



Analysis Report

February 2021

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Foreword

Access to NHS and care services have been significantly disrupted during the pandemic. For the one in six people living with a neurological condition in this country, this has meant they have not been able to access treatments to slow progression, medicines to help manage painful symptoms associated with their condition, or even surgery to alleviate their symptoms.

Tens of thousands have also been 'shielding' due to their increased risk of contracting a severe form of the virus, sometimes going without contact with loved ones for months at a time.

It is in this context that we launched 'NeuroLifeNow', a new way to document and understand the real-world experiences of people with neurological conditions. The app, which enables people to submit their answers to a short questionnaire on a monthly basis, is a new opportunity to understand the realities of living with a neurological condition right now. Our vision is that the experiences of people with neurological conditions shared through the app will directly shape the future of how services are provided and funded.

This is the first ever report of the results. Already, the experiences shared are starting to shed a light on what needs to happen now in order to recover from this pandemic.

This month, we were particularly struck by the proportion of people who felt they weren't getting enough support for their mental wellbeing. And, we found that amongst this small sample of people with neurological conditions, those who had experienced either cancellations or delays to their care were more likely to report feeling anxious or hopeless.

Increased levels of isolation, little contact with NHS and care services, and a highly turbulent external environment are all likely contributors to rising mental health needs. We need to redouble our efforts to ensure a listening ear is available when people with neurological condition need it most. The Brain and Spine Foundation is available for just that reason. If you live with a neurological condition, or care for someone who does, please get in contact if you need support. Call the free, professional Helpline on 0808 808 1000 Monday – Thursday, 9am – 4pm or email helpline@brainandspine.org.uk.

And, we urge NHS England and NHS Improvement to set out their plans to ensure people with neurological conditions get the support they need to maintain their own mental wellbeing – this will absolutely central to any recovery from the pandemic.

Finally, a huge thank you must go to the first few dozen people who signed up the app and shared their experiences – you are the pioneers! We are so grateful to you for sharing your experiences, and we do hope you can see some of them reflected here.

Marc Smith

CEO, Brain and Spine Foundation

Georgina Carr

CEO, Neurological Alliance

Background

NeuroLifeNow is a new digital platform that supports people with neurological conditions to share experiences of their care in the last 4 weeks. In return, they can access news and information relevant to living with a neurological condition and professional support services run by the Brain and Spine Foundation.

In as little as three weeks from closure of the questionnaire, respondents can also review the experiences of other people with neurological conditions too.

The data in this report is derived from responses received between 21 – 31 January 2021. The full questionnaire and data tables are available in the appendices.

Key findings

- 39 people responded to the January questionnaire. The majority of respondents were women, and nearly half were aged between 35 - 55. Due to the small number of respondents, it is difficult to derive conclusions at this stage, particularly for cross-analyses. However, below is a snapshot of the first set of findings.
- More than a third of respondents said that their mental health needs were not being met at all (Figure and table 30).
- Out of the small number of people who had accessed emergency support, the majority felt that it was worse compared to accessing emergency support before the Covid-19 pandemic (Figure and table 23).
- Those who experienced cancellations of their care were slightly more likely to need emergency support (Figure and table 20).
- The majority of respondents did not feel able to comment on their overall experience of their neurological service. This may be because contact with specialist services is low at present. Of those who did comment, 33% felt their service was average (Figure and table 3).
- Women who responded to the survey were more likely to report their experience as being very poor overall (Figure and table 4). Those who are retired or unable to work were also more likely to say they had had a very poor experience of care (Figure and table 5).
- Those who experienced delays or cancellations to their care were also more likely to report a worse experience of their neurological service (Figure 10).
- 43% of respondents had had a medical appointment this month (Figure and table 24). Of those, 54% felt their appointments had been helpful, compared to 40% feeling that their appointment(s) had been unhelpful (Figure and table 25).

- The majority of respondents who had experienced a face to face or videoconference appointment felt that appointment was helpful. The majority of those who had an appointment by phone found it unhelpful (Figure and table 27).

Next steps

The immediate next step is to collect and analyse the February survey data. At the time of writing, more than 200 people with neurological conditions have already responded to the February survey.

The February results will be published no later than 16 March 2020.

The results from the January survey will primarily be used to improve the NeuroLifeNow itself. We are focusing in particular on how the experience of using the technology can be improved, how we can reach more people, and reducing barriers to accessing the app.

Early indications from these findings seem to suggest a particular gap in support for mental wellbeing – we will be monitoring this aspect of people’s experiences particularly closely.

We have already scheduled a number of opportunities to report these findings to NHS England and NHS Improvement, NHS commissioners and neurological specialists. These discussions will be taking place in April and May 2021.

Appendix 1: Questionnaire

Question	Hint	Answer1	Answer2	Answer3	Answer4	Answer5	Answer6	Answer7	Answer8	Answer9	Answer10
Are you filling in this questionnaire for yourself?		Yes	No								
Overall, how would you describe your experience of your neurology service in the last four weeks?	Your neurology service could include contact with a health and care professional about treatment and support for your neurological condition. This could include contact by letter, phone, videoconference or face to face.	Very Good	Good	Average	Poor	Very Poor	Not applicable				
How many times have you sought A&E/emergency support from the NHS as a result of your neurological condition in the		0	1- 2 times	3 - 5 times	6 or more times						

last four weeks?											
Overall, do you feel that your experience of emergency care was different during the COVID-19 pandemic compared to before the pandemic?		It was better	It was the same	It was worse							
How many medical appointments (including remote appointments) have you had in the last four weeks?		0	1	2	3	4	5	6 or more			
Who was your medical appointment with?	Tell us which health or care professional you had your first appointment in the last 4 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP	Social services	Other (please specify)	

Other (please specify)		Other (please specify)									
How was your medical appointment delivered?	Tell us how you spoke with your medical professional	Phone	Videoconferenc	Via text/WhatsApp	Face to face	Other (please specify)					
Other (please specify)		Other (please specify)									
How helpful was your medical appointment?		It was helpful	It was not helpful	Don't know							
Have any of your medical appointments or procedures been cancelled in the last four weeks?	This refers to procedures or appointments that have been cancelled and you do not know when they have been rescheduled until	Yes	No	Don't know							
Which appointments or procedures have been cancelled? Please tick all that apply		A drug therapy appointment	A routine appointment with a neurologist	A first appointment with a neurologist	An appointment with a specialist nurse	Diagnostic tests	An appointment for surgery	An appointment with a psychologist or psychiatrist	A physiotherapy appointment	A GP appointment	Other (please specify)
Other (please specify)		Other (please specify)									

Have any of your medical appointments or procedures been delayed in the last four weeks?	This refers to procedures or appointments that have been delayed and a new date has been set for them to go ahead	Yes	No	Don't know							
Which appointments have been delayed? Please tick all that apply		A drug therapy appointment	A routine appointment with a neurologist	A first appointment with a neurologist	An appointment with a specialist nurse	Diagnostic tests	An appointment for surgery	An appointment with a psychologist or psychiatrist	A physiotherapy appointment	A GP appointment	Other (please specify)
Other (please specify)		Other (please specify)									
Overall, approximately how long have your appointments been delayed until?		Less than 1 month	1 - 2 months	3 - 6 months	6 - 12 months	More than a year	I do not know				
To what extent do you feel your mental health needs are being met?		To a great extent	To a moderate extent	To a small extent	Not at all	Don't know					
Which of the following describes how you feel at the		Calm	Well supported	Anxious	Hopeless	Lonely					

moment? Please tick all that apply											
Has your normal access to food and supplies been negatively affected by the Covid-19 (Coronavirus) Pandemic in the past 4 weeks?		Yes, significantly affected	Yes, slightly affected	No	Don't know						
Has your access to your normal package of care been negatively affected by the Covid-19 (Coronavirus) Pandemic in the last four weeks?	This might include home carers who usually come to visit you at home and help with day to day activities	Yes, significantly affected	Yes, slightly affected	No	Don't know						
Thinking about your finances, how are you coping at the moment?		I have enough money to manage well	I have enough money to get by	I am struggling to cover my costs	I do not have enough money to cover my basic needs						

To what extent have you been following the advice given by Government relating to the Covid-19 (Coronavirus) Pandemic in the last four weeks?		Completely	To some extent	Not at all	Don't know						
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39 people responded to the January survey.

Figure 1: Gender of respondents

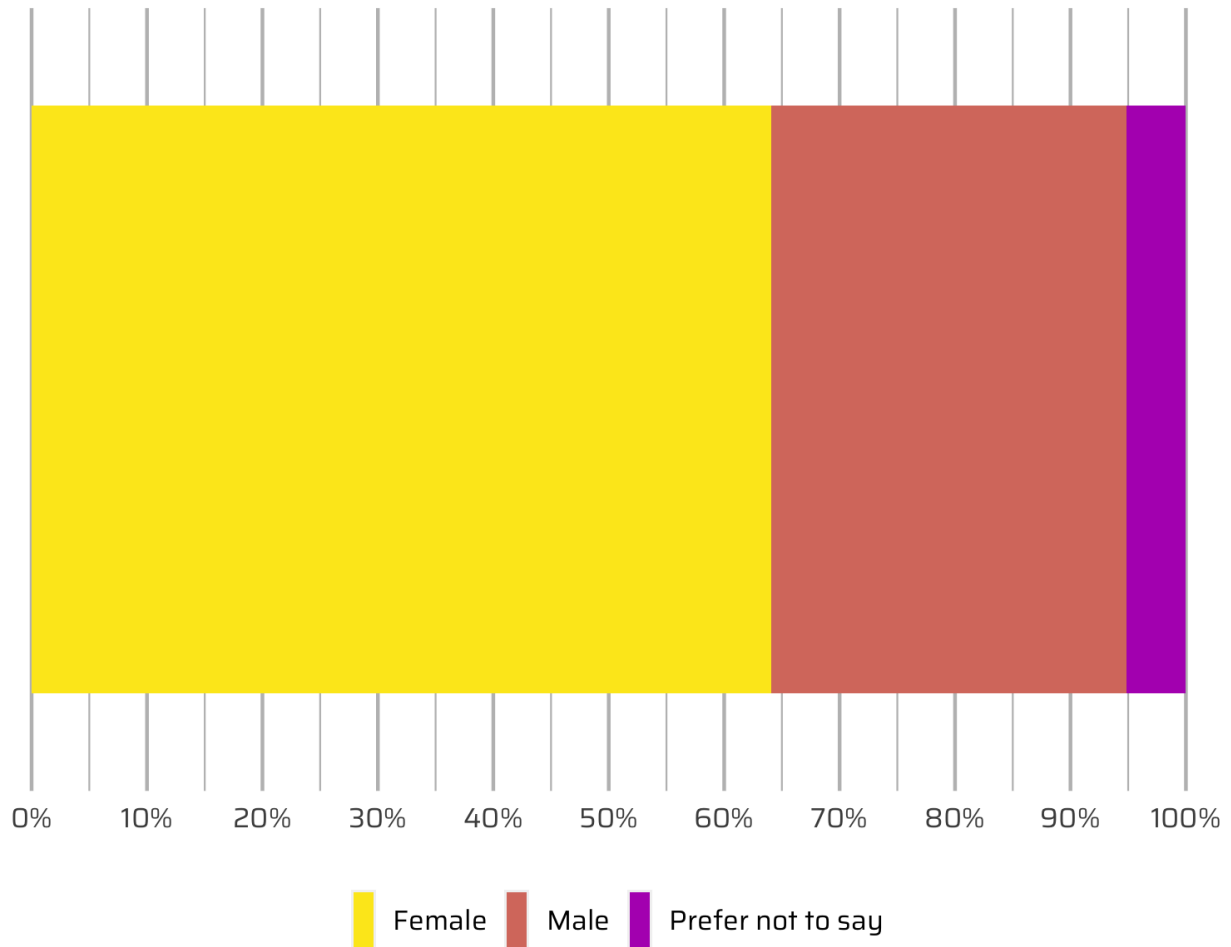


Table 1: Gender of respondents

Gender	Respondents	Percentage
Prefer not to say	2	5
Male	12	31
Female	25	64

Figure 2: Age of respondents

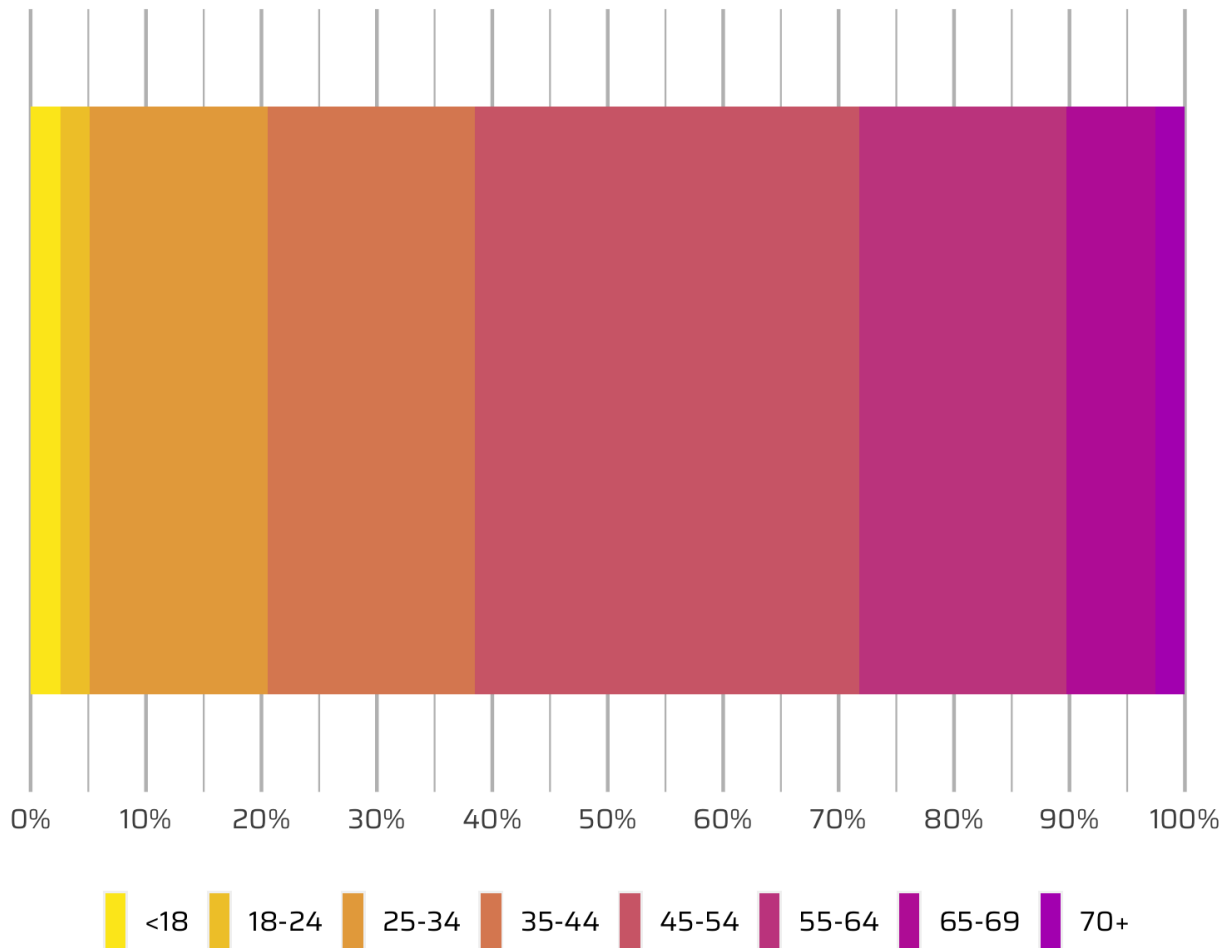


Table 2: Age of respondents

Age	Respondents	Percentage
70+	1	3
65-69	3	8
55-64	7	18
45-54	13	33
35-44	7	18

25-34	6	15
18-24	1	3
<18	1	3

Experience Overall

Figure 3: Overall, what has your experience of care been like in the past 4 weeks?

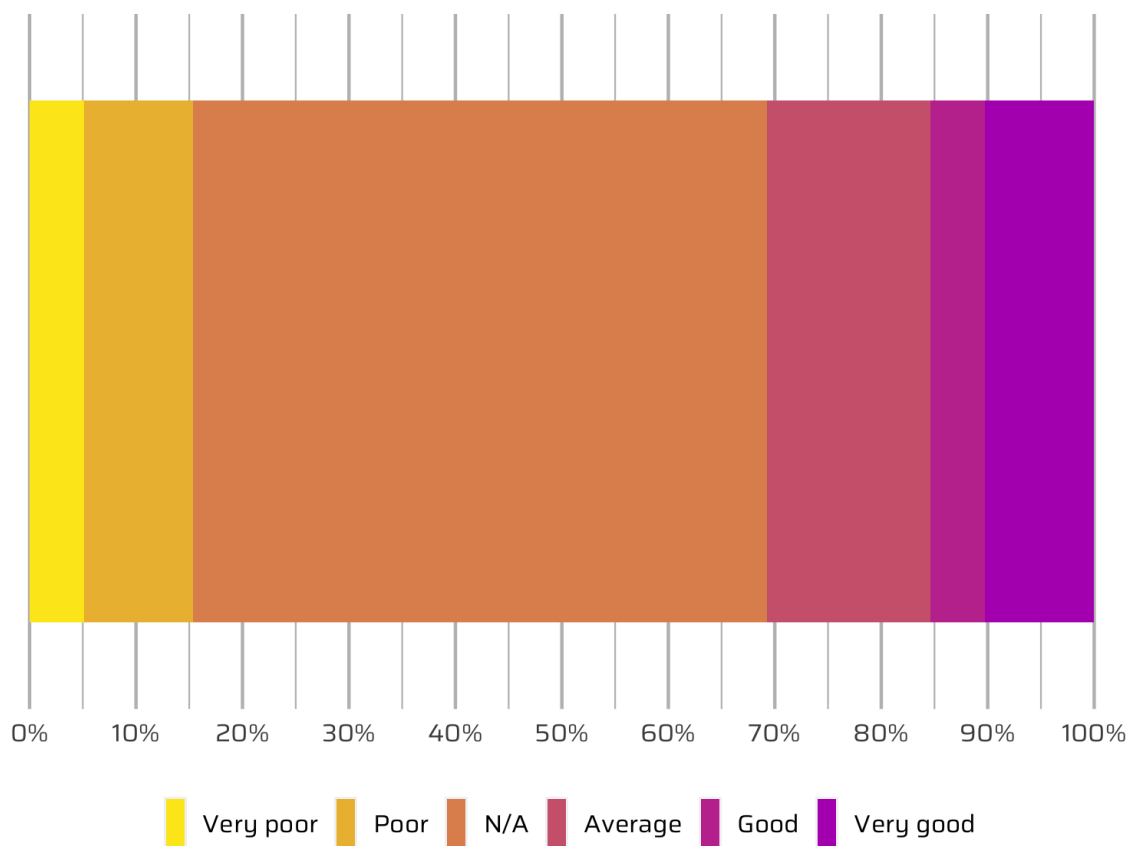


Table 3: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?'

