NHS
Vale of York
Clinical Commissioning Group

Survey about the impact of coronavirus (covid-19) on the Vale of York residents

How are the coronavirus (COVID-19) restrictions affecting our population's health and wellbeing?

May-June 2020

Contents

1. Introduction

In May 2020 NHS Vale of York CCG conducted a short survey to find out how the restrictions to stop the spread of coronavirus (COVID-19) were affecting people's everyday lives and their mental and physical wellbeing. This may be in the way they accessed medical help or were able to carry out everyday activities for themselves or someone they were caring for.

There was a particular focus on reaching those who might be most vulnerable to the effects of the current crisis: those with health conditions or disabilities, carers, people who are visually impaired or have hearing loss, people who feel socially isolated or have cognitive impairment/dementia, and people with mental illness.

This survey was part of a wider piece of work within York and North Yorkshire to look at the impact and unintended consequences of the coronavirus (covid-19) response, and the support that would need to be put in place to help with recovery and next steps.

2. Engagement methods

Due to the need to gather rapid feedback, the survey was open for one week from Tuesday 28 April 2020. The survey was for any resident of the Vale of York CCG area (including the city of York, Selby, Hambleton, Pocklington and outlying areas). It was cascaded through all of the CCG's networks including organisations such as the Older People's Assembly, local community voluntary sector organisations, York Racial Equality Network, Maternity Voices Partnership, Healthwatch, local carers centres, mental health and long term condition charities, York LGBT forum, parish councils and local area coordinators as well as partners and local authorities. Alternative formats were offered, including translations and paper copies.

During this week the survey received 611 responses.

To ensure that we reached a diverse section of our population, including vulnerable and at risk groups, we worked in collaboration with our networks to gather feedback and conversations about what they were hearing within their communities. The engagement team arranged telephone interviews with advocates, carers and service users. Through this outreach we received rich feedback from Healthwatch York and North Yorkshire, Dementia Forward, advocates for deaf people, York Carers Centre, York Mind, patient participation groups, carers, and service users with disabilities and mental health conditions (appendix iii).

3. Audience: Who completed the survey?

There were 611 respondents to the survey, which was supplemented by telephone interviews with service users, voluntary sector, advocates and carers. We were able to reach a number of people who would be included as at risk, vulnerable and hard to reach.

- 41% stated that they cared for a friend or family member - 26% cared for a child and 15% cared for an adult , which is a higher proportion that the 9.8% of the York population as stated in the York (2011) census.
- 508 (84%) were registered with a City of York GP practice
- 103 (16%) were registered with Vale of York GP practices outside of the City of York
- 78% of respondents identified themselves as female and 21% as male. 1% of respondents preferred not to say.
- 17% were under 34, 36% were between the ages of 35-54, 35% were between the ages of 55 and 74, and 12% were over 75 years old.
- 40.1% stated they had a disability or mental health condition.
- 20% (114 people) had a mental health condition, 15% of people had a long-term condition, 4% (25) people had a sensory impairment, 9% had a physical disability and 2% had a learning disability.
- 6% were pregnant and, 2% had given birth in 2020
- 5.64% of people were from a BAME background, which is slightly lower than the York (2011) census which states 9.8%.
- 4.41% stated their sexual orientation was LGB and 1 person was transgender

4. Executive summary

Through the survey we were able to gather feedback from a wide range of people, including those with protected characteristics under the Equality Act 2010 and vulnerable and at risk groups.

The following themes were gathered through the survey and community interviews:

Theme 1: Impact on carers, the vulnerable and those with long-term conditions and disabilities

People who were carers or had long-term conditions highlighted lack of support post-hospital discharge, home care being stopped, reduced social care support for children with autism and services and support groups not being available. There was a feeling that those who did not have covid-19 had been forgotten about and were not getting the help and support they needed. They are 'not on anyone's radar'.

Of the 155 people who said an appointment had been cancelled or was unavailable: 41% were carers, 23% had a mental health condition, 21% had a long term condition, 13% had a physical disability and 8% had a sensory impairment – highlighting that those people most at risk are likely to have suffered the greatest difficulties in accessing medical care during the covid-19 crisis.

- 'People are close to crisis point/capacity. Normally carers would be able to go out, for a drive/walk, but now they are not able to because of lockdown. Getting out had been a 'lifeline' for them to allow them to keep coping and get some time for themselves'
- 'Carers have been withdrawn from my sister of 94. She has not had any help inside the home for 4 weeks.'
- 'I have a child with autism and learning disability. Out of routine, feel fairly abandoned by school, don't have any regular input from health, and don't feel we are on anyone's radar.'
- 'If I become ill there will be no one to look after my husband.'
- 'We have heard about the impact that the closure of day services and respite sitting services is having on carers' mental health. We have heard how this has caused particular difficulties for carers who need to attend to medical appointments themselves and have had difficulty finding someone to sit with the person that they care for during this time.'

Theme 2: Impact on non-covid related conditions

As highlighted above, there was concern from respondents about the impact on people with non-covid related conditions and that they had been ‘forgotten about’, with appointments cancelled and treatment postponed.

- ‘My mum has just been diagnosed with stage 4 cancer - other things still happen not just covid 19. This needs remembering and focus should remain on these other illnesses as well.’
- ‘I work for the Stroke Association and I am concerned about the number of people presenting with stroke has been severely reduced.’
- ‘My bipolar swings have dramatically increased and I’m very under-medicated and have suffered severe visual and auditory hallucinations as a result but feel like I have no avenue to sort this until if/when the pandemic is over’.
- ‘My wife’s blood tests and CTC Scan have been deferred so we are unable to be confident that her cancer remains in remission’

Theme 3: Mental health and anxiety

114 people (19%) of respondents stated they had a mental health condition. However many more responded with feedback about the impact on family members and children.

Some respondents talked about existing conditions which were heightened by the social isolation and they could feel themselves becoming more unwell. Several respondents said that the lack of normal routine and attendance at groups was affecting them, and they weren’t allowed to use their ‘normal coping strategies’. They also highlighted that appointments had been cancelled and this was causing increased anxiety.

- ‘I have now started to have suicidal thoughts.’
- ‘It’s understandable for the NHS to have to prioritise physical health at this time and allocate resources to fighting covid, but as a mental health patient it feels like being in limbo.’
- ‘Clients in the community have described feeling intense isolation, leading to decreased motivation, anxiety and low mood. Clients are struggling to access mental health services, and sustain mental wellbeing.’
- ‘Not being able to do usual routines outside which is causing anxiety and depression.’

Theme 4: People who have a sensory impairment

For people who were deaf or had a visual impairment, there had been a considerable impact on their lives, with 67% of people saying it had affected their lives over 8 out of 10. 70% of people with a sensory impairment had trouble seeking medical attention, due to appointments being cancelled or rearranged.

- The introduction of facemasks was noted as a barrier to accessing healthcare for a respondent who is deaf.
- Feedback from support workers highlighted how the Deaf community in York were struggling to understand the impact of Coronavirus on everyday life. For example a Deaf parent sent her child to school, as she hadn’t realised that because she was at home, she needed to keep him at home.

Theme 5: Social isolation, groups and support networks

Respondents were worried about not being able to see other people and socialise, and were feeling the impact of support networks and usual methods of respite that are no longer available and would usually keep them healthy, connected and well.

- ‘The lockdown has meant that a lot of support offered to individuals i.e. groups, mutual aid etc have all had to be cancelled and therefore has contributed to increased isolation and increased drinking.’
- ‘Not being able to do usual routines outside which is causing anxiety and depression.’
- ‘Normally on a Monday I go to the gym. I am trying to do exercises in the house, getting in and out of my wheelchair.’

Theme 6: Access to phone/digital technology

Some of the respondents and feedback from the voluntary and community sector reminded us that not everyone has access to a phone or digital technology. In particular conversations with York Mind highlighted several clients who did not have the technology to access appointments online, or did not feel comfortable using that method of communication.

- ‘Client doesn’t have a phone and so an advocate had to provide their mobile number for contact.’
- ‘Exacerbated the divide between those who are online and those who aren’t. Cannot leave them behind in this technological revolution.’
- ‘For my daughter the closure of face-to-face groups is hard on my daughter as she doesn’t like using technology. However, many groups have moved online and via email.’

Theme 7: Changes to appointments

Respondents raised concerns about the backlog of cancelled appointments, carers having to cope and treat more at home and the uncertainty of when normal medical treatment will recommence. There were also concerns about dental care being removed and difficulty in getting emergency appointments. Expectant and new mums were worried about appointments being cancelled, and having to go to appointments without partners.

- ‘I don’t feel like I’m being cared for by my midwife. I’ve had one appointment face to face and one over the phone - I feel like I have to take my concerns elsewhere like the internet. Being pregnant for the first time is scary enough without Coronavirus.’
- ‘I am feeling anxious about attending my 20 week anomaly scan as a mum to be who is high-risk. Myself and my partner have both been self-isolating for 6 weeks and neither have symptoms, it would be welcomed if partners could attend appointments for high risk patients.’
- ‘People have told us that when they have tried to contact the MH crisis team they have reached an answerphone.’

Theme 8: Food shopping and medications

Several people said that the covid-19 restrictions had made it more difficult to get hold of groceries, and having to depend on others if shielded felt like a burden. There was also praise for the volunteers who were helping the vulnerable and shielded. There were some positive comments about the speed and ease, and using community volunteers to help with medication. There were also instances where some respondents had a negative experience and were finding it difficult to get medication.

- ‘I have been concerned for those shielding not being able to access online supermarket slots.’
- ‘Very glad and grateful appreciation of friends help to get food and volunteers delivering medical supplies.’
- ‘Don’t like not being able to get out and do my own shopping. I am not in control of my life.’
- ‘Had to ask their neighbours to get their shopping and prescriptions’
- ‘Appreciative of so many schemes set up to help people who need it.’
- ‘Hate having to depend on others to get our groceries.’
- ‘ Carers have difficulty collecting prescriptions/medication. Many people with dementia are not online and cannot order repeat prescriptions in this way. The telephone lines for prescriptions in some surgeries are only open for a couple of hours and they may not be able to get through.’

Theme 9: Financial situation

Feedback from within the survey and speaking to service users and advocates highlighted that financial worries were a real burden for some members of the community.

- ‘People in temporary contracts losing jobs. Self- employed people struggling to cope-pay bills, etc. Poor access to benefits advice-claims turned down, long delays, etc.’ York Mind
- ‘People struggling to access Universal Credit due to not having a phone, technology etc. being on hold for long periods of time.’ York Mind
- ‘Financial issues, benefits, work related and cash flow- given out some food bank vouchers and linking in with our benefits advisor.’ York Carers Centre

Theme 10: Impact on BAME communities

5.6% of people who answered the survey were from a BAME background. 47% said that covid-19 had a negative impact on their lives of over 8 out of 10, slightly higher than the average for the survey. They were most worried about getting the right medical care, being able to care for someone well and social isolation. 66% had difficulties accessing medical appointments due to sessions being cancelled, rearranged to another method or being unavailable and 40% of people said that it had a negative impact on their health.

One respondent commented that the way they had been treated because of their ethnicity was made them worried about accessing medical help:
‘Considering my experience a year ago when I had to be admitted with serious facial fractures, I am extremely worried if having to go there again because of COVID-19 and face age, racial and/or religious discrimination by a consultant who said it was not cost effective to treat me (I was not worth the treatment).’

There were also concerns about being exploited at work:
‘My employer is expecting me to work full time, even though I'm part-time and isn't prepared to pay me for the additional work I'm doing. That's not a problem for part-timers but that's an abuse of anyone who is normally part-time I think. I think it's also a racist thing in my case.’

Theme 11: Positive impact and praise for staff

As part of the feedback there were many responses that highlighted the positive impact of the covid-19 restrictions.

People said that they were able to do more exercise and spend time with family within their household. They also highlighted the positive impact on the environment and the community response to help fellow citizens. There was also praise for local healthcare organisations that had responded quickly to the changes and were still providing an excellent service.

- ‘Community support and social action has been amazing. Local networks of support and connecting services such as LACs have been vital in getting information out and gathering the voice of people to inform strategic planning.’
- ‘I believe that there are positive lessons to be learnt from the lockdown e.g. increased contact with family & friends by digital means. Personal responsibility for our health is also to be encouraged with less reliance on the NHS and/or A&E. ‘
- ‘In Selby the GPs, Selby AVS, Falls service and dementia forward have been working well together, and providing joined up response for patients. This has resulted in less duplication of referrals and less wasted time.’
- ‘GPs and voluntary sector working closer together. Dementia Forward have been able to contact dementia patients on behalf of the surgery and offer support and signposting.’
- ‘I thought the service was brilliant. Twice I sent a message once about me and once about my child. A doctor contacted me immediately about my child. The service was better than usual!’
- ‘I would like to say that the staff at Changing Lives are doing an outstanding job in trying to offer me continued support during the lockdown.’

The report recommends that as part of the system-wide recovery to covid-19 and its impacts, there is a focus on the following areas:

- The disproportionate impact of the covid-19 restrictions on those who we consider to be vulnerable and at risk – notably carers and people with a mental health condition and long term condition or disability. Of those who stated that covid-19 had greatly impacted their lives (giving a score of 10 out of 10), 51% were carers, 33% had a mental health condition, 21% had a Long Term Condition, 15% had a physical disability and 4% a learning disability.
- The impact on non-covid related conditions, and those who may have missed treatment or had appointments deferred during this time.

- The effects of restrictions on the mental health of our population, such as emerging mental health issues due to isolation, exacerbation of existing conditions, or the impact of alterations and reduction of appointments and support networks.
- How to harness the proactive community response and positive outcomes of the covid-19 response.
- The data links with health inequalities and the impact on the BAME population.

5. Questions and responses

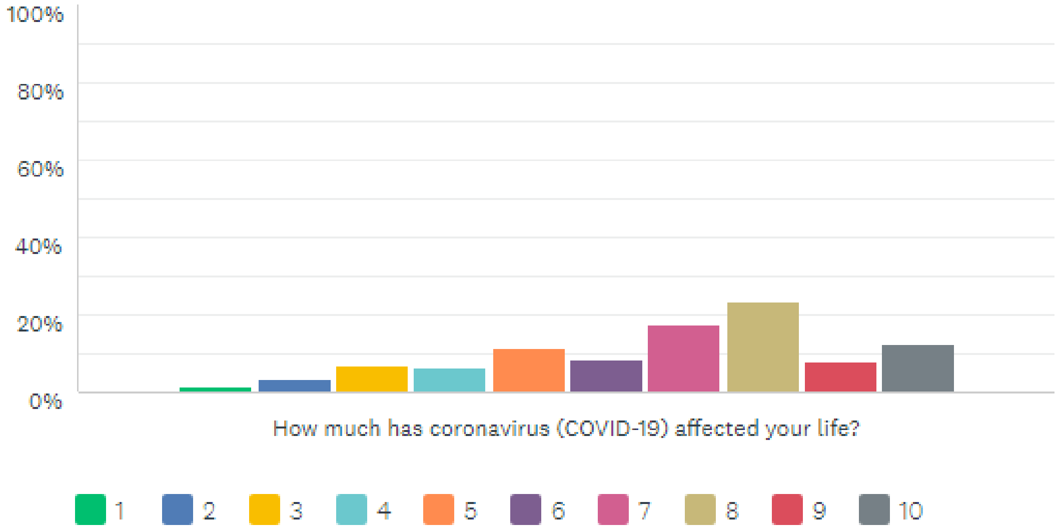
The survey was made up of five questions which focused on whether the coronavirus (covid-19) restrictions had a negative impact on people's lives, what they were worrying about the most, and the impact accessing medical help. There was also a free text box which gave respondents the opportunity to share any further thoughts.

