

# Snapshot Survey Coronavirus (COVID-19)



## SNAPSHOT ANALYSIS

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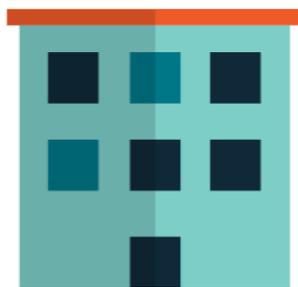
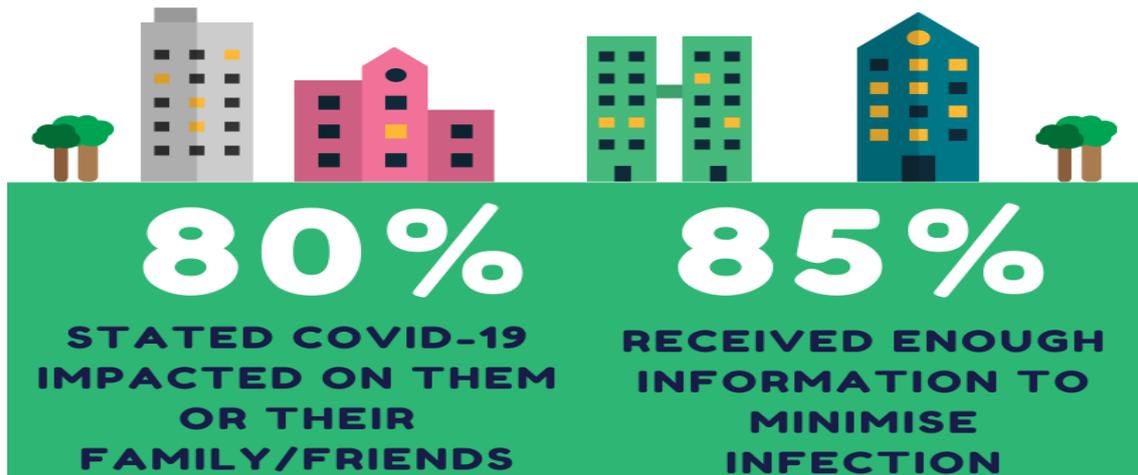
June 2020

# healthwatch

Merton

## SURVEY KEY FINDINGS

Out of 63 responses



53% FELT COVID-19 HAD IMPACTED ON THEM ACCESSING HEALTHCARE SERVICES

79% ACCESSED THEIR GP PRACTICE FOR NON-COVID 19 RELATED ISSUES

### METHOD AND NUMBER OF GP PRACTICE CONSULTATIONS STATED



JUNE 2020

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# About us

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## Here to make care better

We are the local independent champion for people who use health and social care services. We're here to find out what matters to people, and help make sure your views shape the support needed. We listen to what people like about services, and what could be improved, and we share these views with those with the power to make change happen. We also help people find the information they need about services in their area. Nationally and locally, we have the power to make sure that those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.



Our vision is to be a strong, Independent and trusted voice of the public for health and social care services across Merton.

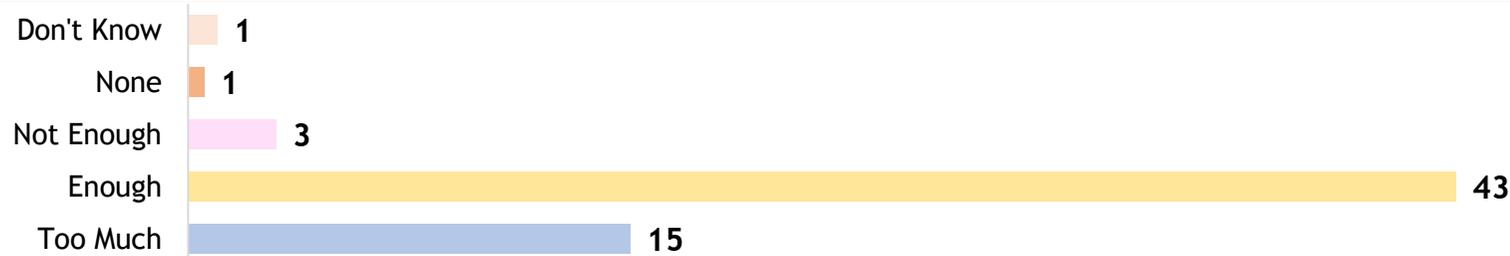
## Survey Responses

- The survey went live in middle May 2020 and closed on June 5<sup>th</sup> 2020.
- Total received **63**.
- The following is the collation of these responses and the key themes.