Experience	Respondents	Percentage
Very good	4	10
Good	2	5
Average	6	15

N/A	21	54
Poor	4	10
Very poor	2	5

Figure 4: Experience of care by gender

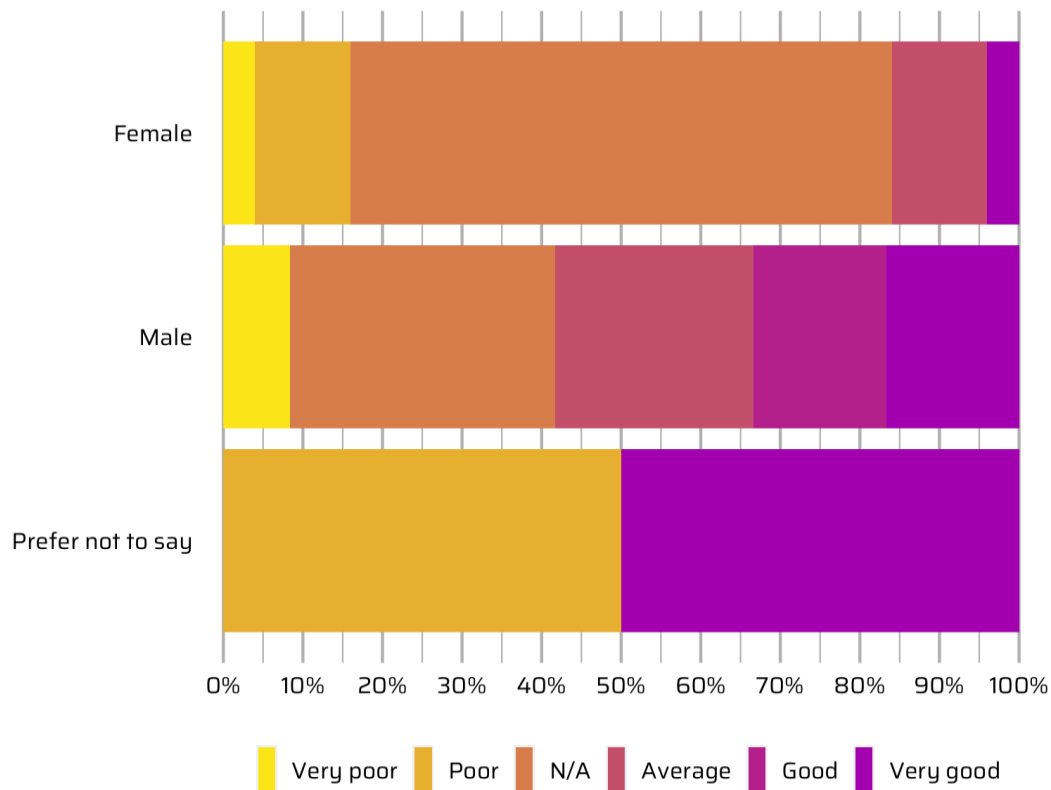


Table 4: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by gender

Gender	Experience	Respondents	Percentage
Female	Very good	1	4
Female	Good	0	0
Female	Average	3	12
Female	N/A	17	68
Female	Poor	3	12
Female	Very poor	1	4
Male	Very good	2	17
Male	Good	2	17
Male	Average	3	25

Male	N/A	4	33
Male	Poor	0	0
Male	Very poor	1	8
Prefer not to say	Very good	1	50
Prefer not to say	Good	0	0
Prefer not to say	Average	0	0
Prefer not to say	N/A	0	0
Prefer not to say	Poor	1	50
Prefer not to say	Very poor	0	0

Figure 5: Experience of care by employment status

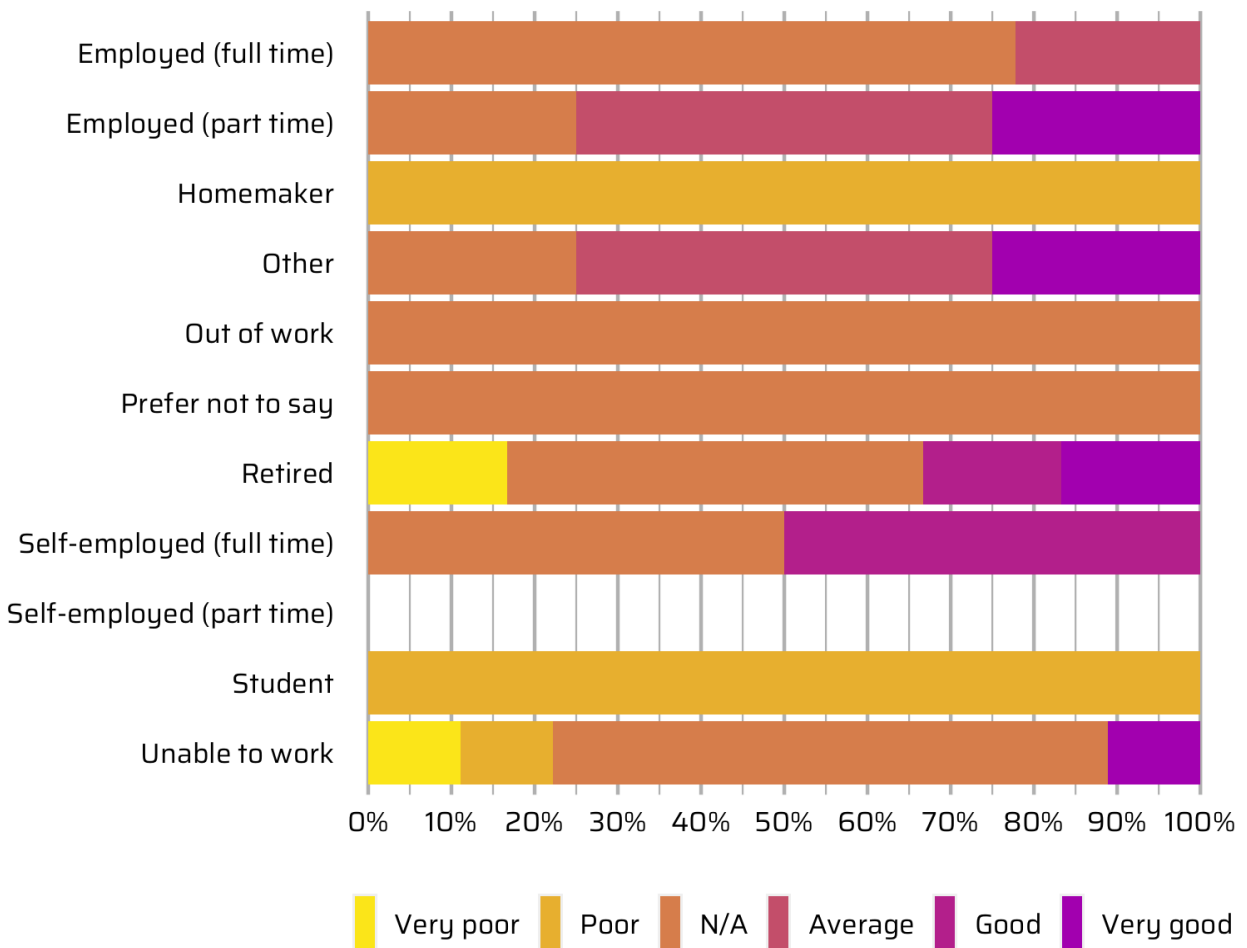


Table 5: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by employment status

Employment Status	Experience	Respondents	Percentage
Employed (full time)	Very good	0	0
Employed (full time)	Good	0	0
Employed (full time)	Average	2	22
Employed (full time)	N/A	7	78
Employed (full time)	Poor	0	0
Employed (full time)	Very poor	0	0
Employed (part time)	Very good	1	25
Employed (part time)	Good	0	0
Employed (part time)	Average	2	50
Employed (part time)	N/A	1	25
Employed (part time)	Poor	0	0
Employed (part time)	Very poor	0	0
Homemaker	Very good	0	0
Homemaker	Good	0	0
Homemaker	Average	0	0
Homemaker	N/A	0	0
Homemaker	Poor	1	100
Homemaker	Very poor	0	0
Other	Very good	1	25
Other	Good	0	0
Other	Average	2	50

Other	N/A	1	25
Other	Poor	0	0
Other	Very poor	0	0
Out of work	Very good	0	0
Out of work	Good	0	0
Out of work	Average	0	0
Out of work	N/A	1	100
Out of work	Poor	0	0
Out of work	Very poor	0	0
Prefer not to say	Very good	0	0
Prefer not to say	Good	0	0
Prefer not to say	Average	0	0
Prefer not to say	N/A	1	100
Prefer not to say	Poor	0	0
Prefer not to say	Very poor	0	0
Retired	Very good	1	17
Retired	Good	1	17
Retired	Average	0	0
Retired	N/A	3	50
Retired	Poor	0	0
Retired	Very poor	1	17
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	1	50
Self-employed (full time)	Average	0	0

Self-employed (full time)	N/A	1	50
Self-employed (full time)	Poor	0	0
Self-employed (full time)	Very poor	0	0
Self-employed (part time)	Very good	0	NaN
Self-employed (part time)	Good	0	NaN
Self-employed (part time)	Average	0	NaN
Self-employed (part time)	N/A	0	NaN
Self-employed (part time)	Poor	0	NaN
Self-employed (part time)	Very poor	0	NaN
Student	Very good	0	0
Student	Good	0	0
Student	Average	0	0
Student	N/A	0	0
Student	Poor	1	100
Student	Very poor	0	0
Unable to work	Very good	1	11
Unable to work	Good	0	0
Unable to work	Average	0	0

Unable to work	N/A	6	67
Unable to work	Poor	1	11
Unable to work	Very poor	1	11

Figure 6: Experience of care by number of dependents

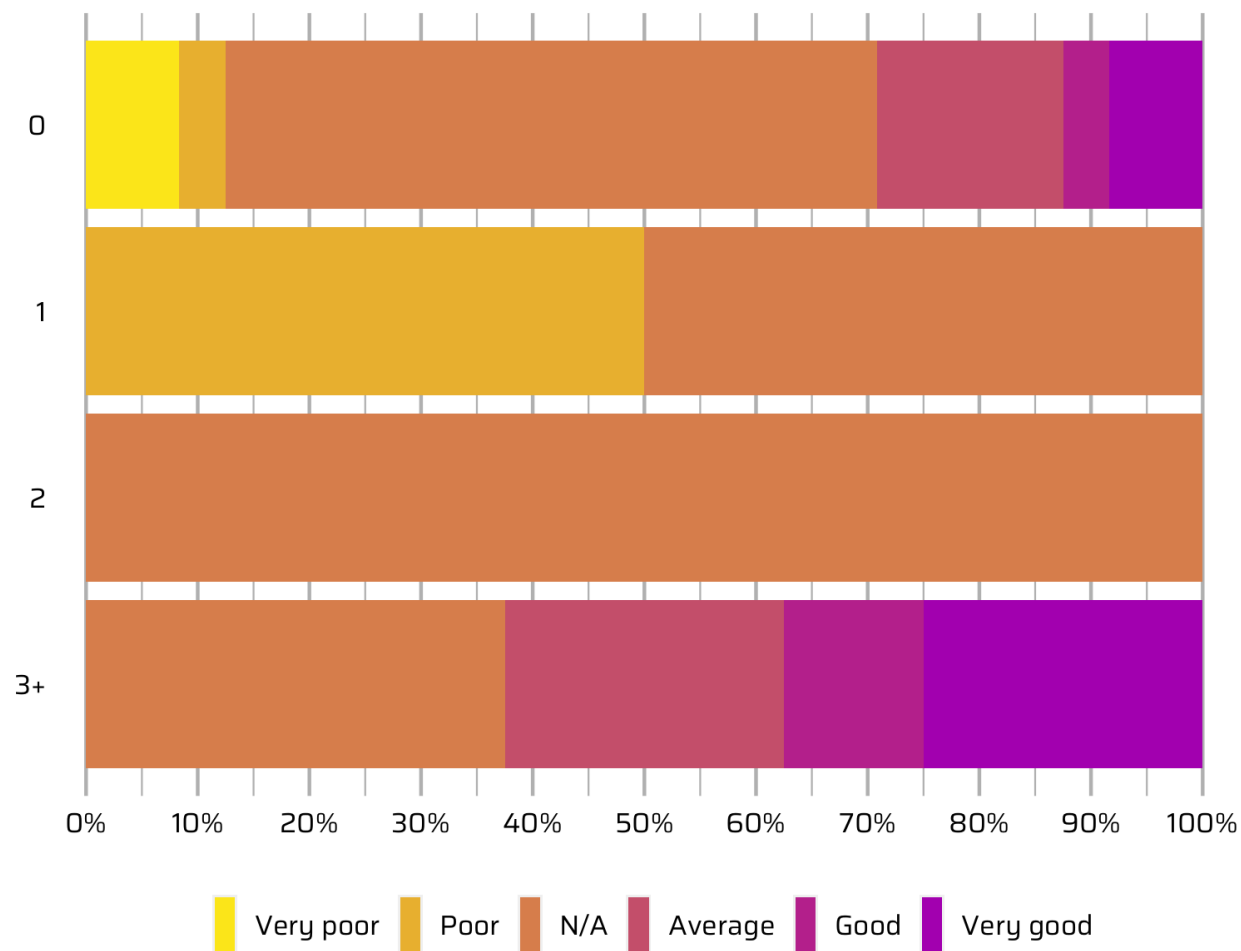


Table 6: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by employment status

Dependents	Experience	Respondents	Percentage
0	Very good	2	8
0	Good	1	4
0	Average	4	17
0	N/A	14	58
0	Poor	1	4
0	Very poor	2	8
1	Very good	0	0
1	Good	0	0
1	Average	0	0

1	N/A	1	50
1	Poor	1	50
1	Very poor	0	0
2	Very good	0	0
2	Good	0	0
2	Average	0	0
2	N/A	3	100
2	Poor	0	0
2	Very poor	0	0
3+	Very good	2	25
3+	Good	1	12
3+	Average	2	25
3+	N/A	3	38
3+	Poor	0	0
3+	Very poor	0	0

Figure 7: Experience of care by marital status

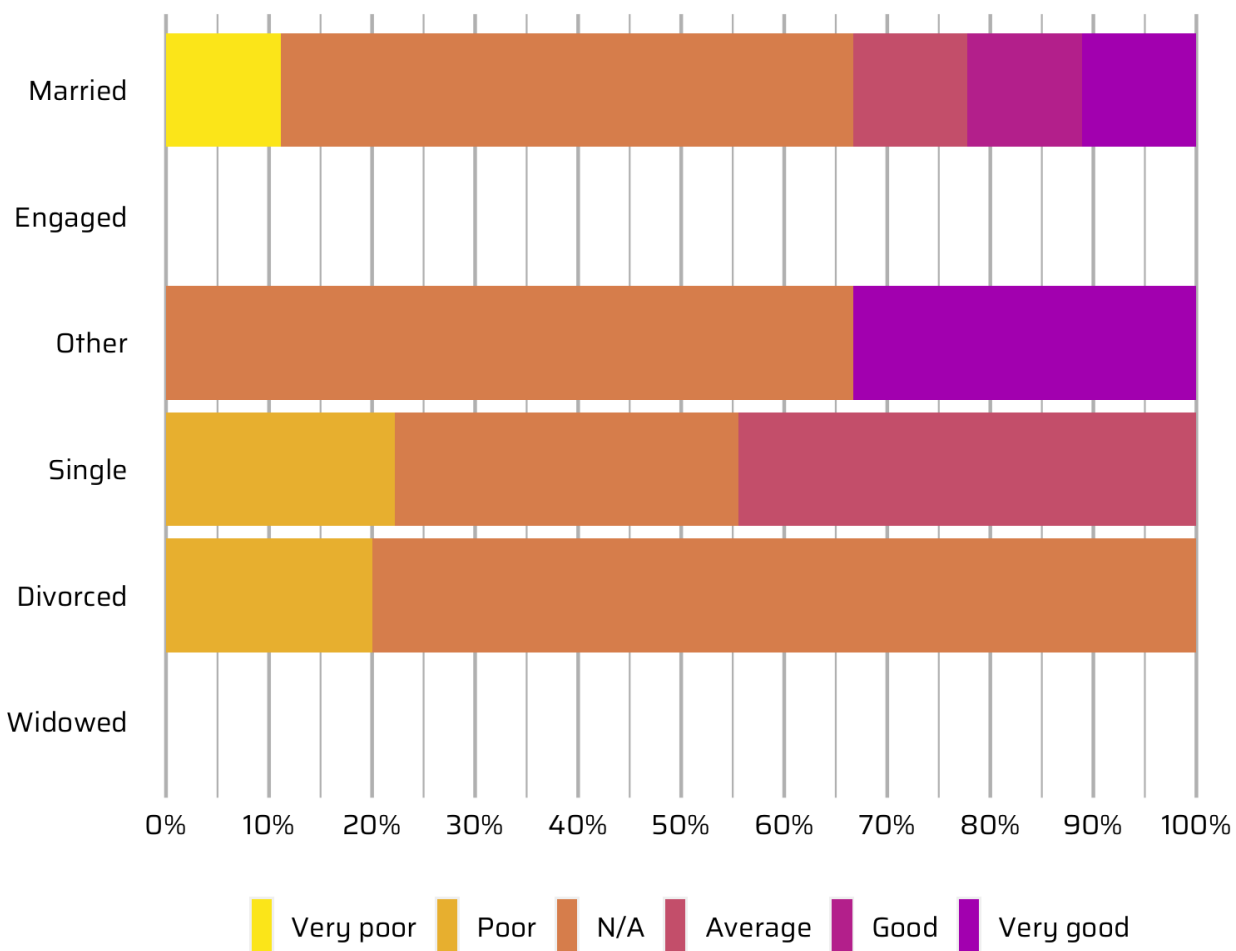


Table 7: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by marital status

Marital Status	Experience	Respondents	Percentage
Married	Very good	2	11
Married	Good	2	11
Married	Average	2	11
Married	N/A	10	56
Married	Poor	0	0
Married	Very poor	2	11
Engaged	Very good	0	NaN
Engaged	Good	0	NaN
Engaged	Average	0	NaN
Engaged	N/A	0	NaN

Engaged	Poor	0	NaN
Engaged	Very poor	0	NaN
Other	Very good	2	33
Other	Good	0	0
Other	Average	0	0
Other	N/A	4	67
Other	Poor	0	0
Other	Very poor	0	0
Single	Very good	0	0
Single	Good	0	0
Single	Average	4	44
Single	N/A	3	33
Single	Poor	2	22
Single	Very poor	0	0
Divorced	Very good	0	0
Divorced	Good	0	0
Divorced	Average	0	0
Divorced	N/A	4	80
Divorced	Poor	1	20
Divorced	Very poor	0	0
Widowed	Very good	0	NaN
Widowed	Good	0	NaN
Widowed	Average	0	NaN
Widowed	N/A	0	NaN
Widowed	Poor	0	NaN
Widowed	Very poor	0	NaN

Figure 8: Experience of care and mental wellbeing

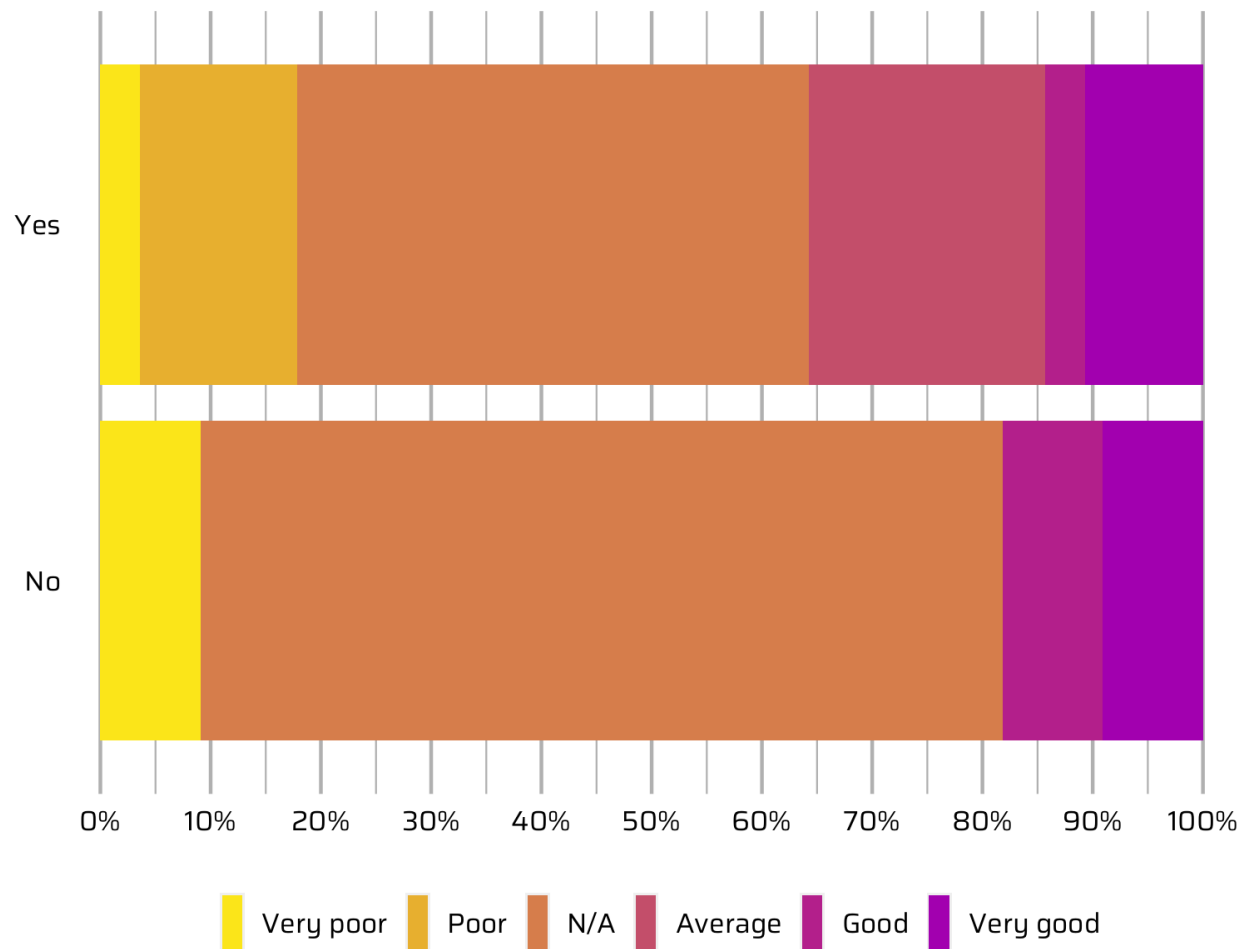


Table 8: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	3	11
Yes	Good	1	4
Yes	Average	6	21
Yes	N/A	13	46
Yes	Poor	4	14
Yes	Very poor	1	4
No	Very good	1	9
No	Good	1	9
No	Average	0	0
No	N/A	8	73

No	Poor	0	0
No	Very poor	1	9

Figure 9: Experience of care by delays to care

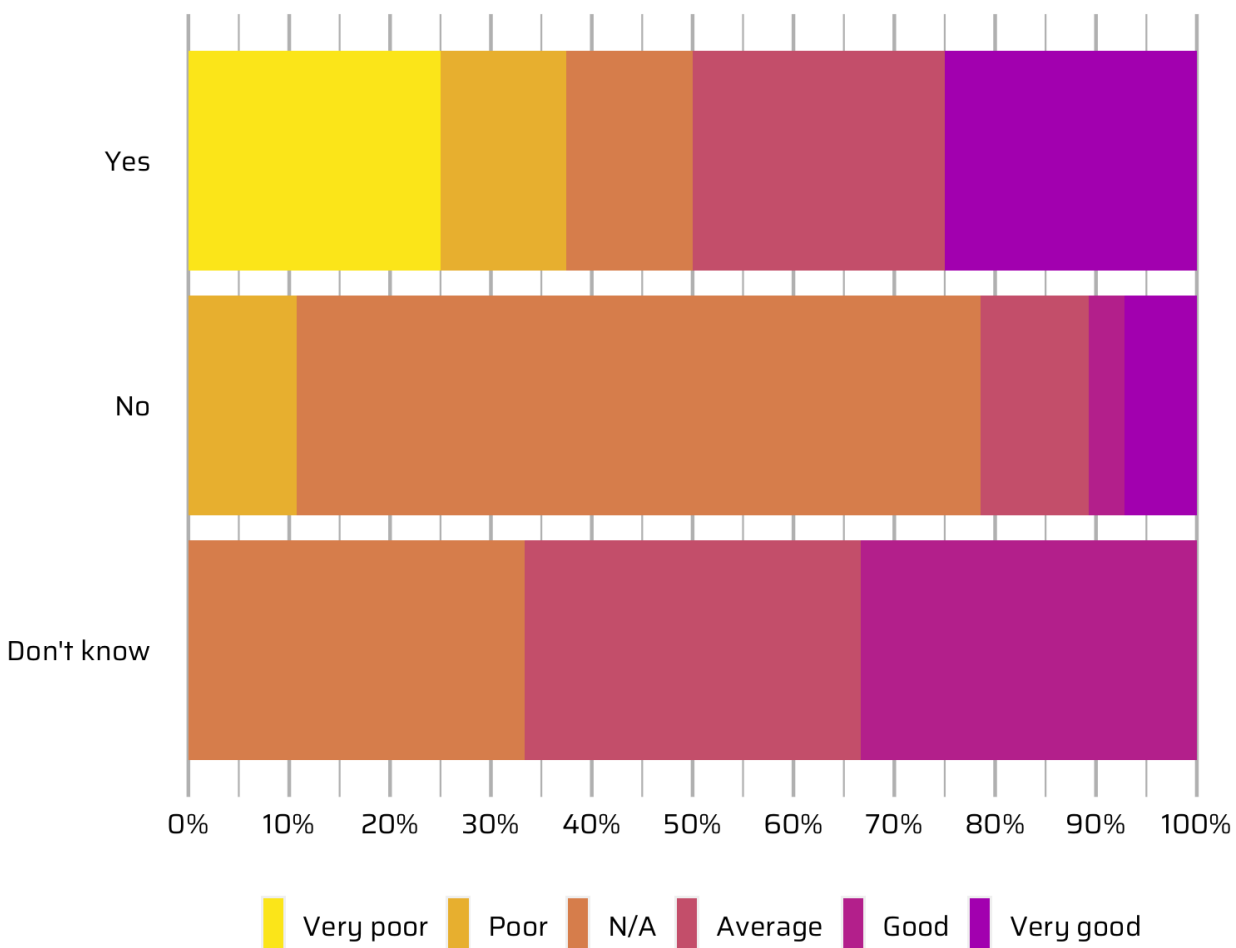


Table 9: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Delay	Experience	Respondents	Percentage
Yes	Very good	2	25
Yes	Good	0	0
Yes	Average	2	25
Yes	N/A	1	12
Yes	Poor	1	12
Yes	Very poor	2	25