<u>The questions were as follows:</u>

Question 1:

Please tell us, using a number between 1 and 10, how much coronavirus (COVID-19) has affected your life in a negative way?

1= not at all, 10 = if has affected me in every possible way.



Impact of covid	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
	1.49%	**3.31%**	**7.11%**	**6.61%**	**11.40%**	**8.43%**	**17.69%**	**23.64%**	**7.77%**	**12.56**
	9	20	43	40	69	51	107	143	47	76

Overall:

- 41% (250 people) said it had affected their lives on a scale of 7 or 8 out of 10
- 18.52 % (112 people) said it had affected them on a level of 4 our below
- 12.56 % (76 people) said it had impacted their lives 10/10.

Looking closer at the 76 people said it had impacted their lives 10 out of 10, many of the respondents would be categorised as our most vulnerable and at risk patients.

- 33% had a MH condition
- 21% had a LTC
- 15% had a physical disability
- 4% had a learning disability
- 51% were carers of an adult or child, which is above average for the whole survey
- 7% were pregnant or had given birth in 2020
- One person was transgender
- Five people were from a BME background (11% of BME respondents)
- Five people were from a LGBT background

When asked what worried them the most:

- 40% said covid-19 had impacted on their mental health – 10 out of 10
- 31% said impact on their ability to be a carer – 10 out of 10
- 60% said the not being able to see people worried them –10 out of 10

In terms of whether covid-19 had caused difficulties in getting medical appointments

- 41% had had an appointment cancelled or unavailable
- 25% said an appointment had been changed to over the phone
- 14% had been worried about catching covid-19
- 9% had been unable to get an appointment

The data suggests that covid-19 has had a larger impact on those who may have a mental health condition or disability, or if they are a carer. Respondents with these characteristics are also more likely to have had a health appointment cancelled or changed.

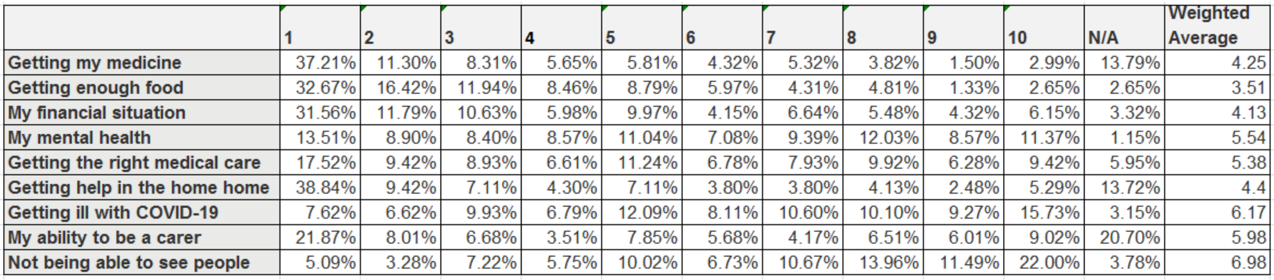
Question 2:

At this current time, which of these things are you worrying about?

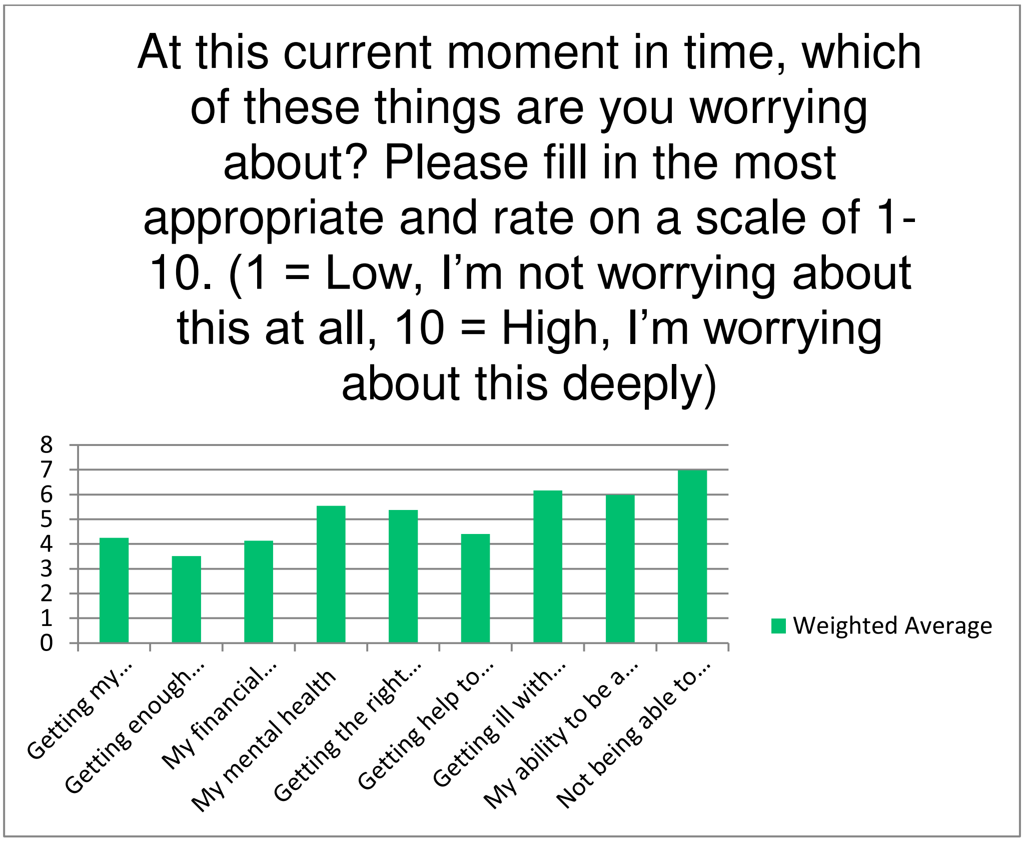
1= low, I'm not worrying about this at all, 10 = high, I'm worrying about this deeply. Getting my medicine

- Getting enough food
- My financial situation
- My mental health
- Getting the right medical care
- Getting help to look after me/my family in the home
- Getting ill with COVID-19

- My ability to be a carer for a family member or friend
- Not being able to see people
- Other (please specify)



	1	2	3	4	5	6	7	8	9	10	N/A	Weighted Average
Getting my medicine	37.21%	11.30%	8.31%	5.65%	5.81%	4.32%	5.32%	3.82%	1.50%	2.99%	13.79%	4.25
Getting enough food	32.67%	16.42%	11.94%	8.46%	8.79%	5.97%	4.31%	4.81%	1.33%	2.65%	2.65%	3.51
My financial situation	31.56%	11.79%	10.63%	5.98%	9.97%	4.15%	6.64%	5.48%	4.32%	6.15%	3.32%	4.13
My mental health	13.51%	8.90%	8.40%	8.57%	11.04%	7.08%	9.39%	12.03%	8.57%	11.37%	1.15%	5.54
Getting the right medical care	17.52%	9.42%	8.93%	6.61%	11.24%	6.78%	7.93%	9.92%	6.28%	9.42%	5.95%	5.38
Getting help in the home home	38.84%	9.42%	7.11%	4.30%	7.11%	3.80%	3.80%	4.13%	2.48%	5.29%	13.72%	4.4
Getting ill with COVID-19	7.62%	6.62%	9.93%	6.79%	12.09%	8.11%	10.60%	10.10%	9.27%	15.73%	3.15%	6.17
My ability to be a carer	21.87%	8.01%	6.68%	3.51%	7.85%	5.68%	4.17%	6.51%	6.01%	9.02%	20.70%	5.98
Not being able to see people	5.09%	3.28%	7.22%	5.75%	10.02%	6.73%	10.67%	13.96%	11.49%	22.00%	3.78%	6.98



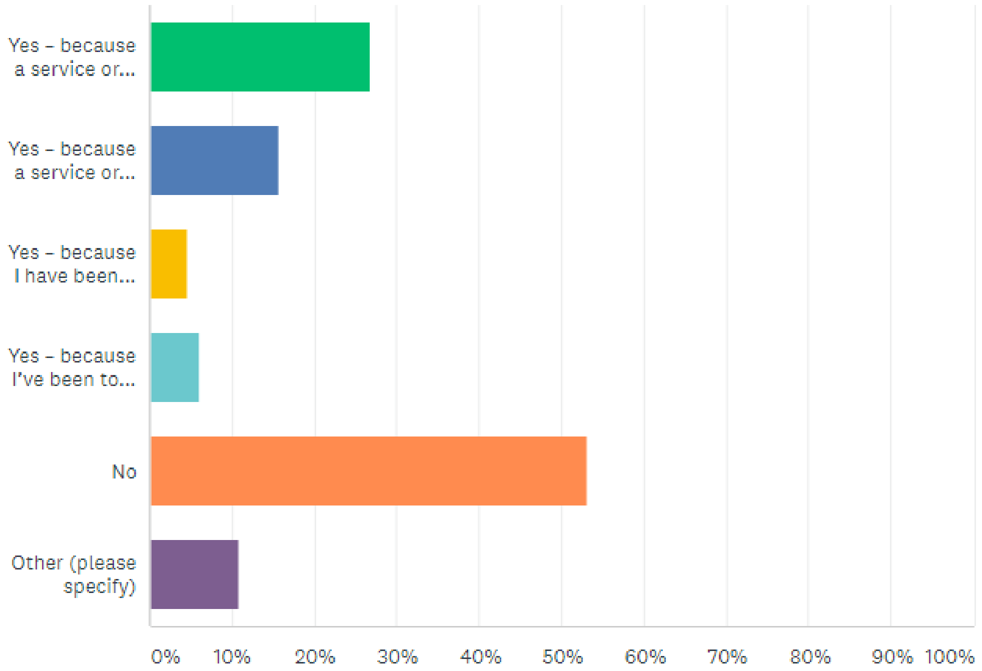
At this current moment in time, which of these things are you worrying about? Please fill in the most appropriate and rate on a scale of 1-10. (1 = Low, I'm not worrying about this at all, 10 = High, I'm worrying about this deeply)

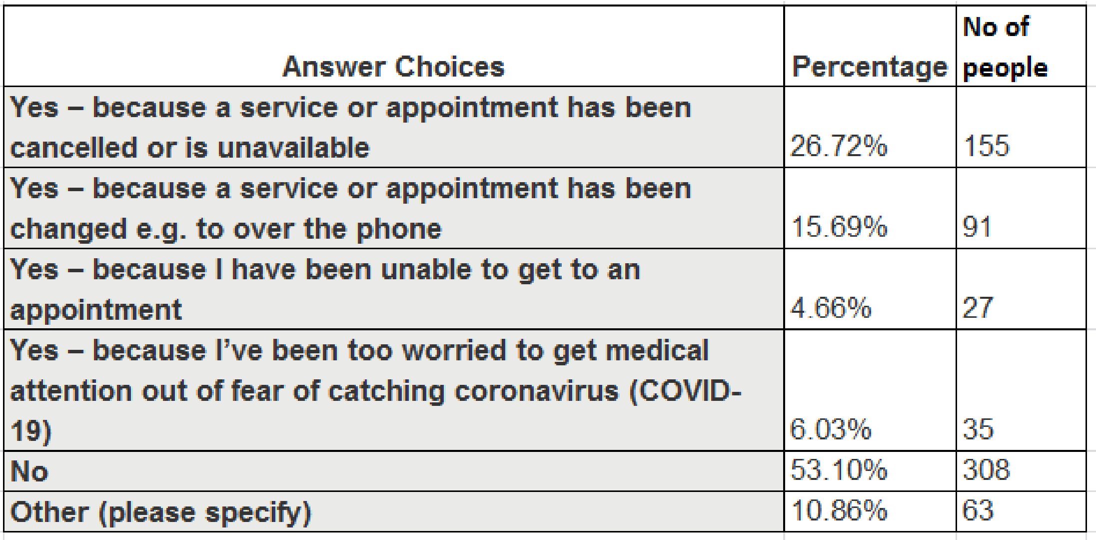
Overall the areas that worried people the most were:

- Not being able to see people – 6.98 average weighting
- Getting ill with covid-19 – 6.11 average weighting
- My ability to be a carer - 5.98 average weighting
- Mental Health – 5.54 average weighting
- Getting food, medication and finances were 4 or under average weighting

Question 3

If you have needed to, have you had difficulties in getting medical help since the coronavirus?





Answer Choices	Percentage	No of people
Yes – because a service or appointment has been cancelled or is unavailable	26.72%	155
Yes – because a service or appointment has been changed e.g. to over the phone	15.69%	91
Yes – because I have been unable to get to an appointment	4.66%	27
Yes – because I've been too worried to get medical attention out of fear of catching coronavirus (COVID-19)	6.03%	35
No	53.10%	308
Other (please specify)	10.86%	63

- Over 50% of respondents had not had a difficulty with getting medical help through the covid-19 crisis. However, they may not have needed medical attention during this time.
- Of the 155 people who said an appointment had been cancelled or was unavailable: 41% were carers, 23% had a mental health condition, 21% had a long term condition, 13% had a physical disability and 8% had a sensory impairment – highlighting that those people most at risk are likely to have

suffered the greatest difficulties in accessing medical care during the covid-19 crisis.

Free text comments:

Within the free text comments there were a number of themes about getting medical advice during the coronavirus (covid-19) period. (Appendix i).

Concerns about appointments that had been cancelled:
These included maternity, dental, cancer screening appointments, physio and mental health. Respondents showed concern about when the appointments would be available again.

- Mammogram cancelled - not worried in short term but wouldn't want to not have the check sometime this year!
- Again where pregnant I've had no anti-natal classes and my hypno-birthing was cancelled. As a first time mum I feel very unprepared
- Cervical screening currently cancelled
- My daughter has severe anxiety but all appointments have been cancelled and the people we were getting help from have postponed treatment as it should be one to one so currently no support which took 3 months to get in place in the first place!
- Cancellation of Physiotherapy sessions at Leeds Hospital
- My 4 year old's speech therapy apt cancelled till maybe September
- Cancelled appointments diabetic/ optician
- I am overdue a dental check-up but this is a minor concern
- I needed an urgent blood test as my autoimmune condition had flared up, I was not allowed to bring my children to the surgery but they are too young to wait outside or to leave at home.

Positive responses:

There were several responses which highlighted that people were happy with the alternative appointment offered.

