



Healthwatch
Together

Blackburn with Darwen,
Blackpool, Cumbria and
Lancashire working
in partnership



How are you coping with the Coronavirus (Covid-19) pandemic?

Summary report 4

Overview of version 4 of survey

December 2020 – March 2021



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About Healthwatch and Healthwatch Together

Healthwatch was established in April 2013 as part of the implementation of the Health and Care Act 2012.

Healthwatch England acts as the national consumer champion for all local Healthwatch organisations, enabling and supporting individual Healthwatch to bring important issues to the attention of decisions makers nationally.

A key role of each individual Healthwatch is to champion the views of people who use health and care services in their area, seeking to

ensure that people's experiences inform the improvement of services. Healthwatch are constantly listening, recording and reporting on the views of local people on a wide range of health and care issues, ensuring that people are able to express their views and have a voice in improving their local health and care services.

Healthwatch Together consists of Healthwatch Cumbria, Healthwatch Lancashire, Healthwatch Blackpool and Healthwatch Blackburn with Darwen, working in collaboration together.



Healthwatch **Together**

Blackburn with Darwen,
Blackpool, Cumbria and
Lancashire working
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Rationale for research

This research project took place as a result of the Coronavirus pandemic (Covid-19) and the subsequent lockdown that took effect in England in March 2020. Healthwatch Together (HWT) quickly created a survey in response to the pandemic, with the aim of finding out how the people of Cumbria and Lancashire were coping during this difficult time.

The survey was developed as a 'temperature check' designed to find out how people were feeling and coping during the initial first weeks of this unprecedented pandemic. We wanted to tell people's stories, their personal experiences.

The initial survey (v1) was launched on Survey Monkey on 23 March 2020 and ran until 26 April 2020.

A second version of the survey (v2) was launched on 27 April 2020 and ran until 19 June 2020.

A third version of the survey (v3) was launched on 16 June 2020 and ran until the 14 August 2020.

A fourth (and final) version of the survey (v4) was launched on 4 December 2020 until 31 March 2021. This report is based on the findings of the v4 survey.

Findings from v1 of the survey

Report 1 provides full details of the demographics and an explanation of the issues raised by v1.

In brief, results of the v1 survey showed that most people across Cumbria and Lancashire were coping with the impact of the pandemic. However, there were a minority who were really struggling and appeared to be disproportionately affected. This group included:

- + Those with mental health issues.
- + Those with pre-existing medical conditions.
- + Those with caring responsibilities (for children with learning disabilities and/ or elderly relatives).

Creating the questions for v2

Using the findings from v1 and working collaboratively with our partners in health and social care, we developed a new series of questions. These were designed to find more detailed information about the groups who are disproportionately affected, the financial implications of lockdown and the increase in the use of video/phone consultations replacing face to face appointments.

Also, working with Dr Lewis Turner of LGBT Lancashire, we updated some of our demographic questions to account for the range of diversity within the LGBTQ community and in order to identify particular issues affecting them.

Findings from v3 of the survey

For v3, in collaboration with our partners, we adapted the questions from v2. This survey was affected by survey fatigue, receiving 96 responses.

In brief, the results of the v3 survey highlighted some concerns that individuals had, including, mental health, untreated medical issues, and the impact of lifting lockdown restrictions.

Creating v4 of the survey

Full details of the findings for v1, v2 and v3 are available in reports published on the Healthwatch Cumbria website.

For v4, in collaboration with our partners, we adapted the questions to reflect the current climate, as well as, further explore areas of concerns raised in v3.

- + National and local restrictions and guidance
- + Covid-19 safety measures
- + Specific health concerns and treatment
- + Mental health and social needs



Methodology

Methodology

Anyone living in Cumbria or Lancashire was eligible to complete the survey online. A link to the survey was shared via Healthwatch websites, through social media, word of mouth and via a network of local contacts.

No personal data was collected, although respondents were given the option to leave their email addresses if they wanted us to contact them about a certain issue.

Respondents were assured of their anonymity but were informed that we may use their (anonymous) quotes in our reports.

Questions

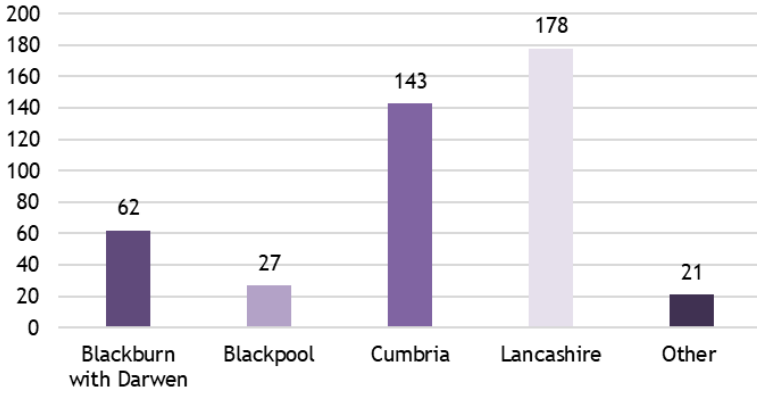
1. Where do you live?
2. How old are you?
3. Are you male (including trans man)/female (including trans woman)/other/prefer not to say?
4. Is your gender identity the same as on your original birth certificate?
5. How would you describe your sexual orientation?
6. What is your ethnicity?
7. Do you consider yourself to have a learning disability and/or autism?
8. Thinking about the national and local restrictions, I feel:...
9. Where do you go to find local guidance about coronavirus, local restrictions and other relevant information?
10. Where do you go to find national guidance about the coronavirus, restrictions, and other relevant information?
11. Do you understand the current national guidance on restrictions?
12. Do you understand any current local guidance on restrictions?
13. Do you think NHS services have been clear about any changes to the services in your area?
14. Have you been identified as clinically vulnerable?
15. Do you follow the current guidance on protecting yourself and others from coronavirus?
16. Would you like to tell us more about this?
17. Have you had a specific health concern during the pandemic?
18. Has your health concern been addressed?
19. I am getting enough support for my mental health during this lockdown period.
20. I am getting enough support for my social needs during this time (eg. Access to befriending service, support for online communication etc.)
21. Is there any further support that could help you at this time?
22. Is there anything else you would like to tell us about?



