

Health and Wellbeing during COVID-19: Survey Results

July 2020

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Introduction

Everyone living in East Sussex was affected by the COVID-19 outbreak and subsequent lockdown which commenced in March 2020.

Healthwatch East Sussex, the local independent health and care watchdog launched a survey in late April 2020 to explore the direct and indirect impacts of the lockdown, social distancing measures and changes to services on people's health and wellbeing.

The aim of the survey was to capture a snapshot of people's experiences, both positive and negative, and share these with service providers and partners across East Sussex to inform the COVID-19 response, but also to identify any longer-term effects resulting from the crisis.

The survey focused on several themes, including:

- The impact of the lockdown and social distancing on day-to-day lives
- People's most pressing concerns and levels of anxiety on different themes and issues
- Changes to people's behaviour, including levels of physical activity and food consumption
- Effects on physical and mental wellbeing, including how and where people sought help
- Experiences and impacts of changes to health and care services, including the use of technological solutions such as Apps and Video appointments
- How people obtain and interpret information and advice, including identifying what is and isn't official
- Levels of confidence and identifying and responding to COVID-19 in their household

The survey ran in web-based and hard copy format until the first week of June and a total of 1,209 responses were received.

This report sets out the quantitative responses received to the survey.

Methodology

The Healthwatch East Sussex ‘*Health and Wellbeing during COVID-19*’ survey used a combination of 22 closed and open-ended questions to capture the direct and indirect impacts of the Coronavirus pandemic on people’s lives. For a copy of the survey - please see Appendix 1.

Survey questions were devised following an analysis of existing surveys and engagement activity being undertaken across the country, both within the Healthwatch network and by public, voluntary and academic organisations. Intelligence gathered through engagement with partners and the public in East Sussex was also fed into this process.

Survey promotion and distribution

Following its official launch on Monday the 27th April, the survey was distributed and promoted in a range of ways, including:

- Extensive promotion via the Healthwatch East Sussex website and social media channels (Twitter and Facebook)
- Distribution of promotional flyers to a neighbourhood (postal round) in Eastbourne
- Distribution of promotional flyers in food parcels distributed to vulnerable and shielded households by East Sussex County Council and by multiple Food Banks
- Collaboration with statutory organisations, health and social care providers, local businesses, voluntary sector partners and community groups to promote the survey and encourage their own staff to participate. For a more detailed list - please see Appendix 2.
- Direct emails to contacts and organisations
- Document versions of the survey were available for download from the Healthwatch East Sussex website, and hard copies were available on request. An option for completion over the phone with staff members was also put in place.

Survey responses

The survey ran until the first week of June and a total of 1,209 responses were received.

A breakdown comparing the location of respondents to the survey against the distribution of the population of East Sussex (see Table 1) indicates that the proportion of respondents from Wealden District were broadly in line with the make-up of the county population, whilst Rother District had a higher proportion of respondents and Eastbourne Borough, Hastings Borough and Lewes District all had lower proportions of respondents to the survey than the county figures.

Table 1 - Comparison of location of survey respondents against usual resident population of East Sussex

	Survey respondents		East Sussex population (2019)	
	Number	%	Number	%
Eastbourne Borough	162	13.4	103,745	18.6
Hastings Borough	160	13.2	92,661	16.6
Lewes District	161	13.3	103,268	18.6
Rother District	311	25.7	96,080	17.2
Wealden District	384	31.8	161,475	29.0
Outside East Sussex	27	2.2	N/a	N/a
No response	4	0.3	N/a	N/a
Total	1,209	100.0	557,229	100.0

Source: ONS Mid-Year Estimates 2019 (ESiF 2020)

As Table 2 indicates, the age structure of respondents to this survey differed from that of the county of East Sussex. A higher response was received from those in the 50-69 and 70 and over age categories, a comparable response was received from those aged 35-49 and a lower response was received from those aged 18 or under and 19 to 34. *Please see the parallel Children and Young Person's Survey which was focused on those aged 11 to 18.*

Table 2 - Comparison of age of survey respondents against usual resident population of East Sussex

	Survey respondents		East Sussex population (2019)	
	Number	%	Number	%
Aged 18 or under	13	1.1	112,313	19.1
Aged 19 to 34	91	7.5	85,327	15.4
Aged 35 to 49	231	19.1	95,442	17.1
Aged 50 to 69	541	44.7	155,515	28.0
Aged 70 or over	327	27.0	108,632	19.4
No response	6	0.5	N/a	N/a
Total	1,209	100.0	557,229	100.0

Source: ONS Mid-Year Estimates 2019 (ESiF 2020)

Approximately two-thirds (73.1%) of respondents to the survey were individuals who indicated that the gender identity to which they identify was female, which is significantly higher than for the population of East Sussex where the figures is 51.5% (ONS Mid-Year Estimates 2019 - ESiF 2020).

Of the 1,209 respondents to the survey, 1,042 participated in the equality questionnaire. As indicated in Table 3 the ethnicity of respondents were broadly in line with those for the population of East Sussex (as at the 2011 Census).

Table 3 - Comparison of survey respondents' ethnicity against usual resident population of East Sussex

	Survey respondents		East Sussex population (2011)	
	Number	%	Number	%
White British	947	90.9	482,769	91.7
White Irish	12	1.2	3,966	0.8
Black African	1	0.1	1,800	0.3
Caribbean	0	0.0	771	0.1
Any other Black background	1	0.1	341	0.1
Gypsy/Traveller	1	0.1	815	0.2
Mixed White & Asian	5	0.5	2,584	0.5
Mixed White & Black African	3	0.3	1,023	0.2
Mixed White & Black Caribbean	6	0.6	1,947	0.4
Any other Mixed Background	10	1.0	1,919	0.4
Bangladeshi	0	0.0	1,042	0.2
Chinese	1	0.1	1,931	0.4
Indian	1	0.1	2,253	0.4
Pakistani	4	0.4	317	0.1
Any other Asian background	1	0.1	3,600	0.7
Unknown	2	0.2	n/a	n/a
Prefer not to say	16	1.5	n/a	n/a
Any other ethnic group	15	1.4	19,593	3.5
No response	16	1.5	n/a	n/a
Total	1,042	100.0	526,671	100.0

Presentation of responses

The results section of this report provides a numerical and percentage breakdown of the responses to each closed question that was asked in the survey. These are presented in tables with accompanying graphs.

The percentages shown reflect the number of responses as a proportion of the total number of respondents to the survey (1209). Any deviation from this, such as where respondents were able to provide multiple answers to a question, will be identified alongside the question.

Summary of Findings

- The greatest proportion of respondents to the survey were from Wealden District (384 - 31.8%), with 311 (25.7%) from Rother District, 162 (13.4%) from Eastbourne Borough, 161 (13.3%) from Lewes District, 160 (13.2%) from Hastings Borough, 27 (2.2%) from outside East Sussex with 4 respondents (0.3%) not completing the question.
- Those aged 50 to 69 provided the greatest proportion of responses to the survey (541 - 41.7%), with 327 (27.0%) from those aged 70 and over, 231 (19.1%) from those aged 35 to 49, 91 (7.5%) from those aged 19 to 34, 13 (1.1%) from those aged 18 or younger with 6 respondents (0.5%) not completing the question.
- Approximately three-quarters of those responding (884 - 73.1%) indicated that the gender identity with which they most identify was 'female', with 309 (25.6%) indicating 'male', 8 (0.7%) providing no response, 7 (0.6%) preferring not to answer and 1 (0.1%) indicating 'Other'.
- Of those responding, just under half (534 - 44.2%) had an existing medical condition, 198 (16.4%) had caring responsibilities, 97 (8.0%) had received a letter indicating they were vulnerable to Covid-19, 61 (5.0%) had received a food parcel, 53 (4.4%) had caring needs and 8 (0.7%) were pregnant.
- The most commonly identified issue that respondents had undertaken or experienced 'more often' since the Covid-19 outbreak was 'feeling anxious about the future' which was identified by 810 (67.0%) respondents.
- The most commonly identified issue that respondents had undertaken or experienced 'less often' since the Covid-19 outbreak was 'Engaged in physical activity' which was identified by 476 (39.4%) respondents.
- The issue the greatest proportion respondents were 'most anxious' about was 'Becoming seriously ill with Covid-19' (485 - 40.1%). The second most frequent response was 'Impacts on family and friends outside my household' (453 - 37.5%) and third was 'Catching Covid-19' (369 - 30.5%).
- The issue the greatest proportion of respondents were 'slightly anxious' about, was 'Impacts on family or friends outside my household' (632 - 52.3%). The second most frequent response was 'Catching Covid-19' (623 - 51.5%) and third was 'Future plans e.g. holidays or events' (526 - 43.5%).
- Approximately half of the respondents to the survey (613 - 50.7%) indicated that they didn't have any concerns about their emotional or physical wellbeing during the Covid-19 outbreak, but 388 (32.1%) indicated that they 'Had concerns but hadn't sought support or help', whilst 189 (15.6%) 'Had concerns and had sought help or support' with 19 respondents (1.6%) not completing the question.
- Just over half of those responding to the survey (638 - 52.8%) indicated that they were 'Coping fairly well but with some worries' in relation to the Covid-19 outbreak, with 396 (32.8%) 'Coping well', 123 (10.2%) 'Having some difficulty with coping', 34 (2.8%) 'Not coping

at all well' with 18 respondents (1.5%) not completing the question.

- Approximately half of the respondents to the survey (661 - 54.7%) indicated that they were currently receiving medical treatment or care for a condition not related to Covid-19, with 539 (44.6%) not receiving treatment or care and 9 respondents (0.7%) not completing the question.
- A total of 556 respondents (46.0%) indicated that they had experienced changes or disruption to health services or treatment due to the Covid-19 pandemic, Of these, 301 (54.1%) indicated this had 'some impact', 144 (25.9%) indicated it had 'no impact' and 111 (20.0%) indicated it had a 'significant impact'.
- A total of 84 respondents (6.9%) indicated that they had experienced changes or disruption to their social care due to the Covid-19 pandemic. Of these, 41 (48.8%) indicated it had a 'significant impact', 30 (35.7%) indicated it had 'some impact' and 13 indicated it had 'no impact' (15.5%).
- A total of 210 respondents (17.4%) indicated they had used a video-link or mobile app to access health or care services. Of these:
 - 91 (43.3%) indicated 'It met my needs, and I would be happy to use it as my main means of using this service in the future'
 - 71 (33.8%) indicated 'It met my needs, but I would prefer to see someone face-to-face in the future'
 - 26 (12.4%) indicated 'I didn't feel that it met my needs, and wouldn't wish to use it again'
 - 22 (10.5%) indicated 'I used it, but neither liked or disliked the experience'
- Approximately a third of respondents (439 - 36.3%) indicated that they currently feel 'Quite confident' about accessing health or care services for any treatments or worries that are not COVID-19 related, with 406 (33.6%) 'Unsure', 184 (15.2%) 'Not confident at all', 172 (14.2%) 'Very confident' with 8 respondents (0.7%) not completing the question.
- The single source of information identified as helping the most in understanding the government's advice and guidance during the COVID-19 pandemic was the Government's daily TV briefing, which was identified by 591 (48.9%) respondents. The next most common responses were 'Websites' which were identified by 136 (11.2%) respondents, with Newspapers identified by 103 (8.5%) respondents.
- In each case the greatest proportion of respondents had indicated that during the Covid-19 pandemic:
 - Finding advice and guidance information was 'Very Easy' (575 - 47.6%)
 - Understanding advice and guidance was 'Easy' (520 - 43.0%)
 - Working out what is government advice and what isn't was 'Easy' (445 - 36.8%)
 - Keeping up-to-date with advice was 'Easy' (548 - 45.3%)
- Of the issues people had found it difficult to get clear information and advice about, 'Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)' was identified by the greatest proportion of respondents (305 - 25.2%). The next most common responses were 'Accessing dental services' (301 - 24.9%) and

‘Changes to the health care services I usually access’ (234 - 19.4%).