No	Very good	2	7
No	Good	1	4
No	Average	3	11
No	N/A	19	68
No	Poor	3	11
No	Very poor	0	0
Don't know	Very good	0	0
Don't know	Good	1	33
Don't know	Average	1	33
Don't know	N/A	1	33
Don't know	Poor	0	0
Don't know	Very poor	0	0

Figure 10: Experience of care by cancellations to care

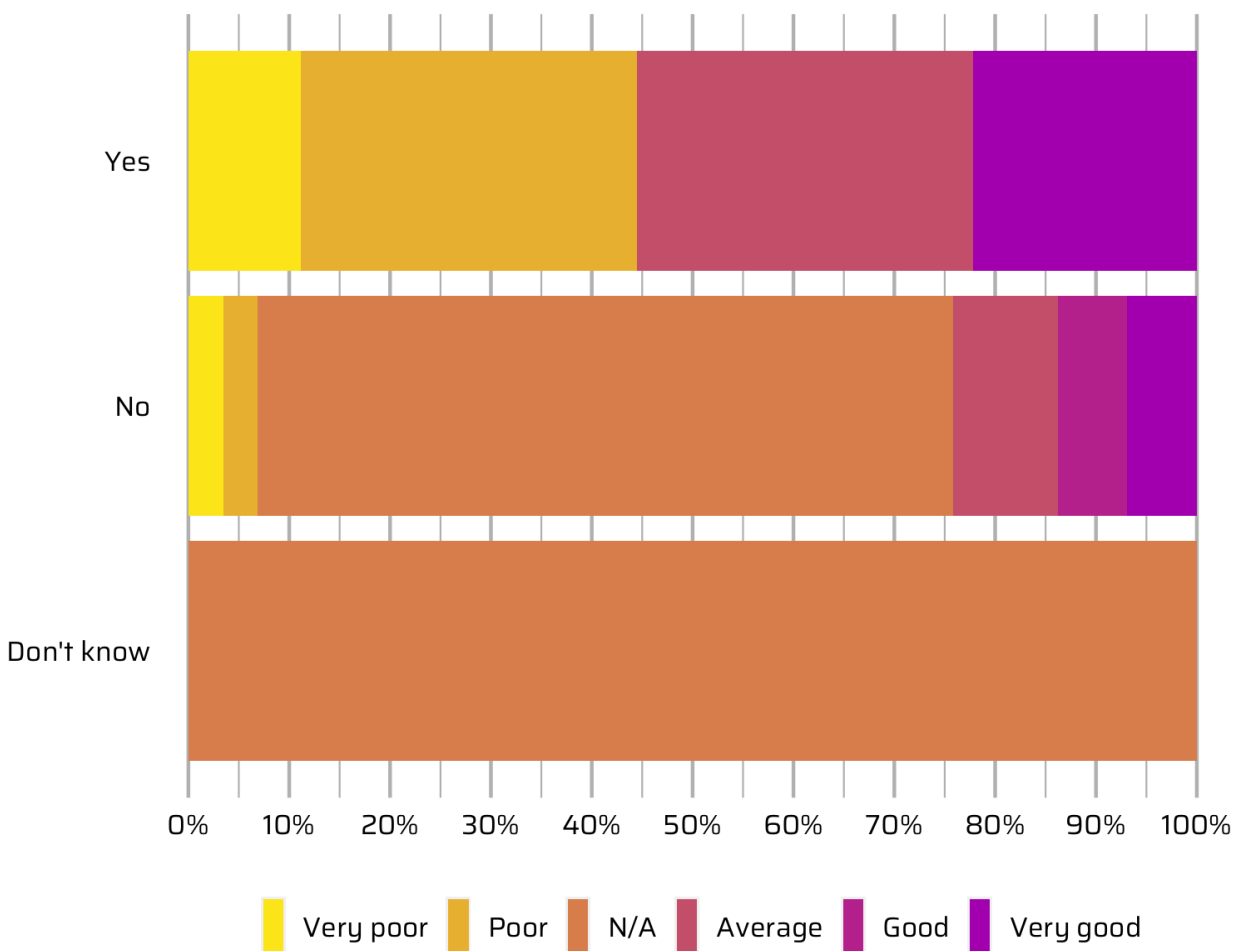


Table 10: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by whether or not they had experienced cancellations of care

Cancellation	Experience	Respondents	Percentage
Yes	Very good	2	22
Yes	Good	0	0
Yes	Average	3	33
Yes	N/A	0	0
Yes	Poor	3	33
Yes	Very poor	1	11
No	Very good	2	7
No	Good	2	7
No	Average	3	10
No	N/A	20	69

No	Poor	1	3
No	Very poor	1	3
Don't know	Very good	0	0
Don't know	Good	0	0
Don't know	Average	0	0
Don't know	N/A	1	100
Don't know	Poor	0	0
Don't know	Very poor	0	0

Figure 11: Experience of care by financial status

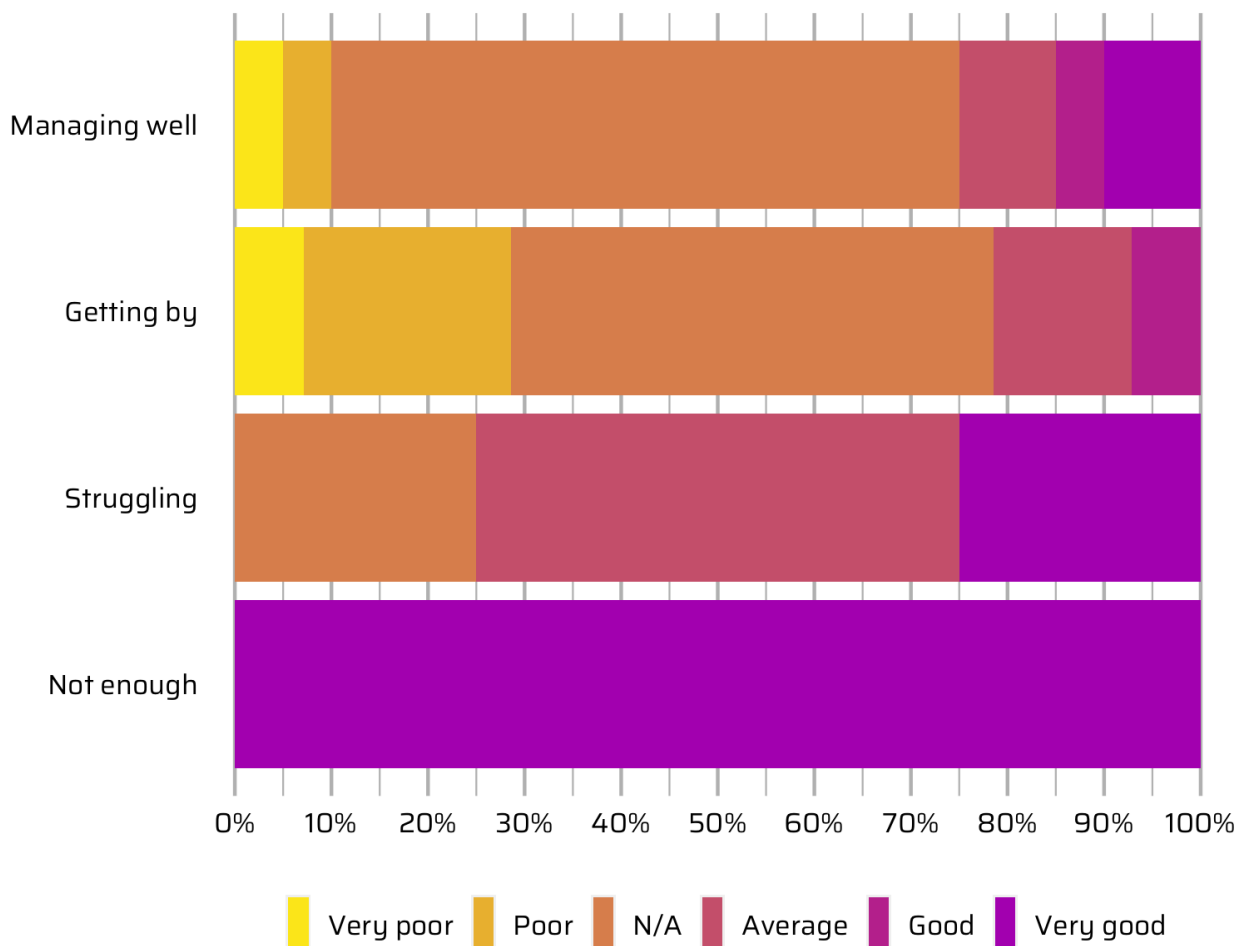


Table 11: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by reported financial status

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	2	10
Managing well	Good	1	5
Managing well	Average	2	10
Managing well	N/A	13	65
Managing well	Poor	1	5
Managing well	Very poor	1	5
Getting by	Very good	0	0
Getting by	Good	1	7
Getting by	Average	2	14

Getting by	N/A	7	50
Getting by	Poor	3	21
Getting by	Very poor	1	7
Struggling	Very good	1	25
Struggling	Good	0	0
Struggling	Average	2	50
Struggling	N/A	1	25
Struggling	Poor	0	0
Struggling	Very poor	0	0
Not enough	Very good	1	100
Not enough	Good	0	0
Not enough	Average	0	0
Not enough	N/A	0	0
Not enough	Poor	0	0
Not enough	Very poor	0	0

Figure 12: Experience of care by age group

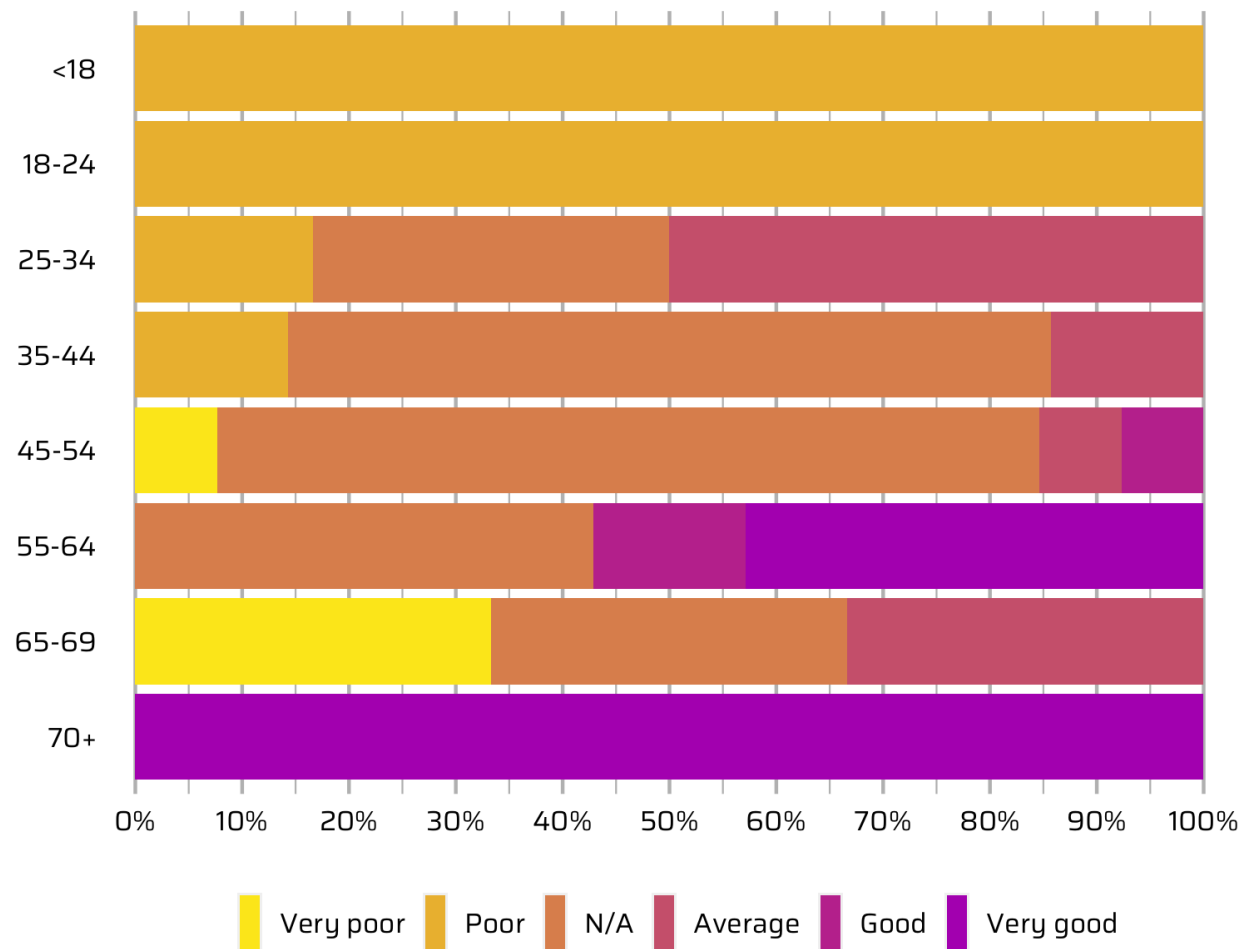


Table 12: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by age group

Age	Experience	Respondents	Percentage
<18	Very good	0	0
<18	Good	0	0
<18	Average	0	0
<18	N/A	0	0
<18	Poor	1	100
<18	Very poor	0	0
18-24	Very good	0	0
18-24	Good	0	0
18-24	Average	0	0

18-24	N/A	0	0
18-24	Poor	1	100
18-24	Very poor	0	0
25-34	Very good	0	0
25-34	Good	0	0
25-34	Average	3	50
25-34	N/A	2	33
25-34	Poor	1	17
25-34	Very poor	0	0
35-44	Very good	0	0
35-44	Good	0	0
35-44	Average	1	14
35-44	N/A	5	71
35-44	Poor	1	14
35-44	Very poor	0	0
45-54	Very good	0	0
45-54	Good	1	8
45-54	Average	1	8
45-54	N/A	10	77
45-54	Poor	0	0
45-54	Very poor	1	8
55-64	Very good	3	43
55-64	Good	1	14
55-64	Average	0	0
55-64	N/A	3	43
55-64	Poor	0	0
55-64	Very poor	0	0
65-69	Very good	0	0
65-69	Good	0	0
65-69	Average	1	33
65-69	N/A	1	33
65-69	Poor	0	0
65-69	Very poor	1	33
70+	Very good	1	100
70+	Good	0	0

70+	Average	0	0
70+	N/A	0	0
70+	Poor	0	0
70+	Very poor	0	0

Emergency Support

Figure 13: How many times have you sought emergency care in the last 4 weeks?

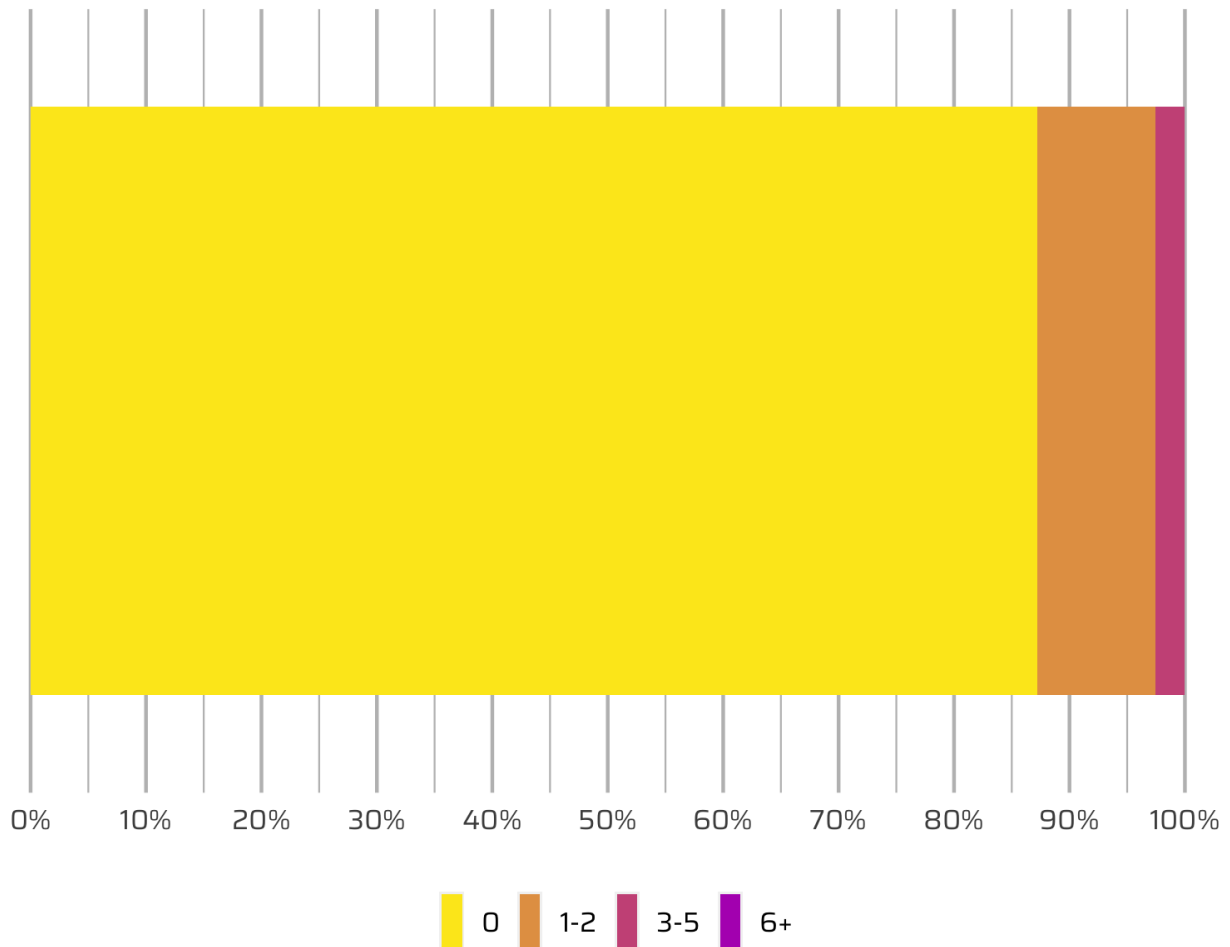


Table 13: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?'

