

# NeuroLifeNow

## Analysis Report

March 2021

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## Foreword

This second report from the NeuroLifeNow app, which includes more than 250 respondents, sheds yet more light on the continuing impacts of COVID-19 pandemic on access and experience of support.

In particular, the mental health impacts of COVID-19 were again clear, with 58% of respondents reporting feeling anxious or hopeless. A third reported that their mental health needs were not being met at all or to a small extent.

The national vaccination is continuing at pace, and the end of restrictions is in sight. Yet again, people with neurological conditions reported that they were continuing to do their part to stop the spread of the virus with 4 in 5 saying that they were following COVID-19 Government guidelines completely. We will be watching this closely as COVID-19 measures ease.

This month, we were struck by the high proportion of people who reported their videoconference appointment as being helpful, compared to the small proportion who reported a helpful appointment by phone – this suggests further research is required to understand how to maximise the time spent with your health and care professional, and how this might differ across different modes of delivery.

A reminder also that the Brain and Spine Foundation is available to you as a listening ear when you need it most. If you live with a neurological condition, or care for someone who does, please get in contact if you need support or wish to join one of their peer support groups Call the free, professional Helpline on 0808 808 1000 Monday – Thursday, 9am – 4pm or email [helpline@brainandspine.org.uk](mailto:helpline@brainandspine.org.uk).

Right now, NHS bodies across the country are considering their approach to restart and recovery of services. We urge commissioners and providers of services for people with neurological conditions to look closely at the experiences shared here, and do get in contact with us if you would like to discuss any aspects of this work further.

Finally, a huge thank you again must go to the hundreds of people who have shared their experiences this month. We are so grateful to you for sharing your insights, and we do hope you can see them reflected here.

Marc Smith  
CEO, Brain and Spine Foundation

Georgina Carr  
CEO, Neurological Alliance

## Background

NeuroLifeNow is a new app 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 1 – 28 February 2021. The full questionnaire and data tables are available in the appendices.

## Key findings

- 256 people shared their experiences in February, with 76% female respondents and 23% male. 56 different neurological conditions and symptoms were represented in the survey this month.
- 58% of people felt anxious and/or hopeless, with this group more likely to have reported delays to their care in the past four weeks compared to those who do not feel anxious and/or hopeless.
- Those who experienced delays and cancellations were more likely to have accessed emergency care.
- 30% of respondents said their mental health needs were not being met. Women were more likely than men to report that their mental health needs were not being met.
- 81% were following Government advice on COVID-19 completely, 16% somewhat and 3% said not at all
- Just under half of respondents had had a medical appointment this month. 25% of people had one appointment. Respondents shared experiences relating to 255 appointments. Of these appointments, 72% said their appointment was helpful, 20% said it was not helpful, and 8% didn't know. Of those who had an appointment with a neurologist (n=41), 31% reported that it was not helpful. 30 people reported an appointment with their specialist nurse this month, with 93% saying that it was helpful.
- 83% of those who had a videoconference appointment (n=41) found it helpful. A quarter of those who had a phone appointment (n=115) felt it was not helpful.

## Next steps

The immediate next step is to collect and analyse the March survey data.

At the time of writing, more than 200 people with neurological conditions have already responded to the March survey.

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 shared these findings with Ministers at the Department of Health and a Social Care – they will directly feed into NHS recovery plans.

We have also 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 last four weeks?		0	1- 2 times	3 - 5 times	6 or more times						

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	Videoconference	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	Yes	No	Don't know							

	them to go ahead										
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 moment? Please tick all that apply		Calm	Well supported	Anxious	Hopeless	Lonely					



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		Completely	To some extent	Not at all	Don't know						

(Coronavirus) Pandemic in the last four weeks?											
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Demographics

Figure 1: Gender of respondents

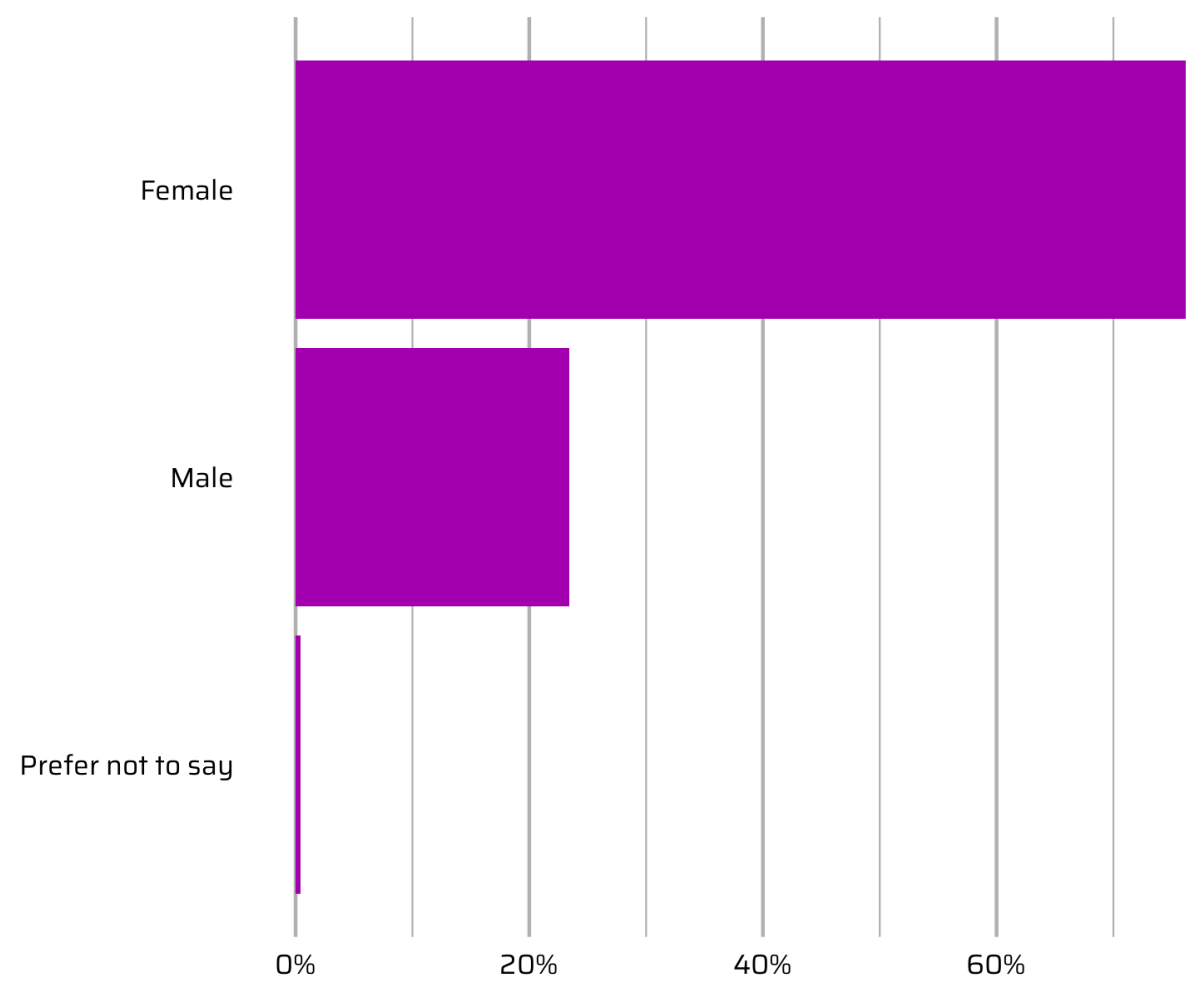


Table 1: Gender of respondents

Gender	Respondents	Percentage
Female	195	76
Male	60	23
Prefer not to say	1	0

Figure 2: Age of respondents

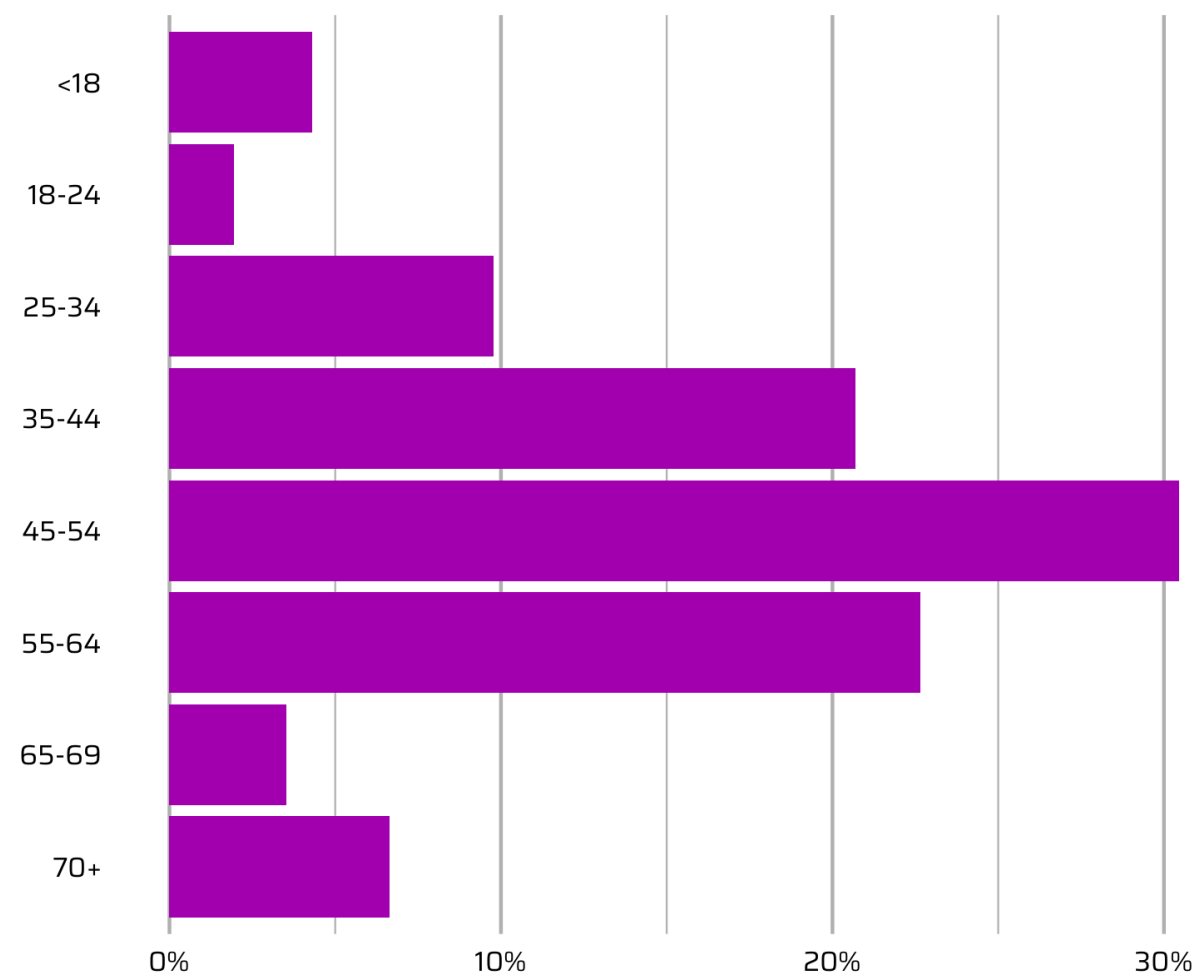


Table 2: Age of respondents

Age	Respondents	Percentage
<18	11	4
18-24	5	2
25-34	25	10
35-44	53	21
45-54	78	30
55-64	58	23
65-69	9	4
70+	17	7

Figure 3: Marital status of respondents

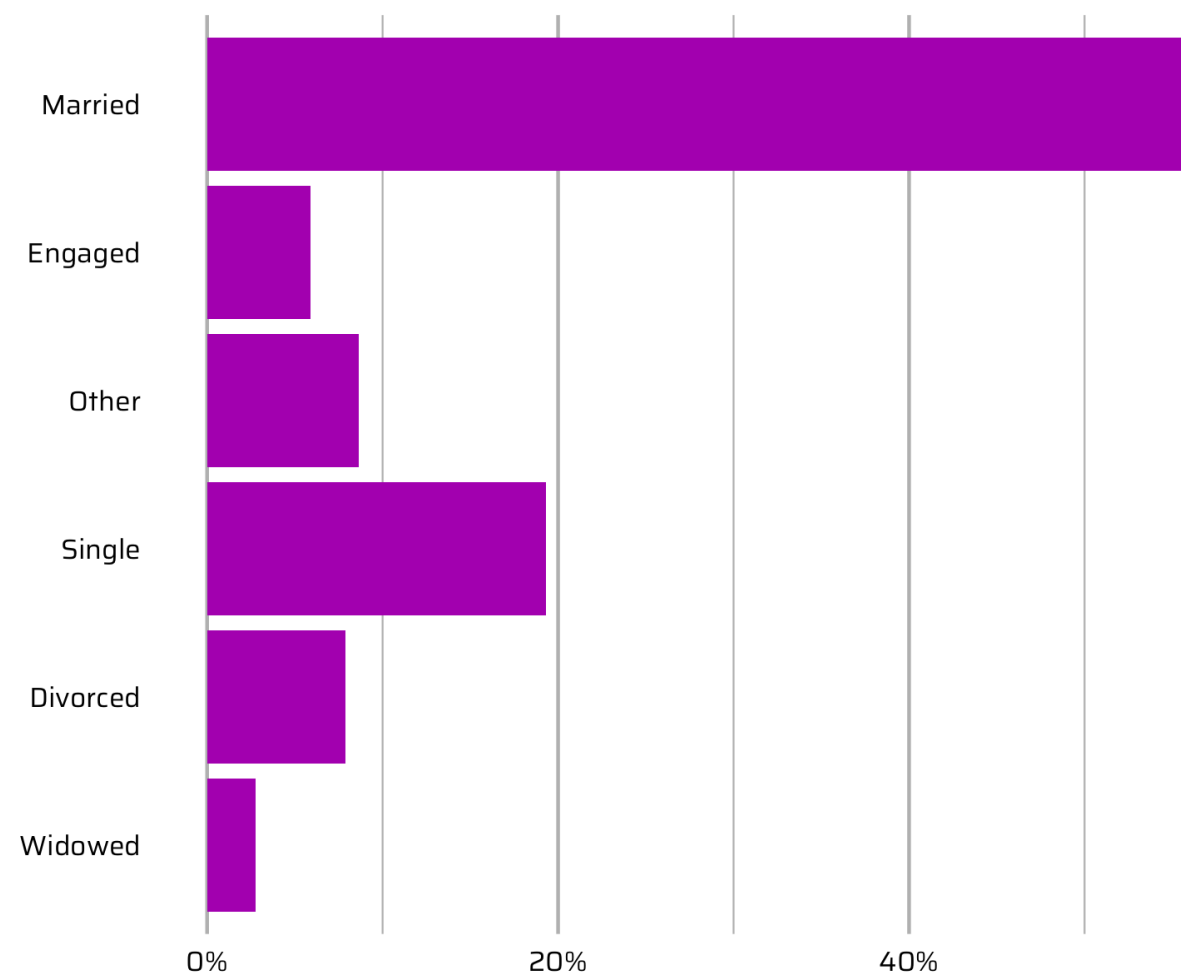


Table 3: Marital status of respondents

Marital Status	Respondents	Percentage
Married	141	56
Engaged	15	6
Other	22	9
Single	49	19
Divorced	20	8
Widowed	7	3



