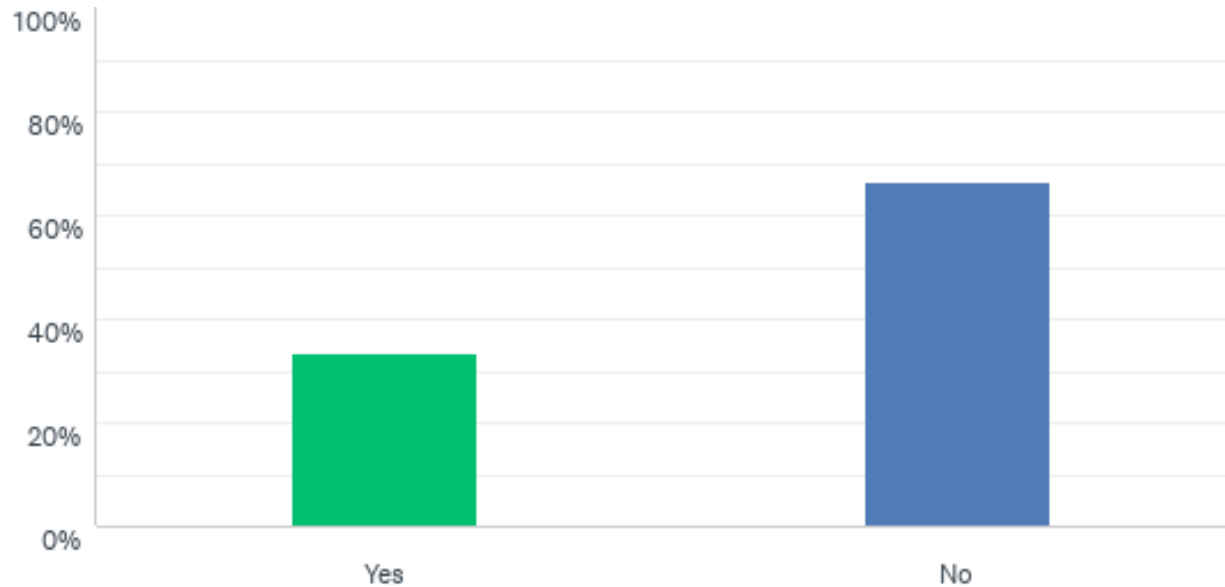


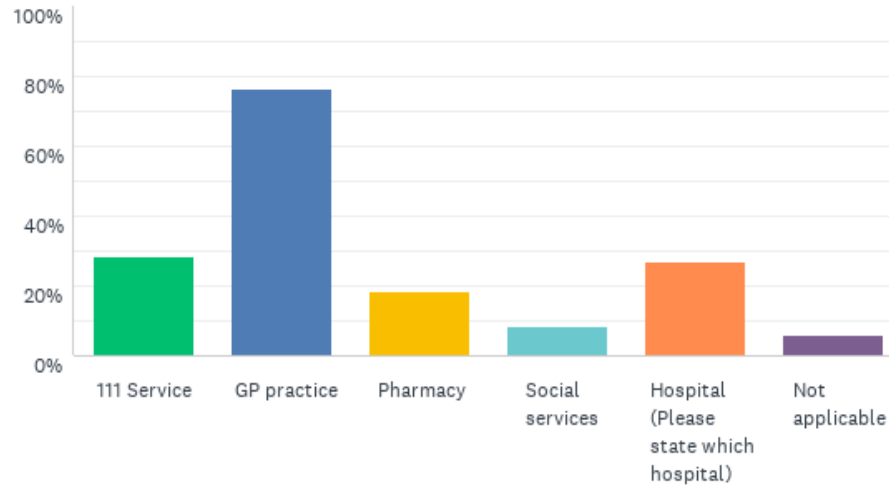
# COVID19 Patient Experience Survey - Ealing CCG

**Q1: Have you, or has the person you care for, contacted any health or social care services for your/their healthcare, due to the Coronavirus pandemic?**

