



**Patient
Information
Forum**

COVID Choices – Headline results

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17 September 2020



I want to go to my
hospital appointment...
what about Covid?



Patient
Information
Forum

Background

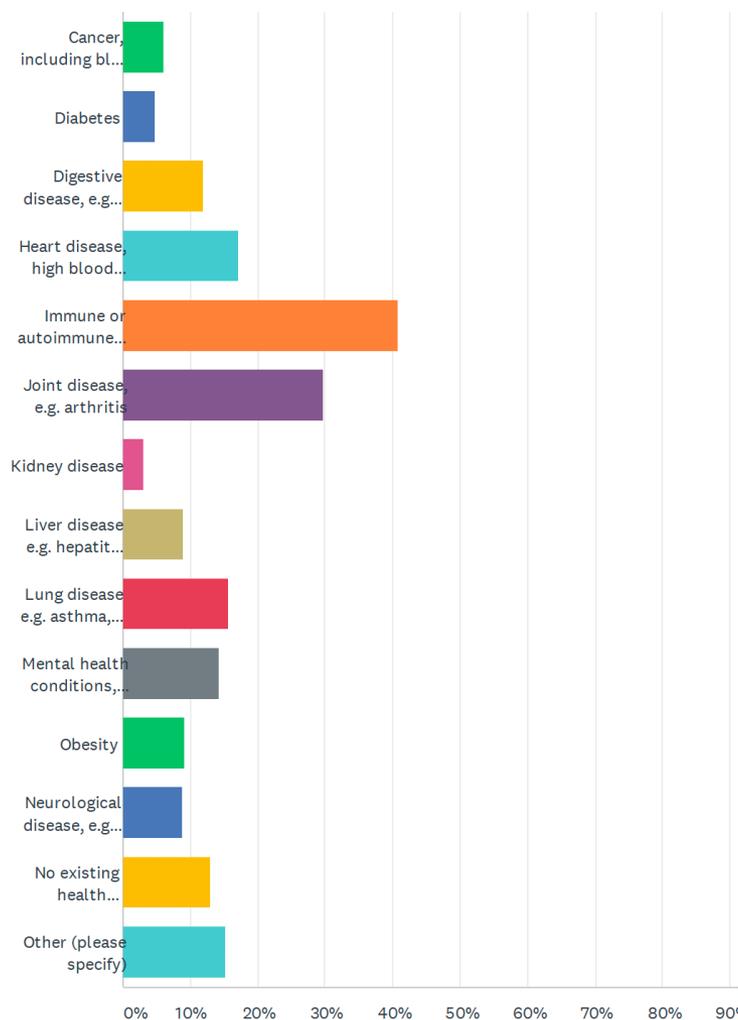
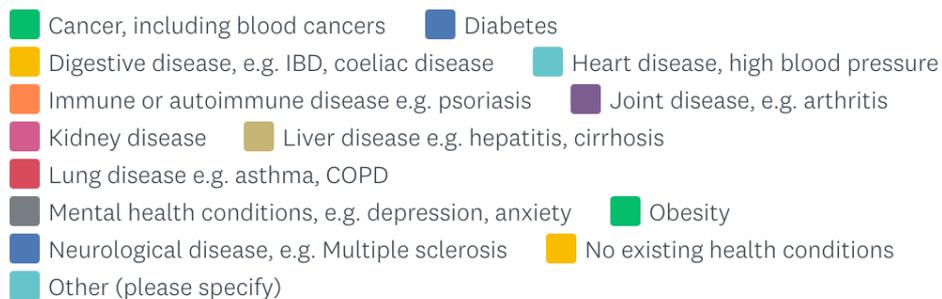
- Multiagency group
 - Led by the Patient Information Forum
 - Co-created with patient advocates, charities and PIF members
 - Norgine has provided some financial support and manpower to support survey development
 - Hill and Knowlton and NexGen have supported analysis and publication support
 - PIF completing qualitative analysis
 - Survey shared on social media and charity partners between 23 July and 7 August 2020 making use of PIF social media toolkit of images and sample posts.
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A wide range of conditions represented

