

**Information needs of vulnerable
people during the COVID-19
pandemic
May 2020**



I found it difficult to assess whether my asthma was mild and therefore whether it increased my risks. The guidance on the website (which I heard about from the doctor on the radio) is complex when you have to select your medicines and hence potential risk category



Comment from respondent



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Who are Healthwatch Nottingham & Nottinghamshire?

Healthwatch Nottingham & Nottinghamshire is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?


You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.


How do I get involved?

We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.


You can have your say by:

 0115 956 5313

 www.hwnn.co.uk

 @_HWNN

 [Facebook.com/HealthwatchNN](https://www.facebook.com/HealthwatchNN)

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Join our mailing list

We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

In order to understand the impact of COVID-19 on vulnerable people in Nottingham and Nottinghamshire, and to inform local and national responses, Healthwatch Nottingham and Nottinghamshire (HWNN) carried out a short survey between 17th April and 4th May 2020 to find out:

- Whether people knew if they were in the highest risk or increased risk group when read the NHS definition
- Whether those in the highest risk group received an NHS letter on 'important advice to keep you safe from Coronavirus' letter
- Whether people surveyed understand official COVID-19 information
- What are the unmet information needs of people surveyed
- Whether GP and hospital appointments had been cancelled or changed

HWNN made contact with vulnerable people via community groups, Facebook, existing contacts and through our volunteers. A total of 435 people from Nottingham and Nottinghamshire responded to the survey - 383 via an online survey and 52 were reached through phone calls. The breakdown of the people we reached is shown in table 1 below.

Vulnerable Group	Number of responses
People with long term conditions	193
People with one or more disabilities	142
People over the age of 70	135
People in the highest risk group	111
People who are Black, Asian, Minority Ethnic and Refugees (BAMER)	48
People who are lesbian, gay, bisexual, transgender or questioning (LGBTQ+)	44
Young people with mental health issues	11

Table 1 Source all responses (n=435) NB total is higher because some respondents fitted into 2 or more groups



Summary of findings

Findings across all those surveyed are summarized below. Summaries by each group are provided in the Appendices.

Highest risk group

- 12.6% (n=14) out of 111 people did not know they were in the highest risk group
- 28% (n=30) people in the highest risk group had not received a letter and 5 were unsure. Of those who had not received a letter or were unsure, 13 people did nothing, 11 followed it up themselves and 10 didn't know what to do

Increased risk group

- 9.3% (n=20) out of 213 did not know they were in the increased risk group
- People aged 70 and over were least likely to realize they are in the increased risk group

Clarity of information provided

36 people described what was unclear about the general government information. Some of their experiences are described below in their own words:

'My mother has dementia and now refuses to sleep upstairs as she's afraid of an invasion by virus, there's nothing for her from the Prime Minister, nothing from GP, nothing about prescriptions, no support.'

'I am 86 and live alone, family are not close by, conflicting info as to what I am allowed to do regards shopping'

'I just had a baby 2 weeks ago. So now I am in low risk group? Are newborns in A low risk group? 2 weeks ago I was in increased risk group. My birth was long I actually feel worse than I felt during pregnancy.'

'My daughter has a learning disability and I have mental health issues and I don't drive, we have very little support'

'The guidance about what is and is not essential was unclear, meaning people have been witch hunted in their local communities and a lot of people are very scared.'

Information needs

- 42.3% of people (n=184) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	40
Accessing repeat prescriptions	32
About how to access mental health services	27
Advice for carers/family members caring	21
How to access additional care support	17
Advice on infection control	13
Support for vulnerable (not high risk)	6
About accessing dental services	6
Information for people who do not use the internet	5
Whether routine appointments have been cancelled	5
About how to access GP services	5
Information about testing	4
What to do if need changes to medication	4
Advice for carers	3
Lack of information in other languages	3

Changes to appointments

- Of the 56.8% (n=247) who said their routine appointments had been changed or cancelled, 71 had their appointment delivered by phone call, 130 had their appointment cancelled, and 36 had their appointment postponed.
- 13.6% (n=59) had changed or cancelled their appointment themselves. Five of these did so because they feared contracting Coronavirus, 6 because they felt the NHS was too busy and 3 because they were shielding

Findings by group

- More than a quarter of people in the highest risk group had not received an NHS letter 'important advice to keep you safe from Coronavirus'
- Carers of people living with a disability asked for advice and additional care support
- People over the age of 70 are most likely to need advice as a carer
- People in the LGBTQ+ group were most likely to need information on how to access mental health services
- Young people with mental health conditions were most likely to ask for more information on infection control.

Conclusions

We found that a significant proportion of people did not know if they were in the highest risk or increased group for COVID-19. This indicates that the messaging about who falls into which group has not been sufficiently clear, so that people failed to identify the risk factors which apply to them. As 28% (n=30) people in the highest risk group did not receive an NHS letter 'important advice to keep you safe', this indicates messages are not getting through consistently.

Some people 9.2% (n=40) did not receive support on how to manage existing conditions while they are shielding or isolating. This may have caused their conditions to deteriorate or may have been a cause of anxiety. This is of particular concern where those conditions are known risk factors for developing more severe symptoms of Covid-19, or make managing their daily lives more difficult to control their exposure to the coronavirus.

Nearly half of the people who responded to the survey 42.3% (n=184) had unmet information needs, particularly around managing existing health conditions, accessing repeat prescriptions and accessing mental health support.

As 13.6% (n=59) of people who responded to the survey cancelled or changed their routine appointment themselves, this may imply that the message the NHS is open was perhaps not getting through.

Recommendations

Local health and care system

- Ensure that people receive information about how to manage existing health conditions, access repeat prescriptions and access mental health support;
- Publicise more effectively how people who are at highest risk and increased risk should keep themselves safe and access additional care and support during the COVID-19 pandemic.

National health and care system

- Provide greater clarity to explain the difference between the groups of 'highest risk' and 'increased risk';
- Clarify for the over 70s and other increased risk groups the additional precautions they need to take, over and above those of the general population, to keep themselves safe during the pandemic;
- In a future pandemic, prioritise access to mental health support from the outset.



Analysis by target group - Long Term Conditions

'How do I get my asthma preventer medication as the chemist has no stock as it comes from Italy?'

