



**healthwatch**  
Sunderland

## Carers and the impact of COVID-19

## Executive Summary

This report covers the views of those individuals who responded to our survey which looked at Carers and the Impact of COVID-19.

The results for this report are based upon data collected from 74 respondents who completed the survey during the months of March and April 2022.

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 for carers during COVID-19 and highlight those areas that need to be improved within both statutory and voluntary services across Sunderland.

### Key themes and findings

The findings from the survey results have shown that:

- Overall, most carers felt the support they had during COVID-19 from services had not changed despite demand on services during the pandemic. With 54% of respondents rating services as very good.
- Overall, most carers were happy with GP access they received during COVID-19.
- Carers feel they are still unsure of the services available to support them and a can find social care support difficult to navigate.
- Some carers were unaware that they were entitled to a carers assessment, which would help them to navigate support that is available.

### Next steps

We appreciate the time taken by all those who shared their experiences with us as part of this work. We are sharing that feedback with commissioners and providers via this report. 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 are here to make sure that those running services put people at the heart of care.

By listening 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.

## Background and rationale



Both national and local research carried out to date has shown us that there are many areas in which carers have been impacted since the start of the pandemic including loneliness, isolation and an increase in caring hours etc. As a result, at the beginning of 2021 the public of Sunderland voted on it as one of the key priority areas Healthwatch Sunderland should focus its resources on during the year.

To help us concentrate our resources and to have the biggest impact, we decided to look at what services have done well and what else health and care service providers can do to best support carers as we come out of the pandemic.

This in turn will give service providers the opportunity to address any of the issues that are highlighted and where possible, build on those that people would like to stay.

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 and by visiting community groups dedicated to supporting carers.

## Methodology

To gather people's general experiences of services, we began the work by initially speaking to the staff of the voluntary and community sector that have some elements of supporting carers through their work. This included Sunderland Carers Centre, NERAF, Sunderland Mind, Washington Mind, Headlight, St Benedict's Hospice and Headway Wearside.

By speaking to these workers, we were able to establish that the best way to engage with carers and collect the information would be to use a survey and where possible speak direct to carers at the community groups where they meet.

A survey was designed (see appendix 1) and was promoted via our e-newsletter, social media channels, website 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 online using Survey Monkey which people could access via our website homepage and newsletter. 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 months of March and April 2022.

We also visited several groups and events including the Essence Service, Sunderland Parent Carer Forum event, several sheltered accommodation tenants meetings and several community centre groups etc.

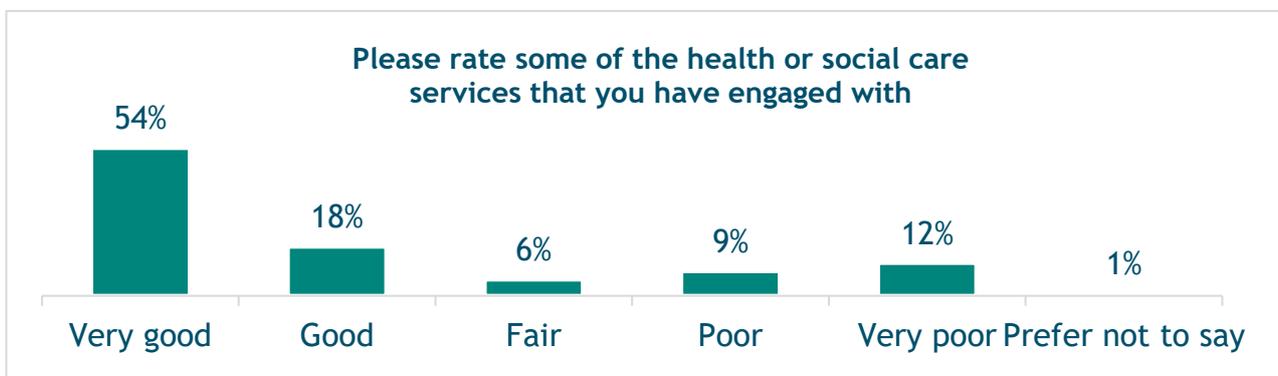


## Survey findings

People were asked a series of questions under 2 main sections, the findings from the survey are given below. In total 74 individuals responded to the survey, (as the survey was collected via paper and electronic versions, not all respondents answered all questions).

