



Health Care, Social Care and Well-being services during the Covid-19 Pandemic

Appendix A - Supporting Information to Survey Questions

Survey responses:
9 April - 31 May 2020

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Supporting Information to Questions

2. Have you found it easy to find clear and understandable information about what to do to keep yourself and others safe during the coronavirus/COVID-19 pandemic?

Would you like to tell us more about this, and where you were able to find this information?

Those who had not found it easy

9 - 14 April 2020; 2 people (2%) told us that they had not found it easy to find clear and understandable information

Most of the information that has been released is clear. Certainly info released after the initial couple of weeks. However, there needs to be better information and guidance for unusual or different situations to the norm of all family members living in same household. For example, divorced parents where one parent is shielding. Lack of information with these circumstances makes it incredibly difficult to reach agreeable solutions to promote safety and wellbeing for all. There needs to be information for how to sustain relationships when partners do not live in the same household. Just having to adhere to 12 weeks apart is not appropriate yet there is no guidance for how to attempt to maintain a relationship. This affects mental health. There could be guidance i.e. if one partner isolates for 14 days then ok to have contact as long as remain isolated until part again. There needs to be greater consideration for the various lifestyles rather than just assuming anyone not in the same household can cope with at least 12w apart. Better to guide people sadly so that they don't try to find own solutions.

I think there should be basic minimum requirements for schools to use certain digital solutions to the current closures. Some schools seem to use more effective software to help continue home education. Surely by now, there could be agreed solutions for all to follow which make life as simple as possible for our young people.

Telford Maternity hospital is worrying. The standard of care is not being inspected regularly. More inspections of maternity care are needed.

Those who had not found it easy

15 - 20 April 2020; 5 people (10%) told us that they had not found it easy to find clear and understandable information, 4 offered further comment

Unclear information...health conditions noted as requiring shielding were non-specific and many lay people would not know if they fell into that category. Also GP letters did not go out to everyone as reported.

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| Struggled to obtain info as to when was safe to return to work |
| The "at risk social distancing" category are advised to isolate for 12 weeks. The vulnerable category are told the same. However, some of the "at risk" workers are feeling pressure to work in the office. |
| I found the most useful information from MPFT respiratory training on 09/04/20. |
| Those who had not found it easy 21 - 26 April 2020; 20 people told us that they had not found it easy to find clear and understandable information, 15 offered further comment |
| I am ssi/blind and most letters are coming in mail and small print .when you ask for all to be emailed so when you have no one to read it you can listen to it on computer. I asked council for an embosser program and asked social worker also so I can braille out for myself as have embosser but did not have or know I needed Separate program when I purchased it. |
| The authorities have been very slow and imprecise in giving accurate information/instructions which has caused confusion. Clarification came over time via the media. Government/Public Health England's daily briefings amounted to repeated platitudes with little substance. |
| I had open heart surgery on 03/03/20. The British Heart Foundation website says that I am extremely vulnerable as does the cardiac rehab team. However, I am not listed as one of those needing shielding, despite registering with the .gov website. I have not been out of the garden at all, but as I'm not registered, I don't get priority for shopping deliveries |
| Information changing on a daily basis and internet is full of fake news. |
| There seems to be some vagueness regarding what 'vulnerable' means. I am just turned 70 this month, having had a heart attack 14 years ago and taking medication for high blood pressure and colitis I am unsure whether or not I am in the vulnerable category. If I am so I 'should have' received a letter from my GP but have read that, along with many other things related to Covid-19 there was a lack of communication between the Government and GPs so some people may have been omitted from lists and others included that should not have been. I have been attempting to self-isolate but very difficult with it being next to impossible to get any online shopping deliveries or even click and collect without going 20 odd miles. |
| Diabetic type 1 working front line caring |
| registered blind and all letters coming in post from social services and council are all in unacceptable print |
| Initially I classed myself as a vulnerable person due to my 81 years and my CLL and COPD, yet these were not flagged up by either my GP or other bodies/officials. I |

decided to shield my wife and I some weeks before I was advised to do so. We have not left our house for the last 6 weeks and Shropshire Council have been both informative & helpful in updating me and in supplying us with a box of food.

The simple straightforward government guidelines about what to do were clear and repeated on radio and TV repeatedly.
 However clear information about other Covid related matters was not forthcoming.
 Daily government briefings were unclear, often contradictory and misleading if not true

We will be 73 next month with no underlying health problems, so we are not in the 'most vulnerable' category. We live and work on our hill farm. We are told that we are 'vulnerable' and we should self-isolate so as to be 'shielded'.
 So our 1st big problem is that no-one is able to deliver groceries. Thus we cannot self-isolate and my wife has to go shopping in Shrewsbury every week (she goes because data says women are less liable to catch it than men ... and she always wants me to do work on the farm rather than go off to town).
 Secondly, we want far better explanations of why we are 'semi-vulnerable' (over 70 but under 75). My sketchy medical info is that the immune system becomes far less effective after 70, but we want more data about this!
 Thirdly there is poor and conflicting data about how to de-contaminate everything that comes on to our farm - like groceries, items delivered by online sales and even the postman (especially those plastic-wrapped brochures).
 Fourthly: conflicting data about whether or not masks are helpful although it seems to us that if droplets with the virus get into our eyes from an infected person then we will become infected - and the wearing of a mask is therefore of no help to us. But would help others if we are carriers and cough near someone else.
 Finally, we know that about 80% will catch COVID-19 and 2% of those may die (mostly old people) so we wonder why the Govt is so bad at thinking ahead about things like PPE - although we are always grateful we do have a good government and a disciplined population. An example of not planning ahead is that there has been talk of a 'land army' to pick fruit otherwise most of it will spoil ... I tried to volunteer but I have heard nothing. I assume this will become another crisis caused by the Government's failure to think ahead.

I am not on line so it is from the news or what family tell me

Keep information from government not specific enough and often too open to interpretation.

I thought there was more emphasis about staying home and not enough about keeping away from others for instance

I only shop local

I called in our post office.....and secreted myself in a corner, all on my own minding my own, facing the window, happily picking my veg, when a hand came over my shoulder closely followed by a whole arm

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| <p>Close to my face, so close in fact that I could have bitten it Believe me I was tempted. However even I am a little more refined and so I chose not to but even so I shrieked at him Turns out all he wanted was a newspaper, a weekly newspaper, so what was the all fired urgency I said....."You just don't get it do you?? and aside from an under the breath grumble I got little response The Shop keeper heard and kindly explained his fortune to him Later that day I ran some emergency supplies to a lady in Grinshill. We had a conversation at the required distance but notwithstanding that example she still ask me to go shopping for her in Shrewsbury at Farm foods and Morrison's because it was cheaper than the post office The Post office will put shopping up in a bag off a phone call, and all I have to do is collect it She was quite prepared to put me and my wellbeing at increased risk for a few coppers and that does not being to consider anything I may carry to Shrewsbury Naturally I declined</p> |
| <p>Locally, the information is don't come to the surgery. If you are unfortunate enough to ring the surgery, expect to have a long wait to speak to a receptionist.</p> |
| <p>It's been difficult to get information on whether I should be shielding or not.</p> |
| <p>Those who had not found it easy 4 - 31 May 2020; 13 people told us that they had not found it easy to find clear and understandable information, 12 offered further comment</p> |
| <p>I feel a lot of the information is quite confusing and constantly changing. Particularly regarding pregnancy and covid-19</p> |
| <p>I want clear information about masks. Are the government going to issue them to everyone?</p> |
| <p>I haven't received any guidance I have lupus COPD asthma and several other health problems</p> |
| <p>Government advice regarding essential work etc. was very unclear to begin with.</p> |
| <p>The information coming from government has been ambiguous. Also, as a head teacher the information about schools being released to the press before the LAs has been far from helpful.</p> |
| <p>Mostly, except on exercise. Gove suggested his personal belief being that of 45 mins bike ride or running and an hour for walking. But this was never confirmed and as such left many people believing this was all they could do.</p> |
| <p>Much information has been confusing and, in some instances, contradictory</p> |
| <p>We have managed but it was not easy especially initially. Now it's ok. I work online and my husband is a head teacher so we have been able to find things online. However my mother and some of my friends who are not skilled online and who are not sent</p> |

government information have not found it so easy.
 I should also say that my husband found out lots of information himself or with other headaches days before being sent it officially. He usually found out what schools are doing at the same time as his parents, i.e. on TV and so has had to scramble to work out what to do, or try to anticipate every conceivable scenario to have plans in place. Public Health England have been fabulous throughout with the school though.

I've learnt to ignore what the government says as it is all lies and bluster. I find that if I wait a few hours/ days for news agencies to digest information and repackage it for my consumption, this is a more reliable source than the government.

Everything was clear until the announcement about easing lockdown restrictions which just muddied the waters hugely.

It is of great concern that the continually changing messages from the Government have confused the essential healthcare message so that it is now not clear to the public what they should do. Even more so now that Government Advisor Dominic Cummings has not followed the basic NHS advice which says 'do not leave your home for any reason' when someone he lived with showed signs of COVID-19, he went back to work after being in contact with his wife who showed symptoms. I am anxious that now people believe it is ok to do as he has done, either going back to work or travelling - making the judgement to see other people including family based on their 'instinct' as a parent. Our neighbours have ignored the rules and have had another family with a child around to their house to visit, our neighbour works for the NHS and could now be a risk to those he works with. We are shielding our daughter and cannot use our garden when they are out or have their family around. We feel unable to report to police for fear the neighbours will turn on us and also do not think the police would have any power to rectify this situation. I therefore do not feel confident or safe within the current situation and worry about the safety of my family long term.

Information readily available online and on television and radio broadcasts

Those who had found it easy
 9 - 14 April 2020; 103 people told us that they had found it easy to find clear and understandable information, 71 offered further comment

I have accessed this information from the television ad from the NHS.

Watching the news daily, seeing the public info films, and receiving gov advice. However seeing people disregard the instructions is proving very upsetting distressing and scary. I live in a rural area of great natural beauty and it is popular with walkers and tourists. Regrettably despite the PM's instructions which are repeated on a daily basis we still get people coming in from elsewhere, in cars etc., to go walking. Now, Shropshire Council has today issued a guidance note on Rights of Way which specifically says you should only access those which are immediately local to you and in walking

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| distance of your home. I just wish the national advice was as clear, instead of it differing depending on which authority was issuing it. |
| Online and TV |
| Plenty of information on web sites |
| Clear information in the press and the Shropshire Council emails. |
| Government leaflet Radio/Television Newspapers Internet Town Council |
| Online and on TV |
| On the news once a day. |
| Frequent and easy to understand TV & Radio broadcasts. On line. Local newspapers. |
| Widely broadcast by various Media, |
| Radio, online, daily government briefings. |
| Online and newspapers, although some information is conflicting and therefore not sure whether to believe it or not. My local GP has been answering questions on our local Covid Facebook page, which is brilliant as you can be sure that information is reliable and also reassuring. |
| Mainly T V updates |
| The advice on both 111 and my GP Facebook account was clear and consistent |
| The press, all media |
| NHS leaflets, BBC news Google on line statistics |
| It's important that I isolate in my home due to my medical condition, I have found lots of information on MPFT website. Also the daily update by the government |
| TV |
| Facebook, Twitter, Google |
| Ample information on TV - probably overload. |
| TV and other media |
| TV mostly |
| TV. Other media. Daily messages from TWC. |
| The government and Telford and Wrekin advice has been very accessible and useful. |
| One of my sons is a bio chemist; he regularly feeds me information as to the reliability of what is in the media. |
| The media made it very clear |
| Primarily on TV but in newspapers too. |

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| BBC newsreel and on TV Patient Access site |
| Radio, TV and emails. |
| I have complied with the Government's advice/ orders. |
| BBC news and other channels, internet and chats with friends |
| TV, newspaper, internet, radio, post |
| I work for NHS so get daily updates |
| Living remotely, it would be useful to know whether it's better to call an ambulance or drive to A&E ourselves if someone has symptoms and they deteriorate. We have an 83 year old smoker living with us. |
| No |
| TV, Radio, Website /social media, Shropshire Council website, Letter from Boris, Newspapers |
| News media |
| News broadcasts, government letter |
| News on TV, Online bulletins, Shropshire Shirehall daily email |
| I watch the government briefing every evening at 5pm, and the news after that on BBC1. I also watch some bits of breakfast TV and occasionally later in the morning. |
| I received a NHS letter from my Gastroenterologist as I have Crohn's as well as Parkinson's, the letter told me that I should self-isolate for 12 weeks and included details on where to find help and information. |
| From the TV. and radio |
| Govt news bulletin and NHS advice. I don't do Facebook |
| I have been given quite clear information from the police as I work with them. I have also received information from the government in regards to keeping safe and staying home, quite hard when in a front line job when others are not doing there bit |
| Media provide plenty of information, too much possibly. Contact from local authority, government and NHS. My wife and I (both over 80) take great care and food etc. is delivered. |
| Government & health websites, BBC news, Social media - with caution |
| Online, news, etc. |
| TV , government statement |
| From work and from television updates |
| I listen to Radio Five Live, Radio 4 and the BBC news to listen for updates and information. I also use the .gov site for accurate information. Mt work, Age UK STW, also updates me regularly. |
| .gov.uk |
| Internet: Shropshire Council web pages, Google, Government pages TV: Information broadcasts, Daily updates |

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| Television |
| The government advice has been clearly set out on their webpage. Shropshire Council was understandably a little slower but that advice and source of information is now clear. |
| Gov.uk and NHS websites |
| on news, government leaflets |
| There is almost too much of it. The government updates daily are useful although sometimes the guidance changes e.g. the first list of those at risk put both my partner and daughter in the at risk group, the second set of guidance did not include either of them. That said we are in uncharted waters so we are all learning as we go. |
| News and Internet. |
| We have had this information through the Council. |
| NHS 111 website and NHS 11 helpline |
| TV, on-line, mail |
| Gov.UK web site - very comprehensive and up to date. Govt daily briefings. |
| NHS, GOV.uk and Citizens Advice have been helpful in their online info. |
| BBC, veterinary journals and emails |
| internet |
| Those who had found it easy 15 - 20 April 2020; 44 people told us that they had found it easy to find clear and understandable information, 16 offered further comment |
| This info was available from the TV broadcasts, from NHS website and also sent to my mobile. |
| There has been a lot of information and much of it contradictory. It has been confusing to know exactly what to do for the best. |
| News reports |
| Daily update via trust email |
| managers forwarding relevant information in timely manner |
| gov website, work colleagues |
| Work trust website and local news |
| Intranet |
| Weekly Covid 19 updates from Telford & Wrekin council |
| BBC a news and website, Government daily email, Shropshire daily email, Guardian app |
| Testing, high risk patients? letter form NHS England |
| From NHS 111 online, GP and work colleagues. |
| My Housing Support Officer has kept me informed and sign posted me to Much Wenlock Mutual Aid who have helped me to keep safe. |
| Web sites, Employer Updates, TV News Reports. |

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| BBC news, AGE UK Shropshire Telford and Wrekin |
| Already have a good understanding about the transmission of infection and what is helpful in order to reduce risk. Additionally I have received up to date information provided by my employer, have accessed academic literature available online via LitCOVID website, and have checked government and news websites. |
| 111 website |
| There is plenty of information on all media sites. It is generally simple and straightforward. |
| gov.uk and public health and trust I work for |
| TV, ONLINE |
| News, government information, through trust I work for, Social media groups |
| LIVE Downing Street DAILY UPDATES BBC news |
| I think it's important to stick to the Government/NHS information. Too much information can be confusing and overwhelming. I also don't need to know everything, just what is relevant to me or I can get very worried and anxious. |
| News, media, social media, leaflet sent in post from government. |
| On the TV , social media ,letter from Owen Patterson MP |
| Yes, but we first thought we are vulnerable elderly, now seem to be just elderly - 81 year old male with hypertension and 72 year old female. This has made a difference to deliveries from supermarkets. |
| Via employers, Connexus-group very clear and informative. Via e mails from local groups, information leaflets from community groups via letter box. information from MP via post (although that was on 15 April so a little late) |
| News, radio mainly |
| Watch BBC news and the government daily updates. |
| Watched TV programmes and read articles in Newspapers |
| Government sources, TV, local press, national press, Radio Shropshire, internet (Facebook etc.) ... it's not hard to find out! |
| Regular text messages from NHS |
| On television, letters from PM and M.P. and in newspapers (when I have had them) |
| I have researched on line and listened to radio 4 broadcasts. Received information from Ellesmere Covid 19 community support group and healthunlocked online. |
| PC Website, SC Website |
| Posters |
| I do think that the guidance by the government has been vague in some areas. |
| Those who had found it easy 21 - 26 April 2020; 197 people told us that they had found it easy to find clear and understandable information, 132 offered further comment |

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| Social media, Broadcast news |
| Gov site |
| Plenty of info online and in the news |
| I get regular updates from Shropshire Council and gov.uk It would help if the government could make their advice clearer and more consistent, but the lines of communication are working well. |
| Government website |
| Online, Watching news updates, briefings |
| BBC News and Daily C19 updates. |
| BBC - TV and Radio 5 |
| BCC TV and online has been very useful. |
| On my local surgery's website and Facebook page; government communications by mail and in newspapers. |
| Online, TV |
| Daily briefings, BBC website |
| I receive GOV-UK emails, also Shropshire Council email updates |
| Radio 4, emails, .Gov |
| On television and in the written press. |
| News updates etc. provide enough information |
| Letter from MP, letter from PM, text off softer, internet, TV, radio |
| Media |
| Emails from Shropshire council with updates. News websites egg BBC news. Had a letter through the post and a text telling me to stay at home etc. |
| News/Shropshire Council/Gov.uk website |
| Just took gov. advice and stayed home. |
| From TV, online ,newspapers and government updates |
| Internet, BBC, Shropshire Radio, Shropshire Star, Council website |
| Local council, Government website, GP |
| News & internet |
| I mainly follow experts on Twitter |
| It can be a bit of confusing, I know people are reporting feeling confused. There is lots coming through from my work. |
| On line |
| Radio, television, newspapers, social media |
| Social distancing, hand washing etc., from national media and government. |
| The information is everywhere; from news channels, FB pages and radio and television adverts. |
| Various websites |

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| BBC News and Council updates |
| BBC news website, Shropshire council email, Government /MP letters, Internet, Radio |
| I have just taken the advice to stay isolated and only go out if wearing gloves and mask to help keep safe. |
| Received Shielding letter from NHS |
| Regular updates from Shropshire council Media and government updates on TV |
| 111 online and 111 by phone |
| BBC website, NHS and GP website and local authority updates. |
| Internet. BBC & Shropshire council websites |
| Yes stay at home. Not sure many people are doing so though. |
| using the sky news app, very informative, in bite size pieces |
| I'm shielding due to severe asthma. I've been written to by the NHS, I've received text messages from my GP, and Asthma UK has also provided advice. |
| We have had leaflets, it's all over the TV and radio, it's on the headers of nearly every company email I've had, I didn't need to look for it. |
| Unless you don't have TV, radio, internet, newspapers, friends, it is impossible to be unaware of measures to take - this is NOT a criticism. |
| on TV |
| Mostly through gov.uk and the BBC website. I receive daily coronavirus updates from Shropshire Council but this information is usually supplementary. I received the postal mail-out from Owen Patterson but it mostly confirmed what I had already found out. |
| Guardian newspaper, TV and radio news and information programmes |
| Internet, Television, RPS information |
| Online & news broadcasts. We've also had a leaflet through the post. |
| Information found from newspapers and government website |
| Through emails from Shropshire council. TV and social media |
| Mainly Government information and emails from Shropshire Council |
| I have tried to stay away from social media where I've found a lot of scaremongering which was making me anxious. Instead I've been watching the government update at 5pm and following BBC News. I've also been reading all your emails! |
| On daily bulletins from Downing Street on BBC1. Email messages from Drs surgery. Government web sites. |
| Government guidelines are clear, simple and often repeated! |
| I have listened to the daily Govt briefings, visited the NHS website and read my briefings from Shropshire.gov. I am also a member of the Cressage Residents Action Group on Facebook, where helpful support/information can be obtained within our village community. |

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| I receive a wide range of local email information in my role on the local council as well as from Central Govt via Twitter etc. and links to the .gov website |
| News, Government adverts, Online |
| Online |
| Internet, got very frustrated with the TV daily info. Now only listen to the radio and info on the internet and Facebook. |
| It's on TV as well as online. |
| Shropshire Star, Shropshire Council update emails, 3Parishes Big Local leaflet |
| From the TV news mainly. |
| NHS and Government websites |
| It is everywhere, on TV, in newspapers, on-line, from Shropshire Council, Andy Boddington's blog etc., friends, etc. |
| Clear but sometimes ambiguous information on both radio and internet |
| Most of my information came from the media. But we did rely on well-informed younger family members when the public information was rather confused and/or contradictory. |
| Mainly from the online and TV and radio news. Although at times it is confusing....e.g. re the wearing of masks. |
| BBC, gov.uk, Shropshire Council, NHS website |
| Government website |
| Found on line. sometimes difficult to keep track of most recent advice as things keep changing |
| Online, mainstream radio and TV. |
| However I have come across people that don't read and live alone that have struggled to access help. The letters from NHS and government are hard to understand. This group often does not use the internet as they can read the instructions so they miss out on social media and local support. |
| By watching the national new programs and by emails |
| From Parish email group but husband confused about it husband just thought happening in London even though seen tea time news. |
| Parish email |
| From news reports via radio, television and newspaper. |
| Online, newspapers and the BBC |
| There has been some inconsistencies and conflicting info from the media and health advice from different agencies saying slightly different things also changing advice as more info is known etc. |
| BBC news and BBC websites, NHS website and GOV.UK |
| Clear information about symptoms on NHS 111, TV & press. Mixed messages from the government at first but they seem to be agreed now. |
| Plenty of advice on TV, and online. |

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| Television |
| Government web site. |
| News / TV / papers |
| Daily updates on TV text messages off NHS |
| Daily BBC Downing Street reports. |
| On regular TV news bulletins |
| on the TV |
| Yes through television and internet |
| Though my local council - Shropshire Council |
| Television, radio are very clear and keep us well informed |
| There has been a letter with information leaflet about the virus and what to look for and do. Lots on the TV and radio Shropshire. |
| It is on TV and mobile phone all the time |
| Social media, BBC news (radio, TV, website), NHS direct website |
| Many and various sources. There is no shortage of information for those who take the trouble to access it. |
| Television programmes and letter form from Council |
| Mainly on line and on news |
| Through Shropshire authority updates and national updates |
| On the internet, television and government information leaflets. |
| NHS website and associated pages. Also BMA resources (I am a retired medic.) |
| I am receiving updates from the Shropshire Council and also get updated through Church and a village help email. |
| watching news and updates on the internet |
| Websites news and emails from Telford & Wrekin Council |
| NHS and gov.uk websites |
| Variety of news sites, using my judgement to assess which are most reliable and which information seems to be sensible and consistent. |
| The information is everywhere newspapers TV and radio |
| Some shops have clear instructions, others not so much. There are clear instructions in daily newspapers and on TV. |
| Internet, TV, newspapers |
| Radio, websites, notices in shops - nearly everywhere you look. |
| BBC, Daily government briefings from Downing Street |
| Online and the news, Drs |
| It's common sense stay home and be safe |
| TV |
| TV, internet, newspapers |
| BBC News web site |

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| NHS web site |
| Social media, the news bulletins |
| <p>https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public and</p> <p>https://www.youtube.com/watch?v=lisgnbMfKvI which shows the hand-washing Steps Using the WHO Technique and shows the impact of only a brief wash</p> <p>University of Leicester</p> <p>This is a short film showing how to wash your hands correctly with both Alcohol Rub and Soap and Water within a medical environment. Doing this correctly is an important first step in infection control within all medical establishments. This clip was originally used by Medical Students at the University of Leicester as part of a larger teaching package.</p> |
| Internet/ TV |
| <p>Suffer with Spina bifida and entitled to annual free flu jab, but no on the vulnerable. Lots of conflicting advice from GP surgery and online. Therefore made decision to shield myself. Due to not being on vulnerable list, not entitled to register with supermarkets as a priority customer which has made life difficult. Currently working from home as my employer has provided me with computer and access to IT systems to be able to work from home.</p> |
| Government advertising |
| <p>Only issue is clarity over time out of the house for exercise. Originally one hour now more than that.</p> |
| Internet |
| <p>News, TV, papers, online. Aware in December. Celebrated Christmas but started stocking up with food, gas, fuel, medicines and 4 chickens in January/ early Feb. As both at risk 65/69 with health issues we began self-isolation on February 24th a month before country told to. Obvious what was happening and what was going to happen. Can't understand slowness of government.</p> |
| <p>on BBC news website and watching daily updates on TV, Also lots of details on Gov.uk website and ads about handwashing</p> |
| <p>Most information is easy to understand but the exercise part is confusing. I understand we can now go by car for exercise as long as more time is spent in the activity than it takes to drive. Theoretically, I can drive to the coast, walk all day and still be within the regulations; this can't be right. Too much confusion. We should only be allowed to walk from home.</p> |
| By listening to the news on radio and TV |
| <p>I received a letter from the QE and from the government outlining about the virus as I had a liver transplant 5 years ago</p> |
| Reading scientific papers online |

I work for secondary mental health services in the Shropshire Access Team and have had access to lots of signposting information for health, social, financial issues which I have passed on to clients and family and friends.

Those who had found it easy

27 April - 3 May 2020; 67 people told us that they had found it easy to find clear and understandable information, 35 offered further comment

Generally Shropshire Star on line

Newspapers TV and County Council

Via the workplace, government information, newspapers, BBC news feed on my phone.