- Obtained good advice regarding husband health and helpful GP and pharmacy advice
- I get a regular monthly regular call from my GP due to health issues.
- The service has been better, and I have got appointments easier
- I have medicine delivered through the hospital, so this has continued with no problem.
- I have had a GP appointment changed to a telephone consultation but this wasn't a problem

- I was really impressed as I was due to have physio and I got a phone call then emailed by exercises

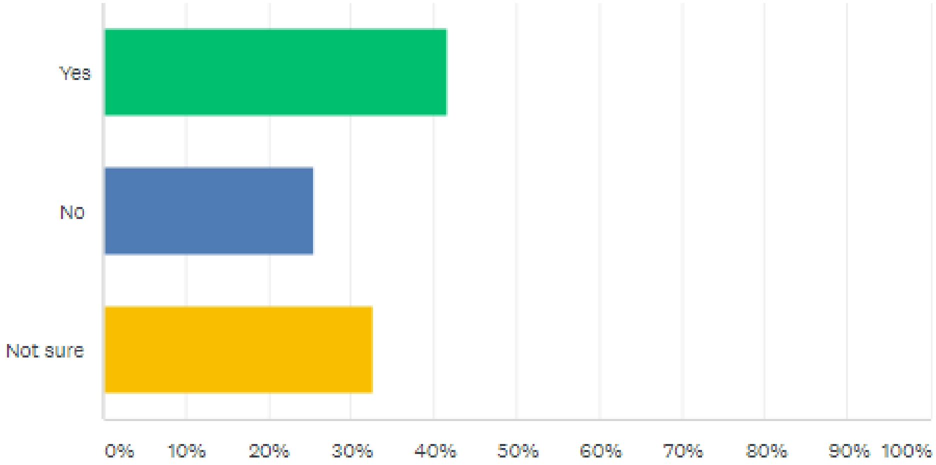
Impact of cancelled appointment on health of patient/family:
Some of the respondents focused on the impact of the cancelled appointments on their mental health, and on the family.

- My husband had his appointment cancelled at the hospital which was for hearing issues, which has affected the family as we have to shout at him which is making a tense situation worse.
- Impact of not being offered a routine appointment/usual doctor
  I feel anxious about talking to a strange Dr about my mental health.
  Worried that a phone all will become the norm for "seeing" the GP

Q4. If you answered yes to any of the above, do you feel this has affected your health in a negative way.

Of the 308 people who said there had experienced difficulties getting medical appointments, 41.67% said that it had affected their health in a negative way. Of these 35.77% had a mental health condition and 47.8% cared for someone else.

Answer Choices	Response %	Responses
Yes	41.67%	140
No	25.60%	86
Not sure	32.74%	110
	Answered	336



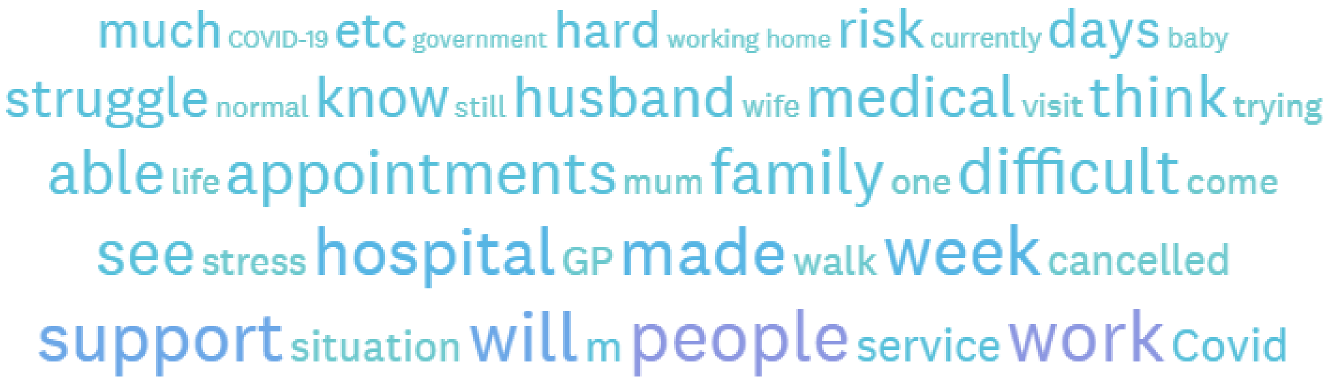
Q.5 Are there any other comments you would like to make about the impact of coronavirus (COVID-19) and the lockdown period on your life or that of someone you care for? For example the way you get medical help, your mental or physical health, or the way you are cared for?

For the final question we offered the respondents the opportunity to write free text comments. There were 240 responses in the free text section which give a wealth of information about the impact of covid-19 on the Vale of York's population. (Appendix ii).

Key themes emerged:

- Carers and vulnerable groups – lack of support, care not being met, and social care changes.
- People who are pregnant or have recently used maternity services
- Impact on non covid-19 illnesses and those with long term conditions
- Mental health and anxiety
- Medical appointments being changed
- Getting medication
- Social isolation
- Support groups, networks and respite
- Looking after family and elderly relatives
- Praise for staff
- Dental care
- Food and shopping worries

There were also a number of comments about the positive impact of lockdown on people's health, efficiencies in getting appointments, pollution and spending time with family.



6. Key themes and feedback

Carers and vulnerable groups

People who were carers or had long-term conditions talked about the impact of the covid-19 restrictions on the way that they are able to get support in the home for family members. Responses highlighted lack of support post-hospital discharge, home care being stopped reduced social care support for children with autism and services and groups not being available. There was a feeling that those who did not have covid-19 had been forgotten about and were not getting the help and support they needed. They are ‘not on anyone’s radar’.

- Carers have been withdrawn from my sister of 94. She has not had any help inside the home for 4 weeks.
- Having recently been discharged from hospital, it is quite frightening to be at home with no medical support apart from a phone call. Carers come in to help me wash and dress, but they are not nurses, and can't, e.g. check blood pressure etc.
- As a carer, I worry about getting the right care at the right time for my sister. I know this is a difficult time for everyone and I certainly don't want to risk the health of any medical staff, but the majority of the population do not have Covid-19 and I feel their needs are not currently being fully met. My sister is just out of hospital following a fall (broken neck of femur) and the GP was not optimistic about the availability of any care such as that she used to receive from York Integrated Care Team, even after this crisis is over.
- I have autism. Changes are so hard and all my adult social care has gone.
- I have a child with autism and learning disability. Out of routine, feel fairly abandoned by school, don’t have any regular input from health, and don’t feel we are on anyone’s radar. All our usual support is gone for now, my anxiety is very high.
- I have a son with autism and learning disabilities. In 'normal' life we have good support from family and groups, but nothing from health or social care. Due to lockdown all of this is removed. It is very hard at times

By analysing the responses from those who are carers there are specific themes which indicate that this group of people have been affected greater by covid-19, than those who are not in a caring role. Many of those caring also had a disability, long term condition or mental health condition, accounting for 50% of respondents, which meant that their own health was impacted, not just that of the person they were caring for.

Carers were more likely to have had difficult in seeking medical attention, through cancelled or moved appointments - 55.95%. This was higher than the average responses from the survey, indicating that they had been more affected more by restrictions.

Concerns around suspension of appointments, removal of services, impact on their mental health, isolation and being unable to get respite, and worries about what to do if the carer became ill were some of the key concerns shared through the free text comments.

- If I become ill there will be no one to look after my husband
- No support network here as very rural so no idea what we do if I get ill (just finished own cancer treatment in Feb and son has complex disabilities and health needs.
- My husband has a form of Parkinson's with cognitive issues and I am concerned about my ability to care for him should my vision be affected and/or his condition progresses or both.
- I am not able to utilise my usually everyday coping strategies due to lockdown.
- We have heard about the impact that the closure of day services and respite sitting services is having on carers’ mental health. We have heard how this has caused particular difficulties for carers who need to attend to medical appointments themselves and have had difficulty finding someone to sit with the person that they care for during this time.

The interviews with carers, Dementia Forward and the carers centre brought about rich feedback along similar themes:

- Stress and anxiety about the situation is causing some an exacerbation of existing conditions such as epilepsy, mental health
- Concerns about being able to support someone who might need to go to hospital (e.g. if they have autism / other conditions / MH etc.)
- Carers struggling as unable to access support/ outlets which would normally keep them well. It is difficult to talk if person is present, this includes people caring for someone with dementia.
- Coping with bereavement much more difficult at present, and some caring for those at end of life are finding things tough emotionally.
- Carers needing lots of emotional support. They feel incredibly guilty at not being able to visit or provide the same level of care they usually do,
- People are close to crisis point/capacity. Normally carers would be able to go out, for a drive/walk, but now they are not able to because of lockdown. Getting out had been a ‘lifeline’ for them to allow them to keep coping and get some time for themselves
- In mental health, the services were slow to send information out and

communicate with service users about how services had changed.
- Carers excluded from some care, especially in mental health circumstances

People who have a sensory impairment

For people who were deaf or had a visual impairment, there had been a considerable impact on their lives, with 67% of people saying it had affected their lives over 8 out of 10. 70% of people with a sensory impairment had trouble seeking medical attention, due to appointments being cancelled or rearranged.

The introduction of facemasks was noted as a barrier to accessing healthcare for a respondent who is deaf, ‘I am MOST worried about: - not being able to get an appointment with my GP or have a consultation because they are not accessible for deaf people. The introduction of face masks because then I cannot lipread people.’

Feedback from support workers highlighted how the Deaf community in York were struggling to understand the impact of Coronavirus on everyday life. For example: a Deaf parent sent her child to school, as she hadn’t realised that because she was at home, she needed to keep him at home. For deaf people who do not use BSL, there are also issues around access to information.

People who are pregnant or have recently used maternity services

41 people who took the survey were pregnant or had recently given birth. They raised concerns about the changes to appointments, partners no being able to be involved in care, anxiety for first time mums, not having face-to-face support from health visitors and being unable to attend vaccinations and routine check-ups with their newborn in case they had covid-19.

- I am currently pregnant with my first child. The last time I saw my midwife was at my booking appointment well over two months ago. Appointments have been changed and cancelled last minute. My pregnancy should be consultant-led but I have had my appointments with the consultant cancelled due to COVID-19. My husband (my only support system) has been unable to attend my scans and I feel extremely worried that I am not receiving the antenatal care I should be.
- I feel the maternity service in the YDH and in the community has been fantastic
- I don’t feel like I’m being cared for by my midwife. I’ve had one appointment

face to face and one over the phone - I feel like I have to take my concerns elsewhere like the internet. Being pregnant for the first time is scary enough without Coronavirus. Also two out of 3 times I've had to deal with my gp practice the receptionist was very unhelpful and rude to me. I've honestly felt like a pain to deal with. Feels like my problems don't matter anymore.

- I am feeling anxious about attending my 20 week anomaly scan as a mum to be who is high-risk. Myself and my partner have both been self-isolating for 6 weeks and neither have symptoms, it would be welcomed if partners could attend appointments for high risk patients.
- Huge strain on mental health as mother of 2 year old and 7 week old baby. Eldest usually goes to childcare 3 days a week and really feel I've missed newborn bonding time.
- It has been difficult not having support in person from health visitors and family with our newborn baby and having our toddler home who should be in preschool. We've had to cancel gp check up and vaccinations twice just in case we have Covid 19 due to either feeling under the weather (probably sleep deprivation) or a new mild cough - understandable to be cautious but has impacted on medical checks and late vaccinations

Impact on non covid-19 illnesses and those with long term conditions

There was concern from respondents about the impact on people with non-covid related conditions and that they had been 'forgotten about'. The impact on patients with cancer – in terms of screening, diagnosis and treatment was mentioned several times, as well as other conditions such as stroke, whereby people are not presenting with symptoms as they are worried about seeking medical help due to covid-19.

- My mum has just been diagnosed with stage 4 cancer - other things still happen not just covid 19 - this Needs remembering and focus should remain on these other illnesses as well
- I work for the Stroke Association and I am concerned about the number of people presenting with stroke has been severely reduced. Can CCG promote that stroke is still a medical emergency and that they should seek immediately help.
- Feels like other people without COVID 19 are being forgotten about i.e. cancer patients etc
- My wife's blood tests and CTC Scan have been deferred so we are unable to be confident that her cancer remains in remission
- Skin Cancer.my next appointment will be by telephone even though it is not until MID JUNE. This is no good as at all times a visual inspection is necessary and reqd.

Mental health and anxiety

Many of the respondents made reference to the impact on their mental health and wellbeing.

114 people (19%) of respondents stated they had a mental health condition, however many more responded with feedback about the impact on family members and children.

Some respondents talked about existing conditions which were heightened by the social isolation and they could feel themselves becoming more unwell. Several respondents said that the lack of normal routine and attendance at groups was affecting them, and they weren't allowed to use their 'normal coping strategies'. They also highlighted that appointments had been cancelled and this was causing increased anxiety.

- I have a low day every week now, the sort I've only experienced before after the death of my mother 6 years ago.
- Mental health has been affected, already on medication for stress but this is not sufficient at present and hard to get him to the doctor at the best of times.
- My mental health has suffered, have had help with it in the past and I can feel it is dipping again and I will speak with someone if it continues.
- Being a widow it's had a huge impact on me feeling lonely, my mental health & the chronic pain I suffer from. I also care for my Mum who has dementia & she is starting to feel very low due to not leaving the house. This is really a difficult time to deal with my Mum's mental wellbeing & my own & not having my husband to give me the emotional support.
- I am not able to utilise my usually everyday coping strategies due to lockdown. I have a history of mental health difficulties.
- The lockdown has really impacted my mental health. I was already mentally ill but it has made things worse. I have now started to have suicidal thoughts and have had to take a week off work due to stress. I am looking at getting a private psychotherapist, as I have been on the NHS waiting list for CBT for a year.
- I am diagnosed bipolar and ptsd - my mental health work (therapy with psychiatrists/psychologists, assessments for new medication, ongoing check-ins with my CPN) have essentially ground to a halt, my bipolar swings have dramatically increased and I'm very under-medicated and have suffered severe visual and auditory hallucinations as a result but feel like I have no avenue to sort this until if/when the pandemic is over. It's understandable for the NHS to have to prioritise physical health at this time and allocate

resources to fighting covid, but as a mental health patient it feels like being in limbo.

- The mental health team who look after our daughter were slow to send a letter saying what they could offer during the C19 pandemic. Phone calls and Skype type calls are better than nothing but much therapy has been put on hold.
- We just feel abandoned with the little support we did have and unless my D is suicidal we just have to deal with it ourselves, this situation makes anxiety worse so at a time when it's needed more it's been removed. Which in turn causes more anxiety in all of us.
- I have historic ptsd and burnout, both of which have been re-triggered by the lockdown in terms of anxiety and severe overwhelm keeping me from 'normal' functioning for days at a time in the first 4 weeks of lockdown.
- I work in an addiction service, the lockdown has meant that a lot of support offered to individuals i.e. groups, mutual aid etc have all had to be cancelled and therefore has contributed to increased isolation and increased drinking.

York Mind provided a wealth of feedback from their clients. York Mind had seen an increase in contacts to the service. Themes were as follows:

Increased Mental Health issues

- Not being able to do usual routines outside which is causing anxiety and depression.
- Impact of coping with working from home and home-schooling, not finding enough time for self-care. Increased anxiety. Moods more up and down.
- One lady, who struggled to go out prior to this, is even more reluctant to go out now, fears around what the outside world holds have intensified.
- Clients describe activities, resources, services, etc., they used before COVID-19 to manage their mental health, now they're not there, they are struggling to manage and feel their mental health deteriorating
- Inpatient and clients in the community have described increased catastrophizing thoughts, and increased fear and distress
- Most of the clients I'm speaking with are struggling to find things to do, which is having a negative impacting on how they feel about themselves, as they have gone from having a full schedule to nothing.

Increased calls from clients suffering with OCD - Unable to eat for contamination fears, handle food shops, cleaning repetitively, so putting health at risk by overuse of toxic chemicals.

Poor access to MH service

- People being discharged at a time when they need increased help. No access to Haven, crisis service not answering phone, not knowing how to access video services for MH services e.g. psychiatry and needing help.

