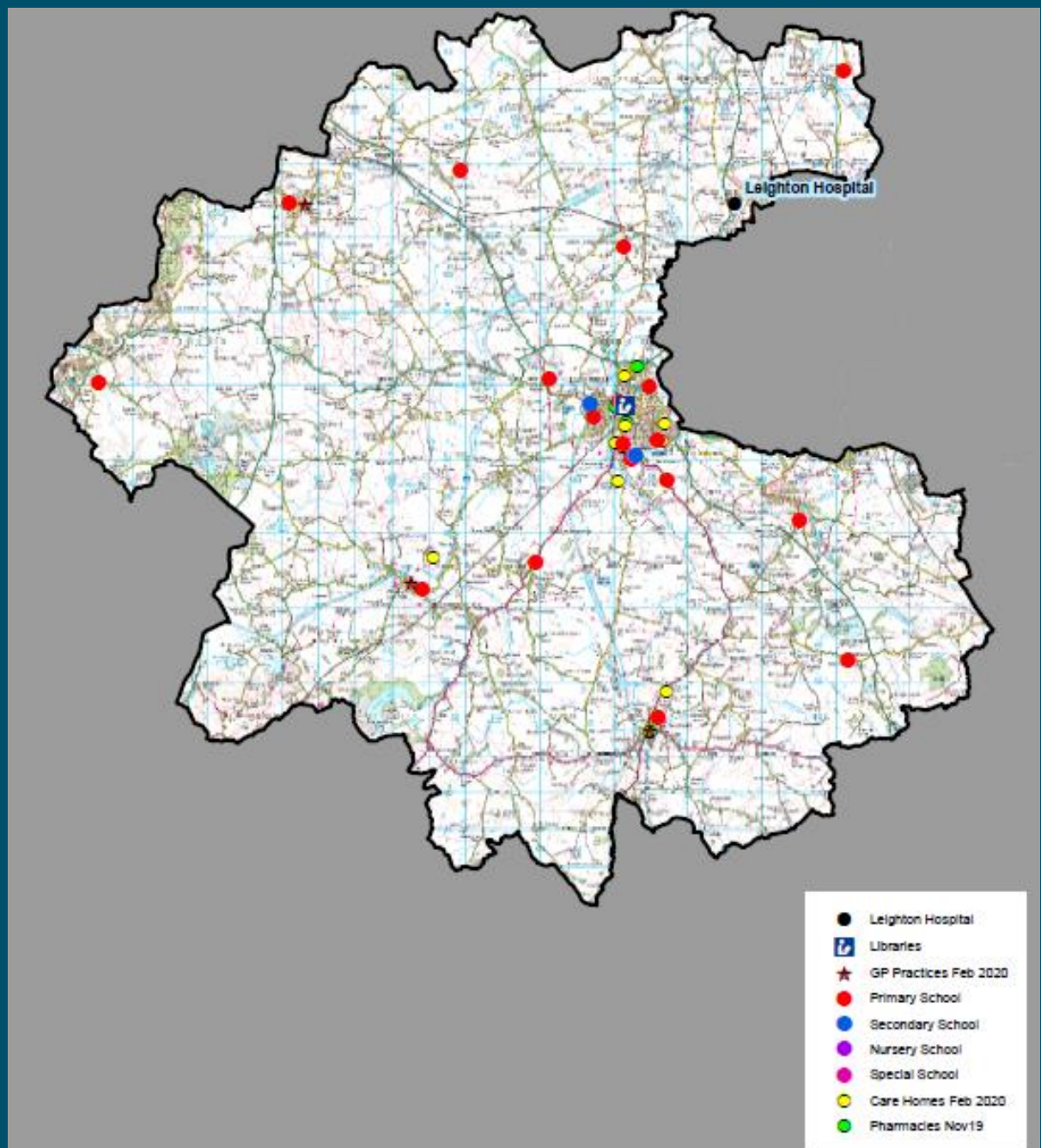


# Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Nantwich Care Community

May - September 2020



## Introduction

Between 4<sup>th</sup> May and 1<sup>st</sup> September 2020, 1,564 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 99 people who answered our survey from the Nantwich area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 91 people who told us about how health services had changed, most talked about their GP or Pharmacy. For example:

- *“My 8 weekly Hospital Eye clinic appointment was cancelled indefinitely. No dental service for my broken tooth - not in pain.”*
- *“Had no contact re hospital appointment been waiting since 9<sup>th</sup> Jan for appointment.”*
- *“Ongoing treatment was not impacted, still continue to have monthly injections at Macmillan, had mammogram and consultant appointments.”*
- *“Labour and postnatal care excellent but no visitors on postnatal ward.”*



30% told us their GP appointment was by telephone or video call

26% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures

46% told us that they either couldn't get a prescription, experienced increased waiting times, or they couldn't find over the counter medication they needed

72% said they either hadn't felt comfortable making, travelling to or attending appointments during the pandemic, or felt they would be overburdening the NHS

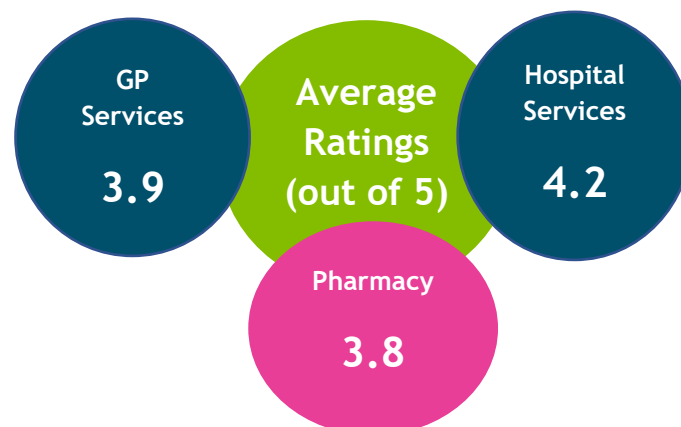
## People’s views on video/phone appointments

People were asked about their opinions on video and phone appointments for hospital-based appointments, GP appointments, other healthcare appointments, or social care assessments. For each type of appointment, the majority of people would be happy using phone or video appointments dependent on what the appointment was to discuss.

- 72% of respondents would be happy using video calls for certain hospital appointments, 65% would for GP appointments, 53% for other healthcare appointments, and 37% for social care assessments.
- 16% of people told us they didn’t like the idea of video calls for hospital appointments, 21% didn’t like it for GP appointments, 33% for other healthcare appointments, and 37% for social care assessments.

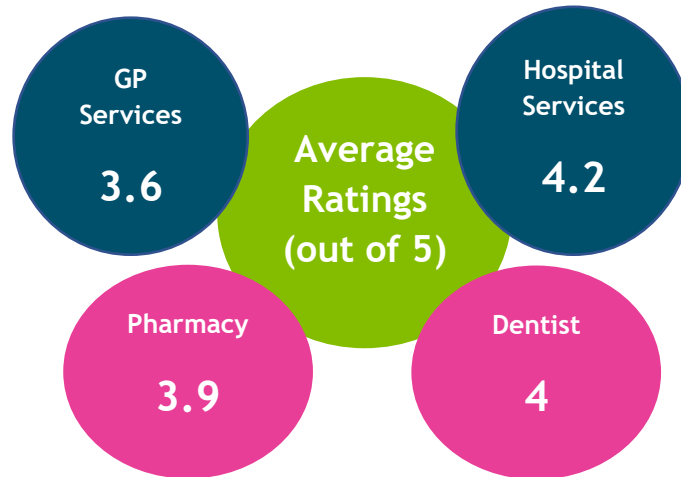
## How people rated their services

We asked people from the Nantwich area how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 56 people answered this question and rated their GP surgery, Hospital and Pharmacy services.