A total of 193 people said they had a long term condition

- Of these 65 thought they or the person they care for were in the highest risk (shielded group) and 87 in the increased risk group. After being given the definition of the groups 81 were in the highest risk group and 90 in the increased risk group
- Of these, 22 people in the highest risk group had not received a letter and 5 were unsure. Ten people did nothing about not getting a letter, eight followed it up themselves, and eight did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
5	15	21	72	75	5

'I cancelled a follow up COPD appointment as my surgery was not able to do a telephone assessment which meant I would need to visit the surgery.'

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	14
Accessing repeat prescriptions	9
About how to access mental health services	7
How to access additional care support	5
Support for vulnerable (not high risk)	5
Advice for carers/family members caring	4
About accessing dental services	3
Advice for carers	3
Information about testing	3

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
138	32	13	10

'I have had to buy equipment to monitor my health at home so I can give my stats to the doctor over the phone because normally the doctor would take those measurements regularly at the surgery.'

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
51	114	0	28



Analysis by target group - Disabled

‘My daughter has a learning disability and I have mental health issues and I don't drive, we have very little support’

A total of 142 people - 32.6% of respondents said they lived with one or more disabilities.

- Of these 35 thought they or the person they care for were in the highest risk (shielded group) and 74 in the increased risk group. After being given the definition of the groups, 43 were in the highest risk group and 82 in the increased risk group
- Of the 43 people in the highest risk group, 14 people had not received a letter and 3 were unsure

When asked how clear other official Coronavirus (COVID-19) information was about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
5	11	16	56	50	4

‘Leaving the house more than once a day as a result of being autistic and needing to.’

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	8
Accessing repeat prescriptions	7
Advice for carers	6
About how to access mental health services	5
How to access additional care support	4
What to do if need changes to medication	3
Whether routine appointments have been cancelled	3

‘There is an absence of British Sign Language interpreters leaving many deaf/hard of hearing people in the dark.’

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
98	25	8	11

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
37	85	0	20



Analysis by target group - 70+ year olds

'My mother has dementia and now refuses to sleep upstairs as she's afraid of an invasion by virus, there's nothing for her from the Prime Minister, nothing from GP, nothing about prescriptions, no support.'

A total of 135 people - 31% of respondents said they were aged 70+.

- Of these 33 thought they or the person they care for were in the highest risk (shielded group) and 82 in the increased risk group. After being given the definition of the groups 24 were in the highest risk group and 110 in the increased risk group.
- Of these 24 people in the highest risk group, 6 people had not received a letter and one was unsure.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
4	6	11	59	54	1

'I am 86 and live alone, family are not close by, conflicting info as to what I am allowed to do regards shopping'

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	9
Advice for carers	7
Accessing repeat prescriptions	6
Advice on infection control	3

'My respite break will not be available to me as the Care Home my husband was going to is now closed until further notice.'

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
66	46	5	15

'My Mum is partially deaf and has early signs of dementia which makes telephone consultations impossible for her'

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
22	90	0	24



Analysis by target group - Highest risk

'I now have an appointment in August that should have been in March, I have had two appointments in April cancelled and a medication review with my GP cancelled and an asthma check-up done over the phone.'

A total of 111 people said they were in the highest risk group

- Of these 73 people had received a letter and 6 were unsure. Thirteen did nothing, 12 followed it up themselves and got a response, 12 did not know what to do.
- 32 people said the letter did not make sense

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	5	9	49	46	1

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	6
Accessing repeat prescriptions	5
About how to access mental health services	4
Advice for carers	4
How to access additional care support	4
Advice on infection control	3

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
82	18	6	5

'Radiotherapy reduced from 15 to 5 sessions'

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
33	65	0	13

'I usually have a ketamine infusion to manage my pain every 3 months. I have not been able to have these because of the outbreak. I have had to start taking opioid medication to combat my pain again'



Analysis by target group - BAMER

'I just had a baby 2 weeks ago. So now I am in low risk group? Are new-borns in low risk group? 2 weeks ago I was in increased risk group. My birth was long, I actually feel worse than I felt during pregnancy.'

A total of 48 people said they were from a Black, Asian, Minority Ethnic and Refugee groups

- Of these 12 thought they or the person they care for were in the highest risk (shielded group) and 13 in the increased risk group. After being given the definition of the groups 12 were in the highest risk group and 17 in the increased risk group.
- Of these 12 people in the highest risk group, ten people had not received a letter and four were unsure.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, their responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	3	4	29	10	1

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	2
Accessing information in other languages	1
About how to access mental health services	1
Accessing primary care	1
Accessing repeat prescriptions	1
Guidance for new mums	1
How to access additional care support	1

'Information for people who do not use the internet and who are digitally illiterate'

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
22	19	1	6

'Delay to start of exercise class for breathing difficulties'

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
9	25	0	10



Analysis by target group - LGBTQ+

'I need information on 'transgender surgeries and if the NHS will continue to fund them all? Advice for loneliness and how to find friends?'

A total of 44 people said they were LGBTQ+

- Of these 11 thought they or the person they care for were in the highest risk (shielded group) and 22 in the increased risk group. After being given the definition of the groups 16 were in the highest risk group and 14 in the increased risk group
- Of these 16 people in the highest risk group, nine people had not received a letter

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	7	6	13	15	1

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	7
What to do when in an increased risk group	2
Accessing repeat prescriptions	2

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
30	8	5	1

'I can no longer access counselling.'

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
12	29	0	3



Analysis by target group - Under 25 years with mental health issues

'I am unable to have my regular counselling appointments at my college. It has meant transferring to adult services is difficult and longer.'

A total of 11 people said they were young people with mental health issues.