- Clients in the community have described feeling intense isolation, leading to decreased motivation, anxiety and low mood. Clients are struggling to access mental health services, and sustain mental wellbeing.

Client’s not having access to technology

- A gentleman needed to attend a telephone conference for meeting about his health but did not have a telephone
- Others not having smartphones so cannot access video technology for meetings about them etc.
- Regular reports of clients with no IT skills and/or no access to technology, feeling left out

Access to GPs

- Example of one client who the GP surgery would not email and would only phone. Client doesn’t have a phone and so an advocate had to provide their mobile number for contact.
- People reporting not being able to get through to someone on the phone
- People confused as to whether GPs are open
- GP phone system causing confusion with voicemail – just being redirected around the system

Impacts on physical wellbeing

- Reverting to less healthy coping mechanisms: eating more, drinking more, negative script replaying that no-one cares about them.
- Number of clients who live on their own and unable to work at the moment. All their routine has gone out of the window, impacting on their sleep and they will regularly stay up until 5 in the morning

Student mental health:

The impact of the lockdown on living in shared housing and the mental health and wellbeing of students was the focus of one respondent.

- All my housemates have had very bad mental health and this has impacted me significantly. I am already stressed about my university deadlines and have suffered with bad mental health in the past, but being unable to use my coping mechanisms such as seeing friends, climbing and being outside has made the stress and uncertainty worse. Our student house is just that -a student house. It’s very small for the 6 people who live here and has mould and only 1 working bathroom, having so many people home all the time with so little privacy has been really difficult.

Medical appointments being changed

Respondents raised concerns about the backlog of cancelled appointments, carers having to cope and treat more at home and the uncertainty of when normal medical treatment will recommence.

- My husband is quite ill at the moment, but we have been told he will not receive any further help until the lockdown is over and normal services resume.
- Worries around waiting lists being even longer and being on a waiting list the time given being yet another year.
- I was having counselling which had to move to being held over the internet. I can definitely see that the pandemic has negatively impacted my mental health and my coping mechanism options (like getting out of the house and sitting in a cafe) are now restricted.
- It is difficult to see how the NHS will be able to respond to an increasing backlog of unmet medical needs once Covid-19 is under control.
- I have serious health issues and my husband is my sole carer. Prior to lock down a problem would have been resolved by a visit to the relevant hospital department or a home visit by a nurse. We now have to try and resolve these problems ourselves, talking where possible to the medical staff by phone. It is very difficult for us to explain the precise problem or for them to diagnose and suggest a treatment without being able to see the problem for themselves.
- I was due to have some tests the week before lockdown, they were cancelled due to the virus. I am still on the temporary treatment plan, for who knows how long. This is not life threatening but it is having an impact on me and my ability to carry on as 'normal'

Getting medication

Some of the respondents highlighted the effect of the lockdown on being able to obtain medication. There were some positive comments about the speed and ease, and using community volunteers to help with medication. There were also instances where some respondents had a negative experience and were finding it difficult to get medication.

- When I needed medication that was arranged really quickly and was appreciated
- Doctors are too rigid and make it too difficult to get repeat prescriptions, I had 3 due last week and 1 due this week, had to apply separately and have to collect from local chemists twice.

Social isolation, support groups and networks

The free text comments mirrored the quantitative data, that respondents were worried about not being able to see other people and socialise. There were several references throughout the comments about wanting to see family and friends and go to groups as part of keeping them healthy, connected and well.

- I'm struggling with a chronic illness that often leaves me isolated at home. At least then I get to see my family, but not seeing them in person is very tough. I love my hugs & not getting any is nearly as tough as not seeing my family.
- I want social and physical contact with loved ones
- The worst aspect of the virus is the fact I am unable to get to my classes at Converge. I rely upon these to interact with like-minded souls.
- I'm in alcohol recovery so lockdown has affected my ability to go to AA meetings and other recovery events
- My wife has Lewy Body's Dementia which is very wearing. With not getting any respite even a couple of hours a week means I cannot get away from it. It's stressful and very tiring.
- I have been furloughed and am locked down in the house that my wife died in and cannot escape many raw memories.

Positive impacts

As part of the feedback there were many responses that highlighted the positive impact of the covid-19 restrictions.

People said that they were able to do more exercise and spend time with family within their household. They also highlighted the positive impact on the environment and the community response to help fellow citizens. There was also praise for local healthcare organisations that had responded quickly to the changes and were still providing an excellent service.

- I thought the service was brilliant. Twice I sent a message once about me and once about my child. A dr contacted me immediately about my child. The service was better than usual!
- Have been very impressed in getting non-COVID-19 medical advice. Much easier than normal actually.
- I'm getting more regular daily exercise now than previously and eating more healthily.
- I have used GP been brilliant, local pharmacy, hot a and e, and cold urgent care.
- I would like to say that the staff at Changing Lives are doing an outstanding job in trying to offer me continued support during the lockdown.
- Community support and social action has been amazing. Local networks of support and connecting services such as LACs have been vital in getting

information out and gathering the voice of people to inform strategic planning.

- I believe that there are positive lessons to be learnt from the lockdown eg increased contact with family & friends by digital means. Personal responsibility for our health is also to be encouraged with less reliance on the NHS and/or A&E.
- I think for me there's been quite a bit of positive impact too as well. Slowed down, less stressed, less pressure to do stuff.

Praise for staff

- I would like to say that the staff at Changing Lives are doing an outstanding job in trying to offer me continued support during the lockdown.
- Almost all the medical care my wife and I need is still provided _ well done!
- I've been very grateful for support from my counsellor (private as no NHS care available), and my colleagues.

Food and shopping worries

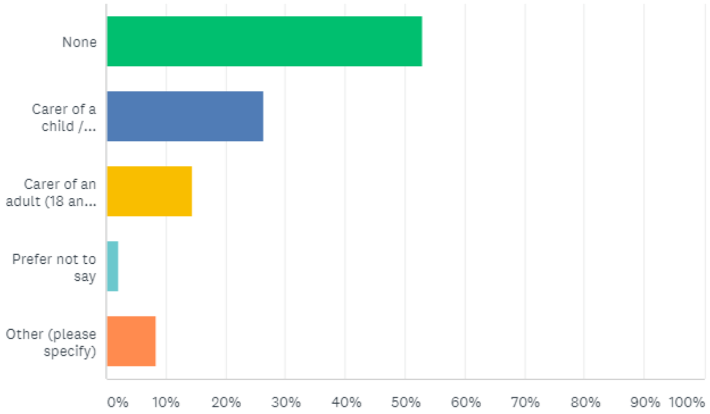
Several people said that the covid-19 restrictions had made it more difficult to get hold of groceries, and having to depend on others if shielded felt like a burden. There was also praise for the volunteers who were helping the vulnerable and shielded.

- I have been concerned for those shielding not being able to access online supermarket slots.
- Very glad and grateful appreciation of friends help to get food and volunteers delivering medical supplies
- Had to ask their neighbours to get their shopping and prescriptions
- Appreciative of so many schemes set up to help people who need it.
- Hate having to depend on others to get our groceries
- We are lucky in that our daughter is close by and does most of our shopping and collects our medication.

Who answered the survey? Equality monitoring information.

Q6. Do you have caring responsibilities? If yes, tick all that apply

Answer Choices	Responses	
None	52.99%	319
Carer of a child / children (under 18)	26.41%	159
Carer of an adult (18 and over)	14.45%	87
Prefer not to say	1.99%	12
Other (please specify)	8.47%	51
	Answered	**602**

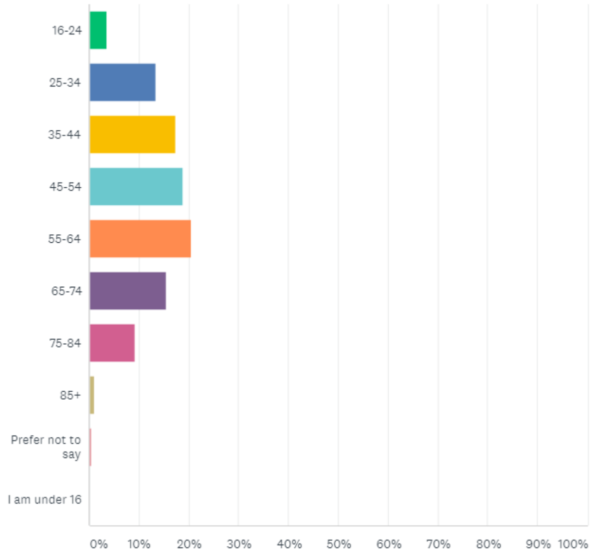


Q7. Which GP practice are you registered with?

Answer Choices	Responses	
Beech Tree Surgery	2.81%	17
Dalton Terrace Surgery	2.81%	17
East Parade Surgery	0.83%	5
Elvington Medical Practice	1.32%	8
Escrick Surgery	0.99%	6
Front Street Surgery	2.64%	16
Haxby Group Practice	13.22%	80
Helmsley Medical Centre	0.00%	0
Jorvick Gillygate Practice	8.26%	50
Kirkbymoorside Surgey	0.00%	0
Millfield Surgery	1.65%	10
MyHealth	3.64%	22
Old School Medical Practice	2.81%	17
Pickering Medical Practice	0.50%	3
Pocklington Group Practice	1.82%	11
Posterngate Surgery	2.98%	18
Priory Medical Group	21.16%	128
Scott Road Medical Centre	1.16%	7
Sherburn Group Practice	0.50%	3
South Milford Surgery	4.30%	26
Stillington Surgery	0.33%	2
Tadcaster Medical Centre	0.83%	5
Terrington Surgery	0.17%	1
Tollerton Surgery	0.17%	1
Unity Health	3.64%	22
York Medical Group	16.03%	97
Other (please specify)	5.45%	33
	Answered	**605**

Q8. Please state your age?

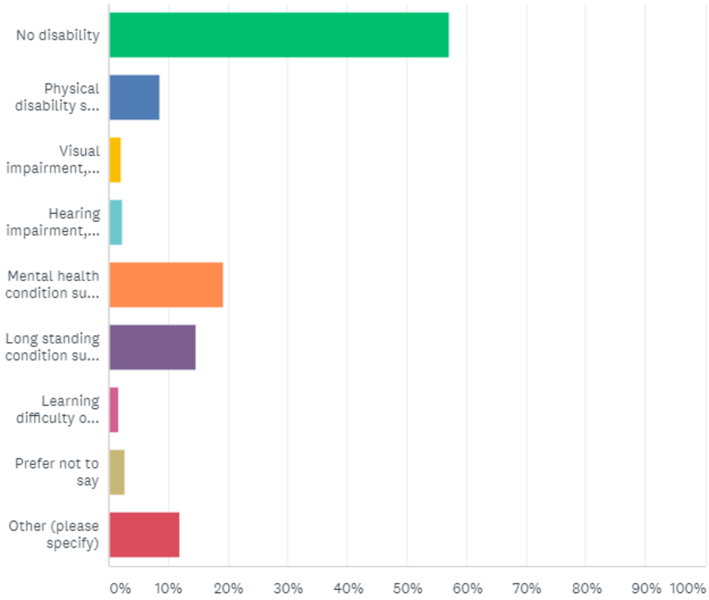
Answer Choices	Responses	
16-24	3.61%	22
25-34	13.44%	82
35-44	17.38%	106
45-54	18.85%	115
55-64	20.49%	125
65-74	15.57%	95
75-84	9.18%	56
85+	1.15%	7
Prefer not to say	0.33%	2
I am under 16	0.00%	0
	Answered	**610**



Q9. Do you consider yourself to have complex health needs, a disability or a mental health condition? Please tick all that apply.

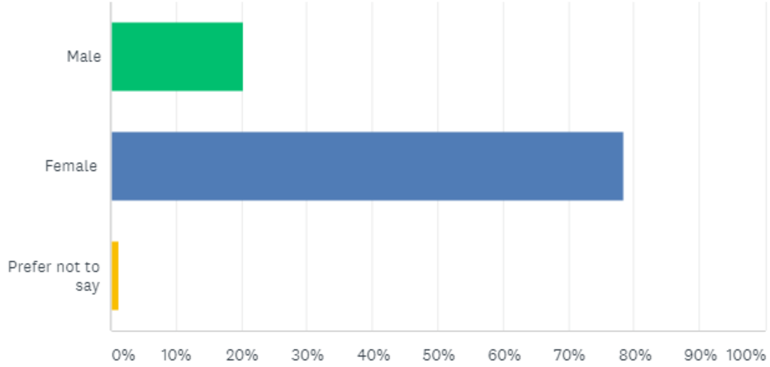
Answer Choices	Responses	
No disability	57.19%	338
Physical disability such as difficulty moving your arms, or mobility issues/wheelchair user	8.63%	51
Visual impairment, such as being blind or having serious visual impairment	2.03%	12
Hearing impairment, such as being deaf or having a serious hearing impairment	2.20%	13
Mental health condition such as depression, dementia or schizophrenia	19.29%	114
Long standing condition such as cancer, HIV, diabetes, chronic heart disease, COPD or epilepsy	14.55%	86

Learning difficulty or disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)	1.69%	10
Prefer not to say	2.71%	16
Other (please specify)	11.84%	70
	Answered	**591**



Q10. Do you identify as?

Answer Choices	**Responses**	
Male	20.29%	124
Female	78.40%	479
Prefer not to say	1.31%	8
	Answered	**611**



Q11. Is this the gender you were assigned at birth?

Answer Choices	Responses	
Yes	98.19%	596
No	0.16%	1
Prefer not to say	1.65%	10
	Answered	**607**

Q12. Are you currently pregnant, or have given birth, adopted or fostered a baby in the last few years?

Answer Choices	Responses	
No I am not pregnant	90.92%	531
Yes, I am pregnant	5.82%	34
I have given birth to, adopted or fostered a baby in 2020	1.54%	9
I have given birth to, adopted or fostered a baby in 2019	0.68%	4
I have given birth to, adopted or fostered a baby in 2018	0.34%	2
Prefer not to say	0.68%	4
	Answered	**584**

Q. 13. What is your ethnicity?

The responses are roughly in line with the 2011 census for ethnicity.

Answer Choices	Responses	
White British	90.58%	548
White Irish	0.83%	5
White - Any other White background	4.30%	26
Mixed - White and Black Caribbean	0.00%	0
Mixed - White and Black African	0.00%	0
Mixed - Any other mixed background	0.17%	1
Asian or Asian British - Indian	0.50%	3
Asian or Asian British - Pakistani	0.17%	1
Asian or Asian British - Bangladeshi	0.00%	0
Asian or Asian British - Any other Asian background	0.17%	1
Black or Black British - Caribbean	0.33%	2
Black or Black British - African	0.00%	0

Black or Black British - Any other Black background	0.00%	0
Chinese	0.00%	0
Prefer not to say	1.98%	12
Other (please specify)	0.99%	6

Q14. What is your sexual orientation?

Answer Choices	Responses	
Heterosexual/Straight	91.33%	558
Gay/Lesbian	1.47%	9
Bisexual	2.29%	14
Prefer not to say	4.26%	26
Other (please specify)	0.65%	4
	Answered	**611**

Q15. What is your religion or belief?

Answer Choices	Responses	
Christian	50.00%	304
Muslim	0.33%	2
Jewish	0.66%	4
Sikh	0.33%	2
Buddhist	0.33%	2
Hindu	0.33%	2
Non-Religious	39.14%	238
Prefer not to say	6.09%	37
Other (please specify)	2.80%	17
	Answered	**608**

7. Next steps

This information is being used to inform the Rapid Assessment of Covid-19 Impact Joint Strategic Needs Assessment (JSNA).