- *“Pharmacy - the turnaround on prescriptions is ridiculously long and the staff quite rude.”*
- *“Dentist and Opticians have been closed. Hospital was excellent, good social distancing well thought through and continuing to deal with ongoing issues. GP appointment was ok but could only get on the day appointments - they seem unable to get beyond crisis management, at some point they will have to start seeing people again or the hospitals will get overwhelmed. Why is it ok for them to say they can’t see anyone and send everything up to the hospital for other people to deal with?”*
- *“Phone call from doctors on time, very patient and understanding. Hospital appointment on time and very quick, I was only there for about fifteen minutes.”*
- *“No negative impact for me at GP practice. The service feels different as numbers of patients accessing the surgery seem to be being managed but the few services I have needed have been available.”*

## How people rated communication from service



- *“Nothing from my GP practice/dentist/opticians at all.”*
- *“GP: the answer phone message was good, didn't look online as practice website not immediately obvious. Dentist: website has good info and easy to find.”*
- *“GP practice. Had no communications whatever. Hospital out patients. Information eczema a few days before the appointment after weeks of worrying about it and having written to the hospital.”*
- *“They have communicated to different levels the impact of services. However not a personal response to emails.”*
- *“Pharmacy was particularly poor with poor signage when you turned up and had been waiting for best part of 15 minutes to find out that there were times now when not open but this was not easily visible.”*
- *“Haven't needed to use most services, but feel I could access in an alternative way if necessary.”*

## How coronavirus has affected people's mental health

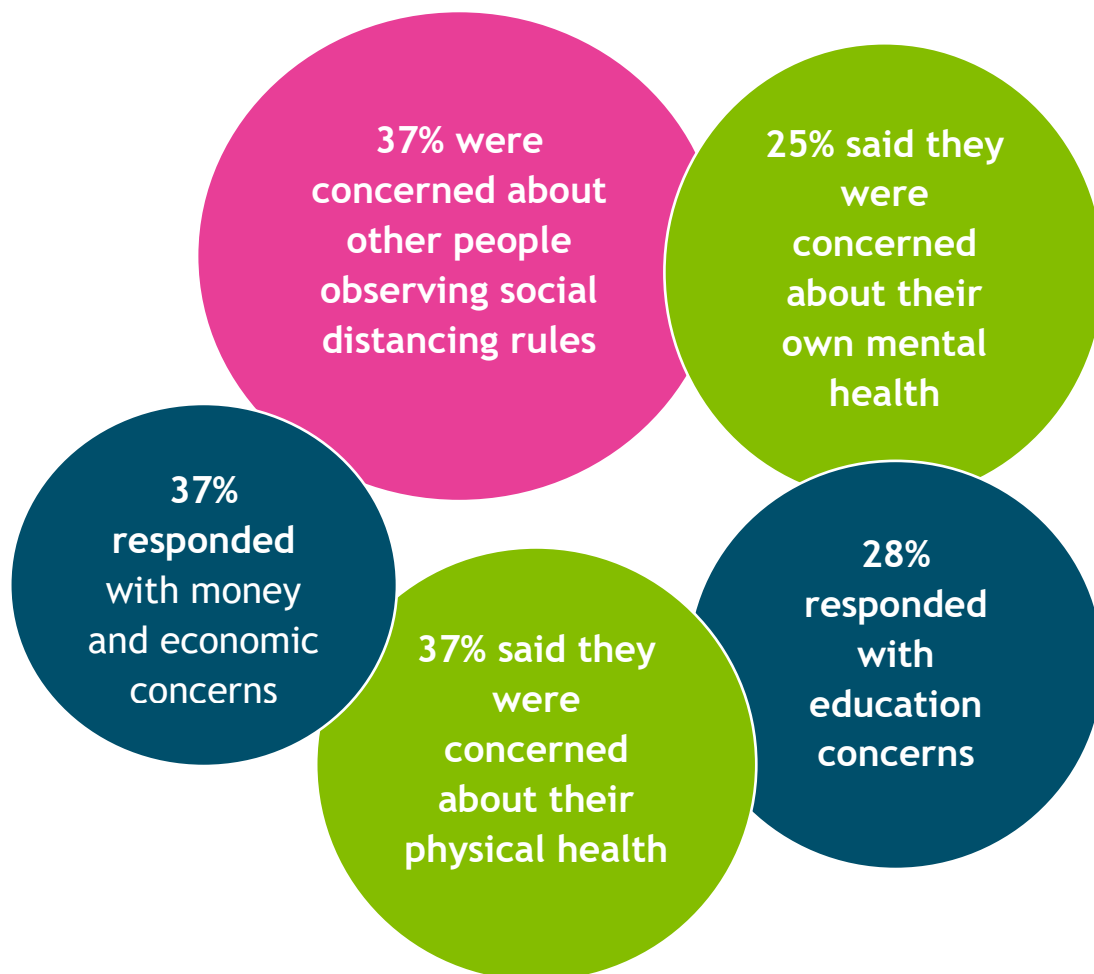


The top 3 things that the 96 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities.