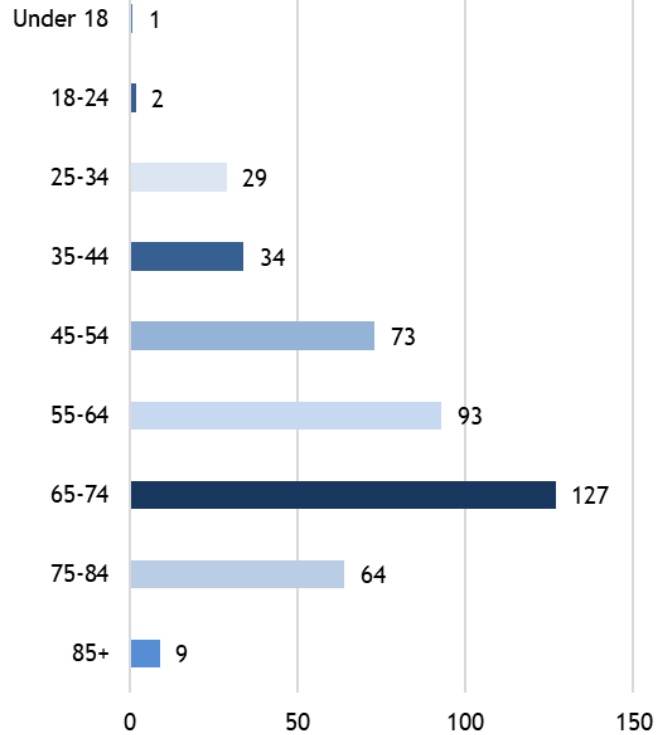
Demographics

435 people responded to this survey between 4th December 2020 and 31st March 2021.

1. Where do you live?



Q2. How old are you?



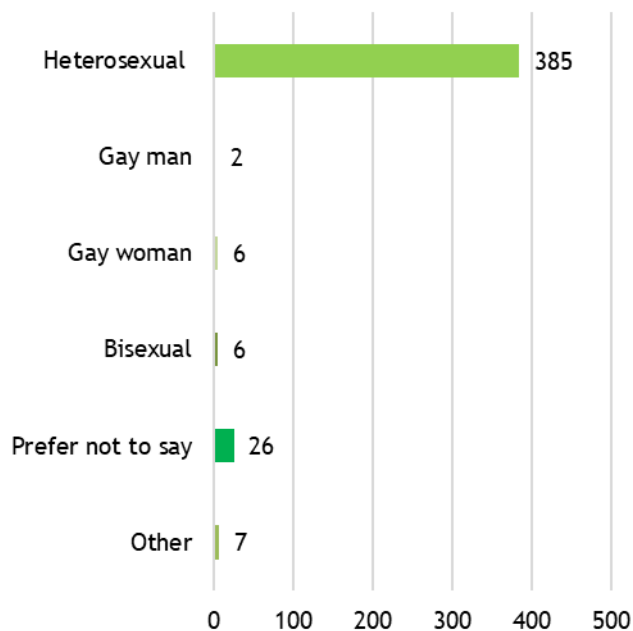
Gender identity

67% of respondents identified as female, 30% as male.

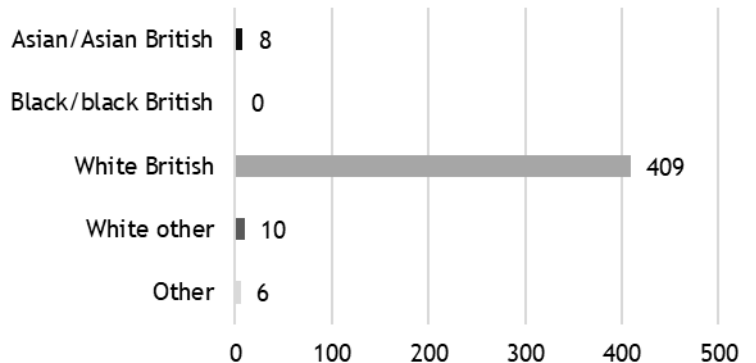
98% told us that their gender identity was the same as on their birth certificate.

Four people identified as 'other' and nine people said they would prefer not to say.

Q5. How would you describe your sexual orientation?



Q6. What is your ethnicity?



Learning disability/autism

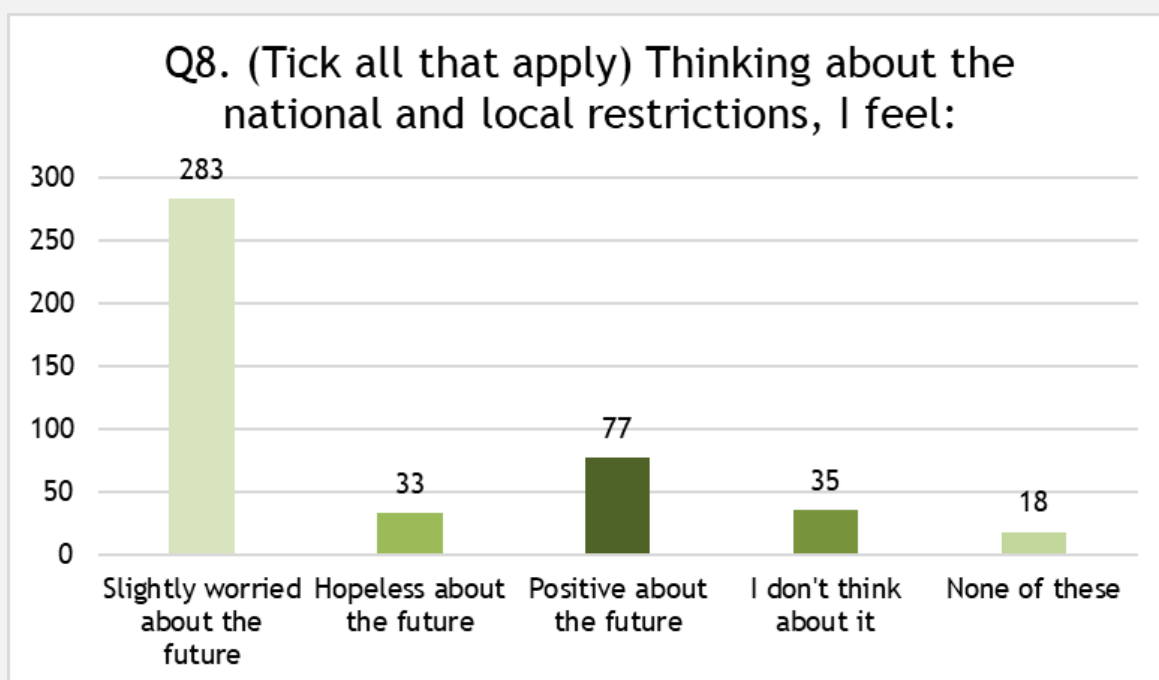
98% of respondents said that they did not consider themselves to have a learning disability and/or autism.