- Approximately half of those responding (665 - 55.0%) were ‘Quite confident’ about what to do if they or members of their household experienced symptoms of COVID-19, with 387 (32.0%) being ‘Very confident’, 97 (8.0%) were ‘Unsure’, 52 (4.3%) were ‘Not confident at all’ and 8 (0.7%) provided no response.

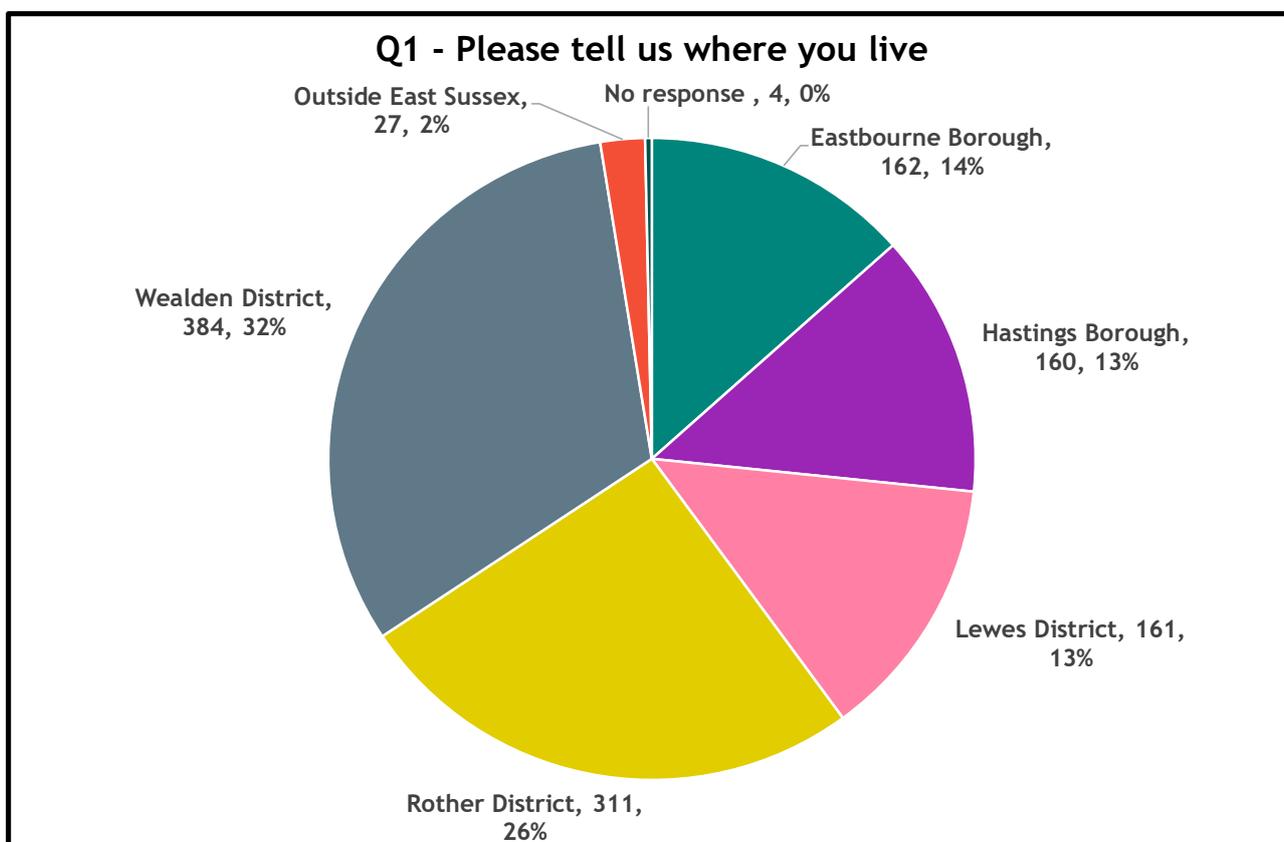
Results

Section 1 - About You

1. Please tell us where you live:

Eastbourne Borough	Hastings Borough	Lewes District	Rother District	Wealden District	Outside East Sussex	No Response
162 (13.4%)	160 (13.2%)	161 (13.3%)	311 (25.7%)	384 (31.8%)	27 (2.2%)	4 (0.3%)

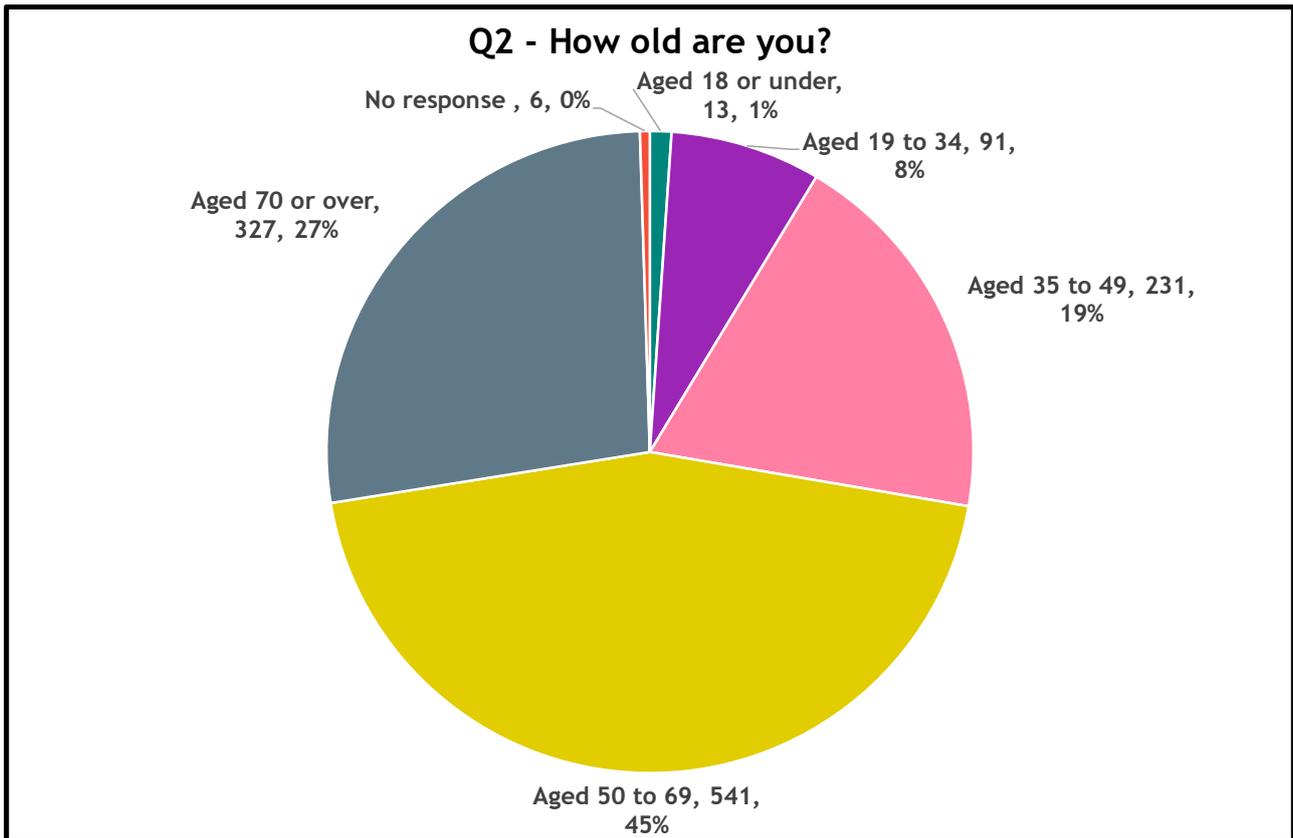
Figure 1 - Q1 - Please tell us where you live



2. How old are you?

Aged 18 or under	Aged 19 to 34	Aged 35 to 49	Aged 50 to 69	Aged 70 or over	No response
13 (1.1%)	91 (7.5%)	231 (19.1%)	541 (44.7%)	327 (27.0%)	6 (0.5%)

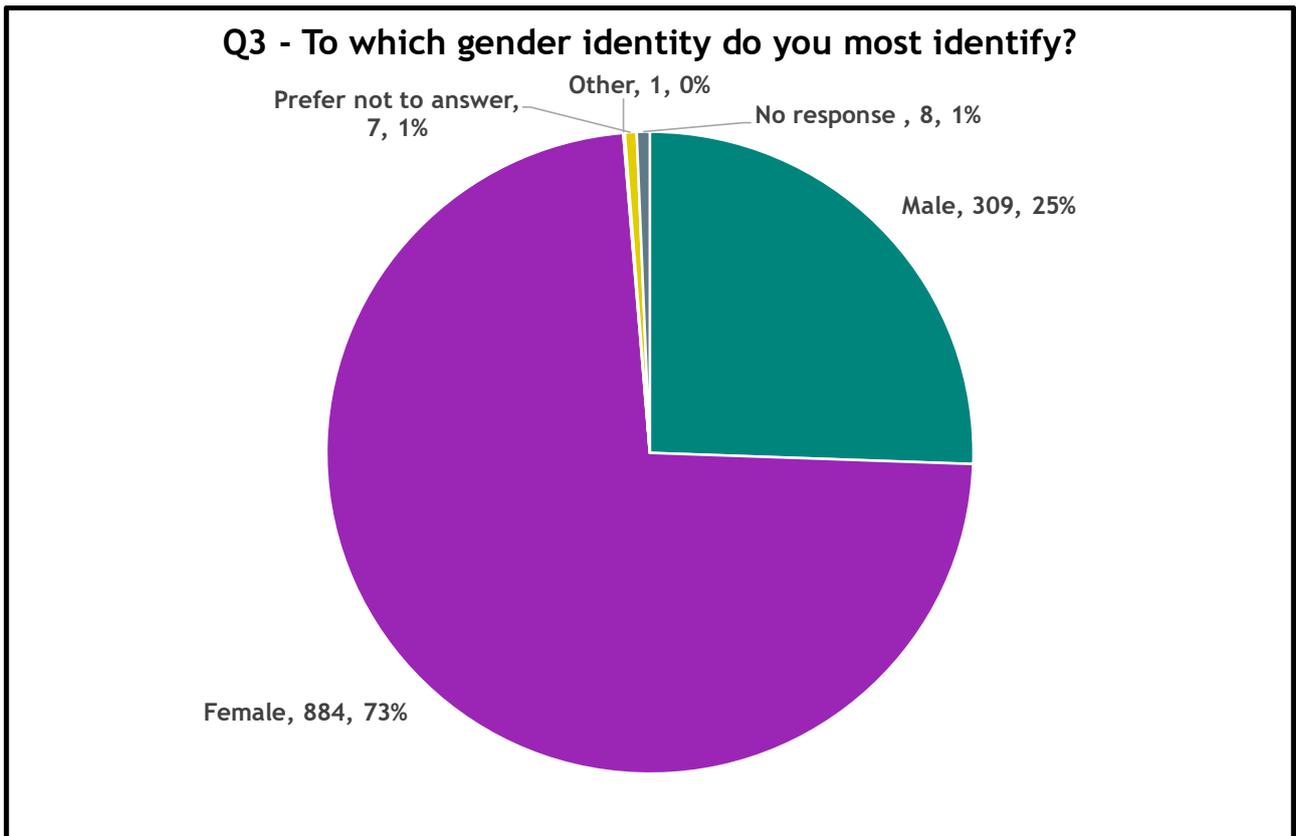
Figure 2 - Q2 - How old are you?