Within my family, my son was sent home from school 17-3-20 due to a cough. As a result and whilst he was not ill I was ill quite early on 30-3-20 and didn't realise as did not have a cough.

It was difficult to make decisions as to what I should do but once I had consulted line manager I was able to self-isolate from work.

On line

I used the government and NHS website where the information was clear.

Daily bulletin from government

Daily Telegraph Q&A

Portcullis Surgery Ludlow's posts on Facebook

Press, Govt. info & sky news

News broadcasts & documentaries + newspaper - also have existing knowledge resources of reliable information.

I have stuck to government and trusted websites including gov.com and NHS websites.

Various i.e. tv, articles,

I found it in the internet through 111 service and the bbc news.

UK Internet websites e.g. NHS, BBC

Direct.gov and Telford & Wrekin council emails

BBC website

Govt advice/website, Press, Shropshire council briefing online, TV daily briefings

On line. The news. Daily briefing.

I watched the daily briefings on TV.

TV

GP website

Press briefings from Gov. Newspaper (mail)

Government website and daily briefs from the government

We have just locked down altogether as that sounded the best advice

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| BBC mostly |
| Plenty of information on the news and I work in the NHS. |
| Internet, television, leaflet from Government |
| The information seems to be repeated all the time on TV |
| Everywhere! |
| Television, government website, local support Facebook page, local Next Door website |
| I watch the government news briefings. |
| Media - TV news, newspapers |
| Watching BBC news |
| I have but I think a lot of others are not taking it seriously at all. |
| I think early advice was too limited to cough and temperature. And the timescales are too short for some of us. 7 days: I wish! |
| TV and Internet |
| Those who had found it easy 4 - 31 May 2020; 115 people told us that they had found it easy to find clear and understandable information, 68 offered further comment |
| On the internet and at the daily briefing |
| I searched all Government and Health sites in the U.K. such as NHS 111 etc. sites for information and also downloaded the Covid Symptoms Tracker App to monitor myself and others. |
| I was one of the first to have symptoms early march not much info but as time went on it did improve |
| On the news, 111 website, GP surgery |
| I was tested due to illness and potential early labour, but negative. This should be a choice in the above question! |
| There has been lots of information on the television, in the news and on the Internet. |
| Radio. Dr's surgery. Newspapers. Family members who work for NHS |
| I have accessed the NHS Covid-19 website, watched the News throughout and read a lot of online articles plus I have received the letter sent out by the Government |
| It's everywhere... and I check reputable websites as well. |
| BBC news |
| Newspapers & the media |
| BBC website, news and NHS online updates. |
| On the Shropshire star website. Daily coronavirus updates on TV. |
| Plenty of info available on line and on news sites. Also daily updates on TV from Government |

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| NHS website Daily briefings on BBC each afternoon. |
| I have been at home since 22 of March with my back door open to the garden and just listen once a day to the news |
| Regular bulletins on BBC and useful information circulated by SCC every day from different agencies. |
| Information was, widely available across all media platforms. |
| Daily updates on BBC. Gov posts on Facebook. Shropshire Council posts Telegraph newspaper online etc. etc. |
| Both my husband and I were on the original at risk list so we have been in isolation for almost 7 weeks, although GP has said we can go out now, we prefer not to. |
| Shropshire council updates |
| TV, papers, internet |
| Finding that info everywhere. News /TV / social media. |
| GP surgery Online Covid19 tracker app |
| I accessed information from the government website and also received advice from the rheumatology department at RJAH |
| Mainly watching TV but also reading the 'guardian' on line |
| NHS site |
| Through the Media, on line and publications through the door |
| Radio TV and govt websites |
| I am a shielded person and received a letter from the Government telling to stay in for 12 weeks. I have done as requested. |
| Government website |
| 5pm every day on the TV. |
| TV news and radio, Google |
| Internet |
| Over 70 and trying to stay safe by using delivery services for essential shopping. Very difficult to book a delivery slot. No priority given to over 70's that I can find. Click and collect is second best but even this is difficult to book a slot. |
| Online, TV. |
| Internet |
| The NHS 111 site is very informative. The slight difficulty is when the symptoms exceeded the 7 day self-isolation period, uncertain where to seek advice |
| newspapers and internet |
| Watching national news and briefings. |

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| Government advice and Facebook information for local area from surgery and support networks |
| TV social media |
| On the TV and through the post as I'm in the vulnerable category. |
| Watching the daily live government announcements on TV |
| BBC News, Gov. UK, Shropshire Council and HSE/Public Health |
| TV, Facebook |
| Texts and letters sent and phone call from local council |
| I work for NHS England |
| I'm a nurse working as Head of Nursing in private sector healthcare so I have kept informed of government guidelines |
| I had symptoms back in January following return from Singapore. I was really poorly with flu like symptoms and breathlessness despite having had a flu jab. I'm not on the list as vulnerable and am not entitled to a free flu jab, I purchase my own as I work with elderly and vulnerable clients. |
| Everywhere in the media |
| Online, media, posters |
| TV, Radio and News items on iPhone |
| Doctors News Online NHS |
| On the TV updates every night |
| Am part of a Mutual Aid group and so have had information from Covid national group and from the two councils locally. |
| There is a huge amount of media hype that spreads panic. Social media has not helped. The situation is very fluid but the national media has preferred to criticise or concentrate on specific issues. Casting concern and damaging trust in what the services and government are trying to do. |
| The NHS website |
| The company I work for kept me updated and supplied with PPE |
| Internet |
| Primarily Gov.uk and NHS online |
| All over the media - unavoidable |
| On line. Would have loved to have spoken to health professional when symptoms were bad. Couldn't get through on 111 |
| Social media and online and emails from Shropshire council |
| From Television and national newspaper |
| Radio Stoke, BBC1 corona 19 daily update. |

We followed the NHS and government guidelines, although whenever unsure of information given we aired on the side of caution.

News reports on BBC and summaries of information in national press. I have not needed to access information from local services.

4. Has your mental health and wellbeing been affected by the coronavirus / COVID-19 pandemic?

Would you like to tell us more about this?

Those who reported a significant impact

9 - 14 April 2020; 13 people reported a significant impact on their mental health and wellbeing, 10 offered further comment

I suffer with anxiety and depression, and they've got much worse

I am very worried about my husband who is at high risk because of underlying health problems. I also feel very vulnerable as I cannot visit my bank (we are 89 and 87). My local supermarket cannot make deliveries until the end of April.

Not just me. When speaking on the phone to my family and friends they too have days when they are scared and anxious, even those who live with other family members. I live on my own and have found this period at times extremely disorientating - not knowing which day it is. I have also experienced anxiety and depression and other mental health issues during this time. I am observing the rules, and do not go out except for the essential reasons. I work part time and am working from home. It's not easy to motivate oneself.

I have experienced panic attacks and shaking. And a sense of not wanting to go on

I am very worried about my own health, and as my husband is still working (NHS Hospital) I am very fearful that he could be carrying the virus on his clothes, hair etc. and passing it on to me even with changing his clothes before he comes home. I am also really worried about all my family as the virus isn't just affecting the elderly and vulnerable.

It's not the isolation I have my wife and daughter with me. But I do get feelings of impending doom.

I have been sent to things with people who are not paying attention to the rules. I have 4 children at home and I could take them back the virus. I have also had people threaten to cough on me because of my job and many teens are still meeting friends and using dog walking as an excuse

I am in the shielding group. As an NHS worker I feel overwhelming guilt that I am not at work, work have not yet managed to sort connectivity for me. I am therefore facing huge challenges completing work with my own personal resources. I am also supporting two teenagers to complete school work. There is very little recognition from work that I am still trying to maintain a valuable role whilst facing the challenges at home - they are too busy to do this. I fear my colleagues have little recognition of the role I am trying to play at home. Working over and above contracted hours. The stress therefore in my home is huge. I have no support in the home and feel I am juggling way too many balls. The lack of fresh air and feelings of cabin fever are horrendous. Although my NHS colleagues are so stressed in the workplace, at least they have social interaction and an ability to share the stress and support each other. The whole nation is behind them. This doesn't feel the case working from home. I fear the long term effects of this on my mental health.

Standard of care at Telford Maternity Hospital is worrying. No inspections mean care is not monitored sufficiently.

I already have generalised anxiety which worsens when it is health related. Although this has probably helped to keep me safe it has really impacted my sleeping particularly. Some days I feel very tense at the moment but I am using my home based hobbies to keep me going. I am also aware that at this time these are normal feelings and that years of dealing with it has possibly assisted somewhat in dealing with the situation for the majority of the time. However, I am frightened of going out and coming into contact with people which has reduced some of the exercise options which would help further. I am frightened of the virus coming into my home.

Those who reported a significant impact

15 - 20 April 2020; 1 person reported a significant impact on their mental health and wellbeing, 1 offered further comment

Concerns for family members living overseas.

Concerns while doing my job at home - Poor IT equipment - Hearing the distress and anxiety clients are presenting with when providing well-being calls. Problem solving difficulties particularly with issues around finances. Difficult to provide reassurance to clients that have had hospital appointments cancelled due to their anxiety.

Those who reported a significant impact

21 - 26 April 2020; 36 people reported a significant impact on their mental health and wellbeing, 28 offered further comment

As I am blind and autistic it has caused great stress, as missing my church and walking my guide dog as unable to do alone because of isolation and restrictions and having to either send dog with carer or try and go with carer and keep people away. Well it means I lose out on other services because time used up for this.

Cause more stress and anxiety. Also takes longer for them to go shopping so less hours

for me again. Or I have to try and pay them more and been unable to access organic fruit and veg which I depend on. Which makes me more ill and anxious. Also I can't cope with new people or calls from new people and social worker keeps calling when I don't know here and it is more stressful. I have had a couple of melt downs and my dad died from virus and I can't be there or funeral it is ripping me apart. I had a lady supporting me before who I found a great source of help but housing refuse to let me employ her as a PA because she works on another scheme as housing support and they say covers here on occasion yet before when I had her she was still on other scheme and they allowed her to come and do mail and paper work then stopped her coming saying she could not cover here as conflict of interest yet then they say she covers site. I hate change and new people and need stability and continuity.

I have suffered from depression before and lockdown is bringing back many of the recognisable symptoms.

I don't feel I have had much if any issue before, but now I'm not sure and have been feeling very wobbly for the last 24 hrs

Being stuck at home alone with no contact to an actual person.

I suffer anxiety and depression so this has just made it worse, I am very worried about catching the virus as I have a 10year old son. I also have cold so I worry I may not survive if I caught this virus.

very anxious, felt like ending it, can't see the point to carrying on

I am a widow with no children or near family. I live on rental income and have allowed 2 of my biggest tenants 3 months' rent payment delay - I can live off my savings for quite a while but I need all my mental strength to stay optimistic about the economic situation

Keeping sugar levels good

I suffer with anxiety and since the pandemic I suffer with insomnia. Terrible nightmares. Feelings of despair. Feeling trapped and very low mood

I suffer with anxiety normally but this has massively increased and I have been having panic attacks.

Because autistic and stroke person registered blind

So cannot go out alone can't have new people, and social services refuse to give me access to more hours for staff and have refused to help with a blind program for computer. And do not understand autism and effects of stroke and don't care except their budget

I have PTSD, anxiety, depression and was just starting to go out alone before lockdown but now I'm back to square one. And my EDMR was cancelled, so I feel the same as I was 17 months ago. I also couldn't get food delivered as been poorly in the house past 5 weeks with suspected corvid which made my asthma the worst ever, and on antibiotics and steroids past 4 weeks.

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| Was due to have a knee replacement on 21st March, cancelled on 18th. Pain, deformity and uncertainty about when it may now happen has really affected my mental health. Guilt that it's only a knee! I'm not dying. |
| Worried about shopping and queues, had to learn to cope with gloves etc. |
| Management of redeployment has been very stressful and poorly managed Concerns about loved ones and their vulnerability to the virus Concerns about lack of services for e.g. midwifery services and Health visiting service being severely compromised Concerns about job security |
| I live by myself, haven't seen family or close friends for five weeks. Feel totally overwhelmed, isolated, don't know how I would access help. |
| More anxious - more tearful - very lonely - helpless |
| Anxiety. |
| Anxiety levels very high and panic attacks more frequent |
| My wife was in hospital at the back end of last year with breathing and heart problems she has not been out of the house since I am disabled, 72 years of age WE HAVE NOT HAD ONE OFFER OF HELP DESPITE....."Shielding measures should be used when an extremely vulnerable person is living in their own home, with or without additional support.".....and that's after I wrote to the doctor because The NHS does not give me the recommended treatment any longer I pay privately - The private sector is closed down for business. I have not gone without manipulative therapy on my lower back for longer than 1 month since 1989 there are already signs that I will lose my ability to walk by the end of 3 months I am already unstable it is degenerative and have already fallen and knocked my teeth out My doctor said she didn't know what she could do to help me..... I have not had any contact from the since so from a gregarious man who helped run the community bus I am now alone with an uncommunicative invalid to care for - sleep pattern is poor and I feel neglected and becoming depressed |
| I care for my husband and my son who has suffered a stroke and has had to live with us at the moment. He has been offered a bungalow, but due to the lockdown Severnside Housing has been unable to do the bungalow up for him to move into. It has been very stressful at times as both my husband and I are retired and it has been difficult at time trying to sort out support for our son. |
| I suffer from mental health issues and have not been deemed as vulnerable. no real help available to myself or my husband who is 83 with heart problems |
| Sometimes I switch off to all the news or it becomes too much |
| Not being able to mix with other people, being lonely |
| The lockdown has had a huge POSITIVE effect. We are loving having more time doing things we enjoy. A big reduction in traffic locally has been wonderful. Our local roads |

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| are now much safer for walking and cycling so we are able to get put much more easily and when we do go out, we are much more likely to see our neighbours. Everyone is friendly and has time to chat. We are very lucky to be in South Shropshire and have never enjoyed living here quite so much! |
| My husband's cancer treatment was abandoned two days after starting due to equipment and resources being prioritised for Covid patients. We like many others are now in limbo and nobody with the authority to change this terrible situation seems to care enough to do anything about it. |
| I'm 60+diabetic working in front line services. I have to work no state pension and I'm classed as vulnerable. Government said we are a developed nation so we can social distance how do you manage that in front line services when your job is one on one with the public. |
| Worried about catching it and the long term practical challenges of shielding ourselves |
| Those who reported a significant impact 27 April - 3 May 2020; 7 people reported a significant impact on their mental health and wellbeing, 5 offered further comment |
| Higher anxiety levels and poor sleep. |
| Anxiety has gone through the roof and now totally depressed after SCC issued a must repair to property within 28days or they will do and charge us, cannot afford that and husband is 72 with previous pulmonary embolism, so he can't repair garden wall. How on earth do they expect us to find a builder? |
| I am recently widowed and live alone. I can't attend my bereavement group due to lockdown or spend time with my family and friends like I was and need to therefore it is definitely affecting my mental health and I have gone 'backwards'. |
| Very fearful of getting ill. I feel it's like Russian Roulette, if you get it you may die. In my head I will die if I get it. |
| Teacher, working from home, getting stressed by enormous expectations and demands made by some parents. |
| Those who reported a significant impact 4 - 31 May 2020; 31 people reported a significant impact on their mental health and wellbeing, 22 offered further comment |
| I struggle being in 4walls as it is when poorly. |
| Not having my daughter around because being in a place for mental health and is in Mould Flintshire unit and being blind no communication with no one except a friend who visits 1 day week to type and read my letters by lip reading me. No services available for my needs deaf mute part paralysed. Since my dear wife passed of cancer at Christmas and was my carer. I have mashed food diet which I cannot swallow correct. With all what is going on it has put fear into me with the outcome. |

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| Heightened anxiety, worry about family members. I have resigned from teaching assistant position as do not feel safe at work. |
| My partner's chemotherapy has been stopped. I need a hug to reassure me and we both need the social interaction to help us through this awful period in our lives. Talking on the phone is just not enough. I feel very mentally isolated. |
| Haven't been able to see Gt Grandchildren or Grandchildren. Haven't been able to walk in local hills, only 20mins away. Can't visit friends who live alone. Unable to have family visit from Kent .Not able to meet up with walking friends locally. |
| Acute anxiety re the virus, living alone so no physical support but good family and friends support. Consulted g.p. Mind and have paid for private counselling. |
| I have Panic Attacks, Anxiety & Depression which have heightened since coronavirus & lock down |
| Anxiety dreams, vivid nightmares. Feeling lonely, over thinking. Worrying in general about the pandemic. |
| I suffer from PTSD, chronic depression, stress, and anxiety and being separated from my daughter and grandchildren and in lock down has sent my mental health into a severe decline. |
| My brother has terminal cancer and lives 300 miles from me, he's nearing end of life and I can't be there. It's tearing me inside out. |
| Feeling like no one cares |
| I struggle as it is, currently looking to be tested for bipolar. Think it is just the lack of communication with the outside world that makes it hard. |
| More panic attacks, increased depression, high anxiety |
| I am heavily pregnant and have found it extremely difficult being cut off from my support system (i.e. my mom). I had to miss an antenatal appointment due to self-isolation as my husband had a temperature which has led to a significant increase in anxiety around my health, wellbeing and pregnancy. I am very fearful of even going for a walk |
| I lost my mum at end of January and now having to stay away from family and friends has caused what was a hard time become unbearable |
| I live alone so have been unable to see my family |
| I live alone as my son is at university. I've felt very isolated and lonely and our germ phobic MD forcing us to work from home has not helped. I'm angry and resentful about that. I go days without talking to anyone. |
| I have considerable health and mobility problems but managed to drive to supermarkets to shop, leaning on the trolley. Whilst self-isolating to protect others and because I am 74, kind community members have shopped for me. I would now like to be able to shop for myself, but am too weak and ill to be able to queue outside the shop. This could go on for the foreseeable future. I have no garden, so have been inside for 6weeks. |

I am a lawyer and on the list as an essential worker. I have gone to the office every day. I have my own space and work with one other. Before lockdown I felt very scared, terrified and unsafe. I had night terrors and felt sick with stress. I feel calmer now but dreading lockdown being lifted. My husband is asthmatic so we have been in semi isolation since mid-March. I go to work and shopping once a week. I walk my dog at 7am every morning and walk home from work. My life has not changed much during lockdown as I don't socialise much. My holiday abroad has just been cancelled and this has had a majorly impact on me.

I had such bad anxiety I was unable to work. I felt unsafe at work. I felt compelled to go in and ended up handing my notice in so I could stay at home

Already suffer from depress and anxiety. Felt there was no one to turn to so have just had to get on with things and struggle through

Shielding my daughter has been a struggle. Anxiety has been worse as a result. She did not receive her letter from Government to confirm shielding for 5 weeks. During this time we really struggled to get food delivered and for medicines had to rely on a volunteer. We have a care agency providing 24/7 care, they could not guarantee carers who weren't domiciliary calls i.e. increasing risk to our daughter, so initially I did all the care it took a phone call to CHC who spoke to the agency and this was rectified, however care agencies should have the expertise in infection control to realise the dangers of carers spreading virus from home to home where they are moving around service users, particularly ones who are shielding- why did this advice not get through straight away? We also have a young son with autism to look after as well as us both being key worker parents working from home. We filled out the government form online for help with food etc. as could not contact supermarket by phone or online to say we were vulnerable and needed a shopping delivery slot (despite having had a Sainsbury's Pre paid delivery service for many years, it was impossible to get through). Having 2 children with autism who both only eat and drink certain foods due to sensory issues is problematic when you can't go out to shop and supermarket delivery limits you to 3 of the item that is not enough for them for the week (often there are stock shortages so often can't get any of their chosen food/drink). It took over 5 weeks to get a regular slot sorted. Our daughter has autism as well as our son, both are unable to go out to Conover specialist college and Severndale school which provide the care they rely on during week so they are socially isolated. Severndale have been brilliant trying keeping our son in touch with peers via zoom meetings. Unfortunately I do not see this situation changing for my family anytime soon given the confusing government messages, people not following the rules and the imminent return of schools where the virus will have chance to spread, and the worry of my colleagues in school being denied PPE - government advice being it is not necessary in a classroom environment!

Those who reported a slight impact

9 - 14 April 2020; 60 people reported a slight impact on their mental health and wellbeing, 45 offered further comment

Increased anxiety due to fear of wellbeing of loved ones and being isolated from family

Feeling of being exhausted and stressed by the news, stressed by other family members stress, wake up with a feeling of low level background anxiety, normal tasks feel like mountains to climb, grieving for death of family member.

Although I understand the rationale, I am not able to attend an Oswestry audiology clinic. Having extremely poor hearing and an aid that would in normal circumstances benefit from attention, I feel the pressure and it's not easy.

I am the main carer for my parents who are both in their 90s with multiple co-morbidities and I have been very concerned about keeping them safe and mentally well - they don't have access to the internet so their ability to network with family and friends is very restricted. Shopping has been a nightmare - queuing for lengthy periods just to get into the supermarket then finding that they haven't got what you need when you get in. The combination of this (and working) has been stressful. The news reports were making me increasingly anxious so I now limit how frequently I watch the news or read the papers.

Frustration with obtaining food as I can't stand in the queues and to get a home delivery is impossible.

Affected sleep pattern. Sleep deprivation - mainly due to worries about work situation and vulnerability of family members. Due to the ongoing situation, and the unknown it is difficult to relay if there will be any increase in the affects.

Lack of meeting together as church for emotional and spiritual support

As a shielded member of the public it can be difficult to find out what is happening locally. There is a feeling of not wishing to bother family, friends and neighbours with requests for food etc.

I worry about my husband who has underlying health issues. I also worry about my son and daughter who both have immune system diseases

It's hard when you are on your own I'm usually very busy volunteering and having to stay in makes a difference.

I find it far more difficult to get to sleep than usual.

Self-isolating due to medical condition and staying at home. Loss of income. No work suddenly after being very busy. Unable to book online shopping deliveries.

Being self-employed on a low income all my work as stopped so no money coming in to pay bills, information on what I can try and claim is long winded and confusing, so financial pressure.

I have an elderly parent and numerous elderly relatives who need constantly reassuring etc. so that naturally is emotional stress on top of trying to keep myself healthy and safe so I can take care of them. I do not have a garden so being isolated inside on a sunny day can be stressful.

It's very lonely on one's own

Anxious for my partner, as he is a delivery driver, for myself as I am a care worker, and our daughter as she has special needs that meant the school felt they were unable to safely care for her, meaning I have had to change my work hours. The isolation is difficult, I already experience long term depression and anxiety, usually self-managed, but the lack of physical contact, especially from my Mum (also a care worker), is very taxing on my emotional wellbeing. I miss the casual check ins with my friends, many of whom have mental health issues but limited access to the Internet due to location or financial issues. I'm also worried about managing bills, as our food bill has increased, but income has decreased slightly, and we were already on the edge of the poverty line because of a high cost of living. Our electricity use has also increased due to my daughter being home all day.

Increased anxiety, especially as husband not good at safe distancing

I share the general anxiety but nothing too serious. I'm more worried about vulnerable family members but can keep in touch. I am finding shopping very stressful. I forget what I want even with a list. I feel guilty about shop staff being exposed to risk and guilty about lingering to hunt for what I need. I'm not queueing anywhere - I go to a small local shop rather than stand in a queue for a larger shop. The thought of queueing brings home how awful the situation is for so many people.

More nervous of other people when out, the experience of visiting shops etc. has been quite stressful in itself. the risk of contracting Covid-19, as someone who is 69, and works as an Appropriate Adult in police stations which lack PPE, so my wife and I have decided to self-isolate

I was widowed 12 months ago. I have had to spend the first anniversary of my husband's death, funeral and my Birthday self-isolating. Family and friends have been very supportive sending cards, phoning, emailing and using WhatsApp. Receiving cards and other post causes apprehension with regard for cross infection.

Anxiety about family and maybe catching the virus from post and shopping coming to us.

Scary to think about. Living in a bubble with just your partner for company.

The lockdown gives me more time to think about the issues. Repetition is also a problem.