- Of these two thought they or the person they care for were in the highest risk (shielded group) and four in the increased risk group. After being given the definition of the groups three were in the highest risk group and three in the increased risk group.
- Two had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	1	1	7	0	0

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Advice on infection control	3
Accessing repeat prescriptions	2
About how to access mental health services	2
About managing existing health conditions	1

'Language too vague and info conflicts over time as well as it not being very accessible in terms of understanding'

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
8	3	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	8	0	1

Area	Number	Percentage
Nottingham City	87	19.2%
Bassetlaw	80	17.6%
Gedling	77	17%
Rushcliffe	57	12.5%
Newark & Sherwood	47	10.4%
Ashfield	32	7%
Mansfield	31	6.8%
Broxtowe	21	4.6%
Outside of Nottinghamshire	19	4.2%
Not answered	3	0.7%
TOTAL	454	100%

Age	Number	Percentage
16-24	19	4.4%
25-34	26	6.0%
35-44	40	9.2%
45-54	59	13.6%
55-64	97	22.3%
65-69	45	10.3%
70+	133	30.6%
Not answered	16	3.7%
TOTAL	435	100%

Gender	Number	Percentage
Female	314	72.2%
Male	111	25.5%
Non-binary	3	0.7%
Prefer not to say	3	0.7%
Not answered	1	0.2%
TOTAL	435	100%

Employment status	Number	Percentage
Retired	193	44.4%
Part time	77	17.7%
Full time	64	14.7%
Unable to work	46	10.6%
No	35	8.0%
Student	12	2.8%
Prefer not to say	5	1.1%
Not answered	3	0.7%
TOTAL	435	100%

Ethnicity	Number	Percentage
White	393	90.3%
Asian	19	4.4%
Prefer not to say	7	1.6%
Mixed/Multiple ethnic	6	1.4%
Black	2	0.5%
South Asian	2	0.5%
Other (Chinese)	1	0.2%
Not answered	5	1.1%
TOTAL	435	100%

Sexuality	Number	Percentage
Heterosexual	287	66.0%
Homosexual	23	5.3%
Bisexual	18	4.1%
Asexual	16	3.7%
Prefer not to say	61	14.0%
Not answered	30	6.9%
TOTAL	435	100%

Are you a carer?	Number	Percentage
Yes	75	17.2%

Nationality	Number	Percentage
British	370	85.1%
Polish	17	3.9%
Pakistani	9	2.1%
Irish	3	0.7%
American	1	0.2%
Australian	1	0.2%
Swedish	1	0.2%
Portuguese	1	0.2%
Eastern European	1	0.2%
Not specified	31	7.1%
TOTAL	435	100%

Disability status	Number	Percentage
A long-term health condition	187	43.0%
Mental health illness	85	19.5%
Physical impairment	80	18.4%
Hearing impairment	57	13.1%
Visual impairment	26	6.0%
Learning impairment	15	3.4%
Social/behavioural problems	13	3.0%
Prefer not to say	0	0.0%

Appendix 1 – Bassetlaw ICP

A total of 80 people from Bassetlaw ICP responded to the survey - 74 people answered the survey for themselves whilst 6 people answered it for someone they care for.

The breakdown of the people we reached is shown in the table below.

Vulnerable Group	Number of responses
People with long term conditions	35
People with one or more disabilities	19
People over the age of 70	12
People in the highest risk group	24
People who are Black, Asian, Minority Ethnic and Refugees (BAMER)	0
People who are lesbian, gay, bisexual, transgender or questioning (LGBTQ+)	5
Young people with mental health issues	1

Table source all responses (n=96) NB total is higher because some respondents fitted into 2 or more groups



Summary of findings

Findings across all those surveyed are summarized below. Summaries by each group are provided in the Appendices.

Highest risk group

- 3.8% (n=3) out of 80 people did not know they were in the highest risk group
- 16.7% (n=4) people in the highest risk group had not received a letter and 1 was unsure. Of those who had not received a letter or were unsure, 2 people did nothing, 1 followed it up themselves and not got a response and 2 didn't know what to do.

Increased risk group

- 10.0% (n=8) out of 80 did not know they were in the increased risk group.
- Of these, 22 people thought they or the person they care for were in the highest risk (shielded group) and 30 in the increased risk group. After being given the definition of the groups 24 people were in the highest risk group and 34 in the increased risk group

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	2	6	27	41	2

23.8% of people (n=19) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	5
Accessing repeat prescriptions	3
About how to access mental health services	2
How to access additional care support	2
About accessing dental services	1
Access to a doctor	1
Accessing NHS treatments - other	1
Advice for carers/family members caring	1
Conflicting information	1
Did not understand advice given	1
Information about testing	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
43	25	4	8

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
17	48	0	15



Analysis by target group - Long Term Conditions

A total of 35 people said they had a long term condition. 31 people answered this survey for themselves while 4 people answered the survey for someone they cared for.

- Of these 35 people, 15 thought they or the person they care for were in the highest risk (shielded group) and 13 in the increased risk group. After being given the definition of the groups 16 people were in the highest risk group and 17 in the increased risk group.
- Of these, 3 people in the highest risk group had not received a letter and 1 was unsure. 1 person did nothing about not getting a letter, 1 followed it up themselves and got a response, and 2 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	1	3	11	17	

31.4% of people (n=11) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	3
How to access additional care support	2
About accessing dental services	1
About how to access mental health services	1
About managing existing health conditions	1
Accessing NHS treatments - other	1
Advice for carers/family members caring	1
Conflicting information	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
25	5	3	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
10	19	0	6



Analysis by target group - Disabled

A total of 19 people said they lived with one or more disabilities. 17 people answered this survey for themselves whilst 2 answered this survey for someone they cared for.

- Of these 19 people, 8 people thought they or the person they care for were in the highest risk (shielded group) and 7 in the increased risk group. After being given the definition of the groups, 7 people were in the highest risk group and 10 in the increased risk group.
- Of the 7 people in the highest risk group, had not received a letter.
- When asked how clear other official Coronavirus (COVID-19) information was about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	0	3	3	11	0

31.6% of people (n=6) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About accessing dental services	1
About how to access mental health services	1
Accessing NHS treatments - other	1
Accessing repeat prescriptions	1
Advice for carers/family members caring	1
How to access additional care support	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
13	3	2	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
7	6	0	6



Analysis by target group - 70+ year olds

A total of 12 people - 31% of respondents said they were aged 70+. 10 people answered the survey for themselves and 2 answered it for someone they cared for.

- Of these 12 people, 4 thought they or the person they care for were in the highest risk (shielded group) and 7 in the increased risk group. After being given the definition of the groups 3 people were in the highest risk group and 9 in the increased risk group.
- Of these 3 people in the highest risk group, 1 person had not received a letter and 1 was unsure. Both people had done nothing.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	1	4	7	0

8.3% of people (n=1) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
5	5	1	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
3	8	0	1



Analysis by target group - Highest risk

A total of 24 people said they were in the highest risk group. 20 answered the survey for themselves and 4 answered the survey for someone they care for.