3. To which gender identity do you most identify?

Male	Female	Other	Prefer not to answer	No response
309 (25.6%)	884 (73.1%)	1 (0.1%)	7 (0.6%)	8 (0.7%)

Figure 3 - Q3 - To which gender identity do you most identify?

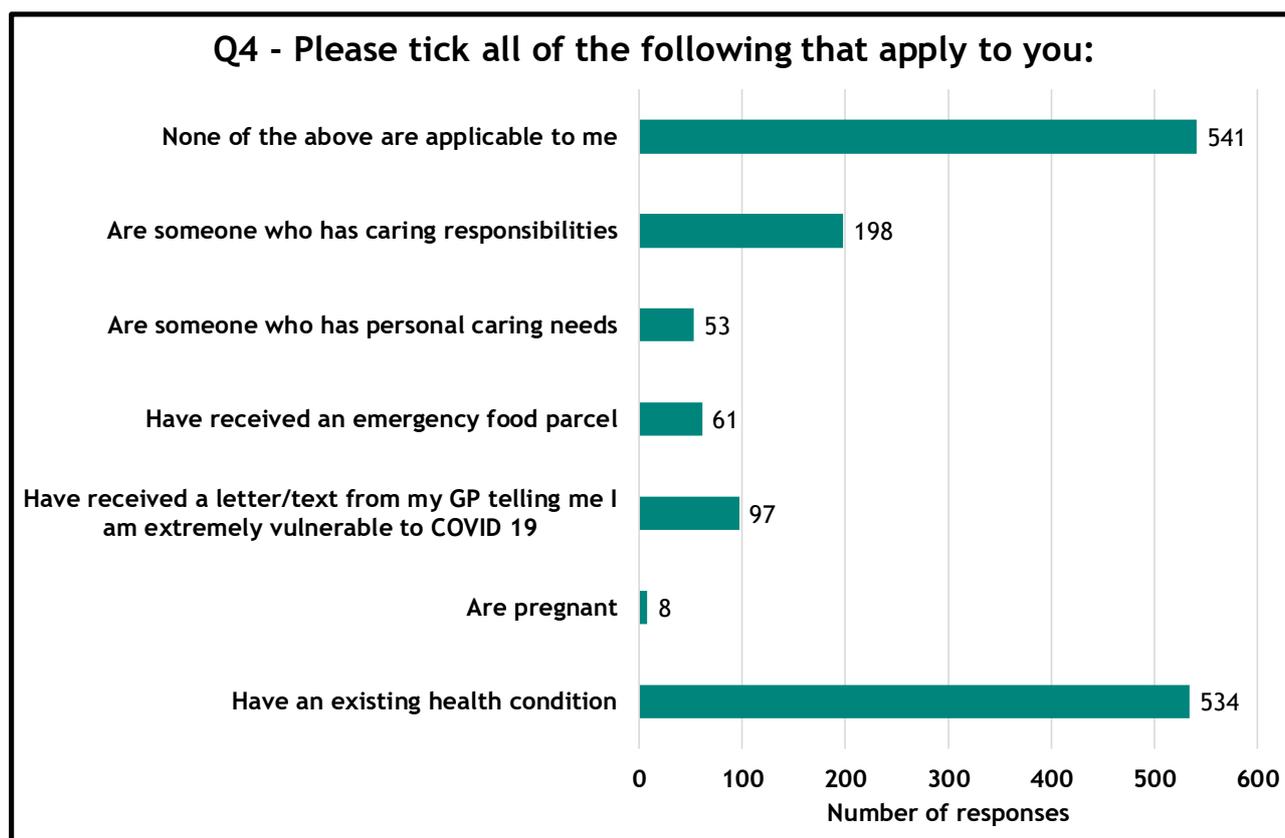


4. Please tick all of the following that apply to you:

Have an existing health condition	534 (44.2%)
Are pregnant	8 (0.7%)
Have received a letter/text from my GP telling me I am extremely vulnerable to COVID 19	97 (8.0%)
Have received an emergency food parcel	61 (5.0%)
Are someone who has personal caring needs	53 (4.4%)
Are someone who has caring responsibilities	198 (16.4%)
None of the above are applicable to me	541 (44.7%)

Please note - the percentages refer to the number of responses as a proportion of the total number of respondents to the survey (1,209), rather than the total number of responses received to the question (1,492) and will exceed 100%.

Figure 4 - Q4 - Please tick all of the following that apply to you



Section 2 - Your experiences of COVID-19 and self-isolation

Many people have been spending more time than usual in their home in response to the COVID-19 outbreak. We would like to understand how this has felt for you and your household.

5. What has been the greatest impact of COVID-19 restrictions and social distancing on your daily life?

1,181 open-ended responses were received to the question

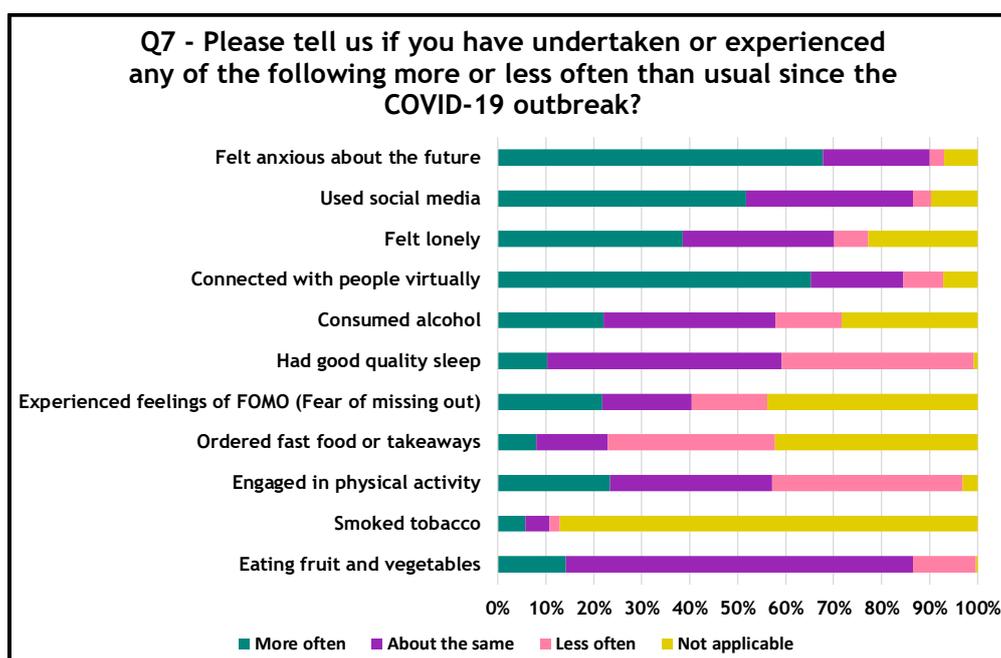
6. What are your three main concerns currently?

3,366 open-ended responses were received to the question

7. Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak?

	More often		About the same		Less often		Not applicable	
	No.	%	No.	%	No.	%	No.	%
Eating fruit and vegetables	171	14.1	867	71.7	157	13.0	5	0.4
Smoked tobacco	68	5.6	60	5.0	26	2.2	1,035	85.6
Engaged in physical activity	280	23.2	404	33.4	476	39.4	37	3.1
Ordered fast food or takeaways	96	7.9	177	14.6	417	34.5	504	41.7
Experienced feelings of FOMO (Fear of Missing Out)	260	21.5	222	18.4	189	15.6	522	43.2
Had good quality sleep	124	10.3	585	48.4	480	39.7	10	0.8
Consumed alcohol	264	21.8	428	35.4	163	13.5	339	28.0
Connected with people virtually	779	64.4	232	19.2	99	8.2	85	7.0
Felt lonely	460	38.0	378	31.3	85	7.0	272	22.5
Used social media	620	51.3	418	34.6	44	3.6	117	9.7
Felt anxious about the future	810	67.0	267	22.1	36	3.0	83	6.9

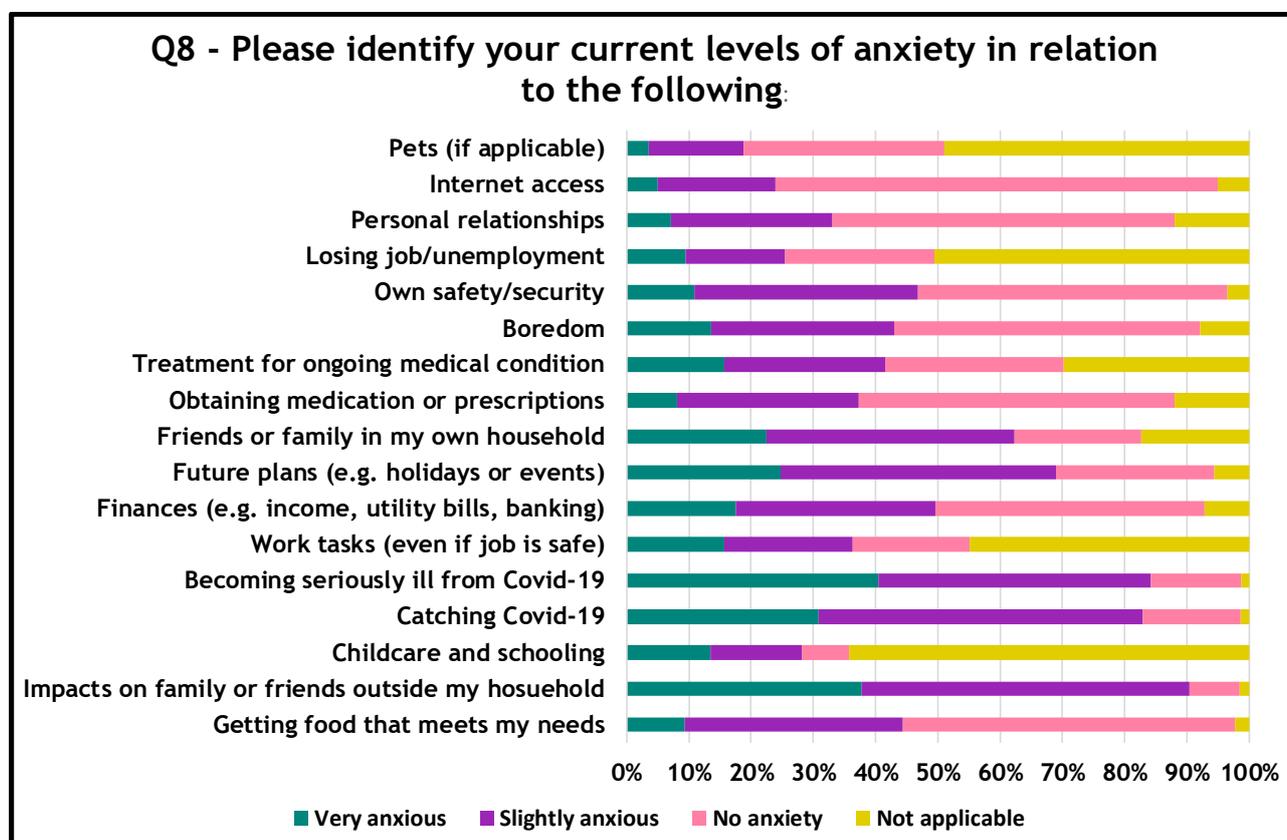
Figure 5 - Q7 - Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak?