The JSNA, written in collaboration with the CCG and the Public Health Consultant, Peter Roderick, will look at assessing the impacts, risks and unintended consequences of the COVID response across healthcare systems in four waves:

- WAVE 1: The immediate mortality and morbidity effects of the pandemic on our population
- WAVE 2: The medium term effects of healthcare restrictions on mortality and morbidity in our population
- WAVE 3: The longer term impact of these changes on health condition incidence, detection and management
- WAVE 4: The wider social and economic impacts on health which are emerging from this pandemic

This will form a system wide plan for recovery and next steps, identifying where there are the greatest health and care needs of our population.

The report recommends that as part of the system-wide recovery to covid-19 and its impacts, there is a focus on the following areas:

- The disproportionate impact of the covid-19 restrictions on those who we consider to be vulnerable and at risk – notably carers and people with a mental health condition and long term condition or disability. Of those who stated that covid-19 had greatly impacted their lives (giving a score of 10 out of 10), 51% were carers, 33% had a mental health condition, 21% had a Long Term Condition, 15% had a physical disability and 4% a learning disability.
- The impact on non-covid related conditions, and those who may have missed treatment or had appointments deferred during this time.
- The effects of restrictions on the mental health of our population, such as emerging mental health issues due to isolation, exacerbation of existing conditions, or the impact of alterations and reduction of appointments and support networks.
- How to harness the proactive community response and positive outcomes of the covid-19 response.
- The data links with health inequalities and the impact on the BAME population.

8. Appendices

Appendix i

Free text comments to question 3

If you have needed to, have you had difficulties in getting medical help since the coronavirus?

- Hard to get help and unreliable service, and worried to contact Dr as they're busy
- I was scared even though my symptoms didn’t match those of covid 19 apart from one that was affecting me in a different way that I wouldn’t be seen and just presumed to have it
- Obtain good advice regarding husband health and helpful GP and pharmacy advice
- Again where pregnant I’ve had no anti natal classes and my hypnobirthing was cancelled. As a first time mum I feel very unprepared.
- My 4 year olds speech therapy apt cancelled till maybe September, however not urgent is improving.
- I get a regular monthly regular call from my GP due to health issues.
- Not wanting to bother people as Covid 19 is more important and my queries are trivial. It was ok when they contacted me. I was relieved when my CPN got in touch.
- I needed an urgent blood test as my autoimmune condition had flared up, I was not allowed to bring my children to the surgery but they are too young to wait outside or to leave at home. I have no one to leave them with.
- YOU SHOULD HAVE SEPARATED GP ACCESS FROM HOSPITAL ACCESS. I CANNOT HAVE MY BLOOD MONITORED.
- My husband had his appointment cancelled at the hospital which was for hearing issues, which as affected the family as we are having to shout at him which is making a tense situation worse.
- Refused to be scanned when bleeding in early pregnancy.
- A meeting to discuss daytime.meds to help my. ASC & ADHD son.
- getting prescription is now complicated and involves someone else risking contact with the virus for me
- The service has been better, and I have got appointments easier, but I wish the surgeries let you ring for an appointment/ telephone at anytime during the day rather than at certain times throughout the day, that causes major stress and concern only being able to ring at certain times and remembering when and waiting to get through
- Had accident on Monday waited while Wednesday to go to hospital to find my

leg was broken

- Hard to get help and unreliable service, and worried to contact Dr as they're busy
- midwives have been accommodating and I have been seen when necessary
- Others have greater needs than me. Dr's etc have enough to do with covid patients I can wait.
- The Dr I would normally speak to is unavailable due to covid 19 redeployment. I feel anxious about talking to a strange Dr about my mental health.
- I have been supporting my elderly mum in Swindon after she had a fall. The medical support (there) has been excellent.
- Before lock-down, I had a dental implant crown secured with a temporary adhesive - the arrangement being permanent when Dentist satisfied all is OK. I am worried that the adhesive may fail and that I shall be unable to have the crown re-attached.
- I have contacted the doctor about 7 days of continual chest pain. we had a phone call and we agreed it was likely to be anxiety.
- I have medicine delivered through the hospital, so this has continued with no problem.
- Cancelled appointments diabetic/ optician
- Mammogram cancelled - not worried in short term but wouldn't want to not have the check sometime this year!
- Have not needed any medical help
- Worried that a phone all will become the norm for “seeing” the GP- I rely on seeing my GP regularly, this has stopped . My GP is normally so helpful.
- Not needed any medical help to date
- Was told to contact them after COVID had gone.
- I am overdue a dental check up but this is a minor concern
- cervical screening currently cancelled
- OK with medical. Broken tooth not been able to get it sorted. Rung dentist they said "non essential"
- Delay in getting test results
- I have had a GP appointment changed to a telephone consultation but this wasn't a problem as the appointment had been made for a medication review in terms of trying to reduce steroid dosage and could be discussed on the phone as readily as at an appointment.
- I was really impressed as I was due to have physio and I got a phone call then emailed by exercises
- Yes re dentist. Had terrible toothache and was told by my dentist that there was no provision in York for either emergency or routine appointments. I was shocked by this.
- All appointments have been cancelled

- Cancellation of Physiotherapy sessions at Leeds Hospital.
- Been delayed to a later date
- I was meant to have an appointment but it was changed to over the phone, which was fine and 100% support consultants decision. Have a meds review due with GP coming up, dubious how this will go regarding importance of it and getting an appointment
- GP was only concerned with deciding if I had COVID-19, rather than addressing a cough I'd had for 2 months.
- My daughter has severe anxiety but all appointments have been cancelled and the people we we're getting help from have postponed treatment as it should be One to one so currently no support which took 3 months to get in place in the first place!

Appendix ii

Free text answers to number 5

Q.5 Are there any other comments you would like to make about the impact of coronavirus (COVID-19) and the lockdown period on your life or that of someone you care for? For example the way you get medical help, your mental or physical health, or the way you are cared for?

- I am a new mum , baby was born on 24th April. Being stuck at home is awful. My family cannot visit and my mental health is suffering.
- Mental health when taking daily exercise has been a struggle due to large number of people ignoring social distancing, particular joggers
- I'd rather be locked down and alive than dead
- No worries at all...as a sheltered/vulnerable person life's worries have been taken off you...no strain/stress I haven't felt so well in 7-8 years as nobody is giving me constant infections ....I usually live on antibiotics because I have a auto immune disease & constantly have infections due to immunosuppressant. Therapy....so I have no problems with lockdown just go with the flow and enjoy your garden and nature as always
- I feel there are many positives come out of people not moving about as much e.g. time doing things at home we never had time for before like cooking and growing vegetables. Also pollution is less etc.
- The Lockdown should be ended immediately
- I'm now in week 8 of working from home, and, without a timeline/date from the government about when this will end, I feel my mental health beginning to suffer. I have a low day every week now, the sort I've only experienced before after the death of my mother 6 years ago. I lost a good friend and work colleague to covid-19 in March & none of us have been able to grieve for him

properly.

- My mum is 80 years old and has type 1 diabetes. Her pharmacy said they could not deliver her prescriptions as they did not have the capacity.
- Lack of racket sports
- I thought the service was brilliant. Twice I sent a message once about me and once about my child. A dr contacted me immediately about my child. The service was better than usual!
- Have been very impressed in getting non-COVID-19 medical advice. Much easier than normal actually.
- Working from home is having a detrimental effect on my mental health
- I worry that a neighbour who is flouting the lockdown rules may put the rest if us at risk
- I'm getting more regular daily exercise now than previously and eating more healthily. Fewer cars on the road is great!
- These answers relate to hospital care not primary care services
- My parents need shopping and some other help which I do for them since the covid-19
- Worried about finding a job. I have just returned from a period of travelling and had savings but not for these unprecedented times. I am not eligible for support from government because I quit my old job (sensible at the time) and I am relying on the kindness of my partners family for a place to stay and food to eat (my partner came travelling with me so he is in the same position job wise)
- My loss of freedom is severely affecting my mental health
- My 5 year old son has developed anxiety. That is making life really hard. Two kids at home is unbearable.
- All my housemates have had very bad mental health and this has impacted me significantly. I am already stressed about my university deadlines and have suffered with bad mental health in the past, but being unable to use my coping mechanisms such as seeing friends, climbing and being outside has made the stress and uncertainty worse. Our student house is just that -a student house. It's very small for the 6 people who live here and has mould and only 1 working bathroom, having so many people home all the time with so little privacy has been really difficult.
- As a shielded person I have been asked not to leave the house. I find it difficult to do enough exercise to keep myself fit as my normal way is walking. I can't do TV type aerobic exercise as too hard for my joints and my breathing. Also to get an Advanced Care Plan out of the blue by email , which was a poor survey, was very upsetting. To be asked if I wanted life saving treatment or to stay at home if I got ill was badly thought through.
- See above, have used GP been brilliant, local pharmacy, hot a and e, and cold urgent care.
- I can feel my mental health slipping away. I'm struggling with a chronic illness

that often leaves me isolated at home. At least then I get to see my family, but not seeing them in person is very tough. I love my hugs & not getting any is nearly as tough as not seeing my family.

- Closure of my opticians at Boots is a problem as needing corrective eye procedure post cataract
- My mental health has suffered. I cannot go for a walk as I am in the group that has underlying medical issues. To cope I have been switching off which is not good.
- Think people who need medical help for other things are not getting enough personal attention
- Being unable to get supermarket delivery is a concern as I am shielding my husband but he doesn't seem to be in a supermarket list. Missing seeing family and friends and physical contact - hugs! Having a puppy has been very helpful plus a garden and allotment
- Shops and services need to understand that single parents may need to take their children with them.
- I am MOST worried about: - not being able to get an appointment with my GP or have a consultation because they are not accessible for deaf people. - the introduction of face masks because then I cannot lipread people.
- I am in the shielding cohort and have nobody has contacted me from the local authority to enquire if I am ok. Local authorities were given lists of all residents who are on the NHS England list.
- SHIELDING UNABLE TO VISIT COAST
- Cancel hospital appointments, a telephone interview which not good for arthritis and migraine issues. The doctors are trying their very best but it does cause a level of stress which makes a fraught situation worse.
- I am healthy at the moment. If I wasn't I would still call my gp or hospital. There is a lot of guidance so I know how to access healthcare. I am lucky to be furloughed but I can see others are going to struggle which will make lockdown hard to bear.
- Confused over the Government letter. I'm on immune suppresent therapies and my GP said I didn't meet the criteria as I was moderate risk only? I think my specialist nurse or consultant should have made that call. Caused me a great deal of stress and worry as I live alone with little support. I managed to find groups etc to assist with food and medication. ALSO why did others I know with my condition, not taking any DMT's nor having any other of the criteria's on the Governments site actually received letters.
- As I am an EU national and key worker I am really concerned that I won't be prioritised as highly as a British National. I have lived here since 2000 (married to a Brit) but since 2016 I feel of less value/usually asked where I live in hospital as if I am less entitled to NHS help than those who were born in the UK.
- I have been concerned for those shielding not being able to access online

supermarket slots. I know there are alternative ways of help but that needs strengthening.

- I have autism. Changes are so hard and all my adult social care has gone.
- Although it hasn't directly affected me so far, I am worried about the financial impact this is having and will have on people I know.
- My primary worry is how well I would cope if either of my parents became ill, and if I could care for them and get them to hospital if necessary.
- My 8 year old daughter has a long term health condition and is under the care of a medical team at LGI. All her appointments and procedures have been cancelled for the foreseeable future (although we have access to her team via email and phone). This has been mg main concern throughout lockdown .
- I am a working carer looking after a 96 year old and a son shielding because of underlying health condition I feel although it is not a care home as such we should be able to be tested as I could potentially be putting them both as I am doing the caring at risk there isn't any help that I am aware of for home carers
- Worried the Police May restrict our exercise
- I am a key worker so have continued to go to work at the hospital. I am much more careful about washing my hands, using hand sanitiser and not touching my face, but generally I worry more for the physical and mental health of the vulnerable people with whom I work rather than my own.
- Being able to meet my.sons needs despite he has been identified as a candidate for medication to help during the day. He has meds to aid sleep which help but daytime meds would be a huge help.
- The guidance for vulnerable people seems to assume they live alone, so there is a lot of uncertainty about what other resident family members should be doing.
- Difficult to distance from people out walking or when cycling on bike path
- My Christian faith is shielding me from the worst effects of the lockdown
- Feel even more isolated than normal. Especially as a lot of foot fall locally, so feels very difficult to have to stay inside. Especially difficult to not be available for my parent compared to regular routine of visits. Not being able to assess how they are really coping, and relaying on longstanding neighbours who have their own parents and families to care for. Not knowing when this will change to allow normal caring to continue, or if it will be the last time I can see some members of my family at all.
- Worries around waiting lists being even longer and being on a waiting list the time given being yet another year. New fear of leaving the house altogether and how on earth to navigate that. Unfortunately many with autism, mental illness, etc. have been out at much higher risk due to this virus but that hasn’t been recognised by central govt which has made it even harder to access food, meds etc.
- When I needed medication that was arranged really quickly and was appreciated

- It's very hard not being able to see my mother in her care home. And it is impacting on her dementia I think, being disconnected from me.
- I am shielded and on my own. I was very worried indeed at first about how to get food, because I hate feeling dependent on friends with problems of their own. I quickly found wonderful support for people in my position from the govt, from a national supermarket chain and from local shops. I am extremely grateful for how quickly and efficiently they organised delivery services.
- Reduced energy levels; tiredness; lack of motivation.
- My emotions seem more extreme at times.
- My husbands Mental health has been affected, already on medication for stress but this is not sufficient at present and hard to get him to the doctor at the best of times. May need to get help if escalates further. Also my daughter is finding being away from school and friends difficult and she seems quite down at times.
- It is surprisingly exhausting, mentally and physically. I am in the most vulnerable category and live on my own.
- It has effected all relations cosity and wellbing.
- Post operation scan cancelled which has increased our anxiety
- I am awaiting hospital referral for my feet. It’s not the end of the world and can wait but they are getting worse.
- Needs to be clearer about when restrictions are lifted
- I am a full time carer for my hubby but now he is having to look after me because I have broken my leg
- My husband is quite ill at the moment, but we have been told he will not receive any further help until the lockdown is over and normal services resume. We don't know what is wrong, and we don't know if it is serious, however there is no help to get to the bottom of it. This has put an extreme amount of worry on us, and I myself struggle badly with anxiety have ended up on antidepressants to try and get a handle on the situation.
- My brother, sister, daughter and mother are all shielded. There has been difficulty for them getting online deliveries of food. Anxiety as I am the only one helping has been high for me. Plus I can’t help my daughter as she is high risk due to chemo
- My mum is in 12 week isolation, she is not well and has several medical conditions and in a lot of pain. Following government guidance I am unable to see her and help her like I usually would. I am dropping off shopping when I can.
- you suddenly find out 1) who your friends are and 2) who can be bothered to communicate with you especially now e.g. previously emails not answered
- Its so hard to get a GP appointment.
- I am concerned for my own mental health as I’m currently on maternity leave with a new baby and also have a toddler. We’re all struggling with the Restrictions on our day to day lives

- Don't feel I can get help from Dr anymore. I feel a burden
- My mental health has suffered, have had help with it in the past and I can feel it is dipping again and I will speak with someone if it continues.
- The uncertainty can at times be overwhelming
- Overall I'm coping well.
- My mental health has deteriorated. I haven't rang a doctor though at times I think I might.
- At first I was in panic mode and worrying constantly but over the few weeks I've adjusted to slow pace of life , not having to manage my anxiety about going out to places/ work and beginning to like the quiet time and not rushing around and schedules. I like switching off from people/ the world being in my own bubble.
- I think the rules to restrict partners are understandable but if my baby needs to be in special care when it's born, I would be very concerned that the dad would not be able to visit the baby and bond, or support me.
- I had the symptons for about a week & self isolated
- I am currently pregnant with my first child. The last time I saw my midwife was at my booking appointment well over two months ago. Appointments have been changed and canceled last minute. My pregnancy should be consultant-led but I have had my appointments with the consultant canceled due to COVID-19. My husband (my only support system) has been unable to attend my scans and I feel extremely worried that I am not receiving the antenatal care I should be.
- Being a widow i'ts had a huge impact on me feeling lonely, my mental health & the chronic pain I suffer from. I also care for my Mum who has dementia & she is starting to feel very low due to not leaving the house. This is really a difficult time to deal with my Mum's mental wellbeing & my own & not having my husband to give me the emotional support.
- The worst aspect of the virus is the fact I am unable to get to my classes at Converge. I rely upon these to interact with like minded souls.
- I’m pregnant and really worried that as the level of service I receive will be less than usual it will adversely affect my baby. Worried something will slip through the net at some point. I’m also concerned about the impact on my husband and his mental health, he’s worried about not bonding with baby not being able to be present a scans or midwife appointments.
- before lockdown I saw my parents every weekend to ensure they had enough shopping, medicines etc. Because they don't live in the same toen as me I have been unable to visit them to ensure they are ok. Had to ask their neighbours to get their shopping and prescriptions
- I consider myself to be very fortunate with provision in York with the NHS service to order repeat prescriptions, an excellent Health Centre in Haxby Wigginton and the material advantages that so many people lack.
- on going headaches from using a lap top all the time, working from home and

tiredness.