### Changes to health and social services

The first section of the survey considered some of the health and social care services carers had used over the last year and how they would rate them. 130 services were rated in total, the graph below shows the majority of services received were either rated very good (54%) or good (18%).



### Ratings received by service area

Below is further information on the feedback received from survey respondents. The data has been categorised by service area with the ratings received. Some of the additional comments received have also be provided along with people’s responses on whether they have believed these services have improved, stayed the same or not working as well during the pandemic.

#### COVID-19 Vaccination Centres

4 people gave feedback about COVID-19 Vaccination Centres with 3 people rating them as very good and 1 as good.

Location	Very good	Good
Grindon Lane	1	
Nightingale Hospital	1	
Riverview Health Centre		1
No location provided	1	
<b>Totals</b>	<b>3</b>	<b>1</b>

**“They tried very hard to give my needle phobic son his COVID-19 vaccine twice. Unfortunately to no avail. However, I felt they couldn’t have done anymore. They were excellent.”**

Feedback for Grindon Lane COVID-19 Vaccine Centre

## Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

10 people gave feedback about some of the services provided by CNTW. 6 people rated the services as either very good or good and a further 4 people rated them as either poor or very poor.

CNTW Service	Very good	Good	Poor	Very poor
Community psychiatrist		1		
Crisis Team	1			1
Children and Young People's services (CYPS)	1		1	1
Mental Health Monkwearmouth hospital	1			
Mental Health Team		1	1	
Memory Protection Service	1			
<b>Total</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>

**“They support me not only during the crucial moments when I was at my lowest but continue supporting me despite difficulties during the current health climate with phone calls, monitoring and general welfare support.”**

Feedback for the Crisis Team

**“Long waiting times for appointments. Difficult to get an assessment for neuro diverse conditions especially in the presence of trauma. Inconsistent appointments for therapy.”**

Feedback for Children and Young People's Services (CYPS)

When asked, 1 person thought services had improved over the last year, 4 felt they had stayed the same and 5 people felt the services were not working as well as they did previously.

### Dentists

4 people rated a dental practice, with all giving a rating of either very good or good.

Dentists by practice	Very good	Good
Dentist Hebburn	1	
Doron Dentist	1	
N&N Dentist, Chester Rd		1
Oasis Dentist	1	
<b>Total</b>	<b>3</b>	<b>1</b>

**“Very good, helpful, friendly.”**

Feedback for Oasis Dentists

When asked, 3 people felt their dental service had stayed the same over the past year, and 1 person felt theirs wasn't as good as it was previously.

## Dermatology at the Bunny Hill Centre

2 people gave feedback about the Dermatology service at the Bunny Hill Centre, both rated it as very good.

**“Got an appointment after initial check, very quickly, in and out quickly, problem removed promptly and all very safe.”**

Feedback for Dermatology at the Bunny Hill Centre

When asked, 1 person felt this service had stayed the same over the past year, and 1 person felt it had improved.

## Domiciliary Care (care in your own home)

2 people rated individual domiciliary care services, Careline Homecare and Diamond Care, both were rated as very good.

**“Provided very good care attending to my wife's personal care.”**

Feedback for Diamond Care

When asked, both respondents said that they feel these services had stayed the same over the past year.

## GP Surgeries

54 people rated their GP practice with the majority (42 people) rating it as either very good or good.

GP Practice	Very good	Good	Fair	Poor	Very poor
Deerness Park Medical Centre	1	1	1		1
Dr Stephenson & Partners	1				
Fulwell Medical Centre				1	
Galleries Medical Practice	1				
I J Healthcare	1				
Millfield Medical Centre	17	6	2	1	1
Monument Medical Practice		1			
Southlands Surgery	2				
Springwell Medical Centre	2	1		1	
Victoria Road Health Centre					1
Village Surgery	1		1		
Washington Medical Group			1		
Westbourne Medical group	1				
GP (no name given)	4	2		1	
<b>Total</b>	<b>31</b>	<b>11</b>	<b>5</b>	<b>4</b>	<b>3</b>

We received 33 positive comments about GP surgeries, 11 were related to access to GP surgeries and 22 related to treatment and care:

**“Would rate as excellent - Easy to contact online or by phone. They always do their best to help and were there giving advice and continuing with health checks throughout the pandemic.”**

Feedback for Deerness Park Medical Centre

**“I have always been able to speak with a GP when needed. Also, good on-line service for pre-booking non urgent appointments and for reordering prescriptions.”**