8. Please identify your current levels of anxiety in relation to the following:

	Very anxious		Slightly anxious		No anxiety		Not applicable	
	No.	%	No.	%	No.	%	No.	%
Getting food that meets my needs	112	9.3	420	34.7	641	53.0	26	2.2
Impacts on family or friends outside my household	453	37.5	632	52.3	96	7.9	18	1.5
Childcare and schooling	160	13.2	176	14.6	90	7.4	767	63.4
Catching Covid-19	369	30.5	623	51.5	187	15.5	16	1.3
Becoming seriously ill from Covid-19	485	40.1	524	43.3	175	14.5	14	1.2
Work tasks (even if job is safe)	187	15.5	247	20.4	224	18.5	535	44.3
Finances (e.g. income, utility bills, banking)	210	17.4	384	31.8	518	42.8	85	7.0
Future plans (e.g. holidays or events)	295	24.4	526	43.5	303	25.1	67	5.5
Friends or family in my own household	269	22.2	479	39.6	243	20.1	208	17.2
Obtaining medication or prescriptions	97	8.0	349	28.9	605	50.0	142	11.7
Treatment for ongoing medical condition	189	15.6	311	25.7	343	28.4	358	29.6
Boredom	162	13.4	353	29.2	588	48.6	94	7.8
Own safety/security	130	10.8	429	35.5	593	49.0	42	3.5
Losing job/unemployment	113	9.3	190	15.7	285	23.6	602	49.8
Personal relationships	85	7.0	309	25.6	655	54.2	143	11.8
Internet access	60	5.0	225	18.6	846	70.0	60	5.0
Pets (if applicable)	43	3.6	182	15.1	384	31.8	586	48.5

Figure 6 - Q8 - Please identify your current levels of anxiety in relation to the following



9. Has self-isolation led to any unforeseen benefits or positive outcomes for you or members of your household?

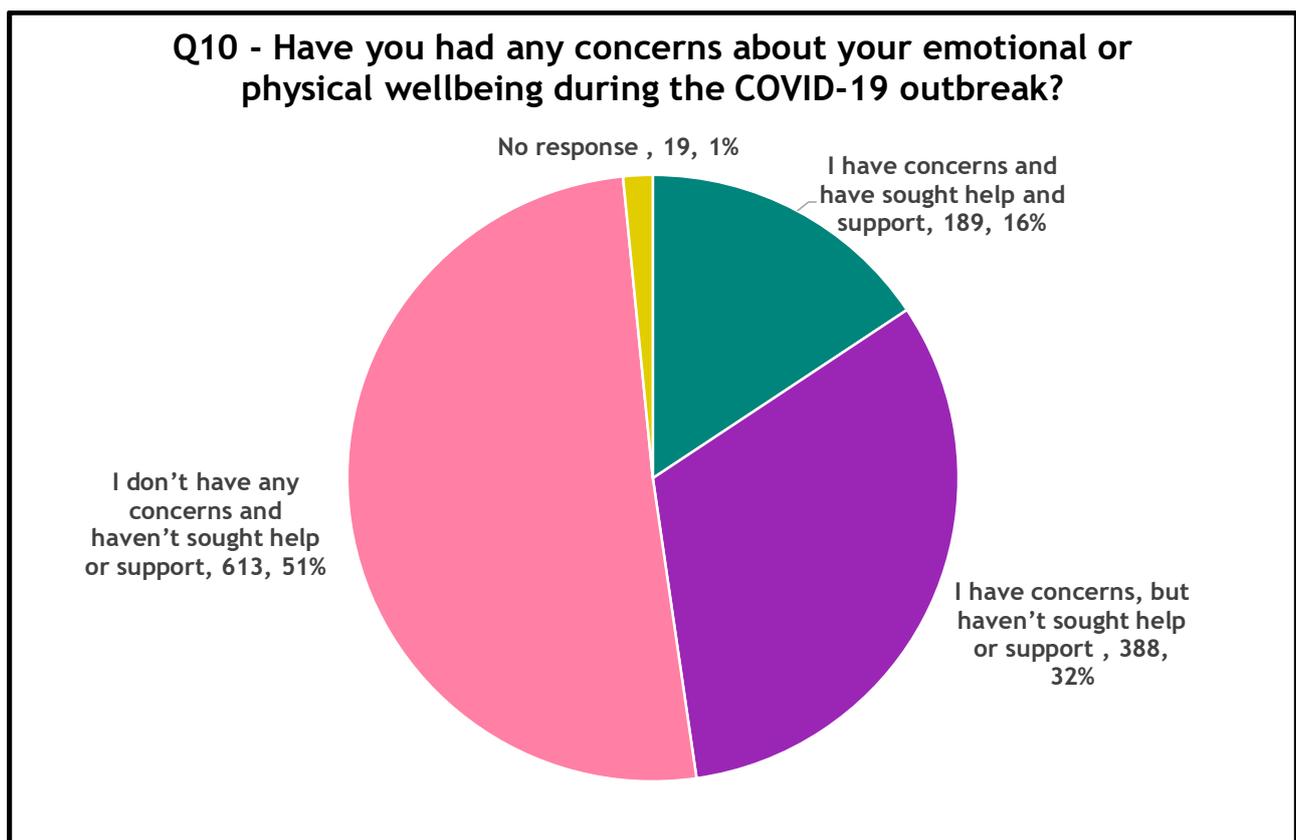
Examples may include greater time with family, taking up new interests etc.

1,126 open-ended responses were received to the question

10. Have you had any concerns about your emotional or physical wellbeing during the COVID-19 outbreak?

I have concerns and have sought help and support	I have concerns, but haven't sought help or support	I don't have any concerns and haven't sought help or support	No response
189 (15.6%)	388 (32.1%)	613 (50.7%)	19 (1.6%)

Figure 7 - Q10 - Have you had any concerns about your emotional or physical wellbeing during the COVID-19 outbreak?



Have any factors made it challenging to seek help or support?

901 open-ended responses were received to the question

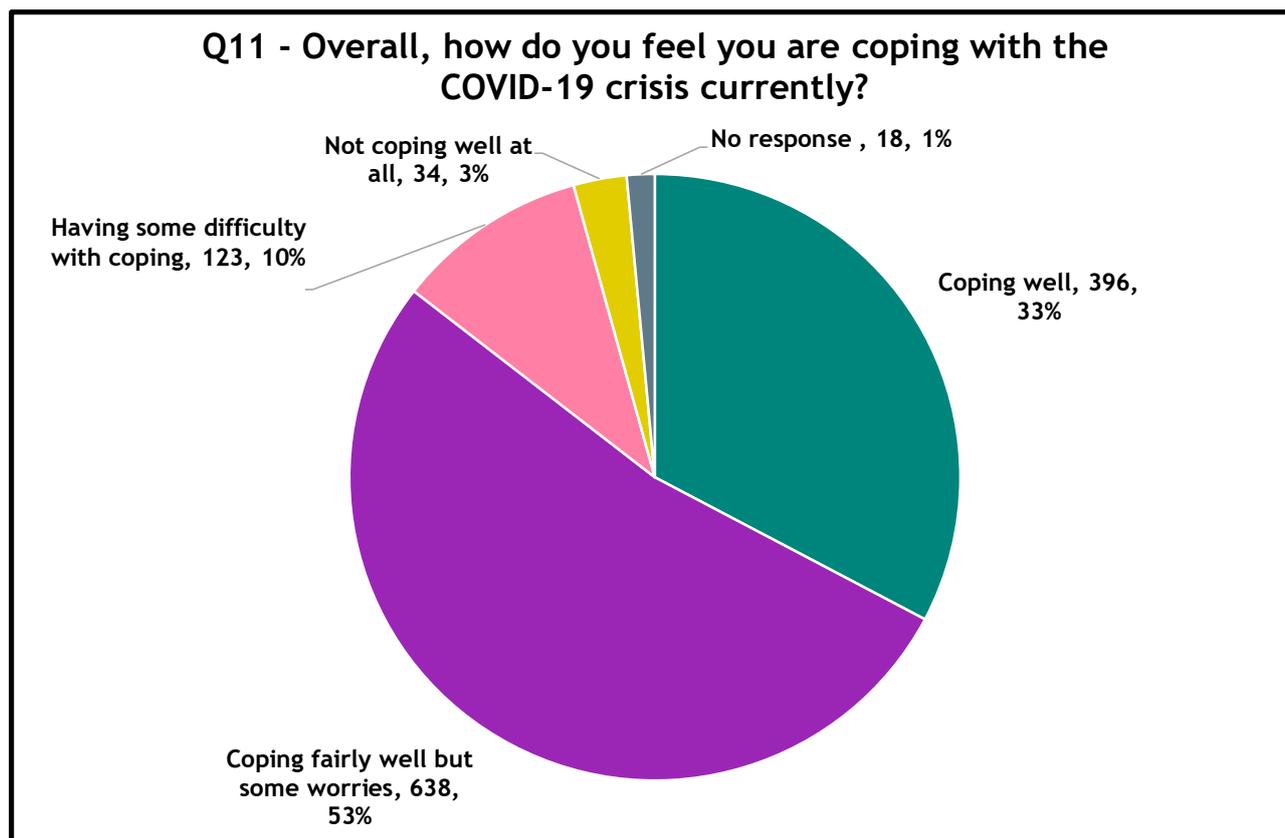
If applicable, please provide examples of the support or help you have received and how this has benefitted you

736 open-ended responses were received to the question

11. Overall, how do you feel you are coping with the COVID-19 crisis currently?

Coping well	Coping fairly well but some worries	Having some difficulty with coping	Not coping well at all	No response
396 (32.8%)	638 (52.8%)	123 (10.2%)	34 (2.8%)	18 (1.5%)

Figure 8 - Q11 - Overall, how do you feel you are coping with the COVID-19 crisis currently?



Please tell us about anything that you feel you are having difficulty in coping with

857 open-ended responses were received to the question

12. What are you or members of your household most looking forward to doing when the COVID-19 restrictions and social distancing come to an end?