- Of these 24 people, 21 thought they or the person they care for were in the highest risk (shielded group) and 2 in the increased risk group. After being given the definition of the groups 24 people were in the highest risk group and 0 in the increased risk group.
- Of these 4 people had not received a letter and 1 was unsure. 1 person followed it up themselves and did not get a response, 2 did not know what to do and 2 had done nothing.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	2	8	12	1

16.7% of people (n=4) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	1
About how to access mental health services	1
How to access additional care support	1
About accessing dental services	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
17	3	2	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
6	14	0	4



Analysis by target group - BAMER

No people stating they were from Black, Asian, Minority Ethnic or Refugee groups answered this survey.



Analysis by target group - LGBTQ+

A total of 5 people said they were LGBTQ+. 5 people answered this survey for themselves.

- Of these 5 people, 2 thought they or the person they care for were in the highest risk (shielded group) and 1 in the increased risk group. After being given the definition of the groups 2 people were in the highest risk group and 2 in the increased risk group.
- Of these 2 people in the highest risk group, both people had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	0	0	3	1	0

40.0% of people (n=2) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	2

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
4	0	0	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	2	0	1



Analysis by target group - Under 25 years with mental health issues

Only 1 person stated they were young with mental health issues. This person answered the survey for themselves.

- This person did not think that they were in the highest risk (shielded group) or the increased risk group. After being given the definition of the groups, this remained the same.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	0	0	1	0

100.0% of people (n=1) had no unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
1	0	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

1	0	0	0



Demographics

Area - Bassetlaw ICP	Number	Percentage
Bassetlaw	80	100.0%

Age	Number	Percentage
16-24	1	1.3%
25-34	2	2.5%
35-44	9	11.3%
45-54	16	20.0%
55-64	29	36.3%
65-69	9	11.3%
70+	12	15.0%
Not answered	2	2.5%
TOTAL	80	100%

Gender	Number	Percentage
Female	68	85.0%
Male	10	12.5%
Non-binary	1	1.3%
Prefer not to say	1	1.3%
TOTAL	80	100%

Employment status	Number	Percentage
Retired	26	32.5%
Part time	20	25.0%
Full time	15	18.8%
Unable to work	10	12.5%
No	6	7.5%
Prefer not to say	3	3.8%
TOTAL	80	100%

Ethnicity	Number	Percentage
White	77	96.3%
Prefer not to say	3	3.8%
TOTAL	80	100%

Sexuality	Number	Percentage
Heterosexual	60	75.0%
Prefer not to say	9	11.3%
Not answered	6	7.5%
Homosexual	3	3.8%
Bisexual	2	2.5%
TOTAL	80	100%

Are you a carer?	Number	Percentage
Yes	17	21.3%

Nationality	Number	Percentage
British	72	90.0%
Not answered	5	6.3%
Polish	1	1.3%
American	1	1.3%
Swedish	1	1.3%
TOTAL	80	100%

Disability status	Number	Percentage
A long-term health condition	35	43.8%
Mental health illness	8	10.0%
Physical impairment	8	10.0%
Hearing impairment	3	3.8%
Learning disability	3	3.8%
Prefer not to say	3	3.8%
Visual impairment	1	1.3%
Social/behavioural problems	1	1.3%

Disability count	Number	Percentage
Respondents with at least one disability	19	23.8%

Appendix 2 – Mid Nottinghamshire ICP

A total of 110 people from Mid Nottinghamshire ICP responded to the survey - 97 respondents answered the survey for themselves whilst 13 answered it for someone they care for.

The breakdown of the people we reached is shown in the table below.

Vulnerable Group	Number of responses
People with long term conditions	54
People with one or more disabilities	43
People over the age of 70	31
People in the highest risk group	24
People who are Black, Asian, Minority Ethnic and Refugees (BAMER)	4
People who are lesbian, gay, bisexual, transgender or questioning (LGBTQ+)	4
Young people with mental health issues	3

Table source all responses (n=163) NB total is higher because some respondents fitted into 2 or more groups

Summary of findings

Highest risk group

- 4.5% (n=5) out of 110 people did not know they were in the highest risk group
- 29.2% (n=7) people in the highest risk group had not received a letter. Of those, 3 people did nothing about not getting a letter, 1 followed it up themselves and received a response, 2 followed it up and did not receive a response and 1 did not know what to do.

Increased risk group

- 39.1% (n=43) out of 110 did not know they were in the increased risk group
- Of these, 22 people thought they or the person they care for were in the highest risk (shielded group) and 52 in the increased risk group. After being given the definition of the groups 24 people were in the highest risk group and 56 in the increased risk group

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
4	8	6	39	51	2

21.8% of people (n=24) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	3
Advice for carers/family members caring	3
About how to access mental health services	2
Accessing repeat prescriptions	2
Advice on infection control	2
Did not understand advice given	2
How to access additional care support	2
Information for people who do not use the internet	2
About accessing dental services	1
Accessing NHS treatments - other	1
Advice for carers	1
Concern over cancelled appointments/treatments	1
Conflicting information	1
Information about testing	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
62	63	5	10

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
24	69	0	17



Analysis by target group - Long Term Conditions

A total of 54 people said they had a long term condition. 48 people answered the survey on behalf of themselves with 6 answering for someone they cared for.

- Of these 54 people, 16 thought they or the person they care for were in the highest risk (shielded group) and 30 in the increased risk group. After being given the definition of the groups, 17 were in the highest risk group and 32 in the increased risk group.
- Of these 17 people in the highest risk group, 3 people had not received a letter. 2 people did nothing about not getting a letter and 1 followed it up themselves and received a response.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	5	6	19	22	1

35.2% of people (n=19) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Advice for carers/family members caring	4
About managing existing health conditions	3
About how to access mental health services	2
Accessing repeat prescriptions	2
Advice on infection control	2
How to access additional care support	2
About accessing dental services	1
Concern over cancelled appointments/treatments	1
Did not understand advice given	1
Information about testing	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
37	9	4	4

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
17	28	0	9



Analysis by target group - Disabled

A total of 43 people said they lived with one or more disabilities. 35 people answered this survey on behalf of themselves while 8 people answered it on behalf of someone they care for.