Coronavirus restrictions – National and Local

In the months following the easing of the first lockdown, there were national restrictions announced that allowed less limitations, but there were also local restrictions introduced and enforced. The strictness of these local restrictions differed depending on geographical location and local infection rates. Our version 3 Coronavirus survey was live at this time (June-August) and revealed that 57% of respondents were worried about coming out of lockdown and 51% felt lockdown restrictions were lifted too quickly.

V4 of the survey went live on the 4th December 2020, and we asked about how people were feeling about these national and local restrictions. But the UK re-entered a national lockdown on the 6th January 2021, which once again meant that restrictions across the country were tightened.



Reasons and explanations respondents gave for their answer:

- Issues with how the government has handled the pandemic situation
- Negative economic impact (and growing levels of unemployment)
- Negative impact on mental health
- Vaccine offers hope
- “Uncertainty” of the future
- Concerns for the younger generation (specifically education and their future)
- Frustration over too many people ignoring the rules
- Worries about the vaccination (effectiveness, will it work against new variations, sudden increase in gap between the first and second vaccine)

“The vaccination is a light on the horizon which offers hope.”

“No confidence in the government’s ability to get us through.”

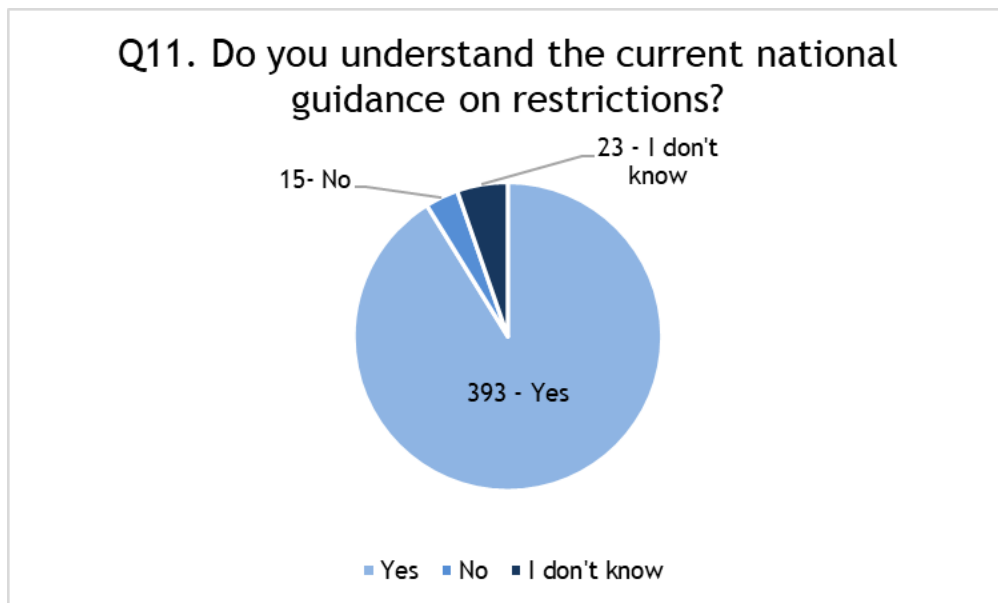
“The effect on the economy is worrying. Jobs are going to be more competitive, I went for one that had over 400 applicants.”

“At 85 I’ve realised that every problem has a solution. We are better armed now than we were in past pandemics.”



National guidance about the Coronavirus and restrictions

The vast majority of respondents said that they understood the national guidance on restrictions. However, 9% of respondents indicated that they were not sure or did not understand the national restrictions. Confusion appeared to be particularly around the guidance for support bubbles. Comments were also made about the guidance changing often, making it hard to keep up to date. Respondents stated that interpretations of the guidance differs and this can be challenging.



“90% sure, but interpretation can be a challenge”

“It changes quickly so can't be sure”

“There have been so many changes and nuances to tiers etc, that I have a vague idea but not absolute clarity”

“A lot of guidelines, my interpretation may not be the same as someone else's/what was intended”

Respondents used the following information sources to find national guidance about coronavirus, restrictions and other relevant information:

Information source	Number of respondents (%)
Government Website	143 (32.9%)
Watching the news	87 (20%)
Internet	74 (17%)
BBC (online and TV)	59 (13.6%)
TV	53 (12.2%)
Online newspapers	23 (5.3%)
Newspapers	22 (5.1%)

Other sources included: radio, TV Government briefings, social media, NHS website, work and the NHS App