Biggest groupings

- Immune/auto immune conditions 41%
- Joint disease 30%
- Heart disease 17%
- Lung disease 16%
- Mental health 15%
- Neuro 13%
- Digestive 12%

Only 13% had no existing conditions



Concern

Catching Covid



- 48% extremely or very worried
- 37% somewhat worried

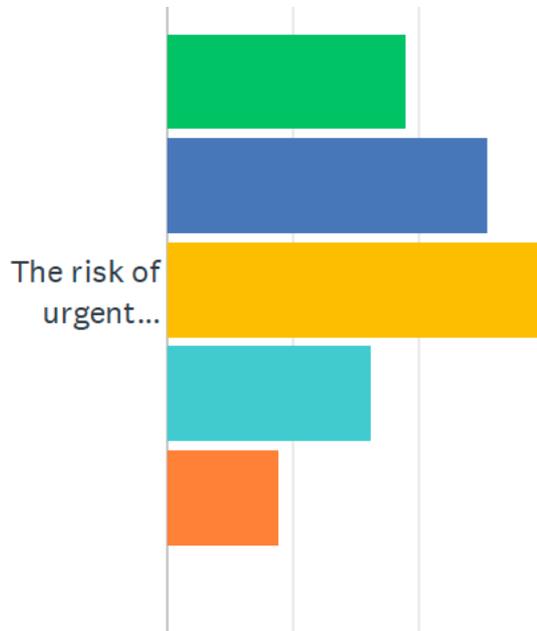
Seriously ill or dying



- 61% extremely or very worried
- 25% somewhat worried

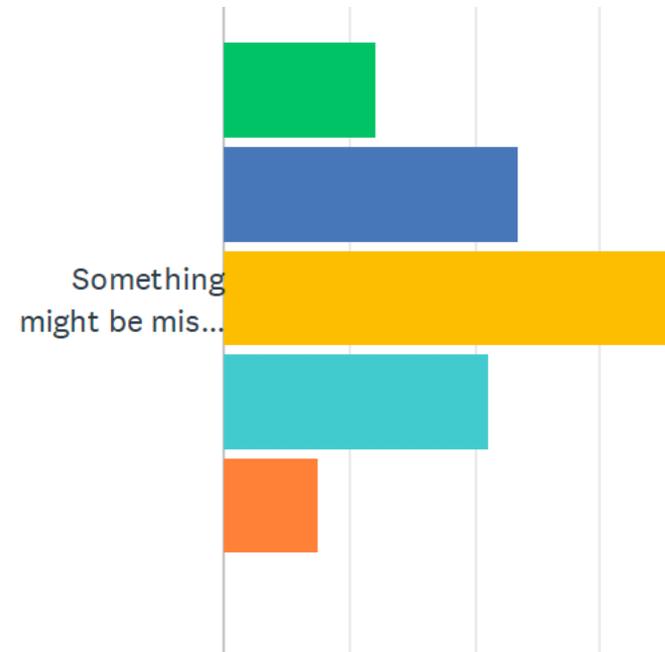
Concern

Urgent treatment delay



- 45% worried about delays to urgent care
- 30% somewhat worried