Feedback for Millfield Medical Group

**“Supporting my father and myself with medications, referrals, and expert advice at times when needed for reassurance, for health matters that have needed further agencies and listening to my dad when he needed them.”**

Feedback for Dr Stephenson & Partners

8 negative comments were received in relation to GP practices, 5 referenced patient care and treatment, 2 GP access and 1 the lack of GP home visits:

**“The doctors are patronising and unwilling to help. I’ve had to seek healthcare elsewhere after being dismissed regarding my health concerns.”**

Feedback for Millfield Medical Centre

**“I have had multiple contacts with GP surgery for advice and support for the disabled child I care for, during such contacts GP surgery have not listened to parents which has resulted in referrals going to wrong professionals and medication being prescribed incorrectly to what was agreed in consultation therefore treatment being delayed.”**

Feedback for Deerness Park Medical Centre

When asked, 9 people felt their GP practice had improved over the past year, 25 people felt theirs had stayed the same and 13 felt theirs was not as good as it had been previously.

## Northeast Ambulance Service (NEAS)

4 people rated NEAS, 2 rated them very good, 1 rated them good and 1 as fair.

**“Have always responded within 2 hours and have been very supportive and considerate - one contact was resolved at home - other 6 were hospital admissions.”**

When asked, 1 person felt that ambulance services had not been as good over the past year and 2 people felt it had stayed the same as it was previously. 1 respondent did not answer this question on the survey.

## Nurses

7 people rated nurses, with the majority (5 people) rating them as very good or good.

	Very good	Good	Very poor
Nurses	1	2	
District Nursing services	1	1	
School Nurse			1
Community Matrons			1
<b>Total</b>	<b>2</b>	<b>3</b>	<b>2</b>

**“They have made (patients name) move to Sunderland, with its associated care for his leg condition, seamless.”**

Feedback for the District Nursing Team

**“We had a fortnightly visit to check my severely disabled son with cerebral palsy until March 2020 when COVID started. This service abruptly stopped and has not been restarted. Despite several requests via every possible avenue, I even contacted PALS asking for help and unfortunately, I was met with this service is no longer available to my son’s age group. This service was vital to us as a family it prevented my son becoming to poorly and needing hospital stays because we were being proactive and treating issues early. In January 2022 despite several GP visits and antibiotics my son ended up on a ventilator in intensive care with a collapsed lung and pneumonia. I feel extremely let down by this service. There was a need for 22 years of my son’s life to have these visits and all of a sudden, he doesn't need this anymore I am told.”**

Feedback for Community Matrons

When asked, 2 people felt the service received over the previous year by a nurse was the same and 3 people felt the service they received was not as good as it had been previously.

### Community Pharmacies

6 people rated their community pharmacy, with 5 rating them as very good or good.

Name of Service	Very good	Good	Poor
Chastons, Silksworth	1		
Dixons Pharmacy	1		
Rowlands Pharmacy, Pallion Health Centre		1	
Rowlandson Pharmacy, Pallion Road			1
Snowden's Pharmacy	1		
Pharmacy	1		
<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>

**“They had a horrendous time. X our lovely meds delivery driver died and X, the amazing pharmacist left due to family bereavement. Even so we always had just enough meds, but the restricted prescribing rules meant it was often a close shave.”**

**Feedback for Rowlandson Pharmacy, Pallion Health Centre**

**“Always has a massive queue, sometimes outside in bad weather. The shelves are always empty too. Mam went without one medication for a week as it wasn't in her Nomad box.”**

**Feedback for Rowlandson Pharmacy, St Luke's Terrace**

When asked, 1 person felt the service they received had improved over the previous year, 3 people felt it had stayed the same and 2 stated that the service was not as good as it had been previously.

### Recovery at Home Team

3 people rated the Recovery at Home Team with 2 people rating it as very good and 1 person as poor.

**“Immediate response by kind, caring, thorough nurses.”**

**“Too busy to fit in a call.”**

When asked, 1 person felt this service had remained the same over the past year and 1 person felt the service wasn't as good as it had been previously and one person didn't answer the question.

## Social Services

6 people gave feedback on a range of Social Services, with the majority (4 people) rating them as poor.