Figure 4: Employment status of respondents

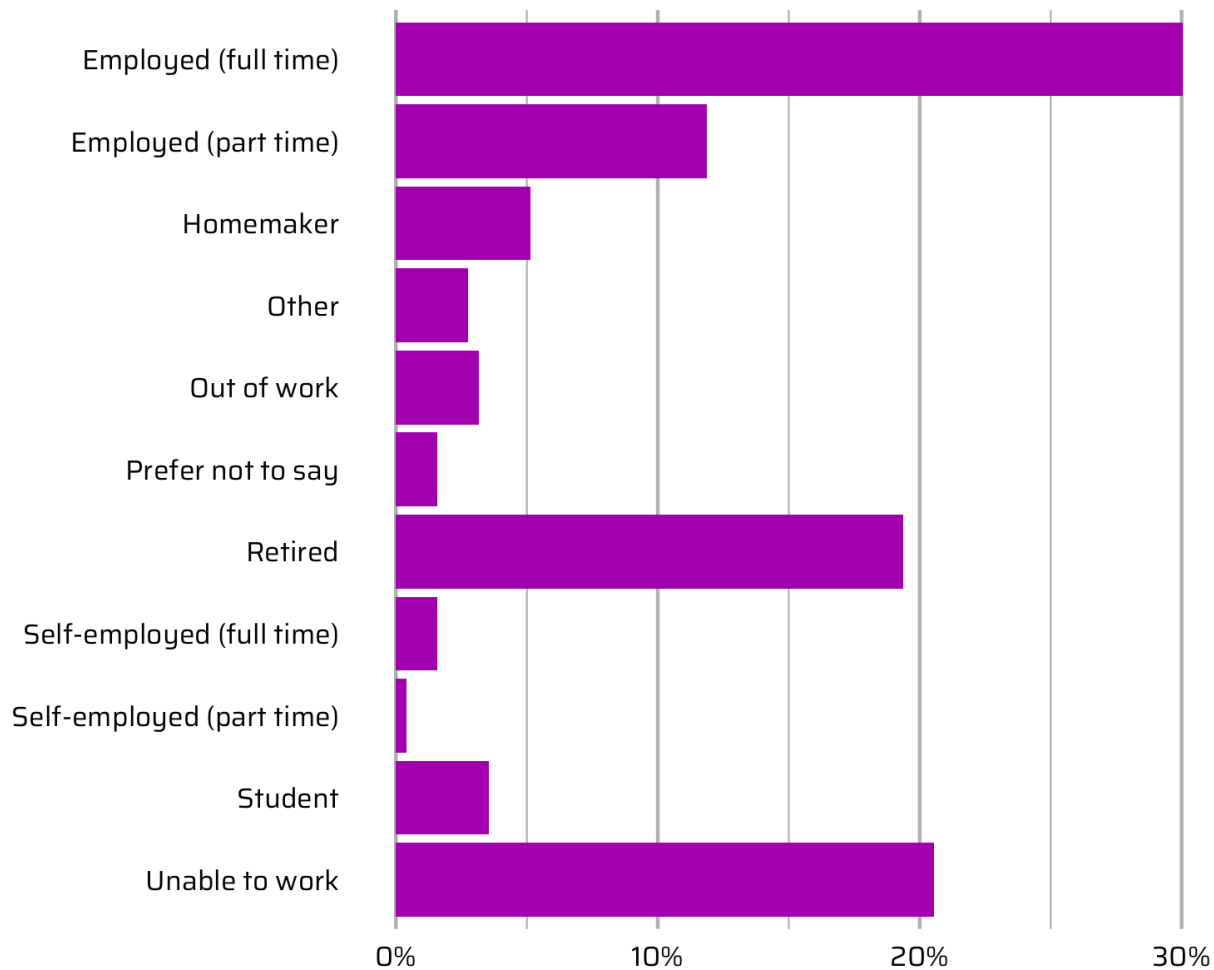


Table 4: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	76	30
Employed (part time)	30	12
Homemaker	13	5
Other	7	3
Out of work	8	3
Prefer not to say	4	2
Retired	49	19
Self-employed (full time)	4	2
Self-employed (part time)	1	0
Student	9	4
Unable to work	52	21

Figure 5: Financial status of respondents

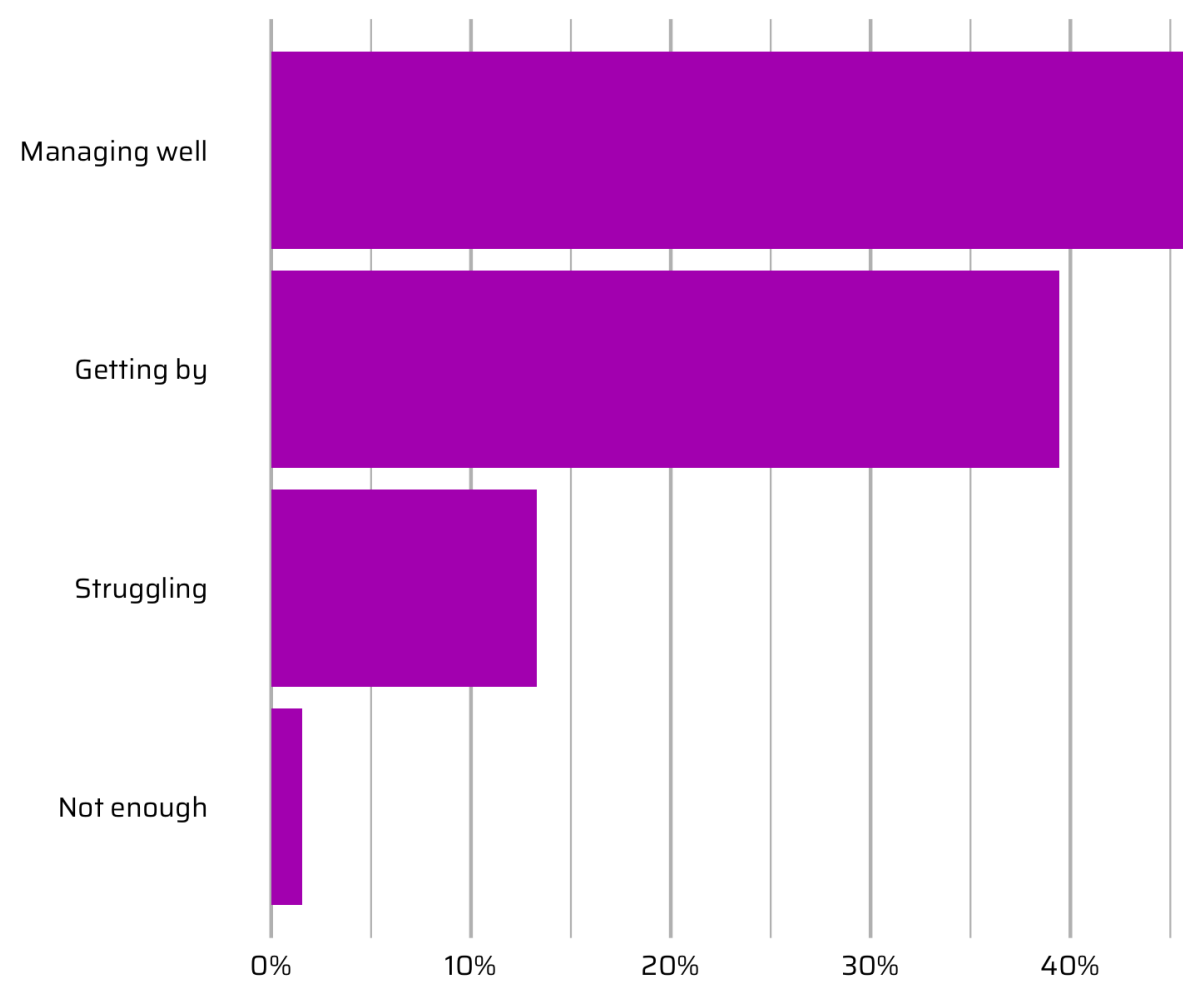


Table 5: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	117	46
Getting by	101	39
Struggling	34	13
Not enough	4	2

Figure 6: Extent to which respondents are following Government advice on COVID-19

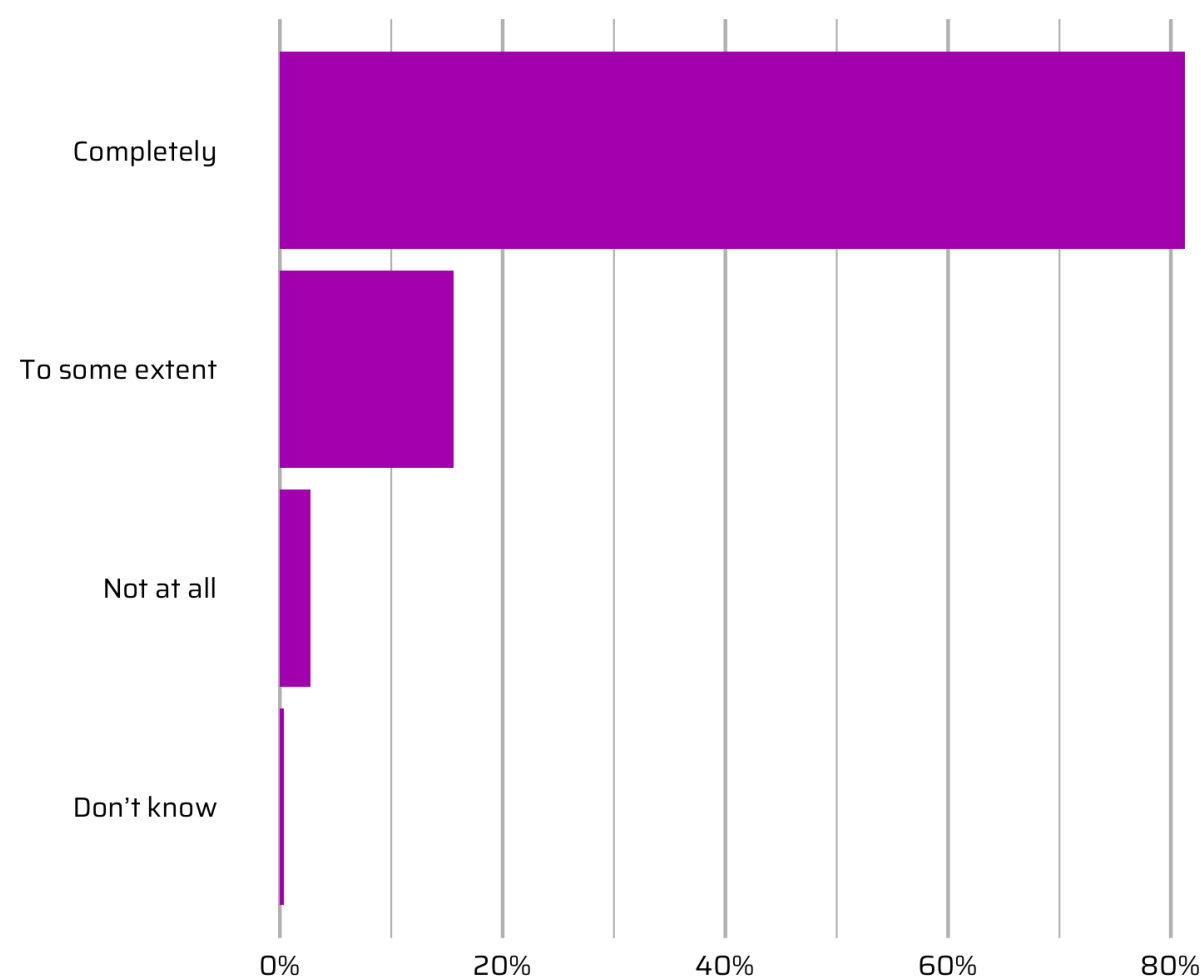


Table 6: Extent to which respondents are following Government advice on COVID-19

Following Advice	Respondents	Percentage
Completely	208	81
To some extent	40	16
Not at all	7	3
Don't know	1	0

Figure 7: Neurological conditions and symptoms

Nota bene: A single respondent may have multiple neurological conditions, therefore for this analysis the number of respondents per condition do not add up to the total number of respondents and the percentages do not add up to 100%.

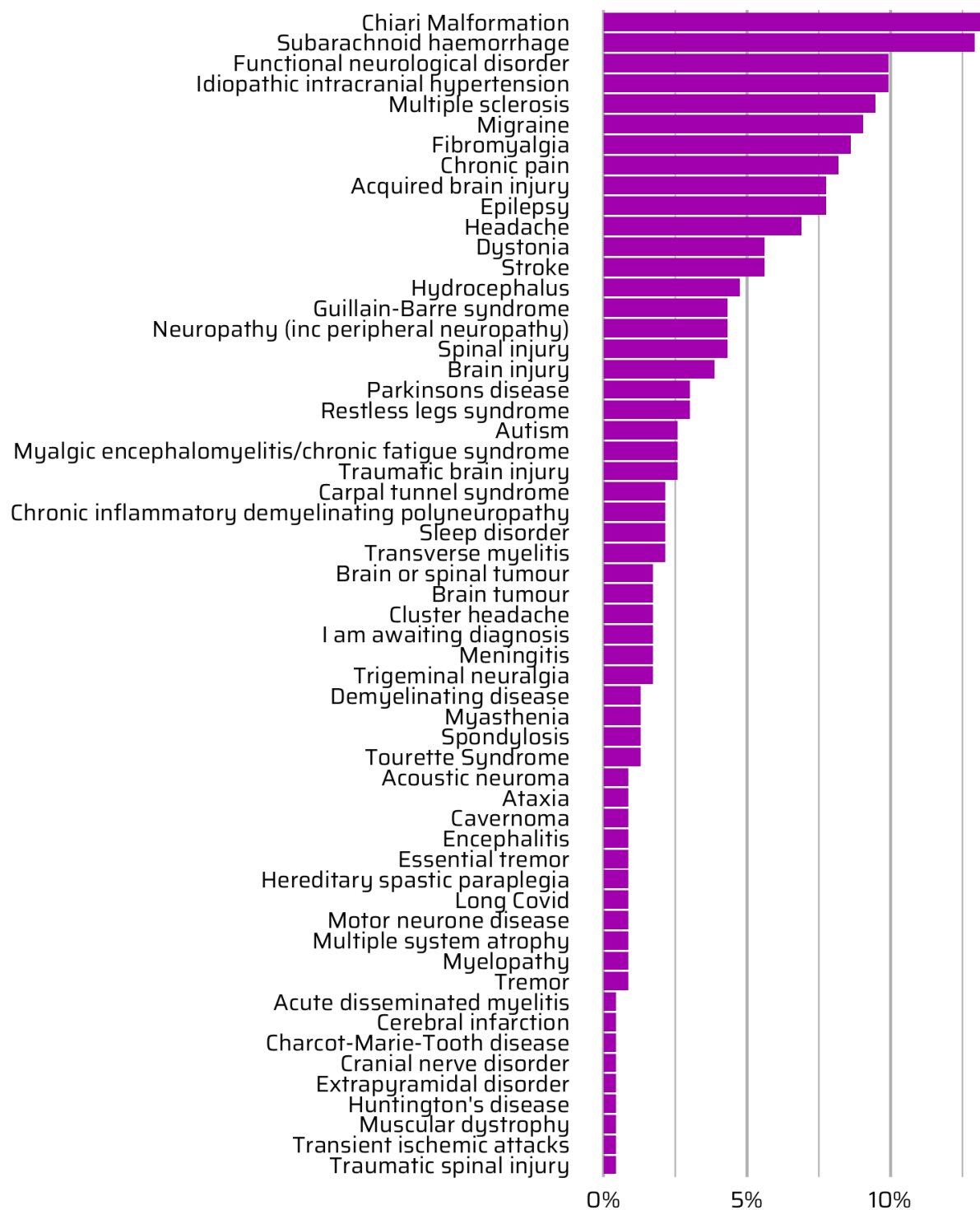


Table 7: Neurological conditions and symptoms

<b>Condition</b>	<b>Respondents</b>	<b>Percentage</b>
1. Chiari Malformation	31	13
2. Subarachnoid haemorrhage	30	13
3. Functional neurological disorder	23	10
4. Idiopathic intracranial hypertension	23	10
5. Multiple sclerosis	22	9
6. Migraine	21	9
7. Fibromyalgia	20	9
8. Chronic pain	19	8
9. Acquired brain injury	18	8
10. Epilepsy	18	8
11. Headache	16	7
12. Dystonia	13	6
13. Stroke	13	6
14. Hydrocephalus	11	5
15. Guillain-Barre syndrome	10	4
16. Neuropathy (inc peripheral neuropathy)	10	4
17. Spinal injury	10	4
18. Brain injury	9	4
19. Parkinsons disease	7	3
20. Restless legs syndrome	7	3
21. Autism	6	3
22. Myalgic encephalomyelitis/chronic fatigue syndrome	6	3
23. Traumatic brain injury	6	3
24. Carpal tunnel syndrome	5	2
25. Chronic inflammatory demyelinating polyneuropathy	5	2
26. Sleep disorder	5	2
27. Transverse myelitis	5	2
28. Brain or spinal tumour	4	2
29. Brain tumour	4	2
30. Cluster headache	4	2
31. I am awaiting diagnosis	4	2
32. Meningitis	4	2
33. Trigeminal neuralgia	4	2
34. Demyelinating disease	3	1
35. Myasthenia	3	1
36. Spondylosis	3	1
37. Tourette Syndrome	3	1

38. Acoustic neuroma	2	1
39. Ataxia	2	1
40. Cavernoma	2	1
41. Encephalitis	2	1
42. Essential tremor	2	1
43. Hereditary spastic paraplegia	2	1
44. Long Covid	2	1
45. Motor neurone disease	2	1
46. Multiple system atrophy	2	1
47. Myelopathy	2	1
48. Tremor	2	1
49. Acute disseminated myelitis	1	0
50. Cerebral infarction	1	0
51. Charcot-Marie-Tooth disease	1	0
52. Cranial nerve disorder	1	0
53. Extrapyrarnidal disorder	1	0
54. Huntington's disease	1	0
55. Muscular dystrophy	1	0
56. Transient ischemic attacks	1	0
57. Traumatic spinal injury	1	0

Experience Overall

Figure 8: Overall, what has your experience of care been like in the past 4 weeks?