Lack of face to face care



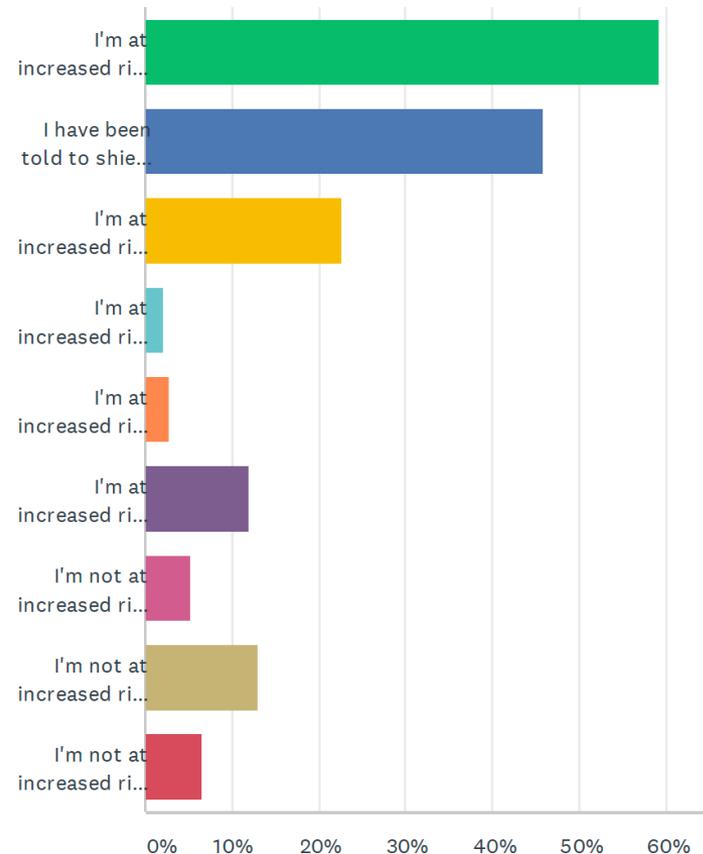
- 35% concerned something would be missed by lack of face to face care
- 30% somewhat worried

**Covid Concern outweighed
general health concern**



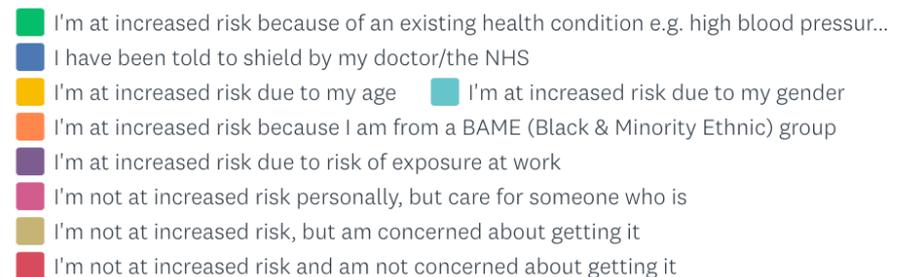
Risk factors

- 60% had existing health conditions
- 46% had been told to shield
- 23% at increased risk because of age
- 12% because of occupational exposure
- 3% at increased risk because of ethnicity
- 20% did not perceive themselves to be at risk but 13% were still concerned about catching Covid.