- Of these 43 people, 10 people thought they or the person they care for were in the highest risk (shielded group) and 23 in the increased risk group. After being given the definition of the groups, 9 people were in the highest risk group and 28 in the increased risk group.
- Of the 9 people in the highest risk group, 2 people had not received a letter. 1 person had followed it up and received a response and 1 person had done nothing.

When asked how clear other official Coronavirus (COVID-19) information was about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

•Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
3	2	4	16	17	1

27.9% of people (n=12) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Advice for carers/family members caring	4
About managing existing health conditions	2
Accessing repeat prescriptions	2
Accessing NHS treatments - other	1
Concern over cancelled appointments/treatments	1
Did not understand advice given	1
How to access additional care support	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
28	9	4	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
13	25	0	5



Analysis by target group - 70+ year olds

A total of 31 people said they were aged 70+. 24 people answered the survey for themselves while 7 people answered it for someone they cared for.

- Of these 31 people, 5 thought they or the person they care for were in the highest risk (shielded group) and 22 in the increased risk group. After being given the definition of the groups 4 people were in the highest risk group and 26 in the increased risk group.
- Of these 4 people in the highest risk group, all had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	2	2	9	15	1

25.8% of people (n=8) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	2
Advice for carers/family members caring	2
Accessing NHS treatments - other	1
Advice for carers	1
Advice on infection control	1
Concern over cancelled appointments/treatments	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
17	9	1	4

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
7	19	0	5



Analysis by target group - Highest risk

A total of 24 people said they were in the highest risk group. 21 people answered the survey for themselves and 3 people answered it for someone they cared for.

- Of these 24 people, 20 thought they or the person they care for were in the highest risk (shielded group) and 3 in the increased risk group. After being given the definition of the groups 24 people were in the highest risk group and none in the increased risk group.
- Of these, 1 person had received a letter. 3 did nothing, 1 followed it up themselves and got a response, 2 followed it up and didn't get a response and 1 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	0	11	12	0

20.8% of people (n=5) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
How to access additional care support	2
Advice for carers	1
Advice on infection control	1
Information for people who do not use the internet	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
19	3	0	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
8	12	0	4



Analysis by target group - BAMER

A total of 4 people said they were from a Black, Asian, Minority Ethnic and Refugee groups. All 4 people answered this survey for themselves.

- Of these 1 person thought they were in the highest risk (shielded group) and 1 in the increased risk group. After being given the definition of the groups 1 person was in the highest risk group and 1 in the increased risk group.
- The 1 person in the highest risk group had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, their responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	0	3	1	0

No people had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
1	2	1	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	2	0	0



Analysis by target group - LGBTQ+

A total of 4 people said they were LGBTQ+ with all 4 people answering the survey for themselves.

- Of these, 4 people thought they were in the increased risk group only. After being given the definition of the groups 1 person was in the highest risk group and 1 in the increased risk group.
- The 1 person in the highest risk group had not received a letter and had done nothing.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	0	1	1	1	0

25.0% of people (n=1) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	1	0	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
0	3	0	1



Analysis by target group - Under 25 years with mental health issues

A total of 3 people said they were young people with mental health issues. Two respondents were answering the survey on behalf of themselves with one answering on behalf of someone they care for.

- Of these 1 person thought they or the person they care for were in the highest risk (shielded group) and 1 in the increased risk group. After being given the definition of the groups 1 person was in the highest risk group and 1 in the increased risk group.
- One person had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	0	2	1	0

33.3% of people (n=1) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
3	0	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
0	3	0	0



Demographics

Area	Number	Percentage
Ashfield	32	29.1%
Mansfield	31	28.2%
Newark and Sherwood	47	42.7%
TOTAL	110	100%

Age	Number	Percentage
16-24	5	4.5%
25-34	4	3.6%
35-44	15	13.6%
45-54	18	16.4%
55-64	22	20.0%
65-69	11	10.0%
70+	31	28.2%
Not answered	4	3.6%
TOTAL	110	100%

Gender	Number	Percentage
Female	81	73.6%
Male	26	23.6%
Not answered	2	1.8%
Prefer not to say	1	0.9%
Non-binary	0	0.0%
TOTAL	110	100%

Employment status	Number	Percentage
Retired	44	40.0%
Full time	19	17.3%
Part time	19	17.3%
Unable to work	14	12.7%
No	10	9.1%
Student	2	1.8%
Prefer not to say	1	0.9%
Not answered	1	0.9%
TOTAL	110	100%

Ethnicity	Number	Percentage
White	105	95.5%
Mixed/Multiple ethnic	3	2.7%
Black	1	0.9%
Prefer not to say	1	0.9%
Asian	0	0.0%
Other	0	0.0%
South Asian	0	0.0%
Not answered	0	0.0%
TOTAL	110	100%

Sexuality	Number	Percentage
Heterosexual	69	62.7%
Prefer not to say	22	20.0%
Not answered	9	8.2%
Asexual	6	5.5%
Homosexual	4	3.6%
Bisexual	0	0.0%
TOTAL	110	100%

Are you a carer?	Number	Percentage
Yes	31	28.2%

Nationality	Number	Percentage
British	87	79.1%
Polish	14	12.7%
Not answered	8	7.3%
Australian	1	0.9%
TOTAL	110	100%

Disability status	Number	Percentage
A long-term health condition	54	49.1%
Physical impairment	19	17.3%
Mental health illness	18	16.4%
Hearing impairment	16	14.5%
Visual impairment	7	6.4%
Social/behavioural problems	3	2.7%
Prefer not to say	3	2.7%
Learning impairment	0	0.0%

Disability count	Number	Percentage
Respondents with at least one disability	43	39.1%

Appendix 3 – Nottingham ICP

A total of 87 people from Nottingham ICP responded to the survey - 73 respondents answered the survey for themselves whilst 14 answered it for someone they care for.

The breakdown of the people we reached is shown in the table below.

Vulnerable Group	Number of responses
People with long term conditions	45
People with one or more disabilities	54
People over the age of 70	17
People in the highest risk group	26
People who are Black, Asian, Minority Ethnic and Refugees (BAMER)	17
People who are lesbian, gay, bisexual, transgender or questioning (LGBTQ+)	16
Young people with mental health issues	4

Table source all responses (n=179) NB total is higher because some respondents fitted into 2 or more groups

Summary of findings

Findings across all those surveyed are summarized below. Summaries by each group are provided in the Appendices.