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| <p>I am a carer for a son with an enduring mental health illness. I usually keep my head above water in terms of coping with my role by being engaged with the outside world both socially and by work. The shut has resulted in these means of coping have been taken from me. My mental health has therefore suffered to a slight degree.</p> |
| <p>Isolation frustration and anxiety about family</p> |
| <p>It would be strange not to be effected by the present situation.</p> |
| <p>My social life has taken a hit, as has my usual exercise (folk dancing 6 - 7 times per month). My U3A sessions have also stopped, as has my volunteering days at the County archives</p> |
| <p>Living alone and unable to do activities socially is slightly frustrating but totally understandable and can be coped with.</p> |
| <p>Again, I work for the NHS on the frontline</p> |
| <p>It's scary, I have an autoimmune condition that isn't on anyone's radar and I've no idea if it's an issue or not</p> |
| <p>I would prefer to work from home but asked to go into school, which is my place of work, as a key worker. My son working every day in non-essential work but under pressure to do so, which causes anxiety.</p> |
| <p>Mental health is fine. Being unable to access community groups affects wellbeing and fitness levels.</p> |
| <p>I am not a worrier by nature; I know it does no good to me or to anyone else. I am just over 70 and my husband is 84 and has Parkinson's Disease so we are both vulnerable but him more than me. None of our family live close, they are all at least an hour and a half's drive away. Stress factors for me - 1) I am slightly concerned about my husband in case he gets the virus as it is likely to be worse for him 2) I hate the thought that if he had to go into hospital, I would not be able to go and see him, even if he were dying. 3) I do a weekly shop and find it a bit stressful trying to keep 2 meters distance from everyone else. 4) I have been concerned when members of my family have contracted the virus - my daughter and niece - though both have now recovered.</p> <p>NOT stressed about - 1) I like being at home where I have many things I am able to get on with, compared with my usual rather hectic lifestyle. 2) We both like spending more time watching TV together. 3) I keep in touch regularly with family and friends through Zoom meetings, texts, emails and phone. In fact I am 'seeing' more of my nieces and nephews than I ever do normally! So the positives mostly outweigh the negatives.</p> |
| <p>I feel lucky to have friendly helpful neighbours, but meeting up other friends at my usual activities is a bit sad.</p> |
| <p>Worrying about my father (92 & on his own) & son (on his own and has mental health issues) I am 'carer' to both. Husband in vulnerable group (77 and disabled) - so am I but don't feel I am (66, Diabetes T2, arthritis). Money - as my work as self-employed consultant stopped and I only started last October.</p> |
| <p>Increased anxiety with supporting colleagues through changes related to Covid.</p> |

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| I think everyone's has - how can it not in such unknown times. However, I exercise regularly and talk about the situation which helps. I am working which has really helped to keep structure in my life. |
| Feeling worried for my 2 children particularly my 10 year old, missing his friends, social interactions. Trying to work from home and look after the child. Worrying about my mum who is on her own and had Parkinson's. Also missing my social interactions. Added pressure with husband, we are not used to seeing so much of each other being together 24 / 7 |
| No so much for myself being isolated with my family but growing concern for close friends and family who are not so lucky and either live alone or with difficult circumstances. I am growing increasingly anxious about my alcoholic brother (not currently engaged with local support services) who has suffered what appear to be fairly significant COVID-19 symptoms. I am also very worried about my best friend who is isolating alone and has a son who is at a mental health facility she is unable to visit or support. |
| Not seeing friends and family affects mental health and wellbeing |
| I don't like being cooped in the house. In addition as CEO of a local charity the responsibility of this is incredibly stressful, how do we support our beneficiaries but keep our volunteers and staff safe, will we survive it, making decisions about unknown situations? Having to show a strong front to keep staff confident and trying to constantly find ways to boost staff morale. It has been, and is, very hard. |
| struggling not to see child and family that are struggling with their own mental health during this time |
| I have had anxiety in the past for which I have had counselling and CBT, which helped a great deal however the current situation has increased my anxiety again |
| Feel very anxious, getting headaches, can't relax |
| Feeling of isolation, life has been turned upside down. There are no norms. Shopping feels like a wartime exercise. It's a soul-less existence. |
| Work and income stopped |
| Those who reported a slight impact 15 - 20 April 2020; 27 people reported a slight impact on their mental health and wellbeing, 23 offered further comment |
| My anxiety has been a bit higher than normal and I find myself getting more easily irritated with my partner. I have had one or two depressed/tearful days (Easter Sunday for example) when I missed my family. |
| Low level of anxiety and low mood due to not being able to see my extended family and hug my elderly father and grandson. |
| increased anxiety |

I am a qualified nurse I feel effected in many ways.

Firstly from lack of support for myself within my service in respects to vulnerability status, no risk assessments, no supervision to date etc. Poor shift management, two nurses living together both working from home but shifts staggered so only an odd day each week to unwind and to be able to watch TV, do housework etc. as the other working 12 hour shifts.

The guilt of not being able to work face to face, watching the news and hearing the stories on social media and feeling bad that you're not there helping. Guilt when you learn of a fellow healthcare worker has passed away.

Anger at the poor supply of PPE and the subsequent denials from those NOT on the front line! Anger at the disregard by some members of the public and those in public office flouting the lockdown.

Stress,(caused by family) reduced exercise due, ability to do hobbies due to lock down

Increased anxiety

My current accommodation the landlady has COPD and my father recent underwent a hip replacement operation and both their ages puts them in the most vulnerable bracket.

So concerns about being a front line worker and keeping myself safe to protect others.

Home with 3 boys trying to home school them whilst keeping our businesses and therefore life afloat is pretty hard going. But I'm sure we aren't alone in feeling this way.

Anxiety regarding being poorly from this virus or worse still one of my family and friends dying from it. Media doesn't report how many have recovered.

Anxious PPE guidance isn't evidence based just given out due to what's available. For example told don't need fit tested mask when caring for a patient who tests positive or has symptoms.

Not able to see my family as my Mom is highly vulnerable. More anxious than usual. Frightened and isolated.

This is day 31 of self isolation for my husband and myself as my husband has been treated for heart failure for three years now. His daily routine has remained static, apart from missing his two snooker games a week. I am usually busy on most days as a Dementia Awareness volunteer, involved in local activities and also at a national level, so I'm feeling frustrated at being of limited help, other than by offering telephone support. I think that those of us who thrive on offering support are probably the most resistant to accept it!

low in mood at times, frustration

Concern about shopping for essentials.

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| <p>obviously there's times when anxiety increases and mood can be affected Self isolating/ social distancing can mean reduced / change contact with usual/ necessary support, physical health appointments family friends, usual routines disrupted</p> |
| <p>Symptoms of increased stress easily managed with increased self-care.</p> |
| <p>Being with husband and son 24-7 very hard work. Feel safe at home. Don't feel safe away from home so at home most of the time. Stressed as don't want to lose anyone through COVID-19. Stressed as I don't want it and thought of catching it panics me.</p> |
| <p>I often get anxious. There are some things that have added to this, like concern for my family (particularly older relatives) and their anxieties about getting the virus and not being deemed worthy of treatment due to their age. I live alone and feel lonely anyway so this has just added to that. I feel guilty about this because I know there are lots of other people in similar situations. I find it hard when I go out as people keep their distance, it makes you feel like there's something wrong with you, like you're a leper. I know why people are doing it and its all part of social distancing but it just adds to my feelings of being alone and different. I feel guilty that I am not doing more to help other people.</p> |
| <p>Not being able to visit my children in Birmingham to support them, one of which is pregnant and the other living on their own in a flat in the city centre and who has probably had the virus and recovered although not tested.</p> |
| <p>Affects me emotionally, the isolation is so hard to take in ,lack of fitness putting on weight</p> |
| <p>Anxiety about getting necessary shopping, deliveries from pharmacy, are we allowed to walk the dog.</p> |
| <p>Knowing that you can only go out for essentials, fortunate to have 2 family members living at home otherwise it would be more isolating. Reduction in face to face socialising biggest impact. Being a key worker naturally concerned about the well fare of the residents I oversee and having to ensure I keep them and myself safe.</p> |
| <p>Struggling with recent bereavement of partner (non Covid) as well as this pandemic.</p> |
| <p>I am self-isolating and live on my own. Some days I'm very weepy. Fortunately I have good friends and inventive family and regularly keep in touch by phone, WhatsApp and Zoom.</p> |
| <p>Those who reported a slight impact 21 - 26 April 2020; 88 people reported a slight impact on their mental health and wellbeing, 70 offered further comment</p> |

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| The lack of knowledge about the future and exit strategy is very unnerving. I came back to my parents as I live alone so leaving my flat for weeks on end is worrying as someone may break in without me knowing |
| Just more worry about money and jobs left me feeling more anxious than normal |
| General anxiety. |
| Miss people and freedom. |
| Anxiety - slight |
| My social life is non-existent, I've had to stop riding, which was good for my mental health, because I'm not allowed to drive to the stables and I no longer have any break from looking after my husband who has dementia. |
| Return of depressive symptoms, pessimism, tendency to weep, etc. |
| I was being made redundant 31/03 and had a new job to start 01/04 but due to the lockdown I had my offer retracted. Out of work and on benefits for the first time in my life. Stress of significantly reduced income |
| Trying to get shopping delivered by the supermarkets has been challenging, but have managed by getting click and collect and a younger friend to do the essential bits. |
| Have previously had CBT for anxiety. My anxiety levels have been raised at times!! |
| I normally suffer from mild anxiety, but recently, at times this has escalated. |
| Living alone and not being able to hug anyone |
| I am anxious, I am struggling with the isolation, not being able to see family/ friends. |
| I am not generally an anxious person but do find myself concerned about the length of time I will have to social distance, be on my own and not meet up with family and friends |
| The uncertainty and different news stories with contradicting information |
| All the activities I am part of has ceased and this has led to boredom. |
| Screening scan for aerobic aneurism postponed |
| Just having to stay apart from friends and family. |
| Being unable to leave my home except for medical appointments means I am unable to take my usual exercise, walking in the countryside. |
| Missing seeing friends and meeting up for coffee |
| Being stuck at home is at times quite stressful but with a garden we are in better place than many. Q |
| Like a lot of people we have all had a certain amount of freedom and control of our decisions taken away, uncertain times causing extra anxiety. |
| My anxiety levels were very high at the beginning. From fear. And being overwhelmed by a fear of helplessness, being told by different sources that you are vulnerable is frightening when you know the consequences of getting ill are intensive care and possible death! |

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| <p>I've stopped watching the news and I'm not listening to the radio as much as I used to because so much time is now about this virus it's making me upset and anxious.</p> |
| <p>I have felt anxious going out to get groceries weekly. I go so that my (aged over 50) husband does not have to and because I can shop quicker. The most difficult thing has been whether to wear a mask when out but the most recent advice I saw, from WHO, was not to.</p> |
| <p>Anxiety due to fear of getting it and passing to my son who is chronically ill and disabled. Have been advised by go to shield him but not on the government list as their list does not include his illness. But having to go to the supermarket as unable to secure any online delivery slots. Also very worried for my son as his usual medical appointments have had to stop, also his access to other support through school.</p> |
| <p>I was very scared at the start about contracting coronavirus, but I'm much calmer now and happy to be home alone with just my dog where I feel very safe. My partner is still working so a bit concerned he may bring it home. Just shopping once a month, and going out for my one hour walk a day with the dog. Keeping myself very busy with jobs at home. Getting all those jobs done that I never get time to do normally, and enough to keep me going for about another 6 months or so. Great to be able to sit out in the hot weather. Just concerned I may have to go back to work too soon before the threat is completely over, as my job brings me into close contact with other people.</p> |
| <p>I've had unexpected and unusual mood swings since being ill. It's been a stressful and worrying experience because I'm a family carer for 2 disabled young people and no services are working as normal.</p> |
| <p>Anxiety about the future, when and how the crisis will end. Feelings of being cut off from family and friends.</p> |
| <p>Am naturally anxious about well-being of friends and family but am glad that I have e-mail and landline as no mobile reception here. Get very angry at negativity and blame culture shown in press and BBC. Am keeping myself busy sending out weekly quizzes to all groups that am associated with - realise it gives me a purpose and a structure to the week.</p> |
| <p>Doom & gloom floods the news and of course we are all gripped & affected by this foul pandemic, yet I have a good deal to be thankful for...a spacious house & garden, a lovely & loving wife, a daughter & son who keep in touch by phone, a community group & a farm shop that delivers essentials, and marvellous weather. Good news rarely makes the news but we have been uplifted by the efforts of key workers, the overwhelming numbers who have done as asked and stayed at home, and by the resilience of the NHS, the government and by the efforts of SC to help.</p> |
| <p>It was a difficult adjustment to isolate, as I have asthma we were in isolation before Government announced everyone was to self-isolate. There is lots of information on social websites and family members organise quizzes using zoom app to keep in touch.</p> |

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| <p>Feel very stressed and at times quite upset. More specifically around how we safely come out of this especially when living with someone in the vulnerable category</p> |
| <p>Currently receiving daily radiotherapy and have been concerned about visiting RSH. Protection has somewhat increased latterly.</p> |
| <p>To begin with became paranoid that I was going to get the virus and was dreading lockdown. To my surprised I have quite enjoyed it Stopped worrying about work and projects I was involved in and relaxing and finding new things to do. Now as times goes on beginning to feel I want to get out and about to see my family. Have not seen them since January.</p> |
| <p>I miss my family but try to keep active with 'feel good' activities such as Zumba, so that my mental health isn't affected.</p> |
| <p>At the start the TV News would say "every family will lose someone". That is a scary statement which has now been discontinued.</p> |
| <p>Can't get to look after property I own at the coast.</p> |
| <p>Isolation and uncertainty has increased my anxiety</p> |
| <p>I am in my eighties and supporting my husband who has a number of underlying health problems. Consequently I am less active than I used to be, but I am finding the social isolation from the activities that I do, as well as the loss of freedom, increasingly difficult to accommodate.</p> |
| <p>If I don't keep busy I tend to get a bit down.....nothing serious.</p> |
| <p>Judgmental attitudes of some people. Feeling of guilt when I go for a walk Fears about the future. Worry about losing older members of my family to Covid. I miss my extended family</p> |
| <p>Increased anxiety as a result of others not adhering to the social isolation. Increased emotions due to not being able to visit family, friends and my partner.</p> |
| <p>Stuck in a mad house. Finding the disruption of routine difficult</p> |
| <p>Being over 70 and having to maintain a degree of isolation has meant losing direct contact with family members. Not being able to leave home, except for an evening constitutional, is boring to a degree</p> |
| <p>My husband is very frail and I am concerned that he will not get the help he needs. I worried about his medication as the news said some are in short supply. I am worried when the district nurse comes in she may give us coronavirus</p> |
| <p>More isolated as can't see grandchild was use to going out</p> |
| <p>Lack of contact with social groups, family and friends. Ability to shop for food and necessities, while we have been able to have food delivered, there are shortages, substitutes and difficulty planning meals.</p> |
| <p>I am very worried about my personal finances as my husband is unable to work and unable to claim anything due to recently setting up as self-employed. This has resulted in stress and affects my sleep.</p> |

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| <p>The implications on the economy post Covid-19 is a concern to me and I worry about the impact on local businesses in my local market town.</p> <p>I am very anxious about other people not adhering to guidance and putting other people's health in jeopardy.</p> <p>I get very tearful listening to stories on TV of how people are dying while just doing their job.</p> <p>I am worried that it will return again or there will be another pandemic - something that I had never worried about before</p> |
| <p>Feel anxious having to leave the house to go food shopping, more because you find other members of the public don't take the social distancing seriously enough.</p> |
| <p>Increased anxiety over inaccuracies in information and lack of coordination within the government.</p> |
| <p>More down and anxious</p> |
| <p>Being regarded as vulnerable means we are very isolated and uncertain about our future although we have good family support.</p> |
| <p>I am over 80 with angina and caring for a disabled husband, yet I feel I should be contributing to the needs of others. So many are giving their time to others and it has made me feel sad that I cannot do anything in this crisis.</p> |
| <p>Generally wondering what my purpose is at the mo and giving me time to think about whether I need to make changes</p> |
| <p>I am missing meeting groups I am usually a part of. However, as I am able to walk from home and the weather is fine it has not become a problem to date.</p> |
| <p>just finding it hard not visiting family, missing hugs</p> |
| <p>Lack of routine has affected sleep. Worries with regard to finances.</p> <p>Anxiety going to the supermarket and concern when other people who do not follow social distances measure. Strain on my relationship as we are spending much more time together</p> |
| <p>Worry about relatives we can't visit who we normally support in various ways - they live long drive away. Lack of general contact and day to day conversation. Frustration at not being able to shop normally.</p> |
| <p>miss seeing my granddaughter they are only 8 and 18 months</p> |
| <p>We two are 65 & 70. We cannot get an online grocery delivery even into July. We are in the vulnerable group but not extremely vulnerable group so we are told stay at home for 12 weeks, yet 105,000 people come into Heathrow each week with no testing or quarantine, yet we were the group told by the government we were not worth looking after & the inference is keep this age cohort out of the way because we consider them to be bed blockers. Also, it is alleged that a member known to the government advised that herd immunity would be worth the risk & if a few pensioners die, so be it!</p> |
| <p>We are mid-seventies and have always been outdoor people. We find being shut in very unpleasant</p> |

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| I recently have had radiotherapy so it had been worrying |
| as I have a number of health problems I am at increased risk of developing severe symptoms from COVID -19 |
| walking is a big part of my retirement so I have not been able to drive to my usual places and I am grateful that I can walk for up to an hour locally it is not the same but better than nothing , not seeing my daughters and my sisters e- mails and phone calls are better than nothing |
| I can't go to church |
| My one daughter who is in north wales has had Corona virus symptoms whilst mild it really knocked the stuffing out of the 111 service was of little help, fortunately she was able get a delivery of food from Iceland. we went into 14 days self-isolation before the lockdown as she had been down for one day prior to symptoms emerging |
| Already suffer with anxiety and depression so this lockdown uncertainty regarding not been classed as vulnerable has had a negative affect on my mental health. |
| Social interaction - face to face contact |
| I usually work and have been furloughed so after a few weeks not having structure to my days has been a bit of a problem also worrying about other family members and their health. Also although we can go for a walk locally it is not the same as being able to combine a walk and lunch or visit historic buildings etc. |
| More worried about my partner and family, my uncle is in a care home for example. My partner is over 70, and I'm a community nurse. I worry that I may cause him to be unwell. |
| Not being able to visit friends and family members |
| It's hard to accept that I can't go anywhere for 3 months when others don't seem to take any notice about the lock down |
| Those who reported a slight impact 27 April - 3 May 2020; 34 people reported a slight impact on their mental health and wellbeing, 22 offered further comment |
| A little anxious absolutely about future. Generally I go hill walking but unable to do so which gives some mild symptoms of previous episodes of depression. |
| I was due a cholesterol blood test as the doctor had taken me off medication used before we moved to Shropshire. I have been advised that routine tests were not being done now. We also did not yet get around to trying to register with a dentist locally. We guess you can't do this for now. |
| Emery level low and feeling down on occasion |
| I feel isolated from my colleagues and feel micromanaged by managers who want me to account for every minute of my time. |
| Realised I could have been ill for a while as muddled thinking. Became emotionally low and disorganised which caused me distress. |

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| I am a carer for my husband, I now are not able to have even a short time to my self |
| I have missed interaction with friends and family greatly and worry that it will be hard to go back to seeing so many people. I have also suffered with stress, sadness, anger and anxiety over the uncertainty with my job as I'm self-employed and am not earning currently. |
| I've felt ok in my house but when I've had to go to shops I have felt anxious. Partly due to corona restrictions and partly due to the odd person not sticking to the 2m rules. I feel like I may get overwhelmed nice everything opens back up again as the crowds of people may be hard to cope with. |
| With my past medical history and a heart problem I worry about contracting the virus. I felt very anxious going shopping before supermarkets introduced social distancing, sanitising trolley handles, restricted number of shoppers in stores. I'm by no means complacent and still very careful outside the home but these measures have helped. |
| Tearful, anxiety. Resurgence of negative thoughts |
| I am worried about my husband who is an older person and the consequences of him contracting COVID- especially if he was hospitalised and I could not see him. I am concerned about all those directly affected such as caterers and key workers and also those who may lose their businesses and jobs. I worry about the future economic impact both in the UK and worldwide. |
| Not sleeping too well, feeling more anxious. Loneliness has become a bit of a problem. |
| I already suffer with depression and anxiety and up until yesterday I'd been ok. But I think all the negative comments from journalists and on the media have got to me. I'm making a conscious to avoid these sorts of comments |
| I'm starting to feel slightly stressed as the time has gone on. With a lot of other people here our support i.e. one hour a week to help with shopping chores etc. has stopped This was paid for from my own pocket and taken from my bank by the housing association I feel very let down. I have had to rely on a family member to come some distance to help me No other alternative and have managed to fix up. Milk & bread deliveries myself |
| Anxiety when going out... stressed staying in... vicious cycle |
| Low mood |
| A little weepy and stopped watching the news ,it's so very sad |
| I feel a higher level of anxiety than normal, it is hard to shake off despite being very careful about contact etc. I think more to do with all the unknowns - which despite always being present feels more threatening than usual. |
| I just experience a simple fear of catching it for myself and my family |

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| <p>Spending a lot of time on my own and not being able to go swimming for fitness has affected my general feeling of wellbeing and is lonely, so missing company and putting on weight because bored etc.</p> |
| <p>I suffer from anxiety, a single parent so I have to go out and shop. It's very worrying when people are not adhering to the restrictions. I went to Aldi once as it was terribly overcrowded and it felt no one took it seriously enough.</p> |
| <p>No I'm OK at present</p> |
| <p>Those who reported a slight impact 4 - 31 May 2020; 67 people reported a slight impact on their mental health and wellbeing, 56 offered further comment</p> |
| <p>My job has a very social side to it and it was hard to adjust</p> |
| <p>Anxiety due to pregnancy and postnatal concerns especially with going into hospital. Unable to go out and do normal activities.</p> |
| <p>Currently signed off with anxiety due in part to work place concerns.</p> |
| <p>I am scared. I feel with my role I have to lead or show strength. This has at times been difficult especially when people I have known have died. I worry for my parents but at the same time desperately try to reassure them. Mixed media messages don't help.</p> |
| <p>Isolating with someone who has a mental health condition</p> |
| <p>I have to limit watching media.</p> |
| <p>My two children are GCSE year and A Level year so keeping their mental health up has been hard work especially initially. Worrying about safety when my husband was first running keystone school was stressful. Our worst week was the week after the Italians lockdown as his school had been there and they were all told to come into school Monday then told to check and isolate Tuesday. That was really stressful, the fear of being at the epicentre of an early outbreak, and we had no information from government, people were frightened but the government were playing it down. Public Health England were BRILLIANT, though and have been throughout. I worried about my isolated mom and brother a lot. We have got into a routine now. I work for myself and have lost time between supporting my family and volunteering. But on the whole I think we're ok now.</p> |
| <p>I live 150 mile round trip from my elderly parents in Manchester and have found it difficult not being able to visit and support them. My youngest son lives in California and is getting married and I am obviously unable to be there, my daughter is a front line NHS Radiographer working in A&E and ICU with Covid patients so I worry about her safety at work. I was also looking for work when lockdown happened, I don't qualify for any benefits or support from the Government during the Pandemic as many other individuals and Organisations are so I am worried about finances and having to live off my savings for the foreseeable future</p> |
| <p>We are group animals, so isolating has been difficult, especially for my two children but thank goodness for social media and video messaging platforms. My husband is a</p> |

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| Paramedic so we are very aware of the seriousness of the pandemic and reasons for isolating. |
| Inevitably, because socialising is not possible, some loneliness and lack of opportunity to share thoughts face to face has resulted in anxiety. |
| Anxious and upset about it, worried for my children. I have only been out twice in 7 weeks and do not want to go out. |
| An increase in anxiety and depression. Also fear, because I don't trust the government's decisions about keeping us safe. |
| As a head teacher, I have had to make key decisions, "on the go." I have not felt fully informed. I have worked in school throughout the Easter holidays and will work in school during May half term too. Teacher's health and wellbeing is not on anyone's agenda. We're in schools and it is accepted that primary children cannot socially distance. As one 5 year old said to me, "what's a 2 metres?" |
| Continual discussions and programmes on TV about Covid 19 |
| My one daughter is pregnant and I can't reassure her worries in person and my other daughter has a 10 month old son who I am worried about, she has anxiety and depression and not being there to support her in person is particularly hard |
| emotions up and down, life did not seem real at times |
| I was made redundant at the end of Feb and the situation has me very worried about when or if I will find a job that pays my bills |
| Getting irritated more easily, lack patience, and becoming withdrawn to some degree. |
| Increased anxiety, worry & stress. |
| Feel a little more anxious about things |
| I have been unable to attend my weekly yoga class. |
| Not being able to see and interact with my children has been a challenge. |
| Good days, bad days. |
| As a key worker find it quite stressful going out from home & struggle to sleep properly. |
| Lack of contact, no social support. |
| Difficult to maintain positive attitude. |
| I'm ok now but I am concerned about going back out into choir, classes, volunteering....just how to cope with the 'closeness' of others. I do believe it will take me & probably many others, to trust again. |
| Mis-information, Fake news, Misleading statements and general negativity. The media and some websites seem to always stress about the deaths rather than also recognising those who have walked out albeit not fully recovered. The emphasis on negativity has made me switch off most news because it is depressing. Good news stories seem to be few and far between. |
| I could not get my meds and got very upset and anxiety set in and had to keep trying myself as Dr receptionist was not helpful at all |

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| Less opportunity to take part in creative activities and physical exercise |
| Staying in not having a conversation with others |
| I suffer from anxiety and it has been heightened by the lockdown |
| Self-isolating (age), but both daughters working on front line, and unable to help with grandchildren. Bit anxious. |
| Living alone & nothing able to see family & friends |
| Unable to get my prescription for antidepressants at the beginning of lockdown, so came off them too quickly, suffering withdrawal symptoms. But now I am off them, I am OK. Some days crying. Other days not. |
| Perfectly ok now but unwell for 4 weeks and just being told to stay home symptoms aren't bad enough was terrifying. |
| Generally my mental wellbeing has been good. Some days seem black... but keep to routine of eating healthily and daily dog walks to stay in the present. |
| Very difficult to remain upbeat without knowing how long it will be before we can go out or on holiday |
| I was very stressed and anxious the week before and following lock down. Mainly due to worry for family members health and financial concerns. Crying, feelings of not able to cope and very disturbed sleep. |
| Increased anxiety over money and my family's health |
| I take medication for anxiety and sometimes increase my dose. I go walking every morning don't know how I'd manage without this. I am 67 so very anxious if I become ill. |
| Pregnant - can't get online deliveries so having to go to supermarkets and midwives appointments are quick in and out no real support or information there |
| The publicity about the fatalities created anxiety when suffering the symptoms myself. |
| I'm a carer out in the community, I'm constantly wearing a smiley face and helping my clients remain cheerful and lower their stress levels whilst knowing I'm probably the only person they're seeing..... at the same time I'm missing my own grown up children, my mum who is struggling as dad died at the end of March and my mother in law who is shielding - it's taking its toll. |
| Step son has had to stay with us. He lives in rented accommodation in Bristol and was kept awake by student neighbours partying day and night. Police were not interested - which surprised me (from a social distancing point of view). The loss of my personal space has affected my mental health. |
| We support our adult son living at home with a learning disability, autism and challenging behaviour. His routine has been severely compromised inevitably by the lockdown and as a result, the demands on us as his carers has increased. We got no help from our doctors before lockdown so we can't see it will have improved. The lockdown has also set our son back quite a bit and still there are no local services able to help. |