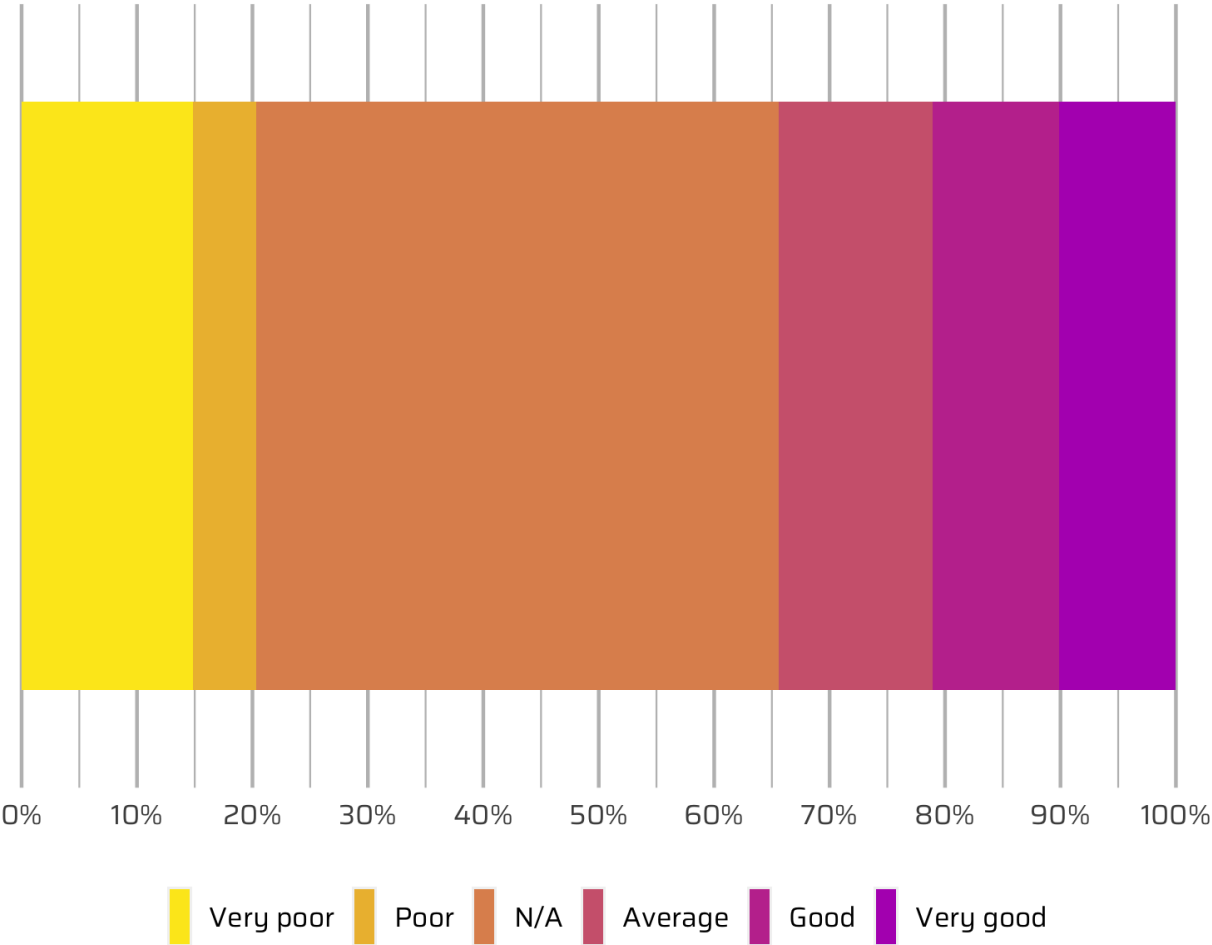


Table 8: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?

Experience	Respondents	Percentage
Very good	26	10
Good	28	11
Average	34	13
N/A	116	45
Poor	14	5
Very poor	38	15

Figure 9: Experience of care by gender

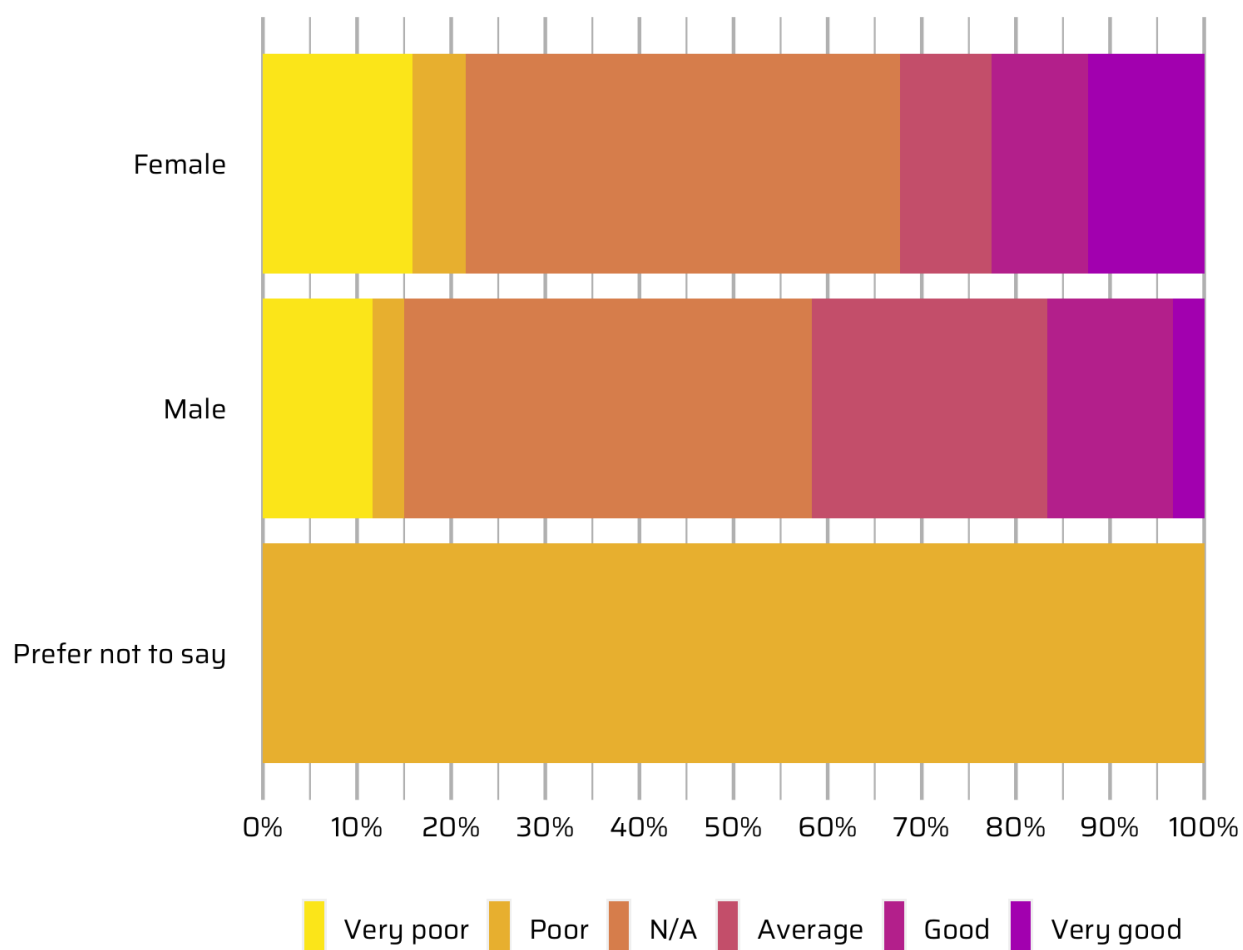


Table 9: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by gender

Gender	Experience	Respondents	Percentage
Female	Very good	24	12
Female	Good	20	10
Female	Average	19	10
Female	N/A	90	46
Female	Poor	11	6
Female	Very poor	31	16
Male	Very good	2	3
Male	Good	8	13
Male	Average	15	25
Male	N/A	26	43
Male	Poor	2	3
Male	Very poor	7	12



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	0	0
Prefer not to say	Poor	1	100
Prefer not to say	Very poor	0	0

Figure 10: Experience of care by employment status

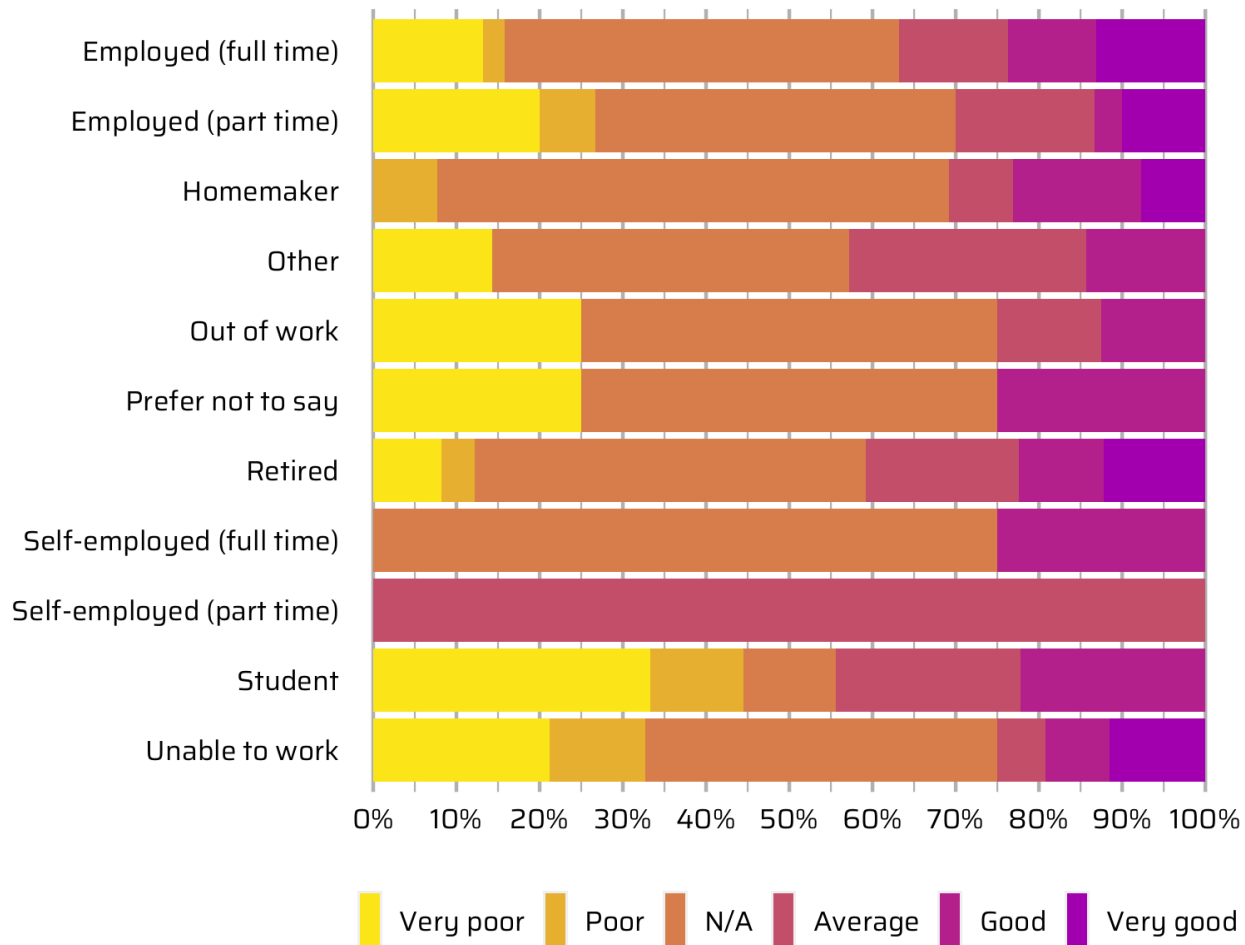


Table 10: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by employment status

<b>Employment Status</b>	<b>Experience</b>	<b>Respondents</b>	<b>Percentage</b>
Employed (full time)	Very good	10	13
Employed (full time)	Good	8	11
Employed (full time)	Average	10	13
Employed (full time)	N/A	36	47
Employed (full time)	Poor	2	3
Employed (full time)	Very poor	10	13
Employed (part time)	Very good	3	10
Employed (part time)	Good	1	3
Employed (part time)	Average	5	17
Employed (part time)	N/A	13	43
Employed (part time)	Poor	2	7
Employed (part time)	Very poor	6	20
Homemaker	Very good	1	8
Homemaker	Good	2	15
Homemaker	Average	1	8
Homemaker	N/A	8	62
Homemaker	Poor	1	8
Homemaker	Very poor	0	0
Other	Very good	0	0
Other	Good	1	14
Other	Average	2	29
Other	N/A	3	43
Other	Poor	0	0
Other	Very poor	1	14
Out of work	Very good	0	0
Out of work	Good	1	12
Out of work	Average	1	12
Out of work	N/A	4	50
Out of work	Poor	0	0
Out of work	Very poor	2	25
Prefer not to say	Very good	0	0
Prefer not to say	Good	1	25
Prefer not to say	Average	0	0
Prefer not to say	N/A	2	50
Prefer not to say	Poor	0	0

Prefer not to say	Very poor	1	25
Retired	Very good	6	12
Retired	Good	5	10
Retired	Average	9	18
Retired	N/A	23	47
Retired	Poor	2	4
Retired	Very poor	4	8
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	1	25
Self-employed (full time)	Average	0	0
Self-employed (full time)	N/A	3	75
Self-employed (full time)	Poor	0	0
Self-employed (full time)	Very poor	0	0
Self-employed (part time)	Very good	0	0
Self-employed (part time)	Good	0	0
Self-employed (part time)	Average	1	100
Self-employed (part time)	N/A	0	0
Self-employed (part time)	Poor	0	0
Self-employed (part time)	Very poor	0	0
Student	Very good	0	0
Student	Good	2	22
Student	Average	2	22
Student	N/A	1	11
Student	Poor	1	11
Student	Very poor	3	33
Unable to work	Very good	6	12
Unable to work	Good	4	8
Unable to work	Average	3	6
Unable to work	N/A	22	42

