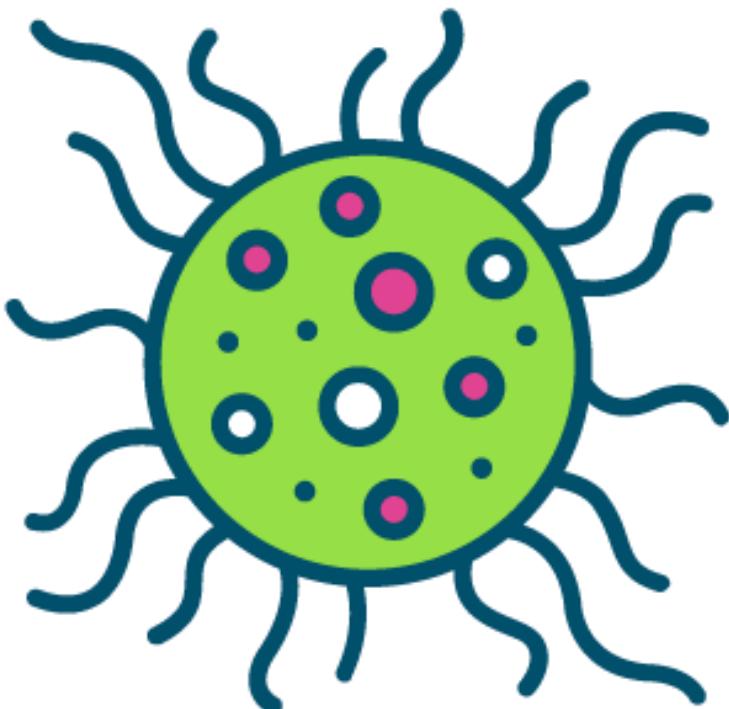


# **Impact Report:**

## **Coronavirus Survey**

### **Collated results**



**healthwatch**  
Milton Keynes



# HWMK Coronavirus Survey

## Results 4 May until 30 June 2020

During this challenging time, it is more important than ever that people are able to share their experiences of health and social care services so that Healthwatch Milton Keynes can help resolve key health and care issues now, and so that we can support our local system to learn lessons for service quality and delivery the future.

To aid the professionals who are working hard to ensure that the people of Milton Keynes receive the support they require, Healthwatch Milton Keynes have collated the results of our rolling survey into this final report to give an overview of what worked well and where improvements are needed as we enter the Recovery phase of the COVID -19 Pandemic.

This final report contains the survey results from 298 Milton Keynes residents who responded between 4 May 2020 and 30 June 2020.

30 respondents identified themselves as Carers. The majority of responses were from people of a White British background, with 25 people telling us they were from various BAME backgrounds and 29 preferring not to answer.

With 47% of respondents being over 65 years of age, it shows that perhaps more people in this age group are online, and comfortable working online, than is normally suggested.

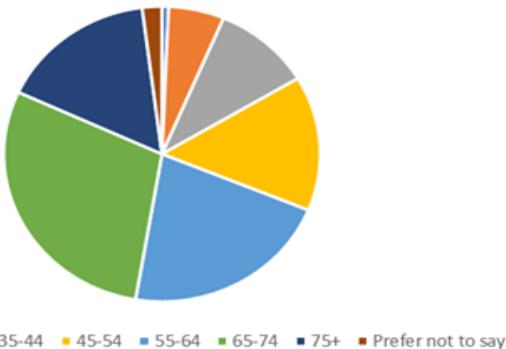
Far more people felt they were vulnerable than had received shielding letters. This would suggest the initial information left people feeling scared and that it may take a lot of reassurance for this group to feel safe again.

Communication was the answer most often given when we asked what one thing would people change in regards to services during this time.