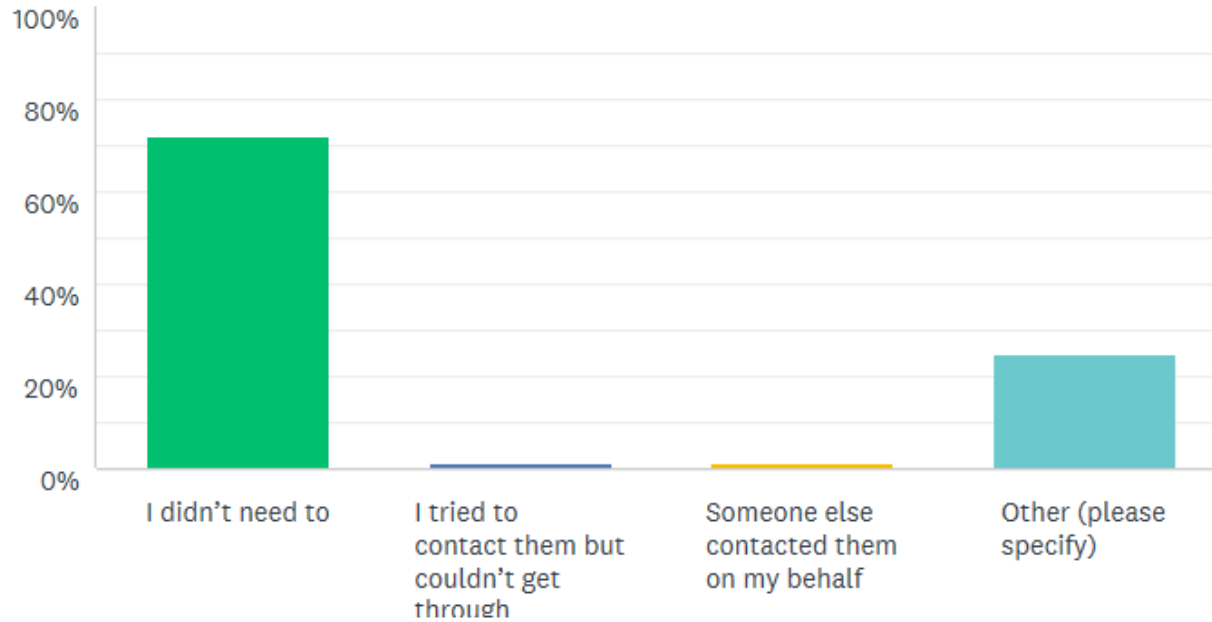
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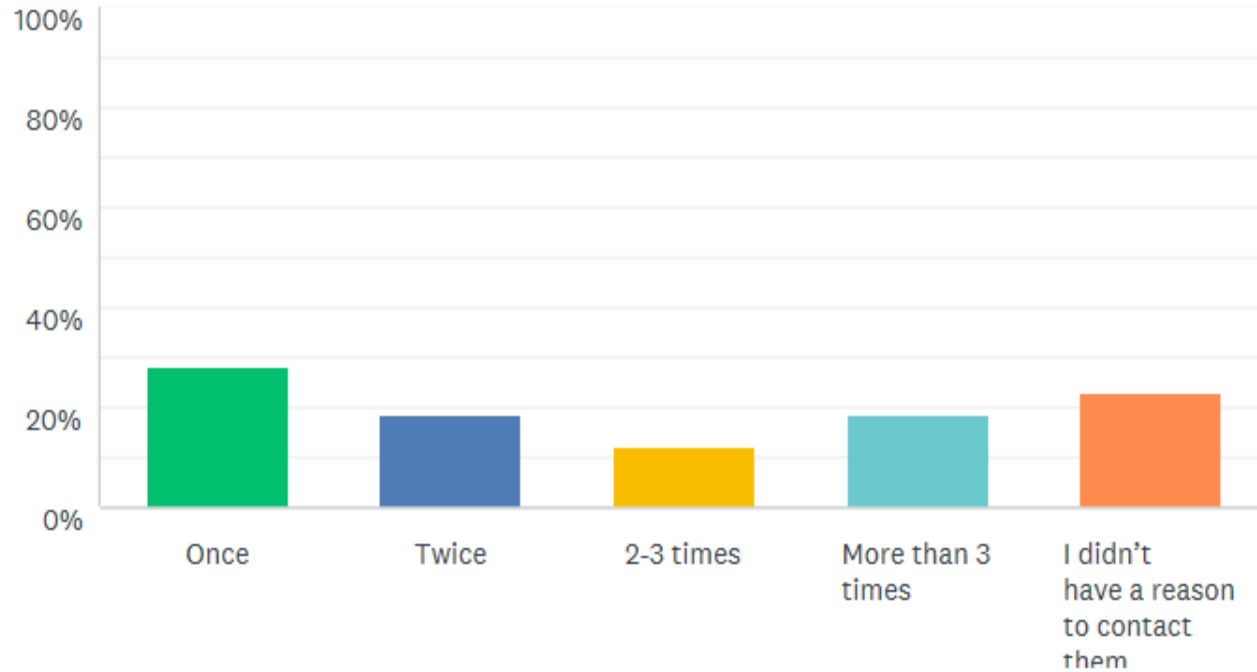
## Q2: If the answer to Q1 is “Yes” which service(s) have you contacted?



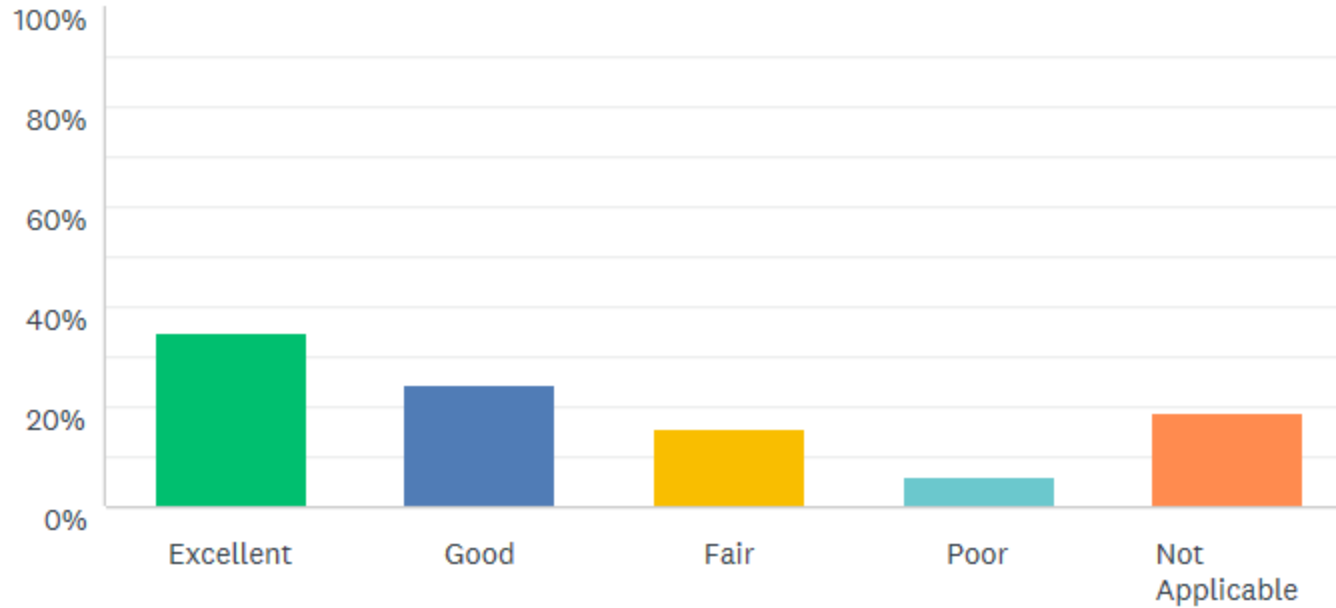
### Q3: If the answer to Q1 "No" please tell us why you didn't contact health/social care services?



