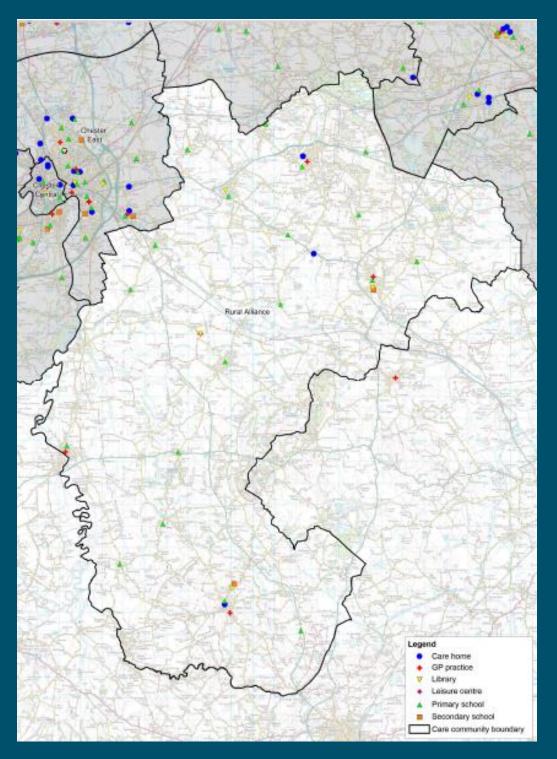




Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Rural Care Community.

May - September 2020







Introduction

Between 4th May and 1st September 2020, 1,564 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 85 people who answered our survey from the Rural area, to provide the residents and local service providers with a snapshot of the key findings.

Accessing healthcare services during the pandemic

Of the 67 people who told us about **how health services had changed**, most talked about their GP or hospital. For example:





40% told us their
GP appointment
was by telephone
or video call or that
they couldn't get
an appointment at
all

38% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures.

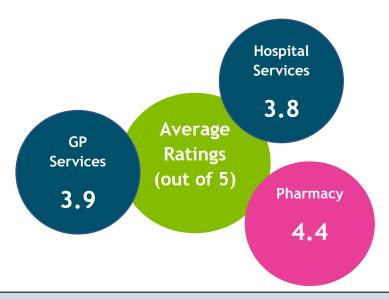
30% told us that their access hasn't been impacted.





How people rated their services

We asked people from the rural area, how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 35 people answered this question and rated their GP surgery, Hospital and Pharmacy services.

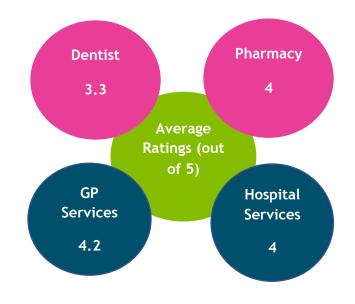


- "My local pharmacies have been very careful and considerate during the pandemic. They have procedures in place to protect the public."
- "I have been able get phone consultations with my GP and he has phoned me as well, can speak to the pharmacy at the surgery between 8 9am, the nurse came to take my routine bloods outside my front door, have spoken to Rheumatology nurses, Rheumatology consultant has phoned me twice."
- "Antenatal appointments felt very rushed and impersonal due to number of people accessing the service."

How people rated communication from service

We asked people to rate what they thought of the communication they had received from their service, with 1 being very poor and 5 being excellent. Ratings related to the communication received from the most accessed services.

- "Doctors sent messages through straight away to keep me up to date"
- "They were concise easy to understand instructions, very easy to follow would imagine most people understood"







How coronavirus has affected people's mental health



The top 3 things that the 85 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities

What are people's current concerns or concerns about the future impact of the pandemic?

36%
responded
with money
and economic
concerns

56% were concerned about other people observing social distancing

30% said they
were
concerned
about their
physical health

36% responded with education concerns





What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?