Frequency	Respondents	Percentage
6+	0	0
3-5	1	3
1-2	4	10
0	34	87

Figure 14: Emergency support by gender

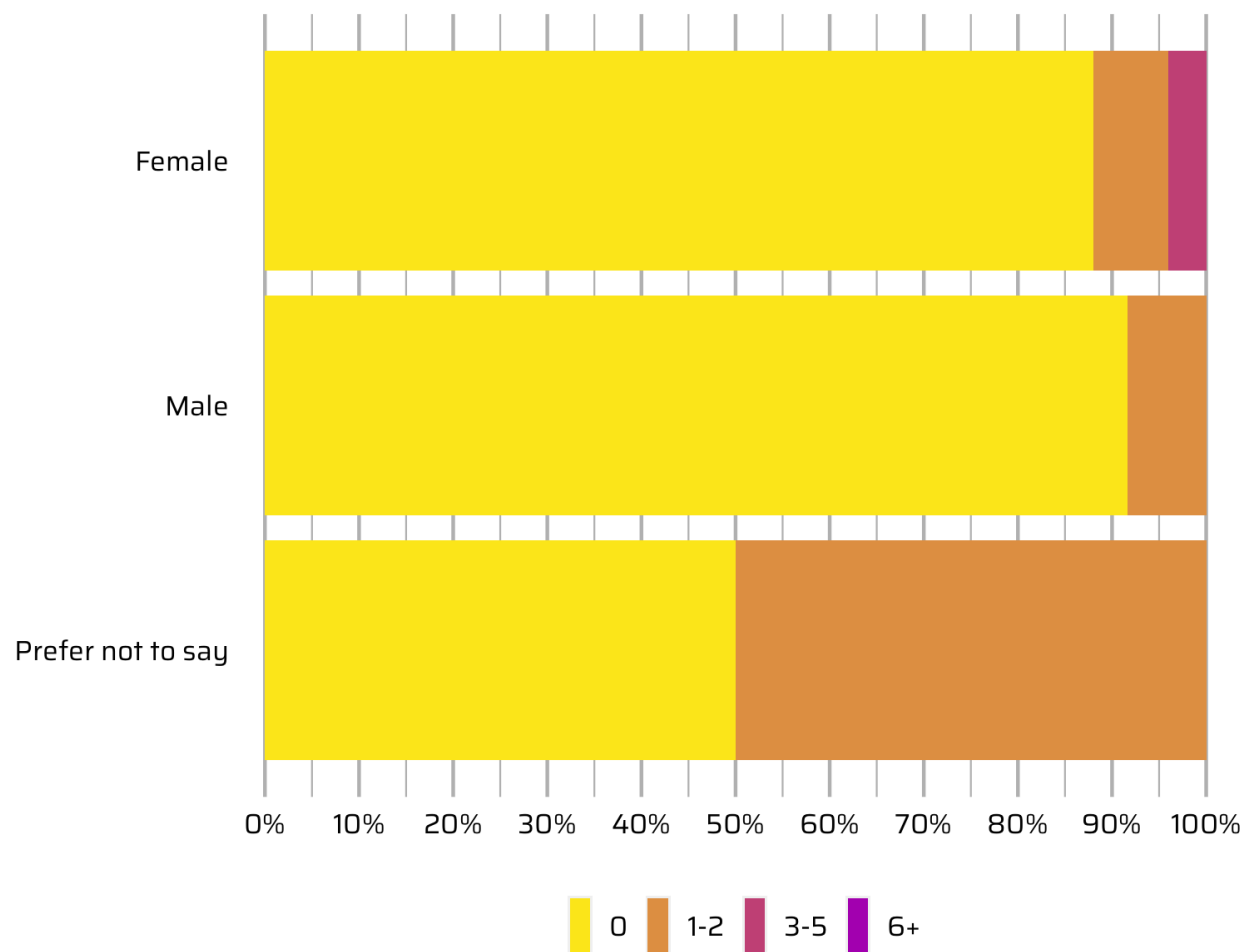


Table 14: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by gender

Gender	Frequency	Respondents	Percentage
Female	6+	0	0
Female	3-5	1	4
Female	1-2	2	8
Female	0	22	88
Male	6+	0	0
Male	3-5	0	0
Male	1-2	1	8

Male	0	11	92
Prefer not to say	6+	0	0
Prefer not to say	3-5	0	0
Prefer not to say	1-2	1	50
Prefer not to say	0	1	50

Figure 15: Emergency support by employment status

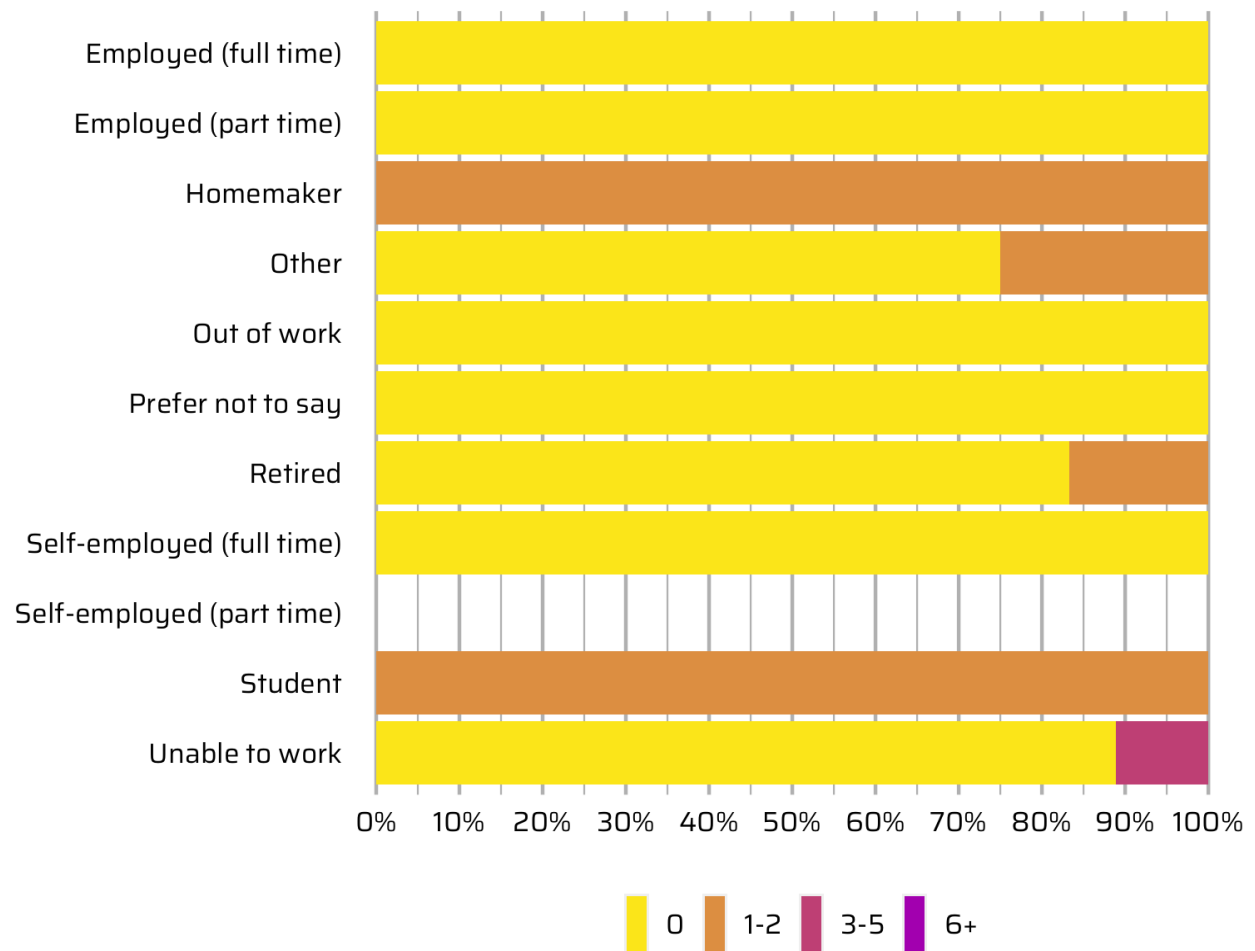


Table 15: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by employment status

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	0	0
Employed (full time)	3-5	0	0
Employed (full time)	1-2	0	0
Employed (full time)	0	9	100
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	0	0
Employed (part time)	0	4	100
Homemaker	6+	0	0
Homemaker	3-5	0	0
Homemaker	1-2	1	100
Homemaker	0	0	0
Other	6+	0	0
Other	3-5	0	0
Other	1-2	1	25
Other	0	3	75
Out of work	6+	0	0
Out of work	3-5	0	0
Out of work	1-2	0	0
Out of work	0	1	100
Prefer not to say	6+	0	0
Prefer not to say	3-5	0	0

Prefer not to say	1-2	0	0
Prefer not to say	0	1	100
Retired	6+	0	0
Retired	3-5	0	0
Retired	1-2	1	17
Retired	0	5	83
Self-employed (full time)	6+	0	0
Self-employed (full time)	3-5	0	0
Self-employed (full time)	1-2	0	0
Self-employed (full time)	0	2	100
Self-employed (part time)	6+	0	NaN
Self-employed (part time)	3-5	0	NaN
Self-employed (part time)	1-2	0	NaN
Self-employed (part time)	0	0	NaN
Student	6+	0	0
Student	3-5	0	0
Student	1-2	1	100
Student	0	0	0
Unable to work	6+	0	0

Unable to work	3-5	1	11
Unable to work	1-2	0	0
Unable to work	0	8	89

Figure 16: Emergency support by number of dependents

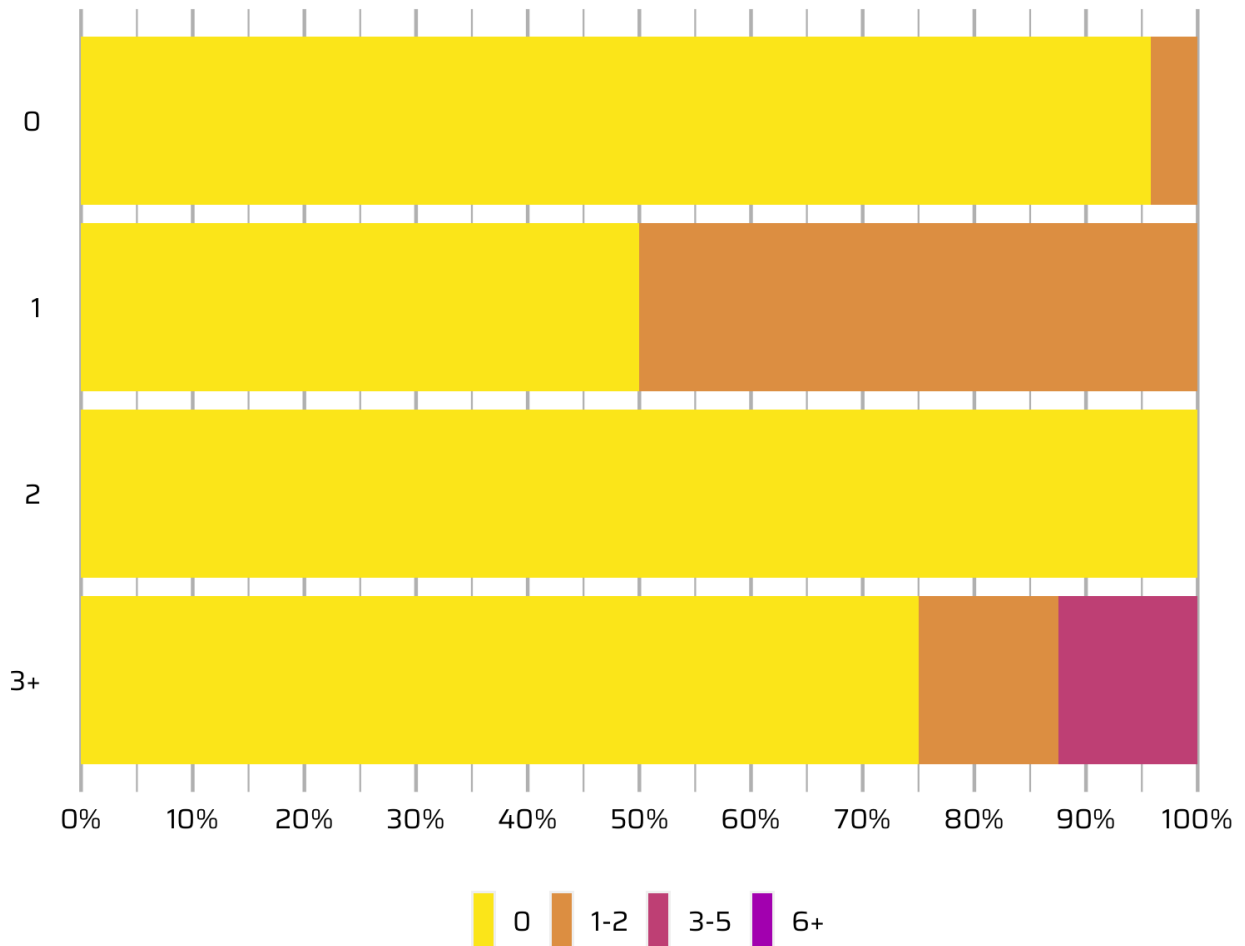


Table 16: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of dependents

Dependents	Frequency	Respondents	Percentage
0	6+	0	0
0	3-5	0	0
0	1-2	1	4
0	0	23	96
1	6+	0	0
1	3-5	0	0
1	1-2	1	50
1	0	1	50
2	6+	0	0
2	3-5	0	0
2	1-2	0	0
2	0	3	100
3+	6+	0	0
3+	3-5	1	12
3+	1-2	1	12
3+	0	6	75

Figure 17: Marital status by frequency of emergency support

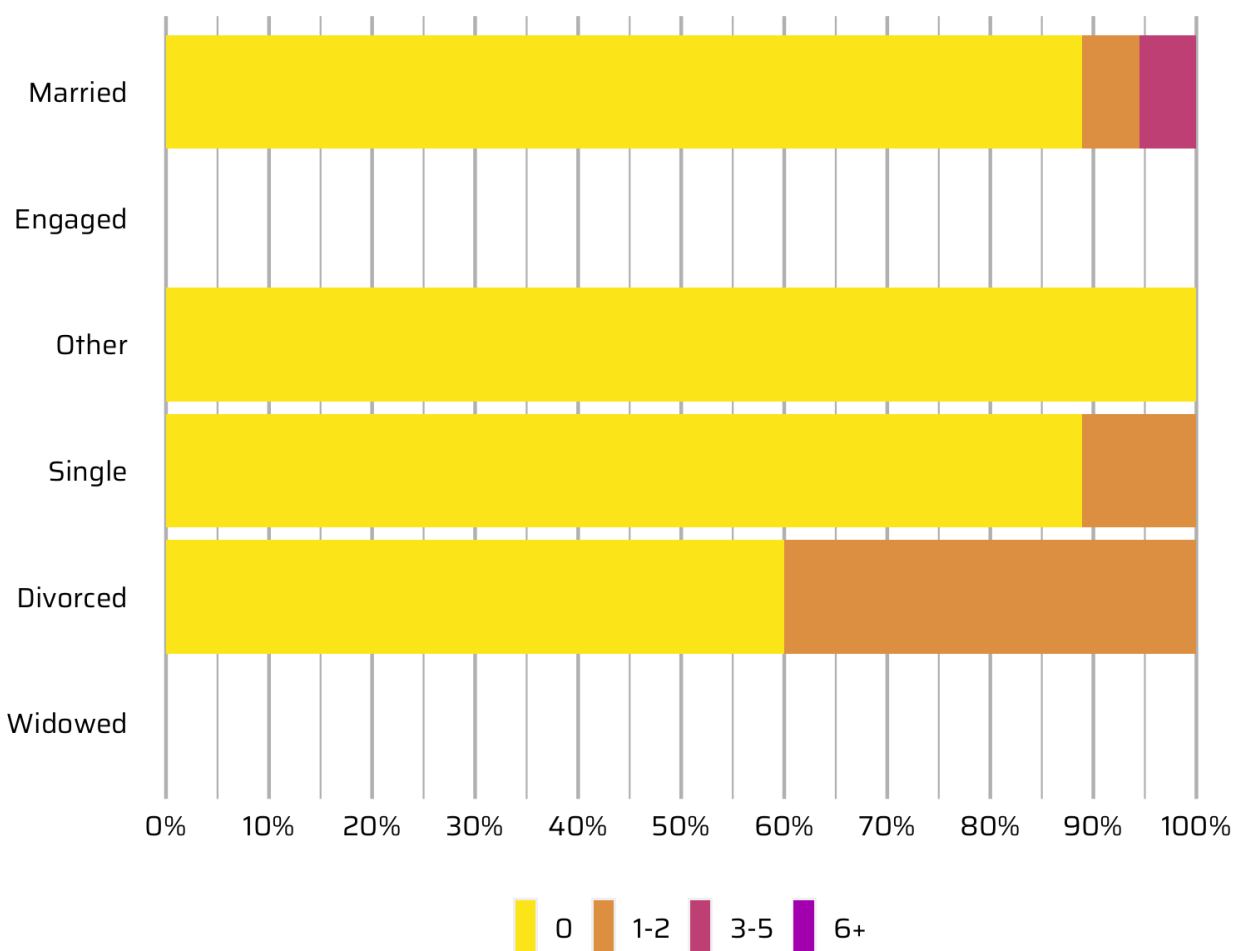


Table 17: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of marital status

Marital Status	Frequency	Respondents	Percentage
Married	6+	0	0
Married	3-5	1	6
Married	1-2	1	6
Married	0	16	89

Engaged	6+	0	NaN
Engaged	3-5	0	NaN
Engaged	1-2	0	NaN
Engaged	0	0	NaN
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	6	100
Single	6+	0	0
Single	3-5	0	0
Single	1-2	1	11
Single	0	8	89
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	2	40
Divorced	0	3	60
Widowed	6+	0	NaN
Widowed	3-5	0	NaN
Widowed	1-2	0	NaN
Widowed	0	0	NaN

Figure 18: Anxious or Hopeless Feeling and frequency of emergency support

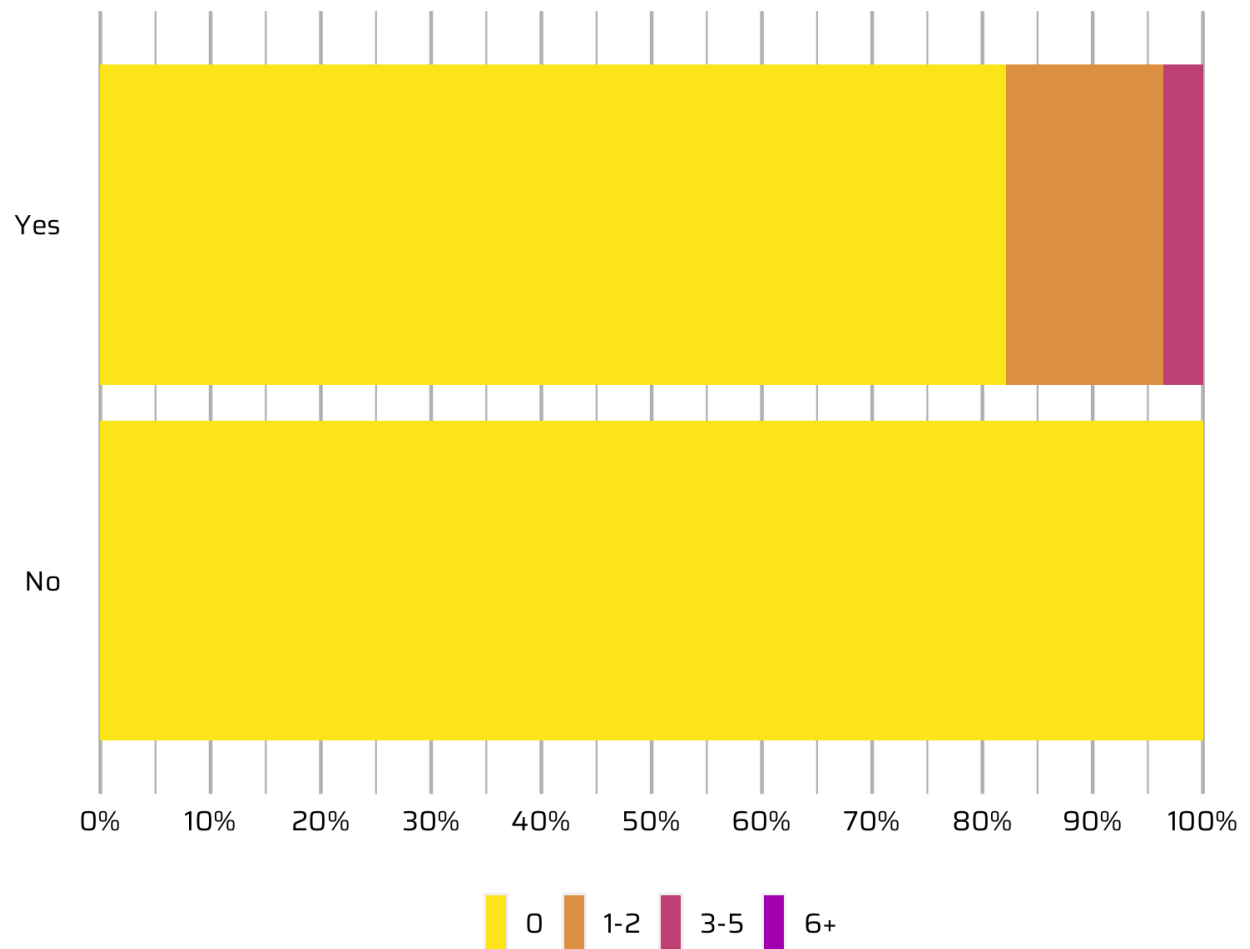


Table 18: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported feelings of anxiety and/or hopelessness

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	1	4
Yes	1-2	4	14
Yes	0	23	82
No	6+	0	0
No	3-5	0	0
No	1-2	0	0
No	0	11	100

Figure 19: Delays to Care and frequency of emergency support

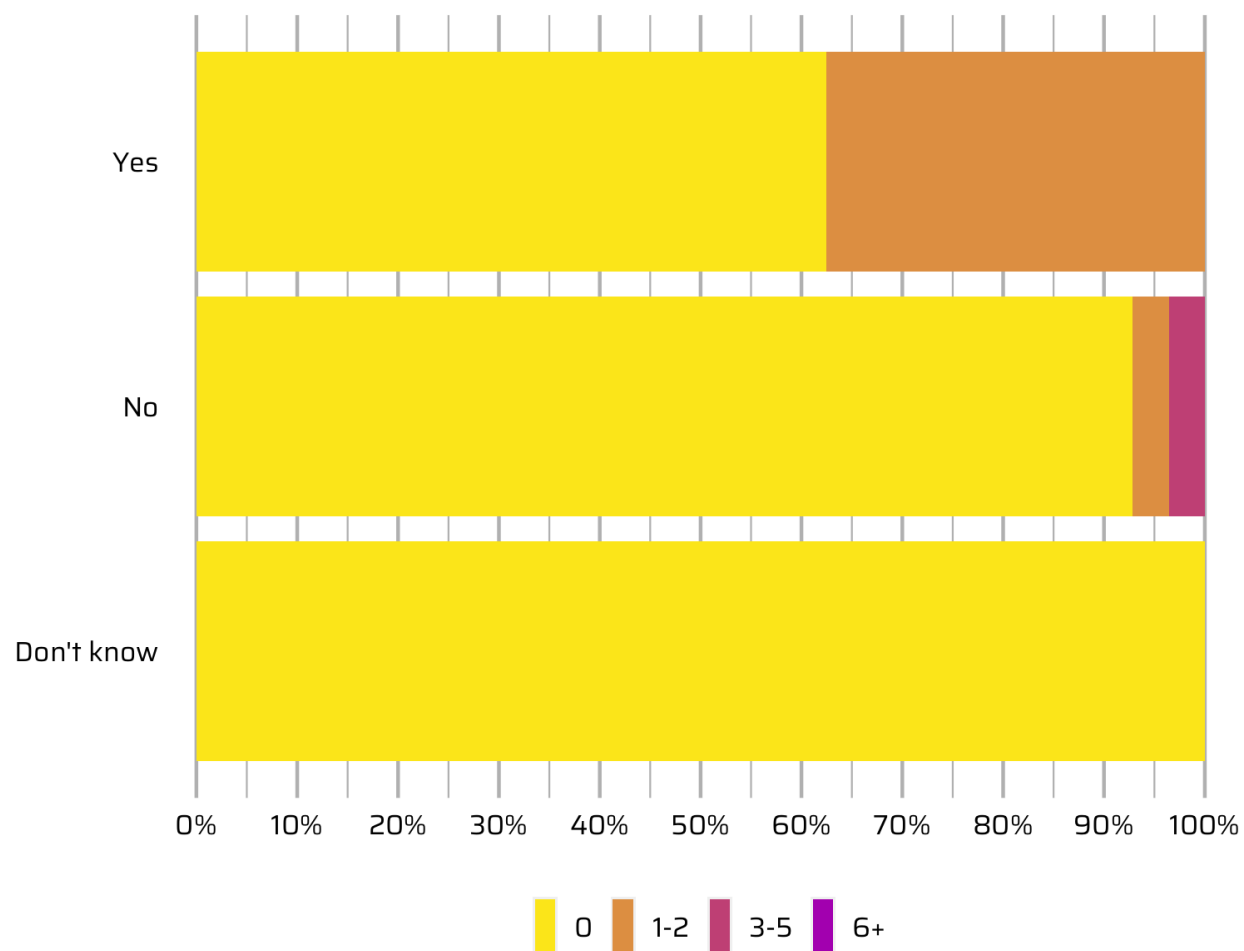


Table 19: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported delays to care