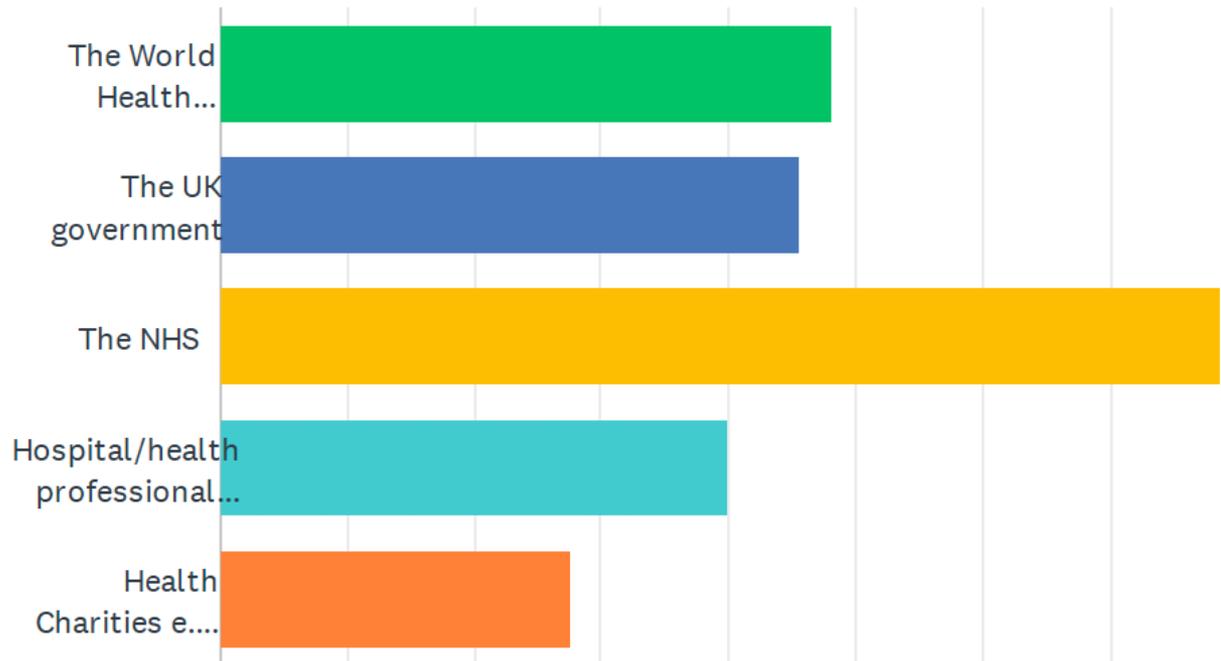


Confidence

- 56% of people were somewhat confident about protecting themselves from Covid.
- Only 29% were very confident.



Top 5 for trusted information on Covid

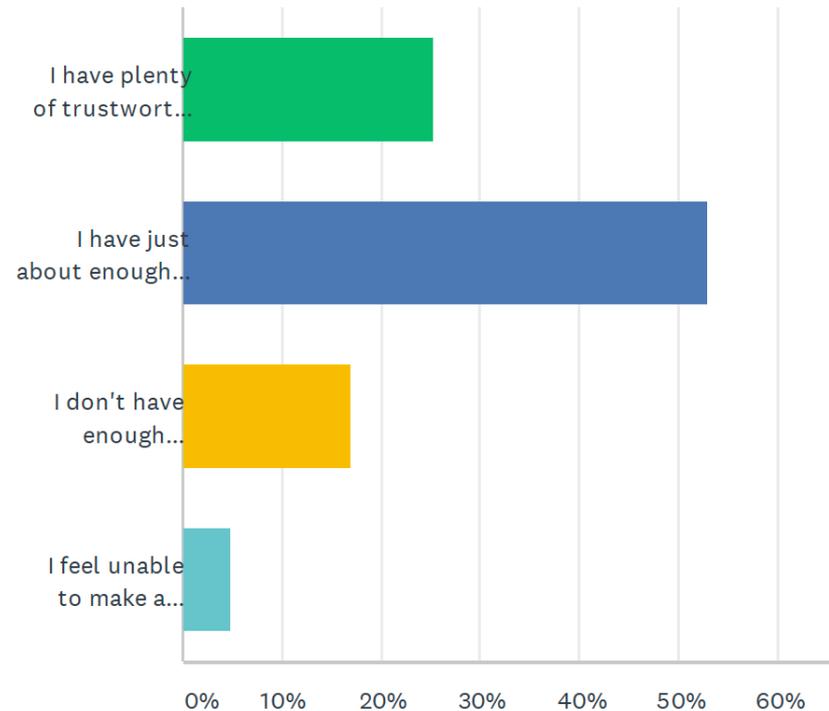


- NHS is the clear winner, followed by WHO
- UK government listed by 45%
- **68% prefer to follow trusted guidance**
- **32% make decisions based on their own research and network**

Enough trusted information

- 25% have plenty of trustworthy info
- 53% have just enough to make decisions
- 17% don't have enough information
- 5% are overwhelmed with information and can't make a decision.

BUT there were 187 free text comments, almost all negative.



'Not having enough information has caused me to be over cautious and shield. I don't trust the government as I believe their priority is the economy not public health.'

'I find the government's information, which I would normally expect to be trustworthy, to be inconsistent. I tend to rely on NRAS, local GP and WHO.'