Local guidance about the Coronavirus and restrictions

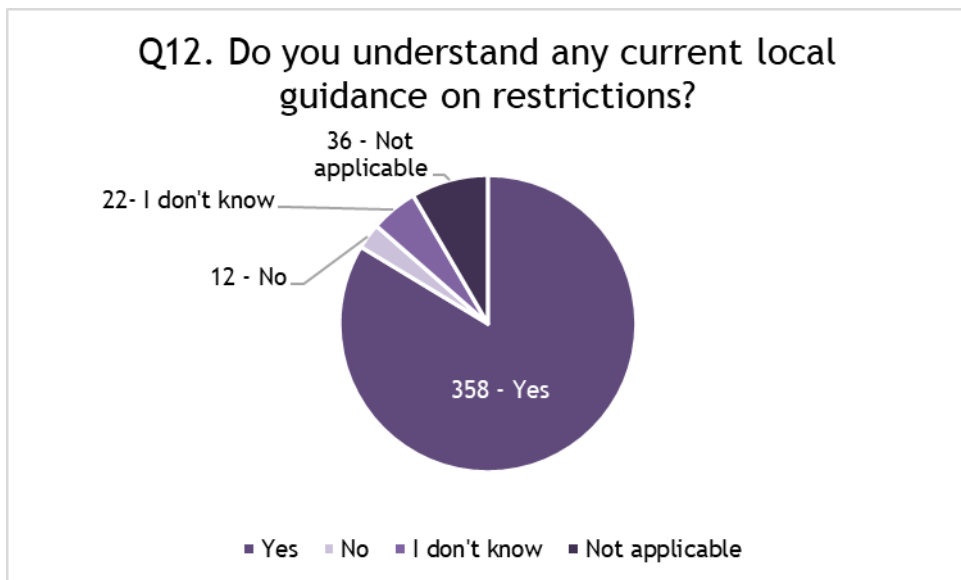
Most respondents said that they understood any local guidance on restrictions. 9% of respondents indicated that they were not sure or did not understand local restrictions. Many respondents were not aware of any specific local restrictions; however, whilst the survey was live, the restrictions changed and a national lockdown was reintroduced which may explain the confusion around local restrictions.

For those who were in a local restriction, comments were made about what is considered to be 'local' and what applies to them, for example, how far you can travel for exercise.

“Unaware that local guidance currently varies from national guidance”

“How local is local when deciding how far to drive to take safe exercise”

“Because it keeps changing, I find it much safer to stay away from other people and am fortunate enough to be able to do so”



Respondents used the following information sources to find national guidance about coronavirus, restrictions and other relevant information:

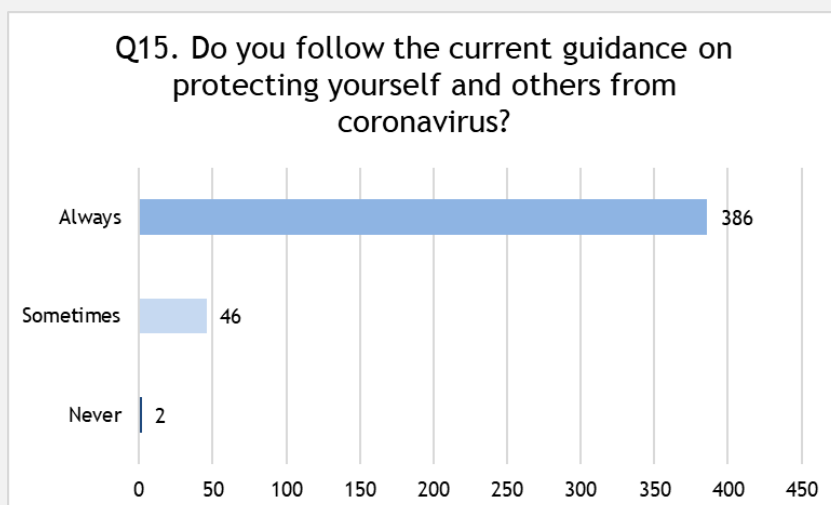
Information source	Number of respondents (%)
Internet	96 (22.1%)
Government website	89 (20.5%)
Social media	55 (12.6%)
Local Council websites	53 (12.2%)
TV	46 (10.6%)
BBC (online and TV)	40 (9.2%)
Local news (media source not specified)	34 (7.8%)
NHS App	31 (7.1%)
Newspaper	29 (6.7%)
Local NHS Trust emails/newsletters/website	25 (5.7%)
Online Newspaper	25 (5.7%)

Other sources included: GP, radio, work, friends and family, Police and updates from local MP's



General Covid-19 safety measures

Respondents were asked whether they follow current guidance and what (if any) safety measures they take to protect themselves and others from coronavirus. The majority of respondents claim to always follow the current guidance.



Always

Those who always follow current guidance made the following comments:

- Always wear a face mask, wash their hands and socially distance when in public spaces
- Only leave the house for exercise
- They follow the rules as they have health concerns/vulnerabilities/age concerns of themselves and/or others
- Frustration about others not following the rules - people need to stick to the rules for the safety of everyone
- Only leave the house for essential shopping
- Don't leave the house for shopping/get their shopping delivered

“I think it is my duty to think of/protect others and part of that is about looking after myself as well”

“We don't mix with other households, we strictly follow guidance about exercise, we stay at home except for essential, permitted activities. We have food and services delivered, we don't go shopping”

“I work as a nurse and see the impact the virus is having on our hospitals and the problems we are experiencing so always try and follow the guidance”

“For my own mental health I need to see family from time to time even though I am not in a bubble with them”

“The social restrictions have been hard. I understand the need but have met outside on own with more than one other person. Its mentally difficult to only interact by social media, rather than face to face. All other precautions adhered to”

“At times the guidance is conflicting, allowing you to do some activity ‘mixing’ and not others and a lot of the time it doesn't make sense”

Sometimes

46 respondents stated they sometimes follow the guidance. Reasons given for not following guidance included:

- Seeing friends and family
- For their mental health
- Hard to keep 2 metres from others at all times
- Exercised longer/more than allowed
- Restrictions are confusing

2 respondents stated they never follow the rules. One stating they share a support bubble with someone else and another stating that they do not believe the coronavirus data.