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| When I said this to his GP. And the Annual Health Check, the GO shrugged and said that was the state of the NHS and what did we expect!! |
| Starting to find that the social isolation is taking a toll on my mental health. I am working from home and only see my partner (we live together). Daily walks and plenty of yoga help but I'm missing seeing friends and having the opportunity to socialise. |
| General fear and anxiety that we might contract the disease, so any cough or unwellness is a reason to worry. |
| More difficult to be motivated. Setting goals & routines helps |
| Seeing a counsellor before, now I cannot |
| Business owner of coffee shop now closed, concerns over its future. Parents is isolation, my children unable to see them. Full time parent to twins whisky my husband works from home. |
| I just miss people. I am also surprised how some people have reacted by becoming frightened to go out in the fresh air, to my mind the safest place to be. I am astonished by the incompetence displayed by our elected government. |
| Anxiety. Uncertainty. |
| Anxiety |
| The social isolation combined with the worry of my daughter catching covid19 has definitely increased my anxiety disorder, and made my anxiety attacks worse and more frequent. |
| Missing my grandchildren who I usually see every day and my baby grandson in Dublin who I haven't seen since Christmas because I had major surgery early Feb and then lock down..... |

No Impact on Mental Health

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| Those who reported no impact on their mental health 9 - 14 April 2020; 33 people reported no impact on their mental health and wellbeing, 8 offered further comment |
| I live alone and have done so for many years, so being on my own isn't an issue. I have a good relationship with my neighbours and keep in touch by phone or chatting over the fence. I do miss my various volunteer activities, but have volunteered to be a 'phone friend' instead. |
| Used to keeping busy, make a list for the next day's jobs. |
| Blessed with a large garden in which myself and wife have spent more time than is usually available, given other commitments. |
| I have a rural home and a garden so I am very lucky. I obviously miss family and friends but I am used to living alone. |

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| <p>I care for my elderly mother but have managed to cut my care to 3 times a week rather than every day.</p> <p>I find supermarket shopping a little stressful although I am just below the 70 vulnerable age and online slots difficult to get. Luckily I am in very good health.</p> |
| <p>I am carer for totally disabled wife and lifestyle was stay at home prior the troubles. Very large garden helps and I do not worry about what I cannot affect</p> |
| <p>My wife and I have simply followed the rules.</p> |
| <p>No change, spending more time in the garden.</p> |
| <p>I am fortunate in being mentally active in co-ordinating the local Covid-19 response and physically active gardening in the sunny weather. I feel for those without these opportunities.</p> |
| <p>Those who reported no impact on their mental health 15 - 20 April 2020; 21 people reported no impact on their mental health and wellbeing, 10 offered further comment</p> |
| <p>I am fortunate in living in a large house with a large garden in the countryside, with my husband. We are both retired and have self-isolated due to my husband's asthma. We have plenty of virtual contact with friends, family, my book group and other groups, using FaceTime, Zoom, Skype, WhatsApp, Facebook, etc. We can walk or cycle for our daily exercise.</p> |
| <p>Yes, in a positive way - offering to help friends and neighbours and contacting family more often by phone/email/text has proved an excellent way of getting to know people better and creating a strong sense of community, also benefiting from a lot of people working from home and enjoying the positive effects of less traffic on the roads, less aircraft pollution and less cruise ship pollution too - perhaps the pandemic can help us all to choose a different way of life to help save the planet for future generations. I am also lucky to have a garden to sit in and exercise in which a lot of people don't have due to housing developments being crammed on to small sites - perhaps a new initiative will be that all houses should have a small garden to sit in with more trees being planted - the pandemic seems to show that Nature is the all-powerful force as all this goes on the more wildlife we are seeing! Also volunteering to phone vulnerable people and am a key worker so I have a lot of structure day to day and also when at home play simple games with my daughter such as cards, backgammon, Scrabble which involve no technology, we are never bored! Another positive side is that it helps families spend quality time together which is essential for good mental health.</p> |
| <p>Have been looking after my mental health by keeping busy and active, maintaining frequent contact with good friends and family via call and messenger apps, and eating and sleeping well.</p> |
| <p>I actually feel more healthy for working from home</p> |
| <p>I have been able to go out for daily exercise and as a key worker have also been working, either from home or office based.</p> |

As I have mild ME, I have found the lockdown is good for me! I can pace, rest, and as we have an amazing pop up shop and weekly take away in Conover, (a village with hardly any facilities) this has been great for my mental health! May be different if the sun hadn't been shining though.

"I am pretty self-contained really - I miss seeing friends and family, and going out for meals etc. and my holiday was cancelled. However I am using technology to keep in touch with people and I am doing lots of things at home. It's amazing how creative people are being making things accessible - I do yoga classes online, craft projects from online classes, and I am loving the National Theatre at home and ""The show must go on"" screenings so I feel I have even been to the theatre.

I think that there is too much emphasis on encouraging people to think that their mental health is being impacted. It's not right to tell people that they are suffering in this way. Anxiety and worry are bound to be the case in times of uncertainty but people need to get on with things and not wallow"

I am generally positive about the future and stoically if things do not work out favourably

Husband and I are in over 70 age group so are not alone. From going out every day previously I expected to feel stressed but once I got my head round the fact that I would not be going beyond the gate for some time it has not been a problem. We have a garden and I can always find plenty to do inside and out.

Busy retired life continues largely unaltered

Those who reported no impact on their mental health

15 - 20 April 2020; 93 people reported no impact on their mental health and wellbeing, 35 offered further comment

Kept busy around the house doing DIY when I can get materials, or in the garden, or walking the dog.

Although, I am worried about the financial aspect as I have been doing supply teaching and, although furloughed will only be getting g £27 per week! I cannot claim any benefits as my husband and I have savings but, considering I have been a full time teacher/head teacher for 20 years, I feel very aggrieved that I have paid into the system via taxes and can get nothing back. I am only taking a career break to complete a further degree.

I live with my husband in a lovely place, with good Internet contact with family and friends

We are fortunate to live in the countryside and have a good-sized garden in which to spend our time.

We are isolated anyway

Having a very stressful time with divorce anyway so this doesn't add much to that. Also, mum has moved in for the lockdown to support me.

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| <p>Not affected at all. I have been a full time homemaker for years and my workflow is unaffected.</p> |
| <p>I live alone, with well distanced neighbours. I have had time to spend in my garden, with no pressure and always lots to do. I shop about every two - three weeks and walk my two small dogs about twice a week. If the weather had not been so fantastic, I am not sure I would have coped so well mentally.</p> |
| <p>As I'm retired and have a partner at home who is also retired we have each other for company. I am active so as weather has been good I've done gardening. I am also able to use the internet so have been able to get food delivered also items we've needed for the home. Kindle books also available to download. As I'm active I've also been able to check on neighbours. We also have dog to walk. So apart from having to stay close to home not a lot has changed for us. Just a little stressful having to wash all deliveries before putting away.</p> |
| <p>Actually being at home in beautiful weather, with no meetings and outside responsibility has been a great pleasure and greatly relaxing. My garden has been a great place to be so with occasional walks, the Sainsbury Delivery Service, and more time with my wife I am very content.</p> |
| <p>Normally during time off work/school holidays our time is spent at home anyway, our budget does not extend too many family activities, so it hasn't been too bad.</p> |
| <p>Rural life is already isolating although being unable to check up on parents in the home environment is a concern.</p> |
| <p>I'm in a position where my finances are unaffected and I have a good relationship with my partner. Both of us are finding plenty to do and take regular exercise.</p> |
| <p>I think that the good weather has helped as we are able to get into the garden Live about 5 minutes' walk from convenience store so can access food. Elderly, in receipt of pension so no financial worry about work</p> |
| <p>I am a resilient person- I have lived through breast cancer treatment and I have a severe spinal condition, but I know how to cope with my health and do the best for myself and others. I have, sensibly, limited the amount of news and social media to which I expose myself in order to keep anxiety levels manageable and avoid misinformation. I get out in the fresh air every day and seek out harmonious things, like early morning peace, birdsong, watching the stars before bedtime- anything which reminds me that normality is all around amid this pandemic. I keep in touch with my beloved family via WhatsApp and video chats whenever I can</p> |
| <p>As an ME sufferer I am used to being able to do very little. As a Christian and also a counsellor I am used to processing my emotions and dealing/living with what comes up.</p> |
| <p>OK, so I get rattled sometimes by trying to cope with technology that is not working properly, including losing my hot water. But I am very lucky in that I can contact friends for help and advice, and that as a pensioner I do not have to worry about income,</p> |

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| <p>mortgages etc. I am of an age when we have learned to cope with a lot (I am female!). However, please tell me how I can obtain masks (without huge, exploitative costs). I am in the vulnerable group that is "self-shielding". Although I feel well, I can't help feeling nervous despite not going out except once to the GP for necessary blood tests.</p> |
| <p>I am 87 and am sometimes frightened by the possibility of a premature and uncomfortable death or even the treatment. I suspect this may be due in part to getting too much information about the likely details. I would describe this as a healthy reaction</p> |
| <p>Living with other family members in a quiet and rural location with neighbours close by has meant we have not been adversely affected on a day-to-day basis by isolation.</p> |
| <p>I am a childless widow & before I married I lived on my own for many years so am used to it. Yes, I miss the community activities but have plenty to occupy me at home and keep in touch with friends by phone & email.</p> |
| <p>Whilst I would like to connect with my wider family our family unit in the home feel closer together than ever and we have had more quality time together with each other, daily exercise classes online have kept us motivated and feeling fitter than normal.</p> |
| <p>Although I live alone I have felt connected and supported by my church through phone calls and Zoom services/meetings.</p> |
| <p>Prepared to accept necessity at present. Will begin to feel anxious if we are confined for long period of time.</p> |
| <p>Fortunately, we have a large garden and are very occupied with that at this time of year. We are also able to access groceries at the shop once a week, the surgery and medicines, and take a walk around the footpaths of Bayston Hill.</p> |
| <p>I live in a remote, beautiful place, on a farm, have a large garden and I am able to access the outdoors, which is very beneficial to my overall health.</p> |
| <p>I am loving the opportunity to take time out and not feel guilty. Connecting with simple pleasures.</p> |
| <p>Living in the countryside with a large garden I am content and at peace especially as the weather cheers me up and makes me more positive.</p> |
| <p>If anything having more time at home is good for my mental health as I feel less rushed but obviously the pandemic is also a cause of concern.</p> |
| <p>As a disabled person I am used to being isolated and at the back of the queue for help, so nothing has changed for me. I am the one making weekly calls to elderly isolated people who claim to be lonely.</p> |
| <p>I retired nearly two years ago so am not having the worry of going to work, being laid off or the financial difficulties this may cause others. I used to spend my time around the hose or out exploring the countryside by myself, so again being restricted in movement is not really affecting me. I also have a love of nature and books so am happy to sit and read or watch the garden. I do not have a television so am not being</p> |

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| constantly being overloaded with repetitive information that may be correct or not. I am happily isolated from the politics going on around the situation. |
| It's also about other sectors who are on front line i.e. supermarket workers who are not supplied with PPE on 8 pound an hour and have to take abuse off customers who cannot get a slot NHS worker who had no wine we are all in this together |
| I'm fine up to now important to keep busy |
| Missing the grandchildren, son and daughter etc. and unavailable to see husband's 93 year old parents but we are generally fine. Very busy with projects, as a couple we're very capable and enjoying the time together. |
| I normally live alone and have not been affected, however, I have had concerns for those around me. |
| Those who reported no impact 27 April - 3 May 2020; 25 people reported no impact on their mental health and wellbeing, 3 offered further comment |
| We are pensioners in the very fortunate position of having guaranteed income and no mortgage or rent. We're we younger we would be in a very different situation. However I think to equate worry and understandable anxiety with mental health issues undermines people with actual mental health problems. |
| Wellbeing has definitely been affected by the curtailment of all social activities and direct contact with friends. Long term mental health has not been affected. |
| I have been able to enjoy the weather while gardening. I enjoy solitude. |
| Those who reported no impact 4 - 31 May 2020; 30 people reported no impact on their mental health and wellbeing, 13 offered further comment |
| My husband and I are not too worried about being at home. We walk each and sometimes cycle. I am able to get food deliveries and have family and a great local community nearby. |
| I am a very self-motivated person and am us in this lockdown to catch up on other jobs that have been left. |
| Having lived in Baghdad for 31 yrs & having survived the Iran/Iraq war & the 1st Gulf War, this is easy!! I appreciate that a lot of ppl will find this very difficult. |
| Still exercising and working |
| Although I am fine I do believe people with anxiety and depression will have been significantly affected with the press and tv coverage. Tv coverage should have been left to facts and not the constant opinions of tv personalities. |
| I know 2 people living alone who are finding it difficult to cope mentally. |
| I have continued working from home and kept busy and in a routine with plenty of contact with friends and relatives through phoning and social media. I have lots of hobbies to occupy me and a dog who needs walking every day. |

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| I have just been able to look after myself as my 2 daughters work 1 a nurse and I a manager of a care home. |
| I've had my normal iOS and downs unrelated to the Lockdown |
| I have understood the need for these measures, and found them quite easy to comply with. |
| We have quite enjoyed ourselves doing things we have been meaning to do for ages and pottering. |
| My work has been very busy and I have been grateful to get out daily for a walk |
| I have set myself a challenge each day |

5. Has your healthcare for other conditions been affected by the coronavirus / COVID-19 pandemic?

Would you like to tell us more about this?

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| Those who reported their healthcare has not been affected 9 - 14 April 2020; 49 people reported that their healthcare has not been affected, 15 offered further comment |
| Have had to switch to telephone GP appointments but this is not an issue |
| Have no problem in contacting the doctor and receiving a prescription. |
| I have been contacted regarding two up-coming hospital appointments to be told that these will be conducted by phone, which is perfectly satisfactory. I needed blood tests for both (at my GP surgery) which was easy to book. I was given a date and an approximate time for my Consultant phone appointments, I feel the system has been very efficient. |
| Although I have managed to get my medication for asthma etc., some people had to make several visits to Broseley chemists this week as they had no pharmacist to make up prescriptions. |
| GP appointment done over phone. |
| Repeat prescriptions left in box at medical practice and picked up by younger family at Pharmacy. |
| Cancelled appointments at Hospital but not urgent so that was okay. |
| I have not needed any help with my own health, though getting my husband's medication changed has taken longer because the Parkinson's nurse (the only one in Shropshire) was off work sick and there was no-one else to call upon as the consultant is busy elsewhere now. So what should have taken ONE week took FIVE weeks. The effect was a worsening of my husband's symptoms which would normally be avoided. HAVING ONLY ONE PARKINSON'S NURSE, WHEN SHREWSBURY HOSPITAL TRUST PROMISED TWO, |

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| AND WERE REFUSING TO ADVERTISE BEFORE COVID 19 STARTED, HAS HAD A DEFINITE, AND IN THIS CASE MEASURABLE, DETRIMENTAL EFFECT ON THE HEALTH OF PARKINSON'S PATIENTS. |
| Have been able to get medication, but has taken a bit longer. |
| Painful leg, Dr saw me within 1 hour, suspect DVT = ultrasound early next day. Not DVT. Easier to park at hospital than usual. Result to Dr within an hour and medication later that day. Non V treatment swifter and slicker than before. |
| Medication is available and delivered. |
| I have had to cancel dental appointments but that hasn't been a big issue. However if I got toothache it might be. However, my daughter has an auto immune disease and she has been having problems getting her prescriptions which is a big worry. She lives in Manchester, not Shropshire. |
| I have not yet been due a new prescription so cannot answer otherwise at this time. |
| Collection of prescriptions and have had appointments by phone. |
| Had amazing service from Beeches Rd medical practice. I sent the GP a photo of the issue and he advised me what to do over the phone. |
| Those who reported their healthcare has not been affected 15 - 20 April 2020; 20 people reported that their healthcare has not been affected, 5 offered further comment |
| I have not needed to access support personally however I have family with conditions who have received good response from GPs and had no issue sorting out medication and further scripts from pharmacy. |
| Cancelled face to face appointment at the Orthopaedic Hospital, but will now have telephone consultation. |
| I have been waiting for a physio appointment since just after Christmas. I thought they'd forgotten about me but I got a letter saying there would be a delay because of Covid. It's fine and just nice to be notified. |
| Medication has been delivered on time ,hospital appointment is now a virtual one with phone call from consultant |
| Not for me personally, but my husband was waiting for two consultations - one with podiatry and one with ophthalmology, both of which have been cancelled (or more probably, postponed). He has already been waiting longer than he should have for these and I'm not convinced that they couldn't have gone ahead. He is on a whole raft of medication but has been ordering repeat prescriptions online for years so this hasn't been affected. I collect his prescriptions for him and this hasn't been a problem - other than having to queue outside the shop. I assume that if I couldn't collect them it would be possible to get them delivered but we haven't tried that. |
| Those who reported their healthcare has not been affected 21 - 26 April 2020; 94 people reported that their healthcare has not been affected, 21 offered further comment |

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| Prescriptions ordered by email. Mother's prescriptions were delivered by doctors surgery pharmacy |
| We do online prescriptions. Dentist appointment cancelled but it was only a check-up. Kidney specialist appointment cancelled. Husband had a skin cancer op two days before lockdown, stitches out a week later at doctor's surgery dealt with ok. Hospital follow up dealt with over the phone. Needed new glasses so as we had the prescription we ordered on line. |
| Prescriptions available when needed. I was referred to urgent eye clinic and had 2 appointments without any problems |
| Not yet, but would be concerned if needed to access overburdened services |
| Managed to access medication from go much easier than usual. Phone call back from doctor within 15 minutes of phoning doctors. |
| Haven't tried to make a GP appointment. |
| Not as yet been lucky not had a need to access services but as time goes on there might be things that happen. |
| I've switched to online prescription requests and delivery. I am still able to telephone my GP if needed. |
| Phoned GP surgery because due for a blood test, explained to receptionist. GP phoned back within 5 minutes, discussed any concerns - none. To have blood test when conditions more normal. |
| Fortunately we haven't needed medical help but a dental check-up has been cancelled |
| Asthma in control even though pollen count is high. |
| Prescription medications taking longer. Long queues at pharmacy. |
| My GP practice is very good, has been very responsive in adapting to these conditions. This the Chirk practice in Wales, not Shropshire |
| GP consultation by phone much more rapidly and specifically (particular doctor at practice) obtained than before shutdown |
| Not at the moment but may have difficulties with repeat prescriptions |
| No one in our family group has any health problems. |
| Not so far, but I am due to pick up my repeat prescription later this week, so the first time since lockdown, so we will see. |
| Needed advice for infected foot. Clive surgery provided excellent response and support. |
| Don't have an annual appointment at the hospital until October so that may get cancelled yet - but primarily we are in good health at present. |
| I was able to attend at Shrewsbury Hospital for an eye injection. |
| I am able to order medication online and also pick them up from my usual chemist. |
| Those who reported their healthcare has not been affected 27 April - 3 May 2020; 40 people reported that their healthcare has not been affected, 7 offered further comment |

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| I have been able to get repeat prescriptions. My medical condition needs reviewing but hesitant to contact doctors who have more important work |
| Cancelled non-essential dental appointment but I'm not in pain so it's fine |
| I haven't had any issues so far. |
| Boots have been delivering our prescriptions. GP called us. Local council rang us. Very pleased |
| The chemist now delivers To me. I don't go to the GP Surgery Had to cancel blood tests though |
| I have not had to renew my medication up until now. However, I have just requested a repeat prescription and hope I will not have difficulties. |
| My doctor has rung and spoken to me Re my asthma |
| Those who reported their healthcare has not been affected 4 - 31 May 2020; 49 people reported that their healthcare has not been affected, 15 offered further comment |
| My pre diabetic course is being completed on line |
| I have had a phone GP consultation for cold and earache. I have been able to order repeat prescription over phone easily but could not access online link to own surgery. |
| My GP surgery have been operating a Prescription drop off/collection service at my local Village Hall but had also offered to deliver to my home address. Brilliant service from Prescott Road Surgery in Baschurch |
| I am currently going to the Lingen Davies Centre for cancer treatment. The nurse from my surgery comes to my house for the blood test I need beforehand. Consultations are done by phone. |
| My husband suffered chest pain but was seen immediately by the GP on 26th March. She referred him straightaway to the Acute Medical Unit at RSH. Later in the day, having been diagnosed with a heart attack, he was admitted to the Cardiology Ward. His treatment was first class; he was investigated fully on the day of admission then referred for angiography at PRH the following day. The angiogram showed he needed a stent and he was sent to Stoke for that very promptly. On 2nd April, he was discharged and continues to improve supported by the cardiac rehabilitation team. In one sense, he was very fortunate, the cardiology ward was two thirds empty and he had no delays whatsoever to his treatment. |
| I already have Gp app Patient access so ordered my repeat prescription which was delivered to my pharmacy, when collected they were very organised, if I was vulnerable they would have delivered. Highley pharmacy =excellent |
| I needed to speak to a GP but held off as long as I could |

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| I have well controlled Asthma & my repeat prescriptions have been easy to access. Haven't needed any consultations & am happy with arrangements with my surgery. Fortunately I try to live a healthy lifestyle. |
| I developed a UTI and it was tested and medication prescribed within an hour, plus followed up with tests and cultures and info relayed back to me a week later. I call that excellent. |
| I knew my appointments would be cancelled and have adjusted accordingly. When I had concerns my GP Surgery have been very good at dealing with them. Can't fault them. Also repeat prescriptions have been dealt with efficiently and delivered. |
| I am very lucky where I live and I just ring the chemist and they deliver. |
| Cataract procedure postponed, but not a problem. |
| Needed antibiotics for ear infection. Dealt with over the phone and prescription collected. |
| I have been able to get my Prescriptions from Boots although they would not deliver as I thought they might - we had to go out to collect. This was because I am Isolated at a different Address to the one on my prescriptions. I have had no problem making an appointment to see my Doctor with another complaint. |
| Have been able to obtain my medication easily |

Those who reported their healthcare has been affected

9 - 14 April 2020; 36 people reported that their healthcare has been affected, 34 offered further comment

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| My son has had his appointment with paediatric urology cancelled due to COVID-19 however it had already been cancelled three times. |
| I'm awaiting an ear operation which won't happen for a while now (which is fine) |
| Delay in getting medication. Cancelled dentist and consultant appointments. |
| Long time to access mental health support |
| Access to dentists, hospital follow up appointments |
| All my hospital appointments are cancelled, Haematology and specialist Dermatology at Solihull. However, I do totally understand this and even if the blood samples are not taken, there will be a way to sort things out. |
| Cancelled outpatient's appointments. Regular dental check up |
| Attending podiatry and the hydrotherapy sessions and nothing from the doctor even though I'm at high risk. |
| Dental & diabetic health appointments cancelled |
| IBS is bad having been manageable for years |
| Unable to collect prescriptions, but fortunately able to arrange delivery from pharmacy. |

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| My daughter's physio, orthotics and paediatric appointments have been cancelled, which is frustrating as they already have long wait times. My own physio referral has been suspended until further notice, which means that investigation into my ongoing pain issues will be delayed, and continue to impact my work life, my ability to confidently care for my SEN child, and my mental health. |
| I can't get a response from my GP about blood pressure medication. Apparently my prescription has been suspended until I have a blood test, but I can't get a blood test because I can't get a response from my GP. |
| I have had 3 appointment cancelled. I did have telephone consultations but this does not help when you have symptoms that need to be seen. Also GP appointments are the same they will phone you back. |
| Flare up of varicose eczema. Consultation by phone with the surgery having e-mailed images |
| My hospital appointment was not completed |
| Routine GP appointments, dental and optician work has been put on hold for the duration. |
| Cancelled appointments |
| Cancelled appointments for both Parkinson`s and follow up after hip surgery. |
| Unable to see doctor in Cleobury, but had a telephone consultation resulting in a referral to Kidderminster hospital, with an appointment the next morning. Hospital, chemist and doctor receptionist have been very helpful. |
| I'm having trouble accessing the system to request repeat medicines. I've had to stop private physio for shoulder rehab |
| 3 cancelled hospital appointments |
| Hospital appointment for a skin cancer check-up cancelled |
| We are at home for 12 weeks for medical reasons. A prescription home delivery service would be extremely helpful. Have to rely on neighbours to collect |
| I tried to change to a delivery pharmacy after 2 weeks waiting, my wife had to get an emergency prescription at our original pharmacy. I have had a hospital appointment cancelled for a check-up and biopsy report after having a lump removed from my gum. I was told it would be sent to my GP .Still waiting for news. |
| My daughter is in need of treatment, and it has been cancelled I also have a daughter with Asperger's who is very stressed at the whole thing, and very upset that her routine cannot be kept. |
| My inhaler, can't get it from the pharmacy, it's out of stock .Don't want to keep going back. |
| Cancelled appointments with dental specialists for my child |
| Extended waiting time for surgery, exacerbated symptoms |