Unable to work	Poor	6	12
Unable to work	Very poor	11	21

Figure 11: Experience of care by number of dependents

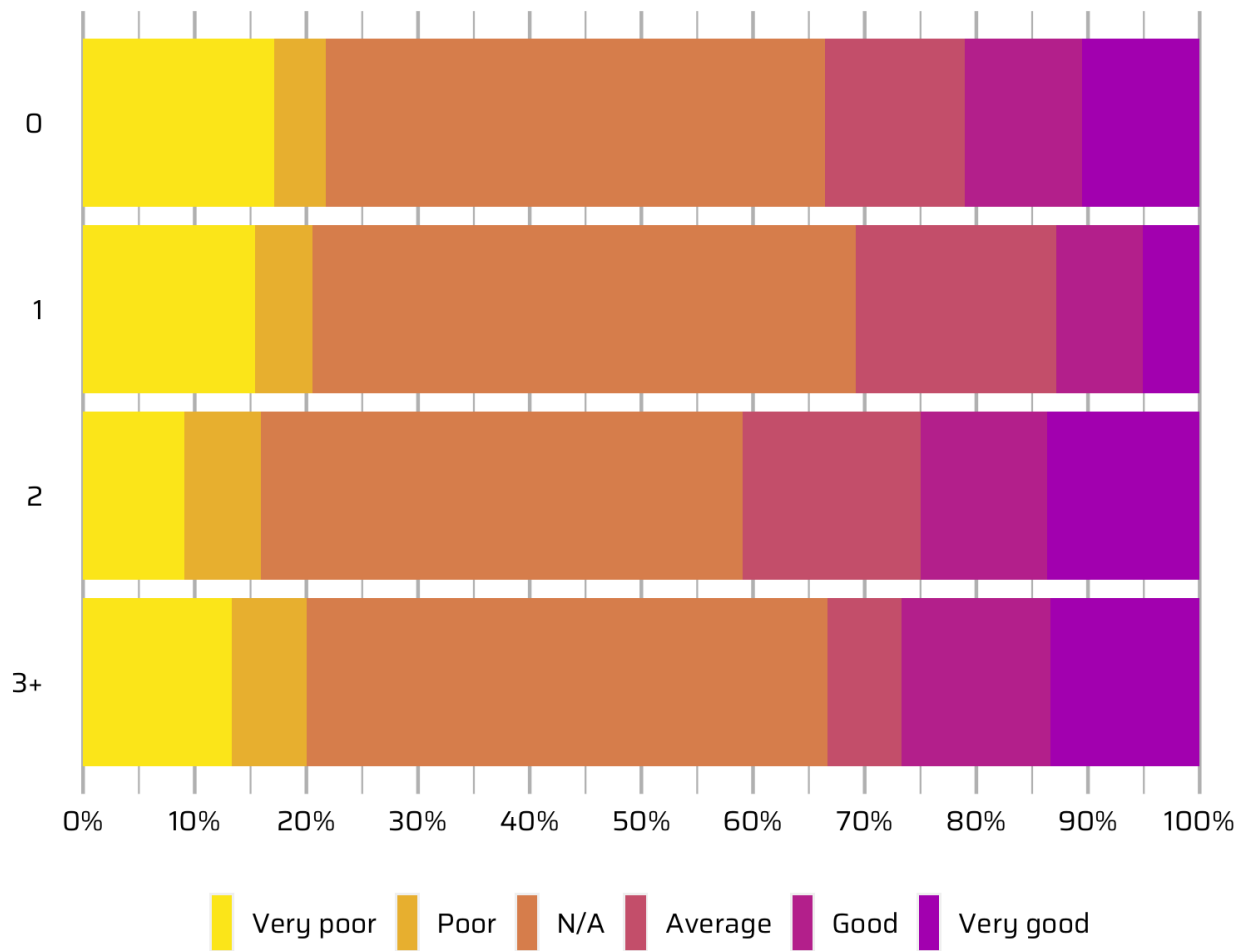


Table 11: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by dependents

Dependents	Experience	Respondents	Percentage
0	Very good	16	11
0	Good	16	11
0	Average	19	12
0	N/A	68	45
0	Poor	7	5
0	Very poor	26	17
1	Very good	2	5
1	Good	3	8
1	Average	7	18
1	N/A	19	49
1	Poor	2	5

1	Very poor	6	15
2	Very good	6	14
2	Good	5	11
2	Average	7	16
2	N/A	19	43
2	Poor	3	7
2	Very poor	4	9
3+	Very good	2	13
3+	Good	2	13
3+	Average	1	7
3+	N/A	7	47
3+	Poor	1	7
3+	Very poor	2	13

Figure 12: Experience of care by marital status

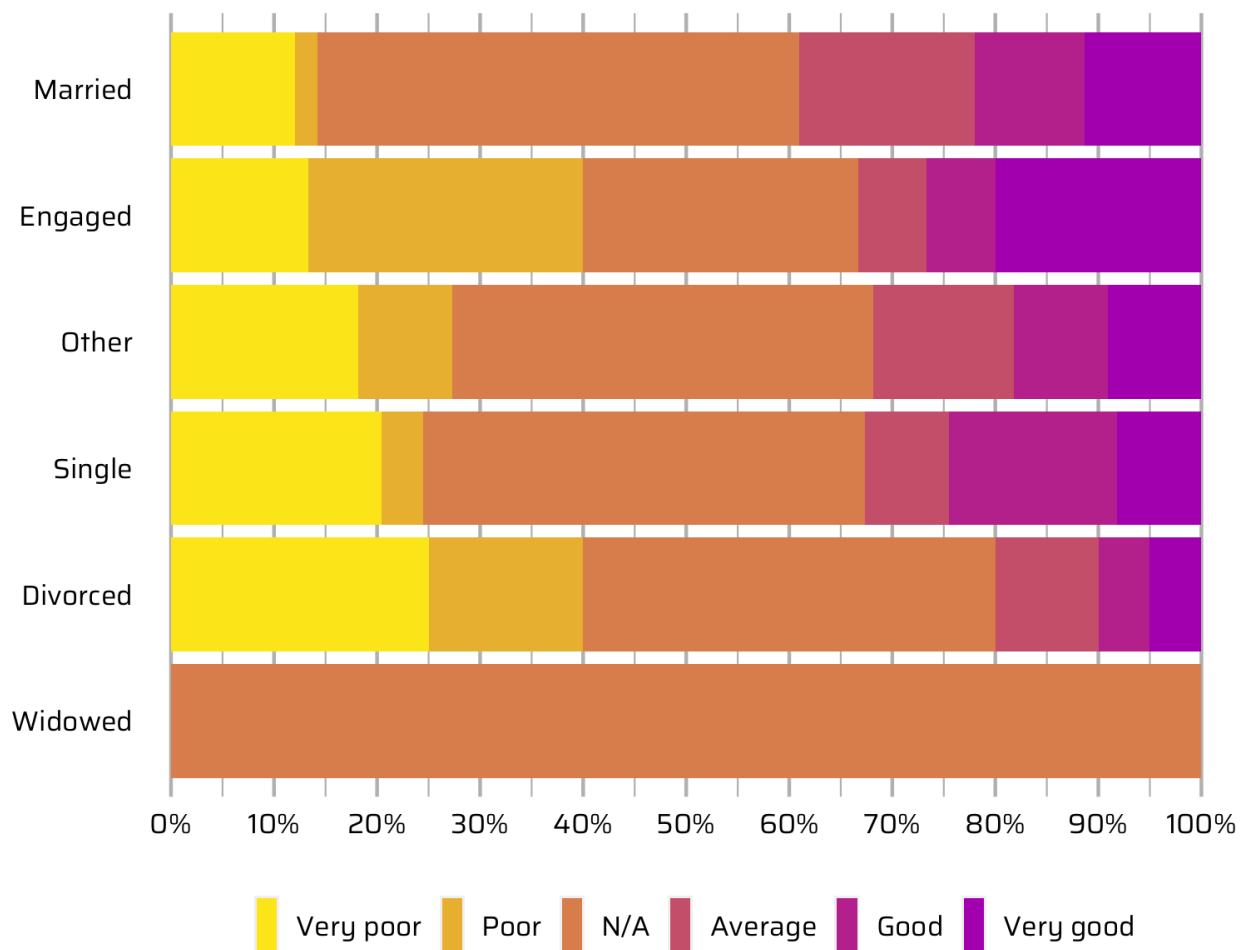


Table 12: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by marital status

<b>Marital Status</b>	<b>Experience</b>	<b>Respondents</b>	<b>Percentage</b>
Married	Very good	16	11
Married	Good	15	11
Married	Average	24	17
Married	N/A	66	47
Married	Poor	3	2
Married	Very poor	17	12
Engaged	Very good	3	20
Engaged	Good	1	7
Engaged	Average	1	7
Engaged	N/A	4	27
Engaged	Poor	4	27
Engaged	Very poor	2	13
Other	Very good	2	9
Other	Good	2	9
Other	Average	3	14
Other	N/A	9	41
Other	Poor	2	9
Other	Very poor	4	18
Single	Very good	4	8
Single	Good	8	16
Single	Average	4	8
Single	N/A	21	43
Single	Poor	2	4
Single	Very poor	10	20
Divorced	Very good	1	5
Divorced	Good	1	5
Divorced	Average	2	10
Divorced	N/A	8	40
Divorced	Poor	3	15
Divorced	Very poor	5	25
Widowed	Very good	0	0
Widowed	Good	0	0
Widowed	Average	0	0

Widowed	N/A	7	100
Widowed	Poor	0	0
Widowed	Very poor	0	0

Figure 13: Experience of care and mental wellbeing

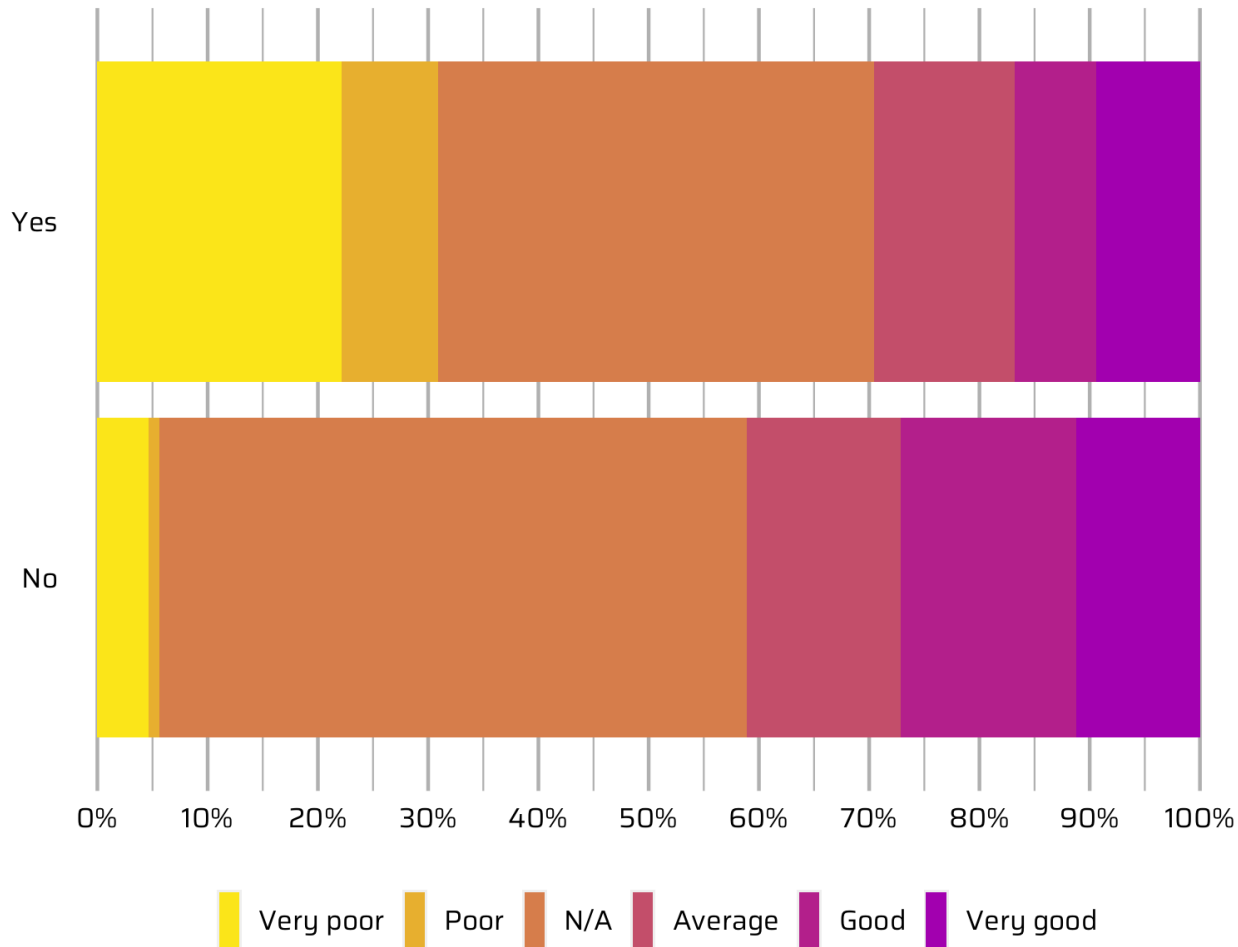


Table 13: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	14	9
Yes	Good	11	7
Yes	Average	19	13
Yes	N/A	59	40
Yes	Poor	13	9



Yes	Very poor	33	22
No	Very good	12	11
No	Good	17	16
No	Average	15	14
No	N/A	57	53
No	Poor	1	1
No	Very poor	5	5