Social Service	Very good	Fair	Poor
Social Worker	1	1	1
Adult Social Care			2
Social Services			1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>4</b>

**“Very supportive.”**

Feedback for a Social Worker

**“Long delays with assessment and poor assessment that was not inclusive of carers closest to partner this led to inappropriate plan of care that broke down within 48 hours causing significant distress. Emergency call on Friday took until Saturday afternoon to be responded to and an emergency placement on Saturday evening. Earlier approaches for support for day care activities / support groups were not responded to.”**

Feedback for Adult Social Care

When asked, 2 people felt the services they use had stayed the same over the past year and 3 people felt they were not as good as they used to be and one person didn't answer the question.

## Sunderland Care and Support (SCAS)

2 people gave feedback on services delivered by SCAS with 1 rating of very good and one rating of very poor.

Sunderland Care and Support	Very Good	Very poor
Community Occupational Therapies	1	
Wheelchair Services		1

**“X was appointed as John's (my brother) OT and helped greatly with John's move of house from South Tyneside to Sunderland. Arranging the transfer of existing equipment and new where appropriate. This was all achieved remotely via a Video assessment call which was very good and saved a lot of time all round.”**

Feedback for Community Occupational Therapies

**“I was contacted by the engineer to say he would be coming out to service our electric wheelchairs on Friday a fortnight ago and I'm still waiting. I rang wheelchair services, and they weren't sure who dealt with this, other than “somewhere in Newcastle, but it wasn't them!” I am still waiting and neither wheelchair works.”**

Feedback for Wheelchair Services

When asked, 1 person stated that the service they used had improved over the past year and 1 person said the service they had used was not as good as it was previously.

### Sunderland Royal Hospital

15 people gave feedback about Sunderland Royal Hospital in general or a specific department within the hospital. 9 people rated these services as either very good or good, with the remaining 6 people rating them from fair to very poor.

Name of SRH Department	Very good	Good	Fair	Poor	Very poor
Sunderland Royal Hospital	2	3		1	1
Hospital Social Worker	1				
Ward E56		1			
Speech Therapy Department	1				
Physiotherapy, Pulmonary Rehab			1		
Audio Department	1				
Physiotherapy					1
Emergency Department					1
Children's Emergency Department				1	
<b>Total</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>

**“A&E is a joke very poor, my wife was treated very badly, I complained but got nowhere, but once on the ward it's much better and they care more compared to A&E.”**

Feedback about Sunderland Royal Hospital

**“Helpful and friendly.”**

Feedback about Sunderland Royal Hospital

When asked, 4 people felt that services at Sunderland Royal Hospital had improved over the past year, 4 people stated that services had remained the same and a further 4 people said that services weren't as good as they had been previously.

### Together for Children

4 pieces of feedback were received for Together for Children and all 4 people rated this service as very poor.

**“Terrible experience of going through care proceedings for grandchildren for whom we now have. We found that social workers were not reliable, told lies or misled us to get what they wanted which wasn't necessarily in the best**

**interests of the children. The service is completely unsympathetic to kinship carers and does little to support them.”**

Feedback for Together for Children

**“Assessment of needs of disabled child's needs completed with referrals not actioned and information going to incorrect services and also a report of assessment being delivered to incorrect address. (I have been compensated for this). SEND team have also not responded to within timescales for EHCP's.”**

Feedback for Together for Children

When asked, 1 person stated that they felt this service had stayed the same over the previous year and 3 people felt the service was not as good as it has been previously.

### **Voluntary and Community Sector Organisations (VCS)**

7 people gave feedback about VCS organisations who had supported them or their loved one. All ratings were either very good or good.

<b>Name of VCS service</b>	<b>Very good</b>	<b>Good</b>
Sunderland Carers Centre		1
Essence	1	
More than Grandparents	2	
Essence	1	
Age UK Sunderland	1	
RNIB	1	
<b>Total</b>	<b>6</b>	<b>1</b>

**“They were helpful and was able to give advice when needed.”**

Feedback for Sunderland Carers Centre

**“Very understanding.”**

Feedback for Age UK Sunderland

When asked, 3 people felt the service they use had improved over the past year and 1 person stated that the service they use had stayed the same and 3 people did not answer the question.

## Miscellaneous Services

6 people gave feedback about a range of miscellaneous services. 5 very good ratings were received and 1 very poor.