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| Repeat Asthma prescription difficult to get |
| The review of my spinal condition has been deferred as has the adjustment of my new hearing aids. |
| not being able to get through to GP to get help with a non Covid medical problem |
| Telephone appointment rather than face-to-face. Got the appointment quickly though and have been able to get medications as usual. |
| Eye care - not existent. Prescriptions - took a week longer |
| Those who reported their healthcare has been affected 15 - 20 April 2020; 21 people reported that their healthcare has been affected, 21 offered further comment |
| I had to cancel an appointment for some physio to help my ongoing plantar fasciitis. |
| home treatment ta, not able to see clients, phone calls daily to clients reassuring them support is in place, to support them with their mental health |
| GP appointments hard to schedule (though was hard before) Cancellations of routine appointments - one had been cancelled already due to unforeseen circumstances so will be TWO years between appointments. Refusals to get longer prescriptions meaning having to expose self to risk more frequently standing for hours in a pharmacy queue when I have multiple long term health conditions |
| Cancelled appointments for family members |
| Cancelled appointment for bone density scan, delayed eye appointment for glaucoma suspect check-up. Our son has collected prescriptions, which we have been able to request via Patient Access app, as usual. |
| Worrying about contacting GP for an ongoing problem as I don't particularly want to leave the house |
| Can't get an appointment to see my GP. |
| Difficulties getting recently commenced medication reviewed. |
| Immunosuppressants are being stopped, there for I am a risk of more aggressive brain damage. I have MS. I am no longer able to get a preventative inhaler for my asthma because they are out of stock. |
| Upcoming OPA cancelled regular appointments changed |
| No longer allowed to Duty doctor. Can't just go to doctors. |

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| <p>Course I was on now been emailed to me as no face to face appointed. Had nasty fall outdoors didn't feel could contact doctor.</p> |
| <p>Cancelled Rheumatology Clinic appointment. Dermatology procedure went ahead without delay, with extra safeguards which were perfectly acceptable.</p> |
| <p>Cancellation of dental appointments therefore have to manage aching tooth a bit longer. prescriptions time taken to collect them 2hr wait in queue and difficulty for pharmacy to have prescription ready even when it was handed in 9 days before. As a key worker the difficulty for residents to get repeat prescriptions when they do not have computers or land lines, pay as you go mobiles are expensive when you are in 27th in a queue when telephoning.</p> |
| <p>I have an acute tooth/gum infection. I called my dentist on Wednesday 15 April and got triaged by reception. Then the dentist called me back and told me there was no emergency provision at all, all I could have was advice over the phone and a prescription for antibiotics, which I accepted. He seemed quite distressed. I am now on 2nd day of antibiotics, it's Friday evening, and my swelling has not got down or got less tender and painful. I contacted the Community Health trust via Twitter who told me to call 111. I haven't done this yet as I can't believe they will get me to a dentist.</p> |
| <p>GP unable to make me a dermatology referral.</p> |
| <p>Scan for osteoporosis postponed.</p> |
| <p>Slight mix up in getting prescription from chemist but problem solved within 24 hours</p> |
| <p>Immunotherapy for melanoma continues. I have easy access to medication for rheumatoid arthritis and thyroid problems. A CT scan and a consultation with oncologist have been cancelled.</p> |
| <p>My husband has had a podiatry appointment cancelled. I completed a 2 year course of daily injections for osteoporosis in February and expected a call from the hospital so see where we go from here but have not heard anything.</p> |
| <p>I have changed to ordering prescription online and have arranged for the medication to be delivered.</p> |
| <p>Dental treatment, none urgent.</p> |
| <p>Those who reported their healthcare has been affected 21 - 26 April 2020; 90 people reported that their healthcare has been affected, 83 offered further comment</p> |
| <p>I called surgery and asked for same doctor I always have and was told he would call yet a different one did</p> |

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| <p>when I contested and said I could not cope with it they said I was down for him he lied. I hate liars I can't cope with them and then no longer have any trust in them.</p> <p>also I was to isolate and I get flue jab and pneumonia injection because I have shunt and stent and had a stroke and sepsis and at high risk from them yet did not get gov letter when I challenge GP he said they were not allowed to add anyone to list yet government sent out email saying GP had to add us. so who is lying it I also says if we have learning disability we have to be on list I am autistic and memory problems from stroke. So makes it harder for me as well as the fact I am ssi/ blind and can't tell social distance.</p> |
| <p>Diagnosed with cancer at the beginning of the epidemic so hysterectomy has been postponed. Now starting on chemo and hope to have the hysterectomy in a few weeks</p> |
| <p>Unable to get basic drugs like paracetamol</p> |
| <p>One cancelled appointment for a routine non-urgent bone scan.</p> |
| <p>Cancelled doctors' appointments Cancelled dentist appointments</p> |
| <p>Cancelled appointment. A health care concern I would normally see a GP about, but won't at the moment.</p> |
| <p>Dentist appointment cancelled</p> |
| <p>Physiotherapy, osteopath, dental and hospital appointments have been cancelled or postponed.</p> |
| <p>I can't go for the cardiac rehabilitation course at the hospital, and the cardiology follow up will be a telephone appointment</p> |
| <p>Cancer check-up has been cancelled, last one was July last year. Should be ready three months.</p> <p>Dentist and options appointments have also been cancelled.</p> |
| <p>Podiatry appointment cancelled. Dental check-up in June probably will be cancelled. I now need dental treatment due to a broken tooth. Waiting to hear back from my dentist. It took me a day of trying even to speak to the receptionist at the dental surgery.</p> |
| <p>Been easier to get medicines and speak to a doctor or nurse</p> |
| <p>Not being able to see a GP face to face for a proper medical assessment. I've had 2 referrals refused by the hospital and an urgent referral accepted but the appointment is not till September. The GP has said if my condition deteriorates then the only option will be to admit me to hospital which I feel could be avoided if I could be seen and appropriate test carried out at a hospital clinic.</p> |
| <p>No news on hip replacement operation or husband's cataract operation.</p> |
| <p>Unable to visit a dentist for a broken tooth, and no support from the dental practice other than an offer of a pain relief prescription. They had no idea when/if they would get PPE, and no information on care hubs - told the hospital would not be able to help. I have no idea where the urgent dental care centres are in Shropshire, no information</p> |

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| <p>I am type 1 diabetic, my appointment to see my consultant at the Hummingbird Centre in May has been cancelled. Prescriptions have also been more difficult to collect.</p> |
| <p>I was referred via my optician in January'20 to the RSH Retina clinic. I eventually received a hospital appointment for 3rd June'20 but this appointment has since been cancelled until further notice.</p> |
| <p>A physio appointment has been undertaken by phone, where I am being given helpful advice, though face to face would have been better. A cancelled appointment for dermatology is awaiting a return to normal.</p> |
| <p>Appointment with hand therapist was cancelled but dealt with quite well over the phone. Getting prescriptions initially but now able to have delivery.</p> |
| <p>It was very difficult ordering my usual Prescriptions as every time I phone the que was maxed out.</p> |
| <p>An echocardiogram appointment was cancelled. The letter states that it was cancelled "in light of the current COVID-19 outbreak".</p> |
| <p>Cancelled appointment for nasoendoscopy.</p> |
| <p>Cancelled appointments with consultant/physio plantar fasciitis Back pain</p> |
| <p>Difficult to collect prescription medication</p> |
| <p>I have two dental issues - a lost crown & a temporary repair that is disintegrating - that are causing me considerable discomfort, but not great pain. These issues are not covered by the emergency treatment criteria. The thought that I might have to put up with this situation for possibly months is depressing.</p> |
| <p>cancelled opticians appointment...broken specs</p> |
| <p>need dental treatment, also investigation and treatment of damaged hand - not broken, not serious enough for A&E but very sore and movement-restricting</p> |
| <p>Minor, but dental treatment has been delayed.</p> |
| <p>I've had to postpone dental check-ups for myself and my children.</p> |
| <p>A prior medical condition has worsened over the past few months. I was about to make a GP appointment to discuss it, when lockdown started. I've been ill with suspected coronavirus since, so don't feel a phone appointment would be helpful at the moment.</p> |
| <p>I've also broken a tooth. Dentist has given advice, but was obviously very concerned that his practice can't see patients face to face. I'm very concerned that the reason for this is insufficient PPE.</p> |
| <p>Not being able to get through to speak to anyone on the phone. Being too scared to go for my annual blood tests to check thyroid levels as with suffering from health anxiety I'm afraid to go out especially to medical centres</p> |

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| <p>My hospital appointments have been cancelled which is a little frustrating but completely understandable. Otherwise, I have had no problems contacting my GP and ordering prescriptions etc.</p> |
| <p>I sprained my ankle and would normally have gone to the surgery. However, it has got better on its own. Repeat prescription delivery working well.</p> |
| <p>unable to have appointments or get help needed in order to understand</p> |
| <p>Drs is only a phone call and can't always get a call. Hospital appointments cancelled. Not a lot of help out there for family's who has mental health problems.</p> |
| <p>My spirometry testing was not completed and, since shielding, I have had to fend for myself in requesting inhalers for my COPD. Due to my shielding, I have not made any GP appointments other than a telephone call to a doctor about my treatment.</p> |
| <p>My partner's physiotherapy to assist recovery from stroke has stopped which affects us both. My massages to relieve muscle tension in back and shoulders has also stopped. Both necessary adjustments to a difficult situation. We are both over 70 so in a vulnerable group.</p> |
| <p>I would normally have regular spinal nerve root blocks to control my spinal disease and pain, but all such things are cancelled and my husband, who is on the list for fairly major surgery, is having to cope with the worry of that. But we are both still alive and grateful for that!!!!</p> |
| <p>My biggest fear is what to do about dental treatment, we have always kept our teeth in order with inspections and treatment- I am frankly disgusted that it is now almost impossible to get treatment for toothache and dental problems which the dentists tell us are down to a lack of PPE!!!! This is unacceptable and to learn that people are removing their own teeth fills me with dread- the risks of that are substantial.</p> |
| <p>As the lock down began, and as the health services were stretched, I would have liked to have talked with a GP about some of my ME symptoms but didn't. At the best of times I get totally insignificant recognition of my issues and help from GPs, so there seemed very little point in trying to have yet another conversation at the moment.</p> |
| <p>I sent an email about a health issue to my GP a week ago but I've had no reply.</p> |
| <p>Cancelled operation</p> |
| <p>I live alone and I couldn't get any delivery from any chemist for my steroids and antibiotics, then luckily came across some volunteers who get them for me</p> |
| <p>I have not been affected but my wife has. Ongoing investigations and possible treatment about her serious back condition is on hold causing her much anxiety and chronic pain</p> |
| <p>I'm part of a diabetes prevention group and we haven't been able to have our classes</p> |
| <p>One appointment (next week) with a RSH consultant about breathing difficulties experienced in Dec/Jan cancelled by him (but I would have cancelled it as well). An</p> |

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| <p>appointment with my Haematologist, also next week, will probably be by phone (I hope).</p> |
| <p>CMHT meetings been cancelled, GP won't see me now, was seeing her every 4 weeks for MH an chronic pain, Hospital pain management appointments all cancelled, due to go on a residential health course that's now cancelled. due to start a mental health art group cancelled, pain support group cancelled</p> |
| <p>Suspension of outpatient appointments for various age related conditions</p> |
| <p>Difficulty obtaining prescriptions - they have been sent straight to the pharmacy. Luckily, I have a sister who works at the pharmacy and she is able to collect the prescriptions and bring them to me, otherwise queues are long.</p> |
| <p>Ditto. See above. The 2 responses are the same. Pain, deformity, no walking, dancing and getting out. Both mental and physical health compromised.</p> |
| <p>I have a blood condition requiring periodic testing and examination at haematology clinics. Currently this means giving blood at my Doctors, a telephone consultation with my consultant and getting friends to collect my chemo from the hospital pharmacy. All very disjointed and impersonal.</p> |
| <p>My husband needs a community physio because his walking frame his broken I don't know how long we will have to wait. He also needs a memory clinic assessment. I don't know how that will happen. Speaking to the doctor at the GP practice in Cravens is easy and I can phone the district nurse. Lunt's pharmacy have been helpful in Craven Arms</p> |
| <p>Cataract operation cancelled in March. Sight deteriorating and difficult to cope looking after disabled. Fell in garden went to A& E last Saturday Shrewsbury RSH had x-ray, arm put into cast only there 2 hours. Better than when I fell before. My family has been told to take the cast off in 6 weeks, given splint for when cast comes off and leaflets. husband just thought happening in London even though seen tea time news</p> |
| <p>Hormone treatment and need to be tested to see if cancer, as was bleeding. Added stress, go and tested to see, if bleeding stopped appt in June RSH fingers crossed. Ultra sound went to Ludlow just before lock down</p> |
| <p>Dental treatment postponed during lockdown.</p> |
| <p>I am very concerned about the significantly reduced support (midwifery and health visiting) which will be available for my daughter who is having a baby in a few weeks.</p> |
| <p>Unable to get dentist appointments for a smashed tooth, despite being in agony.</p> |
| <p>Unable to book a smear test which is already overdue due to cancellations by nurse and myself from sickness or sickness cover at work. Now not doing any until further notice.</p> |

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| MS Nurse review & Social Prescribing appointment completed via telephone & not face to face. Review of prolonged cough by GP completed over telephone? Covid 19. I do have Asthma. |
| Treatment put on hold |
| see aboveno osteopathy |
| I put in a repeat prescription and has been told by the pharmacist that they are unable to get my tablets from the supplier. I am now having to ask the doctor to see if there is an alternative but I may have to wait a further week before I can have them and I have almost fun out of them. This is not a good situation to be in at the moment. |
| An appointment in April has been put to October. The condition did not appear too serious following a telephone consultation with the specialist. |
| I was due to have operation as a day case at RJAH yesterday I am in quite a bit of pain most days but understand I am not an urgent case at this moment in time |
| My consultant appointments have had to be by telephone which is not ideal. Also my husband's GP appointments the same though he has had to attend in person for blood tests. |
| Tried seeking help on a minor issue but phone appointments only with the GP and I felt this was not effective, I feel I would have been diagnosed and treated better if seen |
| I've had a health problem and I can't actually get to see a doctor in person to explain and I believe I've been fobbed off to wait for another month until it's all over I believe I would have been sent for a scan at the hospital by now in normal circumstances |
| I have had to get my prescriptions through a call centre, which are then sent to a chemist I would not ordinarily go to. I normally have my medication dispensed 3 monthly, this has been changed to monthly - something I was not consulted about. |
| I have had abdominal and back pains since late January that was being investigated. The last tests/ultrasound scan showed it was not gall stones but the symptoms are very similar. As the pain and discomfort continues my GP was to refer me in late February to RSH for consideration of further tests. Nothing has been heard since. |
| Operation cancelled and regular out patient monitoring appointments cancelled. Dental appointment cancelled. |
| We are fitter. |
| We very rarely bother our surgery now if we can avoid it because even with a severe head wound bleeding badly after a recent fall, the receptionist was about as useful as a chocolate fireguard. |
| Was due a five year cancer check colonoscopy which has been cancelled |
| I am having all hospital appointments cancelled |
| delays with prescriptions and my dental appointment was cancelled |
| Had Dermatologist outpatient appointment cancelled |
| My referral to see a cardiologist has been deferred to some unknown time in the future. |

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| Had cystoscopy cancelled, and I was contacted 2 days ago about rebooking but I refused to make an appointment because I'm so scared of going to a hospital and contacting the virus. |
| Unable to get surgical wound checked after a stitch went |
| The anxiety and depression trigger panic attacks especially when I'm having to work. I don't drive have and travel by taxi as my shifts start 5am. All the above has now affected my diabetes type 2. I was on max tablets and injecting insulin once. I'm now on max tabs plus injecting insulin 3 times a day |
| Should have had a blood test in February. Wasn't confident about going to surgery. Should have had a scan at Shrewsbury hospital for a lump in my back. Again had to cancel. Prescriptions been fine, collecting them a problem until we found a village group with volunteers. |
| <ol style="list-style-type: none"> 1. Had to arrange to have prescriptions delivered 2. Husband's appt with RJAH consultant was on the phone, not in person 3. Husband's appt for ear suctioning has been cancelled 4. Will have to cancel my 6 month dental check-up & scale/clean |
| I do have concerns about things like smear tests, mammograms being delayed due to the current situation and do think that the NHS will suffer a huge capacity issue problem in the coming months. |
| Obtaining prescriptions has been a long drawn out process of delays |
| <p style="text-align: center;">Those who reported their healthcare has been affected</p> <p>27 April - 3 May 2020; 18 people reported that their healthcare has been affected, 17 offered further comment</p> |
| Due a mammogram |
| Not for me but apps have been cancelled for my husband. |
| Appointment cancelled by the Nuffield. |
| Various diabetic tests cancelled / postponed |
| Somewhat concerned about ongoing monitoring of advanced glaucoma - due for check-up with fields test early July but don't know whether this can take place. Husband lost filling & cannot go to dentist for repair - fortunately not painful so far. |
| I was due to have treatment at Oswestry orthopaedic hospital but this has been cancelled/ no appointment offered |
| Follow up appointment for test results moved online. Decided not to review/alter medication for pre-existing conditions at the present time due to the need to see a GP for this (in person). Have not followed up on recurring symptoms requiring further investigation at present as I don't think this could be done without face to face GP appointment. |
| Cancelled appointments for MRI scan and follow up |

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| <p>CPAP annual review cancelled Don't feel safe to go for smear test that is due Diabetic foot check cancelled</p> |
| <p>I probably need to see a GP for a minor matter before it develops into a more serious one but am reluctant to go anywhere near the surgery!</p> |
| <p>Not able get assessment for back</p> |
| <p>Was meant to be going for first mammogram as turned 50 last August, been prospered It is very difficult to get an appointment at our Drs anyway , so try to avoid going unless urgent</p> |
| <p>Physio therapy for a broken wrist has been cancelled due to the deployment of the physiotherapists at Ludlow Hospital My wrist is not totally satisfactory</p> |
| <p>I have to ask someone to go to the surgery every month to collect my prescription. To reduce number of visits and contact a request for two months supply was refused.</p> |
| <p>Blood test cancelled at GP surgery</p> |
| <p>Only slightly - postponed a routine blood test for existing thyroid condition.</p> |
| <p>Those who reported their healthcare has been affected 4 - 31 May 2020; 64 people reported that their healthcare has been affected, 56 offered further comment</p> |
| <p>Change in maternity care but it was all as good as it could possibly be, even having to be in early labour on my own whilst husband waited in car was unmanageable as the staff were excellent.</p> |
| <p>Cancelled appointments.</p> |
| <p>Cancellation of a number of hospital appointments with ENT. Suffering because of it.</p> |
| <p>I was due to have a major operation at RJAH next month which cannot go ahead currently because of Covid-19. My physiotherapy also cannot go ahead.</p> |
| <p>Cannot sleep sitting up most of the night worrying about my only family my daughter who is in a unit home in wales.</p> |
| <p>I have a foot injury which affects my ability to walk for long distances, like for exercise rather than everyday errands. My long awaited appointment was postponed due to the flooding and then cancelled by vivid. It's small in the scheme of things but it does hurt a fair bit. My access to prescriptions etc. and my doctor's surgery are all fine.</p> |
| <p>Physio</p> |
| <p>I cancelled elective surgery [BRCA2] as I was afraid of catching Covid in hospital. I am now worried about when I will be able to have this major operation. Also I was anxious when I read that Cancer treatments had had to be stopped .My oncologist assured me yesterday that it was for 3 weeks only but what will happen if there are other spikes of Covid?</p> |
| <p>Cancelled x-rays & consultant appointment (rheumatology)</p> |

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| I need an ophthalmology appointment as soon as possible for vision problems |
| I have had a hospital appointment cancelled. |
| Not me personally but my husband's health, which affects my emotional state. He is waiting to see a specialist and been told it will have to wait till the crisis is over, we understand the reasons but he's suffering badly now. |
| I had a trimalleolar ankle fracture followed by an ankle fusion. I was receiving physiotherapy at RJAH. I have been discharged so that my physiotherapist can work on the frontline. I've also had breast cancer and a mastectomy including having several lymph nodes removed. I've asked for clarification about the removal of lymph nodes and my LD flap reconstruction transplant, and if Covid19 could be worse for me with this medical and surgical history. Nobody knows, which is frightening when I'm in school, working with our frontline NHS staff's children....without PPE, and only my local publican managed to get me a 2L bottle of hand sanitizer for school. Support for teachers and the LAs has been woefully inadequate. |
| The GP surgery has been fantastic and I cannot praise them enough. However, I feel that my husband has been abandoned by the oncologist. I feel that this shielding of vulnerable people will result in shielding many of them (including my partner) to death. |
| Postponed scan |
| Consultant appts for rheumatology changed to later date and gynae changed to telephone call. Expected changes and not a problem. |
| Cancelled follow up appointments with orthopaedic but had telephone consultations. |
| Two appts at the RSH to see an ENT Consultant have been cancelled. A dental appt has also been cancelled. None of these appts are life changing! |
| Appointment at hospital delayed B12 injection cancelled. |
| I cannot get Arthrotec for my arthritis pain. My surgery cannot fill my prescription for it. |
| My husband is diabetic with heart complications, I have asthma and COPD...both of us have had appointments cancelled. |
| More time to think about ailments so worrying more |
| I had a cancelled heart monitor assessment, following nearly 3 months on the waiting list due to an accelerated heart beat and palpitations. Although I was able to have a telephone consultation concerning changing blood pressure tablets the GP was unable to give me tablets he wanted due to the need for constant blood tests, which at this time is not possible. |
| Appointment put on hold |
| My Parkinson condition consultant cancelled & I was informed that there were no other available appointments. I do understand, but it would be nice to know when..... |

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| I have been suffering from tooth ache for a week. I rang the dentist yesterday. I could not see anyone but was prescribed antibiotics which I had to travel 8 miles each way to collect. |
| I'm still waiting to hear from my pH sociological therapist Also I'm not in touch with my MH worker as much as I would like to be |
| I have been unable to have a face to face appointment with the Oncology team at RSH for my annual check following treatment for breast cancer in 2017/18. I had a telephone appointment instead in April but this does not give the same level of reassurance and confidence as having a physical examination by a medical professional. I have also been advised that mammograms are not happening at the moment and I will be due to have my annual mammogram at the beginning of August when I have an appointment to see the Breast Surgeon's Team at PRH. At the time of completing this I do not know if that appointment will go ahead or be converted to a telephone appointment. |
| Hospital outpatient appointment cancelled |
| I was advised not to go to hospital for a heart scan but that was right at the start. |
| Having appointments cancelled would like to talk to my Dr face to face as I had a triple bypass in December sometimes I need a bit of reassurance |
| Currently looking at bariatric surgery but all cancelled. Waiting for removal of gastric balloon but that is also delayed |
| Dentist cancelled, problems getting temporary filling, constant pain |
| Unable to get my prescription for antidepressants at the beginning of lockdown, so came off them too quickly, suffering withdrawal symptoms. But now I am off them, I am OK. Some days crying. Other days not. |
| I had to miss an antenatal appointment due to self-isolation which caused me a lot of anxiety as there are large gaps in between these appointments and they offer reassurance that everything is progressing with the baby. |
| Accessing appointments and obtaining medication has been difficult but the workaround tactics worked well in the end |
| For me, the situation was somewhat improved. I had a foot infection, and it is always difficult to get a doctor's appointment. This time I telephoned and was given an appointment by video link. I found this very convenient and easy |
| I have bells palsy and all apart from the original trip to a&e has been done over the phone |
| Asthma prominent, using reliever more than usual |
| I am waiting for a hip operation. I had the prep date but, naturally, it was cancelled. |
| I have had an ongoing health issue that started as a chest infection. Although I initially had great support, including a chest x-ray during lockdown, I've not been able to see a |

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| gp since and the cause of my condition is unknown - the doctor had diagnosed asthma over the phone, but the medication hasn't made a difference. |
| Dentist cancelled |
| Midwife appointments being over the phone. Partner not allowed to any scans or appointments which is unfair as it's his baby as well. |
| I've needed reviews for asthma and HRT. HRT patches have been in short supply so there has been lots of toing and growing... in fact it's worked out OK in the end as I've used e-consult at the surgery and it's worked well. |
| Husband has toothache. All that is offered is antibiotics or extraction. It's stressful to watch someone in so much pain, be unable to help them and learn there is no-one that can help him. Surprised no contingency arrangements for dental pain. |
| Dentist check-up got cancelled. |
| Asthmatic but not medicated for approx. 5-6 years due to no symptoms. Had to go back on medication early march due to a virus which left me wheezy. Now on asthma meds & tablet. Initially saw Shrop Doc but since then all appointments have been by phone. Good service, however, somewhat slower as might be expected during these times. |
| My teeth need sorting out and as not an emergency I have to deal with discomfort also I am reluctant to go to a doctor unless it's critical |
| My non-life threatening medical condition is 'on hold' |
| I was diagnosed with lymphedema in early March. I have not had any appointments for treatment. I have not had a follow-up appointment re my breast cancer. |
| Cancelled hospital appointments (not essential). |
| I am awaiting a cardiology appt at RSH - referred in January 2020. I have heard nothing, despite talking to the referral service and cardiology. However cardiology was very quick to write to me to tell me that my referral would be even further delayed because of Covid. Interestingly my neurology referral (booked in January for the end of April), which was arranged out of county (because none was available in Shropshire), went ahead as a phone consultation. |
| I was two days away from attending an appointment at the hospital when they cancelled it. I had already waited six months for this appointment and now have no clue when I will next get an appointment despite my symptoms continuing. My usual pharmacy had problems getting medicines on time so I have changed to another one who give much better service. |
| Not for myself. But my daughter's appointments have been postponed indefinitely, this includes an appointment with a neurology specialist which we had been waiting 15months for. Along with her orthopaedic review and x-rays to review her hip stability, her physiotherapy and occupational therapy appointments have had to be cancelled for now, and the appointment to adjust her standing frame, meaning we cannot currently use it (we normally use it for an hour a day and have done for the past 3 years, so I do worry about the impact of this). |

A member of our household is awaiting a vital cancer check-up procedure which is now overdue and also awaiting a phone appointment from a Cardiologist via gp referral, we've waited over 3 weeks for this and are still waiting. Our daughter's pharmacist warned of epilepsy drug shortages for one of her drugs within a couple of months, we worry that if she is switched from her usual brand epilepsy drug to a generic one, that this may affect her condition.