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### How much information have you seen about Coronavirus?

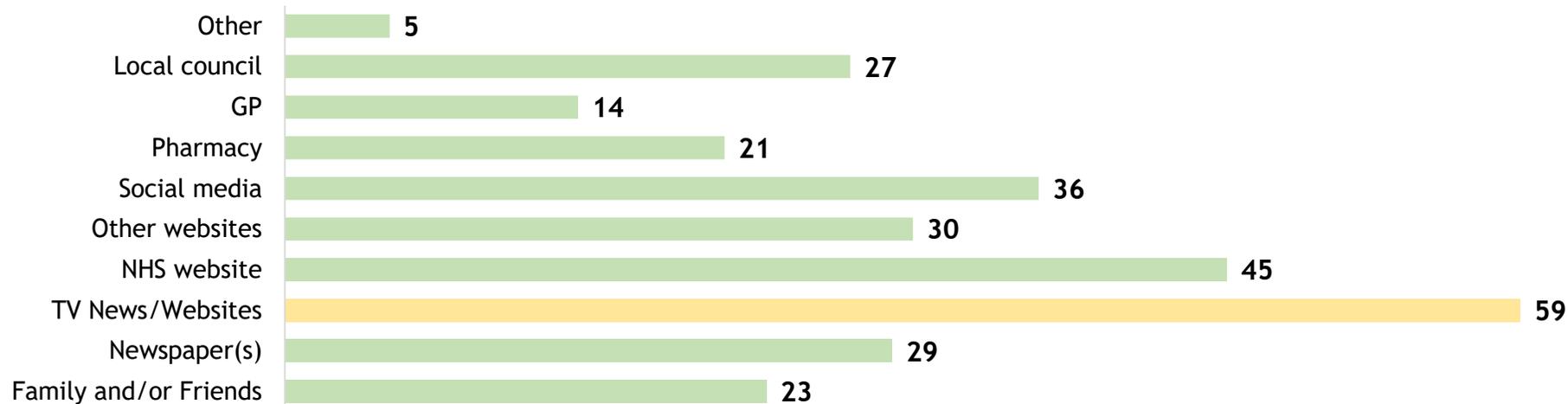
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### Where have you received/seen information about Coronavirus? (more than one choice could be selected by respondents)

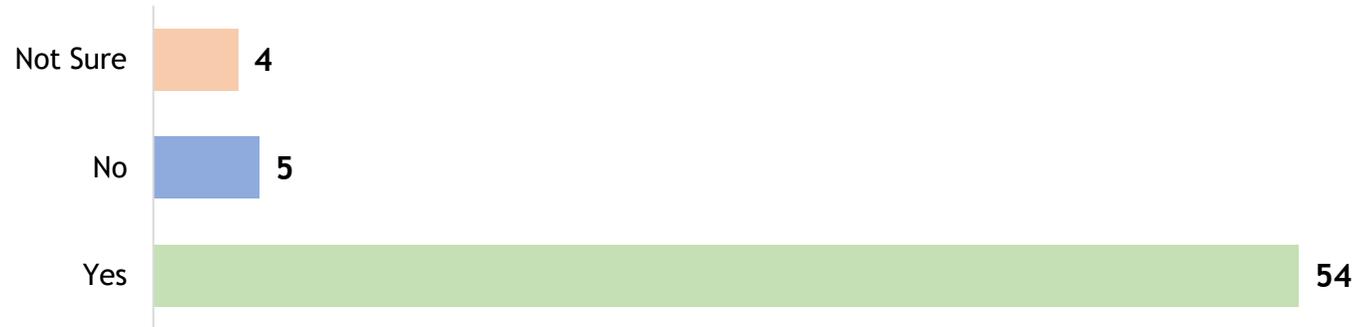
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**Do you feel that you have received enough information to minimise the chance of infection?**

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**Has Coronavirus had any impact on you and/or your friends and family?**