- I am mainly quite stressed about the possibility of giving birth alone as we do not have backup childcare options without my in-laws who are self-isolating. Also worry about reduced staff in hospital if I have an emergency during labour.
- I have had a baby during lockdown. Midwives, hospital care and health visitor care has all been effected. Also not been able to access support group for breastfeeding which I have found very difficult as breastfeeding is currently a struggle therefore worried for me and my baby
- You need to help people not just people with this virus
- Health workers themselves seem worried and unclear about the situation, which is not helping.
- I feel the maternity service in the Ydh and in the community has been fantastic
- I don’t feel like I’m being cared for by my midwife. I’ve had one appointment face to face and one over the phone - I feel like I have to take my concerns elsewhere like the internet. Being pregnant for the first time is scary enough without Coronavirus. Also two out of 3 times I’ve had to deal with my gp practice the receptionist was very unhelpful and rude to me. I’ve honestly felt like a pain to deal with. Feels like my problems don’t matter anymore.
- I am feeling anxious about attending my 20 week anomaly scan as a mum to be who is high risk. Myself and my partner have both been self-isolating for 6 weeks and neither have symptoms, it would be welcomed if partners could attend appointments for high risk patients.
- Work has been a significant stressor. I am having to work in a different way to usual, with different resources, but being measured by the same targets.
- My father in law is having medication changed due to corona virus, this has worried him. The GP was useless when I sought help with a sick note for work due to being in the third trimester of pregnancy and having asthma but being expected to work in a hospital environment. This was affecting my mental health and my GP told me over the phone “this is not something I can help you with, I have told this to three women today already” this was a worrying response to someone asking for help for their mental health.
- I believe that if you and your partner live in the same household with no symptoms of Covid, the partner should be allowed into the labour room as soon as you are admitted.
- No dental appointments available for my child despite contacting the surgery we are registered at. My son is in lots of pain and we have only been advised to use calpol. This is not suitable long term and he is refusing to eat due to pain
- daily exercise is so important - if new restrictions come in for people over 70 I would be devastated.
- risk has increased within an already dangerously high case load

- Not been able to meet all expectations from school, work and home life. The blurring of boundries between work and home has resulted in significantly increased stress levels and stomach problems.
- Not used to having to stay at home so much - usually involved in so many activities. But appreciative of so many schemes set up to help people who need it.
- It has made myself and my husband more pro active about staying healthy. We have increased our physical activity outside the home with a daily walk or run.
- I've had phone appointments which have been good. It would have helped if my mental health had been checked on sooner, but it has now and I'm getting the correct help.
- I have a daughter living away from home with mental health issues - she is receiving support online but is missing family and home life but cant come home as no transport and her support is in London -
- I am not able to utilise my usually everyday coping strategies. due to lockdown. I have a history of mental health difficulties. My inability to self regulate and concerns over my son's physical health-he has to go for an operation but is on the vulnerable list have had a knock on for my mental well being. This has definitely declined.
- I am benefiting a lot from the cleaner air. Daily walks without pollution have improved my chronic sinus problems very noticeably. Please look at the health improvements due to reduced pollution and push hard for “not going back”.
- Physical health - Having cancelled my gym membership, I still work out with weights and stretch bands. For aerobic activity I go out for a cycle ride every other day for 20-25 minutes which equates to what ~I would do ion ther gym on a stationary cycle.
- The (very necessary) lockdown has polarised pre-existing mental health issues for members of my family.
- I had the symptoms and have now been off work for nearly 3 weeks, only just over the worse. I was unable to get tested at the beginning and then was told it was too late to test as it had gone past 5 days. Have struggled for breath and had chest pains, reality quite scared for my life. Didn’t want to call for an ambulance as that is the only advice it gave on the web once I said I hD chest pains. Would rather have spoken to someone medically trained to know if I really needed to phone ambulance. Still getting breathless, but not as much and don’t want to go into hospital. I know it must be COVID but won’t be included in official figures as not been tested
- It has impacted on collecting regular medication and impacted on my emotional well-being and ability to support for a close family relative who had a recent Cancer diagnosis, and needed surgery and the support I was able to provide

- The lockdown has really impacted my mental health. I was already mentally ill but it has made things worse. I have now started to have suicidal thoughts and have had to take a week off work due to stress. I am looking at getting a private psychotherapist, as I have been on the NHS waiting list for CBT for a year.
- My wife's blood tests and CTC Scan have been deferred so we are unable to be confident that her cancer remains in remission
- In the first 2 weeks of the crisis I was petrified about everything. Now I have been out to get food and medicine my anxiety has dropped from 10/10 to 7-10. It is up and down.
- As a fit and healthy mum of two I've not concerns for my physical health or mental health as we all have ups and downs. I am worried my youngest aged 6years is starting to feel the effects on not been allowed out for long or far and not seeing her friends. Her pleas to go out are more and her desire to see friends and just "do something". She's no longer engaging with home schooling fully (she was flourishing to start! - she's not academic). I bought a laptop for my kids to use but as my yet gets more and more online work it's difficult to share. I can't afford to buy another (nor do I want to for a short period of use) and I fear the families like me who don't fall into any brackets for financial support due to currently having too much savings because I am a sensible independent business owner and ensured I have enough to care for my family.... but for how long?? If I can't get my first pay in by the end of the year I am going to be in the brackets currently set out for help come spring but by then people will of forgotten about me and COVID-19 and I will be the unseen one who had too much at the time but the effects happen further down the line. My invoices are at least 3 months ahead of any deal I make... the industry I am in is built on confidence... who is going to have confidence or financial ability week one after this???? COVID-19 affects are way beyond lockdown. The government and York Council need to see that. Stop testing children for 2years (and beyond ideally). Consider prompting small independent businesses (those with less than £150k turnover or under 5 employees). Consider supporting the middle class in future who are "just" ok. Consider video "parties" for children... to help their mental health.... hire children entertainers (like Just Josh, A Elsa, A famous band etc) to have a free Virtual wellbeing "party"
- Exercise everyday is a real positive. Less time travelling is a real positive. Focus on food and physical wellbeing is a real positive. Am (mildly) concerned that my eye health and dental health isn't being monitored (do have concerns about deteriorating eyesight and inappropriate glasses)
- I have PTSD. This is as a result of trauma involving people. The messages around 'safe' distancing, and keeping away from others is having a profound and significant negative effect on my mental health and my recovery. I am concerned that I will be left in a much worse state and cannot see how I will

be able to overcome this. I live alone and now I am unable to do even basic things like getting food, I do not fall into the category of 'vulnerable' person and neither would I want to be described as such, however, this has left me in a very difficult position of being unable to access limited support. I feel very scared about the position I will be left in following this and concerned that as the government has already spent a great deal of money that the mental health aspect will be ignored and I will simply be left to cope alone. I cannot see a future in this scenario and have frequent thoughts and plans of suicide.

- Real worry about my parents becoming ill, needing a hospital stay and not being able to be with the nom. And I live away from them.
- Considering my experience a year ago when I had to be admitted to YDH with serious facial fractures, I am extremely worried if having to go there again because of COVID-19 and face age, racial and/or religious discrimination by a consultant who said it was not cost effective to treat me (I was not worth the treatment).
- I used to escape in nature, so I am much more aware of neighbours with mental health / drug issues, which can be quite stressful, although I don't feel directly unsafe.
- I have a child with autism and learning disabiliiy. Out of routine, feel fairly abandoned by school, dont have any regular input from health, dont feel we are on anyones radar. All our usual support is gone for now, my anxiety is very high.
- No Dentist been in pain for two weeks No optician need new glasses but appointment cancelled
- Obtaining my husband’s medication usually requires a blood test to check all is well. He has been unable to have a blood test now for two months, due to the current situation but thankfully his prescription has been issued. It would be helpful to know if at some point it will be possible for him to obtain a blood test. He is fine as far as we are aware and also understand that this is not a priority. However, as lockdown looks set to continue for the foreseeable future it would be good to know that this will be addressed.
- The NHS has been decimated by the Conservatives since coming into power. So an already struggling service has diverted resources to Covid treatment and people with other serious health problems will be left to deteriorate.
- I am diagnosed bipolar and ptsd - my mental health work (therapy with psychiatrists/psychologists, assessments for new medication, ongoing check-ins with my CPN) have essentially ground to a halt, my bipolar swings have dramatically increased and I’m very under-medicated and have suffered severe visual and auditory hallucinations as a result but feel like I have no avenue to sort this until if/when the pandemic is over. I recently had a psychotic break which resulted in self-harm following hallucinations, I should have been hospitalised until the manic episode passed but after consulting the crisis line was left to deal with it at home, my physical injury to my arm

could have probably done with a check by a&e staff but I didn’t want to go to a&e for fear of catching covid. It’s understandable for the NHS to have to prioritise physical health at this time and allocate resources to fighting covid, but as a mental health patient it feels like being in limbo.

- Jus can't wait to have a life again
- Having to travel for medication - lack of ability to get normal blood tests
- My husband is recovering from a stroke and sometimes gets frustrated about not being able to go out anywhere apart from having a limited time to walk. Although I do online shopping I am unable to go to a local supermarket for fresh food because if I become I'll there will be no one to look after my husband
- I would like to say that the staff at Changing Lives are doing an outstanding job in trying to offer me continued support during the lockdown.
- Just missing my family and not sure how to get medical help for other things
- I was shaken by the way events escalated in March and a feeling of helplessness. But I feel I've adjusted to the situation better than I thought. Am still working but on reduced hours. Am also an emergency volunteer for AgeUK, and off my own back have been contacting friends and neighbours - some elderly - with offers of help. Am also finding time my artwork which I've shared with friends plus MIND and Converge.
- Whilst I do not have a disability, I do live with and manage anxiety that was present before the pandemic began. I was having counselling which had to move to being held over the internet. I can definitely see that the pandemic has negatively impacted my mental health and my coping mechanism options (like getting out of the house and sitting in a cafe) are now restricted.
- I had a fall from a stair lift and was rescued by Be Independant but hurt my left arm whuch makes life difficult when .I have to transfer from a wheelchair. I requested some sort of support bandage/appliance from the doctor because if this. I was told it wouldn’t do any good and I should rest for a few weeks. (phone appointment)
- When leaving the house it is difficult to get where I am going without coming into contact with people who don't understand/care about the 2 metre distance.
- I was recently in hospital following a fall in which I broke the neck of my femur and it was horrible not having any visitors and having to rely on hospital food, which I think set my recovery back considerably. Also, when I had a stroke some 18 months ago I had physio as soon as I came home, several times a week. Currently I have only seen physios once since I have been home. I am hoping they will visit again shortly, and when they came they were very good but it would be nice to see them more often. I know this isn't possible at present, but it does cause enormous problems. Having recently been discharged from hospital, it is quite frightening to be at home with no medical support apart from a phone call. Carers come in to help me wash and dress,

but they are not nurses, and can't, e.g. check blood pressure etc.

- I've been very grateful for support from my counsellor (private as no NHS care available), and my colleagues. As a freelancer/pt employee financial insecurity is a huge risk. And being a vulnerable carer is very difficult to manage.
- I am in a vulnerable living situation where I can't do what I need to to take care of my health. This is causing me a great deal of stress. I am also confined mainly to a bedroom because my landlady is using the communal space/kitchen for her work, which creates a stressful degree of confinement for me. These factors have had a significant impact on my physical and mental health.
- No
- Partner very I'll in hospital with no visiting for 6 weeks. I am shielding at home. Little information given by wards makes situation much worse.
- I am worried once the lockdown has ended I will struggle to go outside as I have not left my house in 6 weeks so far and I feel the outside will be too overwhelming.
- I feel that mental health crisis services are less helpful than usual, with them even refusing to offer anything and hanging up the phone
- Community support and social action has been amazing. Local networks of support and connecting services such as LACs have been vital in getting information out and gathering the voice of people to inform strategic planning.
- although I know it is necessary and I am a supporter of the lockdown, trying to work in a restricted environment takes its toll and the feeling of helplessness is over powering at times
- Biggest concerns are for elderly relatives living away. Some regular screening appts have been cancelled. They may also be worried about safety of accessing health services. Deterioration in memory loss, lack of stimulation. Inability to adapt to change. Concerns that their mental health will have deteriorated during this episode.
- Lack of info about home made masks. Lack of clarity, honesty and strategy for this homicidal Tory government. Worried about daughter who is frint line ICU NHS
- Up to now I am reasonably okay but if this gets prolonged then may effect health and mind
- I am happy so far with the medical responses I have received whilst in sole isolation
- Not been able to get things you need. People panic buying. Shopping for yourself and others only to be told restricted item and them been taken off you. Even when you explain.
- Hate having to depend on others to get our groceries
- My wife has a dental problem which doesn't meet the emergency criteria but is causing discomfort and considerably adding to the stress of this situation

- I miss my friends and my family. I'm not as worried about myself as I am about others (I have kept my job and I am young and healthy). My family have been seriously impacted financially. My nephew is 5 and is struggling with homeschool. I'm concerned about his education (social and academic) being impacted.
- Huge strain on mental health as mother of 2 year old and 7 week old baby. Eldest usually goes to childcare 3 days a week and really feel I’ve missed newborn bonding time.
- no support network here as very rural so no idea what we do if I get ill (just finished own cancer treatment in Feb) and son has complex disabilities and health needs
- I am constantly aware of the risk of com8ng into contact with the disease either whilst taking exercise or as a result of deliveries to my home.
- I miss my regular exercise, swimming. It's the one thing I enjoy and it keeps me fit. I worry about following some of the exercise classes on YouTube as I've had various physical problems in the past and I'm concerned I might do more harm than good.
- Non NHS mental health support is unavailable.
- As live alone feeling isolated
- Carers have been with drawn from my sister of 94. She has not add any help inside the home for 4 weeks.
- I get so lonely. I can't cope.
- I’m struggling with anxiety and panic attacks. Very fearful about long term future and wellbeing. My elderly parents need help - I can’t give it because I’m afraid of infecting them. I miss my children and grandchildren, my wider family and friends.
- I want social and physical contact with loved ones
- Feels like other people without COVID 19 are being forgotten about ie cancer patients etc
- I am worried about the impact the stress and worry will have on my physical health, not just my mental health, as I have health conditions which impact on my immune system
- I'm a 47-year old male. The only value I have to society and my family at this stage is to work and provide. I have no savings and now no money because of this lockdown. I have a 2% chance of dying if i contract the virus and a 98% chance of survival. I need to work and earn and provide, and this lockdown is killing me. I feel now that 2020 will be my last year on Earth. Without the ability to earn and provide for my family I have no purpose. End this lockdown NOW. If I can't find work because of a persistent lockdown then this damn virus will be the last of my worries, because I'll be on the railway line outside my house and just another suicide statistic.
- I am going stir crazy
- I am worried that I do not go out enough. I am unable to walk very far, and I

don't know whether going on my mobility scooter is allowed as "exercise".