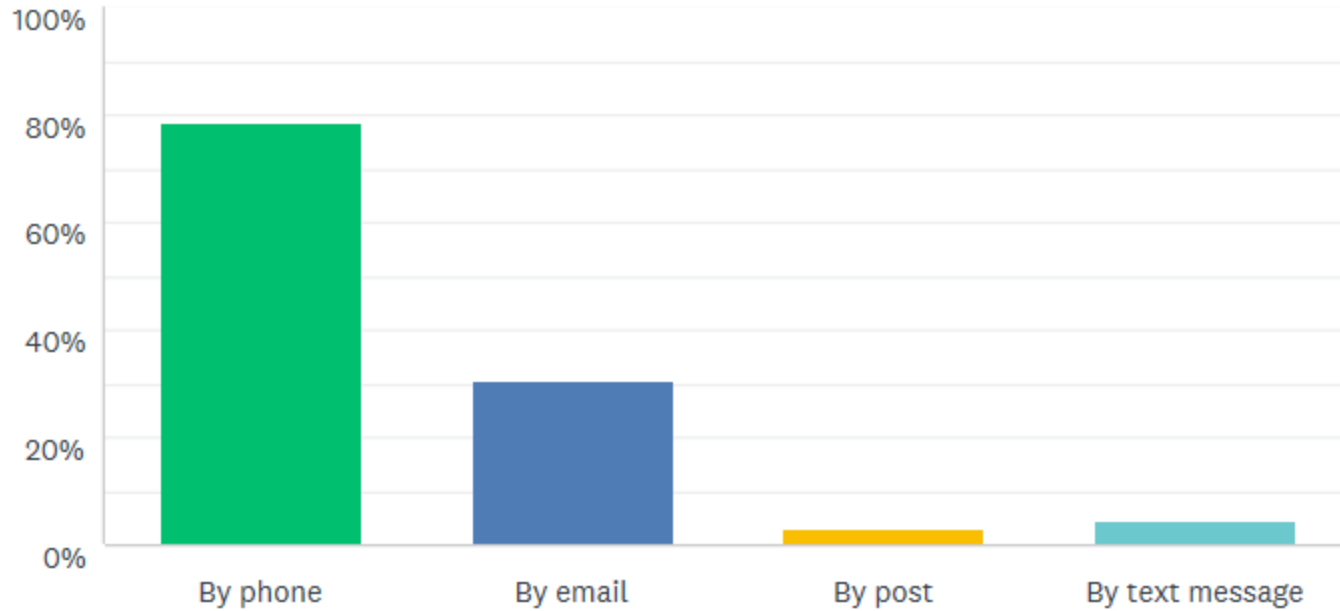
**Q5: How many times during the last three months (March 20-May 20) have you contacted your local health services (GP, nurses, hospital etc)**



## Q6: How was your experience when you contacted your local health services?



#### Q4: If you contacted health services what type of communication did you use?



## Q7: Please tell us why you gave that rating in Q6

Efficient. Got a phone appointment quickly. Doctor converted it to a video call during appointment. Easy to operate Video call. Doctor knew what she was talking about.

Some instances were good, some not which is why the only accurate option among the selection provided was "fair". Of the two instances I contacted NHS 111 it was satisfactory the first time, and really poor the next. My GP has been very good over the phone, but the receptionist can be very "off". She told me on one occasion that they do not give phone appointments to all Covid patients so I may not be able to speak to a doctor which shocked me.

Nurse always makes unnecessary and inappropriate comments about my hearing loss, probably because they have never been given deaf awareness training.

Because my concern was dealt with quickly and efficiently.

Phone consultation not as complete or effective as face to face.

Very quick and efficient. Seen and diagnosed within 3 hours of calling the surgery.

They answered my call and organised an email or call back to help.

Because I don't feel the doctors can do anything over the phone and I don't know what they are doing. I feel doctors are very indifferent to patients and it will get worse.

Had to contact my dentist as I had an abscess. Emergency dentist rang me back and prescribed antibiotics for collection the same day from a pharmacist.

My husband has Alzheimer's and finds it hard to communicate over the phone.



## Q7: Please tell us why you gave that rating in Q6

Got through to surgery and got Dr Appointment when needed. Got confirmation shielded letter which should have come from NHS England.

My GP contacted me within 24 hours of filling an online request. She emailed a prescription to the local chemist near where I was staying and enabled me to collect the drugs I needed. On a second occasion I rang the surgery, a phone consultation was arranged and I saw my GP within 4 days of first contact

Booked blood pressure check with nurse very easily

I felt like they didn't want to help me, probably because they were so stretched and had more important cases to deal with. There was one evening where I couldn't breathe well at all and thought I was dying and i felt I couldn't get the support I needed. Thankfully I didn't need to go to hospital in the end, but the absolute anxiety of the situation made my breathing symptoms ten times worse. Needless to say I haven't contacted my GP surgery or 111 since, if I am ill now I feel I just have to battle through it myself and I do not have faith anymore. I already no the answer when I pick up the phone is "sorry I can't help you".

I spoke to my GP when I was very ill with COVID-19 and she was reassuring and helped me.

I needed my suprapubic catheter changed in the middle of the lockdown and everyone concerned was extremely helpful.

The consultation was on the phone in the morning, the prescription was sent by email to the pharmacy and I had the antibiotics by lunch

I used the long online form on the surgery's website to explain my symptoms but never heard back from them.

Great support for MP and the Parliamentary discussion .Leather need to look at NHS Research not just relay on economic need.

Because the whole process was very slow. I had to insist to speak to a gp and eventually I was told I would be taken off the list of clinically vulnerable. Too slow too late.

## Q7: Please tell us why you gave that rating in Q6

At this stage, they were still insisting I didn't need to worry about Coronavirus as I hadn't been abroad or been near anyone with it - even though I explained I'd been at a big event (for work, and I work in health and care sector), and also had ALL the symptoms of it. I wouldn't have demanded any care I was happy to self care at home but I felt like they were v patronising, as if I wanted it to be corona, obv I didn't but my partner has a long term condition and I wanted to be sure I wasn't putting them at risk. I wasn't well enough to go outside anyway but I wanted to make sure that I shouldn't, how careful I should be to protect others etc, I was being responsible and yet I felt as if they thought I was a troublemaker almost. I was VERY VERY calm, polite, etc. I know they're all under stress but this was at the early stage of the pandemic. NHS often seems to give the impression they see patients as troublemakers or hysterical. I don't feel like they believe us when we tell them we're ill. We're not making it up or saying it for the fun of it!! I know they probably do have to deal with some people who really are hypochondriacs but also I honestly think they willfully choose to pretend to themselves that this is a majority of patients, so they can justify dismissing us, or even cutting services - they seem to think people go to hospital because they're stupid for example rather than because they are ill or because it's where common sense and all the info they've been given up to this point tells them they should go! It's not unreasonable or thick for an unwell person in normal non-corona times to try and access a health service!