Highest risk group

- 13.8% (n=12) out of 87 people did not know they were in the highest risk group
- 26.9% (n=7) people in the highest risk group had not received a letter and 4 were unsure if they had. Of those who had not received a letter or were unsure, 5 people did nothing, 1 followed it up themselves and 5 didn't know what to do.

Increased risk group

- 25.3% (n=22) out of 87 people did not know they were in the increased risk group.
- Of these, 17 people thought they or the person they care for were in the highest risk (shielded group) and 33 in the increased risk group. After being given the definition of the groups 26 people were in the highest risk group and 27 in the increased risk group.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	8	7	45	23	3

36.8% of people (n=32) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	7
About how to access mental health services	6
How to access additional care support	3
Accessing repeat prescriptions	2
About how to access GP services	2
Lack of information in other languages	2
About accessing dental services	1
Accessing NHS treatments - other	1
Advice on infection control	1
Did not understand advice given	1
Information about testing	1
Information for people who do not use the internet	1
Managing physical wellbeing	1
Lack of information regarding symptoms	1
Support for vulnerable (not high risk)	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
59	18	3	7

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
17	52	0	18



Analysis by target group - Long Term Conditions

A total of 45 people said they had a long term condition 39 people answered the survey on behalf of themselves with 6 answering for someone they cared for.

- Of these 45 people, 14 thought they or the person they care for were in the highest risk (shielded group) and 16 in the increased risk group. After being given the definition of the groups 24 people were in the highest risk group and 12 in the increased risk group.
- Of these, 10 people in the highest risk group had not received a letter and 4 were unsure. 4 people did nothing about not getting a letter, 1 followed it up themselves, and 5 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	4	5	20	14	2

20.7% of people (n=18) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	5
About how to access mental health services	4
How to access additional care support	3
About accessing dental services	1
Accessing repeat prescriptions	1
Information about testing	1
Information for people who do not use the internet	1
Lack of information in other languages	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
36	5	2	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
10	27	0	8



Analysis by target group - Disabled

A total of 54 people said they lived with one or more disabilities. 48 people answered the survey on behalf of themselves with 6 answering for someone they cared for.

- Of these 54 people, 9 thought they or the person they care for were in the highest risk (shielded group) and 22 in the increased risk group. After being given the definition of the groups, 19 were in the highest risk group and 20 in the increased risk group.
- Of the 9 people in the highest risk group, 5 people had not received a letter and 2 were unsure.

When asked how clear other official Coronavirus (COVID-19) information was about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	6	4	28	14	2

38.9% of people (n=21) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	6
About managing existing health conditions	5
How to access additional care support	3
About accessing dental services	1
About how to access GP services	1
Advice on infection control	1
Information about testing	1
Lack of information in other languages	1
Managing physical wellbeing	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
41	7	3	3

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
11	34	0	9



Analysis by target group - 70+ year olds

A total of 17 people said they were aged 70+. 11 people answered the survey on behalf of themselves with 6 answering for someone they cared for.

- Of these 17 people, 5 thought they or the person they care for were in the highest risk (shielded group) and 10 in the increased risk group. After being given the definition of the groups, 5 people were in the highest risk group and 12 in the increased risk group.
- Of these 5 people in the highest risk group, 1 person had not received a letter and had done nothing about it.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	3	8	5	0

29.4% of people (n=5) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	1
Accessing repeat prescriptions	1
How to access additional care support	1
Information about testing	1
Information for people who do not use the internet	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
12	3	1	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
1	13	0	3



Analysis by target group - Highest risk

A total of 26 people said they were in the highest risk group. 21 people answered the survey on behalf of themselves with 5 answering for someone they cared for.

- Of these 26 people, 14 thought they or the person they care for were in the highest risk (shielded group) and 8 in the increased risk group. After being given the definition of the groups 26 people were in the highest risk group and 15 in the increased risk group.
- Of these, 7 people had received a letter and 4 were unsure. 5 did nothing, 1 followed it up themselves and got a response and 5 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	4	11	10	0

34.6% of people (n=9) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	3
About managing existing health conditions	3
Accessing repeat prescriptions	1
How to access additional care support	1
Information about testing	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
22	4	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
6	16	0	4



Analysis by target group - BAMER

A total of 17 people said they were from a Black, Asian, Minority Ethnic and Refugee groups. 16 people answered the survey on behalf of themselves with 1 answering for someone they cared for.

- Of these 17 people, 6 thought they or the person they care for were in the highest risk (shielded group) and 3 in the increased risk group. After being given the definition of the groups 9 people were in the highest risk group and 4 in the increased risk group.
- Of these 9 people in the highest risk group, 2 people had not received a letter and 4 were unsure. 2 did nothing and 4 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, their responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	2	13	1	1

35.3% of people (n=6) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	2
About how to access mental health services	1
Accessing NHS treatments - other	1
Information about testing	1
Lack of information in other languages	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
11	4	0	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
4	7	0	6



Analysis by target group - LGBTQ+

A total of 16 people said they were LGBTQ+. 15 people answered the survey on behalf of themselves with 1 answering for someone they cared for.

- Of these 16 people, 2 thought they or the person they care for were in the highest risk (shielded group) and 9 in the increased risk group. After being given the definition of the groups 7 were in the highest risk group and 5 in the increased risk group.
- Of these 16 people in the highest risk group, 3 people had not received a letter. . 1 did nothing, 1 followed it up themselves and got a response and 1 did not know what to do.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	6	0	4	5	1

43.8% of people (n=7) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	3
Advice on infection control	1
How to access additional care support	1
Lack of information in other languages	1
Managing physical wellbeing	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
12	4	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
6	10	0	0



Analysis by target group - Under 25 years with mental health issues

A total of 4 people said they were young people with mental health issues. All four people answered this survey for themselves.