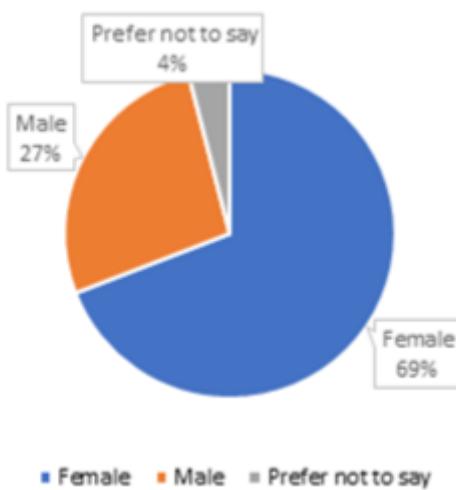
# HWMK Coronavirus Survey

## Demographics

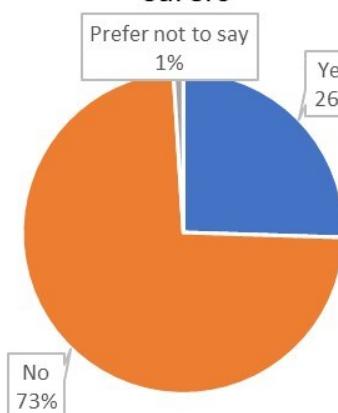
Age Group



Gender



Carers



■ Yes ■ No ■ Prefer not to say

# Information & Advice



The survey asked if they, or the person they cared for, had any further communication needs and were told that there was a need for braille, audio or large print, easy read information, and for information to be published in a screen reader-friendly version.

Most respondents reported finding it relatively easy to find and understand the information they needed to keep themselves and others safe but those who struggle to find the information also struggle to understand the information they do find.

The graph showing the number of people who consider themselves to be vulnerable against those that the NHS has identified as being clinically vulnerable is a stark illustration of how well the Government campaign worked—but also of the confusion that gaps in the information, particularly around the risk to people with specific conditions, created.

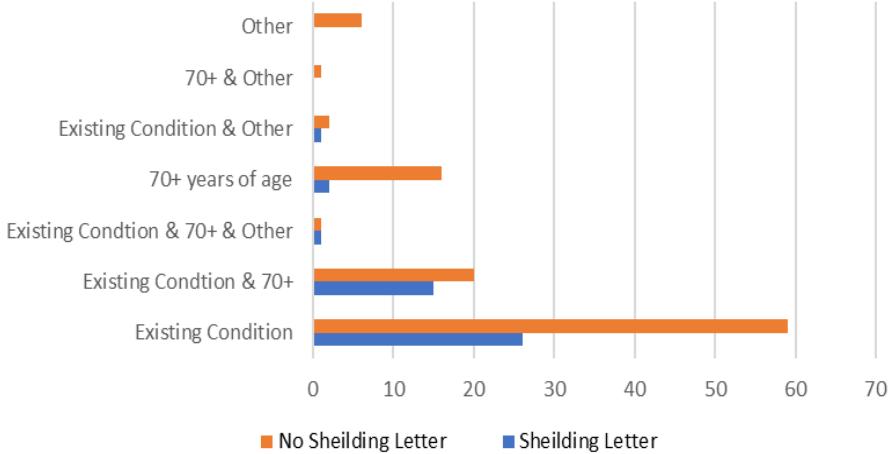
Information sources that people found to be helpful had common theme; they had a lot of the information in one, easy to find, location; the information was coherent and well laid out; there were a number of formats available, and perhaps most importantly was relevant and up to date.

We would urge professionals to work together to ensure that the residents of Milton Keynes have the information they need to feel safe, and that it is delivered in a timely, consistent and accessible way.

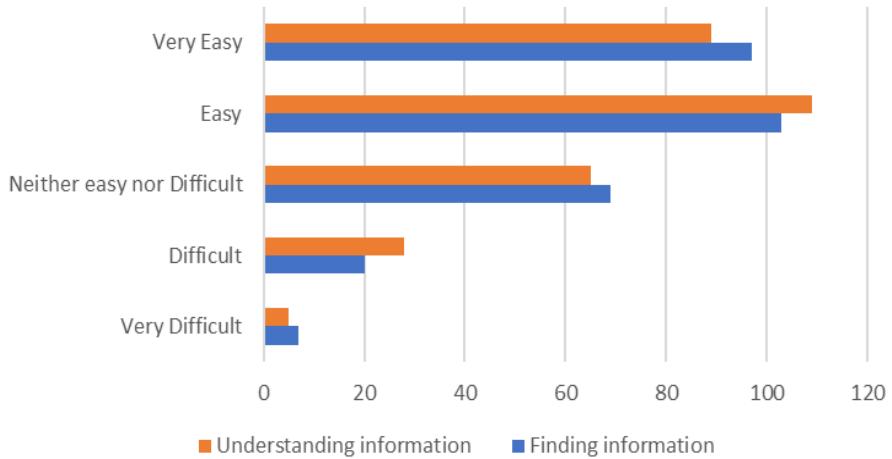
# By the numbers



## Do you consider yourself to be vulnerable?



## Keeping yourself and others safe



# Information & Advice Themes



## People asked for General Guidance and Local Information:

“What are appropriate face coverings for different settings?”