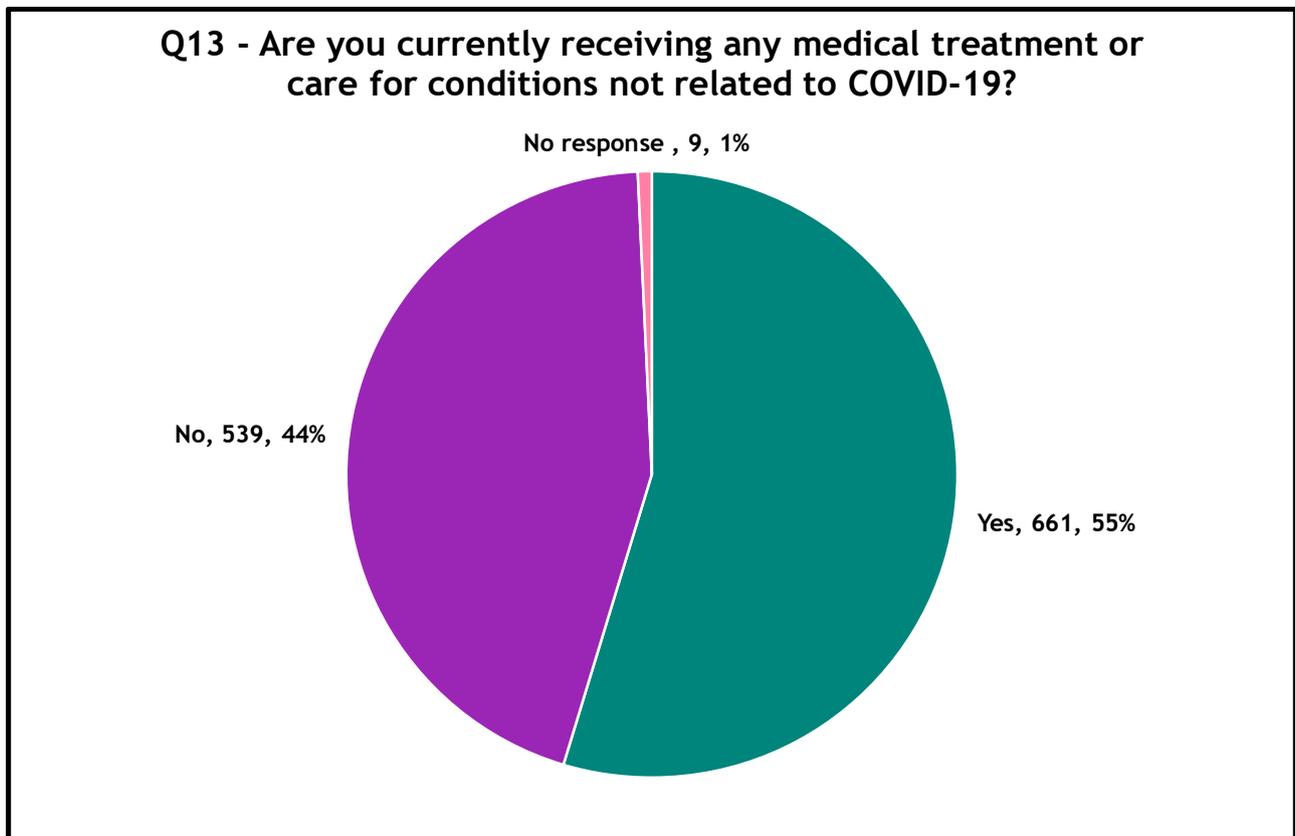
1,162 open-ended responses were received to the question

Section 3 - Your experience of health and care services

13. Are you currently receiving any medical treatment or care for conditions not related to COVID-19?

Yes	No	No response
661 (54.7%)	539 (44.6%)	9 (0.7%)

Figure 9 - Q13 - Are you currently receiving any medical treatment or care for conditions not related to COVID-19

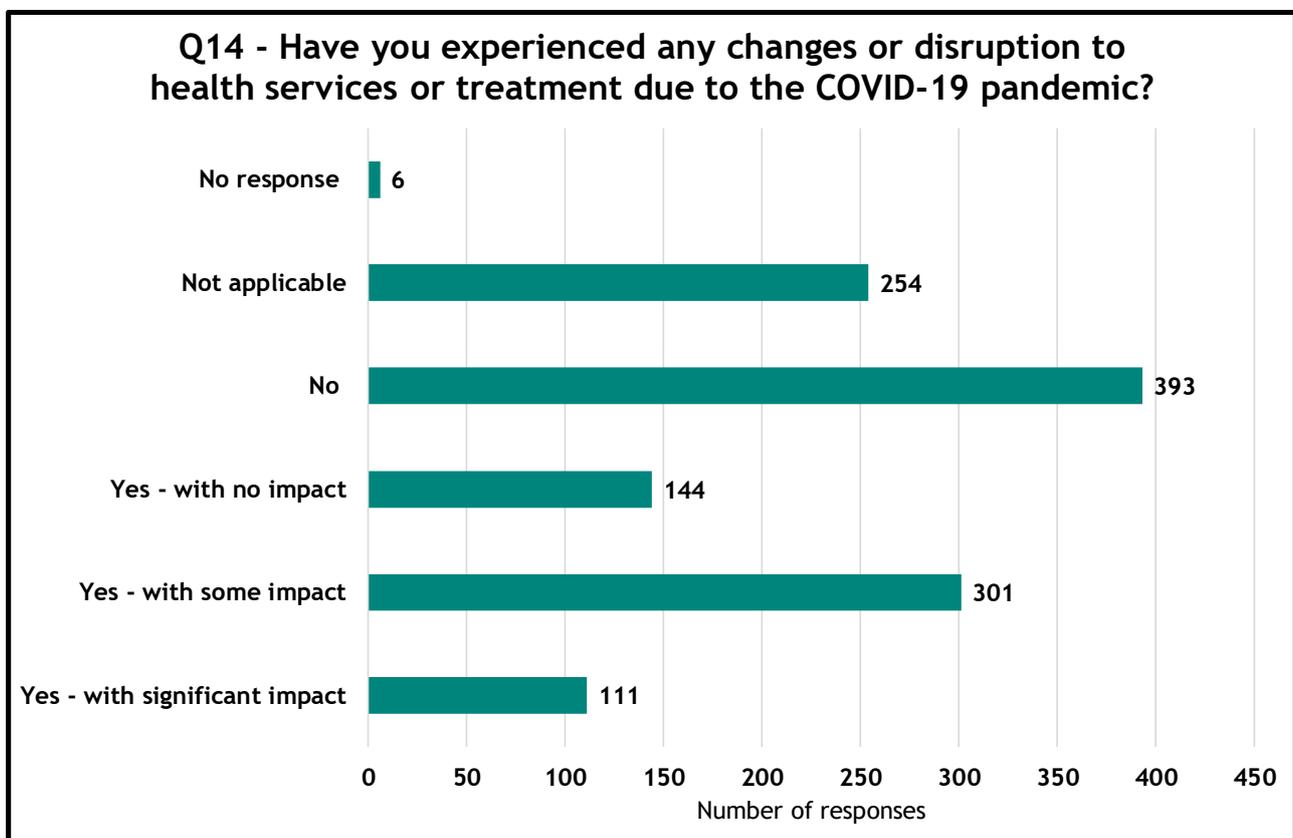


14. Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic?

For example, through cancelled operations, difficulty obtaining prescriptions or making appointments?

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable	No response
111 (9.2%)	301 (24.9%)	144 (11.9%)	393 (32.5%)	254 (21.0%)	6 (0.5%)

Figure 10 - Q14 - Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic?



If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

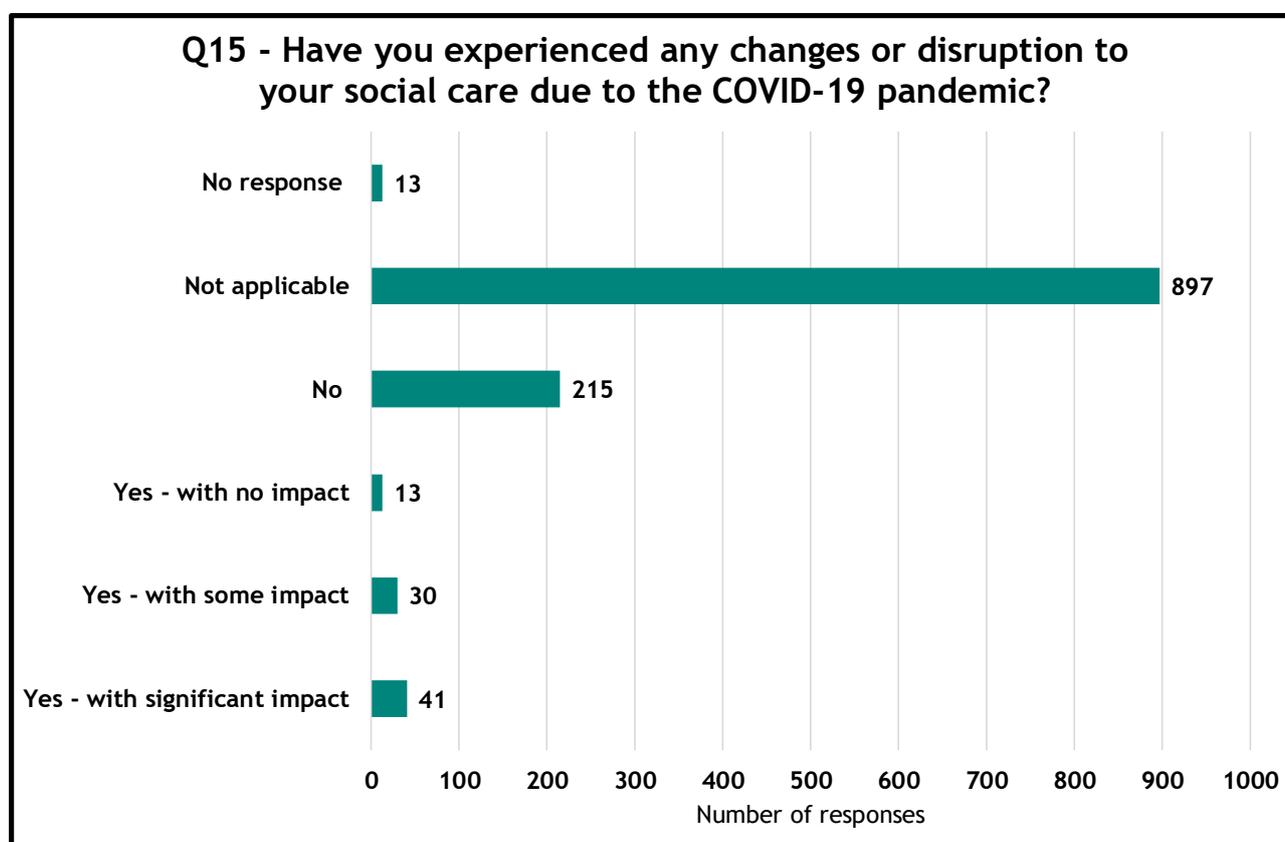
537 open-ended responses were received to the question

15. Have you experienced any changes or disruption to your social care due to the COVID-19 pandemic?

For example, visits from care workers, access to residential or nursing care homes, etc.