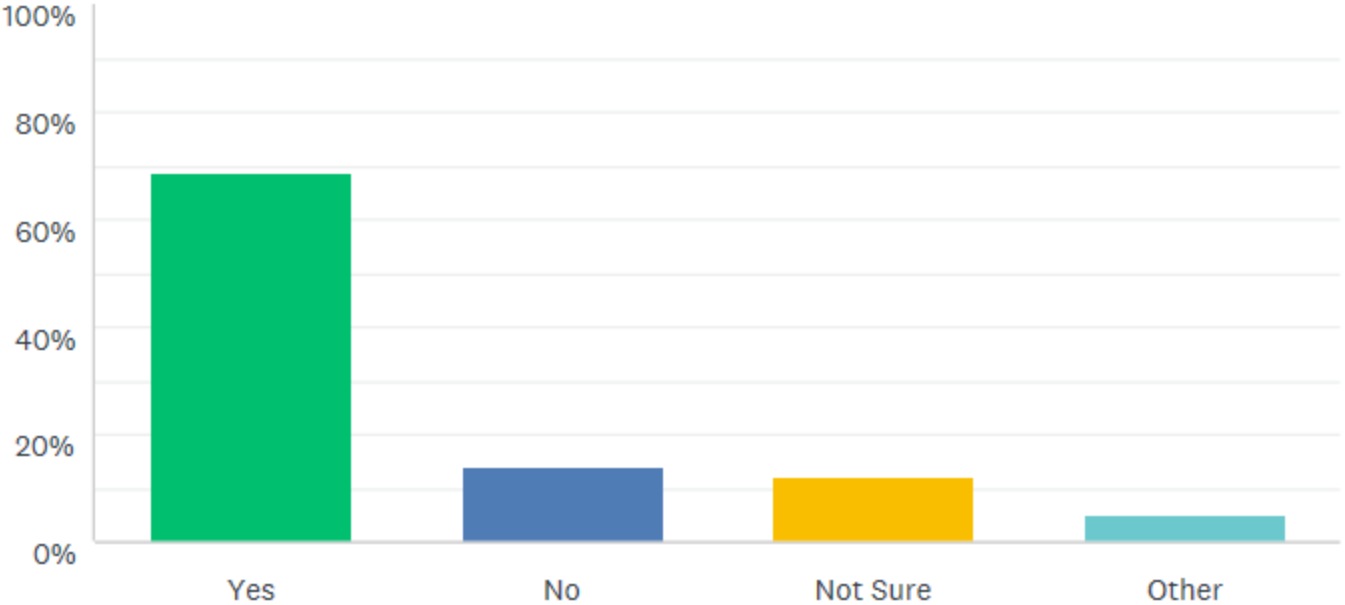
I was due an routine 6 monthly eye examination which was replaced by a phone call - not much of a substitute, but they could only ask if there were any problems. Call promised at time of original appointment but happened 2 days later. This did not stop the automated feedback system asking how the appointment went about 1 hour after the originally scheduled time.

Hearing aid fitting still not reinstated.

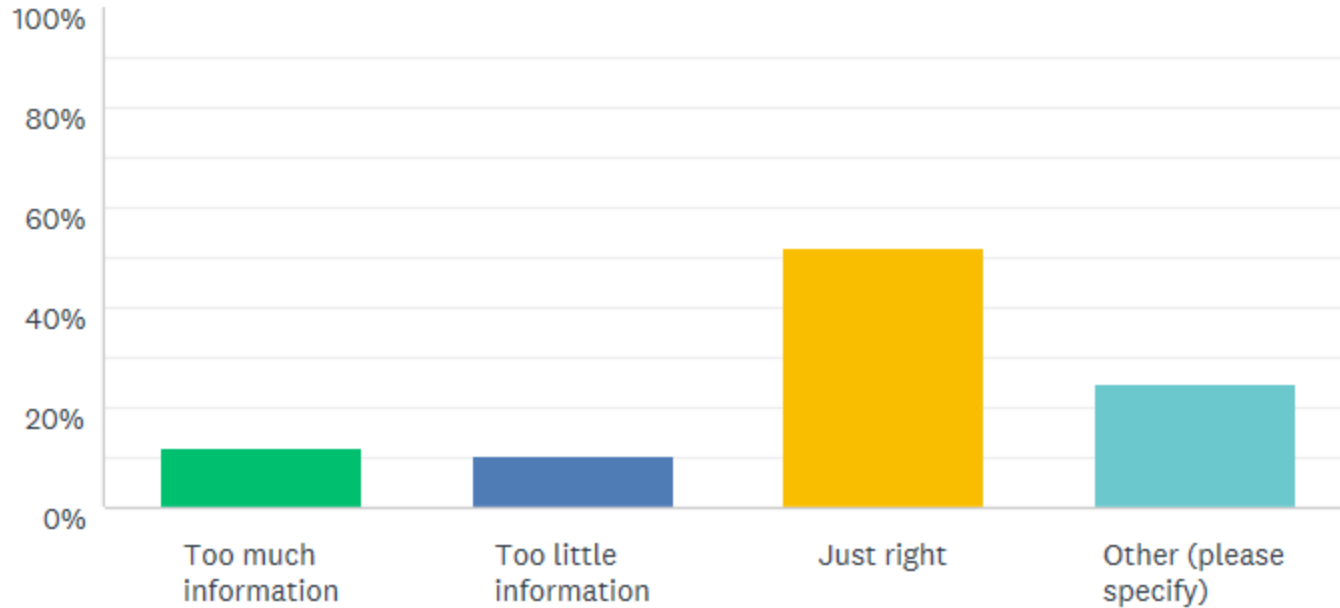
Very difficult to get a telephone appointment even though I have severe UTI symptoms.

I had to arrange for blood test monitoring and surgery very helpful. I also had to contact Rheumatology dept at H/H for renewal prescription for injections. They were delivered to my home.