Figure 14: Experience of care by delays to care

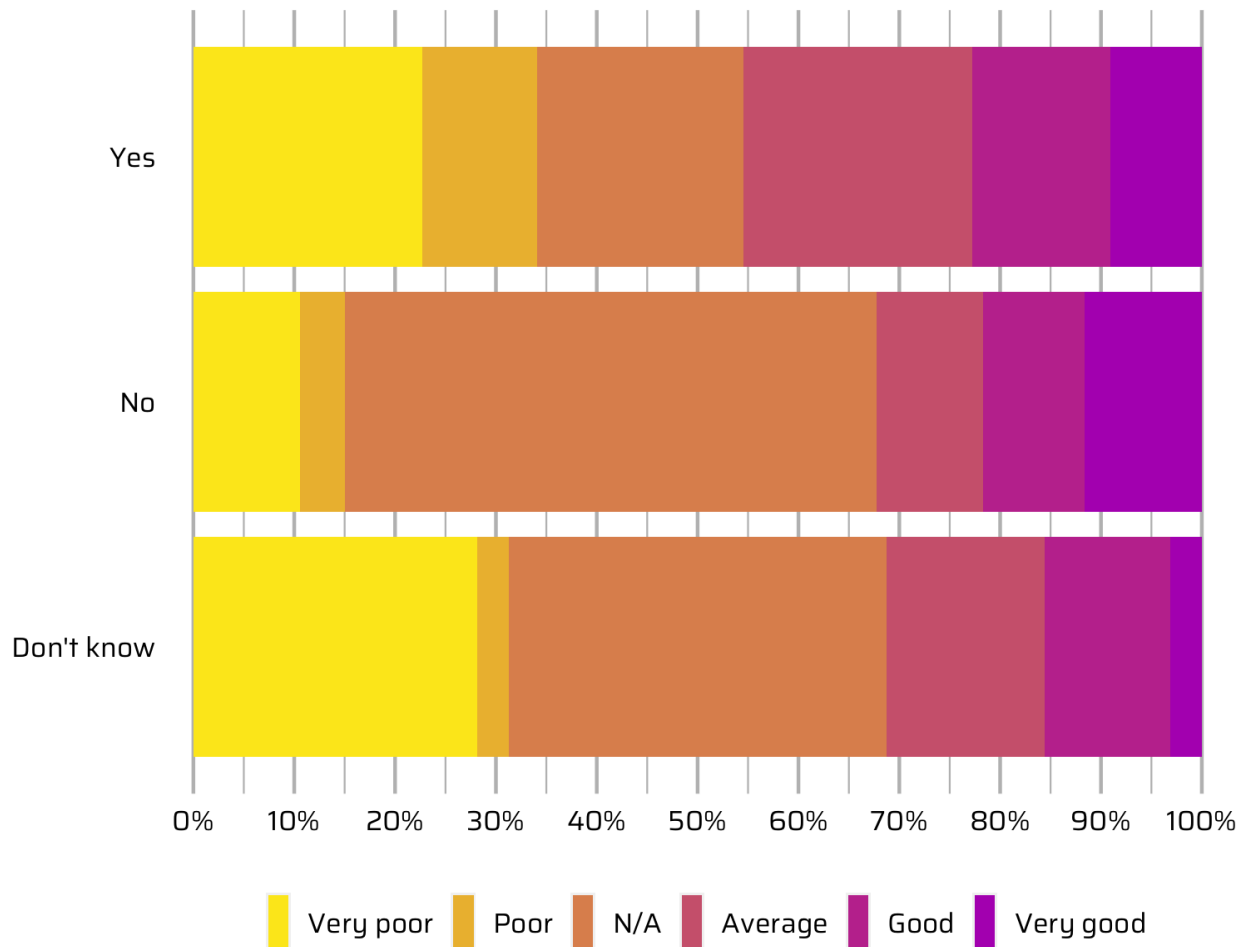


Table 14: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Delay	Experience	Respondents	Percentage
Yes	Very good	4	9
Yes	Good	6	14
Yes	Average	10	23
Yes	N/A	9	20
Yes	Poor	5	11

Yes	Very poor	10	23
No	Very good	21	12
No	Good	18	10
No	Average	19	11
No	N/A	95	53
No	Poor	8	4
No	Very poor	19	11
Don't know	Very good	1	3
Don't know	Good	4	12
Don't know	Average	5	16
Don't know	N/A	12	38
Don't know	Poor	1	3
Don't know	Very poor	9	28

Figure 15: Experience of care by cancellations to care

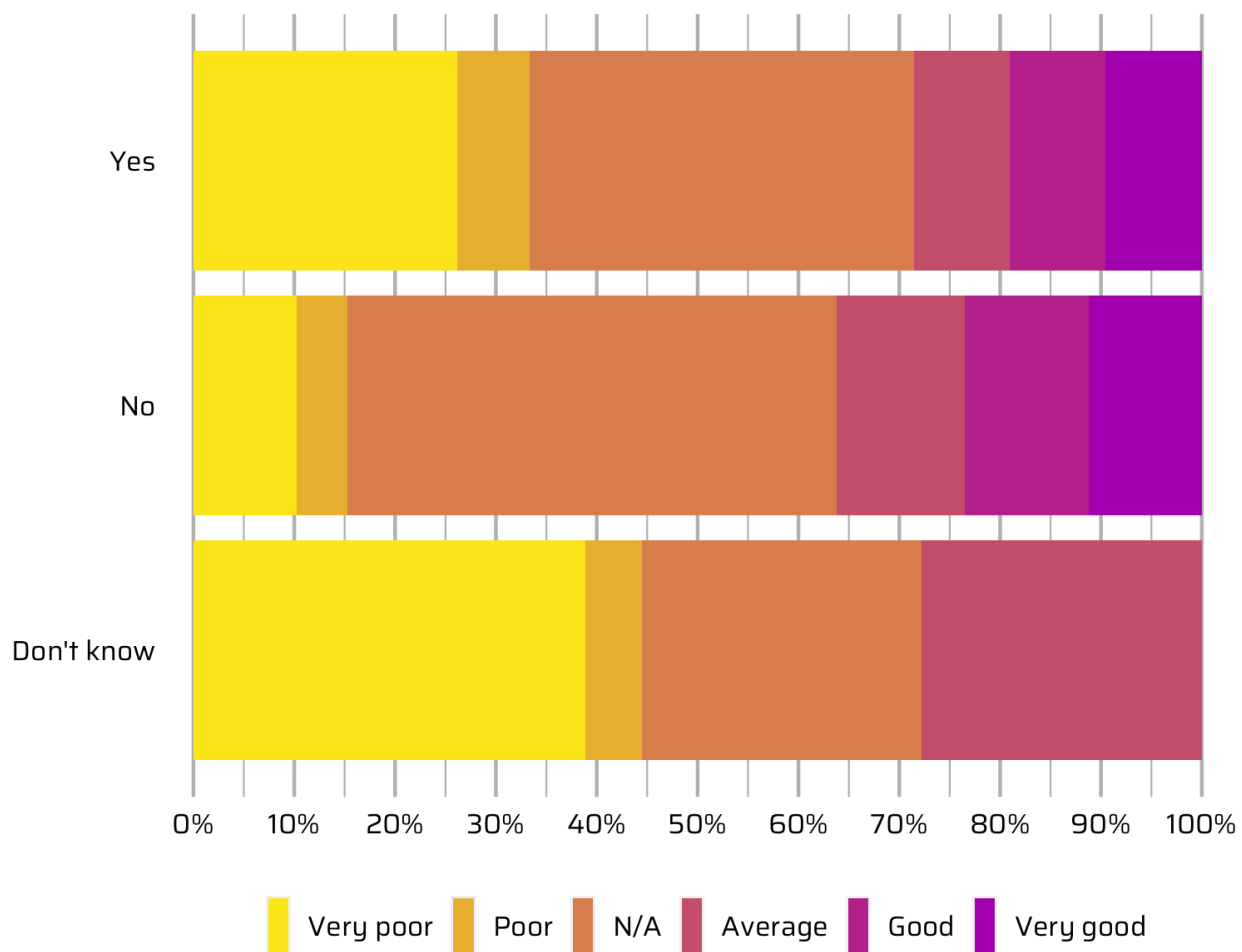


Table 15: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by whether or not they had experienced cancellations of care

<b>Cancellation</b>	<b>Experience</b>	<b>Respondents</b>	<b>Percentage</b>
Yes	Very good	4	10
Yes	Good	4	10
Yes	Average	4	10
Yes	N/A	16	38
Yes	Poor	3	7
Yes	Very poor	11	26
No	Very good	22	11
No	Good	24	12
No	Average	25	13
No	N/A	95	48
No	Poor	10	5
No	Very poor	20	10
Don't know	Very good	0	0
Don't know	Good	0	0
Don't know	Average	5	28
Don't know	N/A	5	28
Don't know	Poor	1	6
Don't know	Very poor	7	39

Figure 16: Experience of care by financial status

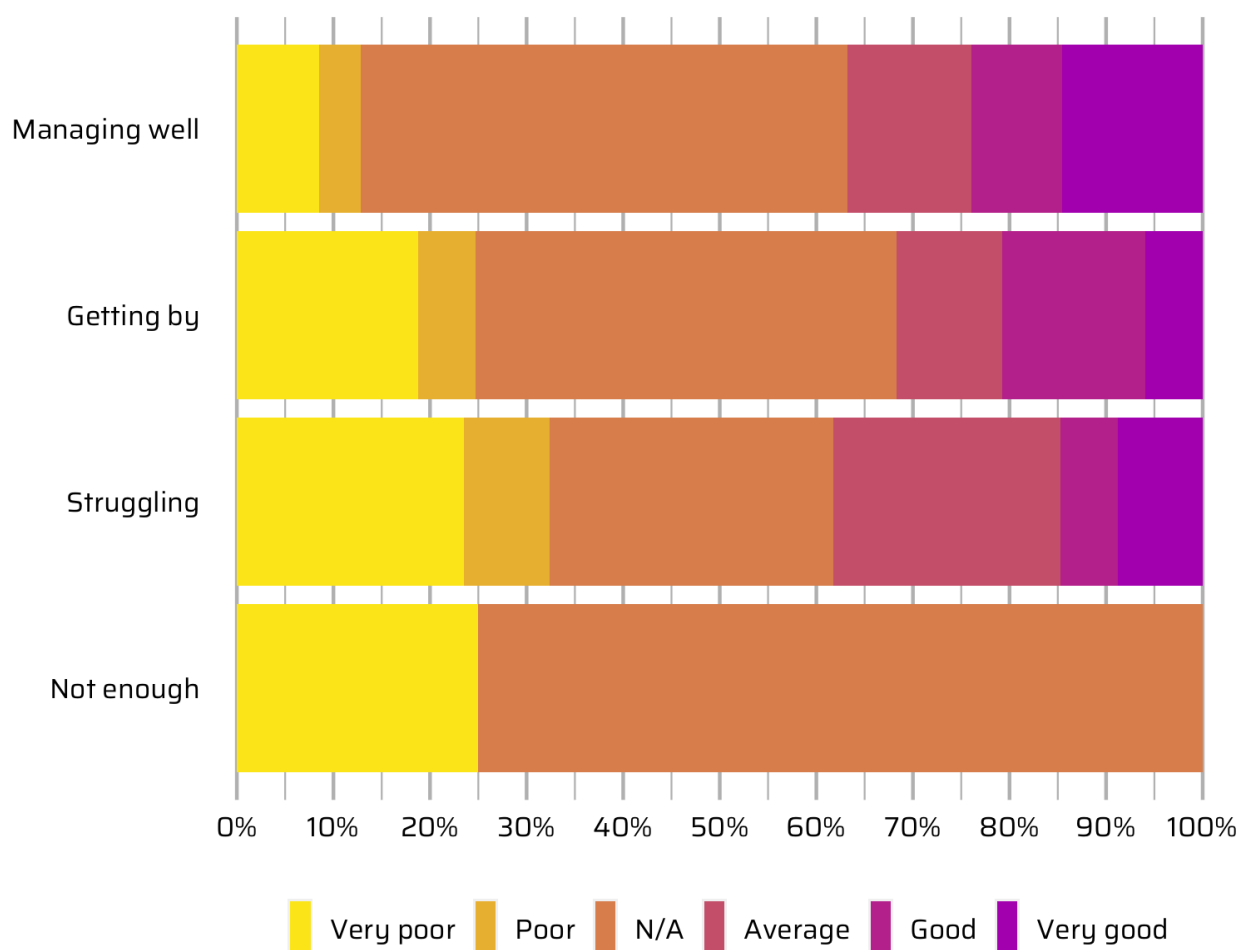


Table 16: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by reported financial status

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	17	15
Managing well	Good	11	9
Managing well	Average	15	13
Managing well	N/A	59	50
Managing well	Poor	5	4
Managing well	Very poor	10	9
Getting by	Very good	6	6
Getting by	Good	15	15
Getting by	Average	11	11
Getting by	N/A	44	44
Getting by	Poor	6	6
Getting by	Very poor	19	19

Struggling	Very good	3	9
Struggling	Good	2	6
Struggling	Average	8	24
Struggling	N/A	10	29
Struggling	Poor	3	9
Struggling	Very poor	8	24
Not enough	Very good	0	0
Not enough	Good	0	0
Not enough	Average	0	0
Not enough	N/A	3	75
Not enough	Poor	0	0
Not enough	Very poor	1	25

Figure 17: Experience of care by age group

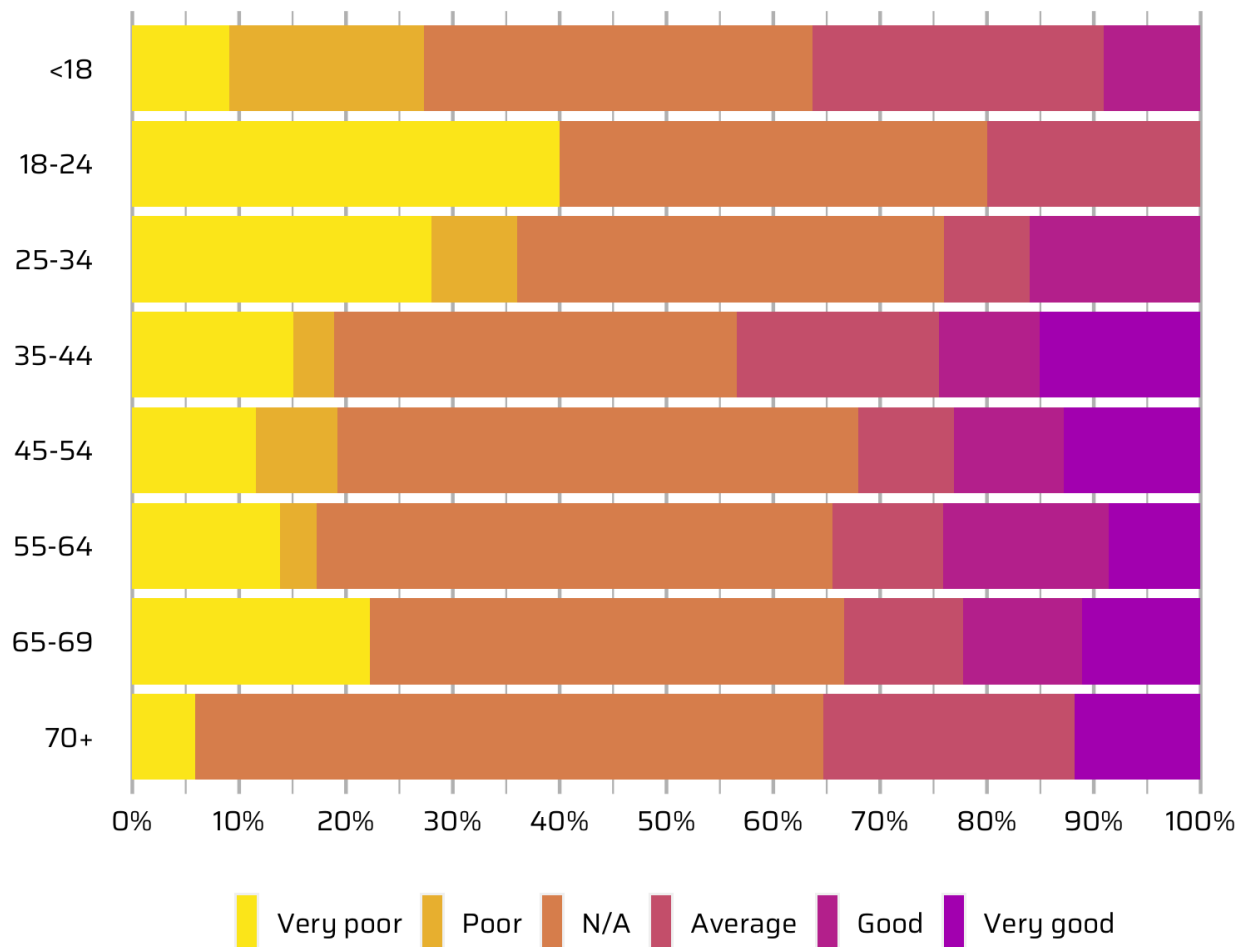


Table 17: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by age group

Age	Experience	Respondents	Percentage
<18	Very good	0	0
<18	Good	1	9
<18	Average	3	27
<18	N/A	4	36
<18	Poor	2	18
<18	Very poor	1	9
18-24	Very good	0	0
18-24	Good	0	0
18-24	Average	1	20
18-24	N/A	2	40
18-24	Poor	0	0
18-24	Very poor	2	40
25-34	Very good	0	0
25-34	Good	4	16
25-34	Average	2	8
25-34	N/A	10	40
25-34	Poor	2	8
25-34	Very poor	7	28
35-44	Very good	8	15
35-44	Good	5	9
35-44	Average	10	19
35-44	N/A	20	38