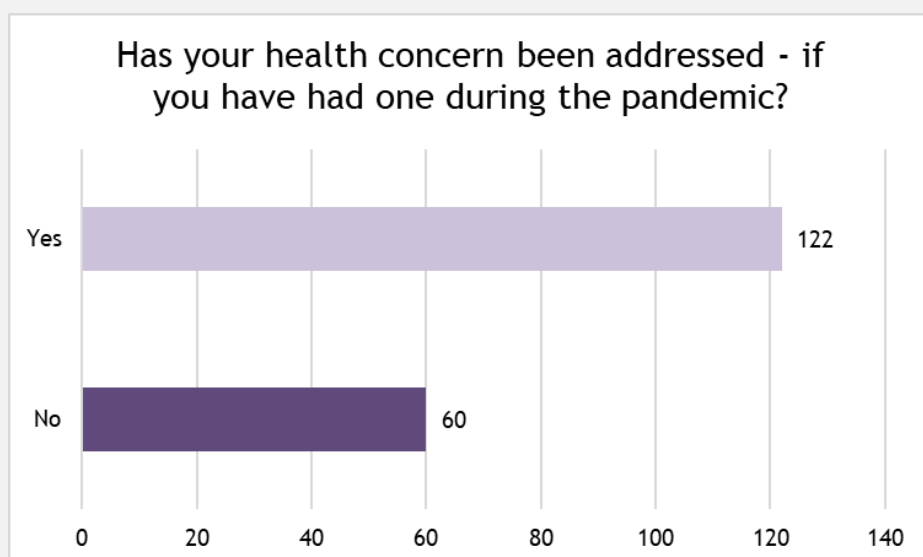
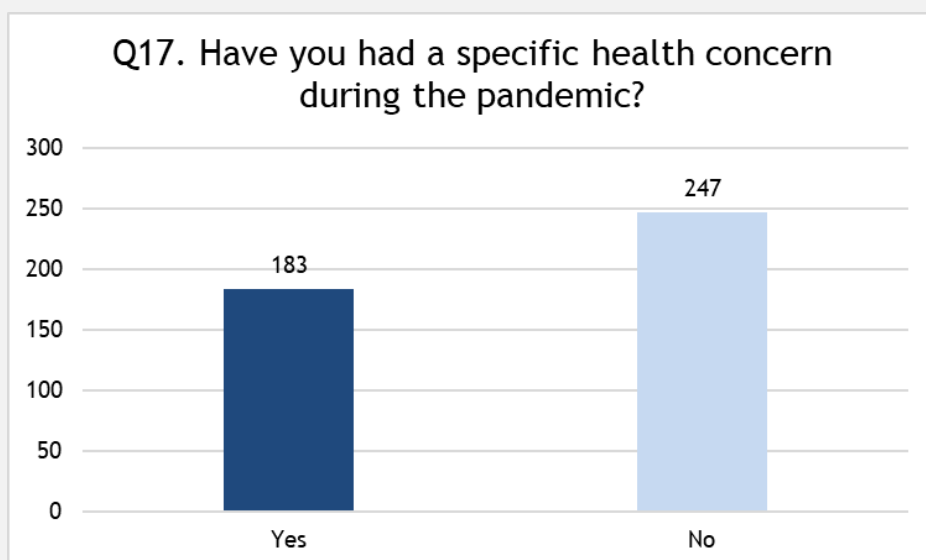


Specific health concerns and treatment

Version 3 of the survey, highlighted the impact that the Coronavirus pandemic was having on individuals with pre-existing medical conditions, with treatment being delayed or stopped altogether. It was also emphasised that people were avoiding seeking professional help for medical issues, due to concerns about being a burden or catching the virus.

This was further explored in the v4 survey. 43% of respondents had a health concern during the pandemic. Some sought out and received professional medical help, and others despite seeking professional help did not have their issue addressed. Many respondents avoided seeking professional help at all, citing reasons such as not wanting to bother the already busy doctors, or not wanting to risk getting the virus or another infection, as reasons why they didn't.

Out of the 183 respondents who said that they have had a specific health concern during the pandemic, 67% of them have had their health concern addressed.



“I need hospital treatment but have been waiting over a year and it will be too late to proceed with this treatment”

“I have metastatic breast cancer and my treatment has continued uninterrupted.”



Specific health concerns and treatment – cont.

Themes that emerged from those who did seek professional help were:

- Difficulties in getting appointments - anything deemed to be non-essential has been postponed, cancelled or dismissed until the health concern was considered urgent
- Waiting list issues
- Main method of communication has been telephone consultations - many claimed that it is harder to discuss issues over the phone (with face to face appointments being better)
- 14 respondents praised NHS services, mentioning how impressed they were with the quality of healthcare they had received, despite being in a pandemic.
- 5 respondents mentioned that their ongoing cancer treatment had continued throughout the pandemic
- 9 respondents mentioned that their issues were dental related (only 3 said that their concerns had been addressed)
- 2 respondents turned to private healthcare to receive treatment

“It was in April 2020 and was supposed to get a phone follow up 3 months later but still waiting for the call.” - Feb 2021

“I don’t see the point of contacting the GP as there are people in more desperate situations than myself.”

“Unfortunately needed medical attention twice and was impressed with healthcare arrangements in place.”

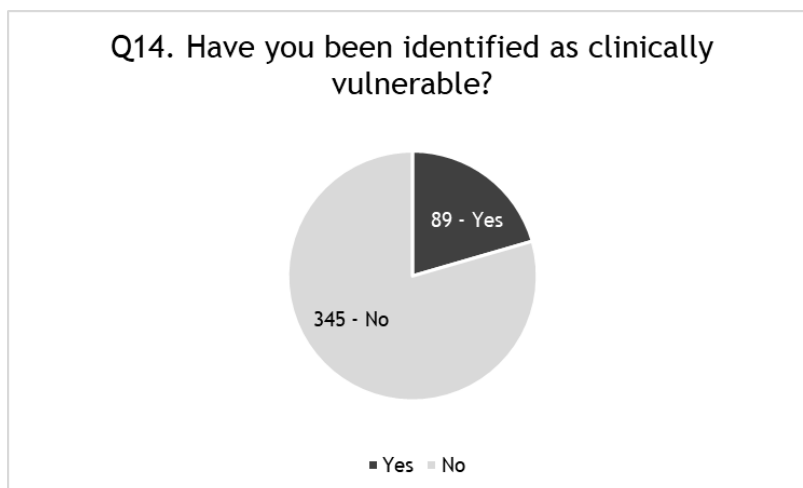
Reasons why respondents did not seek professional help:

- Didn’t want to be in contact with health professionals in case of infection or contracting the virus
- Didn’t want to bother the doctors when they were already so busy
- Self-postponed appointments till after they had received the Covid-19 vaccination
- Didn’t want to contact health services as people in more desperate situations need their help
- Reluctant to attend GP surgeries where large numbers have been being vaccinated
- Put off by hearing about other people’s bad experiences



Specific health concerns and treatment – cont.