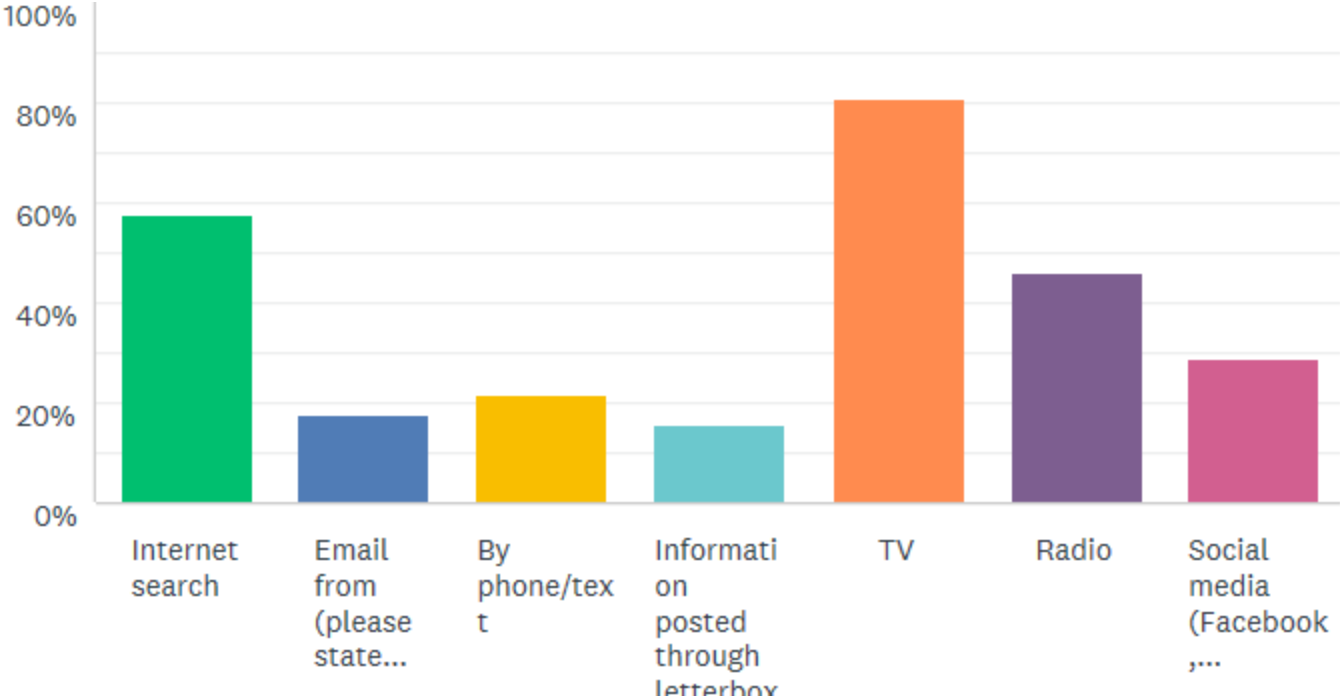
**Q8: Do you think you are receiving enough information about the Coronavirus pandemic?**



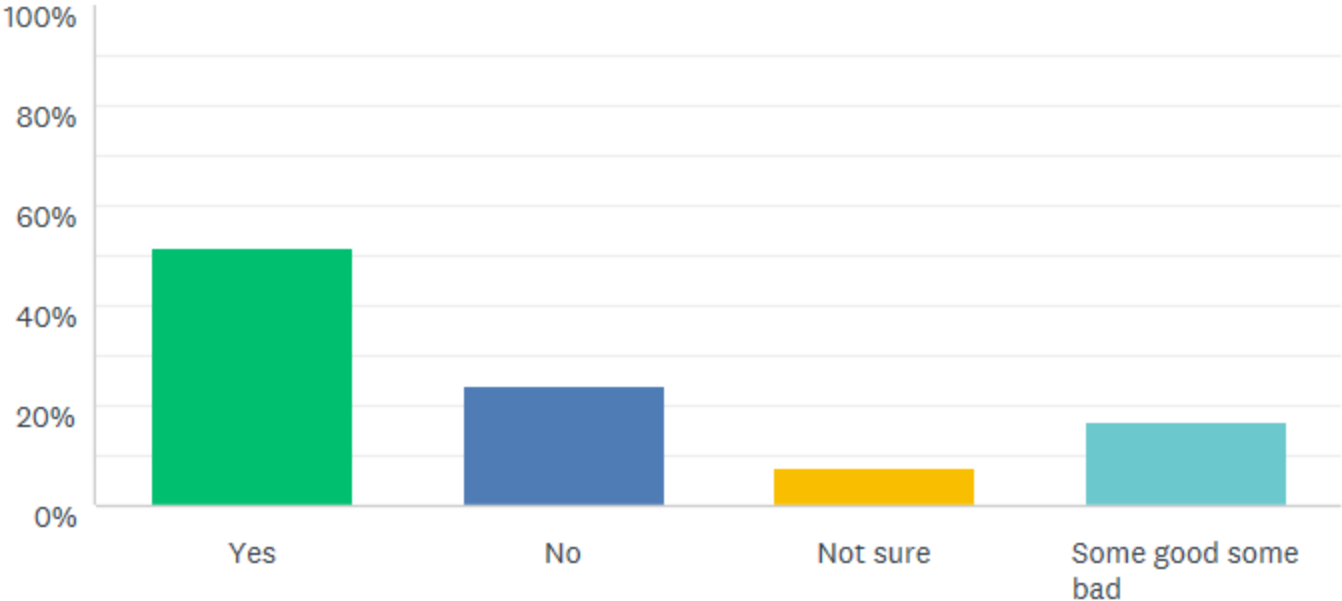
**Q9: If the answer to Q8 was “Yes” please tell us if the amount of information you are receiving about Coronavirus pandemic is:**