Tried to make an appointment for vitamin B12 injection for late May but was told not being given - I am prescribed these every 12 weeks for life following an 80% gastrectomy and am worried about my immune levels without it.

6. Has your experience of social care been affected by the coronavirus / COVID-19 pandemic?

Would you like to tell us more about this?

Those who reported their experience of social care has not been affected

9 - 14 April 2020; 32 people reported that their social care has not been affected, 5 offered further comment

3 different carers come here. Made very clear that slightest doubts they do not come. No probs yet

They have worked very hard to keep the country going

We have not yet needed Social Care and have isolated independently as far as possible

It has not affected me personally but I think home care and residential care workers have received much less support than NHS staff.

I think all the council staff I have interacted with have been superb.

Those who reported their experience of social care has not been affected

15 - 20 April 2020; 14 people reported that their social care has not been affected, nobody offered further comment

No comments

Those who reported their experience of social care has not been affected

21 - 26 April 2020; 60 people reported that their social care has not been affected, 3 people offered further comment

Do miss seeing therapist each week and don't get much phone contact but understand that more people need help more than I do.

But I am very concerned about the limited support for vulnerable families and children.

Thankfully I have family who are able to help me with my day to day care.

Those who reported their experience of social care has not been affected

27 April - 3 May 2020; 19 people reported that their healthcare has been affected, nobody offered further comment

No comments

Those who reported their experience of social care has not been affected

4 - 31 May 2020; 28 people reported that their healthcare has been affected, 1 person offered further comment

I am a carer in a residential home but been unable to work due to Covid 19 so putting extra strain on my work colleagues

Those who reported their experience of social care has been affected

9 - 14 April 2020; 8 people reported that their social care has been affected, 6 offered further comment

Several appointments cancelled. Also operation cancelled.

Could not visit my friend in a nursing home

My Aunt is in a care home in Hampshire and its difficult getting someone to answer the phone. I understand they are busy

I usually volunteer in a care home. Cannot access now because I am vulnerable.

We are in the process of adoption our youngest son. We should have gone to court this month for his adoption order. This has not happened. It is a shame as this is now putting added pressure of the system as we still need social worker contacts etc. If it had gone through court last Monday, there would be less pressure on the Social workers who are still having to contact us.

Care homes inaccessible. Old people vulnerable and left to die. Profit before care for care home owners. Care homes need to be nationalised to standardise care and inspections. Old people are open to abuse in private care home system with poor oversight and insufficient inspections and inadequate staffing.

Those who reported their experience of social care has been affected

15 - 20 April 2020; 5 people reported that their social care has been affected, 4 people offered further comment

Crisis home treatment team, with mental health, not visiting clients, telephone support in place

No contact with family members

difficulty as social workers working from home , they and myself in my job role have been unable to do face to face discussions with the elderly who have been in hospital and maybe the decision is that they do not return to supported living but go into a nursing home? At times difficult to speak with hospital staff due to the volume of work they are involved with but this has a knock on affect for relatives wanting to know how their next of kin are.

Unable to have face to face counselling, has to be by telephone.

Those who reported their experience of social care has been affected

15 - 20 April 2020; 18 people reported that their social care has been affected, 16 people offered further comment

We have less time because longer needed to go shopping to find food and time needed to walk guide dog or me.
and one has to isolate on occasion as she works in school also and comes in contact with possible virus so needs to keep away sometime just in case.
Then we had trouble trying to get proper equipment for them and me to be safe.

I have a housing officer but they have been brilliant and she phones every week to check if I am ok or if I need any help.

My son has nominal social care support (in principle, but not in practice) and social care services did phone to make sure he was OK.

My husband mum is in a care home and not being able to visit her is extremely painful. Also not being able to get through to see how she is. We send emails but of late had no reply and this is very concerning as we don't know how she is doing at all

Severely as carers need to use longer time to shop and to walk me or guide dog as can't do alone because can't keep safe distance from people or surfaces. and social services refuse to give more hours
so my house is in disarray and food not been able to get my own or have my usual day out with carers

To reduce risk we have reduced calls.

Am currently unable to contact care worker

No health visitors for our two sons.

My job as a care support worker has been stopped.

Need help with housework but this is not provided now, although shopping is done for us.

no social care for us we are alone

Our son should be having physio and attending Headway, but this has all stopped due to the situation. We have no idea when this will start up again. I was due a telephone conversation with Social Care today, but for some unknown reason it has not happened.

Unable to visit Father in a care home

No visits from mental health team.

Unable to visit a care home to visit my uncle.

As a community nurse, I see patients being discharged too early from hospital.

As an RN working in a care home we have no PPE no testing and residents dying but Covid not being put on death certificate

Those who reported their experience of social care has been affected

27 April - 3 May 2020; 4 people reported that their healthcare has been affected, 3 people offered further comment

I am carer to my Aunt of 92, but cannot visit at the moment

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| My Dad is in a Care home and so been unable to see him |
| I visit an elderly person as part of compassionate communities program but have not been able to go during lockdown. |
| Those who reported their experience of social care has been affected 4 - 31 May 2020; 20 people reported that their healthcare has been affected, 16 people offered further comment |
| We have a child with SEN who has lost all her support (outside the home). We have had some telephone contact but obviously it's a big change to routine etc. Not complaining as it's necessary at the moment. |
| I don't have social care it as being stopped I understand because of virus. I should have full time care washing change clothes meals. My hygiene as gone from bad to worse with no help which I lost all my sensory brain decease in 2008 . Also epilepsy through the day and night I am fully registered severe blind and under a professor at Sheffield. Who organises this and who goes with me to the big city Blind deaf wheelchair etc. ? As this affected me and no I have to make my own arrangements no one goes with me a 14 hr round trip As my experience of Social services effected yes it as because I don't get none. |
| My mother has cancer and had treatment for it recently, radiotherapy. She is deteriorating in health and in her 80's with a husband who has had short term memory difficulties for years and both have little GP support, in fact recently their answer was to refer her to the Hospice which has shocked her as her treatment for cancer is still ongoing at the Christie in Manchester and this has just informed her that there is nothing more to be done for her in a very cruel way. After a fall a couple of days ago and an A&E visit, we cannot get any support for her due to the Coronavirus pandemic, so she is cleaning and cooking for herself and husband still. They are not at the point of needed care support, but would normally have arranged for a cleaner and someone to help in the garden, possibly someone to help prepare food within the family. |
| Have not been able to see an old friend of 40yrs who has been in Care home for 5 yrs. He only had 3 visitors so it is very upsetting for him too. No provision made to even stand at window. |
| E-mail and telephone only. |
| By as much as my tooth ache is concerned. I am due a prescription on repeat, which I requested Sunday, and have asked if it can be delivered. Waiting for the outcome. |
| My mother's care home locked down ahead of the requirement. They have been effective in keeping Mum safe and keeping us informed. We are communicating with Mum within the restrictions and look forward to seeing her in due course. We accept that she is at risk but know the home have done their very best to keep most residents safe. Sadly we all know that those in care homes are likely to die at some time an |

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| inevitable consequence of old age. If it happens through Covid-19 it won't be because the management and staff have not done their best. |
| In laws in care home and we have had no updates on their care although we know Covid 19 is in the home this is very distressing |
| Can't visit my grandma in a nursing home. (Understandable). |
| We haven't been able to visit a sister and a brother in law. |
| I usually have a cleaner via Age UK, but chose to cancel her visits for the protection of her other clients |
| My dad died shortly after the nursing homes shut due to shielding - we were unable to be with him.... he didn't have coronavirus. |
| I am a fully accredited solicitor for the elderly. The elderly are mostly too scared to go out to change their Wills etc. Normally we would be called out to visit care homes, hospices and hospitals to prepare Wills but we have had no calls such as this for some time. |
| Visiting relatives in care homes has been restricted. My mother's funeral was very restricted |
| For a few weeks but they been visiting |
| Care agency could not provide carers who were not doing lots of domiciliary calls and who would therefore be high risk of bringing virus into our shielded daughter. The care agency are still struggling to source and provide PPE for staff, their newsletter last week confirmed this. We have had to buy some PPE ourselves to keep safe. We did not have carers at start of lockdown due to these issues, which puts strain on family. We have no respite since before lockdown began - as this is usually provided by grandparents whom we cannot now see. |

10. Has anything helped you cope day-to-day during the pandemic?

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| Those who reported that nothing had helped them cope 9 - 14 April 2020; 40 people reported that nothing had helped them cope, 3 people offered further comment |
| I would appreciate better access to food deliveries as I cannot leave the house. It is very fragmented, my next delivery is at 10-11 pm at night. Many basic items such as bread and milk are often missing. |
| Social media |
| Gardening, walks (exercise), telephone & video chats |
| Those who reported that nothing had helped them cope 15 - 20 April 2020; 12 people reported that nothing had helped them cope, 3 people offered further comment |
| Deemed not bad enough (don't fit the right boxes) partner either working at home or miles away |

My coping style is monitoring so the worldometer and WHO help me the most. Also Facebook for fun.

Shopping is a massive difficulty. Getting an online deliver seems impossible. Help with that from the government is needed. More delivery staff. One of my friend's is working on a ward and she can't afford to feed her children due to having to cut her hours because of child care issues. People like her desperately need more financial support. She works for the NHS.

Many colleagues are being asked to work in NHS offices when their jobs are possible from home. This is those who are not in the at risk category. They are finding this hard to understand.

Managing fine in family unit

Those who reported that nothing had helped them cope
21 - 26 April 2020; 84 people reported that nothing had helped them cope, 16 people offered further comment

It would help to be able to get deliveries from supermarkets but as I am 67, in spite of having underlying conditions and being a previous customer, I cannot get a delivery slot. It would be good to get home delivery from the chemist for medication

I have not needed support, we are happy looking after ourselves and have plenty of interests and projects to keep us occupied.

As my husband and I are both shielding it would be very helpful to be offered a supermarket delivery slot

We are online so do have access to information via the internet, unlike my parents who are in the over 70's group and are also in a rural location. However with online access also comes overload of information and too much time sat using the internet.

Haven't had any problems needing support from services/
Have received phone call offering help if any needed e.g. shopping - not needed yet

No money coming in

Telephone advice has been reassuring from medical staff. The feeling of being in limbo is unsettling. Elderly parents who live a long distance away are a daily concern.

I haven't really asked because the family are all very busy- (medics, police, education.) I don't feel that seeking help from others is what we need at the moment

We have had no problems to cope with. Our domestic set-up that includes sufficient space in the home and some outside space, kindness from other family members and friends and neighbours has meant that the lock-down has not been difficult for us.

I feel totally alone and unsupported. I'm used to being out every day, help in school, help with toddlers, run craft group.

Our church has been wonderful and has kept in contact with us.

Have a garden and allotment to enjoy.

I have to be there for neighbours and family if they want anything

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| Do not need extra support |
| It would be helpful to be able to get our groceries delivered from even one of the main supermarkets & to be able to know where to get effective masks. |
| Nothing to add. |
| Those who reported that nothing had helped them cope 27 April - 3 May 2020; 40 people reported that nothing had helped them cope, 3 people offered further comment |
| I feel like children returning to school will become an issue and is a definite worry for me. I'm not sure what other help can be rolled out to be honest. |
| Food boxes |
| I am very happy by myself so isolation is no problem, I could do it for months. |
| There is an organisation called pulling together Ludlow. I've not used them but at least I am aware of them and they put a leaflet through. Get a weekly call from Housing Association but nothing they can do to help apart from urgent repairs |
| Nothing was put in place by the housing association to help my mother |
| My wife and I have been retired for nearly two years, we are therefore used to our own company. We have a variety of hobbies and a large garden. |
| My GP practice have been great. I've been in shielding and have COPD. I have not heeded hospital treatment. The GP practice has been there if I need them and even offered me face to face after 3 weeks. |
| Those who reported that nothing had helped them cope 4 - 31 May 2020; 61 people reported that nothing had helped them cope, 13 people offered further comment |
| All my usual volunteering, work and social life has been cancelled with absolutely no indication of when they will resume. I've tried to find other volunteer roles to support the community with no luck. |
| I have been asking for years and nothing is done after finish work with ill health and going blind no one has helped My belated wife learnt me sign and why was this Hospital was mystified from 2008 to 2014 they could not register me until I went to see a pioneer in the field of ATAXIA after my scan he told me I was 100% total blind from the brain area my hearing went 14 months later my voice 2019 No one was sure with this rare condition that caused confusion. My spinal core is next I have a well past date wheelchair causing sores elbows heels buttocks. I take 23 different medications a day to keep me alive 68 lots daily who helps no one do I forget yes do I take right amount of medicine ? blind spoon ASSESER SAID I COULD. I have lost faith in the system. Have I had accidents ask the fireman and the burns unit and scars of when I caught fire house caught fire 4 times. I could keep going on but what is the point. I asked for a place for blind deaf mute wheelchair safe home but nowhere is available. |
| Large garden, so able to watch birds, plant vegetable seeds, get few plants for rockery. Enjoy Facebook 'You tube. Internet .Not very au fait with technology. |

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| Ringing friends, finishing craft projects and baking more are the principle ways |
| No but I have my husband to do shopping and more people in need |
| I don't access any services on a daily basis. |
| Not asked for help |
| My wife and I are quite sensible and pragmatic, and support each other quite well. |
| Very low in mood, finding it difficult to practise mindfulness |
| I have been isolating since before lockdown but I really feel my gp surgery maybe should of guided me or contacted with a letter or video on isolation I have just used my own initiative but my family have still had to get medication and shopping with the anxiety of bringing it back home |
| Everyone I know is in a couple or family unit. My partner doesn't live here so I haven't seen him. People say they're friends but I feel forgotten about and that everyone is too busy with their own lives to check if I'm ok. When I tell them I'm not ok, they don't reply!! It's really tough for people on their own, it's not just the elderly who live alone, everything seems to be saying Don't forget about our elders, they could be lonely. Well single parents in their early 50s (and that is NOT old!!) get lonely too. |
| I'm more of a supporter than the supported. I have drawn great strength from being able to continue with work. It has allowed me to have structure in my life. My mental health would have been compromised otherwise. |
| I was seeing workers from the mental health team. Those visits have stopped. |

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| Those who reported that something had helped them cope |
| 9 - 14 April 2020; 65 people reported that something had helped them cope, 63 people offered further comment |
| Distraction from problems by finding new hobbies on YouTube, sharing with family & friend. Don't need anything extra at the moment. |
| This has been very good https://www.blurtitout.org/resource/the-coronavirus-helpful-hub/ as have online articles from The Conversation and from Stylist Magazine. Rethink's website also has very useful information. |
| Friends have set up social media groups for support and banter...essential. |
| As mentioned previously - reducing my exposure to the media has reduced my anxiety. |
| Good support from family, friends and colleagues. |
| Self-resilience |
| Conversational support from family, friends and neighbours...at a distance |
| People are genuinely more caring |
| Phone calls and sorting shopping out. |
| U3A email contact, email contact with friends, Oswestry DO contact |
| Phone calls family & friends |
| Kindness |

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| Finding jobs to do at home and garden. Communicating with colleagues, friends and family by 'phone and online. |
| Keeping busy, write letters, read books watch DVDs, done some decorating, spring clean cupboards etc. Do not watch TV or read newspapers, they are only depressing people more with constant doom and gloom and negativity, they should be showing/printing more positivity and uplifting things at the present time, I have spoken to endless elderly people who are getting very distressed by what's on TV and in newspapers. |
| I'm reassured by the speed of which my local community set up a support scheme, far ahead of any similar schemes organized by the council. My main support has been utilizing previously learnt tools for managing my anxiety and depression. |
| Very long (4 -5 mile) walks |
| Being with my wife - we work well together and maintain each other's spirits |
| Having one goal i.e. task, to accomplish each day. Taking exercise. Local church has streamed a nightly evening prayer. Church Stretton community messaging and All Stretton "Next door" messaging service have kept me in touch with support systems. |
| Facebook videos and live streaming, distant volunteering for the archives and the family history society, jigsaws, books. |
| My wife particularly, spends more time on the telephone and I-pad. |
| Staying busy with community support schemes |
| Having a large garden and good weather. |
| National news, taking regular exercise, eating well. |
| Neighbours |
| The daily government briefing. Our village support network. |
| having family members at home |
| Learning to take each day as it comes at work, not think too far ahead, keep in contact with family where possible |
| Prayer. My faith. Speaking to family and friends and FaceTime. Also accessing services online. |
| Helping and informing others. |
| Access to websites, local delivery services, emails, telephone conversations. |
| Websites and the radio. Television not so much too many repeats |
| Church support, Family support, Golf club WhatsApp, Choir WhatsApp |
| Friends helping with shopping. |
| Kept very busy with decorating and gardening |
| Many of the groups I belonged to before the crisis have moved online. I am still able to walk the dog and spend a lot of time gardening and reading. |

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| Internet, telephone, WhatsApp, TV, radio, supporting the NHS 'clapping' which leads to interaction (at a distance) with neighbours. |
| Jackie Jones (Shrewsbury) online yoga sessions help to keep a lid on the anxiety. |
| WhatsApp groups with family and friends |
| Just keep busy. Easier during this week as I've been off work but not looking forward to returning Next week, as I have control over who I come into contact with whilst at work. |
| Being in the garden |
| My Christian faith has helped. Our church congregation are keeping in contact with one another by phone, texts and emails. The Zoom app has made meetings with church friends and family possible. Neighbours have offered help and the village has set up a voluntary service offering to help anyone in need with shopping, collecting prescriptions etc. Supermarkets designating certain times for over 70s and limiting the number of people in the store has helped. |
| WhatsApp to speak with cancer support group - Jayne Sargent Friendship & Support Mindfulness training by Hamar Centre RSH - has proved invaluable. |
| I was worried about the food situation, with my wife and daughter isolating with me we could not go shopping and struggling to get delivery slots. I received an email from Asda informing me that the government had told them I was a priority customer, and received a regular weekly delivery slot. |
| Support from church members, phoning and following services on line. |
| My laissez faire attitude, if I can't affect it, work with it and don't worry about it. |
| Daily walk, dogs, decorating with anything I have! Voluntary work - helping others finding funding etc. All remote working - leading to improved IT skills! |
| Yoga, FaceTime with friends and family |
| Websites, family and support from colleagues |
| We live on a farm and have lots of space. What is helping is having plenty of structure and meaningful occupation, exercising and trying to do fun activities to keep us all motivated and cheerful. I have used Zoom to contact friends and Face time others. I have tapped into the free musicals and plays on offer on You Tube and quizzes. What has really helped, is the sharing of information on social media platforms and the information from the radio. I don't feel I need any other resources. |
| Knowing this will not be forever, making the most of the situation. Getting our exercise every day. |
| I am a qualified hypnotherapist and putting some of my work into practice. It has been a helpful time to re-engage with the theory in a lived and experiential way. |
| Relaxation techniques |

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| Online resources |
| I gain a lot more by being able to support community help measures than to be a receiver of such support. |
| Doing yoga Using social media and video chat apps to keep in touch Not reading or watching the news |
| Headspace meditation app. I have used this for a couple of years now but am finding it very helpful in the time. They are also providing free resources during the pandemic so I have forwarded this to all my staff. |
| Contact with family talking about health and regular games, quizzes and having fun via WhatsApp etc... |
| Contact with family and friends who I don't get as much chance to make contact with in normal day to day life. Additionally learning to take time out more and making use of my hobbies. My work team have been working together to support each other daily and this has been very helpful for both me getting help and for helping others. |
| Mindfulness, exercise (walking) - self management and support from immediate family |
| Community group, Facebook and website |
| Getting out - exercising - so important to get away from the 4 walls of my home. Brings back some perspective. |
| Assistance from Covid-19 support group and local farm shop. Also greengrocer in Shrewsbury who delivers. |
| The internet! Being able to do video calls with friends across the UK and elsewhere, people have been creative in finding things to do - we've been doing a weekly 'pub quiz' together where we each make up a round of questions. Doing this on the weekend helps make the weekends feel different/distinct from Monday to Friday and has given me something to look forward to. |
| Online Pilates class, online Slimming World group, neighbours chatting at a distance, sunny weather so able to be outdoors. |
| Those who reported that something had helped them cope 15 - 20 April 2020; 35 people reported that something had helped them cope, 34 people offered further comment |
| Exercise is very important. Online yoga sessions. Social media (What's app, Facebook etc.) |
| I am fortunate enough to have a job that means I still have to come to work. I live in an area where I have plenty of space and beauty. |
| -Turning off the news -Peer support at work -Family support |
| communication, talking reassurance, supporting others, keeping safe |

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| Family members |
| Talking to friends |
| Meditation App Headspace |
| Living in the countryside, caring for pets, gardening. |
| Manage anxiety better, watch less news |
| Being an ex-military person I have a very positive attitude this is down to the training I received and having been in and experienced difficult traumatic situations this also helps me to maintain a positive mental attitude. |
| Our location and the maintenance of a fairly normal lifestyle, apart from our usual frequent social contact, volunteering, local activities and hobbies, etc. |
| Work |
| Avoiding social media and online newspapers as they aren't always correct. Daily walks |
| Keeping in contact with all family. Watching less news. Colouring, reading, watching TV. Sitting in the sunshine in the garden listening to the birds. |
| I've been watching the TV news reports and Government updates. I also have my dogs for company. I feel better when my HSO calls me to see if I'm ok - she re-assures me and puts my mind at rest. |
| Covid-19 up-dates from Employer. PPE equipment although limited has been supplied. |
| On line yoga |
| On line meetings with friends |
| Attending work (nurse) and chatting with colleagues |
| Am able to support myself, family and friends and are lucky to not require any special support at the current stage in our lives. WhatsApp has been great for communication and we have had plenty of contact with others especially over the Easter weekend arranging Easter Bonnet Competitions, Easter cake competitions (all done by sending photos to each other) also challenging a few keep fit initiatives too! The main thing is to see the big picture and get things into perspective - in 2004 the Boxing day Tsunami killed over 230,000 people in one go - the pandemic has reached nowhere near that worldwide yet. |
| Anxiety reduction via access to basic resources to stay safe e.g. hand gel and gloves |
| Staying in touch with colleagues friends and family |
| having a routine |
| social media, FaceTime/ zoom /Skype |
| My pets, being able to continue to work from home |
| Utilising anxiety management/ self-help skills I offer as a MHN |
| Social media. |
| Keeping busy. Contacting others. Set up support group on WhatsApp for friends.1 |

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| <p>Avoiding the news and social media. I just get a brief update each day. Knowing everyone is going through this and being lucky that none of my family or friends have had the virus yet. Going out for a walk each day.</p> |
| <p>Wide range of information available ranging from news media to websites etc. has been invaluable Main thing that has helped me cope is keeping in touch with loved ones on phone. Having company and support of husband - married 42 years. Keeping busy with working from home 3 days a week Caring for 90 year old aunt 2 days a week and enjoying time at home for remaining days. Attitude of those like Captain Tom</p> |
| <p>Headspace app and daylight app, also regular allocated daily exercise. Also knowing my purpose at work. Initially this was uncertain and caused me much distress as I was redeployed outside my normal care group as a midwife. I am generally a very busy person and as my role was not required I found the lack of work being passed onto me very distressing as I am very experienced and felt I could have done more to assist others. I became very emotional and tearful. I have now been redeployed to another area, this also made me feel undervalued as a clinical practitioner and manager. Although now at least I feel able to contribute to help others. This delay I felt was not considered and understood how it may effect some people who generally are driven by work.</p> |
| <p>Computer, media keeps me busy</p> |
| <p>Not in order of importance: gardening, doggy's tricks, Netflix, WhatsApp from family, prayers</p> |
| <p>Exercise i.e. yoga, walking. Sticking to a daily structure especially when working from home and contacting the individuals I support. It has helped being able to offer my support to elderly neighbours. Keeping busy support from my colleagues via telephone</p> |
| <p>Telephone counselling available to me. Widowed group on Facebook Zoom/FaceTime with friends & family Dealing with life just half a day at a time Weekly socially distanced walk with someone I know (not same household but in the same area) who is at the same place and the same time as me.</p> |
| <p>Yes. The pop up shop, so we don't have to go out of the village. The Condover Facebook page and nextdoor.com to keep up to date with what is happening locally. Knowing that, should we need it, the Parish Council have volunteers. At present, we don't need this, but it is good to know it is there.</p> |
| <p>See my earlier answer</p> |
| <p>Local shops deliver, neighbours very helpful (collecting prescriptions etc.) Son and his family live nearby.</p> |