35-44	Poor	2	4
35-44	Very poor	8	15
45-54	Very good	10	13
45-54	Good	8	10
45-54	Average	7	9
45-54	N/A	38	49
45-54	Poor	6	8
45-54	Very poor	9	12
55-64	Very good	5	9
55-64	Good	9	16
55-64	Average	6	10
55-64	N/A	28	48
55-64	Poor	2	3
55-64	Very poor	8	14
65-69	Very good	1	11
65-69	Good	1	11
65-69	Average	1	11
65-69	N/A	4	44
65-69	Poor	0	0
65-69	Very poor	2	22
70+	Very good	2	12
70+	Good	0	0
70+	Average	4	24

70+	N/A	10	59
70+	Poor	0	0
70+	Very poor	1	6

Figure 18: Delays to care by feelings of anxiety or hopelessness

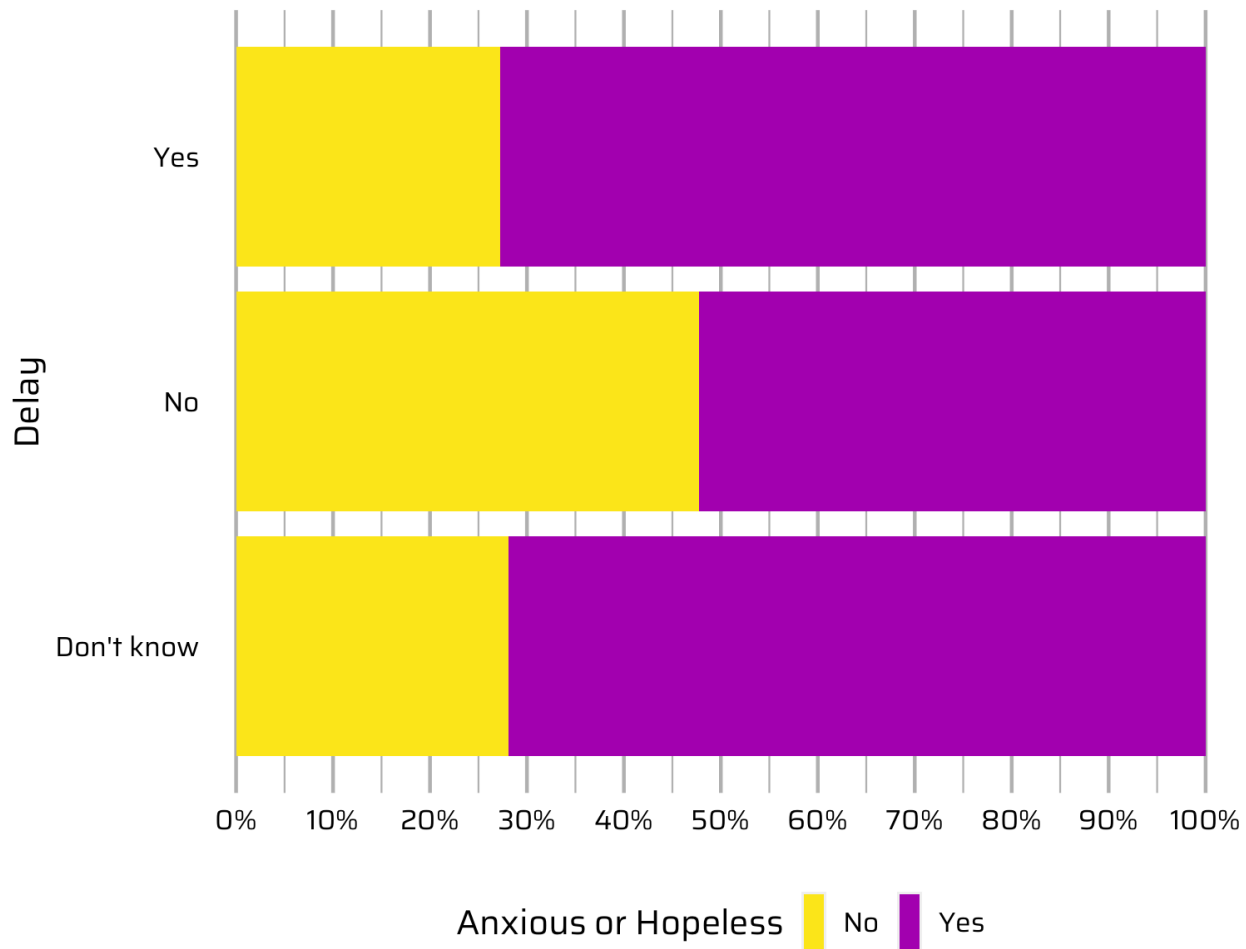




Table 18: No. and type of responses to the question 'Did you experience delays to your care?' by feelings of anxiety or hopelessness

Delay	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	32	73
Yes	No	12	27
No	Yes	94	52
No	No	86	48
Don't know	Yes	23	72
Don't know	No	9	28

Figure 19: Cancellations to care by feelings of anxiety or hopelessness

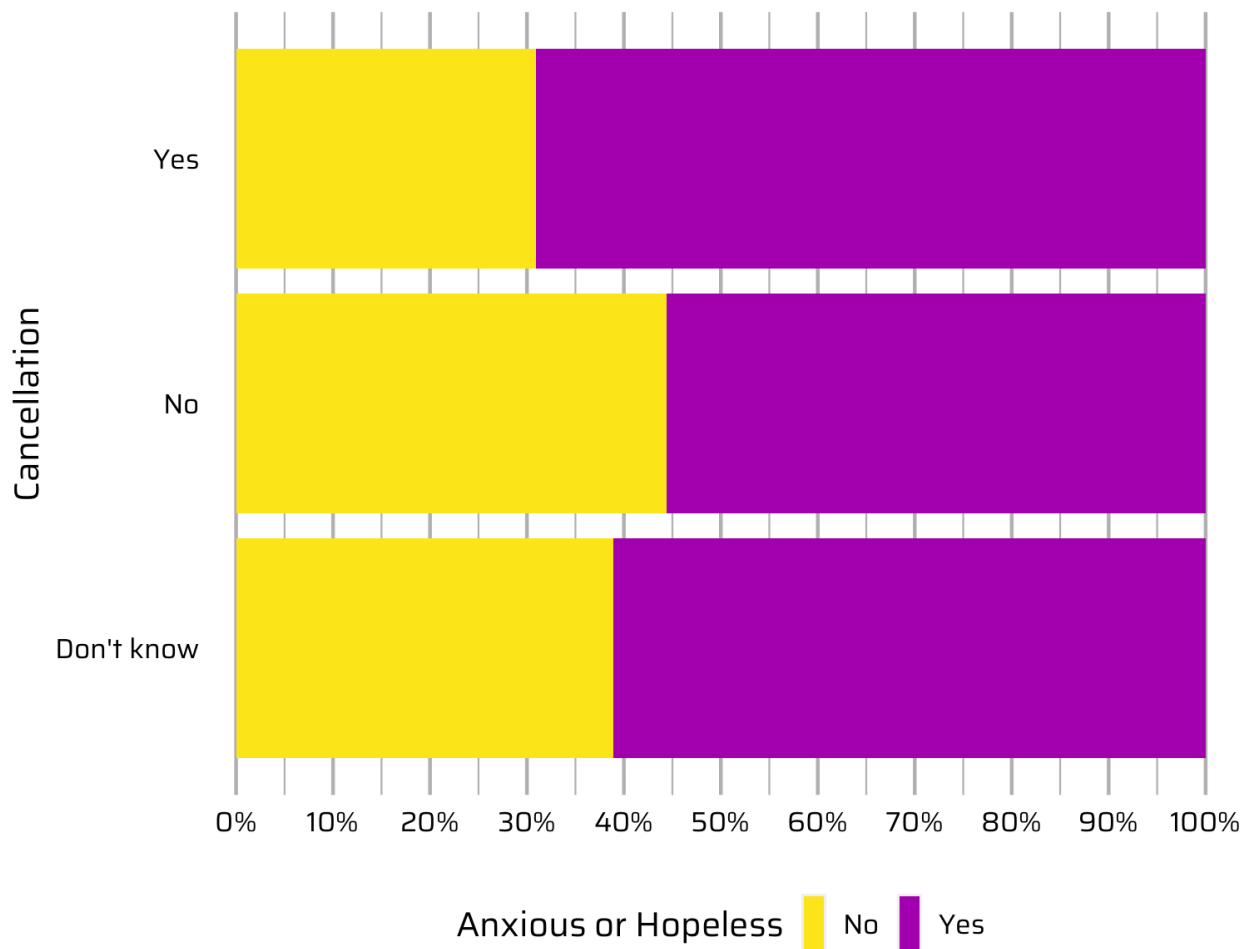


Table 19: No. and type of responses to the question 'Did you experience cancellations to your care?' by feelings of anxiety or hopelessness

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	29	69
Yes	No	13	31
No	Yes	109	56
No	No	87	44
Don't know	Yes	11	61
Don't know	No	7	39

## Emergency Support

Figure 20: How many times have you sought emergency care in the last 4 weeks?

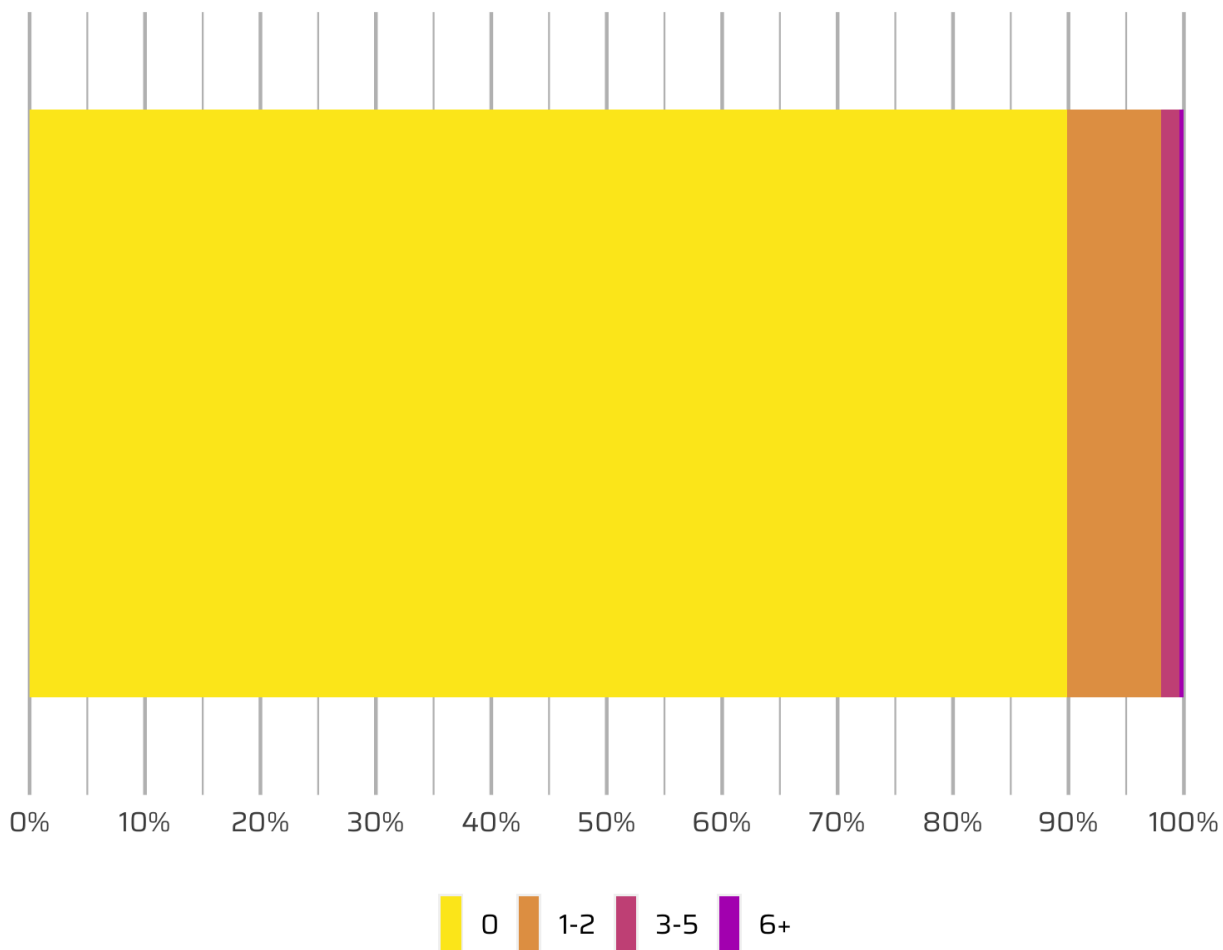


Table 20: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?'

Frequency	Respondents	Percentage
6+	1	0
3-5	4	2
1-2	21	8
0	230	90

Figure 21: Emergency support by gender

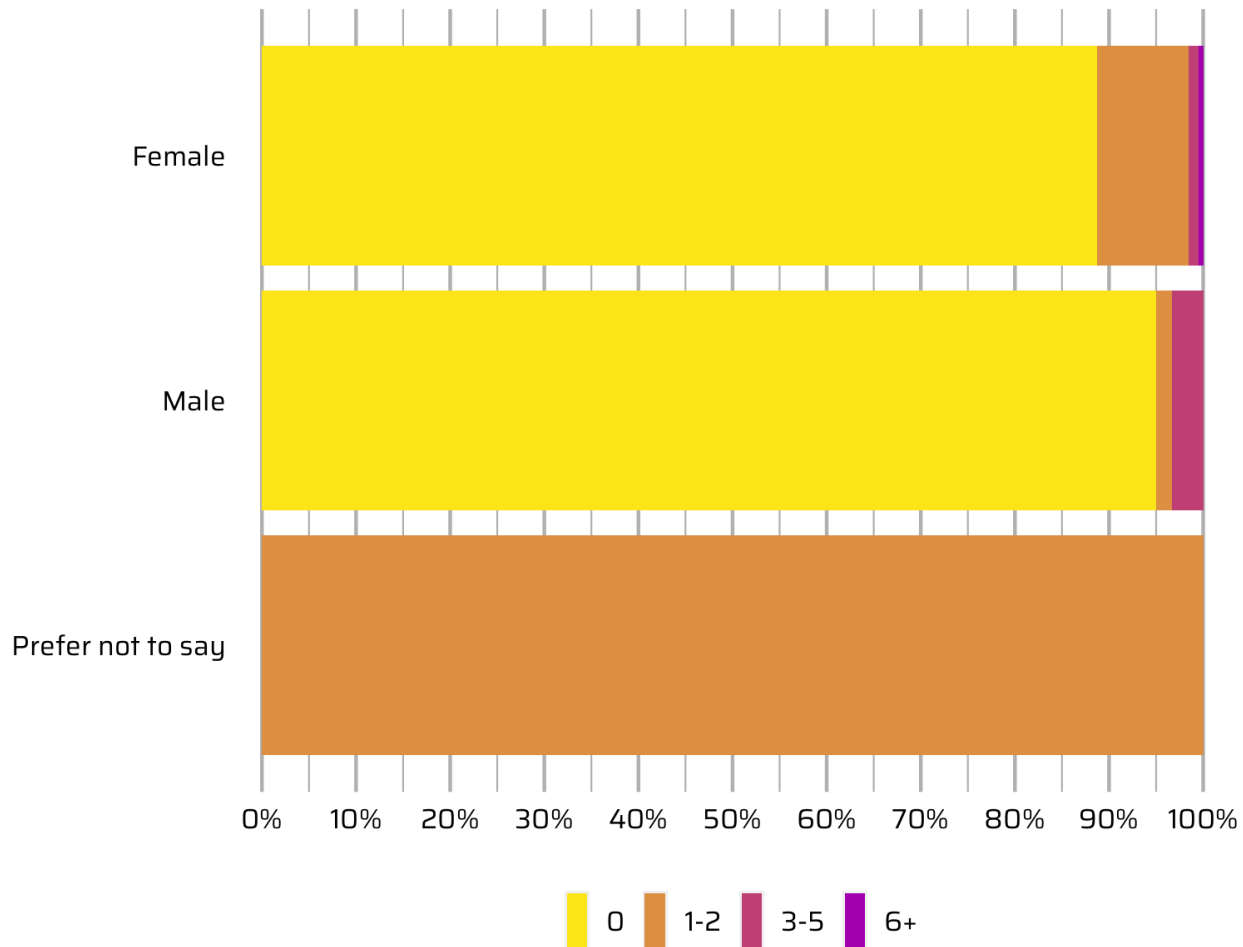


Table 21: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by gender

<b>Gender</b>	<b>Frequency</b>	<b>Respondents</b>	<b>Percentage</b>
Female	6+	1	1
Female	3-5	2	1
Female	1-2	19	10
Female	0	173	89
Male	6+	0	0
Male	3-5	2	3
Male	1-2	1	2
Male	0	57	95
Prefer not to say	6+	0	0
Prefer not to say	3-5	0	0
Prefer not to say	1-2	1	100
Prefer not to say	0	0	0