- Defining all those over 70 as requiring special attention. Many of us are fit and active.
- Mental health definitely has been a challenge to maintain on an even keel.
- The lockdown has had a positive affect on my health and my families health because it has reduced the risk of us contracting the virus. As limiting as the restrictions have been, I have been only too happy to comply because I am not anymore important than anyone else.
- My employer is expecting me to work full time, even though I'm part-time and isn't prepared to pay me for the additional work I'm doing. That's not a problem for part-timers but that's an abuse of anyone who is normally part-time I think. I think it's also a racist thing in my case.
- As a carer, I worry about getting the right care at the right time for my sister. I know this is a difficult time for everyone and I certainly don't want to risk the health of any medical staff, but the majority of the population do not have Covid-19 and I feel their needs are not currently being fully met. My sister is just out of hospital following a fall (broken neck of femur) and the GP was not optimistic about the availability of any care such as that she used to receive from York Integrated Care Team, even after this crisis is over.
- I do not like having only telephone contact with my GP . My practice no longer make routine appointments.
- Just going to sit it out but well aware this could go on for some considerable time which is depressing but better than the alternative!
- Considering the level of threat by Covid-19 it is reasonable to expect some discomfort but the fact that it is so necessary to protect me takes away the majority of the infringements of my freedom and restrictions. I am more concerned about the NHS staff who are being put at risk. My wife has had a colonoscopy of the back passage cancelled at Harrogate which has caused us concern as it has been required after a test result from the bowel cancer screening programme. We hope tgis will soon be resolved. Saying that there was no difficulty getting a scan yesterday at Selby Hospital after loss of blood from her bladder. I am retired but considered vulnerable with non hodgkins lymphoma being on watch and wait after one programme of chemotherapy. Being out of action physically for 2 1/2 years it has allowed me to get a large garden back into shape - Great!
- The complete shut down of a social life, not being able to see the few friends I have for just a chat.
- We are lucky in that our daughter is close by and does most of our shopping and collects our medication.
- very glad and grateful appreciation of friends help to get food and volunteers delivering medical supplies
- My mother’s care home is locked down and I can’t support her which is upsetting Our Gp can be accessed by email and follow up phone call I miss

the gym very much for the social aspect as well as the physical and mental health benefits We are lucky to have access to virtual classes and contact with friends and family. Daily exercise can also involve social connection at a distance

- I do not wish to disregard others worries, and obviously this doesn't apply to keyworkers. I am seeing and hearing alot of negativity regarding children and home schooling. I wish more people could try and see the positive in this situation and enjoy making memories with their children. I definitely think routine and exercise is helping keep my family mentally and physically.
- The mental health team who look after our daughter were slow to send a letter saying what they could offer during the C19 pandemic. Phone calls and Skype type calls are better than nothing but much therapy has been put on hold.
- This survey is all about the negative impact but I think for me there's been quite a bit of positive impact too as well. Slowed down, less stressed, less pressure to do stuff,
- Have had a couple of lows with this all.
- We are older people but have not had any suggestions or offers of help in York from neighbours but friends in other places are receiving help for shopping medications etc
- Having had a cataract operation, I am now unable to have my spectacles changed, and find I am having dizzy spells when in bed.
- Fully support the lockdown but it can be frustrating! Almost all the medical care my wife and I need is still provided _ well done!
- We just feel abandoned with the little support we did have and unless my D is suicidal we just have to deal with it ourselves, this situation makes anxiety worse so at a time when it’s needed more it’s been removed. Which in turn causes more anxiety in all of us.
- I require my facet joint Injections in May, I cannot even get a projected date now to relieve my chronic spinal pain. Skin Cancer .. my next appointment will be by telephone even though it is not until MID JUNE. This is no good as at all times a visual inspection is necessary and reqd. This is just box ticking and filling solution
- NHS mental health treatment stopped abruptly with no follow up.
- Very stressful trying to get an online shop for my mother who is self isolating and lives 100 miles away. We are unable to support her as we would like
- I have historic ptsd and burnout, both of which have been re-triggered by the lockdown in terms of anxiety and severe overwhelm keeping me from 'normal' functioning for days at a time in the first 4 weeks of lockdown. The symptoms are only now beginning to ease back. This has, in turn, put strain on my partner as he has had to watch on, helpless, while I work through each bout of overwhelm.
- My anxiety is very severe and it is very difficult to manage coping strategies while worries for those I care for a really high too. Not coping well working

from home and drinking alcohol daily as coping strategy is causing further anxieties.

- My wife has Lewy Body's Dementia which is very wearing. With not getting any respite even a couple of hours a week means I cannot get away from it.its stressful and very tiring.
- father in law positive covid. sent from York hospital to nursing home for 14 days quarantine. Back home for 2 days and had to be re admitted positive covid therefore high risk infecting shielded wife. Should be tested on discharge to reduce transmission
- Although very difficult, it is the best option at this moment in time to stay in lockdown. I hope safety is put first in deciding when to lift restrictions.
- I need to see a cardiologist.
- I have a son with autism and learning disabilities. In 'normal' life we have good support from family and groups, but nothing from health or social care. Due to lockdown all of this is removed. It is very hard at times. I was due to have some tests the week before lockdown, they were cancelled due to the virus. I am still on the temporary treatment plan, for who knows how long. This is not life threatening but it is having an impact on me and my ability to carry on as 'normal'
- Very worried about what care my 90 year old mother would receive if she got Covid 19. Worried about Covid 19 getting into my aunt's care home
- I have a friend who lives over 100 miles away. She has been suffering a deep depression throughout the lockdown period as she lives alone. Ordinarily I could've travelled to see her to try to comfort her. The fact that I am sticking to the rules has had a detrimental effect on my own mental health.
- I lost my wife to a brain tumour in October 2019, I am the sole carer of my father who is nearly 93, is diabetic, suffers from aortic arithmia, and shortage of breath. I am now locked down with my father who lives with me for at least 3 months. I have been furloughed and am locked down in the house that my wife died in and cannot escape many raw memories. I find it hard to talk to my Dad at all because if he wasn't here I wouldn't have to be.
- I wish better explanations were routinely available on how to get prescriptions via NHS app, what info is required and how to access it as is not as simple as just downloading the app.
- lockdown does not bother me, but for my Grand child who has High functioning Autism it is difficult . The 14yr old has school friends on line and school work so is engaging ..But I am not sleeping due to worries re If I am ill
- No
- My mum has just been diagnosed with stage 4 cancer - other things still happen not just covid 19 - this Needs remembering and focus should remain on these other illnesses as well
- Concerned about psychological and health effects of isolation on elderly mother.

- Care packages eg food packages are not suitable for people who have dietary allergies and coeliac disease who can only eat a gluten wheat free diet
- My physical health is probably better, because I have more time and flexibility to exercise at work, and make sure I go out for a walk every day. I do worry about the mental health impact of this, as I don't like feeling isolated from loved ones (those outside of my household).
- It has been difficult not having support in person from health visitors and family with our newborn baby and having our toddler home who should be in preschool. We've had to cancel gp check up and vaccinations twice just in case we have Covid 19 due to either feeling under the weather (probably sleep deprivation) or a new mild cough - understandable to be cautious but has impacted on medical checks and late vaccinations. Mental health is suffering but more the occasional bad days rather than longer lasting issues.
- Online GP appt with follow on call worked well and prescription delivery service has been excellent. Some wobbles with mental health. Some concern for cancelled hospital appointments, worry about impact backlog will have for recently identified issues. Other long term health problems under control, fortunately.
- Doctors are too rigid and make it too difficult to get repeat prescriptions, I had 3 due last week and 1 due this week , had to apply separately and have to collect from local chemists twice, can no longer caring up, have to order through Sytemonline, can't use Echo anymore and wouldn't pull script forward for one item even though requested. I am on extremely vulnerable register yet have to go to chemist 2 weeks running as doctors are too rigid with there prescription rules. And it's ridiculous you can't use Echo or equivalent or request over phone
- I am concerned about the mental health impact on one of my children who is really struggling with the lack of social contact.
- I am in constant pain with my hips - at 50 I am having to use a walking stick and prescription pain killers - I have been told I will have to wait until the lock down is lifted. It is now impacting on my mental health - I also feel like a criminal if i leave the house. I am likely to be menopausal, but again, their is no help available except a brief telephone call ... the message that has been given, healthcare has been shut down to facilitate px's that need treatment for covid 19.
- My carer is scared of getting fined by the police so he is not coming to mine. He lives in Harrogate so it's a way away.
- The whole process is like a grief. It has had short and will have long term effects on mental health. We are relatively privileged and fortunate with employment however the mental health effects from not being able to see family and increase in alcohol consumption is significant.
- The lack of detailed information by all parties , Government ,media, Press. As am elderly retired Technical Information Officer for an international Healthcare

R&D Company , this is frustrating and causes anxiety. I am single and have no close relatives.

- I have to depend on neighbours for help because my friends are all of similar age, or older, to myself (84 in May)
- I just want to move about freely and stop the MS taking hold because I know that slowly I am becoming much much less that the person I was, disregarding my age. I have kept busy spring cleaning and in our small garden
- Two things I think could maybe have been included here (in general) are concerns about dental treatment (it seems really unclear what is available) and increased risk of problem drinking etc.
- No thank you.
- I'm 86, and I worry greatly that if I get the virus, as I understand it, there seems to be absolutely no provision made for my treatment or care - I will simply be left at home.
- I work in an addiction service, the lockdown has meant that alot of support offered to individuals i.e. groups, mutual aid etc have all had to be cancelled and therefore has contributed to increased isolation and increased drinking. Myself and my family are fortunate that we have access to online mediums to stay in contact and that we have not needed to access any medical support during this time or having to access a hospital.
- I’m worried about 2 surgeries and when they will happen.
- I’m in alcohol recovery so lockdown has affected my ability to go to AA meetings and other recovery events
- I work for the Stroke Association and I am concerned about the number of people presenting with stroke has been severely reduced. Can CCG promote that stroke is still a medical emergency and that they should seek immediately help.
- The vacillation of the government over face masks is most worrying. It has been proven in several countries that masks work but still the Government shills shallies. It is most disconcerting.
- I have serious health issues and my husband is my sole carer. Prior to lock down a problem would have been resolved by a visit to the relevant hospital department or a home visit by a nurse. We now have to try and resolve these problems ourselves, talking where possible to the medical staff by phone. It is very difficult for us to explain the precise problem or for them to diagnose and suggest a treatment without being able to see the problem for themselves. (
- constantly wondering when i'm finally going to be allowed outside house again
- anxious about people who can not or do not have access to a computer to find out about getting help of any kind.
- ALTHOUGH I AM 77 AND FULLY FIT & ACTIVE, THE LOCKDOWN HAS MADE ME MORE AWARE OF MY AGE AND IS DEPRIVING ME OF THE LIFE I WISH TO LEAD

- I do not like the lockdown period and believe it is too stringent. I do believe it is necessary. Though look at Sweden which has a more relaxed attitude. Furthermore why is Sweden not mentioned on the news when statistics are discussed
- 12 months ago I had a branch retinal vein occlusion and was simultaneously diagnosed with suspected glaucoma & have been followed up regularly since at York Hospital, having been warned of the risk of serious complications. These appointments suddenly stopped & are overdue though presumably my vision remains at risk. My husband has a form of Parkinson's with cognitive issues and I am concerned about my ability to care for him should my vision be affected and/or his condition progresses or both. At the moment we do not need help but there must be many people in similar situations to ours, and worse. It is difficult to see how the NHS will be able to respond to an increasing backlog of unmet medical needs once Covid-19 is under control. It is not only cancer care that is an issue although that seems to dominate the news. If my vision were to be seriously affected my husband is unable to look after me and we would both need care - possibly a bigger impact on the health & social care systems than would have been the case had "routine" services continued.
- I would like to see bigger and better plans for testing. We have no idea how many people have actually had the disease and how it is spreading within our communities which suggests to me we are missing opportunities to learn more and be better prepared if anything like this were to happen again.
- I am concerned about access to dentistry during this time. I am currently experiencing some jaw pain which I think is probably related to TMJ but am concerned about it being toothache and how I will access dentistry if this is the case, particularly in the longer term.
- I believe that there are positive lessons to be learnt from the lockdown eg increased contact with family & friends by digital means. Personal responsibility for our health is also to be encouraged with less reliance on the NHS and/or A&E.
- As far as I can see, looking after my parents, provisions for fulfilling prescriptions are working well. On one hand, lock down provides time with my father in what are probably his last days but, being self employed, it is a hell of a financial worry.
- So many messages - explicit and implied- about how disabled people are less valuable lives is eating away at me.
- I rarely go out as I am lucky to have a garden, though have started cycling again occasionally. When I go shopping I am shopping for myself and my husband -and I'm also shopping for my elderly mother in law. This can be stressful a) because I'm scared of getting the virus; b) because it's difficult juggling 2 shopping lists c) because I feel like I'm rushing to buy everything and get out of the shops quickly d) because people are panic buying and I

cannot find everything we need.

Appendix iii: Feedback from interviews and conversations with the community including: Healthwatch York and North Yorkshire, Dementia Forward, advocates for deaf people, York Carers Centre, York Mind, patient participation groups, carers, and service users with disabilities and mental health conditions.

Conversations with the community – Feedback April 2020

Deaf Community

The Deaf community in York were struggling to understand the impact of Coronavirus on everyday life. For example: a Deaf parent sent her child to school, as she hadn't realised that because she was at home, she needed to keep him at home.

Sign Health have been excellent at keeping the Deaf community informed via BSL posts on the internet. We have also been regularly updated the Deaf Café Facebook page with relevant updates and information.

However, not everyone has access to the internet, particularly older people, so their access to information is much more limited. For deaf people who do not use BSL, there are also issues around access to information.

Need BSL interpretation on PMs daily briefing.(as per petition)

Deaf person from Leeds contacted fb page about probs with Audiology – Annalee was unable to help as she only has info about York services.