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| <p>Fizzgigs weekly challenges. Co-op food deliveries. Healthunlocked. Medication delivery. Online newspapers, crosswords, games.</p> <p>If we have to isolate for longer I'll try to access books on line from Shropshire libraries.</p> <p>I like gardening and walking the dog, so this satisfies fitness and keeping generally busy</p> |
| <p>Those who reported that something had helped them cope</p> <p>21 - 26 April 2020; 131 people reported that something had helped them cope, 121 people offered further comment</p> |
| <p>Exercise - cycling, walking, gardening - and routine</p> |
| <p>No and yes.</p> <p>I have a wonderful advocate named Diana who has been there to help explain and try and contact people for me without her I would not have coped whatsoever</p> |
| <p>FaceTime family and friends</p> |
| <p>Staying in touch with friends online. Taking time to do something that distracts me, like music or art. TV box sets. Doing something practical - knitting hearts for hospitals.</p> |
| <p>Communication with friends family via phone, internet, video calls. Support and resources from local school with online learning</p> |
| <p>Constant information from BBC, Daily Telegraph, Daily Mail.</p> |
| <p>Keeping busy - having some structure and routine</p> |
| <p>Keeping busy - house and garden projects.</p> |
| <p>Getting out into the garden. Going for a walk through our village and saying hello from a distance to neighbours.</p> |
| <p>Taking the time to learn a new physical skill. Providing support to those more in need.</p> |
| <p>Video calling friends</p> |
| <p>Local neighbours, Age UK.</p> |
| <p>My work & my children</p> |
| <p>Making a list of things to do each day</p> <p>I applied for universal credit so that reduced some stress now waiting to be paid</p> <p>No other help available to me</p> |
| <p>The use of technology has been indispensable. Our village has a volunteer Local Support Team.</p> <p>So far, we have not needed any specific support therefore, cannot give more details.</p> |
| <p>Friend doing shopping etc. for a number of people. Local Facebook & email WhatsApp</p> |
| <p>I have been drinking more alcohol to try and stop the boredom as I find the current BBC programs very depressing.</p> |
| <p>Ellesmere community news Facebook website has list of business services and hours.</p> <p>Cockshutt community news Facebook site about outreach post office.</p> |
| <p>Daily exercise sessions provided by my usual Zumba instructor on Zoom have been a great help, to keep fit and still stay indoors.</p> |

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| Being and open and honest about how I feel. Using technology to meet family and friends. Walking. Talking to neighbours (at a safe distance). Baking and sharing with neighbours |
| As above. |
| Being able to use the internet. |
| Escapism, reading, films, walking in fields, gardening, cooking. Not listening to use or updates about virus. Radio 4xtra very good. |
| Just being able to talk to someone is good |
| Websites and following local services and Facebook groups |
| WhatsApp in the village |
| Self-employed and used to working at home |
| Focusing on the positive. How lucky we are. Especially walking through the fields adjacent to our home. The birds singing, the beautiful countryside etc. |
| Social safe distance Support from neighbours. The weather. Partner has been very supportive. |
| As answers above. but particularly Sainsbury Deliveries has been really welcome |
| Mainly family support and advice/ use of telephone and internet technology I would have used online supermarket shopping and deliveries but was unable to get access. Now our daughter is doing our shopping and our son in law driving here (over an hour's drive) to deliver it once a fortnight. My husband is shielding and I have a heart condition so I am also trying to avoid going out as much as possible. With the shopping help and prescription delivery now I am less stressed about bringing Coronavirus home and affecting my husband. I would say shopping and prescriptions are the priority. |
| My doctor have provided an edoctor which makes me feel better should I need to contact a doctor about anything. |
| Walking my dog daily - always have done. Working in my garden. Painting doors and windows. Moving logs of a felled tree. Quilling, Embroidery, washing, ironing, house work - no time to get bored or go insane. |
| Support from friends who text. Virtual autism coffee morning. Support from Senco at school for my autistic son. |
| Being in isolation. Sorry but it's true |
| On-line support and family and gardening. |
| meditation with calm app and regular contact with a friend , checking in to make sure I am ok |
| I have a very good support network for friends who have helped when needed. I'm am also one of Jehovah's Witnesses and have found my faith to be a huge source of comfort. https://www.jw.org/en/bible-teachings/peace-happiness/deal-with-isolation/ |

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| the knowledge that my local shop is fully stocked |
| Reading, talking to friends online, being able to work remotely and still feel involved, being able to go for a walk every day, having security of finances |
| I find https://self-compassion.org/ helpful. Listening to Radio Shropshire is mood-boosting :) Listening to cheerful podcasts on BBC Sounds is lovely. I think what I would really appreciate is an online questionnaire that gives responses according to my answers, e.g.: if you are feeling 'this' then try 'these' resources. |
| Personal resources, supportive relationships |
| Reading but now running out of books. Connecting with friends online. |
| Just being able to stay home, where I feel safe. |
| Thankfully, two members of household had more or less recovered by the time I and my son became ill. GP phone response for advice about persistent cough very prompt, but rather terse I felt. Prescription wasn't ready at the time stated, so two pharmacy visits required. Pharmacy helpful. Local Facebook group is useful, social care have phoned, education team (son has an EHCP) have emailed. Social media has been invaluable. |
| I have keep in contact with family and friends online, Andy Boddington's emails and blog are really helpful, I occasionally check Pulling Together Ludlow on Facebook. I don't need more at present |
| I am having weekly sessions with a counsellor. I have been doing yoga. I have been using apps such as Calm and Headspace. |
| Neighbours and friends have been very helpful and caring. My house is in a lane where people take their daily walk. Some days I spend my time chatting - at a safe distance - than gardening. I am also putting out surplus plants and asking for a donation for the hospice. |
| Shropshire Council offering advice ...Andrea Miller (Digital Champion Lead) has been a great help, and she initiated a really welcome delivery of food and made sure I was registered as very vulnerable. This has led to a food delivery from the government. John Vine, local shopkeeper in Church Stretton, has organised collections of medicines, bread, meats and some groceries from shops and home deliveries...at no charge. The big supermarkets eventually acknowledged my vulnerability yet were useless in offering me any delivery slots: Sainsbury's and Tesco took up a good deal of my time over the phone, yet never proved of any practical use. Tuffins in Craven Arms kindly undertook to make a home delivery of food & goods after a three week wait and have provided me with two home deliveries. Advice & support from my GP practice has been lacking and I have had to request their help twice. |

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| <p>Using CALM app. Colouring book. Reading books on kindle. Shropshire library web site Support on social media for preserving mental health, NHS site and others We can chat to neighbours in our back gardens, thankfully weather has been good</p> |
| <p>Being philosophical about how life is limited. Exchanging greetings & short chats with neighbours or those I pass on my occasional walks. Staying connected to family & friends. Inventing new ways to stay connected within our church and for the Guide unit I run - that outside connection is important, even when others do not respond to what is offered. Having a 'soul friend' I can rely on and share my joys & frustrations.</p> |
| <p>Face Book and Sky over Corona Group!</p> |
| <p>Exercise and time outdoors has helped a lot</p> |
| <p>I have been doing meditation on social media. Thank goodness I have my cats for company</p> |
| <p>being lucky enough to have a reasonable garden, being sufficiently techno to video chat with my family, and fit enough in my 70s to manage a 2-3hour cycle twice a week</p> |
| <p>My wife and I work on our hill farm so life is continuing as normal apart from the effects of social isolation. We hardly ever leave our land this time of year (lambing) so the main difference is the lack of tourists, hikers, and ambient noise. The cancellation of many meetings etc. has given us a holiday to get on with jobs that we've been wanting to do for ages.</p> |
| <p>We belong to the U3A and have had contact with the various interest groups using Skype, Zoom and WhatsApp. Have been sewing bags for NHS scrubs and keeping occupied with gardening, spring cleaning etc.</p> |
| <p>Being on-line. As a vulnerable couple due to age and underlying conditions , we have had a terrible time trying to book delivery slots with Morrison's [1], Tesco's[1] Sainsbury's[0] . When our daughter had Covid symptoms and was ill in bed, we didn't receive any help from the supermarkets. I also only received the letter to tell me to keep at home for 12 weeks on April 17th and I had decided to self-isolate from 12th March !!!!</p> |
| <p>Online Zumba, emails with friends, Facebook posts from friend's</p> |
| <ol style="list-style-type: none"> 1. Turning off the TV news and only reading about it. Too much negative 2. Contact with family 3. Keeping in contact with community via St Martins Village Centre FB page |
| <p>Have managed to keep busy. As well as domestic stuff this includes voluntary work with the 3 Parishes Big Local. Along with other activities we have created a leaflet with information specific to St. Martins, Gobowen and Weston Rhyn, with information about our local support groups. We have had this printed and are now hand delivering it...taking all the necessary precautions.</p> |
| <p>Sharing experience with colleagues and friends</p> |
| <p>Life experience and sharing that of others. What would help me most is a more effective Government which would step up and confess its mistakes in not getting to grip with this</p> |

pandemic much earlier and would provide the damned PPE equipment that our frontline services so urgently need. It's been a disgrace, the way that care workers, nurse, doctors etc. have been put at such personal risk, not to speak of the appalling number of deaths in care homes. This is a national tragedy. I speak to my friends in Australia, Malaysia, Holland and see how much better it was done elsewhere. I can only hope that when this is over the pay scales for necessary but always undervalued workers get an immediate overhaul. That we restrict the use of fossil fuels now that our air is getting so much cleaner. That we rethink our immigration policies and give more thanks to those who have come here from overseas to help our economy and welfare. That we teach British workers to be more flexible and not reject jobs they think are belong them, just because they are hard or unpleasant. That we all become more versatile and appreciative.

The fine weather

Being busy and creative. Gardening, walking, meditating, exchanging video links with friends

Just getting on with every day activities in and around the house.

Helped by:

Ludlow pulling together (Facebook)

Online meditation once a week (Soulspace)

WhatsApp meetings with family

Email, phone calls.

Distracting anxiety through reading, crafts, contacting helplines

My dog, my mum

Correct and factual information - scientific based

The good weather!!

Knitting takes my mind off things

Family, gardening

Prayer, faith & gardening

Ability to have contact via Zoom, WhatsApp etc. with social groups, friends and family.

Dr John Campbell's daily blog - a font of knowledge, clear and unbiased

Local support arranged via Town Council to support the elderly with shopping

The sunshine has made a huge difference to me and enabled me to spend a lot of time outside and reap its benefits.

Having time to appreciate and enjoy my garden, the local environment and nature and to see the positive impact that the reduced pollution and lack of humans is having.

Knowing that the local council has put strategies into place to support its residents and that volunteers are so generous with their time

There are 2 local support networks (in villages) & though I'm on their mailing list I haven't needed their help so far - but it's good to know that they're there in case I do. I've also investigated online facilities in Ludlow but they're inevitably mostly town only.

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| I've been deluged with links to online activities & entertainments, cultural & otherwise, mostly from organisations I belong to. |
| On line information and music. You tube presentations. My faith. Virtual services from church. FaceTime with family. Telephone conversations with friends and community. No other support needed at present. |
| Online Exercise Classes - P.E. with Joe Wicks |
| Support and contact with my church. |
| Just various apps on my phone - colouring apps help me relax and concentrate on something else, also help to get me to sleep sometimes. I've also enjoyed cooking nice food from scratch, as it gives me something to focus on. I like to post pictures of the finished products on my social media and my friends/followers enjoy seeing my meals. |
| My wife abs children |
| Drawing, gardening and baking |
| Family I live with. |
| Yoga videos online |
| Family contact. Online contact with U3A groups. Friends in contact |
| One daily outside run or bike ride helps a lot |
| Has anything helped you cope day-to-day during the pandemic? the companionship of my dogs |
| Knowledge that I have a designated 'buddy's in the village for help if needed. Excellent support from Shawbury Coop to pack food orders foe collection. |
| Technology with which I am not overly confident - but this has had to be a resort instead of being in church regularly and meeting with my Christian friends. |
| The church puts Bible verses and helpful comments on line and are also there if needed |
| I have just kept busy, enjoyed my hobby of photography in the garden, take my daily exercise, and established a vegetable patch on the garden. |
| Support from the Shropshire Autism Hub with regular chats and chats with university mentor. Also using apps meditation apps |
| I tend to self-manage by getting my regular exercise outdoors, gardening, reading, speaking to loved ones, cooking, working from home, etc. |
| Our remote church services, being able to help those in the community, phone calls |
| Enjoying what I have and being grateful. |
| My daily Church updates. Delivery services in Upper Cound for vegetables, groceries, plants and medicines. |
| Support from family and work and church. |
| Some on line support from local church. |
| My faith in Jesus. |
| YouTube, internet. |

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| Immediate family |
| Deliveries of prescriptions, milk and sundries, local businesses etc. |
| Work in a shop |
| Short academic courses on line (MIT, University of Basel, University of Leicester). Reading. Nothing has changed in my life, I have had to develop coping strategies on my own for many years now. I am quite capable of keeping busy and entertaining myself. |
| Not having a television is helping a great deal. Access to free books on various websites has helped, an increase in free video streaming also. |
| No help from any services. Have simply tried to keep busy at home and sticking to a daily routine. |
| Getting up and dressed in the morning, planning my day (Jobs, Reading, TV) |
| Being able to get out safely on our bicycles. Zoom. internet Library services |
| Mah-jong, exercise bike, chair based exercises, phone calls to my daughter and sister farmers market has delivered food to us at a time when we could not get any supermarket slots. We have not used it but there is Cophorne Covid mutual aid |
| my family |
| having husband with me, being fortunate to have a garden and views to look out to, being able to do varied walks from home |
| Preparing a list of outside jobs to tackle during the lockdown and working through them in this glorious weather, bringing a sense of achievement. A list of indoor jobs will be undertaken when the weather deteriorates. Not having to check the diary or set the alarm. |
| I've volunteered with the local authority, and see people being kinder and more friendly. |
| Website and social media |
| 1. Managing to get groceries and other supplies delivered to the door 2. Thank goodness for waste collections continuing 3. Managing anxiety by controlling the cleaning/disinfection of everything that comes onto the property |
| Every Mind Matters, Anxiety UK, the telephone support of the Church of England to my elderly parents. The Access and Crisis Team 24/7 availability is important. I am impressed with the redeployment of Shropshire Council's staff in providing helpful services and signposting via the new helpline. Kooth, Samaritans, Psychology Tools "Living with Anxiety in Uncertain Times", Shropshire IAPT and Telford Wellbeing 2+1 emergency telephone counselling, Catch 22 for help to support parents, and gov.uk for free school meals and school advice. I think that older people and vulnerable people should be given support to set up Skype and internet services. Facebook forums e.g. people doing safe swaps of plants and |

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| building materials and sharing crime information and opening time information has made village communities stronger. |
| Those who reported that something had helped them cope 27 April - 3 May 2020; 41 people reported that something had helped them cope, 39 people offered further comment |
| I have an allotment which provides occupation of mind and light exercise. Replays of football matches online. E-library from Shrewsbury Library and online exercises classes from Sports Village. |
| Routine, exercise, not watching the news, turning off social media, not speaking to people being negative, learning new skills |
| I am a volunteer with the village support group |
| Letter from local parish council with local contacts and information to food delivery as we are self-isolating and I am severely disabled but not enough to be on government at risk groups |
| I have been accessing online support, yoga classes and mindfulness. |
| My dog |
| On line Pilates |
| Online exercise classes the daily walk and talking to family and friends. |
| Knowledge that in a small village people look out for one another |
| Keeping busy |
| People doing shopping - so very difficult to find supermarket delivery slots or even 'click & collect'. |
| Talking to family and friends about my worries. |
| I have kept a routine getting up, washing, dressing, keeping active in the garden, reading daily exercise |
| Watching coronavirus discussions on tv. Listening to local radio - community information. Accessing social media to see what people are doing during lockdown. A mix of funny and uplifting stories. |
| Community Facebook groups |
| Being able to get out in fresh air to walk my dog and look at nature. I am fortunate to live in a rural location and can walk with my husband without seeing anyone else |
| Continuing physical activity. Being able to exercise outdoors. Being able to carry out tasks and DIY etc. around the home and garden. Very very lucky to live in a rural area. |
| Good family and friends. Church. |
| Online services, games etc. |
| Pulling together Ludlow Spar The fruit basket |

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| Walls butchers GP portcullis |
| Singing online |
| Daily exercise and taking up new activities that can be done at home. And revisiting old hobbies too! I also still volunteer for the local food bank on average once PW. All my other volunteering activities have been suspended as has all my paid work. |
| Pulling together Ludlow as my husband is over 70 with underlying health problems so we are shielding. |
| My fitness classes trying to keep people positive has made me stay positive. |
| Good weather and living in the country with private walks on my doorstep |
| Terrific voluntary groups in Ludlow and most shops delivering even if they are nor open |
| Being able to help care for my grandson as my son-in-law is away working for the police |
| Family |
| All the community spirit and kindness of folk in the UK and worldwide. News bulletins, Let's Go Ludlow site updates for shops etc. |
| The website 'widowed and young'. I prefer face to face contact therefore any alternatives to meeting up with people is not as good, although Face Timing on apps like zoom are better than messaging or phone calls. |
| Online Courses, no I think there is help if you need it |
| Accurate information and scientific facts |
| The local Facebook pages have been invaluable, keeping me connected with the local community and businesses. |
| Social media networking... access to walks... |
| Local community providing delivery services from butcher, village shop and pub. Local Facebook pages. |
| Social media neighbours (at a distance) |
| Being able to support an old couple by doing their shopping for them makes me feel like I am helping- only met via Facebook request from their son who lives 150 miles away. |
| I've been practising yoga, Face Timing and I still go into work as I'm the only one in my office. |
| Our village has setup emails shopping deliveries from local shops |
| Those who reported that something had helped them cope 4 - 31 May 2020; 65 people reported that something had helped them cope, 39 people offered further comment |
| Support from the community |
| Not reading the MSM! Updates for local services helpful, i.e. whats happening with Health visitors, registering baby etc. I had all questions answered but had to ask and research. |

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| Most helpful thing was the free Wi-Fi in hospital which enabled me to keep in touch all the time whilst in with my poorly new-born as it was distressing that no one else could visit on ward. |
| My dog, without him I'd be lost. |
| Reading self-help books. Seeing some of the good that is going on. Seeing how my team have stepped up to the challenge. |
| The NHS website and app is comforting |
| We are a close family we support each other. Maintaining a routine, having a giggle, talking to each other. In terms of outside support there's nothing can be done at the moment we've just got to be patient. |
| On line food ordering really helpful. Used local pub and cafe services for some meal deliveries. Adverts for these on Facebook. Haven't needed local support network to do shopping. Managing ourselves. |
| Keeping busy around the house |
| Website advice and info resources from school |
| I distract myself by spending too much time on-line. |
| I have horses so have been able to care for them and still ride. Life hasn't changed dramatically for me. |
| Helping Hands Whitchurch have been brilliant to help with shopping while we shield. A neighbour had been great too. Online shopping- impossible to get a delivery slot |
| Being able to have the time to appreciate nature, slow down and re-evaluate our priorities and lives. The realisation of how lucky we are to live in Shropshire |
| Being part of a Mutual Aid group and having wonderful neighbours. Also meditating and having children. |
| I am trying to keep to my usual routines as much as possible. |
| Turning off TV. Finding new things to do. Walking everyday |
| website |
| Unable to access NHS counselling though seen previously but paid private |
| Keeping busy, keeping talking. Also signed up to make scrubs for SaTH and I'll be collecting my fabric this week. |
| Gardening, it is v therapeutic for some ppl. |
| Speaking to friends/colleagues on face time calls. |
| Getting outside & cycling. |
| Just my sewing |
| We have spent lots of time in the garden...also catching up on jobs from the "later" list. |
| Getting outside to garden & walk the dog. |
| Shopping and e-mail support from Retirement Living Officer. |
| Being able to continue to work |

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| Zoom meetings with friends, French conversation class & family. Perhaps my consultant could use this, I certainly wouldn't object |
| Items we have not been able to get on delivery or click and collect have been got for us by family or a neighbour. |
| Family, friends and my local community. No I'm fine. |
| Having family and friends as I have loads of phone calls daily. |
| Long walks and starting a food bank project |
| Going for a walk |
| Gardening |
| Regular on-line Zumba |
| Daily telephone contact with either family members or friends. Social media contact. Doing chores. Catching up with things I didn't have time for before. Hobbies, existing and new. Exercise, walking and bike. Helping others. |
| Private GP online consultation My own GP was dismissive |
| Phone calls to my mom. |
| Learning new art techniques and keeping mentally busy. |
| Continuing to work. Living in the countryside. Talking to friends. Community spirit in Covid mutual aid groups. |
| Meditation Zoom talks about Buddhism |
| Walking. Home delivery from local shops. Husband over 70. Gps have been very good. |
| Still being at work |
| It has really connected me with my neighbours, we share our thoughts and experiences. It's amazing to see families out together and everyone says hello |
| Yoga. Running. Cooking. My cat. FaceTime with my family. Reading. Crocheting. |
| Neighbours and our local shop plus all the Traders at The Shrewsbury Market (saviours) have been very supportive - all our shopping has been brought to us. All accept the delivery of Prescriptions! |
| Talking books Kindle Apps to keep the brain active Exercise classes Radio Shropshire Local garden centre delivery No other support required |
| Everyone is in the same boat and mostly considerate |

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| Primarily talking through business concerns with husband, looking on Instagram for business inspiration, reading business related books. Avoiding too much news! |
| Outdoor exercise. |
| Sense of humour and talking on the telephone |
| Mindfulness |
| We have found the following helpful: Online exercise and learning. Oak national academy for home-schooling. Volunteer delivery for medication. During the past 3 weeks we have had a government food box delivered which has helped. |
| Online video chats with my family and friends. |
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11. Is there any other way that you feel your health, care, or wellbeing has been affected by the coronavirus / COVID-19 pandemic that you would like to tell us about?

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| 9 -14 April 2020; 49 out of 106 respondents answered this question |
| Life will never be the same again |
| I don't feel that my health has been affected but my parents' mental well-being has certainly been adversely affected by the pandemic as has my elderly neighbour whom I also support. Although all of them are in their 90s with health conditions, they have not been contacted by either their GPs or social services to see how they are coping. The government view is that people should help themselves by using technology but that is of no use to people who do not have access to technology! |
| Lack of exercise as not able to go swimming or the gym. |
| People should not underestimate the anxiety, disorientation and depression generated or made worse by the crisis. Fear too - about dying, loss of social order, economy crashing, loss of one's job / income, not being able to get food or fuel to keep warm, and so on. A feeling of 'what's the point?' |
| Hospital follow up appointments |
| Have a 'to do' list...and get cracking Take daily exercise Read all those books on one's shelves that haven't been read before Listen to audio books |
| No ill effects at all. I am concerned about my family as they live a long way away. One is a front-line NHS worker. However, I speak to them frequently. |
| I have really missed going to the gym. Trying to follow on-line aerobic sessions really doesn't cut it for me. I have already put on excess weight from being at home all the time |

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| <p>Newly retired, was just getting into various activities, all cancelled. Also feel cannot get natural exercise outside like previously</p> <p>Unable to support parent (89) as I did by daily visits, taking shopping, /pension checking mail etc. causes me concern</p> |
| <p>Complete loss of self-employment, work and income. Missing family and friends.</p> |
| <p>Not my health care but I'm a Parish Council Clerk. There isn't enough information about how to access mental health support. I'm very concerned about people not coping. Seeing the stress already. There's amazing community support for physical supplies but people are beginning to get fractious about e.g. landowners closing footpaths, people not picking up after their dogs, children being outside. Normal everyday stuff that is now causing much more tension. That's one end of the spectrum. There are also people in the community who don't reach the threshold to access mental health services but who are pretty borderline at the best of times.</p> |
| <p>Having to work from home makes me feel very isolated and feel I have been forgotten .I know this is to protect my health but I feel I am letting my team down.</p> <p>The work is all done on the laptop the Wi-Fi signal drops out regularly throughout the day causing me to stress.</p> <p>I also miss the company and comradery of my team every day.</p> <p>I feel dependent on my daughter and husband to do the weekly shopping etc. which I usually can do myself</p> |
| <p>Only worry is about the business we run.</p> |
| <p>Worried about the worry of the grandchildren</p> |
| <p>Awaiting appointment for broken R Arm humorous fracture</p> |
| <p>Worried to contact doctor because they must be busy when my needs aren't important enough</p> |
| <p>Nightmares. Not able to visit loved ones especially those living away. Not able to do usual sport. Having to cancel mini breaks away. Concern about others.</p> |
| <p>Too much fake news on social media it is very distressing for some people.</p> |
| <p>Life is at a slower pace. I have time to listen to birdsong, watch the clouds go by, sit and watch wildlife in our pond. I telephone and speak to extended family more frequently. I feel more relaxed and contented, not dashing about here, there and everywhere. In fact I feel that I have benefited from the restrictions.</p> |
| <p>creating stress regard our family business</p> |
| <p>I am very conscious of the important support given by refuse collectors, postal delivery and other delivery services and having a small local shop. I am lucky that I can manage technical support and the internet which is not always within the grasp of the more elderly.</p> <p>I am a local councillor and want to be able to support the local community where I can</p> |
| <p>The bike parks across the road from us haven't been locked off properly by the council and when I asked them to correct it they told me to call 999 or 101. It took 3 emails and</p> |

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| <p>me begging them as a member of staff on the front line to come and sort it to stop people using it. Someone called and said they would but they've not been out yet and someone's cut the zip tie lock on the gate now and ripped the Covid-19 sign off. I find it extremely stressful that the council used half-hearted attempts to close down parks which will continue to spread the virus. I also find it really stressful that there are still a huge number of people driving around when they don't need to, like driving to my area to walk the dog.... That is not essential travel!!!</p> |
| <p>No as I'd just ordered my 2 monthly prescription</p> |
| <p>Lucky to be able to walk locally. Hoping the minority not observing social distancing do not spoil it for the rest of us</p> |
| <p>Less exercise. Miss meeting up with friends and the Parkinson's Support Group activities.</p> |
| <p>Live next to a busy B road which is no longer busy. De light full.</p> |
| <p>It has made me very nervous of being out and very conscious of the people we deal with. It has also made me realise how, in Britain we do not take warnings very well. the exercise rule has been flaunted and miss used</p> |
| <p>To go shopping is a no-no. Did manage to get an on line shop with Iceland but not any of the other supermarkets</p> |
| <p>The absolute inability to enjoy fresh air and exercise. Having to shield is so restrictive. Not being able to see my partner as we don't live in the same household. All of this affects mental health and I worry what state people will be left in long term. I worry for my children's education.</p> |
| <p>I would like to have known where about the people live who have been affected, I live on the Shropshire/Powys border. I think knowing if your local town/village had cases would make people respond better to the situation.</p> |
| <p>No mask wearing advice is unforgivable. Everyone should be wearing masks. Supermarkets for example.</p> |
| <p>Standard of care in NHS Shropshire NHS needs an overhaul of its management system. Higher management is incompetent.</p> |
| <p>I feel a little more challenged to find positive things to think about, so as not to dwell on the pandemic itself.</p> |
| <p>Dealing with it is exhausting and now knowing how long it will go on for is a challenge. We and all out staff are trying to make sure we get regular breaks and rests.</p> |
| <p>Concern for other members of my family although currently no symptoms identified.</p> |
| <p>I am conscious I cannot exercise in a way that I would like. Walking in the fresh air helps and I am too concerned to go out. I also usually have regularly massages to assist with tension and shoulder/back issues but these are not possible at this time. I am missing contact with the little ones in my family whom I normally regularly take care of.</p> |
| <p>Insomnia</p> |

Managing other peoples' anxiety. For instance shopping - I hate shopping, don't usually go. I do online shopping. That is now unavailable to me and I live very rurally. My cupboards are getting increasingly bare as I can't stand crowds and will only go late at night. Shelves are bare of essential items - so I come back with half of what I need. People treat you like you are contagious - there's so much anxiety out there. So I in turn avoid any eye contact or talking to anyone at all costs. Social contact is a normal human behaviour which seems to have been taken away from us.

