

# COVID 19

## What people told us

The results for our report are based upon data collected from 714 respondents who completed the survey during the month of June 2020. You can find our full reports on our website at [healthwatchsunderland.com](http://healthwatchsunderland.com)

### 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.



### 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.



### 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.



### Mental Health and Wellbeing

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



### Next steps.....

We are sharing this feedback with commissioners and providers via our main report and summary reports (you can find these reports on our website). 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.

## Thank you for your feedback