Miscellaneous services	Very good	Very poor
210 Grindon Lane short break service	1	
Community stroke team	1	
Lymphedema Clinic, St Benedict's Hospice	1	
Sandhill Centre	1	
South Tyneside District Hospital		1
Sycamore Lodge Care Home	1	
<b>Total</b>	<b>5</b>	<b>1</b>

**“Helpful and provided help addressing the needs.”**

Feedback for the Lymphedema Clinic at St Benedict's Hospice

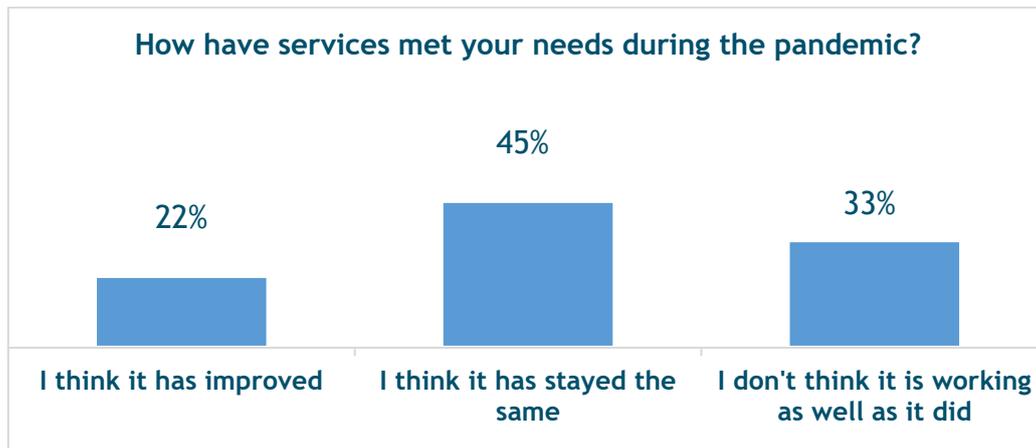
**“While in hospital would not give medicines that he needs everyday and would not listen.”**

Feedback about South Tyneside District Hospital

When asked, 2 people felt the service they use had improved over the past year and a further 2 people stated that the service they use had stayed the same. 2 people did not answer this question on the survey.

## How services have met carers needs during the pandemic

This next section asked survey respondents about the service they had used and rated in the previous question and how they had met their needs during the pandemic. Most respondents (45%) felt that services they listed had stayed the same.



## What has improved?

From the services that people told us had improved during the pandemic their responses could be themed into:

- service delivery
- care and treatment
- information providing

**“Phone appointments are efficient and brilliant leading to the waiting area being less crowded. I think a lot of the arrangements learned from the pandemic should be kept in place as it appears to be more efficient use of the doctor’s time.”**

Feedback for Deerness Park Medical Centre

**“I believe they have improved as the helpful advice from the advisor was impeccable, he was able to provide me with services and contact numbers for other agencies and services.”**

Feedback for the Sunderland and North Durham Royal Society for The Blind

## What has stayed the same?

From the services that people told us had stayed the same during the pandemic their responses could be themed into:

- service delivery
- care and treatment
- access

**“We had routine appointments via teams and by phone. Also, arrangements were made for 6 weekly calls to keep in touch. Which were reassuring. Knowing we weren’t totally isolated helped us to cope with our son enormously.”**

Feedback for the Mental Health Team

**“The practice has always been extremely professional and friendly.”**

Feedback for Millfield Medical Practice

## What isn’t working so well?

From the services that people told us they felt weren’t working as well as they did, responses could be theme into the following areas:

- care and treatment
- access
- staffing levels

**“Appointments moved online which didn’t work as well. It’s taken a long time to get back to face to face appointments and now there is no consistency.”**

Feedback for CYPs

**“Seems that NEAS staffing has not been able to meet the demand. This is NOT a criticism of the actual staff who did an amazing job under enormous pressure.”**

Feedback for The Northeast Ambulance Service (NEAS)

## Future health and social care service delivery

Survey respondents were asked in this section what changes to the way health and social care services have been delivered during the pandemic would they like to stay and why.

Of those respondents who replied to this question, many fed back that they liked the options of having medical appointments via the phone with some also commenting that being able to book appointments online was an improvement. Most cited the reason they would like this option to stay was due to the convenience.