15 - 20 April 2020: 25 out of 49 respondents answered this question

Not accessing leisure facilities

Having limited physical health increases the need for contact with family, friends, colleagues...all of this has already been taken away by the lockdown

Struggling to support loved ones who need additional help

Concern about our daughter-in-law who is in an early stage of pregnancy

Not as active

Being restricted of where we can go what we can do and children suffering being out of routine. Missing school and their friends.

Working from home due to the pandemic has, if anything, improved my physical and mental wellbeing

I am providing telephone contact to a large number of friends and family. This does get tiring and stressful. More self-isolating people would benefit from weekly calls.

I was unable to speak to my GP just signposted to 111 who were helpful. My family also contacted 999 as I collapsed and couldn't be roused however I was not offered a test even though I work for the NHS and I feel my recovery would have been enhanced by having a test

I'm a little anxious about how the second wave of the virus when the lock down is lifted might affect us.

"I feel guilty I have only been able to speak to my 88 year old mother via telephone, despite her only living less than a mile away.

However I am aware of the reasons for this."

I'm worried about the future. What will be different after this? Things aren't just going to go back to the way they were. I also worry how people will cope and feel when the support they've had from neighbours and the community stops. I'm also worried about when things do start going back to some sort of normal, e.g. driving at the moment is nice, no traffic but I feel like I'm not getting enough practice. I'm worried there will be a big increase in car accidents when everyone has to drive again.

"Only being able to contact family and friends by phone etc. No personal contact - particularly with 2 sons and one grandchild.

'Scare mongering' attitude of some reporters in national media"

Loneliness has been a big issue for me

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| We have become more resourceful, and interested in official government statements, not media sensationalism. |
| It is a reminder that we are all mortal and life is precious. There is always a positive out of any negative and I only hope that it high lights the work that has gone on by NHS , all the private care agencies who continue to provide support for people in their own homes , difficult time social workers have had to face managing safe guarding cases etc. |
| "Flare up of my existing skin condition |
| Overeating" |
| "Speaking to others, getting food is difficult. As this has been such a positive experience for us, (also for social as we spread out with social distancing along the pavement and chat) |
| 21 - 26 April 2020: 79 out of 218 respondents answered this question |
| yes health is getting worse because lack of getting out and because of lack of fresh fruit and veg as stress because lack of routine and getting out and about more anxious and finding simple things more difficult like lack of contact with church people or my usual weekly outing which I look forward to each week |
| Some anxiety about finances - waiting for more clarity about support for self-employed |
| I'm upset that my cancer treatment hasn't gone forward as quickly as I would like. I was told the scan results on 18th March and am now only just starting my treatment. |
| Because my wife is in a high risk group (80, asthma, prone to chest infections) but not in the extremely vulnerable group, we are pretty much isolating but not able to access supermarket deliveries on a priority basis. |
| I still can't get a slot for grocery delivery, despite being in the vulnerable group with lung disease. And there's contradictory info about whether the GP or specialist can help. |
| Negativity & bias from media especially BBC news. Prefer Chris Evans on Virgin who has a positive approach & practical people & suggestions to get through this |
| Getting my monthly prescription has been a very difficult exercise. |
| Has made trying to sort my divorce out slower and therefore more stressful. At least my husband had left before lockdown so not stuck in the house in that atmosphere. |
| I am happier than usual because my daughter is staying with me, when otherwise she would have been away at university. It is a sacrifice for her, though. |
| Work pressure is significant and using technology creates a different pressure. |
| None except not being able to have a hug with our daughter. |
| Being unable to get my sons medication delivered despite him being vulnerable because he is not over 70. He has also had 4 clinic appointments cancelled with only telephone contact from one of his health care professionals. |

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| Just having telephone appointments instead of face to face. Not been too inconvenient though. |
| Worried about attending either my GP, as appointments in person not available, or the hospital for fear of catching Covid 19. |
| Not allowed in hospital to accompany my wife for her cancer treatment. |
| Definitely gives you health anxiety. No escape from your worries. |
| Trying to self-isolate is impossible because getting a supermarket online shopping delivery is like gold dust so have to go out to get essentials. |
| Unable to go swimming which is part of my self-care / fitness for my heart but also a calming activity for me. Luckily able to walk from my home and keep socially distanced. |
| My husband drives me the 1 hour journey to the oncology day centre then has to sit in the car for the hours that I have my treatment before driving me home. I do understand the need to reduce risk but still I feel uncomfortable that he has to sit in the car all that time and also miss his help and support whilst I am receiving my IV cancer treatment. |
| No swimming has resulted in constant back pain and tight muscles. Can't walk because of severe pain in foot. No access to chiropractor. Don't feel I can contact GP. |
| No only actually eating much more healthier. |
| Worry of people in my family catching covid 19 and fear of contracting it myself too. |
| very scared, don't like leaving the house at all , which also raises anxiety considerably |
| I actually feel very well taken care of. I've received phone calls from my GP and the council ensuring that I am ok and have everything I need. |
| The constant media coverage has affected me, as has the paranoia that my partner has over this as he has lung problems and is scared. Nothing is being done to protect him other than what we are doing ourselves. |
| Dental issues - see above |
| Government aid schemes don't help everybody, there are anomalies and inefficiencies; but I'm very grateful for what there is. Also, it's wrong to criticise the government - they are doing the best they can. But they should have gone onto a "war" footing sooner: e.g. requisition manufacturing to make masks etc., ban profiteering.... I think that DIY stores and garden centres should be opened: they can have social distancing and would help people who are stuck at home who want to get things done, especially at this time of year. |
| The stress of being stuck at home, and in my case, still doing all of my usual daily chores/responsibilities, but without being able to leave the home and go and have fun, is really draining. I'm not on social media and am not in close contact with many of my relatives so I rely a lot on my friends, whom I cannot now go and see. Also, the dysfunction in my spousal relationship is accentuated under stressful situations - and this is one of the most stressful ever. A good friend died (of cancer) in late March and I was unable to attend her funeral which was really upsetting. |

We are quite self-sufficient with medical and biological backgrounds so take everything as it comes and adapt

Have probably had contact BT phone and internet with family and friends we don't normally see or hear from

Not exercising as much as before. Not concerned about this though, as I will get back to it when it is all over.

How to pay bills with no money coming in, the company I work for seem to ignore the fact that I'm a Diabetic type 1 after asking for a risk assessment to be done

I'm a carer for two disabled young adults, so we've had to cope for years with the gaps in public services. The government's response to the pandemic has been appalling - I'm watching in dismay. Having to focus on day-to-day functioning at present, but I know from experience that the impact of this will trigger clinical depression (diagnosed) later. I'll probably manage, as I have done for years, but I'm so tired of having to 'manage'.

One of the most difficult things for me has been the unreliability of the supply of food & essentials. We've managed to get supermarket deliveries whilst we've been ill, but that's required a considerable effort on my part, and caused a great deal of anxiety.

Income been severely impacted. Worry of paying g Bill's. Food and general living. My mental health is going to be affected by this for years to come as I now feel unsafe and frightened in these scary times

Shutting down opportunities for exercise is a negative impact. I normally play tennis 3 or 4 times a week. I can now only go walking and sticking with one hour's exercise in this area is ridiculous. We go walking into the forest and other areas because we can from here and the forest car parks should be open to assist others to do the same. Our forests are not crowded, there would be room for all at safe distances! Outdoor tennis could also be resumed with safeguards built in.

I am putting on a lot of weight!!!

Because of my heart condition my driving licence was suspended for a year in Jan 2019. I have been told by the DVLA that because of the corona virus there is a delay in contacting my cardiologist and reviewing my re-application.

yes my mental health is severely affected and general health as cannot get out when needed or get food needed cannot order on line as not been able to get priority slots as not registered for them so putting on weight from wrong food which increases fluid in brain making me more ill

and more stressed because social services refuse to help

I do now feel vulnerable...hence the shielding and voluntary isolation.

I realise that if I did 'catch' COVID-19 my chances of survival would be minimal.

I count myself as one of the fortunate beings under threat in that I am happily married, have lived a full life, have loving children, grandchildren and relatives, a pleasant home and a challenging garden, friends and a treasure of happy memories.

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| <p>See my comments about dental care please.</p> <p>I am beyond proud of the staff in our NHS, they are so brave, professional and kind. What an institution! I know that the public can access health care, through the prescribed channels- the only exception being dentistry.</p> |
| <p>My blood pressure is elevated above normal but don't feel I should go to the doctor as not an emergency. In normal times I probably would make an appointment</p> |
| <p>Good things are: fewer people about, less traffic, less noise, government behaving like human beings, culture not fixated on money and consuming, great weather, better air quality, hope for a change in the way we do things.</p> |
| <p>Conflicting advice about certain aspects. E.g. wearing masks; who to contact in emergency; the timescale for the whole thing; obtaining certain products for home use; safe shopping; lack of home delivery slots.</p> |
| <p>The stress of trying to find ways of getting food. Sainsbury's said I wasn't vulnerable despite having Severe asthma and suspected corvid amongst other illnesses. Other shops I couldn't get a delivery or click and collect and a taxi deliver to me until months ahead. I applied on council website but never heard back.</p> |
| <p>My normal fairly relaxed outlook on our government's performance in running the country has been sorely tested by the present situation where I despair at the inept and disastrous handling of the present emergency. Their failure to do anything right, and their subsequent pathetic excuses and cover up attempts over their mistakes, their treating the population like children etc. etc. (I could go on) has me swearing at the TV, stopping me getting to sleep and generally getting me down. I could go on but will not!</p> |
| <p>Not being able to see my family, cancelled much anticipated holiday. Not being able to visit the smaller shops (closed), meeting friends for coffee, regular Zumba classes (not the same at home) The general feeling if not being able to see anyone.</p> |
| <p>All the BBC news is very depressing, often turn it off!</p> |
| <p>Bugger all to do and a lot of time to do it</p> |
| <p>Bless the NHS, and the BBC, and the huge numbers of people willing to volunteer to help others out. PS When I say I have a disability I only mean that I wear glasses and hearing aids.</p> |
| <p>I'm torn between being optimistic and pessimistic about the final outcome.</p> |
| <p>Walking in the countryside is important to my health and wellbeing. It is hard to understand why I am encouraged to walk in a built up area where I have to avoid other people rather than driving to the extensive, empty forestry commission. Strictly speaking it is allowable to drive a few miles to walk but there are notices and blocked car parks.</p> |
| <p>I usually attend CBT sessions but my therapist has had to cancel his appointments due to being called to help out</p> |

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| <p>Feel like instead of making an appointment like I would normally I don't because I am afraid of catching corona if I have to go anywhere</p> |
| <p>I am worried if my husband get it he will not survive so I stay in all the time to take care of him. My family shop for me so that helps support me. My daughter will speak to the doctor if I feel too muddled to discuss things.</p> |
| <p>After a fall reluctance to ask for any help.</p> |
| <p>I'm definitely anxious, worried about future. Scared if I have a house problem.</p> |
| <p>Shopping is a night mare - I am having sleepless nights before, my now 2 weekly shop! Also feel that I'm useless and of no use to the community.</p> |
| <p>If I cease to be able to walk then who will care for my wife but I will tell you this much if she has to go back to hospital I will lock the house up and go away I was promised all sorts of help on her discharge and received nothing and will not fall for that one again</p> |
| <p>Concerned about possible lack of dental treatment if I should need it. Frustration that I cannot pursue my usual voluntary activities.</p> |
| <p>I am a very active and social person and not being able to go out has been very stressful at times. I am so pleased the weather has been good so I can spend time in my garden.</p> |
| <p>My calf muscles hurt when I go for a walk.</p> |
| <p>I am more active as I'm not working and enjoying having time to do this without feeling pressured to fit things in.</p> |
| <p>I am very sad about not being able to meet my good friend we usually meet up every couple of months or so with her I can let go for a couple of hours and be me</p> |
| <p>We have felt very isolated and un supported for example not able to get any on line shopping slots. it is very difficult for me to shop due to anxiety and I don't drive at the moment</p> |
| <p>Finances are a concern as the promised help is taking time to appear</p> |
| <p>Isolation from family and friends. I am not feeling well but it's not the virus so no one wants to know</p> |
| <p>Not being able to go out more than once a day and feeling trapped in my home</p> |
| <p>I would not contact my GP, as I feel I would be discouraged from a face to face visit. There are too many people with trivial worries/ailments who expect time and resources to be provided for them and them alone. I have learnt to deal with most of my ailments on my own.</p> |
| <p>The only thing I would like is information being put out from GP surgeries on what type of service they currently run for their patient list. Apart from being told the one I attend is closed and GPs are working from home there has been nothing published on how to contact, how consultations can be made, is there ANY circumstance when a GP may be seen or called out. This could easily be rectified by the Area NHS Trust</p> |

I was initially dismayed to lose all my income (I am self-employed) but I now find I can earn a small amount via Zoom teaching and this has unexpected benefits. I have also enjoyed finding ways to be frugal and our outgoings are lower no travel/visiting cafes/ days out so it's good to discover we can manage with a smaller income and have more time.

The government were very quick to push us into 12 weeks lockdown but continue to allow tens of thousands into the country unchecked. We were the sacrificial lambs because our age cohort are not valued in our society.

All service in healthcare seems to have stopped with only Corona virus being treated

Not seeing grandchild

Nothing to add.

NHS worker and not feeling protected at work

Yes the government to protect the 60+ group that seem to have been forgotten about. Their mantra stay home, protect the NHS save lives. Do the 60+ and vulnerable 60+ count for nothing.

Does anyone read the death stats across the world? The International diabetic federation Belgium said they would not allow 60+ diabetics to work on front line.

The government said it was acceptable because we are not a developing country neither are Belgium. They have put onus on business to protect staff this does not help a vulnerable 60+ working on front line.

Diabetes UK said they do not know why the government had not included diabetics into the 12 week shielded group.

Says it all were not worth saving

I was under investigation for polymyalgia/ fibromyalgia. Having to manage this myself. Everything's on hold isn't it? Just have to put up with things and carry on. The worlds changed.

Just very worried about catching it because I have a medical condition that puts me at risk and I am sole carer for my disabled husband. Family 60 miles away. If anything happened to me he would be in a mess.

I don't have a TV or music system or Skype and I currently don't have a great sofa. This has never bothered me as I am very active and love mountaineering, swimming and socialising. However, my inability to entertain myself and be comfortable at home has been a bit of a bore.

My father has a critical illness and my parents have refused to use Skype as they are quite conservative and struggle with technology but they sometimes forget that I'm alone too. This has taught me that I must invest in a TV, a music system, make my home more comfortable so that my self-reliance and resilience is maximised if the lockdown continues for a long time.

Exasperated that many elderly were transferred to care home and put at risk of Covid some have died and GPs reluctant to admit anyone elderly

27 April - 3 May 2020; 49 out of 106 respondents answered this question

Slightly more anxious.

Uncertainty about money is my biggest worry

Mostly lucky as we have a big garden and can walk from home easily.

I am concerned when I will be able to get over to see my very elderly parents in Northamptonshire.

Impacted on the way I work, no face to face

Stress concerning income, shopping with people who are being anxious and selfish.
Stress with work load and child care.

No swimming

No regular dentist appointments

No podiatry

No chiropractic

Just general concerns on ongoing treatments being UNDERSTANDABLY put on the back burner

Maternity services could offer online tours of maternity departments. Midwives could do q & answers online. Also what to pack etc. Also pictures of who pregnant women will meet on arrival. Good practice can be found on Bucks maternity Facebook/ online.

I've felt more reassured once workplaces closed down as I don't think my workplace were taking any health and safety rules seriously until then.

Normally I have excellent mental health but now feel this is starting to decline with feeling sad, low mood and tearful

Increased stress and anxiety. Partner is in an at risk group, daughter in law is highly vulnerable and shielding. Worries about the effect from people who don't respect the isolation and distancing rules. Worries about getting food supplies - absolutely no chance of getting supermarket delivery since April (not for want of trying) meant we were forced to source food deliveries from other small providers at increased cost. Lack of availability/eligibility for any government support as a self-employed person with a number of jobs means financial worries in the longer term once my savings run out.

Like all other residents here who also feel abandoned. I don't have a care worker visiting to shop and help me I've had to rely on my son who lives some distance away who has managed to get to me a couple of times. Set up my own bread & milk deliveries & online shop. We were told this was going to be supported accommodation and that's what we were paying for what a sham. South Shropshire Housing Association really pushed the Beech Gardens complex as a new flag ship. Also White Friars are in the same boat. Elderly persons bungalows. This will all be brought to the attention of my local MP when all this is over - How elderly & vulnerable people were abandoned

My mother has been just left expected to test her own care/ fire Alarms. Nothing
If it was not for me goodness knows what would have happened I've had to drive

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| <p>although not supposed to but when she needs food what can you do. I'm getting her from there after this pandemic is over I thought she would be looked after not left alone for almost two months in a flat. I talk and text daily to keep her going. These people just left these Elderly residents and others, some housebound some wheelchair bound need investigation.</p> |
| <p>I rent and was ordered to allow the gas engineer into my house for a routine check. I am shielding and have a letter to prove it. But I was threatened with having my gas cut off and being reported to environment health if I did not let this man into my house. My letter clearly states I should only let medical people near me if required. My daughter had to phone the gas safety executive and Shropshire council to get the estate agent to back down. I was very distressed. I do not know how I would have coped without her intervention. I will move house as soon as I am out of lockdown. I have not received any apologies.</p> |
| <p>I am sheltering with my mother so not at home which causes additional stress.</p> |
| <p>My weight is a challenge and it has been difficult to get some foods that help with this. It's also very tempting to snack on all the wrong things as it helps me to feel better albeit briefly!</p> |
| <p>None</p> |
| <p>Putting on weight</p> |
| <p>No</p> |
| <p>In the first few weeks, I found sleeping difficult. I now avoid watching the news in the evening. I am nervous of leaving the house, particularly when I have to do shopping.</p> |
| <p>Frustration at the slowness of government to react and worry that my young ones on the front line have not had enough PPE. Testing not brought in early enough.</p> |
| <p>Back ache from having to sit at laptop for extended periods of time every day to prepare school work. The pain is often well into the night and I am concerned that it might have long lasting effects.</p> |
| <p>Only getting it-it lasted 5 weeks.</p> |
| <p>Just not sleeping very well due to asthma feeling vulnerable. Already suffering from depression so suffering a little with loss of social events</p> |
| <p>4 - 31 May 2020; 40 out of 106 respondents answered this question</p> |
| <p>NHS excellent service when new-born needed ambulance and a 3 day stay in hospital. All PPE, clean, and helpful.</p> |
| <p>I think the government doing the best as is health services it these extremely hard times.</p> |
| <p>I am disappointed in the national media. This concerns me going forward as to what or who do you believe.</p> |
| <p>I cannot get in touch with people I usually would for support</p> |

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| There needs to be clearer guidance for people with severe underlying conditions who are shielding, we have had to search for answers regarding this as the general 'change to lockdown' doesn't apply to us. |
| Yes the covid-19 is an enemy to the world and not forgetting a person in my situation the council are also an enemy to the severe disabled. This effects the disability human rights with on-going health conditions with no cure breaking my health rights section 10 and 14 broken with a few more to be looked at. Is my wellbeing effected by COVID-19 yes which what I as been put says it all not forgetting other health issues. |
| Reluctant to access GP services |
| It's been positive as I had time to look at what I was doing and question "did I enjoy it"I didn't!!!! So have changed things for the better |
| I am getting more angry with the failings of the government. I can see that other people are finding the lockdown getting harder. |
| The fact that I can't even go to see friends who live a few miles away, and I cannot walk once a week in an area nearby which I love. Also I cannot look after my Gt Grandchildren so my Granddaughter who is a Sister NHS .can work without worrying about them. I had been doing this for 8 years & now I'm considered a liability because of my age. |
| Anxiety |
| Not being able to go to our caravan. Being in constant pain the trips to the coast help with my mental health |
| No exercise ...sleep pattern disrupted...restless... anxiety... stress |
| Find I am drinking more alcohol which not good! |
| Less confident using G.P services. |
| Worry about access to health service for ordinary ailments |
| Just not going out |
| I seem to have entered a bubble. A comfortable, safe bubble that I know I am going to find difficult to pop! |
| My mobility will suffer as not getting the exercise I should as I have not been out since middle February |
| Hesitated to seek a doctors appointment but done now and all sorted out very quickly. |
| Feeling isolated not seeing my friends my family not following the rules thinking they won't be affected one of their friends had opened up a meeting place in a shed at his business so they go there drinking 😊 |
| Eating a lot more, massive weight gain |
| Although anxious about safety of family living away, otherwise life incredibly stress-free, and enjoyable. |

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| In a positive way, has made me appreciate what I have. It has lifted my spirits because other people are making me feel loved and appreciated more than before, especially my grown up children. |
| I had a fever for five days, and aches and pains, and a very bad cough for several weeks. I telephoned 111 and had a telephone consult, and they confirmed that I had the COVID-19 symptoms. I was given appropriate advice. |
| Nothing apart from a bit of extra weight as we are eating so well. |
| Miss socializing. Community guided walk sorely missed. Volunteering at the local library not possible. |
| Anxiety in general |
| Anxiety is through the roof. Ok one day, crying the next. Feel like no one cares. Hate working from home, company likes to think they're being supportive but I'm just angry with senior management for making decisions for us when they have no idea what we do day to day and so don't realise the impact of their decisions from their head office. |
| Midwives have not even mentioned coronavirus and offer little support |
| My Mother is in a care home and she's been without visitors for 10 weeks, she is living with dementia and finding the situation difficult. My Father lives alone and us physically frail but without formal care. The difficulties have been supporting him remotely, particularly when I was unwell with Covid and unable to leave the house. |
| I find it very inconsistent that the health service is imposing its own assessment as to the importance of sick and elderly people's lives, by encouraging them to sign DNR forms, in advance, yet when, last year, I tried to self euthanise and was found before it could succeed, I was castigated and admitted to psychiatric hospital. I was discharged on condition that I find and pay for my own highly qualified psychological support. If it had happened this year, I would I have been treated differently? I still wish I had been successful and saved the health service a great deal of money. |
| My elderly parents struggled with such isolation.... with the support of their GP my mother has been prescribed medication to help with her anxiety and I have visited them in their garden |
| I've had tears, sadness for those who have died, feeling of devastation and desolate, anger at how this has happened or been allowed to happen. Grateful for life and health and a feel of survivorship and to still have a job. Aware of my own mortality, I don't want to die. Angry at those who do not have regard to my safety, respect my space or social distancing. |
| I feel unbelievable heavy guilt from being unable to support my dearest friend at her Husband's funeral, other friends did attend. It has put a tremendous strain on our friendship as I feel I let her down badly - not being able to help her through this .I am very very afraid I will never forgive myself and our friendship of nearly 60 years will be damaged and never be the same again . |

Actually seeing and spending time with extended family. Mum is 85, in poor health & 450 miles away so it's worrying to think when we will next meet. I have a son who is a key worker & 4 grandchildren, one of which has a heart issue. This is really the issue that affects me the most but we keep in touch by video call.

Panic buying has been annoying, several things I need are unobtainable
My gym has closed and now I am piling on weight due to my own lack of control

Lack of understanding by employers as to the extent of my anxiety. I worked in NHS and felt totally abandoned and like cannon fodder

I feel that my cancer is not relevant.

There is nothing


Get in Touch

Please contact Healthwatch Shropshire to share your views and experiences of this service or any other health and social care service in Shropshire. We gather comments anonymously and share them with service commissioners and providers to highlight areas of good practice and identify areas for improvement.

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