- *“I am really concerned about young people to whom social relationships outside the home are key.”*
- *“Worried is probably too strong a word, but I am concerned being of a certain age with a couple of health conditions, but generally just get on with things.”*
- *“I miss socialising with friends over morning coffee and eating out.”*
- *“I feel concerned, (not worry) about my health, and friends and family.”*
- *“I have enjoyed being able to dedicate time to things that I didn't give enough attention to in the past.”*
- *“Stress of other people's response to COVID-19”*
- *“Finding it really difficult to work from home whilst trying to home school my 12 year old son and having to download lots of different apps on my personal phone to get access to work meetings.”*
- *“Generally coping well and keeping busy.”*

### **What are people's current concerns or concerns about the future impact of the pandemic?**



- *“Concerns about my husband’s health due to postponed operation.”*
- *“Concern about new-born’s development, socialisation and developing immune system to all other 'normal' germs etc. before he needs to start childcare and I return to work.”*
- *“Concerned about my son’s mental health and his access to what will be helping him.”*
- *“Concerned about the availability of PPE like gloves.”*

**What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?**

- *“People following the rules so I would feel safe going outside for a walk. Socially distancing, wearing masks.”*
- *“Access to information about the progress of the pandemic, to enable me to make informed decisions about how to proceed. Or clear intelligent guidance from government, which I feel is totally absent. I no longer believe any information dished out by the health secretary as he has clearly adjusted the figures to suit his own ends.”*
- *“I’ve had much more opportunity to exercise and have been doing 4 online HIIT sessions per week plus started cycling to work. I also walk a couple of times a week.”*
- *“Spending quality time with family in my household. Having pets. Gardening. Keeping in touch with extended family online.”*
- *“Being outdoors, crocheting projects for charity makes me feel useful & gainfully employed.”*
- *“FaceTime essential as we have grandchildren abroad. Walking, garden, craft activities. Zoom quiz every Saturday with 6 groups of family.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

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- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Appendix

This is the Tartan Rug for the Nantwich Care Community (Cheshire East Council, November 2017), looking at key health indicators and profiles. Healthwatch Cheshire used this resource when planning our activity.

		Nantwich									
		Wrenbury	Bunbury	Audlem	Nantwich South and Stapley	Nantwich North and West	NHS South Cheshire	Cheshire East LA	England		
1	Total population	number	4626	4979	4908	9174	8737	178867	375392	54786327	Population
2	BME population	%	1.2	0.9	1.4	2.4	1.8	2.9	3.3	14.6	
3	Proficiency in English	%	0.1	0.2	0.1	0.1	0.2	0.9	0.6	1.7	
4	Population under 16	%	15.8	16.0	15.1	19.5	16.0	17.9	17.6	19	
5	Population aged 65 and over	%	24.9	20.3	28.2	22.1	24.7	20.4	21.9	17.7	
6	Pensioners living alone	%	22.6	28.5	23.3	30.0	40.4	30.4	30.0	31.5	
7	Older people with low income	%	8.3	7.4	8.1	8.5	13.0	N/A	10.2	16.2	Income
8	People with low income	%	6.8	6.2	5.8	6.0	12.2	N/A	9.4	14.6	
9	Children in poverty	%	8.0	8.0	5.0	6.5	15.3	N/A	12.4	19.9	
10	Long term unemployment	rate						2.1	1.6	3.7	
11	Fertility rate	rate	46.6	45.5	45.3	54.7	63.5	68.2	60.8	63.2	Young People
12	Low birth weight	%	1.0	0.8	0.9	1.7	2.6	2.1	2.2	2.8	
13	Deliveries to teenage mothers	%	1.2	1.2	1.2	1.2		1.4	1.0	1.1	
14	A&E attendances age 0-4	rate	251.5	273.5	256.6	324.7	365.5	357.2	385.6	551.6	
15	Admissions for injury age 0-4	rate	132.1	150.4	136.3	168.4	170.3	162.2	168.1	138.8	
16	Emergency admissions age 0-4	rate	138.5	167.1	145.1	222.5	257.1	216.6	213.8	149.2	
17	Child development at age 5	%	59.1	62.6	59.2	63.8	61.8	59.2	61.8	60.4	
18	GCSE achievement	%	77.5	77.8	77.6	64.8	54.0	60.2	62.2	56.6	
19	Excess weight age 4-5	%	18.5	19.4	18.6	21.8	22.6	20.2	19.1	22.2	