**“Online appointments. I don’t have to wait an interminable length of time to get to the front of the queue and I don’t have to listen the excessive options for EVERY option once chosen.”**

**“I like the phone consultation; I do not always need to attend the surgery. My issues can be delt without a visit much better less time wasted for both GP and myself.”**

However, some went on to say that these types of appointments should not replace face to face when needed.

**“Appropriate use of telephone consultations to keep in touch with patients with poor mobility. However, this must be used judiciously, to complement rather than replace home visits.”**

Survey respondents were next asked what health and social care information would benefit them in their role as a carer now and in the future.

Most people who responded commented on the need to have information on what support is available for those they care for including help with practical issues such as equipment, how to access benefits they may be entitled to, care in the home and who to contact if the needs of the person changes in the future.

**“Information being sent to parents in post about what services exist. I’m not really aware of any.”**

**“Further information on benefits that are available to carers.”**

**“Options for additional support in the future and where to find this.”**

Other respondents spoke about knowing where to access information for them as a carer.

**“Help with everyday life especially emotional.”**

**“What help is available; financial and emotional.”**

## Future support needs

The survey next asked respondents to feedback on which support would help them the most in the near future. People were invited to tick all that applied. The results are given below.

	Count
Better recognition of carers in the community	44
Clearer/more specific guidance for unpaid carers	34
More support from your GP	26
Access to breaks and replacement/respice care	26
More support from adult social services	25
Mental health support	22
Someone to talk to	20
More support from district/community nurses	11
More support from community pharmacies	10
More support from children's social services	8
Support to use technology to access online medical/consultation appointments	8

Finally, the survey asked if there was anything else they would like to share with us about how health and social care services can support them as a carer, as we come out of COVID-19.

Of those who responded to this question the majority again repeated the importance of having information available to them on what support is available to them and those they care for.

**“More advice and contact numbers for services that are available but I'm not accessible or easy to come by via computer or online.”**

**“I'm not aware of any supportive services. Only services accessed has been hospital and assessment services for diagnosis.”**

## Conclusion

The aim of this evaluation was to find out what services have done well and what else health and care service providers can do, to best support carers as we come out of the pandemic.

The findings from this evaluation have shown, based on people's feedback that overall, the majority of services were rated, received either a very good (54%) or good (18%) rating by carers.

The areas which received the highest level of satisfaction were for GP practices with 78% of all feedback received being positive.

Survey respondents also informed how services had met their needs during the pandemic. Overall, most people felt services had improved (22%) or stayed the same (45%).

Finally, people told us what changes they had seen to services during the pandemic, they would like to stay. The majority responded to state that they liked the flexibility of having the choice of accessing their medical appointments on-line, when appropriate.

The two areas that people felt needed improving in the near future were better recognition of carers in the community (with over half of the respondents citing this) and more information on what support is available for them as a carer and those they care for. Most comments received on the survey related to this.

Finally, those areas that 33% of people felt weren't working so well when it came to services related to care and treatment, access and staffing levels.

## Acknowledgements

Healthwatch Sunderland would like to acknowledge the support from the voluntary, community and health and social care sectors who helped us to promote the survey to their 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 feedback to Healthwatch England, who collate and use this data to gather a national and regional picture of people's experiences.



## Appendix 1 - Survey

### COVID-19 and the impact on carers

Healthwatch Sunderland provides an independent voice for local people who use health and social care services within the NHS or funded by the government. Our role is to ensure that people's views are listened to and fed back to those who provide these services so they can be improved.

This year the team, as voted for by the public, will be looking at how carers have been impacted by COVID-19. Both national and local research carried out to date has shown us that there are many areas in which carers have been impacted since the start of the pandemic including loneliness, isolation, and an increase in caring hours etc., which have been fed back to service providers. Therefore, to help us concentrate our resources and to have the biggest impact, we wish to look at what services have done well and what else health and care service providers can do to best support carers as we come out of the pandemic.

In order to help us with this work we require those who identify as being a carer to answer this short survey. **(A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid (this means not a professional carer.)**

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

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

**The closing date for the survey is 30th April 2022.**

Healthwatch Sunderland take your privacy seriously. The information you provide on this form will be stored electronically. Your comments will be shared with health and care providers and Healthwatch England, to help them improve services. Please note the information you provide will be kept confidential, except that anonymised quotes may be used.