Delay	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	3	38
Yes	0	5	62
No	6+	0	0

No	3-5	1	4
No	1-2	1	4
No	0	26	93
Don't know	6+	0	0
Don't know	3-5	0	0
Don't know	1-2	0	0
Don't know	0	3	100

Figure 20: Cancellation of Care and frequency of emergency support

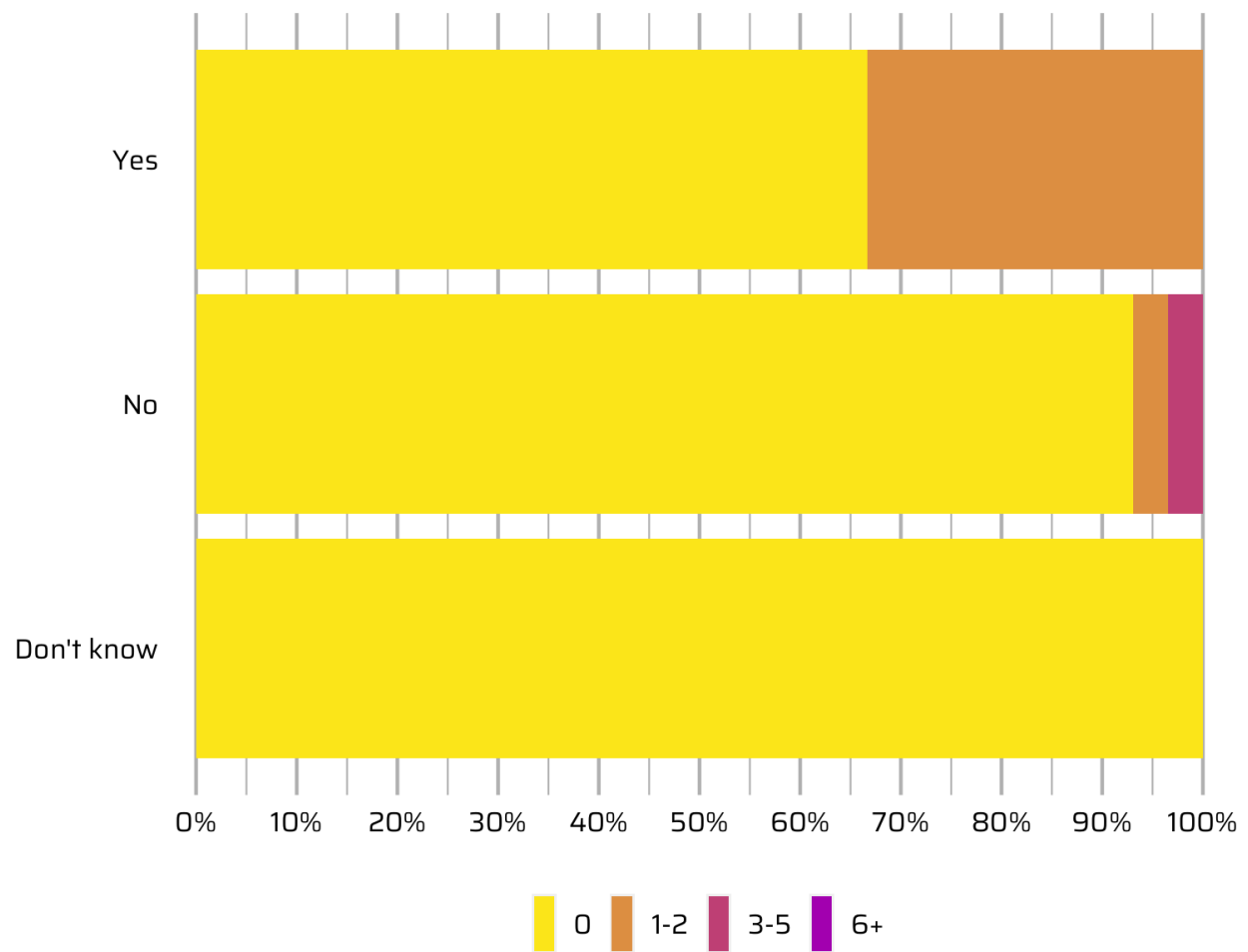


Table 20: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported cancellations to care

Cancellation	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	3	33
Yes	0	6	67
No	6+	0	0
No	3-5	1	3
No	1-2	1	3
No	0	27	93
Don't know	6+	0	0
Don't know	3-5	0	0
Don't know	1-2	0	0
Don't know	0	1	100

Figure 21: Financial Status and frequency of emergency support

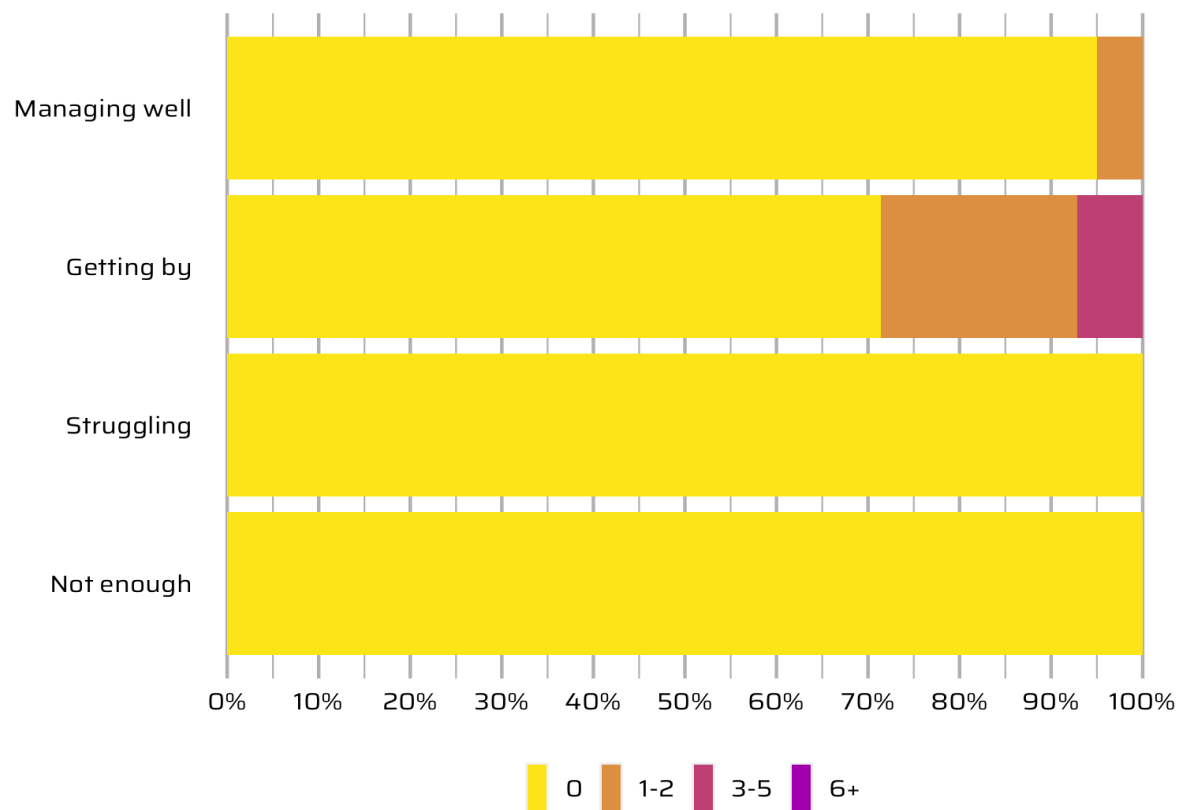


Table 21: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by financial wellbeing

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	0	0
Managing well	1-2	1	5
Managing well	0	19	95
Getting by	6+	0	0
Getting by	3-5	1	7
Getting by	1-2	3	21
Getting by	0	10	71
Struggling	6+	0	0
Struggling	3-5	0	0
Struggling	1-2	0	0
Struggling	0	4	100
Not enough	6+	0	0
Not enough	3-5	0	0
Not enough	1-2	0	0
Not enough	0	1	100

Figure 22: Age and frequency of emergency support

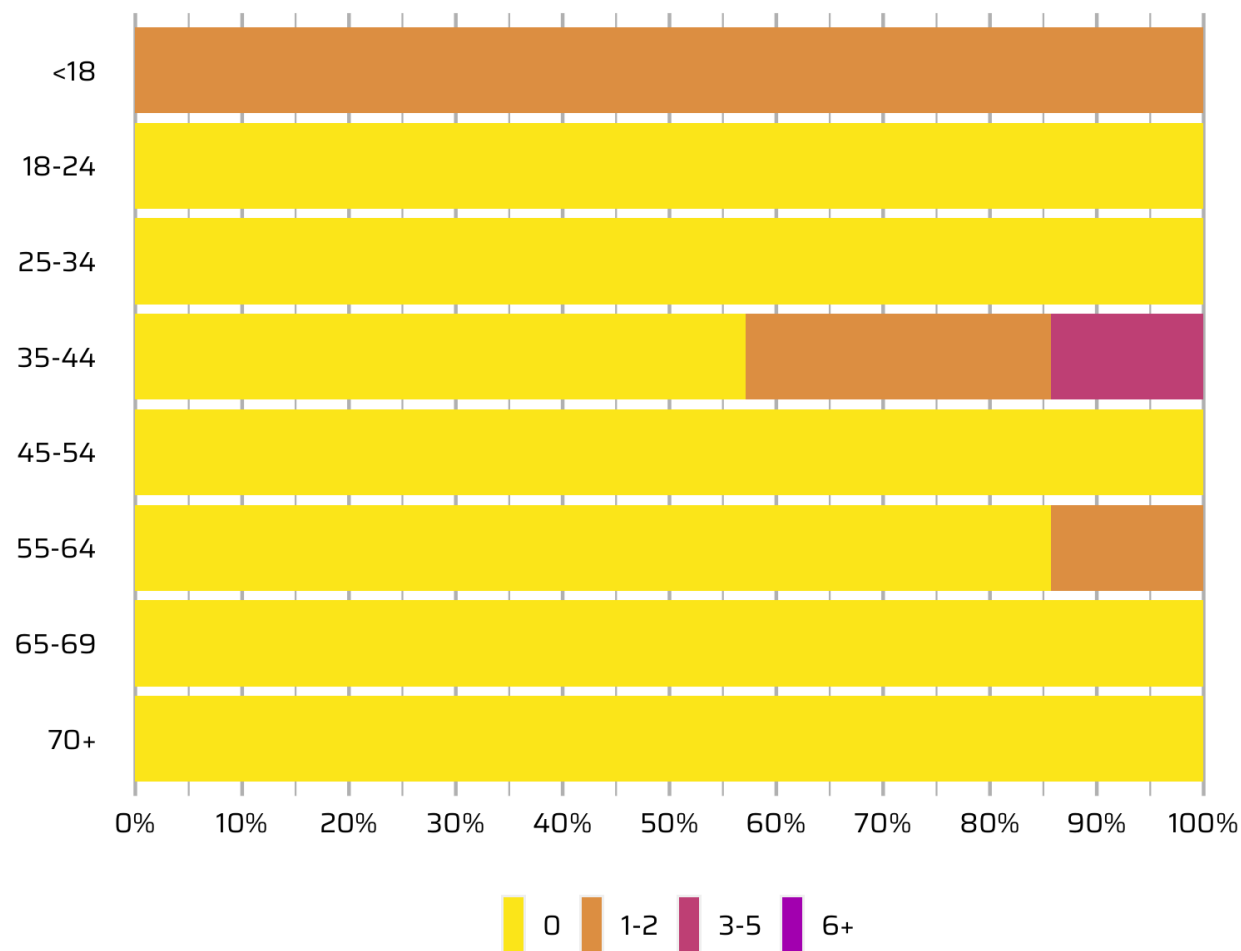


Table 22: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by financial wellbeing

Age	Frequency	Respondents	Percentage
<18	6+	0	0
<18	3-5	0	0
<18	1-2	1	100
<18	0	0	0
18-24	6+	0	0
18-24	3-5	0	0
18-24	1-2	0	0
18-24	0	1	100

25-34	6+	0	0
25-34	3-5	0	0
25-34	1-2	0	0
25-34	0	6	100
35-44	6+	0	0
35-44	3-5	1	14
35-44	1-2	2	29
35-44	0	4	57
45-54	6+	0	0
45-54	3-5	0	0
45-54	1-2	0	0
45-54	0	13	100
55-64	6+	0	0
55-64	3-5	0	0
55-64	1-2	1	14
55-64	0	6	86
65-69	6+	0	0
65-69	3-5	0	0
65-69	1-2	0	0
65-69	0	3	100
70+	6+	0	0
70+	3-5	0	0
70+	1-2	0	0
70+	0	1	100

Figure 23: Change to emergency support

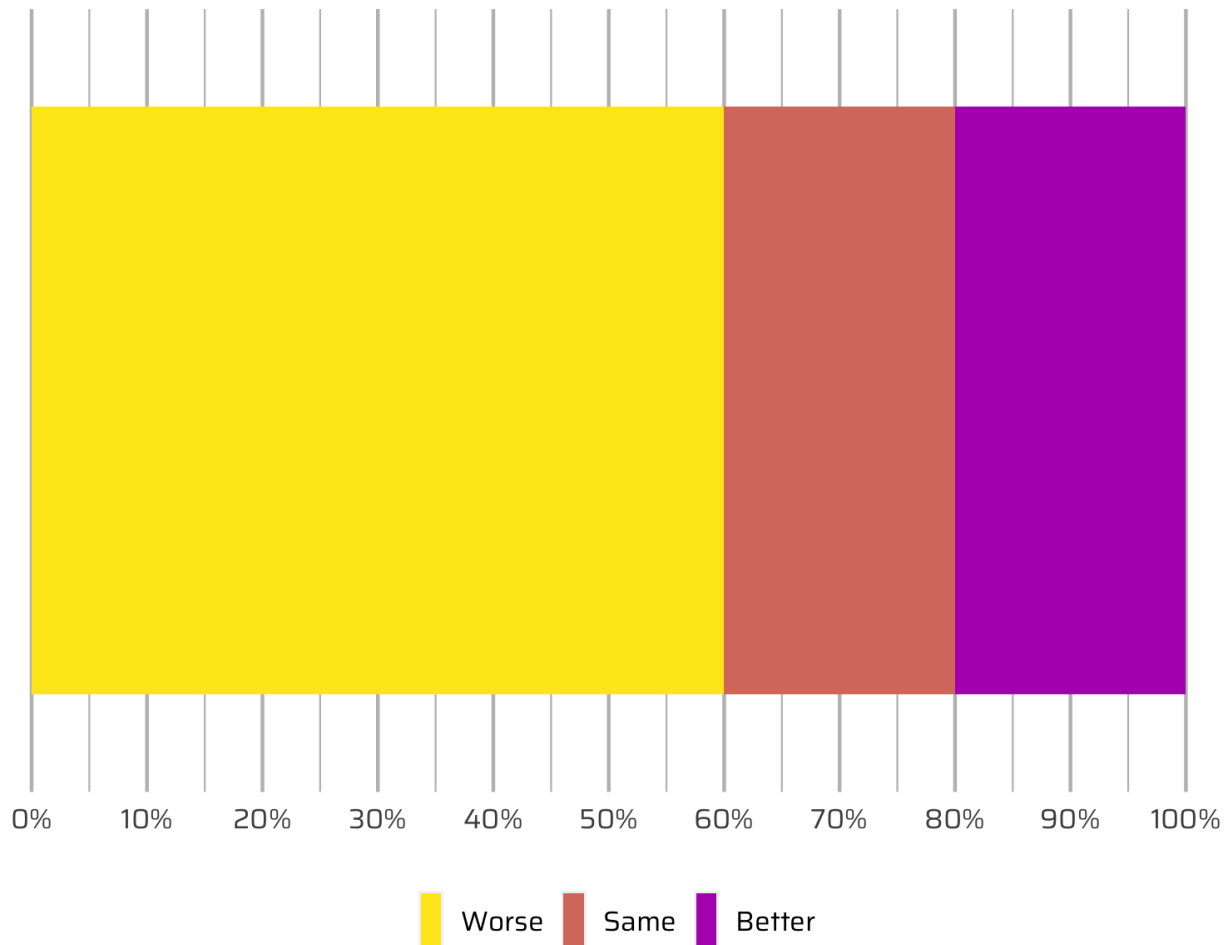


Table 23: No. of responses to the question 'Overall, do you feel that your experience of emergency care was different during the COVID-19 pandemic compared to before the pandemic?'

Change	Respondents	Percentage
Better	1	20
Same	1	20
Worse	3	60

Access to planned care

Figure 24: Number of Medical Appointments in the past 4 weeks

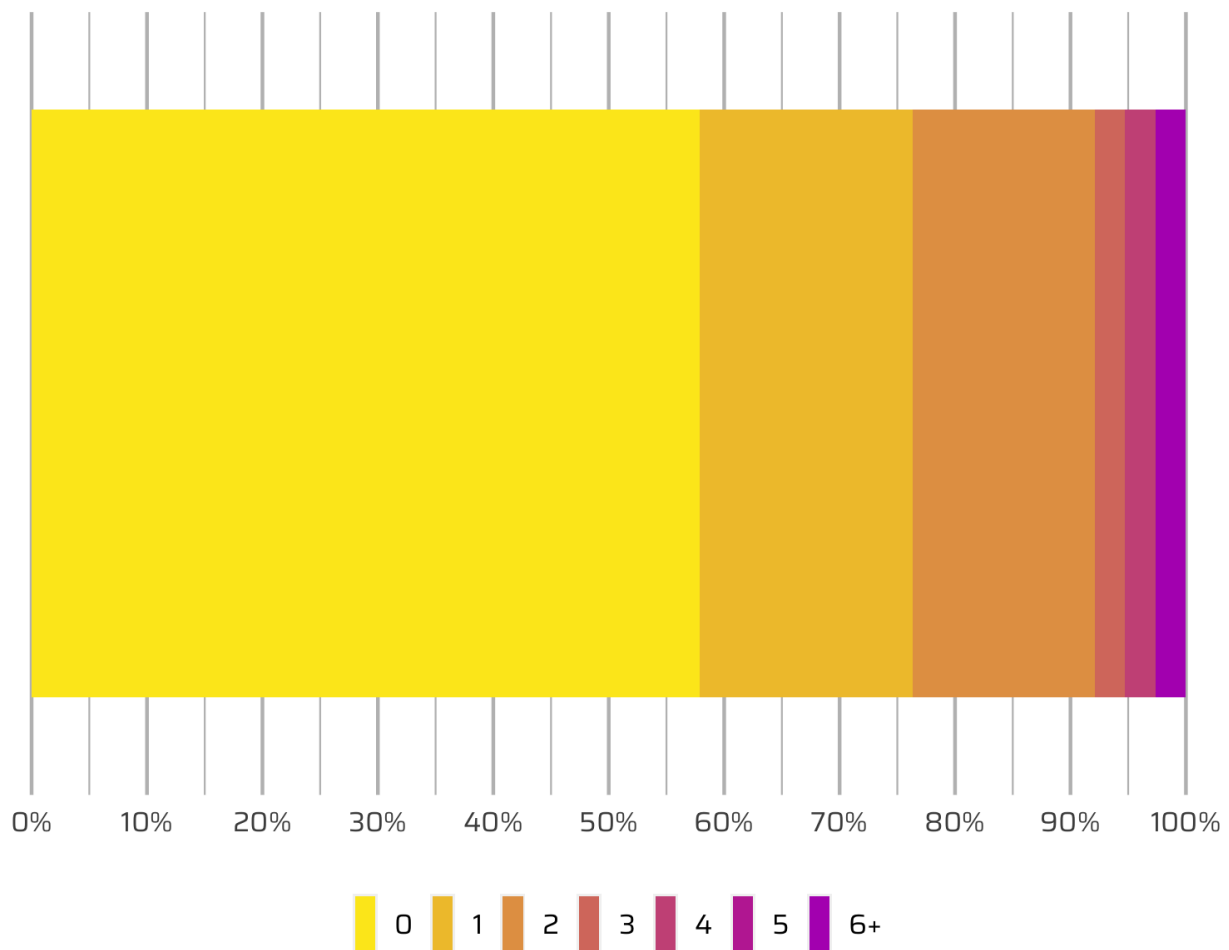
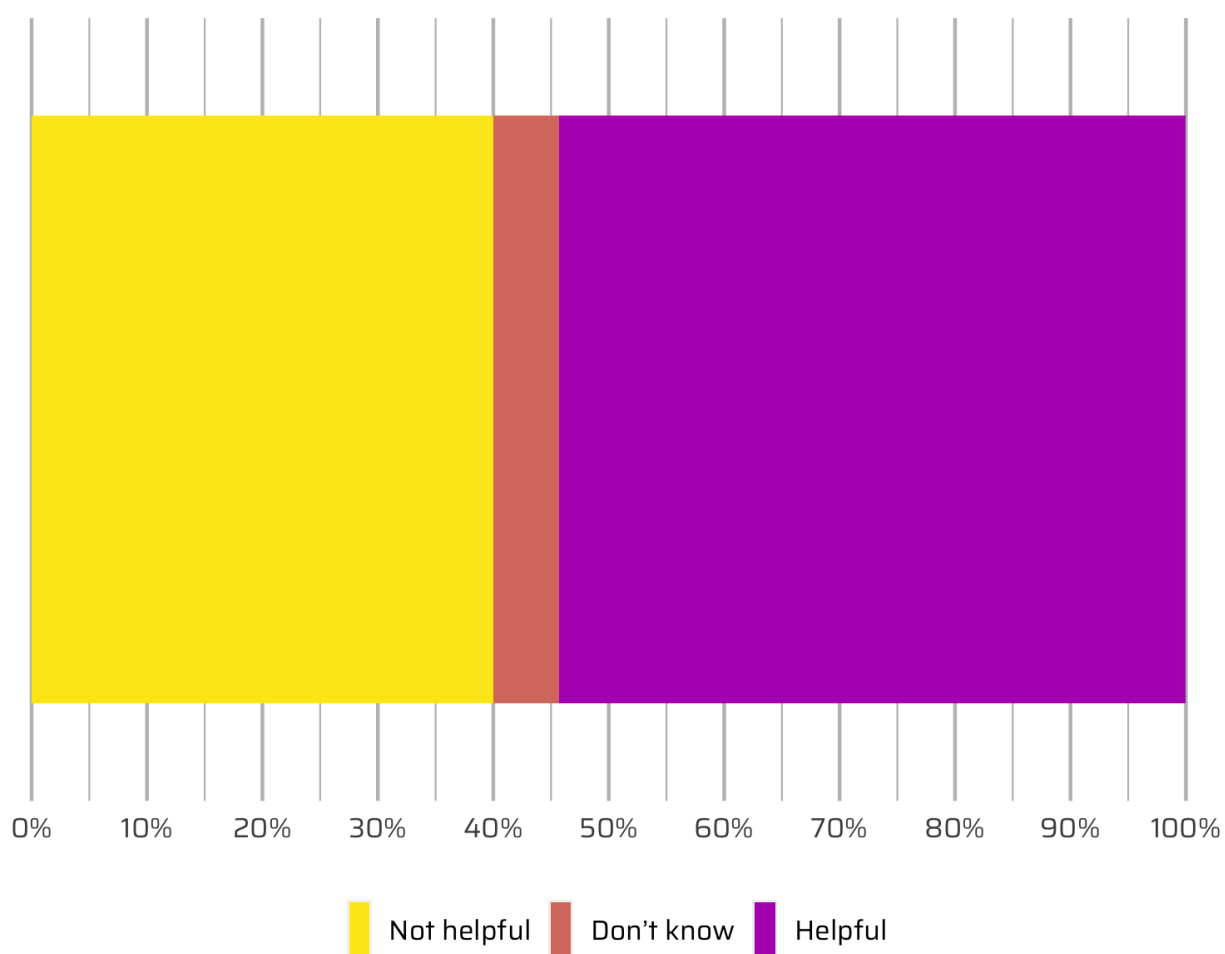


Table 24: No. of responses to the question 'How many medical appointments (including remote appointments) have you had in the last four weeks?'

