/their experience of these changes?

Section 5 - Mental health and wellbeing

How much of an impact has the COVID-19 pandemic had on your mental health or wellbeing?

- A great deal
- A lot
- A moderate amount
- A little
- None at all

19. Have you been able to access support for your mental health or wellbeing during this time?

- Yes
- No (please go to question 23)
- I haven't needed any support

20. Where did you receive this support from? (Please tick all that apply)

- Family/friends
- Voluntary or Charity organisation
- GP
- Other (Please specify)

21. What has had a **positive** effect on your mental health during the COVID-19 pandemic? (exercise, talking with family/friends, cooking, accessing available support etc.)

Section 6 - Keeping yourself well

22. Has the pandemic had an effect on your overall levels of exercise?

- Yes the amount of exercise I'm doing has increased
- No they have stayed the same
- Yes the amount of exercise I'm doing has decreased

23. If you have been carrying out exercise, what forms have you been doing? (please list them all)

24. Since the pandemic have you been smoking more or less?

- More
- Less
- About the same
- Not applicable

25. Since the pandemic have you been drinking more or less alcohol?

- More
- Less
- About the same
- Not applicable

26. Since the pandemic has your weight changed?

- Yes - I have gained weight
- No it has stayed the same
- Yes - I have lost weight

27. Is there anything else you would like to tell us about any aspect of your experiences of health and social care services during COVID-19 pandemic?

Tell us a bit more about you

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

Please tell us which age category you fall into:

- 13 - 17 years
- 18 - 24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75+ years
- I'd prefer not to say

• Please tell us which gender you identify with:

- Woman
- Man
- Non-binary
- Other
- I'd prefer not to say

• Please select your ethnic background:

- Arab
- Asian / Asian British: Bangladeshi
- Asian / Asian British: Chinese
- Asian / Asian British: Indian
- Asian / Asian British: Pakistani
- Asian / Asian British: Any other Asian / Asian British background
- Black / Black British: African
- Black / Black British: Caribbean
- Black / Black British: Any other Black / Black British background
- Gypsy, Roma or Traveller
- Mixed / Multiple ethnic groups: Asian and White
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Black Caribbean and White
- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background
- White: British / English / Northern Irish / Scottish / Welsh
- White: Irish
- White: Any other White background
- Another ethnic background
- I'd prefer not to say

• Are you currently pregnant or have you been pregnant in the last year?

- Yes
 - No
 - I'd prefer not to say
- Do you consider yourself to be a carer, have a disability or a long term health condition? (Please select all that apply):
 - Yes, I consider myself to be a carer
 - Yes, I consider myself to have a disability
 - Yes, I consider myself to have a long term condition
 - None of the above
 - I'd prefer not to say

Many thanks for completing this survey, we value you your time and feedback.

If you require support during this time we have created dedicated pages on our website to help you find all of the latest local and national advice, information and support about coronavirus:

<https://www.healthwatchesunderland.com/coronavirus-links>

If you have any other comments about the health and care that do not fit into this survey, you can also tell us about your views and experiences by completing our general feedback form by visiting:

<https://www.healthwatchesunderland.com/talk-us>

Or give us a call on (0191) 514 7145

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