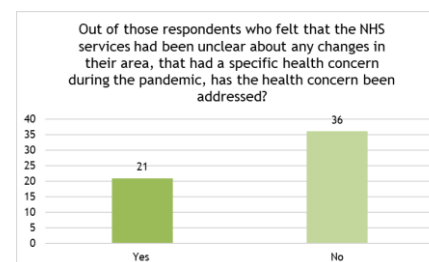
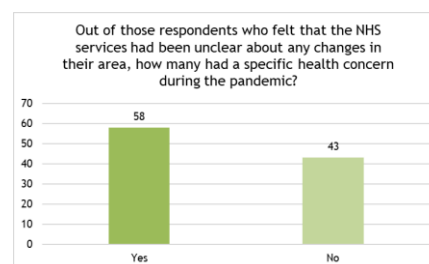
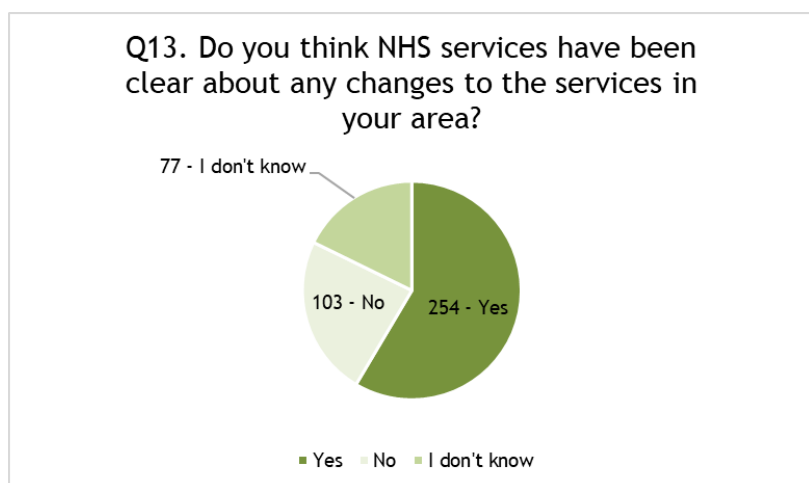
89 respondents have been identified as clinically vulnerable.



90% of these individuals claimed that they always follow the current guidance on protecting themselves and others from the Coronavirus. In multiple cases this involved complete isolation and shielding, due to their medical conditions making them particularly vulnerable to the virus.

Furthermore, 64% of respondents who said that they identified as clinically vulnerable had a specific health concern during the pandemic, of which 60% were addressed and 40% were not.

103 respondents felt that NHS services have not been clear about any changes to the services in their area.



27% of respondents that said they felt that NHS services had been unclear about any changes in their area, identified themselves as clinically vulnerable.

Also, 57.5% (36 people) of the respondents that felt that the NHS services had not been clear about any changes to the services in their area, had a specific health concern during the pandemic. Furthermore, out of these 36 people, 63% said that their health concern had not been addressed.

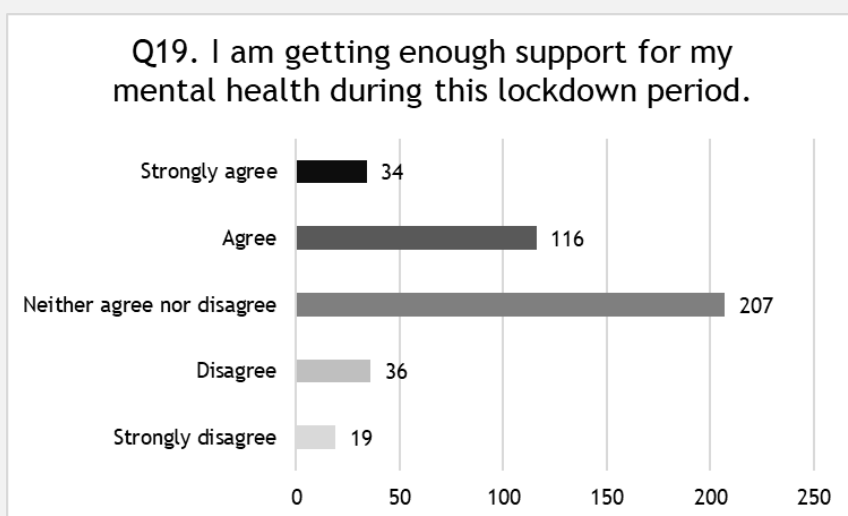


Support for mental health and social needs

MENTAL HEALTH

Concerns have been raised over the impact of the pandemic and lockdown on mental health in the UK media and this was supported by the findings from v1, v2 and v3 of our survey. V4 of the survey, evidences that mental health continues to be a pressing problem, but people have been finding ways to manage their mental health, which predominately meant relying on support from friends and family. However, some respondents shared that they do not know how to get the support they need or do not want to ask for it.

Type of support	Number of respondents
Do not require additional help	47
Family	35
Friends	32
Self-help	21
Workplace/ Colleagues	18
Medical help (inc. medication and therapist)	14
From religious community	6
Other (inc. School, University, support groups)	8
None (but want/need it)	33



Other comments:

- 4 respondents stated that they did not want to ask for support
- 6 respondents have shared that they do not know how to access mental health support
- 3 respondents think that their place of work could have been more supportive
- 3 respondents said that avoiding media and social media has helped improve their mental health.

“I’m retired, 62 female and I live alone - so it’s like being in solitary confinement.”