The Deaf Café Facebook page is obviously helping a wide group of Deaf people in the city - however, it should be noted that Annalee's role is with CYC Deaf children, and this is really only an off shoot of this, which has grown to fill a space, which Adult services should be filling.

York Carers Centre

- At first mainly people worrying about what if (they have to self isolate/ carers can't come etc) & advice on making plans
- A few questions about PPE- we are exploring options for this- we have the CCG recommended providers list & a link with the LRF, but seems the guidance for paid carers is different than for families/ unpaid carers and some carers very anxious about passing on the virus and consequences of that should it happen (emotionally as well as physically)
- Concerns about being able to support someone who might need to go to hospital (e.g. if they have autism / other conditions / MH etc)
- Stress & anxiety about the situation is causing some an exacerbation of existing conditions such as epilepsy, mental health
- Financial issues, benefits, work related & cash flow- given out some food bank vouchers & linking in with our benefits advisor
- Child to parent violence, we have had 2 families caring for children with additional needs say incidence of violence towards them has increased since lockdown. We are liaising with relevant teams/ services but situation is very tricky and the Respect programme run by IDAS doesn't have much capacity & may not be relevant for all families dependant on age of child. Also domestic abuse- adult to adult, increase in impact due to lockdown. Our concerns re this is if people will be more reluctant to follow advice/ seek help as don't want to put more pressure on services.
- Many contacts about difficulties accessing shopping. We have provided letters of proof of need, and CYC volunteer response seems to be helping with this- varies according to area. Some with special diets have taken longer to get help, but things have improved & supermarkets seem to be getting better at understanding needs
- Carers struggling as unable to access support/ outlets which would normally keep them well- difficult to talk if person is present, this includes people caring for someone with dementia & some on line groups can cause more confusion in these circumstances (cared for not understanding where they have just been after accessing a singing group on line). Increase in isolation for carers & caring role 24/7 with no break.
- Coping with Bereavement much more difficult at present, and some caring for those at end of life are finding things tough emotionally.
- Medications- some have had issues having to switch brands which they have been previously told is not advisable & some have struggled to access repeat prescriptions with changes on how to do this.
- Conflicting advice- GP told no need to shield but other information suggests they should do so
- Some carers have found the restrictions useful in putting boundaries in place
- Financial- our benefits advisor and advice worker dealing with these

- Health, lots of people worrying about what if… so we are giving advice based on public health messages and helping carers to develop a plan in case they or the person they care for were to develop any symptoms. Reassurances about what is the right thing to do
- Medication and food have been some of the issues but there seems to be things in place to mitigate against these and we have been signposting to these and giving out food bank vouchers where appropriate.
- Lots of emotional support- helping carers who feel incredibly guilty at not being able to visit or provide the same level of care they usually do, some heart breaking stories
- Providing carers with practical help- letters to prove they're registered carers to enable them to go shopping for vulnerable people, access to grant funding for things that might help them stay safe/ well at home.

I do foresee a longer term impact on carers own health and wellbeing, even when this is all back to 'normal'. Also as issues arise such as testing- this is likely to be the next thing we see an increase in calls about and the difference between advice for paid carers and unpaid carers being an issue. It should be considered that some carers are still working, and some are providing care for more than one person so concerns about keeping everyone safe will be at the forefront of people's minds.

York Mind

Most feedback comes from the mental health perspective. We have seen an increase in need for our Covid-19 response service now – it's growing and growing so I think the impacts on mental health as expected are starting to show as we probably all very much expected.

Increased calls from clients suffering with OCD

- Unable to eat for contamination fears, handle food shops, cleaning repetitively, so putting health at risk by overuse of toxic chemicals. We've had a number of calls from clients with these issues.

Financial issues

- People in temporary contracts losing jobs. Self- employed people struggling to cope-pay bills, etc. Poor access to benefits advice-claims turned down, long delays, etc.
- People struggling to access Universal Credit due to not having a phone, technology etc. being on hold for long periods of time
- Not being able to get through to CAB

Poor access to MH service

- People being discharged at a time when they need increased help. No access to Haven, crisis service not answering phone, not knowing how to access video services for MH services e.g. psychiatry and needing help.
- Clients in the community have described feeling intense isolation, leading to decreased motivation, anxiety and low mood. Clients are struggling to access mental health services, and sustain mental wellbeing.

Client's not having access to technology

- Someone needed to attend a telephone conference for meeting about his health but did not have a telephone, others not having smartphones so cannot access video technology for meetings about them etc.
- Regular reports of clients with no IT skills and/or no access to technology, feeling left out

Access to GPs

- Example of one client who the GP surgery would not email and would only phone .client doesn't have a phone and so an advocate had to provide their mobile number for contact.
- People reporting not being able to get through to someone on the phone
- Some calls from people confused as to whether GPs are open
- Haxby Group – causing confusion with voicemail – just being redirected around the system

Social isolation

- Increased loneliness of not being able to see friends – whilst social media is a helpful tool for this, it also fuels the negative aspects – comparing self to others; a sense of others are coping why aren't I? I've also spoken to people who are due to start University in September and their worries/anxieties around this in the current circumstances.
- lots of reports of people feeling very low due to social isolation. Even things such as food and medication deliveries where there would normally be some interaction is now minimal. This is affecting mental health
- Missing face to face contact with friends.

Increased Mental Health issues:

- Stress and anxiety about the future in many respects - work, money, travel plans, moving house, health worries etc.
- Example of a young person in our counselling service who was improving significantly during counselling, who now as a result of having to spend more time at home is deteriorating due to relationship with Mum
- Not being able to do usual routines outside which is causing anxiety and depression.
- Impact of coping with working from home and home-schooling, not finding enough time for self-care. Increased anxiety. Moods more up and down.
- One lady, who struggled to go out prior to this, is even more reluctant to go out now, fears around what the outside world holds have intensified.
- One lady discussed feeling guilty about allowing children to be on phones/tablets for long periods of time while she tried to work at home. Feels pressure of trying to home school the children and do her work at home.
- Many clients have expressed their intense loneliness during this crisis, inpatient and community based clients
- Clients describe activities, resources, services, etc., they used before COVID-19 to manage their mental health, now they're not there, they are struggling to manage and feel their mental health deteriorating
- Inpatient and clients in the community have described increased catastrophizing thoughts, and increased fear and distress
- Most of the clients I'm speaking with are struggling to find things to do, which is having a negative impacting on how they feel about themselves, as they have gone from having a full schedule to nothing. A lot of clients make use of busyness to distract from negative feelings, clients don't have this anymore which is leaving them feeling vulnerable.
- Worrying/feeling guilty about asking for help when services/organisations are already under huge amounts of pressure
- Worry about needing other support in time of lockdown – so dentist, getting prescriptions, fixing car, getting plumber.
- A few clients reporting difficulty in maintaining a positive approach to being at home, and self-isolating in the face of constant news about Covid-19. This is causing difficulties with managing previous anxieties (either around OCD, or emotional regulation in general e.g PTSD) and / or experiencing inertia / depression.

Impacts on physical wellbeing

- Reverting to less healthy coping mechanisms: eating more, drinking more, negative script replaying that no-one cares about them.

- Number of clients who live on their own and unable to work at the moment. All their routine has gone out of the window, impacting on their sleep and they will regularly stay up until 5 in the morning

Physical health

- Person had broken their tooth. Could not get a dentist anywhere. There was an emergency dentist in Hull but expected the person to drive there but the person didn’t have a car so couldn’t get there. Was very distressed
- Confusions around people not knowing if they can present at A and E and ringing our advocacy service as long waits for 111
- Repeated calls complaining for long waits at 111. Quotes of four hours on one call, and one call for two hours
- Concerns from concerned relatives about their relatives in care homes being at higher risk of Covid 19, and one relative wanted to remove their relative and being informed she would be kidnapping her

Relationships

- Having a negative impact on the clients relationship with her husband (the more time they spent together, the more she realised they weren't in a happy relationship).
- Separation of one couple due to the increased strain coronavirus has put on their family

Dementia forward – Carers and people living with dementia

People living with dementia (PLWD)

Themes from the community:

- PLWD asking to go out as they do not understanding lockdown. They cannot understand why they cannot go to shops or be near people.
- PLWD being obsessed with virus and very upset and anxious.
- Cancelling carers or being cancelled by carers.
- Concerns about virus in care homes.
- Fear of having to go to hospital.
- Difficulty collecting prescriptions/medication. Many people with dementia are not online and cannot order repeat prescriptions in this way. The telephone lines for prescriptions in some surgeries are only open for a couple of hours and they may not be able to get through.
- Isolation - PLWD living alone and experiencing fear with no support nearby

- Isolation - carer living with PLWD and trying to manage with no respite provision
- Isolation - those carers who live away from parents and fearful about parents ability to manage
- Fear about attending regular appointments at GP for blood tests, or at hospital for macular injections at eye clinic etc
- Those awaiting a memory diagnosis, without a clinic appt in place / or have had a clinic appt cancelled and are not yet sure of diagnosis. This means they could be missing out on prescribed medication they may be eligible for.
- People putting physical health concerns aside as they are not wishing to have contact with their GP
- Normal infections such as UTIs etc are not being done. People are living with undiagnosed infections.

Carers for those living with dementia

- People are close to crisis point/capacity. Normally carers would be able to go out, for a drive/walk, but now they are not able to because of lockdown.
- Getting out had been a 'lifeline' for them to allow them to keep coping and get some time for themselves
- Coping 24/7 with no breaks due to no respite or day care – really hard
- Respite care – need more of it as they are 24/7 caring
- People struggling with shopping, unable to take PLWD into shop and also unable to leave PWD at home

From the point of view of dementia forward

Positive outcomes:

- GPs and voluntary sector working closer together. DF have been able to contact dementia patients on behalf of the surgery and offer support and signposting.
- In Selby the GPs, Selby AVS, Falls service and dementia forward have been working well together, and providing joined up response for patients. This has resulted in less duplication of referrals and less wasted time.
- More collaborative working.
- Volunteers helping in local villages – collecting medications, flyer drops offering help, well served locations

Negative outcomes

- Loss of face to face contact. Cannot provide the same care over the phone. When you see a client face to face you can provide more support, look at body language, assess the situation.
- Dementia groups are not running anymore. They were part of the routine for PLWD. As the world gets smaller for someone with dementia, the groups are inclusive and a life line for many. Worried that the groups will not be able to open for a long time due to the vulnerability of the clientele they serve. They vastly improved quality of life.

Carer of child with a MH condition

Care from TEWV:

- TEWV is ringing every week to check in. It's nice to be checked in on.
- Down to how each team responds and if are they prepared to pick up the phone and speak to the carer. People will sit on stuff until it goes pear-shaped – as they feel let down. Carers don't think that people care, so they won't say they are struggling.
- Face-to-face contact is important
- We received a letter from TEWV three weeks into lockdown. It was too jargonistic and wasn't personal. Should have said – 'we are here for you and this is how to contact us…'

General feeling and worries:

- Everyone at the beginning – so frightening everyone shut down. No one dared to lift the phone. Initially sitting tight.
- Exacerbated the divide between those who are online and those who aren't. Cannot leave them behind in this technological revolution.
- I have had some really difficult days – really hard. Nothing in our house is normal. It's find if you have a means of escape.
- For some people life is no different, as they are already socially isolated. However, it's appalling if you are socially isolated as a norm.

Groups and socialising:

- Closure of face-to-face groups is hard on my child as they don't like using technology.
- For myself: I rely on groups to get out the house and keep myself well. Really missing all of my groups – meeting friends and carers and all those positives.

What do carers need?

- Carers need to be contacted as a check in to see if they are coping and to know that someone is there looking at the case.
- A useful and useable method for carers to contact a MH team. The CMHT needs to be more proactive about saying you can ring/email them.
- Carers and their mental health need to be considered. If they get unwell and cannot support the person. Carers centre is great for this.
- Communications is key – regular catch up (every four-six months) with the team.
- Building relationships and trust.
- Carers will often try and mange until it is too late.
- When services step down, we (carers) have to step up and it can be exhausting.
- Relationships with organisation. Don't just say carers are important – mean it.

Service user with a physical and sensory disability

Impact on me:

- Much of my care at the moment is from carers. I worry about them as they do a fantastic job and more needs to be done for them. They are not given enough protective equipment. As they don't work for the NHS they often cannot get the same privileges – such as getting to the front of shopping queues.
- I am receiving more help at this time, as carers have time to clean my flat!
- Don't like not being able to get out and do my own shopping. I am not in control of my life.
- Normally on a Monday I go to the gym. I am trying to do exercises in the house, getting in and out of my chair.
- I have got enough medication. Caring staff drop off medication for me.
- Dentist appointment has been cancelled.
- Good side is that by not going out hopefully I won't get ill.
- Get a phonecall every day from Keyring.
- I worry about not seeing people and what happens if my carers get ill – who will come and look after me if I get poorly.

General impact:

- People who have autism may find it more difficult to understand why they need to distance. Need better explanation for people with a disability. The Minister for disabilities needs to be on TV taking about people with disability.
- North Yorkshire CC has set up a helpline.
- Needs to be better communication from social services about what people can and cannot do with social distancing.
- Plan and prepare for the next time – so that people are clear what to do when it happens.
- For people with a learning disability – explain why people may be wearing different clothing.

Information from Healthwatch North Yorkshire

We have heard about how Covid-19 has caused delays for people on waiting lists for mental health services and the impact that this has had on them. People have told us that when they have tried to contact the crisis team they have reached an answerphone. One person told us: 'I feel uncared for and the virus is being used as an excuse for poor care'.

We have heard that therapeutic work has been delayed as it cannot take place over the phone, and have heard that people have found online courses are not appropriate for their needs. We have also heard concerns about the impact of the lockdown on people who had had previously been working to overcome difficulties leaving the house. One person spoke to us about the impact of media reporting on mental health and a wish for "positives" in reporting.

We have heard from the VCSE sector that they are starting to see the impact of loneliness and social isolation on people's mental health now, as social distancing measures continue. Some people have told us that those who are on the vulnerable list continue to struggle getting online shopping slots. Others have told us that initial issues with shopping seem to have settled down now and that people are managing to get what they need through a combination of online shopping, local delivery services and essentials boxes.

We have heard how hospital staff have helped the relative of a patient with Covid-19 to say goodbye, and have been told about the difference that their kindness and honesty had made during a very difficult experience.

We have also heard about difficulties with transport for patients needing to get to routine hospital appointments. We have been told that some community transport services, which people normally use to get to their appointments, are currently not running. From our experience, it seems that not all NHS staff know about the referral process for the NHS Volunteer Responder Scheme which involves a Patient Transport component.

We have heard from people who are concerned about residents in care homes. People have told us that they are worried about the level of training and expertise that nursing home staff have to be able to deliver the necessary care to residents with coronavirus symptoms, and are concerned about whether care home residents will have access to the same level of medical care as people who live in their own homes. We have also heard concerns about the effects on residents' health of having to stay in their rooms, and how one care home has responded by using the garden in line with social distancing rules. One person has told us that they think it should be routine practice for all care home staff to have their temperatures monitored before the start of the day.

We have heard about the impact that the closure of day services and respite sitting services is having on carers' mental health. We have heard how this has caused particular difficulties for carers who need to attend to medical appointments themselves and have had difficulty finding someone to sit with the person that they care for during this time. This is particularly difficult at a time when hospitals have restricted people bringing companions with them to appointments. We have been told that some people living with dementia are struggling to understand why the cannot leave home.

For more details on this survey please contact voyccg.engagement@nhs.net