“How is the COVID-19 legislation being applied locally?”

“How does shielding work if only one in a household is at risk?”

“Early warning signs and when to access help sooner”

“What happens to Pension Contributions while furloughed?”

“What is the situation locally? How many cases?  
How many in Hospital?”

“What is the ‘R’ for Milton Keynes?”

“What will Antibody testing mean? Should I get it if I think I have had the virus?”

“What face masks or equipment should I get? From where?”

“How can I find out what services are open and how do I access them?”

“How do I treat COVID at home?”

“I’d like more information on advances in treatment, vaccine and antibody testing, when it’s available?”

# Information & Advice Themes



## People asked for information on Health Services and Social Care Services:

“When are hospitals going to start 'normal' operations?”

“When will help for existing care for Depression resume?”

“Availability of non-C19 related health services, eg I am waiting for an ENT appointment and have heard nothing”

“But how do patients find out if they can have treatment e.g. B12 injections suspended”

“When can I see a Dentist?”

“When will it be safe to go to my GP?”

“What help is available to vulnerable people in flats?”

“How safe are Grandparents looking after children of key workers?”

“What is happening in residential children’s homes?”

“Is Safeguarding still being looked at?”

“When can I visit family in a Care Home?”

“How have I got an increase in the payment for my care, but my care entitlement has been cut?”

# Information & Advice Themes



**People asked for information on specific conditions and COVID-19:**

“I have asthma—what is my risk? How will I be affected if I get the virus?”

“Does my sleep disorder make me vulnerable to COVID?”

“How does having Cerebral Palsy impact my risk if I got the virus?”

“How would the virus affect people with ME, chronic fatigue syndrome, fibromyalgia syndrome, hypermobility syndrome, or osteoporosis?”

“How would COVID affect someone with Autism?”

“What risk are people with Renal issues at?”

“What is the risk to asthmatic children contracting the virus?”

“What is the risk to pregnant women?”

“What is the risk to people with Diabetes? Is Type One a different risk to Type Two?”

“Why are some conditions (Diabetes, Learning Disabilities) at a higher risk?”

# If you could change one thing about your experience...



“Better access to mental health support for ALL inclusive of those who are not necessarily on the high risk list who may suffer/have suffered with mental illness.

“Better co-ordination and easier access to advice from a human being - not a pre-recorded message or online information which doesn't fit your circumstances. Access to, and help with very practical things at the beginning - shopping, prescriptions etc, was difficult and worrying”

“Centralise all the information, too many places to find it. Merge all the organisations information together”

“Change and clarify public policy concerning social care”

“Clear and frequent communication”

“Less confusing advice. Have clear goals when things will change. A long term plan!”

“Communicate with patients 'at risk' of any age, who receive regular medication to ensure they understand the way their GP is working. Or to their carer (or family member who may not be able to have contact). GPs & practice staff are under great pressure. But elderly / disabled patients need support. Especially if they do not have family nearby”

“Keeping us properly, and timely, updated with the state of affairs. This should come from local sources, GPs, local health professionals and the like. An occasional contact by phone (we had one such) would be more than welcome to enquire on our circumstances”

“At end of each interaction say - ‘is there anything else I can do that will make life easier for you? And then do it”

# If you could change one thing about your experience...



“Change and clarify public policy concerning social care”

“more accessible forms of information”

“Make the rules and guidelines clearer so that everyone can understand them. I would also make sure everyone knew what support was available to them”

“That the care be increased rather than decrease and some proper understanding of what isolation can do to someone with dementia”

“fullest communication between all healthcare services”

“Regular contact with people who have long term conditions”

“Relaxation on data protection so relatives could call 111 and other services on parents/friend behalf”

“More information about individual patients info shared so that all relevant Services can be obtained”

“More contact and information. Not everyone has the access that they need to locate the information required”

“The care systems need to change and the NHS should take it back and then they can work hand in glove”

“Notifications. Please tell me what I should do”

“Improved communication from GP practice especially for people without computers”