## Section one: A bit about yourself

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

1. How old are you?

2. Please tell us which gender you identify with? (Please tick)

Male	
Female	
Transgender female	
Transgender male	
Gender variant / Non-conforming / Nonbinary	
Prefer to self-describe (please state)	
Prefer not to say	

3. Which race or ethnicity best describes you? (Please tick one box only)

White (British, Irish, European, other)	
Mixed race (Black & white, Asian & white, Other)	
Asian/Asian British (Bangladeshi, Chinese, Indian, Pakistani, other)	
Black/ British Black (African/Caribbean/ Other)	
Gypsy or Traveller	
Prefer not to say	
Other, please state	

4. Which of the following caring responsibilities apply to you? (A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid (this means not a professional carer.)

Please tick all that apply

Primary carer of a child or children (under 2 years)	
Primary carer of a child or children (between 2 and 18 years)	
Primary carer of a disabled child or children	
Primary carer or assistant for a disabled adult (18 years and over)	
Primary carer or assistant for an older person or people (65 years and over)	
Secondary carer (another person carries out main caring role)	
Prefer not to say	

5. Please enter the first part of your postcode and the first letter from the second part (e.g., SR2 7, NE37 7 etc.)

Here are some examples of health and social care services to help you when you are completing the next section of the survey.

Health Services: Doctor / GP surgery, dentist, ambulance service, NHS mental health services, clinics, urgent care centres, hospices, pharmacies, hospital.

Social Care Services: Social workers, care in your own home, respite care, day centres, care homes, equipment services etc.

**6. Please name and rate some of the health or social care services that you have engaged with over the past 12 months. Please name up to 3.**

**Service 1**

Name of service used (e.g., GP - Hylton Medical Group)	Very good	Good	Fair	Poor	Very poor	Prefer not to say
.....	<input type="checkbox"/>					

Please explain why you have gave the service the above rating:

**Service 2**

Name of service used (e.g., GP - Hylton Medical Group)	Very good	Good	Fair	Poor	Very poor	Prefer not to say
.....	<input type="checkbox"/>					

Please explain why you have gave the service the above rating:

**Service 3**

Name of service used: (e.g., GP - Hylton Medical Group)	Very good	Good	Fair	Poor	Very poor	Prefer not to say
.....	<input type="checkbox"/>					

Please explain why you have gave the service the above rating:

7. Thinking about these services you listed in the previous question (question 6), how have they met your needs during the pandemic? Please tick the most appropriate statement below for each service.

**Service 1 (as listed in the previous question)**

I think it has improved

I think it has stayed the same

I don't think it is working as well as it did

Please explain your answer e.g., what went well, what could have been better, your concerns

**Service 2 (as listed in the previous question)**

I think it has improved

I think it has stayed the same

I don't think it is working as well as it did

Please explain your answer e.g., what went well, what could have been better, your concerns

**Service 3 (as listed in the previous question)**

I think it has improved

I think it has stayed the same

I don't think it is working as well as it did

Please explain your answer e.g., what went well, what could have been better, your concerns

### Section three: Future health and social care service delivery

8. What changes to the way health and social care services have been delivered during the pandemic would you like to stay and why?

9. What health and social care information would benefit you in your role as a carer now and in the future?

10. Which of the following support would help you most in the near future?  
Please tick all that apply.

- Access to breaks and replacement/respice care
- More support in the community e.g., from local volunteers
- More support from adult social services
- More support from children's social services
- Clearer/more specific guidance for unpaid carers
- Someone to talk to
- Mental health support
- More support from community pharmacies
- More support from your GP
- More support from district/community nurses
- Better recognition of carers in the community
- Support to use technology to access online medical/consultation appointments
- Something else (please tell us below)

11. Is there anything else you would like us to know about how health and social care services can support you as a carer, as we come out of COVID-19?

Many thanks for completing this survey, we value your time and feedback.  
Please return this survey to the address below or in the SAE provided.

**CLOSING DATE FOR SURVEYS IS FRIDAY 30th APRIL**

If you require this document in another format, please get in touch:

Healthwatch Sunderland, Hope Street Xchange, 1-3 Hind Street,  
Sunderland, SR1 3QD

0191 514 7145

[www.healthwatchesunderland@pcp.uk.net](mailto:www.healthwatchesunderland@pcp.uk.net)

The results of this survey will be published in June and will appear on our website and social media pages

Facebook: Sunderland  
Instagram: HealthwatchSunderland  
Twitter: Sunderland

If you wish to sign up to our monthly e-newsletter where we will keep you up to date with local and national health and social care news, please visit our website homepage.

