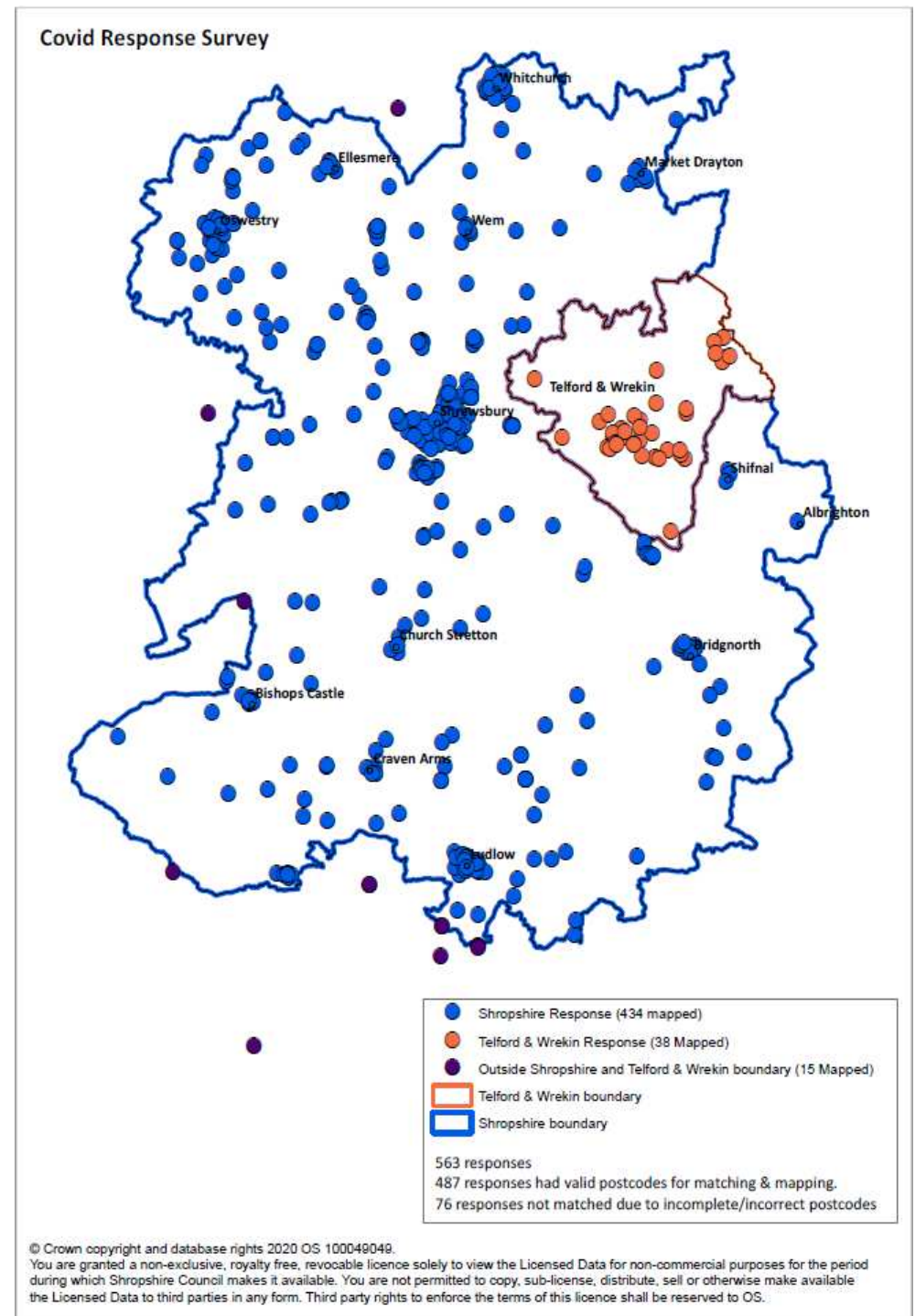




**Health Care, Social Care and Well-being services during  
the Covid-19 Pandemic (Survey conducted 9<sup>th</sup> April - 31<sup>st</sup> May 2020)**  
**Summary of findings and recommendations**

# Our findings

- 568 responses across Shropshire Telford & Wrekin
- 16% thought they had had Covid-19, 2 people told us they had tested positive
- 93% said they had found clear accessible information *but* people asked for more clarity about shielding, PPE social distancing and enforcement
- 64% reported a 'slight' or 'significant' impact on their mental health



# Our findings

- Key workers and people working during the pandemic reported a greater impact on their mental health than those not working
- Key workers were most affected with 18% telling us they had experienced a 'significant' impact (e.g. anxiety about working arrangements, safety at work, redeployment and risks of taking Covid-19 home to their families)
- 20% of people caring for an adult reported a 'significant' impact on their health and wellbeing (e.g. loss of formal and informal respite)
- 40% of all respondents said their health care had been affected (62% secondary care, 23% primary care, 17% dental services) including their reluctance to have virtual appointments/attend services
- 10% of respondents said their social care had been affected
- Respondents told us about their self-care and coping strategies



## Our recommendations

Health and social care services across the Shropshire Telford and Wrekin Sustainability and Transformation Partnership work together to:

1. Provide the population with clear information about the services available and what is being done to make sure services are safe to ensure people feel confident to use them (e.g. GP practices and that people will be offered a face-to-face appointment if necessary, how to access emergency Dentist treatment).



## Our recommendations

Health and social care services across the Shropshire Telford and Wrekin Sustainability and Transformation Partnership work together to:

2. Contact affected patients / service users to reassure them that they have not been forgotten and work is being done to re-start services and/or treatment and let them know when they will start. Help people to manage their expectations by giving realistic waiting times. Ensure all information meets the communication needs of individuals in line with the NHS Accessible Information Standard that also covers social care.



## Our recommendations

Health and social care services across the Shropshire Telford and Wrekin Sustainability and Transformation Partnership work together to:

3. Develop the mental health offer to support people with anxiety and depression as a result of the pandemic, including those who have become reluctant to leave their home and access services.
4. Support carers by doing everything possible to meet their need for emotional support and practical help wherever possible, including supporting them to stay in contact with their support networks (e.g. social and support groups).



## Our recommendations

Health and social care services across the Shropshire Telford and Wrekin Sustainability and Transformation Partnership work together to:

5. Promote public health messaging about self-care and healthy lifestyles in the context of the pandemic, including healthy eating, exercise and relaxation / mindfulness techniques both for staff and the general public.



## Next steps - Current hot-topic

The survey responses included people's experiences of telephone and online appointments. Digitally-enabled primary and outpatient care to improve access is a key part of the NHS Long Term Plan.

Due to the pandemic remote appointments had to be introduced quickly so we decided to launch a hot-topic to focus our attention on gathering people's views and experiences, and identify the barriers people face to accessing these appointments.

It is expected to run to the end of September.





## Next steps - Current surveys

- **Out of Hours Palliative Care Survey**

We are asking people across Shropshire, Telford & Wrekin to share their experiences of 'out of hours' palliative care since the beginning of March 2020 (including the Palliative Care Helpline)

<https://www.healthwatchshropshire.co.uk/out-hours-palliative-care-survey>

- **Experience of leaving hospital during COVID-19**

Working with members of the Integrated Discharge Team and colleagues at Healthwatch Telford & Wrekin we have launched a survey to hear people's experiences of the new discharge process

[https://www.healthwatchshropshire.co.uk/tell-us-about-your-experience-leaving-hospital-during-covid-](https://www.healthwatchshropshire.co.uk/tell-us-about-your-experience-leaving-hospital-during-covid-19)