20	Excess weight age 10-11	%	29.7	26.7	29.3	26.4	31.9	31.9	29.1	33.6	Lifestyle
21	Smokers age 11-15	%	3.3	1.8	2.6	4.3	3.2	N/A	3.2	3.1	
22	Smokers age 16-17	%	15.9	15.9	14.5	15.0	18.1	N/A	15.2	14.8	
23	Healthy eating (adults)	%	34.4	33.9	34.3	30.7	30.3	28.8	31.4	28.7	
24	Obese adults	%	21.1	20.9	21.1	22.0	22.5	23.2	21.5	24.1	
25	Binge drinking (adults)	%	20.6	20.8	20.6	21.0	21.1	22.2	22.3	20	
26	Admissions for alcohol	SAR	61.0	64.8	61.4	87.6	97.7	94.7	90.4	100	
27	Self-reported bad health	%	4.4	4.0	5.4	4.3	6.5	5.2	4.9	5.5	Illness
28	Self-reported illness	%	16.1	14.9	18.6	16.6	21.4	17.9	17.5	17.6	
29	Hospital stays for self-harm	SAR	46.9	43.0	46.4	89.7	128.1	99.9	104.9	100	
30	Emergency admissions heart attack	SAR	93.5	93.1	93.5	86.6	88.6	99.7	94.9	100	
31	Emergency admissions stroke	SAR	77.5	77.0	77.4	96.6	102.6	96.1	91.7	100	
32	Emergency admissions respiratory	SAR	49.2	46.6	48.9	61.2	73.6	91.5	80.2	100	
33	Emergency admissions hip fracture	SAR	96.0	93.3	95.9	85.2	90.6	103.1	97.9	100	
34	Emergency admissions all causes	SAR	86.7	89.9	87.1	112.0	120.4	114.8	102.3	100	
35	New cases -breast cancer	SIR	102.3	104.7	102.6	109.1	123.3	100.4	103.1	100	Cancer
36	New cases -bowel cancer	SIR	90.1	93.0	90.4	92.5	94.3	98.9	101.7	100	
37	New cases -lung cancer	SIR	70.2	63.6	69.5	74.0	73.0	96.6	87.0	100	
38	New cases -prostate cancer	SIR	105.7	103.9	105.5	91.0	84.7	107.3	100.5	100	
39	All new cancer cases	SIR	97.2	97.5	97.2	100.1	100.6	103.7	99.1	100	
40	Cancer deaths under 75	SMR	82.3	83.0	101.5	101.6	98.1	98.3	88.3	100	Death
41	Heart deaths under 75	SMR	104.0	48.2	78.8	64.8	92.9	105.7	91.1	100	
42	All deaths under 75	SMR	86.7	71.8	91.9	75.8	99.2	100.2	89.9	100	
43	Deaths from respiratory disease	SMR	99.3	91.7	122.3	80.4	101.9	104.6	95.8	100	
44	All deaths all ages	SMR	94.0	78.8	114.1	94.4	95.6	99.2	93.9	100	
45	Female Life Expectancy	years	83.6	85.8	80.4	83.7	82.6	82.8	83.5	83.1	
46	Male Life Expectancy	years	81.6	82.3	80.5	81.1	79.5	79.5	80.3	79.4	