



## People's experiences of health and social care during the pandemic

### What went well?

- ✓ 80% found it very easy or easy to stay informed
- ✓ 70% were very satisfied or satisfied with healthcare
- ✓ Online consultations and use of IT effective and convenient, especially for GP appointments
- ✓ Some efficient rebooking and short hospital wait times



### What could be better?

- ✗ Information confusing or hard to access for a vulnerable minority
- ✗ Non-Covid information sometimes hard to access
- ✗ Attitude of stoic acceptance of reduced or cancelled services may stop people speaking out
- ✗ Cancellation of face-to-face health care and assessments
- ✗ Lack of communication and follow-up for cancelled treatments
- ✗ No access to treatment for worsening conditions
- ✗ Lack of information about what will happen next

Thorough testing. Not my normal experience. It was better.

Had an appointment in gynaecology for June which is cancelled with no further communication.

Every contact seems to be on line which is hard for a visually impaired person like me.

I understand that these are exceptional circumstances and everyone is doing their best.

My eyesight has got worse in both eyes now and my pain is increasing



### What next?

#### Our recommendations:

- Re-engage - communicate with people waiting for new appointments to provide reassurance, even where services have not yet resumed
- Retain effective new processes and system agility
- Identify the newly excluded and build strategies to ensure access for these groups