

What do people want to happen next?

On the 19th and 20th June 2020 Healthwatch Surrey had the opportunity to run a snap poll: we spoke to 46 Surrey residents and collected brief views on

- What changes they want to see in the way health or social care are managed in the future
- Their message to the people responsible for making recovery happen
- Steps they had taken to look after themselves during the pandemic

The sample was small but some of the key findings reflect what we've heard from our own and our partners' wider consultations and are particularly interesting in the light of the changes to lockdown planned for early July 2020.

What messages do people have for those making recovery happen?

“Thank you” - 1/5 simply wanted to pass on messages of thanks

well done!

I think that they are doing an excellent job and to keep up the good work

Thank you for all that you do and are doing

More wanted ‘slow and steady’ than ‘full speed ahead’ - 1/5 vs 1/10 respectively

To not open up services too early unless absolutely necessary

Focus on their protection and don't rush into loosening lockdown.

don't take a single unnecessary risk

VS

get it done as quickly as possible

Economic recovery is most important

“Be kind” - 1/7 made a plea for consideration and consultation

Respect everyone in society to ensure that even the most vulnerable are protected from harm, then recovery will be quicker as a whole

Listen to patients and respond accordingly.

What should the future look like?

More NHS funding and better access to services - mentioned by 1/4 of our respondents

more qualified physio, chiropodists, annual check-up, stem cell treatment, alternative treatment instead of drugs, acupuncture

I want to see health and social care services adequately funded to be able to deliver appropriate levels of treatment and care to all parts of the community.

Easier to get a doctor's appointment

More digital services - mentioned by ¼ of our respondents and by far the most consistent request. We've seen similar positive responses to the efficiency and convenience of digital healthcare in all our engagement.

Consultations through video or messaging apps such as what's app

More updates given online when not necessary to visit in person to increase efficiency

Restoring previous services - mentioned by a small handful of our respondents

Ensuring resources are not removed for some fields of healthcare. For example, during the Covid-19 pandemic, many other treatments had to be stopped, including some essential life-saving surgeries.

What have people done to look after themselves during the lockdown?

2/3 of our respondents told us they had taken steps to look after themselves during the pandemic. There was slightly more focus on mental wellbeing than physical wellbeing. However for many mental and physical wellbeing went hand in hand:

try not to drink too much alcohol can affect mental health

I have tried to practice mindfulness, eating healthy and exercising to keep myself in check

1/3 had taken steps to look after their mental wellbeing - ranging from mindfulness to medication

To try and relax by doing more things I like

I have been having medication for Anxiety which i have not had since before this

1/4 were spending more time outside walking and gardening, or were taking more exercise

get outside whenever possible

Yes. Online fitness programs. More cycling

What we did

On 19th and 20th June SurveyMonkey hosted a short survey designed by Healthwatch Surrey using the SurveyMonkey panel of Surrey respondents. For details of the questionnaire and demographic split achieved please contact

tessa.weaver@healthwatchesurrey.co.uk, but in brief our sample comprised

- Even spread of ages from 18-80
- 2/3 female, 1/3 male
- 1/4 self-declared vulnerable, 1/5 state they are shielding