Figure 22: Emergency support by employment status

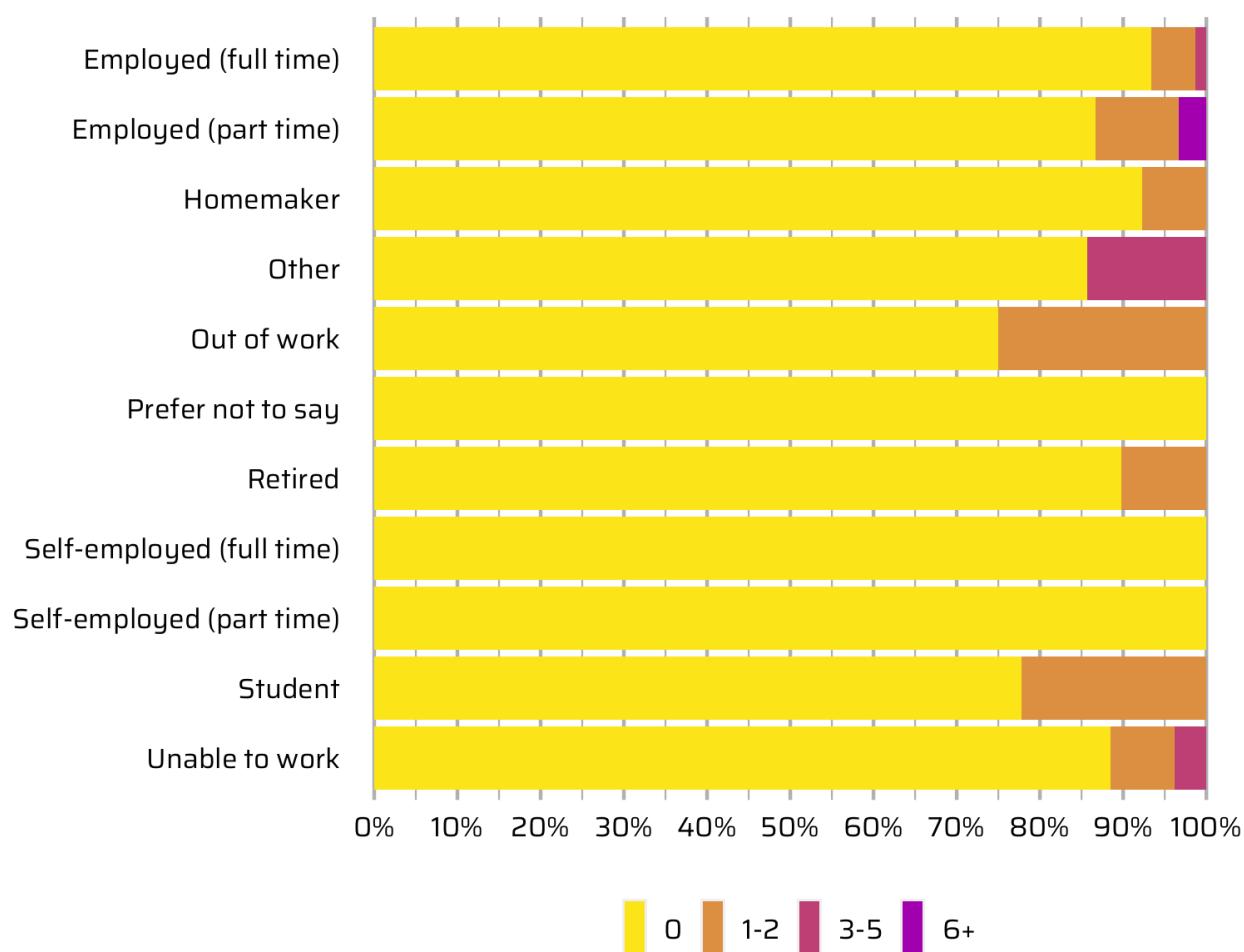


Table 22: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by employment status

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	0	0
Employed (full time)	3-5	1	1
Employed (full time)	1-2	4	5
Employed (full time)	0	71	93
Employed (part time)	6+	1	3
Employed (part time)	3-5	0	0
Employed (part time)	1-2	3	10
Employed (part time)	0	26	87
Homemaker	6+	0	0
Homemaker	3-5	0	0
Homemaker	1-2	1	8

Homemaker	0	12	92
Other	6+	0	0
Other	3-5	1	14
Other	1-2	0	0
Other	0	6	86
Out of work	6+	0	0
Out of work	3-5	0	0
Out of work	1-2	2	25
Out of work	0	6	75
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	4	100
Retired	6+	0	0
Retired	3-5	0	0
Retired	1-2	5	10
Retired	0	44	90
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	4	100
Self-employed (part time)	6+	0	0
Self-employed (part time)	3-5	0	0
Self-employed (part time)	1-2	0	0
Self-employed (part time)	0	1	100
Student	6+	0	0
Student	3-5	0	0
Student	1-2	2	22
Student	0	7	78
Unable to work	6+	0	0
Unable to work	3-5	2	4
Unable to work	1-2	4	8
Unable to work	0	46	88



Figure 23: Emergency support by number of dependents

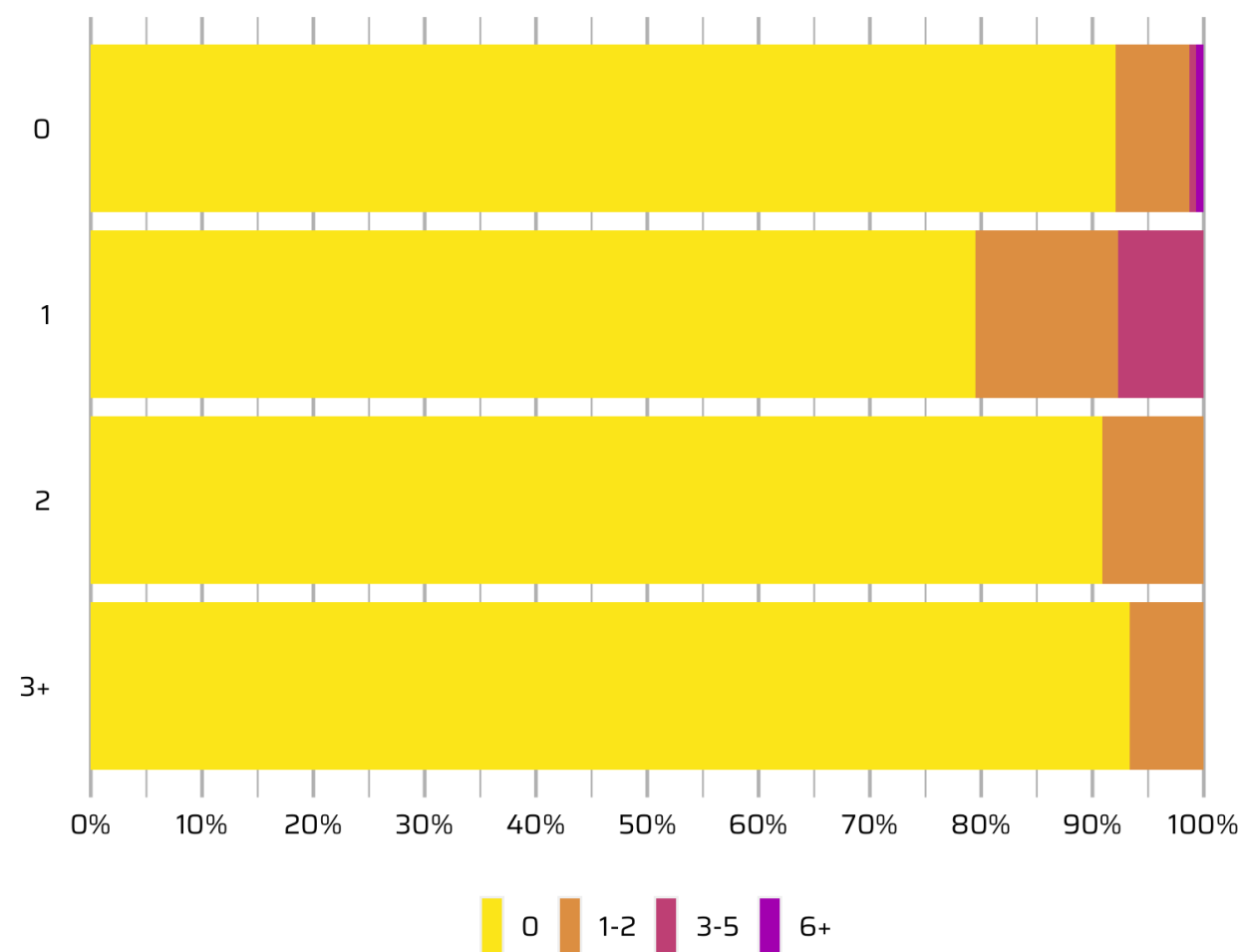


Table 23: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of dependents

Dependents	Frequency	Respondents	Percentage
0	6+	1	1
0	3-5	1	1
0	1-2	10	7
0	0	140	92
1	6+	0	0
1	3-5	3	8
1	1-2	5	13
1	0	31	79
2	6+	0	0
2	3-5	0	0
2	1-2	4	9



2	0	40	91
3+	6+	0	0
3+	3-5	0	0
3+	1-2	1	7
3+	0	14	93

Figure 24: Marital status by frequency of emergency support

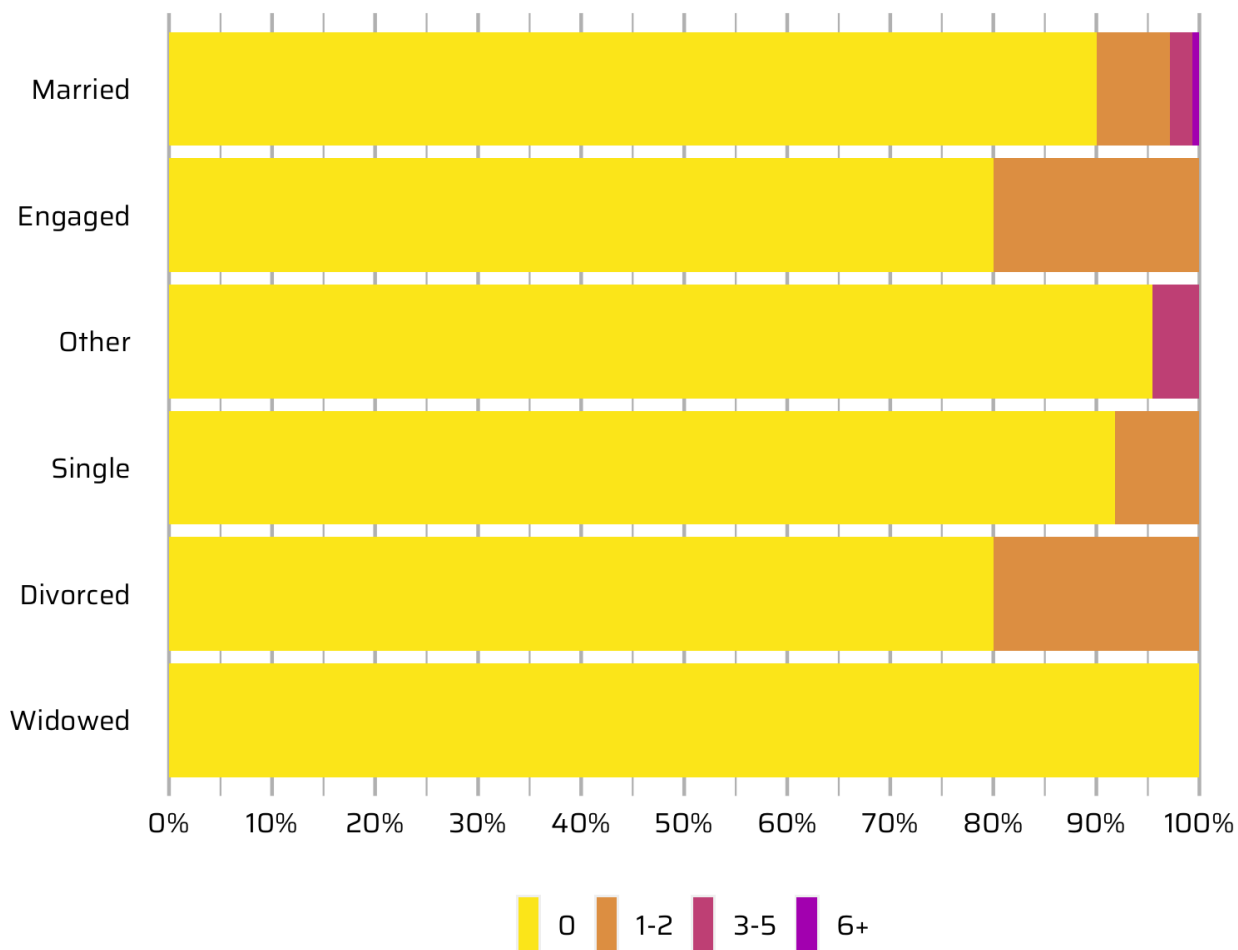


Table 24: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of marital status

Marital Status	Frequency	Respondents	Percentage
Married	6+	1	1
Married	3-5	3	2
Married	1-2	10	7
Married	0	127	90
Engaged	6+	0	0

Engaged	3-5	0	0
Engaged	1-2	3	20
Engaged	0	12	80
Other	6+	0	0
Other	3-5	1	5
Other	1-2	0	0
Other	0	21	95
Single	6+	0	0
Single	3-5	0	0
Single	1-2	4	8
Single	0	45	92
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	4	20
Divorced	0	16	80
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	0	0
Widowed	0	7	100