- "Being able to get out a bit more freely and have a normal routine of life back."
- "More emphasis in the media and on the news about online classes (keep fit, yoga etc.) or group chats. More local activities outdoor keep fit, gardening tips, baking tips."
- "Weekly Facetime and WhatsApp meetings with family and friends"
- "I don't really understand why Covid-19 patients appear to have been prioritised over all other patients and why NHS services have all been diverted to Covid-19 at the expense of all other services."
- "No need for additional support. Good friends and my relatives keep in touch by phone."
- "more prominent information on how the pandemic is being managed & the effects this is having on infection rates & levels"

People would like Safe exercise better access Community has helped to services support has mental and helped physical wellbeing. health People have looked to family and Have used friends for People would technology support like clearer such as information video calls





Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

www.healthwatchcheshire.org.uk

You can contact us on:

• Tel: 0300 323 0006

• Email: info@healthwatchcheshire.org.uk

• Facebook and Twitter: @HealthwatchCW and @HealthwatchCE

• **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU





Appendix

This is the Tartan Rug for the Rural Care Community, looking at key health indicators and profiles. Healthwatch Cheshire used this resource when planning our activity.

Local health profiles for Care Community clusters in Cheshire West and Chester - based on aggregations of 2011 wards

The table below shows how the population in Cheshre West and Chester wards compare with the rest of England based on a number of sociodemographic and health indicators. Taken from Public Health England Localhealth.org October 2019. Crown Copyright. Foduced by Cheshre West and Chester, Insight and Intelligence Issue. Version 21: October 2019.

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Total population (MYE 2018)			Darring	Whater	Viend
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29 Deaths from all causes, all ages (SMR) 2011-2015 SMR	27	Emergency hospital admissions for hip fracture in 65+ (SAR)	2011/12-2015/16	SAR	05.1
2013-2015 1948 1957-1 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 1948 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-2015 2013-20	28	Limiting long-term illness or disability (%)	2011	16	16.0
31 Deaths from all cancer, all ages (SMR) 2013-2015 SMR 80.4 32 Deaths from all cancer, under 75 years (SMR) 2013-2015 SMR 78.8 33 Deaths from circulatory disease, all ages (SMR) 2013-2015 SMR 60.3 34 Deaths from circulatory disease, under 75 years (SMR) 2013-2015 SMR 66.8 35 Deaths from coronary heart disease, all ages (SMR) 2013-2015 SMR 78.4 36 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 61.2 37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7	29	Deaths from all causes, all ages (SMR)	2011-2015	SMR	79.5
32 Deaths from all cancer, under 75 years (SMR) 2013-2015 SMR 78.6 33 Deaths from circulatory disease, all ages (SMR) 2013-2015 SMR 80.3 34 Deaths from circulatory disease, under 75 years (SMR) 2013-2015 SMR 66.8 35 Deaths from coronary heart disease, all ages (SMR) 2013-2015 SMR 78.4 36 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 61.2 37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7	30	Deaths from all causes, under 75 years (SMR)	2011-2015	SMR	67.1
32 Deaths from all cancer, under 75 years (SMR) 2013-2015 SMR 78.6 33 Deaths from circulatory disease, all ages (SMR) 2013-2015 SMR 80.3 34 Deaths from circulatory disease, under 75 years (SMR) 2013-2015 SMR 66.8 35 Deaths from coronary heart disease, all ages (SMR) 2013-2015 SMR 78.4 36 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 61.2 37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7	31	Deaths from all cancer, all ages (SMR)	2011-2015	SMR	60.4
34 Deaths from circulatory disease, under 75 years (SMR) 2013-2015 SMR 66.0 35 Deaths from coronary heart disease, all ages (SMR) 2013-2015 SMR 78.4 36 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 61.2 37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7			2011-2015	SMR	79.0
35 Deaths from circulatory disease, under 75 years (SMR) 2013-2015 SMR 78.4 36 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 61.2 37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7	33	Deaths from circulatory disease, all ages (SMR)	2011-2015	SMR	80.3
26 Deaths from stroke, all ages, all persons (SMR) 2013-2015 SMR 81.2 27 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR	34	Deaths from circulatory disease, under 75 years (SMR)	2011-2015	SMR	05.0
37 Deaths from respiratory diseases, all ages, all persons (SMR) 2013-2015 SMR 74.7	35	Deaths from coronary heart disease, all ages (SMR)	2011-2015	SMR	78.4
Destris from respiratory diseases, as ages, as persons paint;	36	Deaths from stroke, all ages, all persons (SMR)	2011-2015	SMR	01.2
18 Deaths from causes considered preventable (SMR) 2014-2015 SMR 72.1	37	Deaths from respiratory diseases, all ages, all persons (SMR)	2011-2015	SMR	74.7
an increase a second symmetries by prominent female	38	Deaths from causes considered preventable (SMR)	2011-2015	SMR	72.1

Note related to the significantly better then England Significantly deferent Significant Significantly deferent Significant Signific