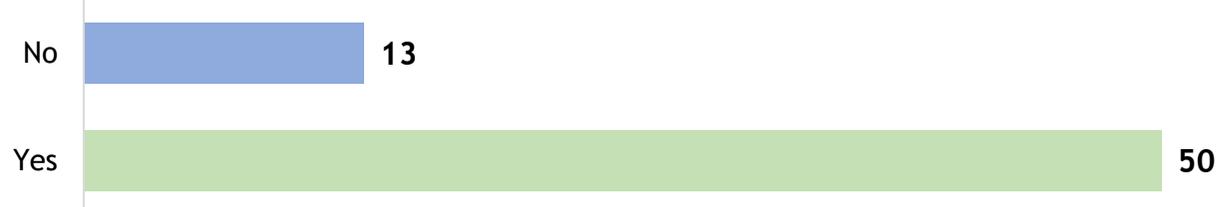
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**Have you needed to get in touch with your GP practice since March for non-Covid 19 related issues?**

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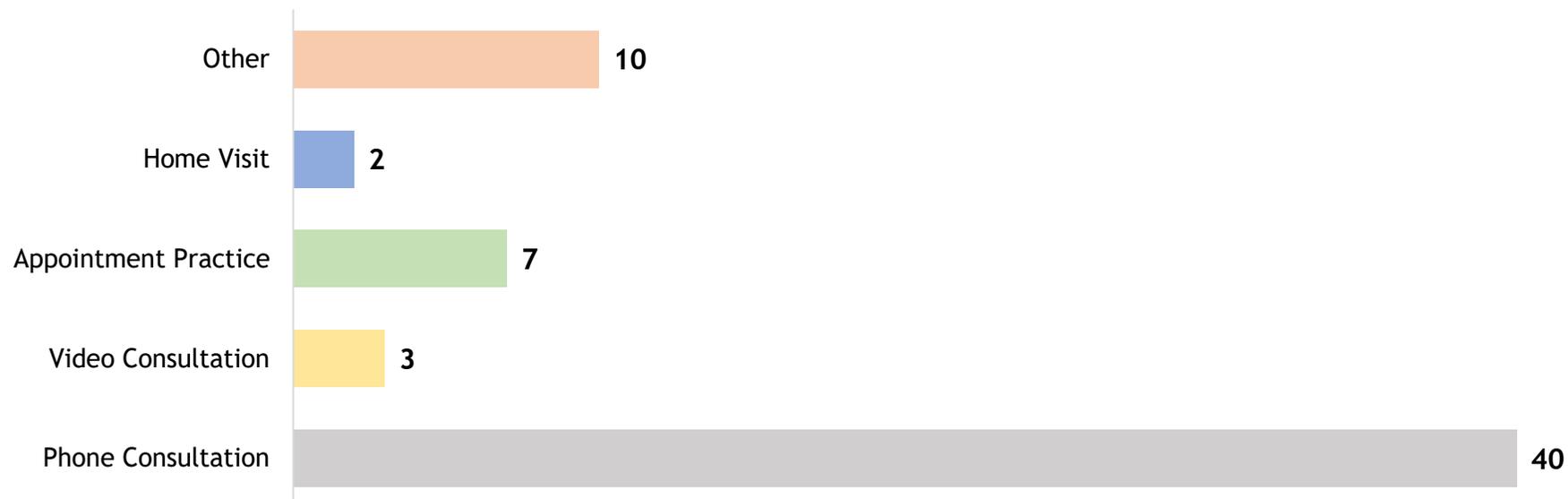


Only the 50 who answered yes to the previous question about getting in touch with their GP practice since March for non-Covid-19 related issues were asked this next question.

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**Which of the following services did you receive from your GP Practice? (more than one choice could be selected by respondents)**

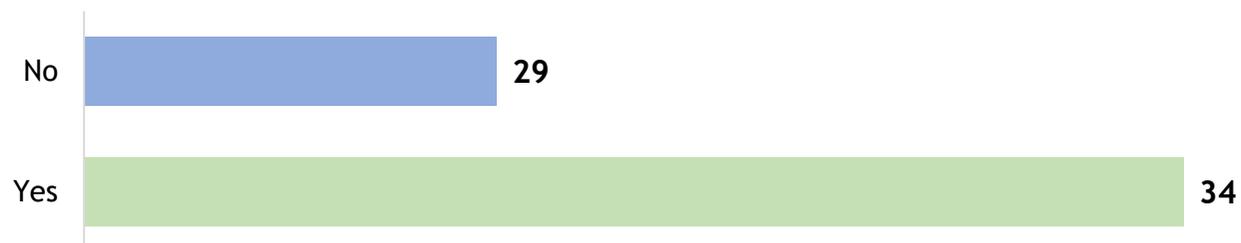
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**Has your ability to access other health services been affected by the coronavirus outbreak?**

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## The main themes that emerged from the survey questions and some of the comments.