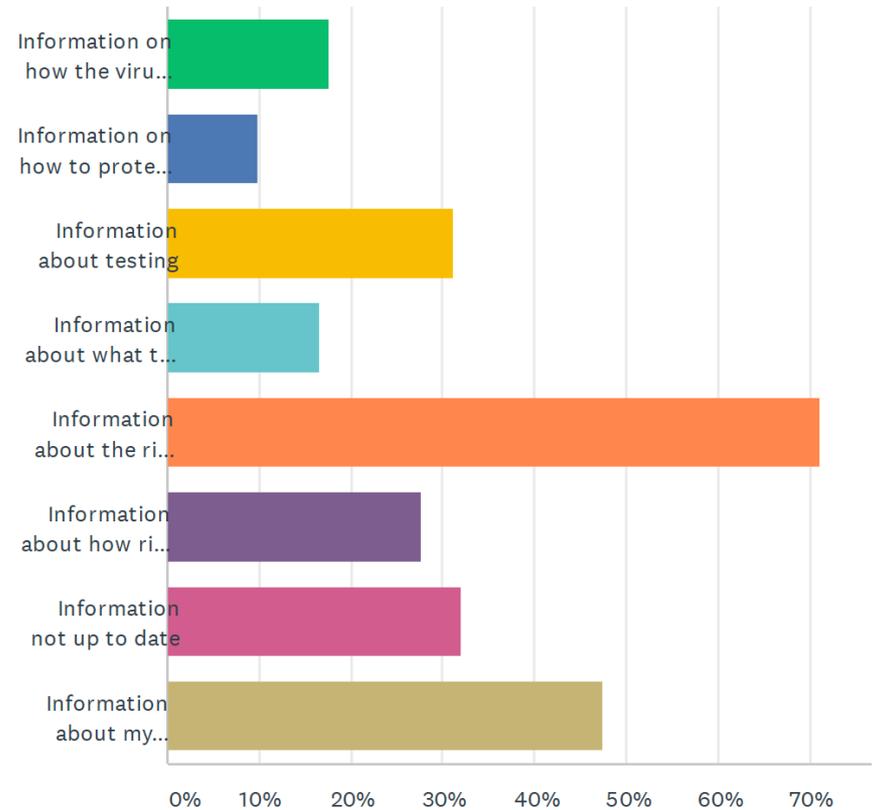
Missing information

Information about local risk (71%) and personal risk (48%) were the areas of most concern.

There were 242 free text comments.

'I got a text from the NHS saying I should shield but didn't receive a letter from my GP. I have no idea of the level of risk to me personally, so I am being cautious.'

'I'd like information on how safe the town is where I live.'



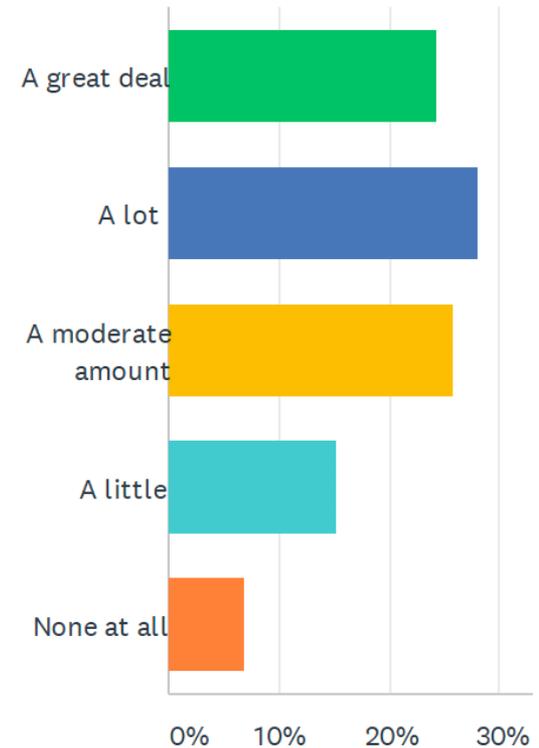
- Information on how the virus is transmitted
- Information on how to protect yourself
- Information about testing
- Information about what to do if symptoms develop
- Information about the risk locally
- Information about how risk varies in different situations, e.g. indoors vs. outdoors
- Information not up to date
- Information about my personal risk of becoming seriously ill or dying

Conflicting information – a real problem

Only 7% of people felt information was consistent. 52% found it very conflicting.