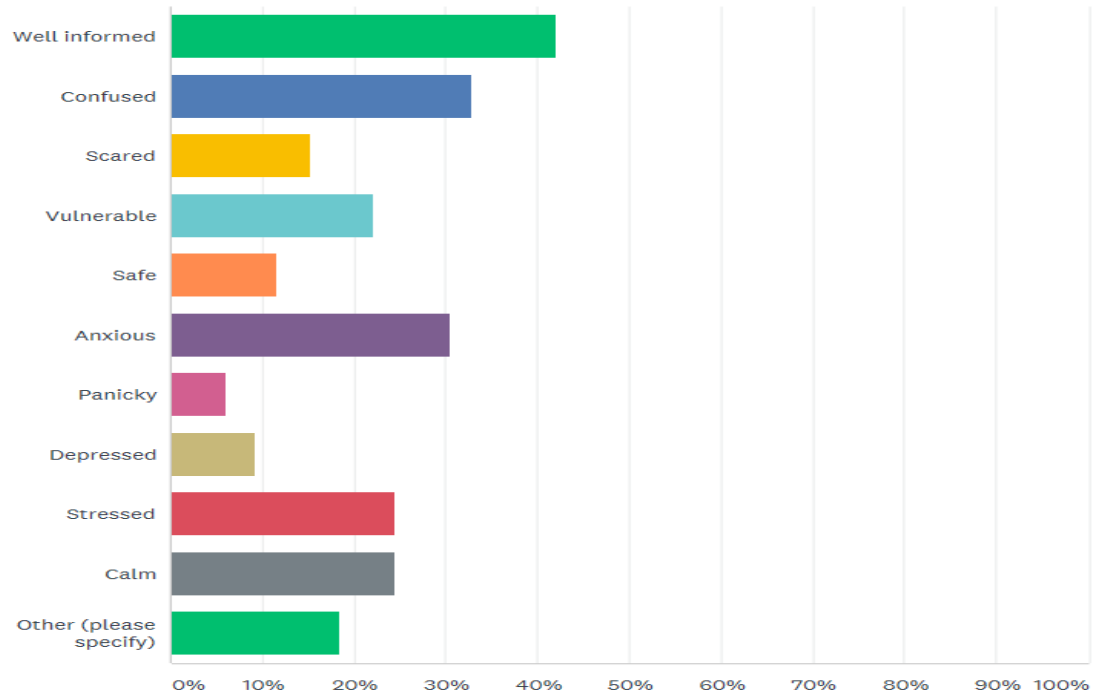
**Q10: How do you receive information about Coronavirus pandemic?  
(Please tick one or more answers)**



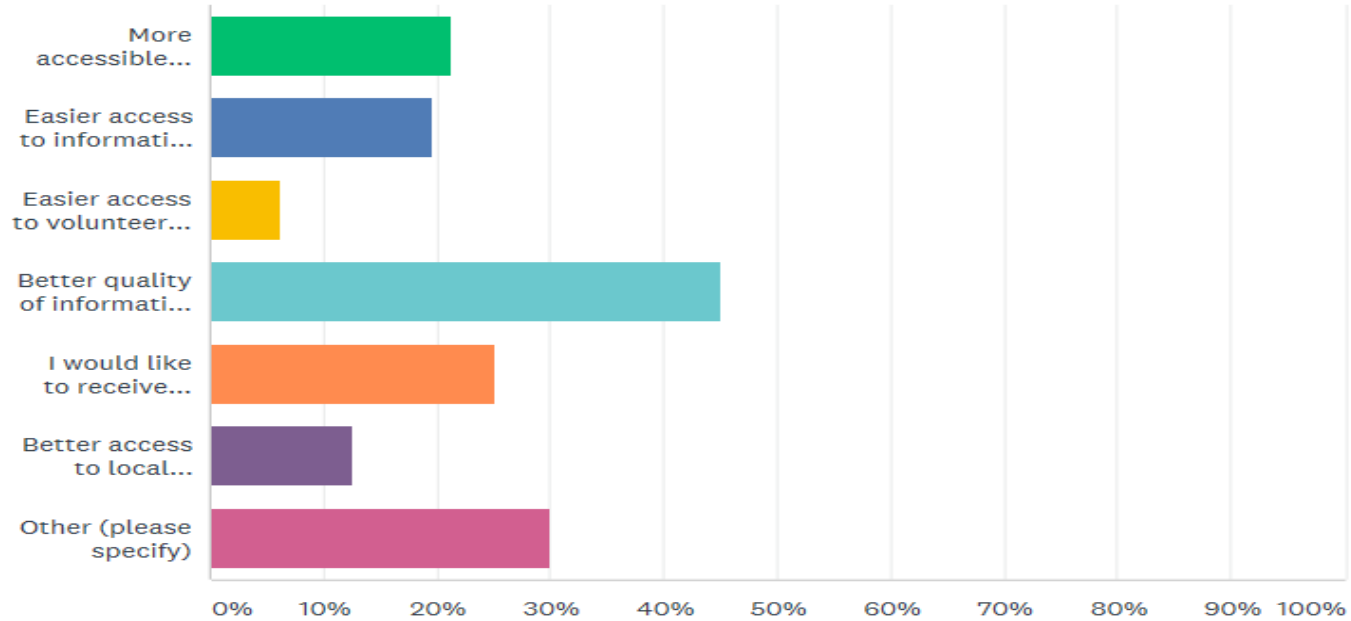
**Q11: Do you think that information you and your family are receiving is up to the standards you are expecting them to be?**



## Q12: How do you feel since the Coronavirus pandemic started? (Please tick one or more answers)



### Q13: What could have been done to improve your experience during the Coronavirus pandemic?





## Q14: Please tell us about any other matters/issues about Coronavirus pandemic that are not included in this survey. Please be clear when expressing your own opinions

I wish information about local conditions relating to COVID infections were readily available somewhere, either through messages directly from the surgery or even through a website.

Why my mother, aged 92 and who has a heart problem and balance issues, was never identified by the system (NHS/local Council?) as someone needing access to online food ordering/delivery. We really tried... Her GP said it was nothing to do with them.

I did manage to get shopping delivered, but it was difficult to get slots without a constant search of supermarket website. I was lucky I was subscribed to them already. But given I was shielding as I still had a continuous cough from a bad bout of bronchitis since Jan.... I did wonder how other not as fortunate as me, not actually considered in the bracket of being able to get priority slots managed!?

Lack of clarity as to whether we can get COVID again if we have had it. Why it is taking so long globally to understand this virus. Why no one is asking China to close their wet markets if there is confirmation the virus came from there.

Whilst GP's spend all the time trying to avoid seeing people, people are dying of undetected diseases...all so we can protect the weak who will most likely pass away because they have not looked after their immune system. I am disgusted at how cancer patients are being treated...it's a crime. I also feel many doctors are hiding...they will get the glory but not put in the work like the nurses...nurses are our frontline but doctors will reap all the benefits in their ivory tower. The world deserves better. Doctors need to come back down to earth!