- Of these 4 people, no-one thought they were in the highest risk (shielded group) and 1 person in the increased risk group. After being given the definition of the groups 1 person was in the highest risk group and 1 in the increased risk group.
- 1 person had not received a letter and done nothing.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	0	3	0	0

50.0% of people (n=2) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	1
Advice on infection control	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	2	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
0	3	0	1



Demographics

Area - Nottingham City ICP	Number	Percentage
Nottingham City	87	100%

Age	Number	Percentage
16-24	9	10.3%
25-34	11	12.6%
35-44	12	13.8%
45-54	11	12.6%
55-64	18	20.7%
65-69	7	8.0%
70+	17	19.5%
Not answered	2	2.3%
TOTAL	87	100%

Gender	Number	Percentage
Female	60	69.0%
Male	25	28.7%
Non-binary	2	2.3%
Prefer not to say	0	0.0%
Not answered	0	0.0%
TOTAL	87	100%

Employment status	Number	Percentage
Retired	25	28.7%
Part time	18	20.7%
Unable to work	13	14.9%
Full time	12	13.8%
No	12	13.8%
Student	7	8.0%
Prefer not to say	0	0.0%
Not answered	0	0.0%
TOTAL	87	100%

Sexuality	Number	Percentage
Heterosexual	52	59.8%
Prefer not to say	15	17.2%
Bisexual	10	11.5%
Homosexual	6	6.9%
Not answered	3	3.4%
Asexual	1	1.1%
TOTAL	87	100%

Ethnicity	Number	Percentage
White	67	77.0%
Asian	14	16.1%
Black	1	1.1%
Mixed/Multiple ethnic	1	1.1%
Other	1	1.1%
Prefer not to say	1	1.1%
South Asian	1	1.1%
Not answered	1	1.1%
TOTAL	87	100%

Are you a carer?	Number	Percentage
Yes	20	23.0%

Nationality	Number	Percentage
British	64	73.6%
Pakistani British	9	10.3%
Pakistani	7	8.0%
Polish	3	3.4%
Portuguese	2	2.3%
British-Irish	1	1.1%
Not answered	1	1.1%
TOTAL	87	100%

Disability status	Number	Percentage
A long-term health condition	45	71.4%
Mental health illness	36	57.1%
Physical impairment	22	34.9%
Hearing impairment	11	17.5%
Visual impairment	6	9.5%
Social/behavioural problems	6	9.5%
Prefer not to say	5	7.9%
Learning impairment	4	6.3%

Disability count	Number	Percentage
Respondents with at least one disability	54	62.1%

Appendix 4 – South Notts ICP

A total of 155 people from South Nottinghamshire ICP responded to the survey - 145 people answered the survey for themselves and 10 people answered it for someone they care for.

The breakdown of the people we reached is shown in the table below.

Vulnerable Group	Number of responses
People with long term conditions	51
People with one or more disabilities	69
People over the age of 70	72
People in the highest risk group	33
People who are Black, Asian, Minority Ethnic and Refugees (BAMER)	8
People who are lesbian, gay, bisexual, transgender or questioning (LGBTQ+)	16
Young people with mental health issues	2

Table source all responses (n=251) NB total is higher because some respondents fitted into 2 or more groups

Summary of findings

Findings across all those surveyed are summarized below. Summaries by each group are provided in the Appendices.

Highest risk group

- 7.7% (n=12) out of 155 people did not know they were in the highest risk group
- 36.4% (n=12) people in the highest risk group had not received a letter. Of those who had not received a letter, 3 people did nothing, 11 followed it up themselves (with 2 people getting a response and 2 not) and 2 didn't know what to do

Increased risk group

- 16.8% (n=26) out of 155 people did not know they were in the increased risk group
- Of these, 21 people thought they or the person they care for were in the highest risk (shielded group) and 78 in the increased risk group. After being given the definition of the groups 33 people were in the highest risk group and 87 in the increased risk group.

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
6	8	15	70	55	1

32.4% of people (n=53) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	9
Advice on infection control	9
About managing existing health conditions	7
Information for people who do not use the internet	4
Advice for carers/family members caring	3
Did not understand advice given	3
How to access additional care support	3
Support for vulnerable (not high risk)	3
About how to access mental health services	2
Conflicting information	2
Information about testing	2
How to access GP services	1
Concern over cancelled appointments/treatments	1
Information on other formats - e.g. BSL	1
Managing physical wellbeing	1
Lack of information regarding symptoms	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
81	48	5	21

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
31	99	0	25



Analysis by target group - Long Term Conditions

A total of 51 people said they had a long term condition; 47 people answered this survey for themselves and 4 people answered this survey for someone they care for.

- Of these 51 people, 17 thought they or the person they care for were in the highest risk (shielded group) and 27 in the increased risk group. After being given the definition of the groups 22 were in the highest risk group and 23 in the increased risk group.
- Of these, 22 people in the highest risk group, 8 had not received a letter. 3 people did nothing about not getting a letter and 5 followed it up themselves (3 getting a response and 2 not).

When asked how clear other official Coronavirus (COVID-19) information was, about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	4	5	19	20	1

33.3% of people (n=17) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	3
Accessing repeat prescriptions	3
Advice for carers/family members caring	2
Support for vulnerable (not high risk)	2
How to access GP services	1
Advice on infection control	1
Concern over cancelled appointments/treatments	1
Conflicting information	1
How to access additional care support	1
Information about testing	1
Information for people who do not use the internet	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
35	10	4	2

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
13	34	0	4



Analysis by target group - Disabled

A total of 69 people said they lived with one or more disabilities. 64 people answered the survey for themselves and 5 people answered the survey for someone they care for.

- Of these 69 people, 18 thought they or the person they care for were in the highest risk (shielded group) and 40 in the increased risk group. After being given the definition of the groups, 19 were in the highest risk group and 40 in the increased risk group.
- Of the 19 people in the highest risk group, 7 people had not received a letter. 2 people did nothing, 1 did not know what to do and 4 followed it up themselves and obtained a response.

When asked how clear other official Coronavirus (COVID-19) information was about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
4	5	8	27	24	1

36.2% of people (n=25) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	5
Advice on infection control	5
About managing existing health conditions	2
Did not understand advice given	2
How to access additional care support	2
Support for vulnerable (not high risk)	2
About how to access mental health services	1
How to access GP services	1
Concern over cancelled appointments/treatments	1
Conflicting information	1
Information for people who do not use the internet	1
Managing physical wellbeing	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
41	18	1	9

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
16	44	0	9



Analysis by target group - 70+ year olds

A total of 72 people said they were aged 70+. 70 people answered the survey for themselves and 2 people answered it for someone they care for.