It was ranked equally difficult as finding trustworthy information.

There were 242 free text comments.



'Government is ignoring the science and hence giving conflicting advice.'

'One day we are told masks are not important. Now they are.'

'The government told me to shield, the transplant coordinators told me I could carry on working. My GP told me to do what I want.'

**Inconsistent information
undermines trust**

**Leading some people to be over
cautious to protect themselves**

Includes avoiding healthcare



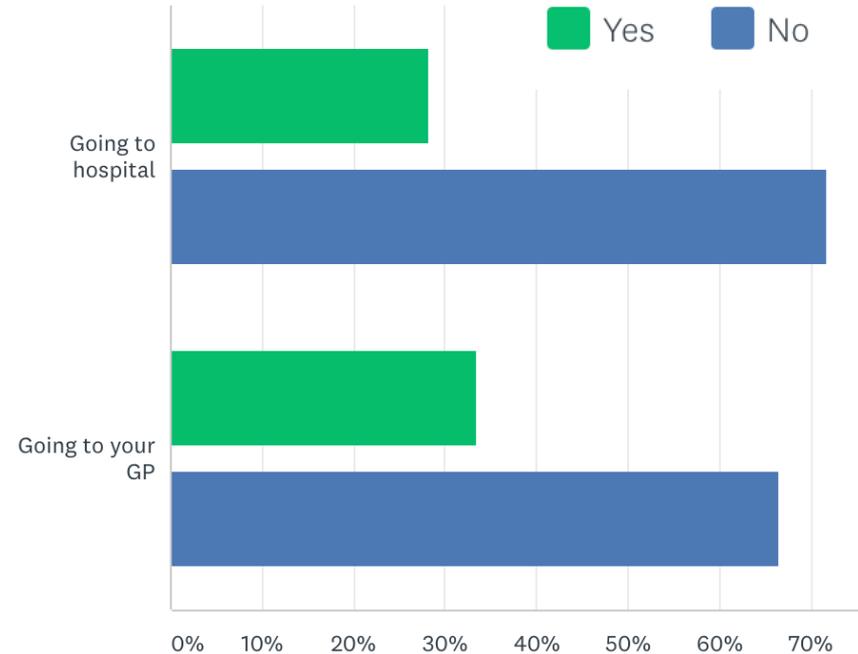
Accessing healthcare

30% of people delayed seeking treatment, most for Covid concerns.

'I did not start a new medication as it would involve weekly blood tests and I was shielding.'

'I worry about having a video call rather than face to face, but I worry about face to face because of Covid.'

'I had a serious fall and concussion but didn't go to A&E.'