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable	No response
41 (3.4%)	30 (2.5%)	13 (1.1%)	215 (17.8%)	897 (74.2%)	13 (1.1%)

Figure 11 - Q15 - Have you experienced any changes or disruption to your social care due to the COVID-19 pandemic?



If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

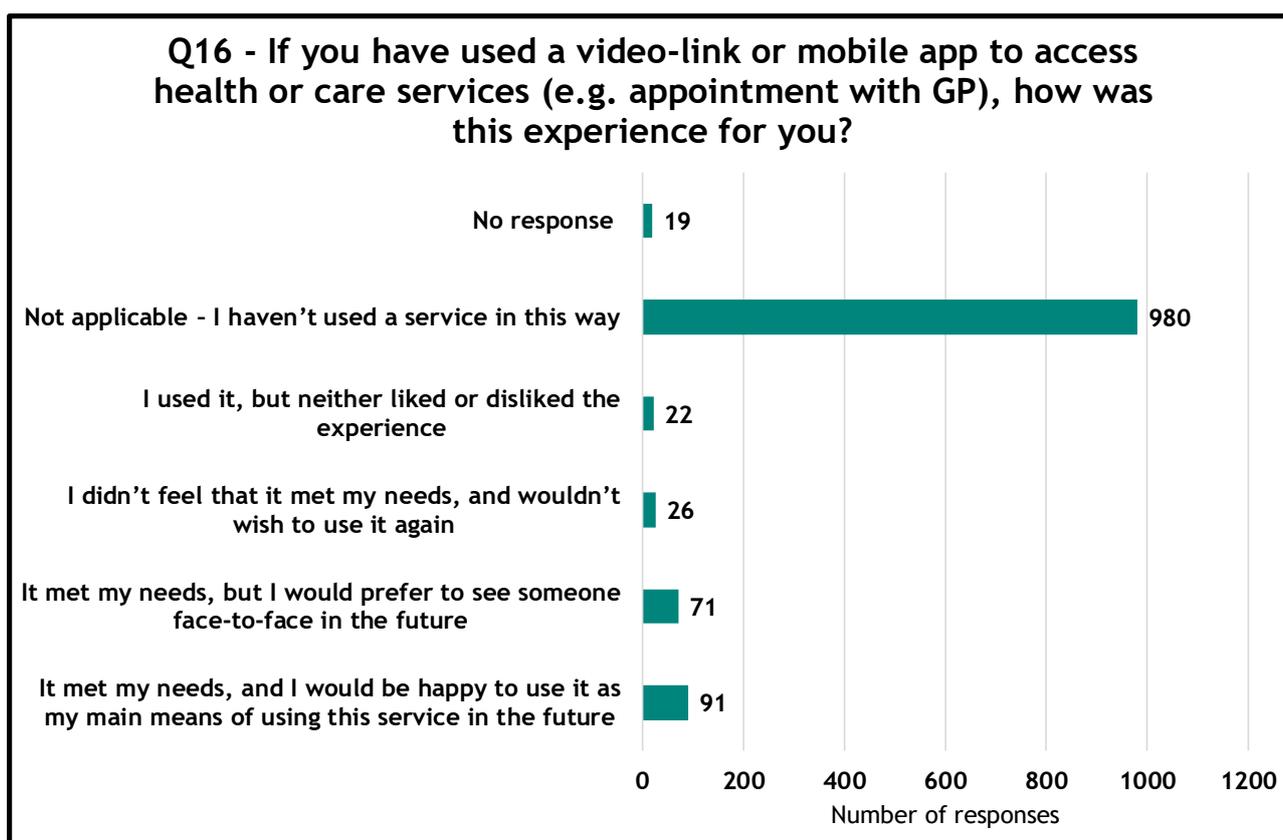
72 open-ended responses were received to the question

16. If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you?

Please tick one answer only

It met my needs, and I would be happy to use it as my main means of using this service in the future	91 (7.5%)
It met my needs, but I would prefer to see someone face-to-face in the future	71 (5.9%)
I didn't feel that it met my needs, and wouldn't wish to use it again	26 (2.2%)
I used it, but neither liked or disliked the experience	22 (1.8%)
Not applicable - I haven't used a service in this way	980 (81.1%)
No response	19 (1.6%)

Figure 12 - Q16 - If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you?



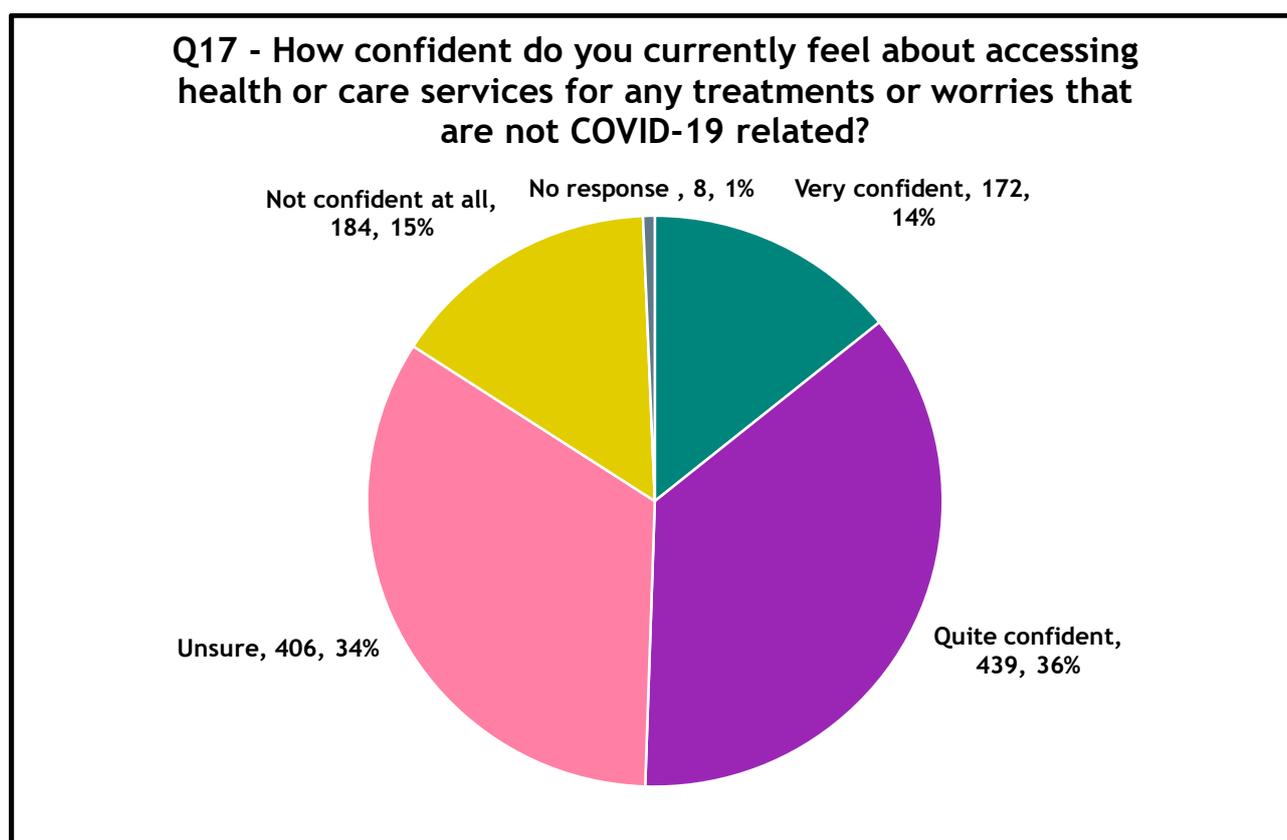
Please explain your answer

185 open-ended responses were received to the question

17. How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related?

Very confident	Quite confident	Unsure	Not confident at all	No response
172 (14.2%)	439 (36.3%)	406 (33.6%)	184 (15.2%)	8 (0.7%)

Figure 13 - Q17 - How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related?



Please explain your answer

925 open-ended responses were received to the question

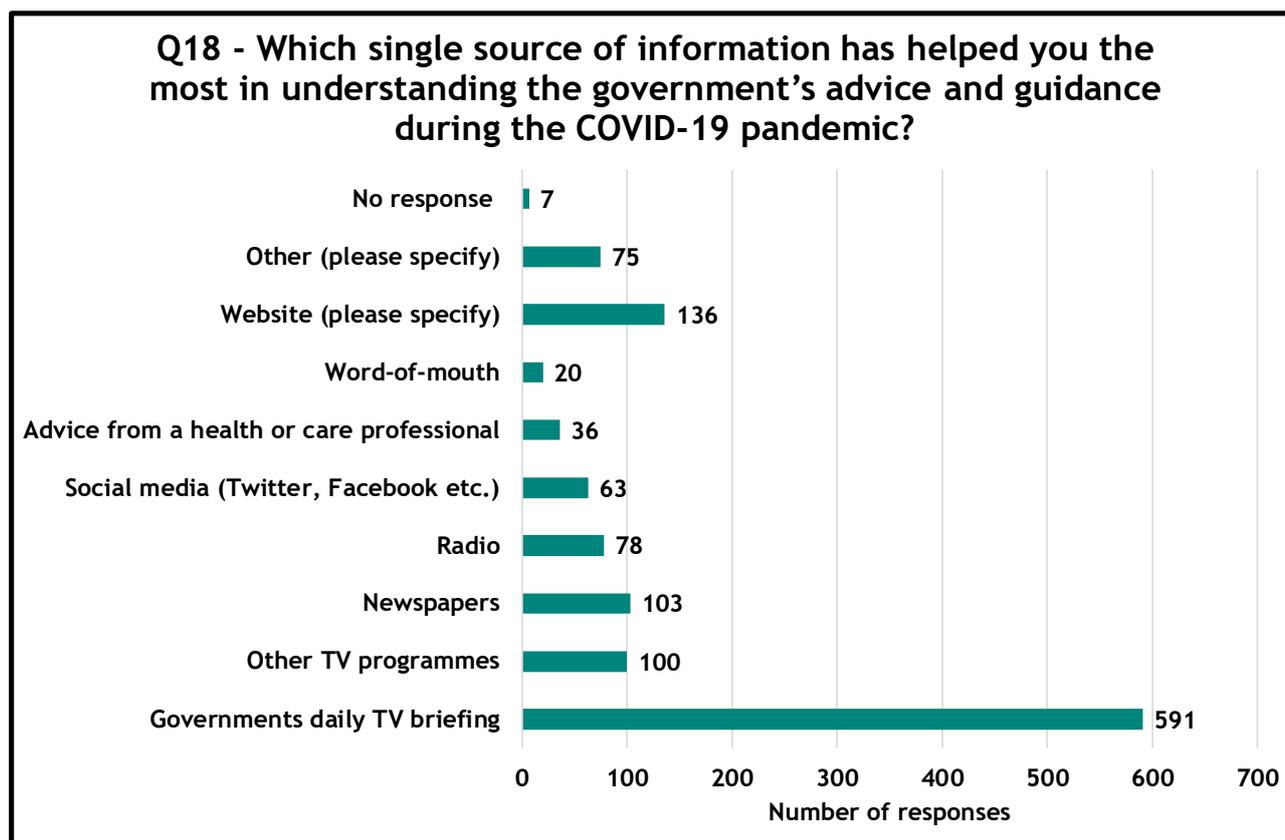
Section 4 - Information and advice

18. Which single source of information has helped you the most in understanding the government’s advice and guidance during the COVID-19 pandemic?