## Appendix 2 - 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:

74 survey respondents

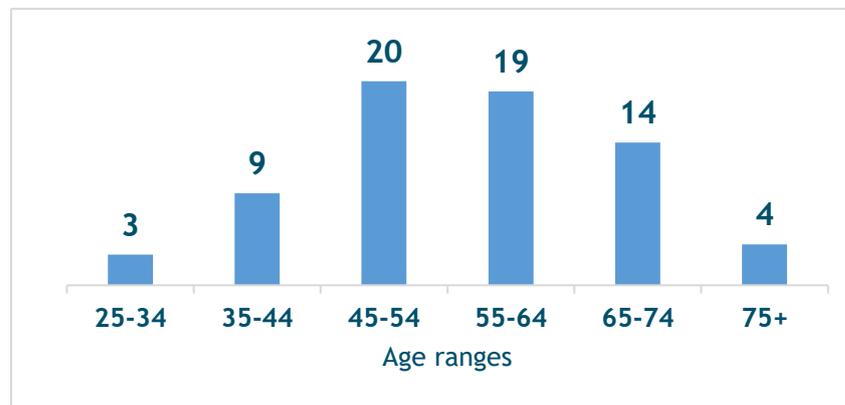


### Gender

Females - 60

Males - 14

### Age ranges



### Ethnicity

	Percentage	Count
Asian / Asian British (Bangladeshi, Chinese, Indian, Pakistani, other)	3%	2
Black/Black British: Any other Black/Black British background	1%	1
White (British, Irish, European, other)	96%	69

### Caring responsibilities (tick all that apply)

	Count
Primary carer of a child or children (under 2 years)	1
Primary carer of a child or children (between 2 and 18 years)	12
Primary carer of a disabled child or children	9
Primary carer or assistant for a disabled adult (18 years and over)	28
Primary carer or assistant for an older person or people (65 years and over)	30
Secondary carer (another person carries out main caring role)	8
Prefer not to say	1

## **Appendix 3 - Distribution List:**

### **Sunderland Local Authority**

Councillor Graeme Miller, Leader of the Council  
Graham King, Head of Commissioning  
Anne Wilson, Commissioning Specialist  
Fiona Brown, Executive Director of Adult Services  
Ann Dingwall, Lead Commissioner Adults  
Jane Hibberd, Senior Policy Manager  
Jessica May, Sunderland Partnership Manager  
Gerry Taylor, Director of Public Health

### **Healthwatch England**

Delana Lawson, Development Officer  
Research Helpdesk

### **Sunderland CCG**

Dr Neil O'Brien, Chief Officer  
Ann Fox, Executive Director of Nursing, Quality & Safety  
Debbie Burnicle, Lay Member Patient and Public Involvement  
Debbie Cornell, Head of Corporate Affairs  
Wendy Thompson, General Practice Commissioning Lead

### **South Tyneside and Sunderland Foundation Trust**

Ken Bremner, Chief Executive  
Liz Davies, Director of Communications

### **Cumbria, Northumberland, Tyne & Wear Foundation Trust**

James Duncan, Chief Executive  
Debbie Henderson, Director of Corporate Affairs & Communications &  
Company Secretary

### **All Together Better Sunderland**

Philip Foster, Managing Director  
Penny Davison, Senior Commissioning Manager

### **Sunderland Care & Support**

Faye Gregory-Smith, Business Manager Quality Assurance

### **Sunderland GP Alliance**

Ashleigh Gordon Pucci, Supervisor MDT Co-ordinator

## **Voluntary and Community Sector**

Voluntary Community Action Sunderland - Jeanette Hilton, Chair

NERAF - Amanda Lowery, Chief Executive Officer

Washington Mind - Jacqui Reeves, Service Manager

Sunderland Mind - Trish Cornish, Service Manager

Sunderland Carers Centre - Amanda Brown, Chief Executive Officer

Headlight - Alison Bailey, Service Manager

St Benedict's Hospice

Headway Wearside - Kim Hunter, Business/Community Development Officer

Sunderland & North Durham Royal Society for the Blind - Richard Wood, Executive Officer

## **Sunderland Echo**

Joy Yates, Editorial Director

Fiona Thompson, Senior Multi-Media Journalist



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