“I keep myself mentally occupied playing and listening to music and reading more than I ever have before these lockdowns.”

“Thank goodness for facetime and zoom.”

“I have bi-polar and have suffered badly over the last 12 months.”



Support for mental health and social needs – cont.

SOCIAL NEEDS

Respondents have been mainly relying on digital technology to meet their social needs during the pandemic. Communicating and seeing friends and family via video and telephone calls. While a small number of respondents have admitted to breaking the restriction rules to interact with friends and family, mentioning that this has been vital for their mental health to do so. Other respondents have shared that they have been feeling extremely isolated and alone during this period, and that their social needs have not been adequately supported.

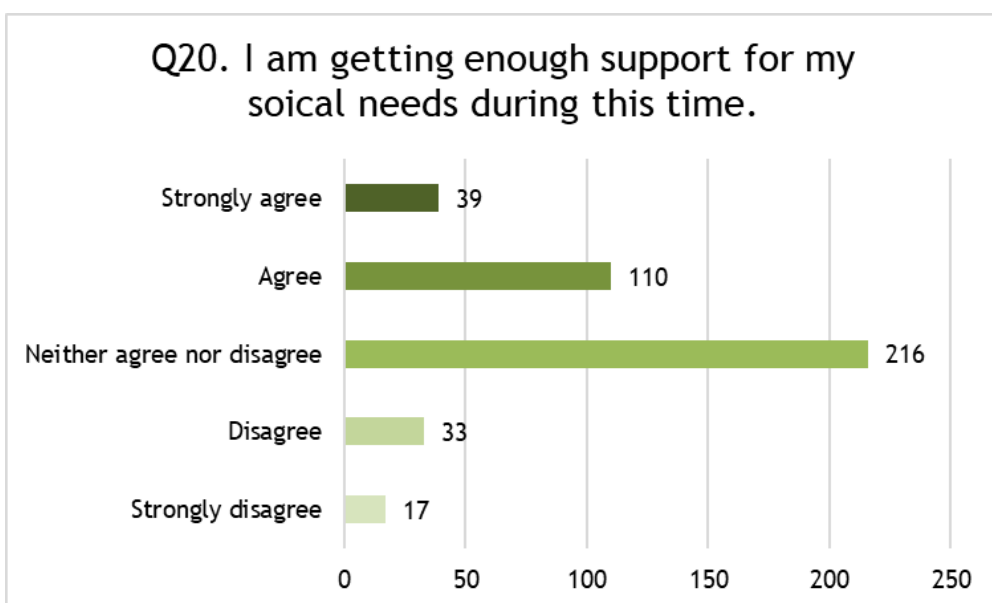
Themes that emerged:

- 42 respondents feel like they do not need any additional support
- 40 respondents stated that they are being supported by friends and family
- 20 respondents rely on video calls to get enough support for their social needs
- 8 respondents have been supported by their religious community
- 13 respondents shared that they have nobody to talk to or go to for support and are feeling isolated.

“I don’t have a support bubble and don’t chat to anyone face to face regularly. I don’t want online communication with just anyone. Loneliness is not a matter of being with ‘people’ but being with the right person. Because of restrictions I cannot meet people”

“I don’t feel like I need extra support for this, I use video calling and whatsapp to keep in touch with family and friends, and Microsoft teams to keep in touch with work colleagues”

“I wouldn’t know where to start in accessing support because I don’t know the area well. I physically ache with loneliness some days”



“Through the church community to which I belong, we are trying to provide opportunities for interaction and mutual support and encouragement”

“I have been quite fortunate although alarmed at the speed of the collapse of my small social network”



Support for mental health and social needs – cont.

Respondents were asked what further support (if any) could help them at this time. 323 respondents answered this question.

Support	Number of respondents
No support needed	182
Medical/better access to medical support/more clarity on what is available	23
More social contact/able to meet with friends and family	10
Receive the vaccination	9
Not sure what support could help	6
Financial	5

Other support mentioned: more clarity from the Government, positive news regarding Coronavirus should be publicised more, support for children, personal assistance, food boxes and more volunteering opportunities.

“To hear something that is uplifting and positive. Everything you read or hear on radio and tv is bad, everything is negative or made to sound as negative as it can possibly be”

“Yes - my husband is waiting for a spinal operation and isn't able to walk. Getting a date for that operation would have a massive effect on our states of mind and hope for the future”

“Some one to check on us would be appreciated”

“Financial support for the self employed aspect of my income”

“Better access to people in a safe way of course. Human interaction is vital. No matter how much digital support you have, being in contact with another person is vital”



Is there anything else you would like to tell us?

286 respondents answered this question. Analysis of responses revealed the following themes:

Praising of frontline staff and volunteers

“The NHS and everyone in the frontline are doing a wonderful job, often sacrificing their own safety and family life. Heartfelt thanks to them all.”

Vaccination

- Praising the vaccination
- When will I get the vaccination?
- Long distance to the vaccination centre/not assigned the closest centre to them

“I have received my first vaccine. The system is efficient and very well organised. I cannot praise the NHS highly enough. Thank you all so very much”

“I have been shielding since 16th March last year & been meticulous in adhering to all the rules. Despite living 50m from the town hall vaccination I have to go to the Uni to be vaccinated. I haven't been on public transport during all this time. I am having to accept a lift in someone's car to get there - not knowing how carefully the driver has adhered to all the lockdown rules. I feel hugely concerned that this one outing could undo my entire year of shielding”

Concerns

- Want more information/data about local hospitals

“More information on local news regarding how each hospital is doing would be helpful. Staffing capacity, increases in normal capacity, patients being treated with covid, patients being treated directly as a result of covid etc”

- Care home visits/isolation of residents

“I want clarification of when I will be able to give my wife the hug she asks for. When we both have had 2 vaccines the risk from close contact should be less than the risk of further mental damage to dementia sufferers like her”

“I think the government recommendations for managing visiting in care homes for people has been an absolute catastrophe and care home companies have not implemented fair considerations and alternative support to facilitate continued contact with families enough. This vulnerable group of people in our society who depend on families, friends and staff to act as their advocates have become helpless in this situation and the impact has been devastating for some of them.”