Please tick *one* answer only

Governments daily TV briefing	591 (48.9%)
Other TV programmes	100 (8.3%)
Newspapers	103 (8.5%)
Radio	78 (6.5%)
Social media (Twitter, Facebook etc.)	63 (5.2%)
Advice from a health or care professional	36 (3.0%)
Word-of-mouth	20 (1.7%)
Website (please specify)	136 (11.2%)
Other (please specify)	75 (6.2%)
No response	7 (0.6%)

Figure 14 - Q18 - Which single source of information has helped you the most in understanding the government’s advice and guidance during the COVID-19 pandemic?



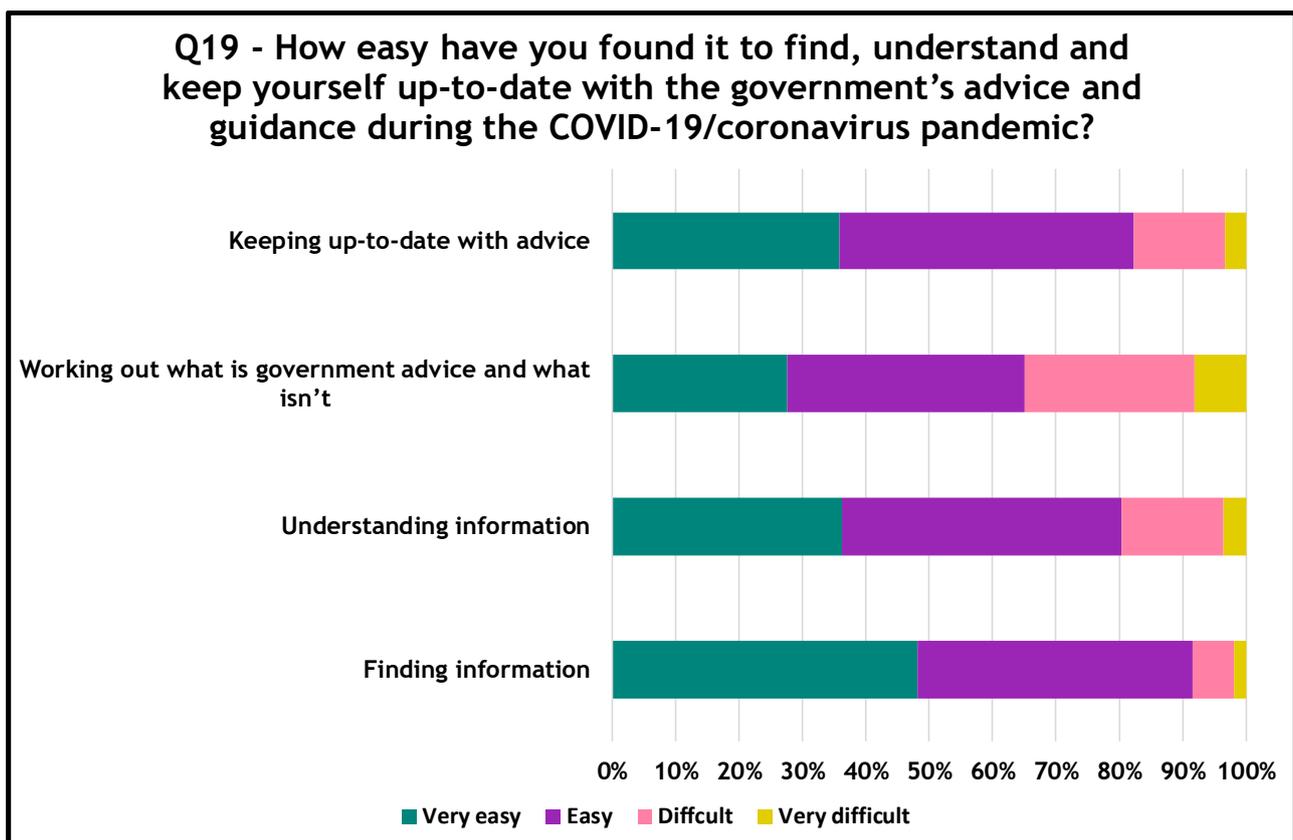
Please specify

209 open-ended responses were received to the question

19. How easy have you found it to find, understand and keep yourself up-to-date with the government’s advice and guidance during the COVID-19/coronavirus pandemic?

	Very Easy		Easy		Difficult		Very Difficult	
	No.	%	No.	%	No.	%	No.	%
Finding information	575	47.6	518	42.8	78	6.5	23	1.9
Understanding information	429	35.5	520	43.0	190	15.7	43	3.6
Working out what is government advice and what isn’t	327	27.0	445	36.8	317	26.2	97	8.0
Keeping up-to-date with advice	424	35.1	548	45.3	171	14.1	39	3.2

Figure 15 - Q19 - How easy have you found it to find, understand and keep yourself up-to-date with the government’s advice and guidance during the COVID-19/coronavirus pandemic



Please tell us more about your experiences in accessing advice and guidance, especially any difficulties you have had

759 open-ended responses were received to the question

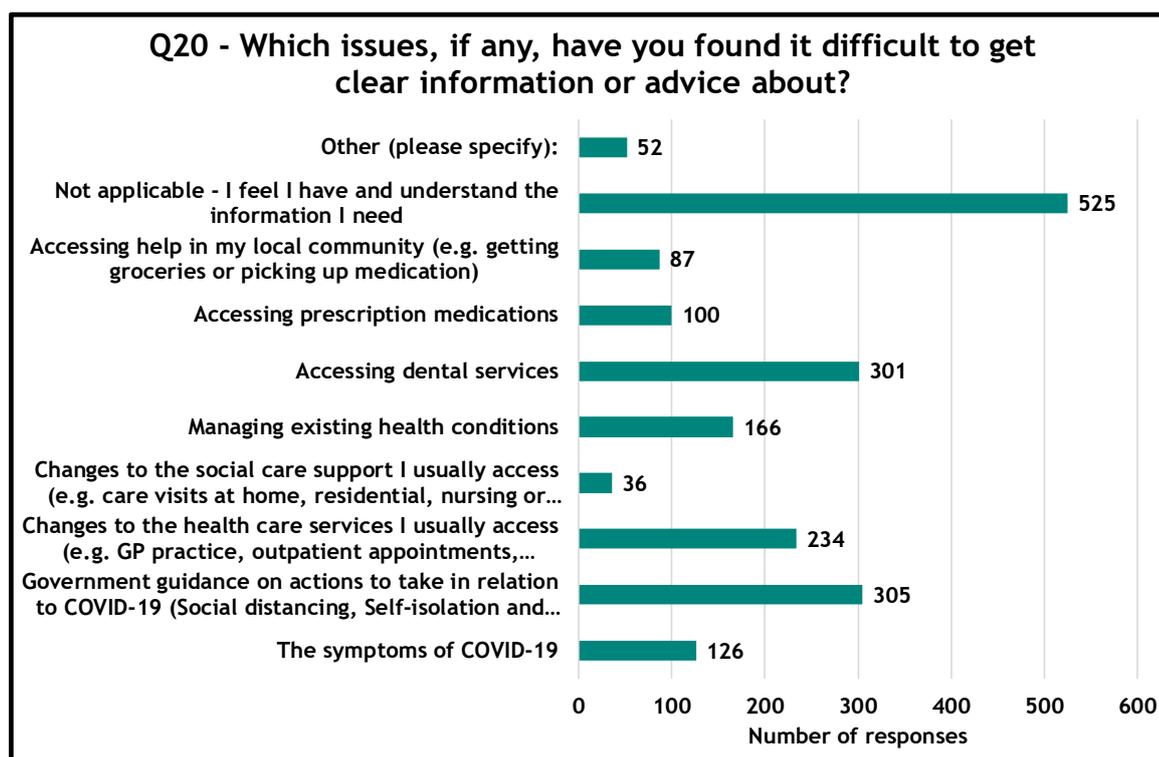
20. Which issues, if any, have you found it difficult to get clear information or advice about?

Please tick all that apply

The symptoms of COVID-19	106 (10.4%)
Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)	305 (25.2%)
Changes to the health care services I usually access. (e.g. GP practice, outpatient appointments, community nursing visits)	234 (19.4%)
Changes to the social care support I usually access (e.g. care visits at home, residential, nursing or respite care homes)	36 (3.0%)
Managing existing health conditions	166 (13.7%)
Accessing dental services	301 (24.9%)
Accessing prescription medications	100 (8.3%)
Accessing help in my local community (e.g. getting groceries or picking up medication)	87 (7.2%)
Not applicable - I feel I have and understand the information I need	525 (43.4%)
Other (please specify):	52 (4.3%)

Please note - the percentages refer to the number of responses as a proportion of the total number of respondents to the survey (1,209), rather than the total number of responses received to the question (1,932) and will exceed 100%.

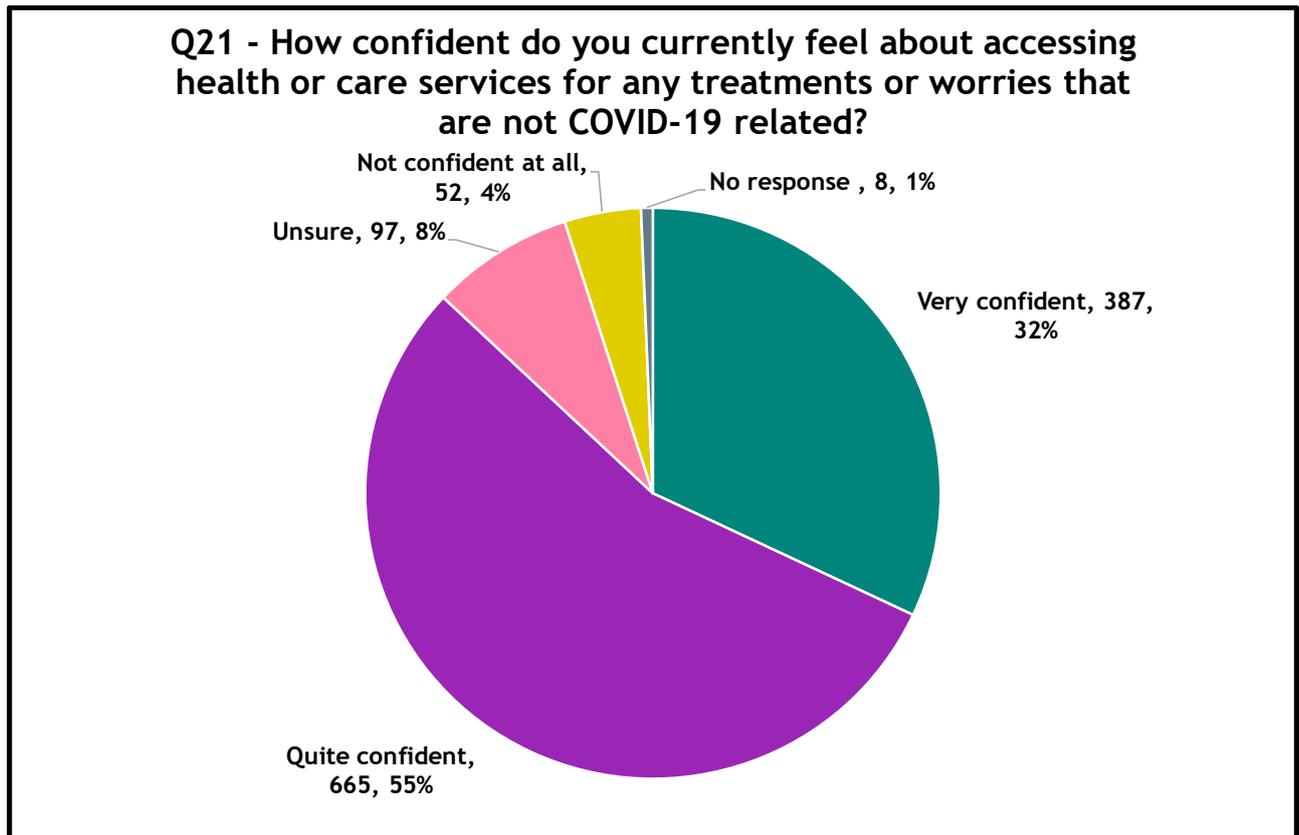
Figure 16 - Which issues, if any, have you found it difficult to get clear information or advice about?