Number	Respondents	Percentage
6+	1	3
5	0	0
4	1	3
3	1	3
2	6	16
1	7	18
0	22	58

Figure 25: Helpfulness of medical appointments



Nota bene: The basis for the percentages in this section is the number of observations as opposed to the number of respondents. A single respondent may have had multiple medical appointments and thus multiple observations.

Table 25: No. and type of responses to the question 'how helpful did you find your medical appointment'?

Helpfulness	Observations	Percentage
Helpful	19	54
Don't know	2	6
Not helpful	14	40

Figure 26: Helpfulness of Medical Appointment by specialty

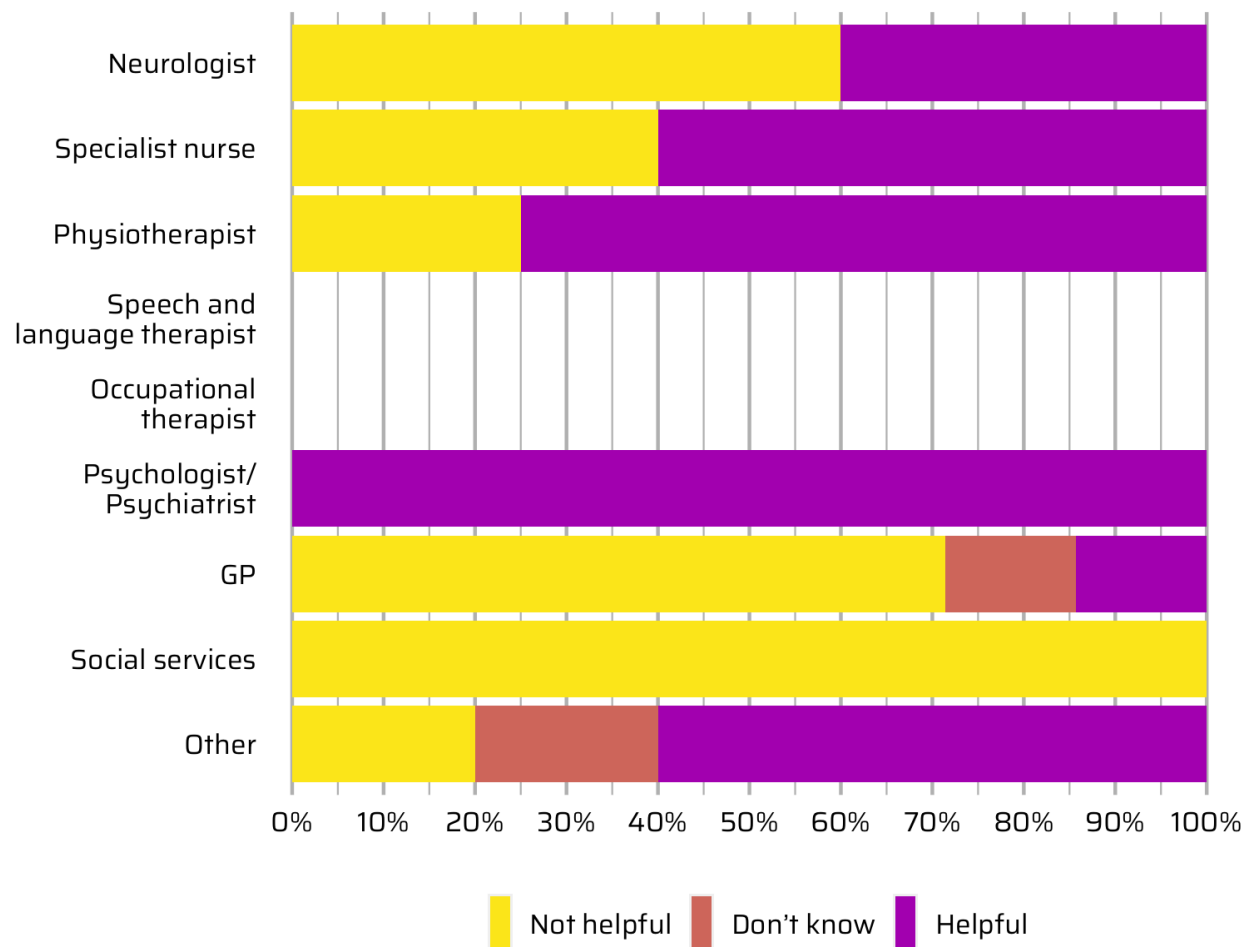


Table 26: No. and type of responses to the question 'how helpful did you find your medical appointment?' by specialty

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	2	40
Neurologist	Don't know	0	0
Neurologist	Not helpful	3	60
Specialist nurse	Helpful	3	60
Specialist nurse	Don't know	0	0
Specialist nurse	Not helpful	2	40
Physiotherapist	Helpful	6	75
Physiotherapist	Don't know	0	0

Physiotherapist	Not helpful	2	25
Speech and language therapist	Helpful	0	NaN
Speech and language therapist	Don't know	0	NaN
Speech and language therapist	Not helpful	0	NaN
Occupational therapist	Helpful	0	NaN
Occupational therapist	Don't know	0	NaN
Occupational therapist	Not helpful	0	NaN
Psychologist/Psychiatrist	Helpful	4	100
Psychologist/Psychiatrist	Don't know	0	0
Psychologist/Psychiatrist	Not helpful	0	0
GP	Helpful	1	14
GP	Don't know	1	14
GP	Not helpful	5	71
Social services	Helpful	0	0
Social services	Don't know	0	0
Social services	Not helpful	1	100
Other	Helpful	3	60
Other	Don't know	1	20
Other	Not helpful	1	20

Figure 27: Helpfulness of Medical Appointment by mode of delivery

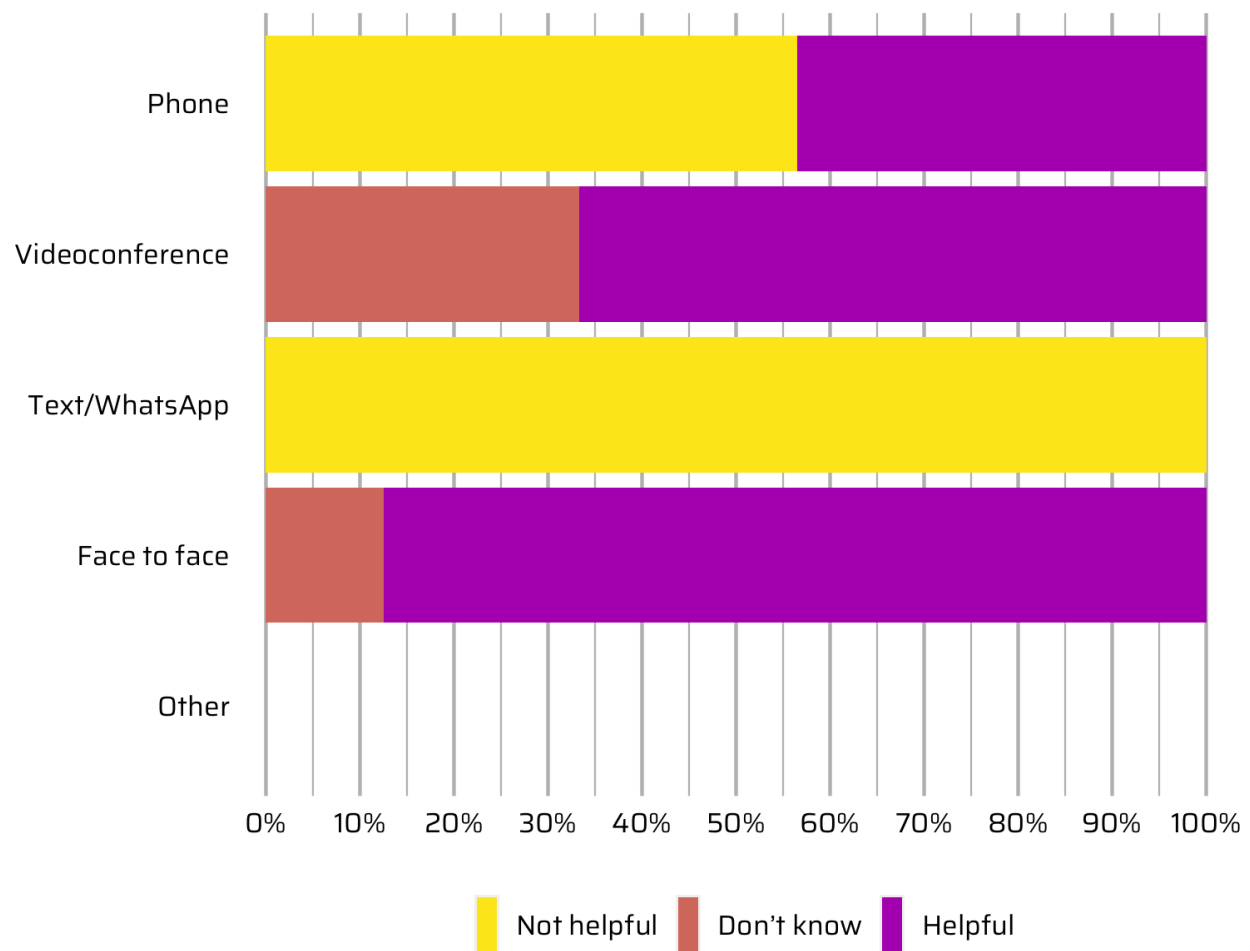


Table 27: No. and type of responses to the question 'how helpful did you find your medical appointment?' by mode of delivery

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	10	43
Phone	Don't know	0	0
Phone	Not helpful	13	57
Videoconference	Helpful	2	67
Videoconference	Don't know	1	33
Videoconference	Not helpful	0	0
Text/WhatsApp	Helpful	0	0
Text/WhatsApp	Don't know	0	0
Text/WhatsApp	Not helpful	1	100

Face to face	Helpful	7	88
Face to face	Don't know	1	12
Face to face	Not helpful	0	0
Other	Helpful	0	NaN
Other	Don't know	0	NaN
Other	Not helpful	0	NaN

Figure 28: Delay to care by feelings of anxiety or hopelessness

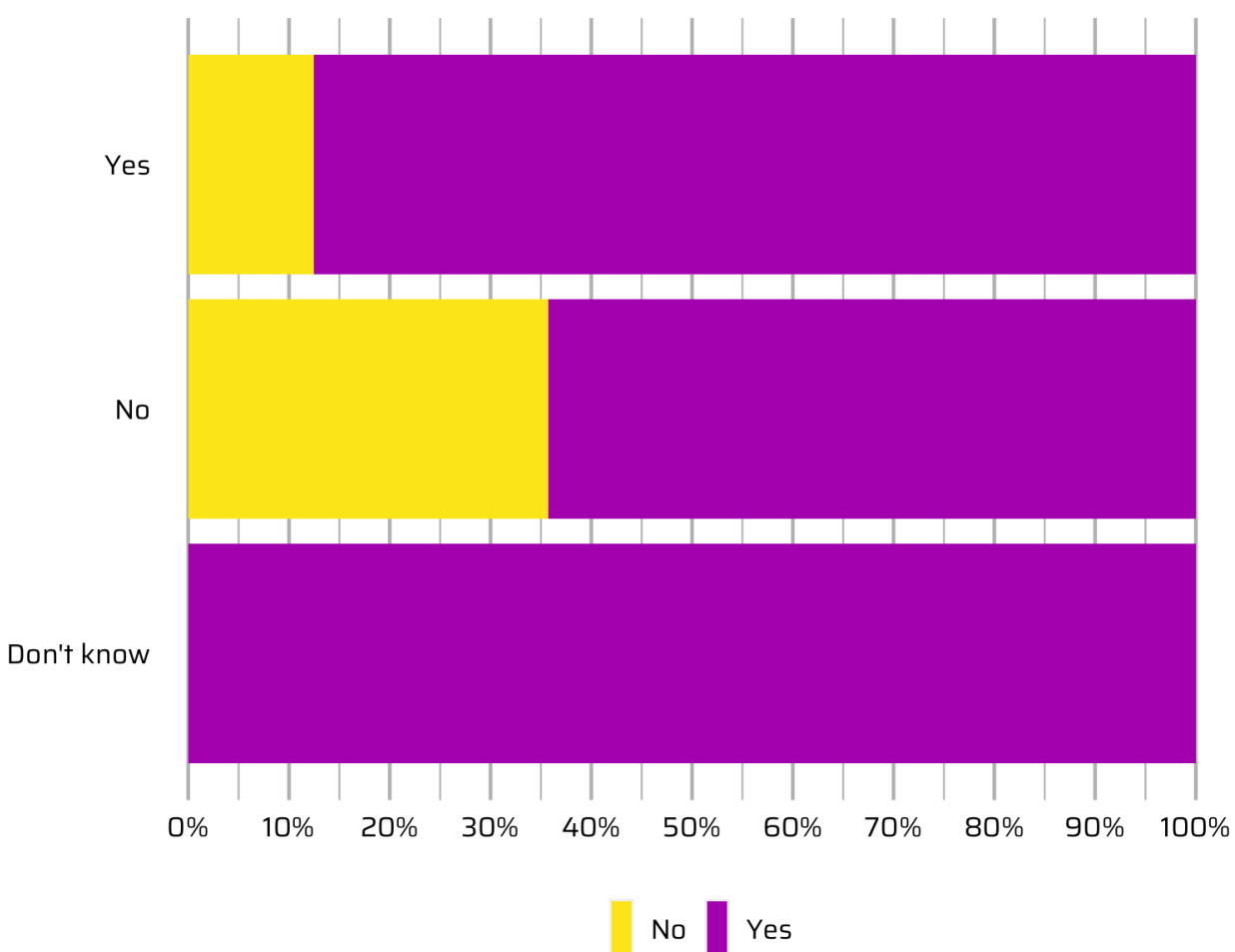


Table 28: No. and type of responses to the question 'Did you experience delays to your care?' by feelings of anxiety or hopelessness

Delay	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	7	88
Yes	No	1	12

No	Yes	18	64
No	No	10	36
Don't know	Yes	3	100
Don't know	No	0	0

Figure 29: Cancellations to care by feelings of anxiety or hopelessness

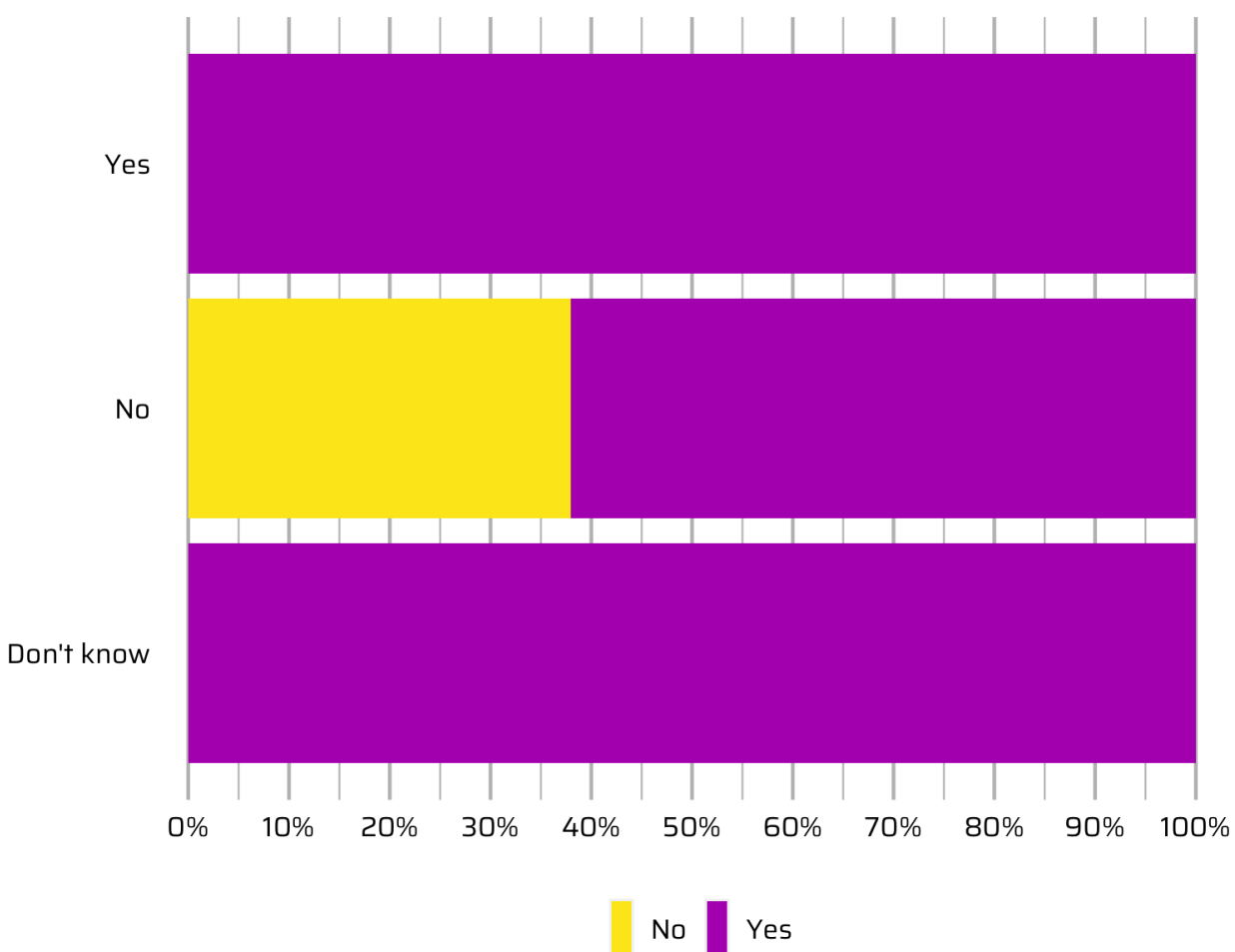


Table 29: No. and type of responses to the question 'Did you experience cancellations to your care?' by feelings of anxiety or hopelessness

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	9	100
Yes	No	0	0
No	Yes	18	62

No	No	11	38
Don't know	Yes	1	100
Don't know	No	0	0

Access to mental health support

Figure 30: To what extent are your mental health needs being met?