Initially worried about PPE for my GPs. Emailed PHE re this and NHS England as in fact I had similar Coronavirus symptoms 2009, ventilated, lungs, kidneys, heart failed. If someone had got back to me many lives may have been saved! No access to Govt Departments needs addressing before another strike. Also supermarkets online delivery addressing NHS England letter. Took 2 months to get anything they would accept. Told my MP re PPI for NHS and letter for Supermarkets plus Council as worried for other elderly Shielded unable to get food. V stressful. Dreading Covid after Brexit..

Confused erratic messaging. no access to antibody tests.

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Media try and make stories out of nothing and encourage criticism and dissent. Feeling sad about my elderly mum's care home experience & lack of access to her, also the lack of adequate testing earlier on in the pandemic.

Lack of testing available initially left us assuming we'd had it but without confirmation. This led to conflicting feelings and anxiety

A number of rules/laws and policies have been put out during the pandemic which have never been adequately enforced. For instance, there is no point in telling people to wear a mask if there's no sanction enforced (in practice) for those who don't. Asking people to please follow rules is not an effective way to save lives.

I think that the effective closure of the private health care system, like the London Clinic, should not have been allowed to happen.

Mask when ordering take away vs no mask when eating inside are slightly conflicting. There is more risk when eating inside in a closed space

I believe the health services have provided great care and clear information. Government guidelines and communication much less clear and often quite unhelpful.

The Day Centre closed. Initially received regular calls and an invite to a virtual art event. Since the last month or more, no one has made any contact to check, or advise on Day Centre situation, neither did the virtual art event happen.

**Q14: Please tell us about any other matters/issues about Coronavirus pandemic that are not included in this survey. Please be clear when expressing your own opinions**

The pandemic has severely impacted people with disabilities. I have three young adult children who have cognitive and developmental disorders living away from home. Two who are students at UNI who are meant to be getting support buy are not because of COVID. One has autism and the other DCD. The third is working from home and is finding it very difficult and may lose job again because of lack of support. More investment in mental health services needed. Was already difficult to access services before COVID.

We feel that the prime minister and government's initially cavalier attitude and subsequent false promises, bad examples and general mismanagement of the situation have been appalling.

No access to diagnostic testing - CAT scans etc. No outpatient service Misinformation regarding appointments - all lies and no apology If you are rich or part of the Establishment, you are given the best treatment. Coronavirus testing an absolute shambles - tests carried out by non-medical persons

Having 4 grandchildren, we know that they cannot wait to get back to school. Understand that parents & teachers can be anxious but this is one way of 'getting back to normal'!

Financial difficulties for parents who are unavoidably not working because kids who are of school age cannot go to school because schools are shut

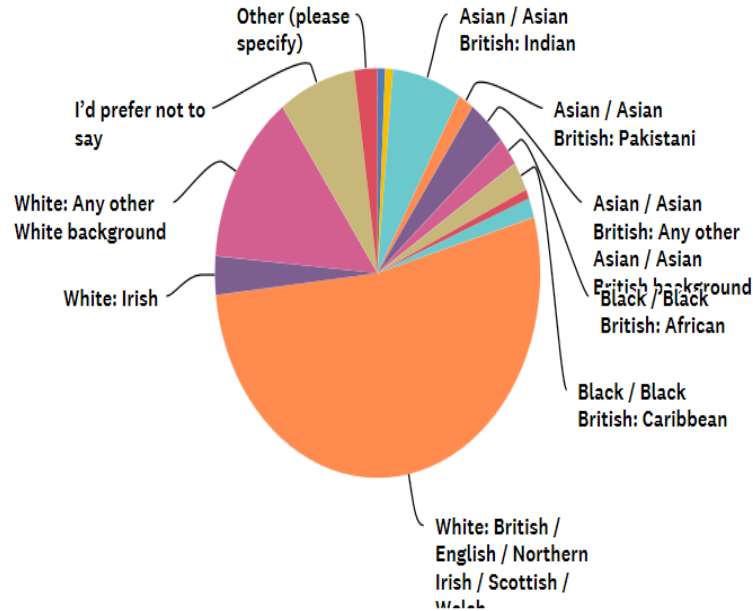
I have received good amount of information during COVID19 and I am happy with the services provided to me and my family.

I ended up in hospital with a positive Coronavirus test. The 111 service and the ambulance wanted me to stay home. I would have died if my gp had not argued with the ambulance lady. My son had to book an Uber because the ambulance would not take me.

The world is comforted by the COVID-19 as a result rapid and complex changes Within Societies and in environmental areas. To fight against the COVID-19 seriously need it specially in Healthcare. This disaster causing an irreversible air flow and limit Action such us chronic bronchitis or emphysema. Addressing this issue not only requirement more profound Research into the underlying causes among the public.