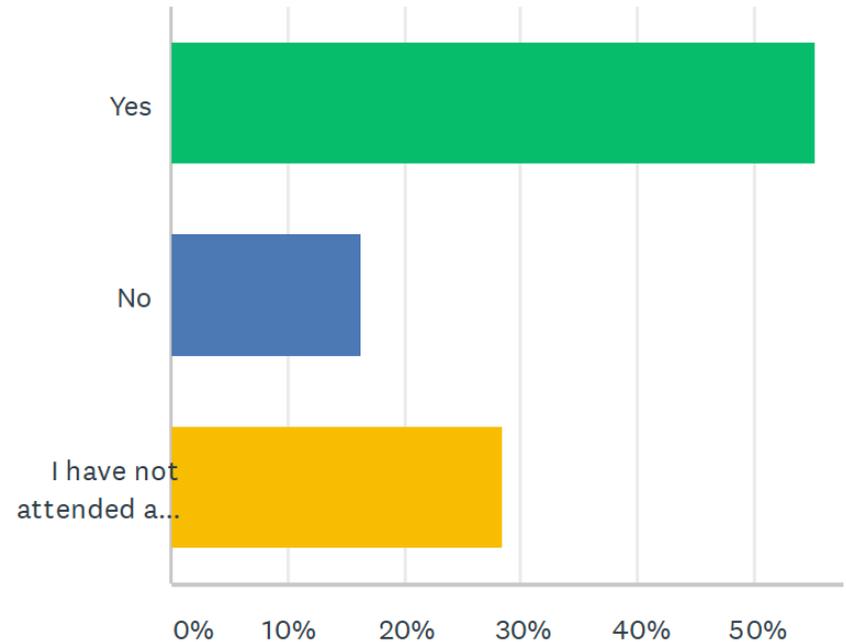


'I have avoided all GP visits, and instead self diagnosed and treated the family with off the shelf drugs or DIY remedies (successful fortunately)!'

'Due a blood pressure check but will not attend to be tested on a machine with an arm cuff that is probably never cleaned. No thank you.'

Information about Covid safety measures

- 71% had face to face appointments.
- 25% did not have prior information about Covid safety measures.



There were 85 free text comments.

'I only found out about changes after I got there.'

'Lucky I wore a mask or they'd have turned me away.'

'A little information would have stopped my anxiety going through the roof.'

'Wasn't expecting that my carer wouldn't be able to support me in appointments.'

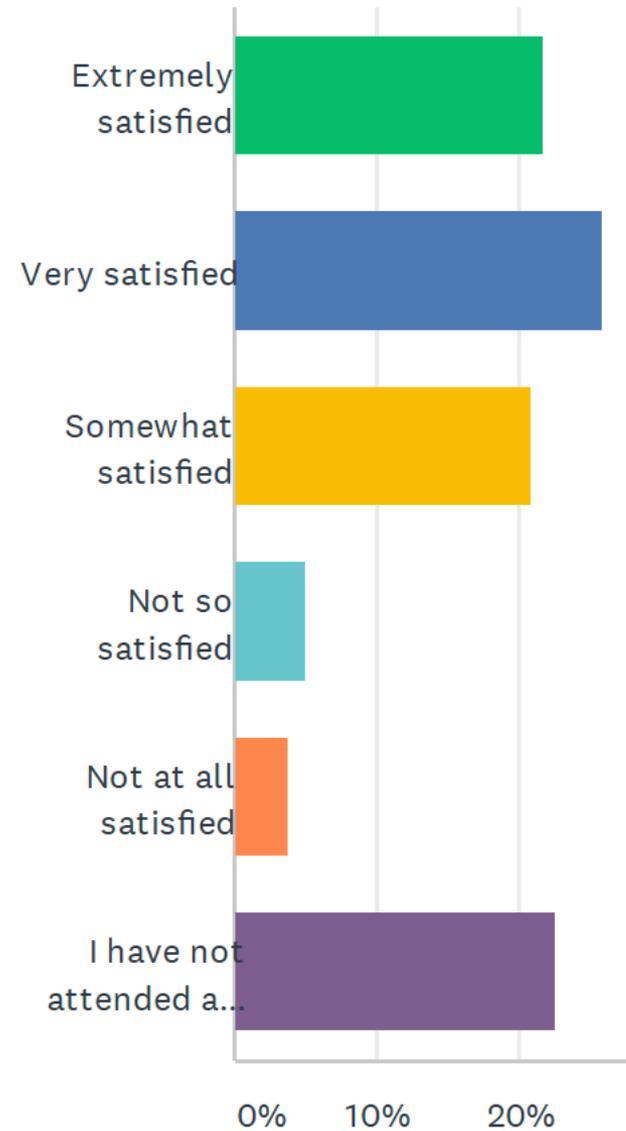
Experience of Covid safety measures

77% had attended care. Of these:

- 61% were very satisfied about precautions
- 27% were somewhat satisfied
- Only 11% were not satisfied

Main concerns

- Lack of social distancing/masks in communal areas
- Lack of cleaning in waiting areas,
- Staff not wearing masks or gloves or using them correctly
- Lack of separation between Covid/non-Covid patients



Lack of information before appointments causes concern

Most people's experience is good but room for improvement

Concern about future appointments could be prevented with better information