21. How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19?

Very confident	Quite confident	Unsure	Not confident at all	No response
387 (32.0%)	665 (55.0%)	97 (8.0%)	52 (4.3%)	8 (0.7%)

Figure 17 - Q21 - How confident do you currently feel about accessing health or care services for any treatments or worries that are not COVID-19 related?



If you are Unsure or Not confident at all, please share any concerns with us

122 open-ended responses were received to the question

Other comments

22. Are there any other issues related to the health or wellbeing of you or your family that you would like to bring to our attention?

These may or may not relate to COVID-19.

592 open-ended responses were received to the question

Appendix 1 - Covid-19 Survey Form

Health and Wellbeing during COVID-19

Tell us about your experiences

The impact of COVID-19 is being felt across every aspect of the day-to-day life of individuals and families living and working in East Sussex.

As the local independent watchdog for health and care services, Healthwatch East Sussex will use this information to better understand the current situation and feedback messages to service providers to help them with their delivery.

We particularly wish to learn about:

- The impact that 'social distancing' may be having on you and your household
- Your experiences of using health and care services since the COVID-19 outbreak
- The clarity of information and advice, both for COVID-19 and the services that may have been affected since the outbreak began

Completing the survey

Please spare some time to tell us how the changes brought about by the COVID-19 outbreak have affected you and your family, or someone you provide care or support for on a regular basis.

Please return hard copies at no cost to:

Healthwatch East Sussex
Freepost RTTT-BYBX-KCEY
Healthwatch East Sussex
Greencoat House
32 St Leonards Road
Eastbourne
East Sussex
BN21 3UT

To complete the survey online please go to healthwatchesussex.co.uk/covid19survey



Support in completing the survey

If you would like assistance in completing this survey, require it in a different format or wish to complete it with a member of our staff over the phone, please contact us via

enquiries@healthwatchesussex.co.uk or call 0333 101 4007 (Mon - Fri, 10am - 2pm)

Your information

The information you provide will be kept securely, not be used to identify you in any way and will only be used for the purposes you have consented to in line with our privacy and data protection policies which you can view here:

<https://healthwatchesussex.co.uk/privacy-policy/>

About You

1. Please tell us where you live:

Eastbourne Borough	Hastings Borough	Lewes District	Rother District	Wealden District	Outside East Sussex

2. How old are you?

Aged 18 or under	Aged 19 to 34	Aged 35 to 49	Aged 50 to 69	Aged 70 or over

3. To which gender identity do you most identify?

Male		Other	
Female		Prefer not to answer	

4. Please tick **all** of the following that apply to you:

Have an existing health condition	
Are pregnant	
Have received a letter/text from my GP telling me I am extremely vulnerable to COVID 19	
Have received an emergency food parcel	
Are someone who has personal caring needs	
Are someone who has caring responsibilities	
None of the above are applicable to me	

Your experiences of COVID-19 and self-isolation

Many people have been spending more time than usual in their home in response to the COVID-19 outbreak. We would like to understand how this has felt for you and your household.

5. What has been the greatest impact of COVID-19 restrictions and social distancing on your daily life?

6. What are your three main concerns currently?

1.
2.
3.

7. Please tell us if you have undertaken or experienced any of the following more or less often than usual since the COVID-19 outbreak?

	More often	About the same	Less often	Not applicable
Eating fruit and vegetables				
Smoked tobacco				
Engaged in physical activity				
Ordered fast food or takeaways				
Experienced feelings of FOMO (Fear of Missing Out)				
Had good quality sleep				
Consumed alcohol				
Connected with people virtually				
Felt lonely				
Used social media				
Felt anxious about the future				

8. Please identify your current levels of anxiety in relation to the following:

	Very anxious	Slightly anxious	No anxiety	Not applicable
Getting food that meets my needs				
Impacts on family or friends outside my household				
Childcare and schooling				
Catching Covid-19				
Becoming seriously ill from Covid-19				
Work tasks (even if job is safe)				
Finances (e.g. income, utility bills, banking)				
Future plans (e.g. holidays or events)				
Friends or family in my own household				
Obtaining medication or prescriptions				
Treatment for ongoing medical condition				
Boredom				
Own safety/security				
Losing job/unemployment				
Personal relationships				
Internet access				
Pets (if applicable)				

9. Has self-isolation led to any unforeseen benefits or positive outcomes for you or members of your household?

Examples may include greater time with family, taking up new interests etc.

10. Have you had any concerns about your emotional or physical wellbeing during the COVID-19 outbreak?

I have concerns and have sought help and support	I have concerns, but haven't sought help or support	I don't have any concerns and haven't sought help or support

Have any factors made it challenging to seek help or support?

If applicable, please provide examples of the support or help you have received and how this has benefitted you

11. Overall, how do you feel you are coping with the COVID-19 crisis currently?

Coping well	Coping fairly well but some worries	Having some difficulty with coping	Not coping well at all

Please tell us about anything that you feel you are having difficulty in coping with

12. What are you or members of your household most looking forward to doing when the COVID-19 restrictions and social distancing come to an end?

Your experience of health and care services

13. Are you currently receiving any medical treatment or care for conditions **not** related to COVID-19?

Yes	No

14. Have you experienced any changes or disruption to health services or treatment due to the COVID-19 pandemic?

For example, through cancelled operations, difficulty obtaining prescriptions or making appointments?

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable

If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

15. Have you experienced any changes or disruption to your social care due to the COVID-19 pandemic?

For example, visits from care workers, access to residential or nursing care homes, etc.

Yes - with significant impact	Yes - with some impact	Yes - with no impact	No	Not applicable

If you answered Yes, please tell us which service(s) or treatment(s) were affected and the impact on you

16. If you have used a video-link or mobile app to access health or care services (e.g. appointment with GP), how was this experience for you?

Please tick one answer only

It met my needs, and I would be happy to use it as my main means of using this service in the future	
It met my needs, but I would prefer to see someone face-to-face in the future	
I didn't feel that it met my needs, and wouldn't wish to use it again	
I used it, but neither liked or disliked the experience	
Not applicable - I haven't used a service in this way	

Please explain your answer

17. How confident do you currently feel about accessing health or care services for any treatments or worries that are **not** COVID-19 related?

Very confident	Quite confident	Unsure	Not confident at all

Please explain your answer

Information and advice

18. Which single source of information has helped you **the most** in understanding the government's advice and guidance during the COVID-19 pandemic?

Please tick **one** answer only

Governments daily TV briefing	
Other TV programmes	
Newspapers	
Radio	
Social media (Twitter, Facebook etc.)	
Advice from a health or care professional	
Word-of-mouth	
Website (please specify)	
Other (please specify)	

19. How easy have you found it to **find, understand** and keep yourself **up-to-date** with the government’s advice and guidance during the COVID-19/coronavirus pandemic?

	Very Easy	Easy	Difficult	Very Difficult
Finding information				
Understanding information				
Working out what is government advice and what isn’t				
Keeping up-to-date with advice				

Please tell us more about your experiences in accessing advice and guidance, especially any difficulties you have had

20. Which issues, if any, have you found it difficult to get clear information or advice about?

Please tick all that apply

The symptoms of COVID-19	
Government guidance on actions to take in relation to COVID-19 (Social distancing, Self-isolation and Shielding)	
Changes to the health care services I usually access. (e.g. GP practice, outpatient appointments, community nursing visits)	
Changes to the social care support I usually access (e.g. care visits at home, residential, nursing or respite care homes)	
Managing existing health conditions	
Accessing dental services	
Accessing prescription medications	
Accessing help in my local community (e.g. getting groceries or picking up medication)	
Not applicable - I feel I have and understand the information I need	
Other (please specify):	

21. How confident do you feel about what to do if you or members of your household experience symptoms of COVID-19?

Very confident	Quite confident	Unsure	Not confident at all

If you are Unsure or Not confident at all, please share any concerns with us

Other comments

22. Are there any other issues related to the health or wellbeing of you or your family that you would like to bring to our attention?

These may or may not relate to COVID-19.

Tell us more

If you wish to tell us more about your experiences of health and care services, or perhaps want to work with us as a volunteer on our various projects then please contact us.

Support and Guidance

If you or your family have any concerns about your wellbeing or questions about health and care services during the COVID-19 outbreak, then please contact our Information and Signposting Service via the details below.

Remember you can tell us about your experiences of health and social care services at any time via the Feedback Centre on our website.

To find out more about Healthwatch East Sussex, please go to www.healthwatcheastsussex.co.uk or contact us.

 0333 101 4007

 Healthwatchesussex

 enquiries@healthwatcheastsussex.co.uk

 @HealthwatchES

Appendix 2 - Acknowledgements

Healthwatch East Sussex is very grateful for the assistance provided by partners in sharing and promoting its 'COVID-19 Health and Wellbeing Survey'. These included, but were not restricted to:

- Action in rural Sussex
- AgeUK East Sussex
- Bexhill Food Bank
- Bexhill Patient Participation Group and Primary Care Network
- Care for the Carers
- eDEAL
- Eastbourne Borough Council
- East Sussex Community Voice Board members
- East Sussex County Council
- East Sussex Healthcare NHS Trust
- East Sussex Town and Parish Council's
- East Sussex VCSE Alliance Development Group
- Federation of Small Businesses
- Hailsham Food Bank
- Hastings Borough Council
- Hastings Direct
- Hastings Voluntary Action
- Healthwatch Advisory Group Members
- Landport Food Bank and Cafe
- Let's Do Business Group
- Lewes District Council
- MacMillan Horizon Centre
- Memory Lane Dementia Group (Eastbourne)
- Muslim Women's Coffee Group
- Rother District Council
- South East Local Enterprise Partnership (SELEP)
- St Peter and St James Hospice
- St Wilfrid's Hospice
- Stagecoach
- Sussex Clinical Commissioning Group(s)

- Sussex Community Development Association
- Sussex Community NHS Foundation Trust
- Sussex Partnership NHS Foundation Trust
- Sussex Police
- Uckfield Food Bank
- Warming Up The Homeless
- Wealden District Council
- 3VA