## Q15: Demographic details

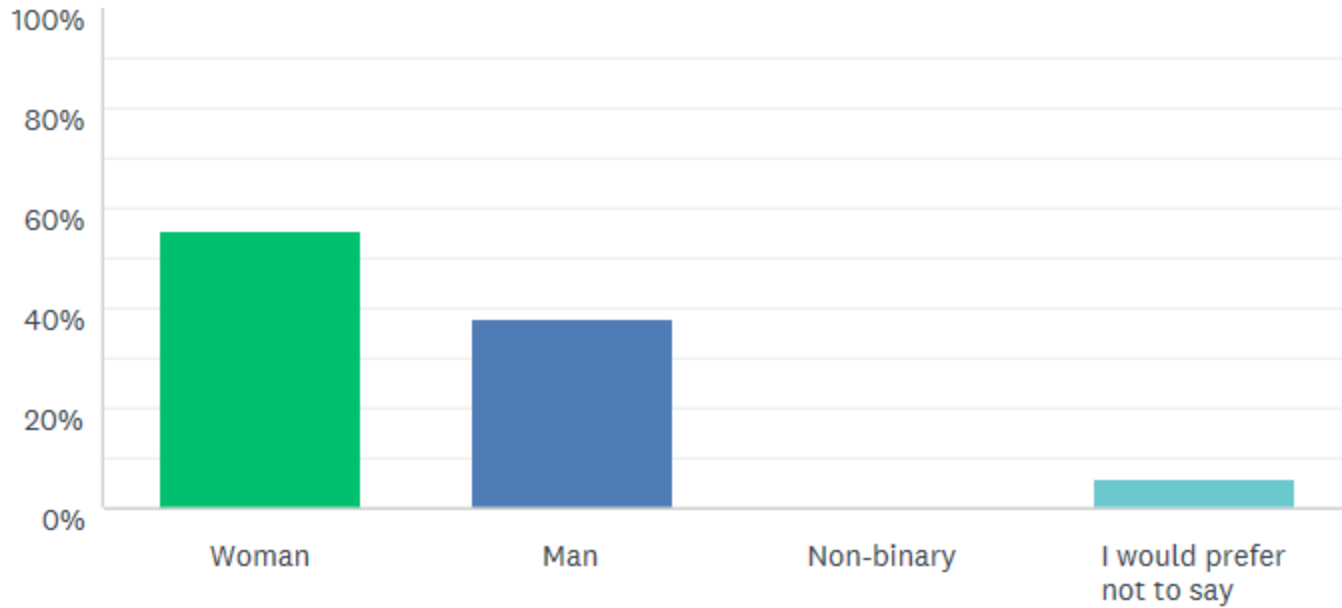
### Ethnicity



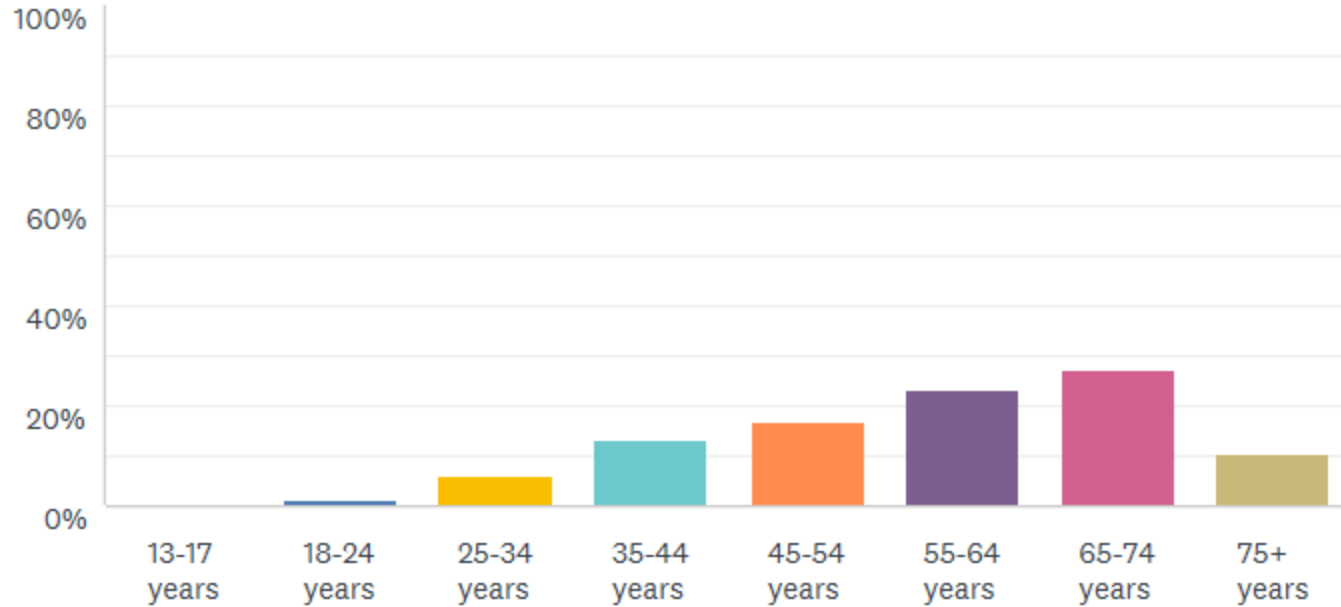
▼ Arab	0.00%
▼ Asian / Asian British: Bangladeshi	0.76%
▼ Asian / Asian British: Chinese	0.76%
▼ Asian / Asian British: Indian	6.87%
▼ Asian / Asian British: Pakistani	1.53%
▼ Asian / Asian British: Any other Asian / Asian British background	3.82%
▼ Black / Black British: African	2.29%
▼ Black / Black British: Caribbean	2.29%
▼ Black / Black British: Any other Black / Black British background	0.76%
▼ Gypsy, Roma or Traveller	0.00%
▼ Mixed / Multiple ethnic groups: Asian and White	0.00%
▼ Mixed / Multiple ethnic groups: Black African and White	0.00%
▼ Mixed / Multiple ethnic groups: Black Caribbean and White	0.00%
▼ Mixed / Multiple ethnic groups: Any other Mixed ethnic groups	1.53%
▼ White: British / English / Northern Irish / Scottish / Welsh	52.67%
▼ White: Irish	3.05%
▼ White: Any other White background	13.74%
▼ I'd prefer not to say	7.63%
▼ Other (please specify)	2.29%

Responses

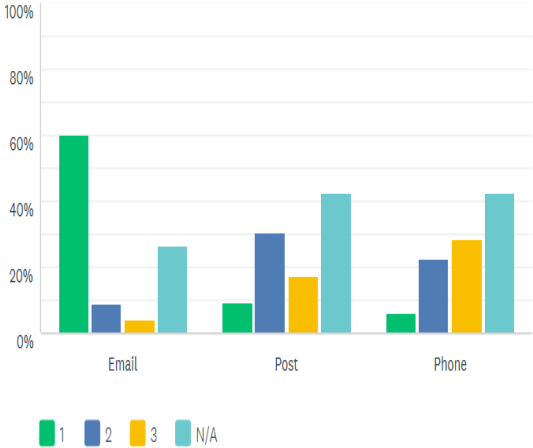
## Q16: Gender



## Q17: Age



# Q18: Please state what are your communication preferences, stating “1” as the most preferable and “3” as the least preferable option?



	1	2	3	N/A	TOTAL
▼ Email	60.20% 59	9.18% 9	4.08% 4	26.53% 26	98
▼ Post	9.41% 8	30.59% 26	17.65% 15	42.35% 36	85
▼ Phone	6.25% 5	22.50% 18	28.75% 23	42.50% 34	80