- Of these 72 people, 18 thought they or the person they care for were in the highest risk (shielded group) and 41 in the increased risk group. After being given the definition of the groups 12 were in the highest risk group and 59 in the increased risk group.
- Of these 12 people in the highest risk group, 4 people had not received a letter. 1 person had done nothing, 1 did not know what to do and 1 had followed it up themselves but had still not received a reply.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
2	2	5	37	26	0

31.9% of people (n=23) had unmet information needs as outlined in the table below

About managing existing health conditions	9
Accessing repeat prescriptions	6
Advice on infection control	6
About managing existing health conditions	2
Advice for carers/family members caring	2
Did not understand advice given	1
Information about testing	1
Information for people who do not use the internet	1
Managing physical wellbeing	1
Lack of information regarding symptoms	1
Support for vulnerable (not high risk)	1
Whether routine appointments have been cancelled	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
33	28	2	9

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
11	47	0	14



Analysis by target group - Highest risk

A total of 33 people said they were in the highest risk group. 28 people answered the survey for themselves and 5 people answered the survey for someone they care for.

- Of these 33 people, 21 thought they or the person they care for were in the highest risk (shielded group) and 10 in the increased risk group. After being given the definition of the groups, 33 were in the highest risk group and none in the increased risk group.
- Of these 33 people, 11 had not received a letter. Out of these people, 3 did nothing, 4 followed it up themselves and got a response, 2 followed it up themselves and did not get a response and 2 did not know what to do. One person did not provide an answer.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
1	2	2	16	12	0

36.4% of people (n=12) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	3
About managing existing health conditions	3
Advice on infection control	2
Advice for carers/family members caring	2
Support for vulnerable (not high risk)	1
How to access GP services	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
21	7	4	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
12	20	0	1



Analysis by target group - BAMER

A total of 8 people said they were from a Black, Asian, Minority Ethnic and Refugee groups. 7 people answered the survey for themselves and 1 person answered the survey for someone they care for.

- Of these 8 people, 1 thought they or the person they care for were in the highest risk (shielded group) and 5 in the increased risk group. After being given the definition of the groups, none were in the highest risk group and 5 in the increased risk group.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, their responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	1	4	2	0

25.0% of people (n=2) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About managing existing health conditions	1
Accessing repeat prescriptions	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	5	0	1

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
1	7	0	0



Analysis by target group - LGBTQ+

A total of 16 people said they were LGBTQ+. All 16 people answered the survey for themselves.

- Of these 16 people, 6 thought they were in the highest risk (shielded group) and 7 in the increased risk group. After being given the definition of the groups 6 were in the highest risk group and 4 in the increased risk group.
- Of these 6 people in the highest risk group, 5 people had not received a letter. 2 people had done nothing and 3 had followed it up themselves. (2 people had obtained a response and 1 had not).

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	1	5	3	7	0

50.0% of people (n=8) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
Accessing repeat prescriptions	2
Support for vulnerable (not high risk)	2
About how to access mental health services	1
Advice on infection control	1
Conflicting information	1
Did not understand advice given	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
9	3	1	3

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
4	11	0	1



Analysis by target group - Under 25 years with mental health issues

A total of 2 people said they were young people with mental health issues. The 2 people answered the survey for themselves.

- Of these 2 people, 1 thought they were in the highest risk (shielded group) and 1 in the increased risk group. After being given the definition of the groups 1 was in the highest risk group and none in the increased risk group.
- That 1 person had received a letter.

When asked how clear other official Coronavirus (COVID-19) information about how to keep safe during the Coronavirus (COVID-19) pandemic, the responses were:

Very unclear	Unclear	Neither clear nor unclear	Clear	Very clear	Haven't seen information
0	0	1	1	0	0

100.0% of people (n=2) had unmet information needs as outlined in the table below

Are there any COVID-19/CORONAVIRUS related topics you have not been able to get clear information or advice about?	Responses
About how to access mental health services	1
Advice on infection control	1

Have any of your routine healthcare appointments been changed because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
2	0	0	0

Have you changed any of your routine healthcare appointments because of COVID-19 / CORONAVIRUS?

Yes	No	Not sure	Not relevant
1	1	0	0



Demographics

Area - South Notts ICP	Number	Percentage
Broxtowe	21	13.5%
Gedling	77	49.7%
Rushcliffe	57	36.8%
TOTAL	155	100%

Age	Number	Percentage
16-24	3	1.9%
25-34	9	5.8%
35-44	4	2.6%
45-54	14	9.0%
55-64	28	18.1%
65-69	18	11.6%
70+	72	46.5%
Not answered	7	4.5%
TOTAL	155	100%

Gender	Number	Percentage
Female	103	66.5%
Male	50	32.3%
Prefer not to say	1	0.6%
Not answered	1	0.6%
TOTAL	155	100%

Employment status	Number	Percentage
Retired	97	62.6%
Part time	20	12.9%
Full time	18	11.6%
Unable to work	9	5.8%
No	7	4.5%
Student	2	1.3%
Prefer not to say	1	0.6%
Not answered	1	0.6%
TOTAL	155	100%

Ethnicity	Number	Percentage
White	143	92.3%
Asian	4	2.6%
Mixed/Multiple ethnic	2	1.3%
Prefer not to say	2	1.3%
Not answered	2	1.3%
South Asian	1	0.6%
Chinese	1	0.6%
TOTAL	155	100%

Sexuality	Number	Percentage
Heterosexual	106	68.4%
Prefer not to say	15	9.7%
Homosexual	10	6.5%
Asexual	9	5.8%
Not answered	9	5.8%
Bisexual	6	3.9%
TOTAL	155	100%

Are you a carer?	Number	Percentage
Yes	41	26.5%

Nationality	Number	Percentage
British	142	91.6%
Not answered	9	5.8%
Irish	2	1.3%
UK/New Zealand	1	0.6%
Polish	1	0.6%
TOTAL	155	100%

Disability status	Number	Percentage
A long-term health condition	51	73.9%
Mental health illness	23	33.3%
Physical impairment	31	44.9%
Hearing impairment	27	39.1%
Visual impairment	12	17.4%
Learning disability	5	7.2%
Social/behavioural problems	3	4.3%
Prefer not to say	1	1.4%

Disability count	Number	Percentage
Respondents with at least one disability	69	44.5%

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