Is there anything else you would like to tell us? – cont.

- Struggles with GP

“We have found being effectively cut off from our Dr’s surgery very difficult. As older patients with a number of pre-existing health conditions we have got used to fairly frequent contact with our doctors but since last March we feel almost abandoned and guilty about requesting help from the surgery”

“The impossible task of getting to speak to my Doctor. I do understand the situation at this time.”

- Other people not following the rules

“I wish that other people would stick to the rules for everyones sake. It makes me so angry when I see people deliberately flouting the rules”

“Very annoyed that the Police and law enforcement let thousands get away with so much. Regulations are simply ignored, so people die”



Demographics

A total of 435 people responded to this survey. 41% of respondents were from Lancashire. Similar to the previous versions of the Covid-19 survey, the response rate from younger people was low, with 84% of respondents being over 45. 67% were female, 88.5% heterosexual, and 2% considered themselves to have a learning disability and/or autism. Respondents were 96% white British or white other.

Coronavirus and restrictions

65% of respondents were slightly worried about the future regarding national and local restrictions, with concerns around how the government has handled the pandemic, mental health, the negative economic impact and the general uncertainty about the future. 18% were positive about the future with hopeful comments about the vaccination.

The internet and particularly the Government website were the most popular information source for both national and local restriction guidance. In terms of understanding, 91% stated that they understood the national guidance on restrictions. 9% of respondents stated that they didn't fully understand the national guidance and found the guidance unclear and confusing. For respondents who were affected by local restrictions, 91% stated they understood the local guidance, and 9% were unaware there were local restrictions (which varied from national guidance) in their area.

Covid-19 safety measures

89% of respondents stated they always follow the current guidance, with comments made about wearing face masks, social distancing and washing hands when they go out into public places. There were frustrations about other people not following the guidance and a large number of people stated they follow the guidance because of concerns about health and vulnerabilities of themselves and/or others. Around 11% stated they sometimes follow the guidance and reasons given for not following the guidance included seeing family and friends, for their mental health, not always keeping 2 metres from others and guidance being unclear. 2 respondents stated they never follow the guidance.



Summary – cont.

Specific health concerns and treatment

89 respondents have been identified as clinically vulnerable. 64% said that they experienced a specific health concern during the pandemic, of which 60% were addressed. In total, 183 respondents shared that they have had a specific health concern during the pandemic, of which 67% had their health concern addressed. However, in many cases where respondents did not have their health concerns addressed, it was because they chose not to seek professional medical help. Reasons for this included not wanting to bother the already busy doctors, or not wanting to risk getting the virus or another infection.

Mental health and social needs

The majority of respondents neither agreed nor disagreed that they were getting enough support for their mental health during the lockdown period. However, more agreed (36%) than disagreed (13%) that they were receiving enough support. Respondents have mostly been relying on friends and family for support. This finding has remained consistent across all versions of the survey.

Likewise, the majority of respondents neither agreed nor disagreed that they were getting enough support for their social needs during this time. However, more agreed (36%) than disagreed (12%) that they were receiving enough support. Respondents mentioned that they were using digital technology, such as video calls, to stay in touch with friends and family. But there were also respondents who felt like they had nobody to go to for support and have been feeling isolated during this period.

Overall, 42% of respondents claimed that they did not need any further support. While 5% wished to have better access to medical support or more clarity about what medical services were available. Other suggestions respondents gave as ideas for further support that would help them during this period included, receiving the Covid-19 vaccine and being able to have more social contact with others (particularly friends and family).

Is there anything else you would like to tell us?

A number of respondents praised frontline staff and volunteers for their hard work during the pandemic. There were a number of mixed comments about the vaccination, with some respondents praising the rollout of the vaccination and others having concerns about how far away the vaccination centre is from them and how they would get there without relying on others when shielding. There were a number of other concerns which were raised by respondents including not feeling informed about coronavirus data in local hospitals, care home visits and the isolation of residents, problems with GP's and other people not following coronavirus guidance.



Conclusion

These experiences are an historical record of what life was like for people living in Cumbria and Lancashire during these unprecedented times – a piece of social history.

HWT would like to say thank you to all those people who took the time to complete our survey, to share their stories with us and to contribute to this valuable piece of social research.

In version 3 of the Covid-19 survey the issues identified included people's concern over the lifting of lockdown restrictions and the impact this may have. Mental health concerns continued to be a pressing problem for many people as does medical issues that are not being treated. Thus, these topics continued to be explored in version 4 of the survey.

New issues and comments have emerged since our previous coronavirus reports. There is now a large discussion around the vaccination, with a mix of positive comments and concerns. Mental health concerns continue to be a pressing problem for some people. Most people understand both national and local restrictions and are sticking to the rules, with a small number of people breaking the rules (mainly to see friends and family). There are frustrations shown by many over people not following the rules. Most respondents have had their health concerns addressed, however, there is a concerning amount of people not seeking professional medical help for their health concerns during the pandemic.

It was decided that the 4th version of the survey was to be the last version of the Covid-19 survey in the 'How are you coping with the Coronavirus (Covid-19) pandemic?' series. This is because we have surpassed the one year on mark of when the first UK lockdown was enforced. Instead, there will be a report published which shows the overarching story of the last 12 months and peoples experiences, told through the responses received from all four of the Covid-19 surveys.

There is currently further research being developed into areas highlighted through these HWT Covid-19 survey reports, more information will be available on the individual HW websites and on social media over the coming months.

As a Healthwatch it is important not just that we gather this data and record people's experiences and stories, but also that we do something with them. As one respondent pointed out, there *"...seems to be a lot of questionnaires about people's experiences and thoughts during these pandemics but no actions from it."*

We have been working together with the University of Cumbria to gather as much information as we can about people's lived experience during this time. As well as HWT producing a series of reports, we also share our findings with representatives from the local CCGs, County Councils and other relevant agencies and service providers. They are then able to use this feedback as we all move into the next stage of the pandemic and begin the easing of lockdown restrictions.



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