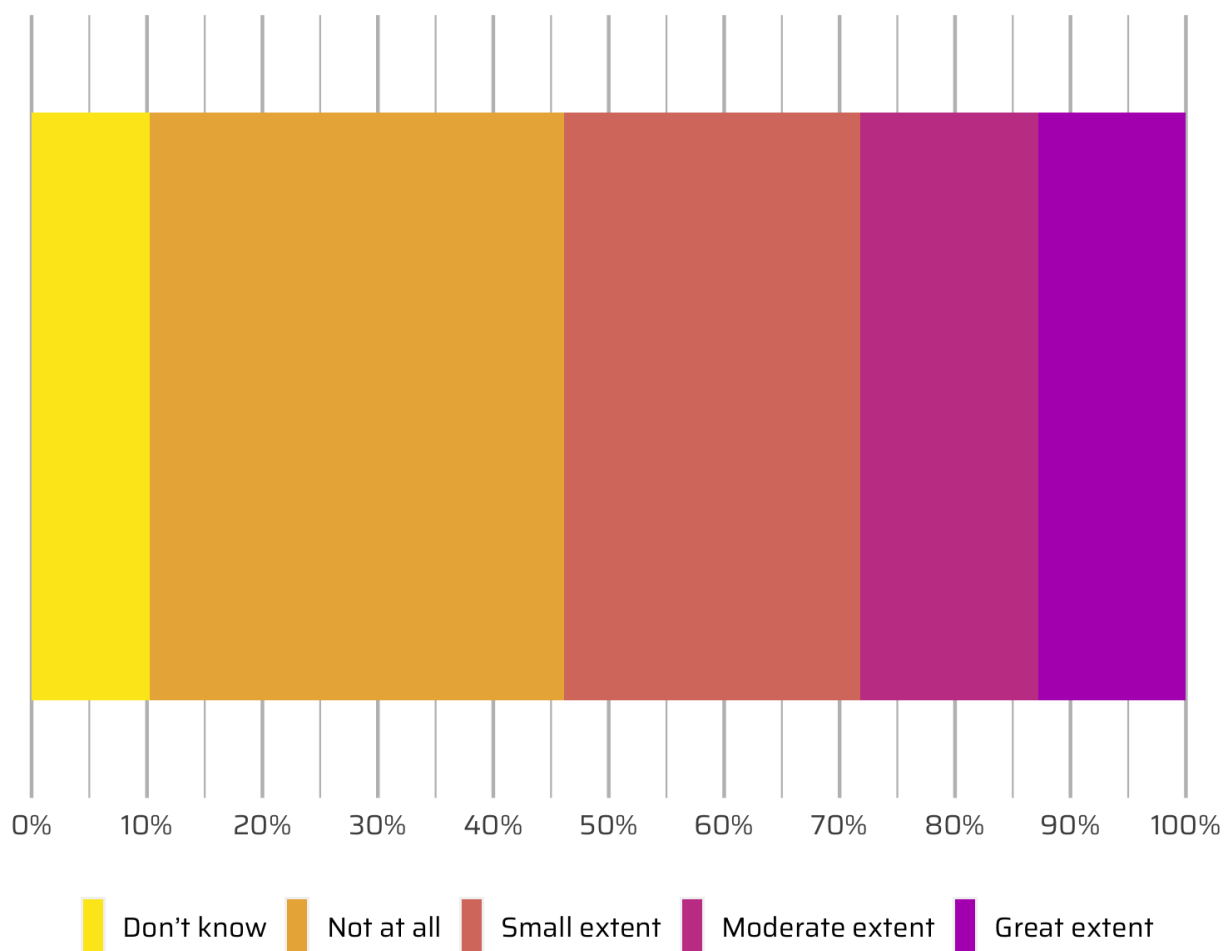


Table 30: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?'

Extent	Respondents	Percentage
Great extent	5	13
Moderate extent	6	15

Small extent	10	26
Not at all	14	36
Don't know	4	10

Figure 31: Mental health needs met by gender

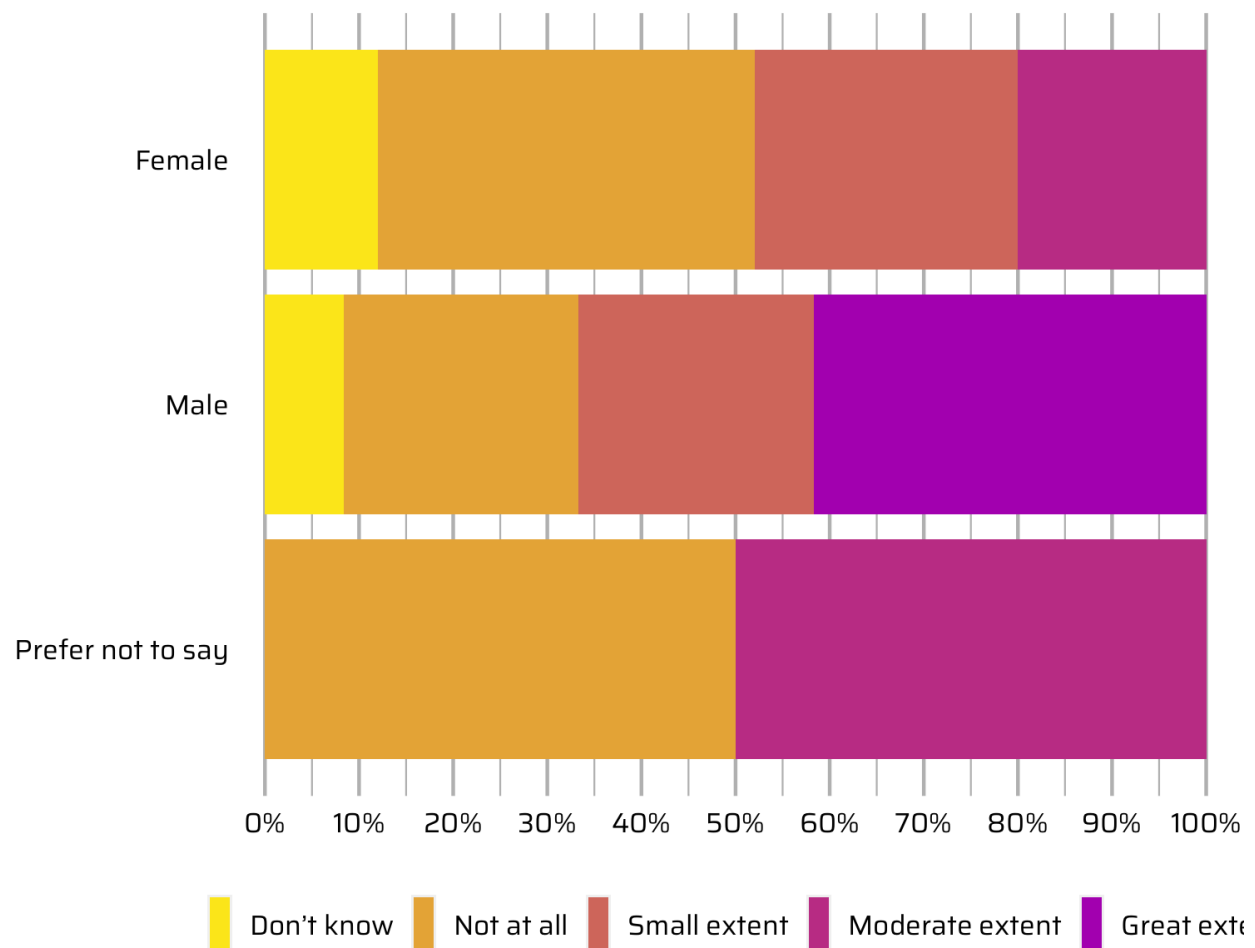


Table 31: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by gender

Gender	Extent	Respondents	Percentage
Female	Great extent	0	0
Female	Moderate extent	5	20
Female	Small extent	7	28
Female	Not at all	10	40
Female	Don't know	3	12
Male	Great extent	5	42
Male	Moderate extent	0	0
Male	Small extent	3	25

Male	Not at all	3	25
Male	Don't know	1	8
Prefer not to say	Great extent	0	0
Prefer not to say	Moderate extent	1	50
Prefer not to say	Small extent	0	0
Prefer not to say	Not at all	1	50
Prefer not to say	Don't know	0	0

Figure 32: Mental Health Needs Met by employment status

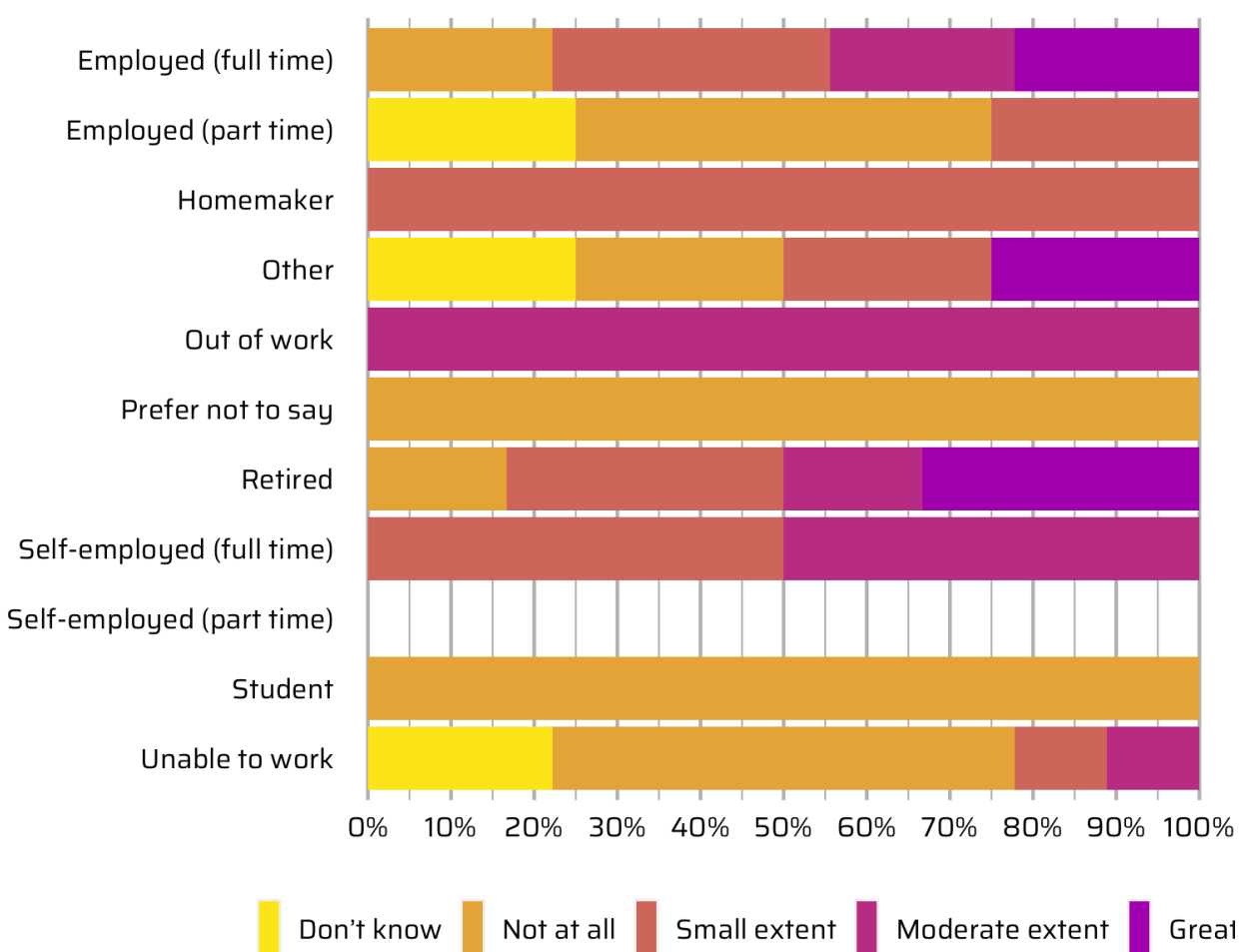


Table 32: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by employment status

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Great extent	2	22
Employed (full time)	Moderate extent	2	22
Employed (full time)	Small extent	3	33
Employed (full time)	Not at all	2	22
Employed (full time)	Don't know	0	0
Employed (part time)	Great extent	0	0
Employed (part time)	Moderate extent	0	0
Employed (part time)	Small extent	1	25
Employed (part time)	Not at all	2	50
Employed (part time)	Don't know	1	25
Homemaker	Great extent	0	0
Homemaker	Moderate extent	0	0
Homemaker	Small extent	1	100
Homemaker	Not at all	0	0
Homemaker	Don't know	0	0
Other	Great extent	1	25
Other	Moderate extent	0	0
Other	Small extent	1	25
Other	Not at all	1	25
Other	Don't know	1	25
Out of work	Great extent	0	0
Out of work	Moderate extent	1	100
Out of work	Small extent	0	0
Out of work	Not at all	0	0
Out of work	Don't know	0	0
Prefer not to say	Great extent	0	0
Prefer not to say	Moderate extent	0	0
Prefer not to say	Small extent	0	0
Prefer not to say	Not at all	1	100
Prefer not to say	Don't know	0	0
Retired	Great extent	2	33
Retired	Moderate extent	1	17
Retired	Small extent	2	33
Retired	Not at all	1	17

Retired	Don't know	0	0
Self-employed (full time)	Great extent	0	0
Self-employed (full time)	Moderate extent	1	50
Self-employed (full time)	Small extent	1	50
Self-employed (full time)	Not at all	0	0
Self-employed (full time)	Don't know	0	0
Self-employed (part time)	Great extent	0	NaN
Self-employed (part time)	Moderate extent	0	NaN
Self-employed (part time)	Small extent	0	NaN
Self-employed (part time)	Not at all	0	NaN
Self-employed (part time)	Don't know	0	NaN
Student	Great extent	0	0
Student	Moderate extent	0	0
Student	Small extent	0	0
Student	Not at all	1	100
Student	Don't know	0	0
Unable to work	Great extent	0	0
Unable to work	Moderate extent	1	11
Unable to work	Small extent	1	11
Unable to work	Not at all	5	56
Unable to work	Don't know	2	22

Figure 33: Number of Dependents by Mental Health Needs Met

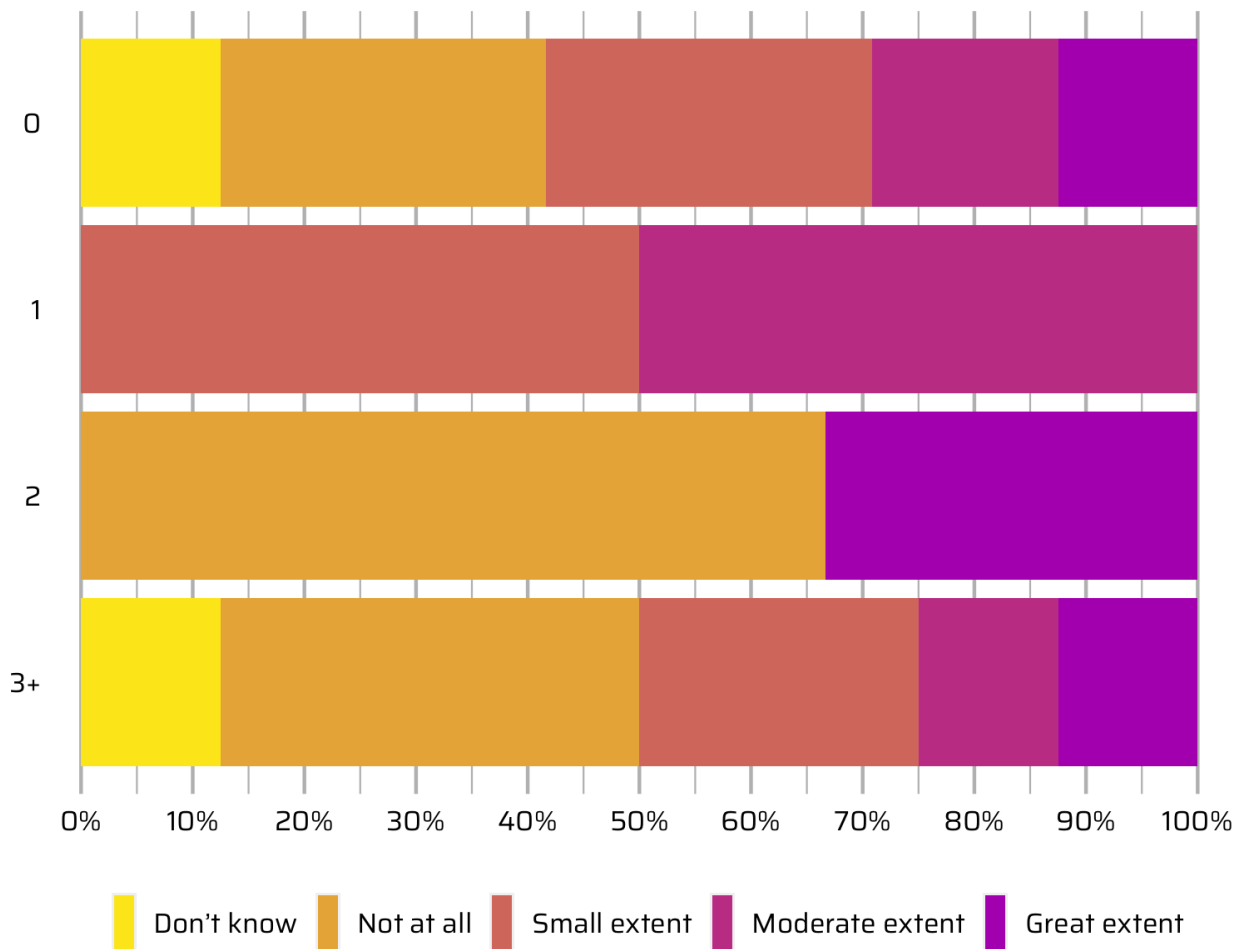


Table 33: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by number of dependents

Dependents	Extent	Respondents	Percentage
0	Great extent	3	12
0	Moderate extent	4	17
0	Small extent	7	29
0	Not at all	7	29
0	Don't know	3	12
1	Great extent	0	0
1	Moderate extent	1	50
1	Small extent	1	50

1	Not at all	0	0
1	Don't know	0	0
2	Great extent	1	33
2	Moderate extent	0	0
2	Small extent	0	0
2	Not at all	2	67
2	Don't know	0	0
3+	Great extent	1	12
3+	Moderate extent	1	12
3+	Small extent	2	25
3+	Not at all	3	38
3+	Don't know	1	12

Figure 34: Mental health needs met by marital status

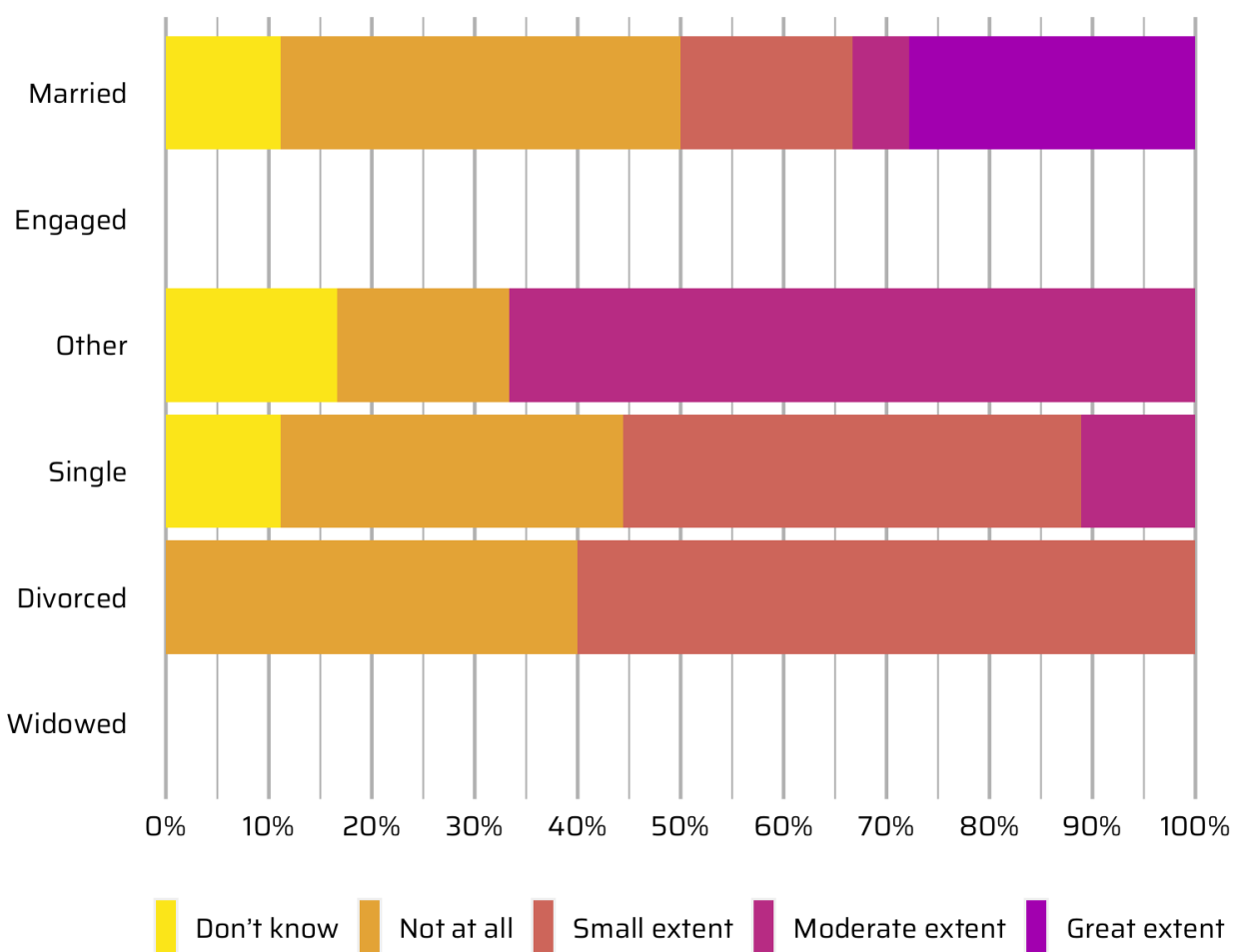


Table 34: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by marital status

Marital Status	Extent	Respondents	Percentage
Married	Great extent	5	28
Married	Moderate extent	1	6
Married	Small extent	3	17
Married	Not at all	7	39
Married	Don't know	2	11
Engaged	Great extent	0	NaN
Engaged	Moderate extent	0	NaN
Engaged	Small extent	0	NaN
Engaged	Not at all	0	NaN
Engaged	Don't know	0	NaN
Other	Great extent	0	0
Other	Moderate extent	4	67
Other	Small extent	0	0
Other	Not at all	1	17
Other	Don't know	1	17
Single	Great extent	0	0
Single	Moderate extent	1	11
Single	Small extent	4	44
Single	Not at all	3	33
Single	Don't know	1	11
Divorced	Great extent	0	0
Divorced	Moderate extent	0	0
Divorced	Small extent	3	60
Divorced	Not at all	2	40
Divorced	Don't know	0	0
Widowed	Great extent	0	NaN
Widowed	Moderate extent	0	NaN
Widowed	Small extent	0	NaN
Widowed	Not at all	0	NaN
Widowed	Don't know	0	NaN