### Feedback Shared about coronavirus.

<b>Impact on Mental Health</b>	<ul style="list-style-type: none"> <li>• Too much isolation</li> <li>• Low mood</li> <li>• Fear of going out - anxiety - family concern about us "older" people. And, just not being able to do the things we usually do and see the family and friends we would be seeing - yes, it has had an impact!!</li> </ul>
<b>Mixed message and confused guidance</b>	<ul style="list-style-type: none"> <li>• I am concerned by the mixed messages mainly from the Government</li> <li>• Think the government should have acted much earlier and done a lot more</li> <li>• When new guidance is issued, it sometimes seems to contradict the previous guidance</li> <li>• Not enough people took care to follow rules in my area</li> </ul>

### Experiences of accessing your GP Practice during these times

<b>Satisfied with GP Practice Access</b>	<ul style="list-style-type: none"> <li>• Absolutely 1st class service, as always, from GP practice - above &amp; beyond, personally delivering prescription to pharmacy. Hugely grateful</li> <li>• It was excellent. Very impressed with the surgery and my GP</li> <li>• The queue to get through was non-existent and I received help very quickly</li> <li>• Facetime/phone appointments are welcomed</li> <li>• I needed a blood test. It was very easy and felt very safe</li> </ul>
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<p><b>Not satisfied with GP Practice Access</b></p>	<ul style="list-style-type: none"> <li>• Didn't like at first being told, if I didn't use Doctor Link app, I couldn't access any GP service, even telephone appointments. After some talk they allowed me but said, only once, I don't feel comfortable uploading all medical/personal data to online app. It should be optional</li> <li>• The Doctor Link app was frustrating as just needed an apt for a prescription and app kept freezing in March. Phoned surgery for apt after going through questions 3 times for app to freeze at apt stage. Phoned the surgery for apt but they refused saying only way was to go through app. When app eventually worked after a few more times managed to get phone consultation- this was very efficient. If IT has issues, there should be a contingency. This took over 2 hours to resolve.</li> <li>• In April I tried to get an appointment for my child's 12-month injections, I was told to call back in a month. I called back in a month and was told a nurse would call me. I missed the call from the nurse due to my phone being out of battery, then called the practice to rearrange but they wouldn't rearrange as they did the nurse had left a message and I needed to listen to it before they could rebook. I couldn't find the message, but eventually discovered it was in my landline (which I never use!). It simply said, "We tried to reach you, please call back to rearrange". I'm going to have to call them for a fourth time to try to arrange this. Making calls is difficult for me due to neurodiversity, and even though I'm responsibly for not being available when the nurse called, this seems like a lot of fuss for something which should have been simple. Not sure why the nurse needed to speak to me before booking routine jabs? Child is now 14 months old.</li> </ul>
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**Challenges accessing other healthcare services (comments were recorded in June 2020 and access to services may have changed)**

<p><b>No access to Dentists</b></p>	<ul style="list-style-type: none"> <li>• Lack of dental and orthodontist appointments</li> <li>• Dental appointments are not possible</li> <li>• Unable to access orthodontic treatment</li> </ul>
<p><b>Outpatient/ investigations mixed experiences</b></p>	<ul style="list-style-type: none"> <li>• I was having a 24hr tape at St George's that was cancelled. Delayed treatment</li> <li>• I had an ENT appointment at St George's during the expected peak of the virus</li> <li>• I wanted to have a scan to see if I had any soft tissue damage - I was told all scanning was closed. My ankle is still sore so I've likely had soft tissue damage and may have needed treatment</li> <li>• I am pregnant and many maternity appts have been cancelled</li> <li>• Outpatient appts by phone only, unable to have required blood tests without compromising safety</li> <li>• The hospital appointment was carried out but phone which while ok is not as reassuring as seeing a consultant in person.</li> </ul>

## Contact us

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