Figure 35: Anxious or Hopeless Feeling by Mental Health Needs Met

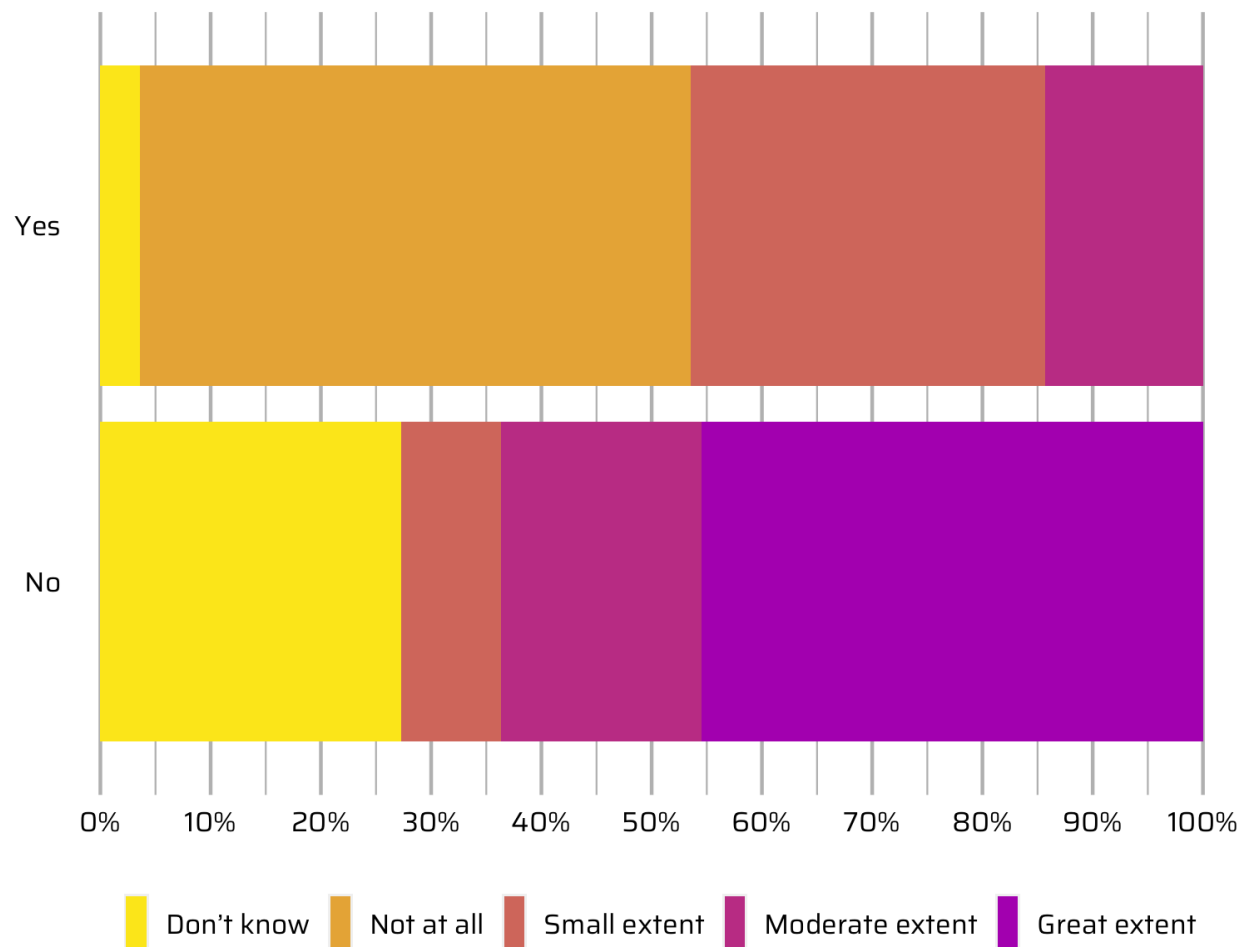


Table 35: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by feelings of anxiety or hopelessness

Anxious or Hopeless	Extent	Respondents	Percentage
Yes	Great extent	0	0
Yes	Moderate extent	4	14
Yes	Small extent	9	32
Yes	Not at all	14	50
Yes	Don't know	1	4
No	Great extent	5	45
No	Moderate extent	2	18
No	Small extent	1	9
No	Not at all	0	0

No Don't know 3 27

Figure 36: Delay to Care by the Extent Mental Health Needs Met

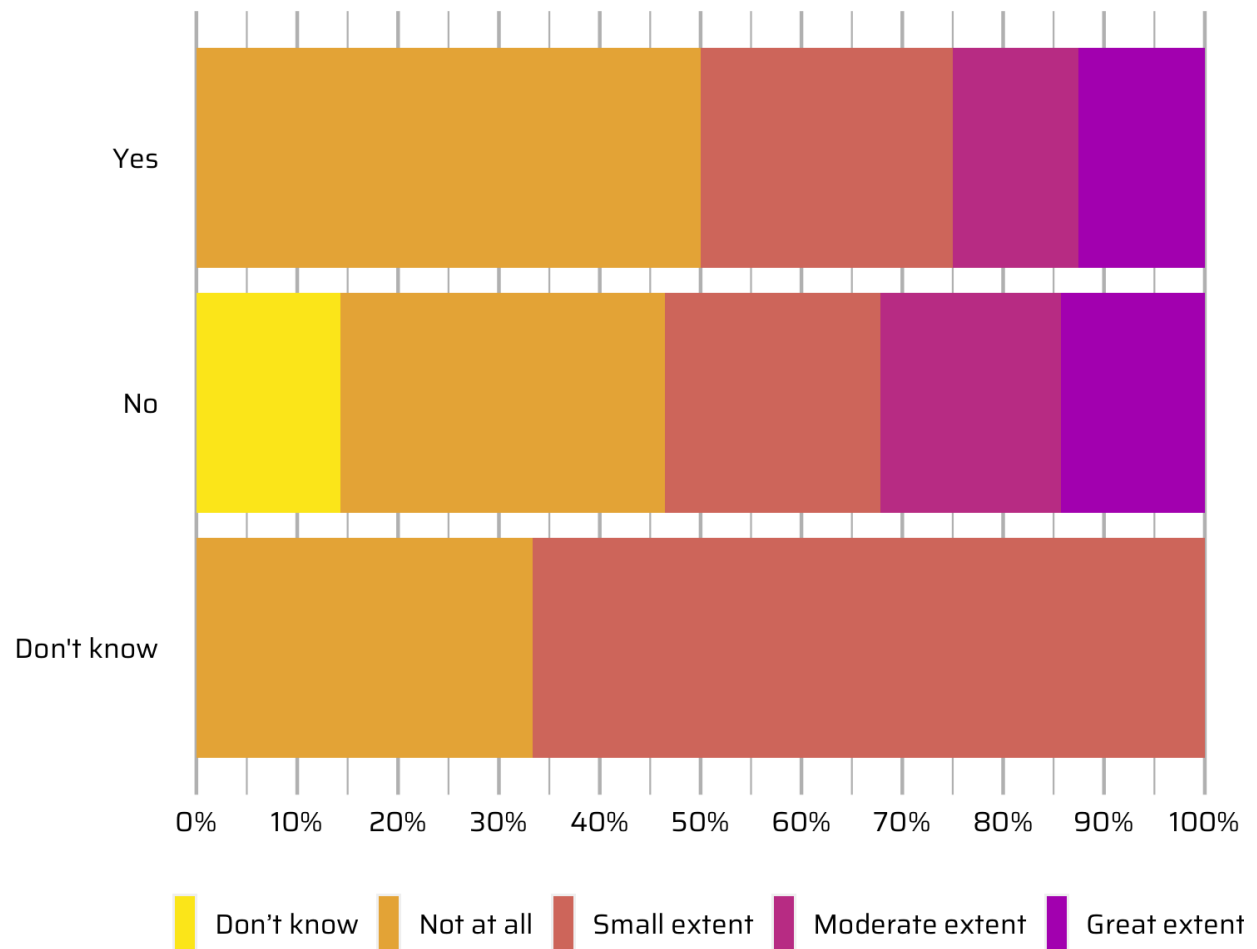


Table 36: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by delays to care

Delay	Extent	Respondents	Percentage
Yes	Great extent	1	12
Yes	Moderate extent	1	12
Yes	Small extent	2	25
Yes	Not at all	4	50
Yes	Don't know	0	0

No	Great extent	4	14
No	Moderate extent	5	18
No	Small extent	6	21
No	Not at all	9	32
No	Don't know	4	14
Don't know	Great extent	0	0
Don't know	Moderate extent	0	0
Don't know	Small extent	2	67
Don't know	Not at all	1	33
Don't know	Don't know	0	0

Figure 37: Cancellation of Care by the Extent Mental Health Needs Met

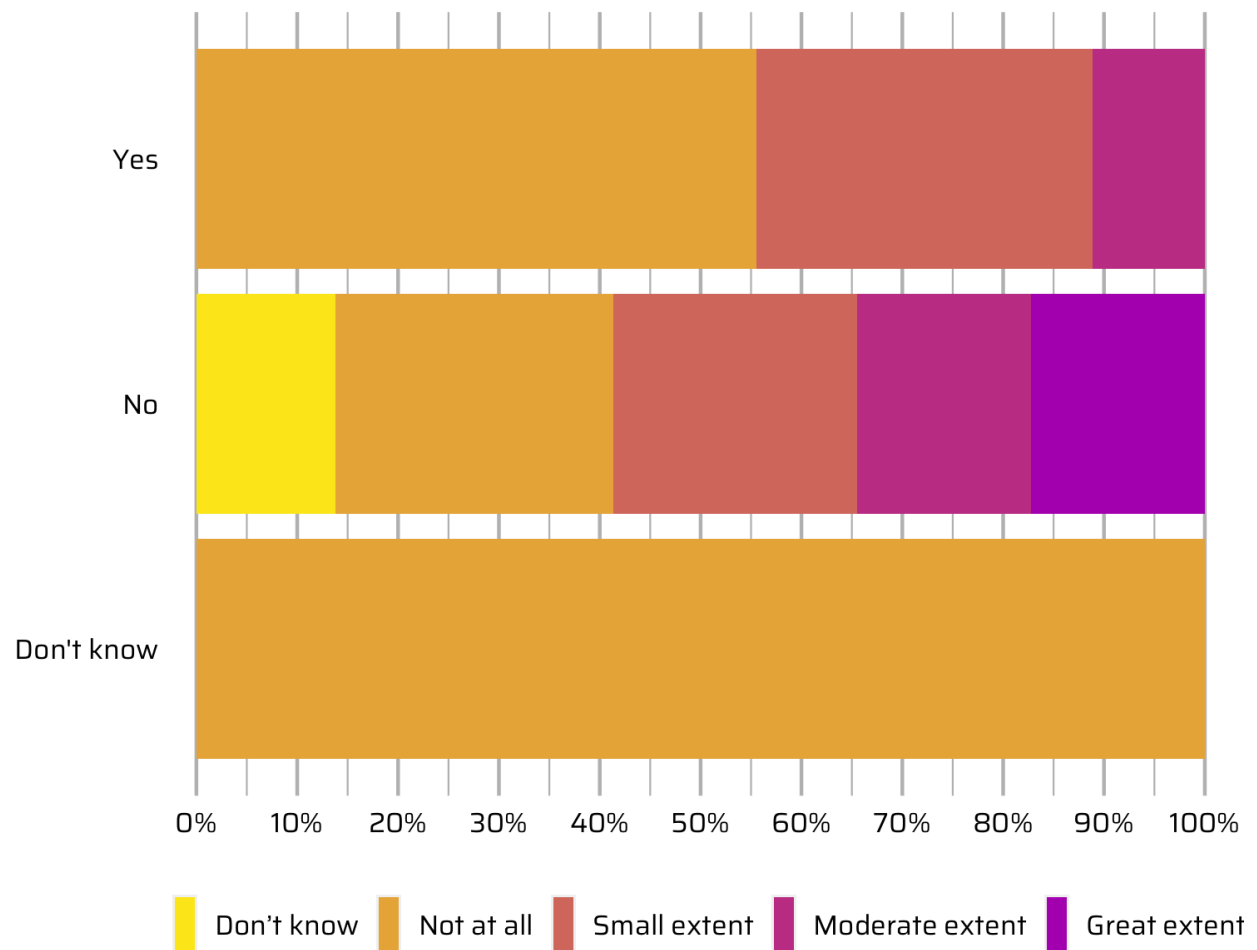


Table 37: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by cancellation of care

Cancellation	Extent	Respondents	Percentage
Yes	Great extent	0	0
Yes	Moderate extent	1	11
Yes	Small extent	3	33
Yes	Not at all	5	56
Yes	Don't know	0	0
No	Great extent	5	17
No	Moderate extent	5	17
No	Small extent	7	24
No	Not at all	8	28
No	Don't know	4	14
Don't know	Great extent	0	0
Don't know	Moderate extent	0	0
Don't know	Small extent	0	0
Don't know	Not at all	1	100
Don't know	Don't know	0	0

Figure 38: Financial Status by Extent Mental Health Needs Met

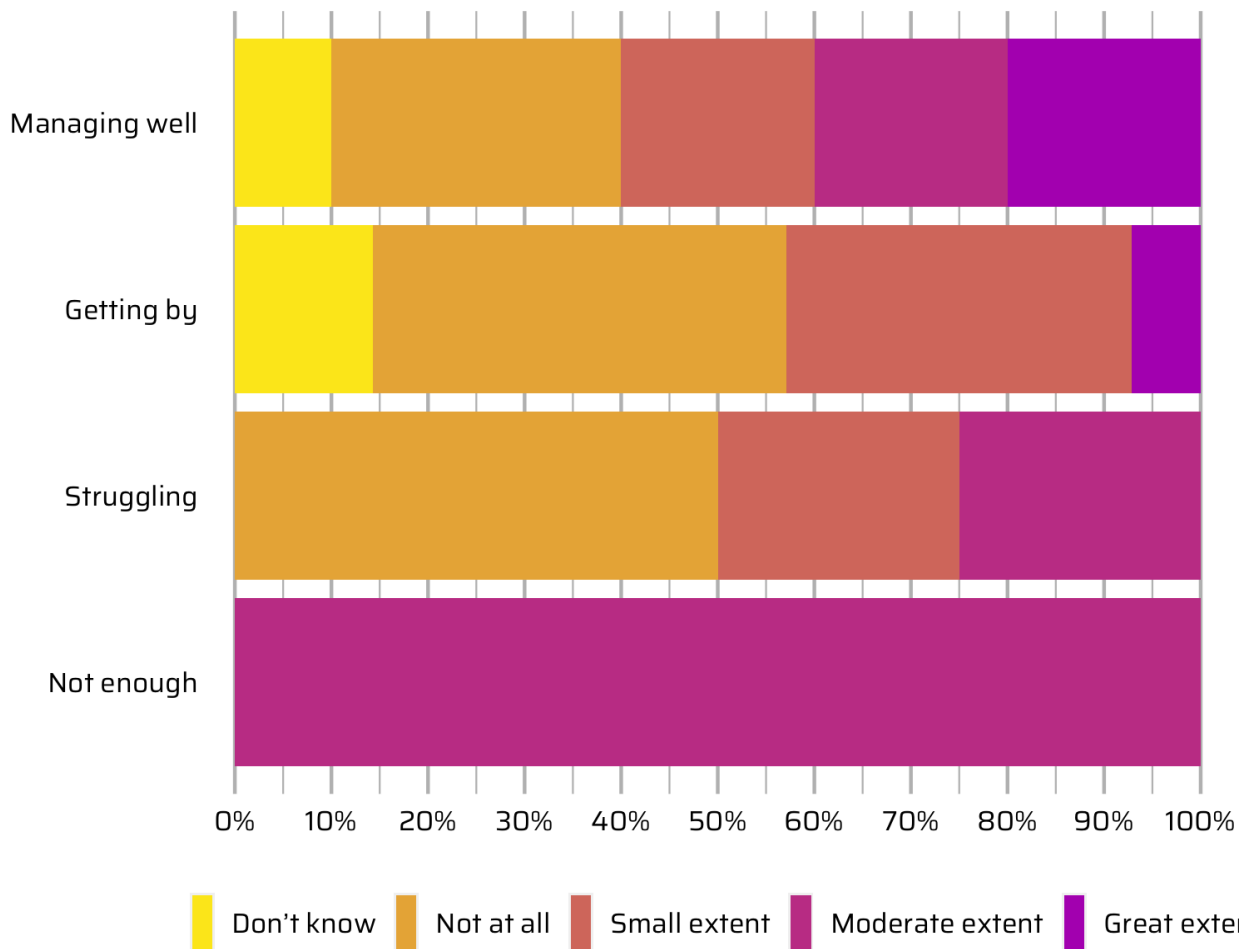


Table 38: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by financial status

Financial Status	Extent	Respondents	Percentage
Managing well	Great extent	4	20
Managing well	Moderate extent	4	20
Managing well	Small extent	4	20
Managing well	Not at all	6	30
Managing well	Don't know	2	10
Getting by	Great extent	1	7
Getting by	Moderate extent	0	0
Getting by	Small extent	5	36
Getting by	Not at all	6	43

Getting by	Don't know	2	14
Struggling	Great extent	0	0
Struggling	Moderate extent	1	25
Struggling	Small extent	1	25
Struggling	Not at all	2	50
Struggling	Don't know	0	0
Not enough	Great extent	0	0
Not enough	Moderate extent	1	100
Not enough	Small extent	0	0
Not enough	Not at all	0	0
Not enough	Don't know	0	0

Figure 39: Age and Extent Mental Health Needs Met

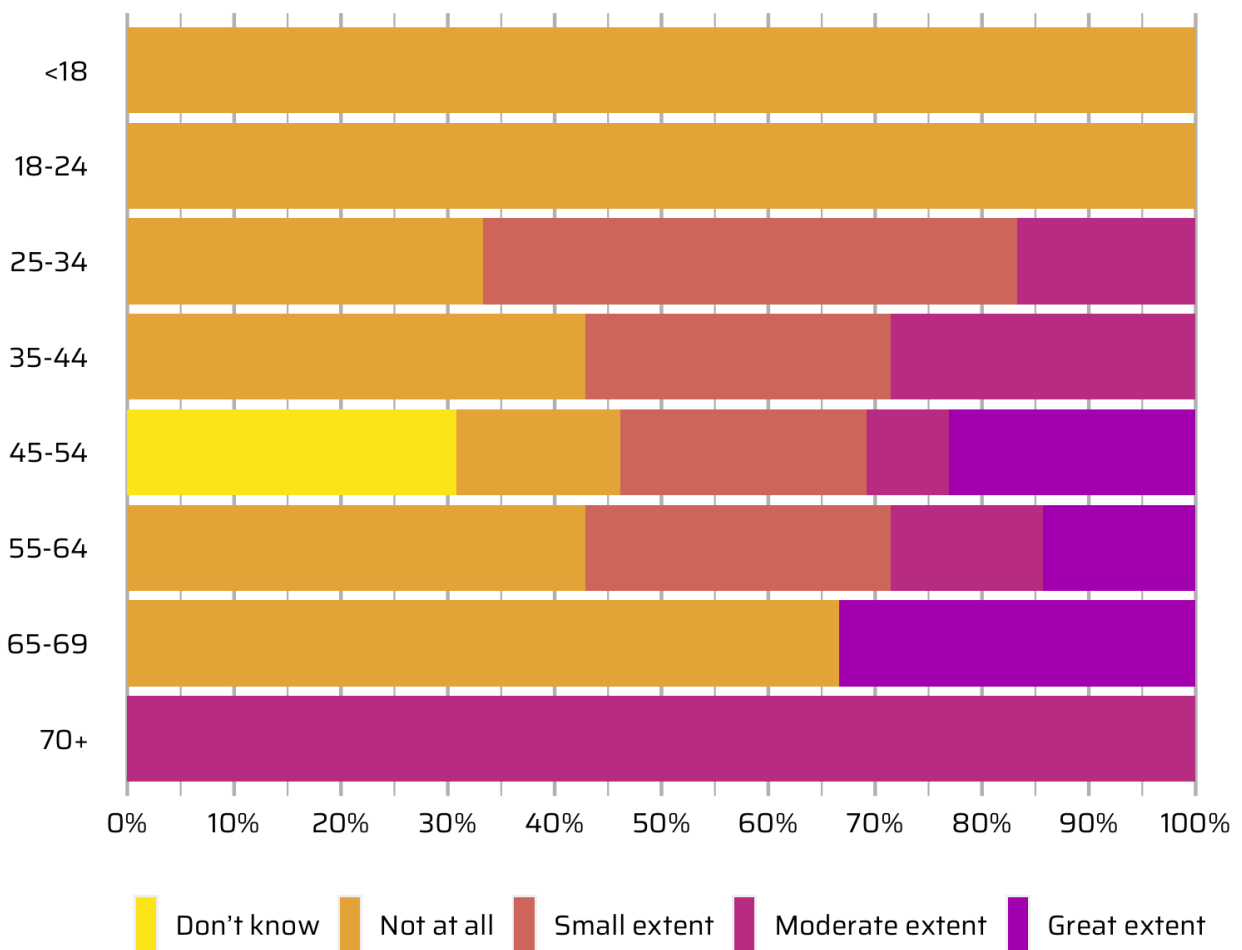


Table 39: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by age group

Age	Extent	Respondents	Percentage
<18	Great extent	0	0
<18	Moderate extent	0	0
<18	Small extent	0	0
<18	Not at all	1	100
<18	Don't know	0	0
18-24	Great extent	0	0
18-24	Moderate extent	0	0
18-24	Small extent	0	0
18-24	Not at all	1	100
18-24	Don't know	0	0
25-34	Great extent	0	0
25-34	Moderate extent	1	17
25-34	Small extent	3	50
25-34	Not at all	2	33
25-34	Don't know	0	0
35-44	Great extent	0	0
35-44	Moderate extent	2	29
35-44	Small extent	2	29
35-44	Not at all	3	43
35-44	Don't know	0	0
45-54	Great extent	3	23
45-54	Moderate extent	1	8
45-54	Small extent	3	23
45-54	Not at all	2	15
45-54	Don't know	4	31
55-64	Great extent	1	14
55-64	Moderate extent	1	14
55-64	Small extent	2	29
55-64	Not at all	3	43
55-64	Don't know	0	0
65-69	Great extent	1	33

65-69	Moderate extent	0	0
65-69	Small extent	0	0
65-69	Not at all	2	67
65-69	Don't know	0	0
70+	Great extent	0	0
70+	Moderate extent	1	100
70+	Small extent	0	0
70+	Not at all	0	0
70+	Don't know	0	0