Figure 25: Anxious or Hopeless Feeling and frequency of emergency support

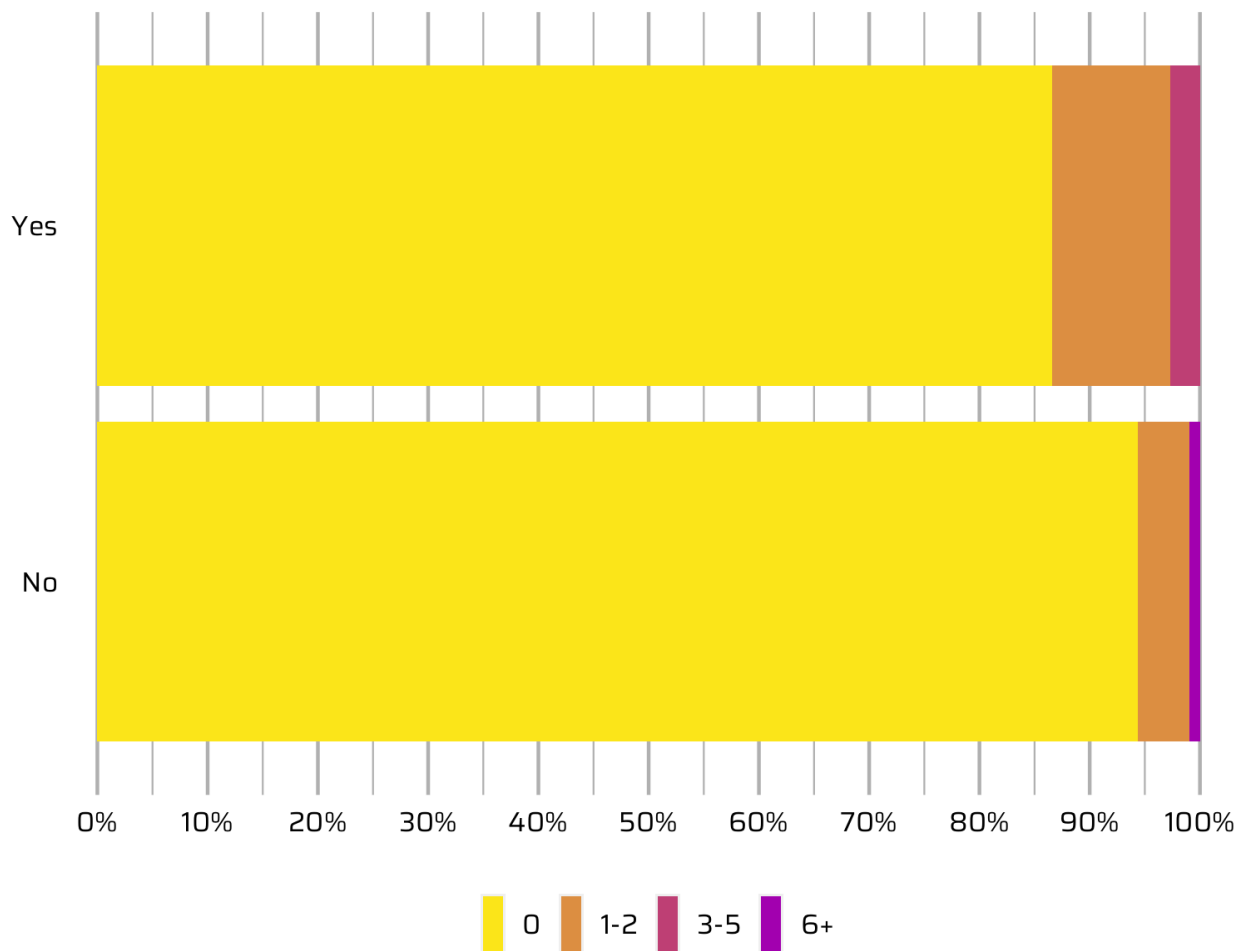


Table 25: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported feelings of anxiety and/or hopelessness

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	4	3
Yes	1-2	16	11
Yes	0	129	87
No	6+	1	1
No	3-5	0	0
No	1-2	5	5
No	0	101	94

Figure 26: Delays to Care and frequency of emergency support

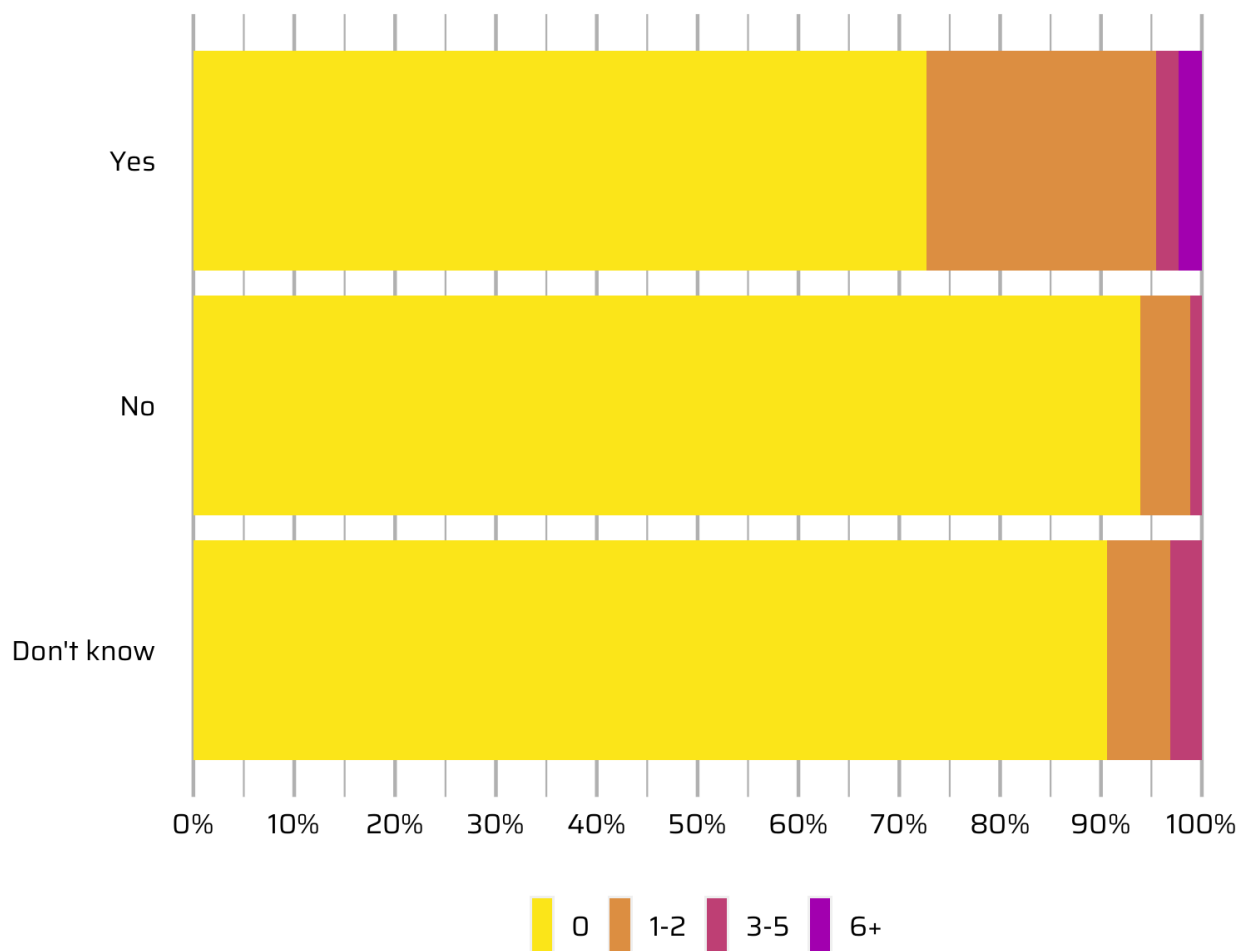


Table 26: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported delays to care

Delay	Frequency	Respondents	Percentage
Yes	6+	1	2
Yes	3-5	1	2
Yes	1-2	10	23
Yes	0	32	73
No	6+	0	0
No	3-5	2	1
No	1-2	9	5
No	0	169	94
Don't know	6+	0	0

Don't know	3-5	1	3
Don't know	1-2	2	6
Don't know	0	29	91

Figure 27: Cancellation of Care and frequency of emergency support

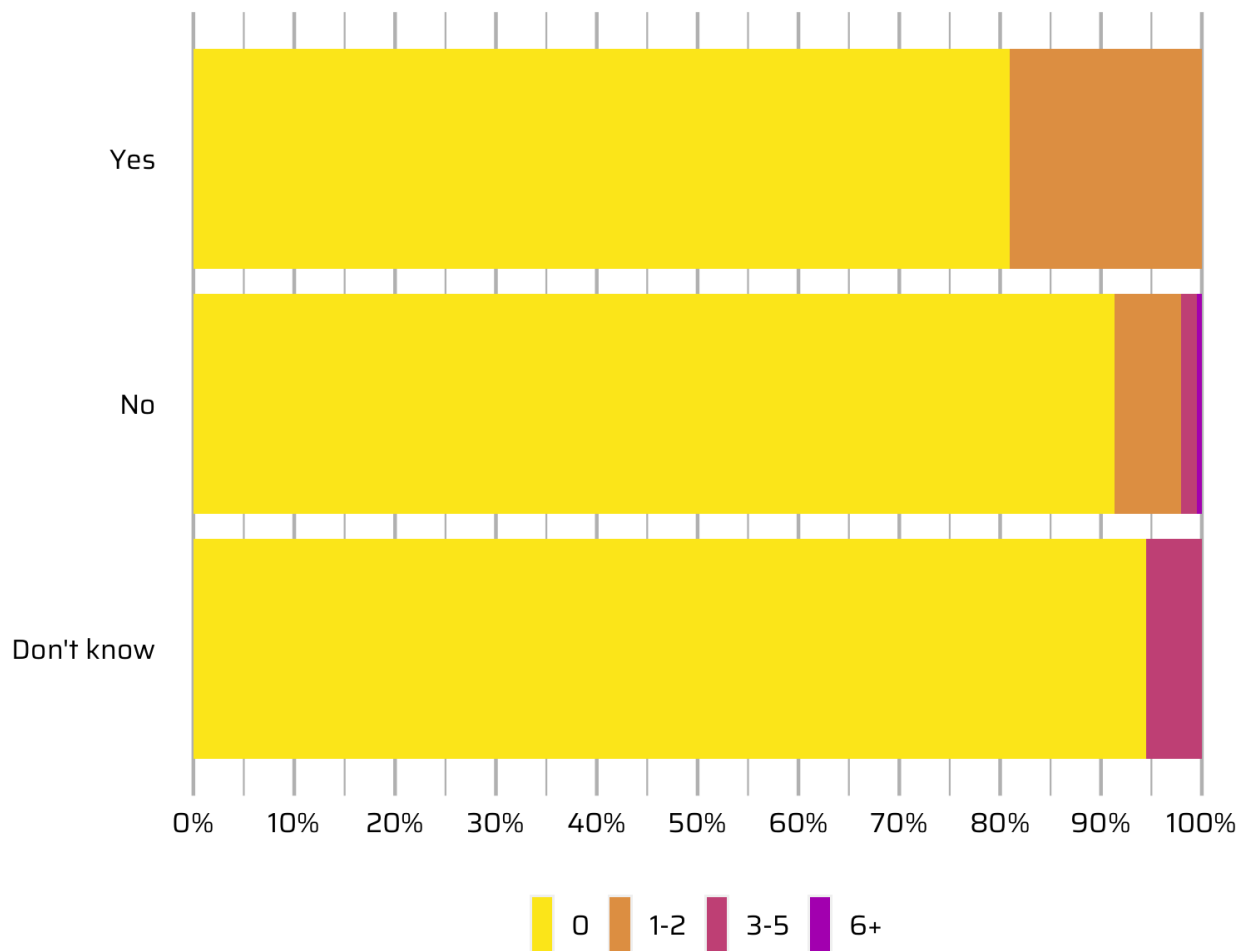


Table 27: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported cancellations to care

Cancellation	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	8	19
Yes	0	34	81
No	6+	1	1
No	3-5	3	2

No	1-2	13	7
No	0	179	91
Don't know	6+	0	0
Don't know	3-5	1	6
Don't know	1-2	0	0
Don't know	0	17	94

Figure 28: Financial Status and frequency of emergency support

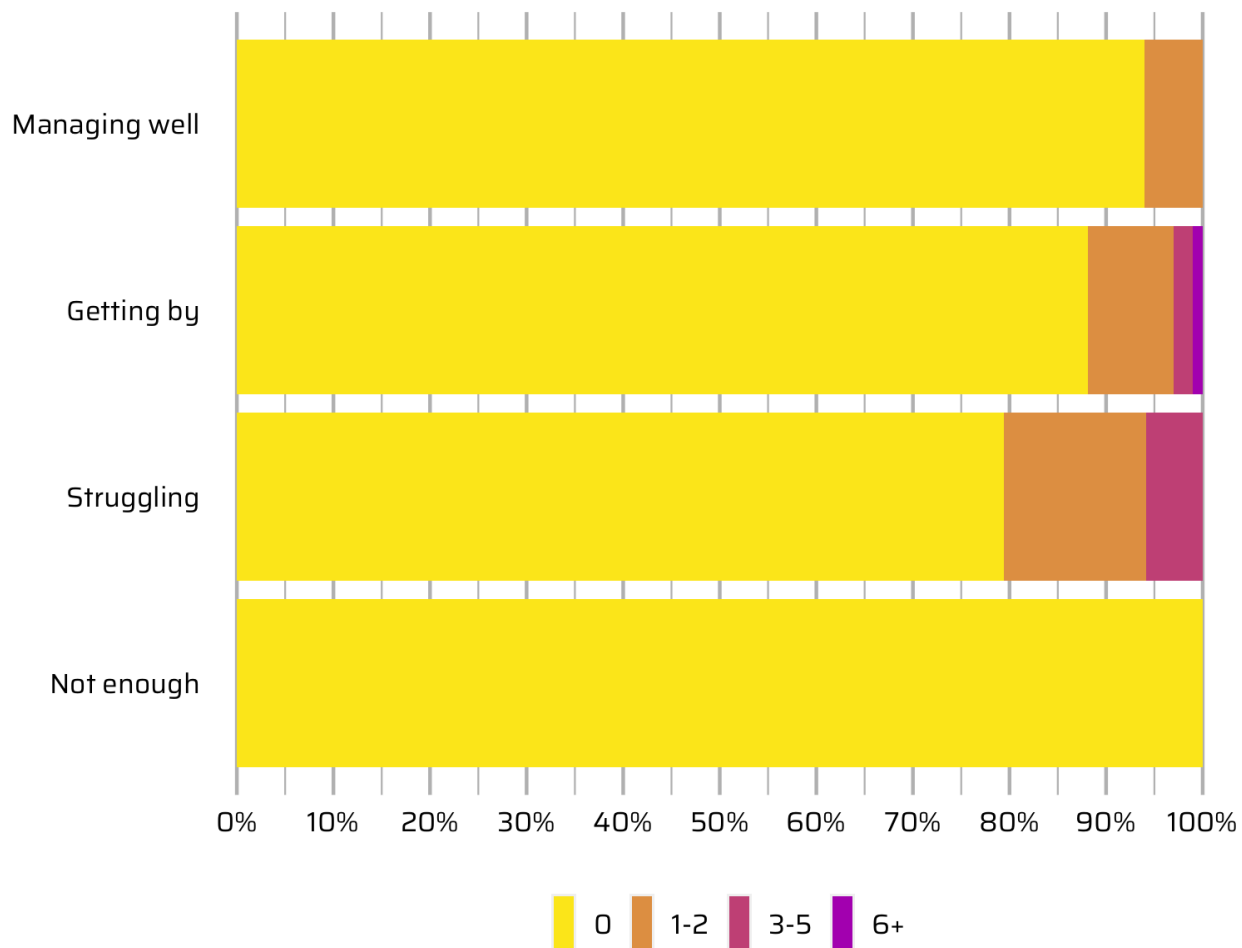


Table 28: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by financial status

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	0	0
Managing well	1-2	7	6
Managing well	0	110	94
Getting by	6+	1	1
Getting by	3-5	2	2

Getting by	1-2	9	9
Getting by	0	89	88
Struggling	6+	0	0
Struggling	3-5	2	6
Struggling	1-2	5	15
Struggling	0	27	79
Not enough	6+	0	0
Not enough	3-5	0	0
Not enough	1-2	0	0
Not enough	0	4	100

Figure 29: Age and frequency of emergency support

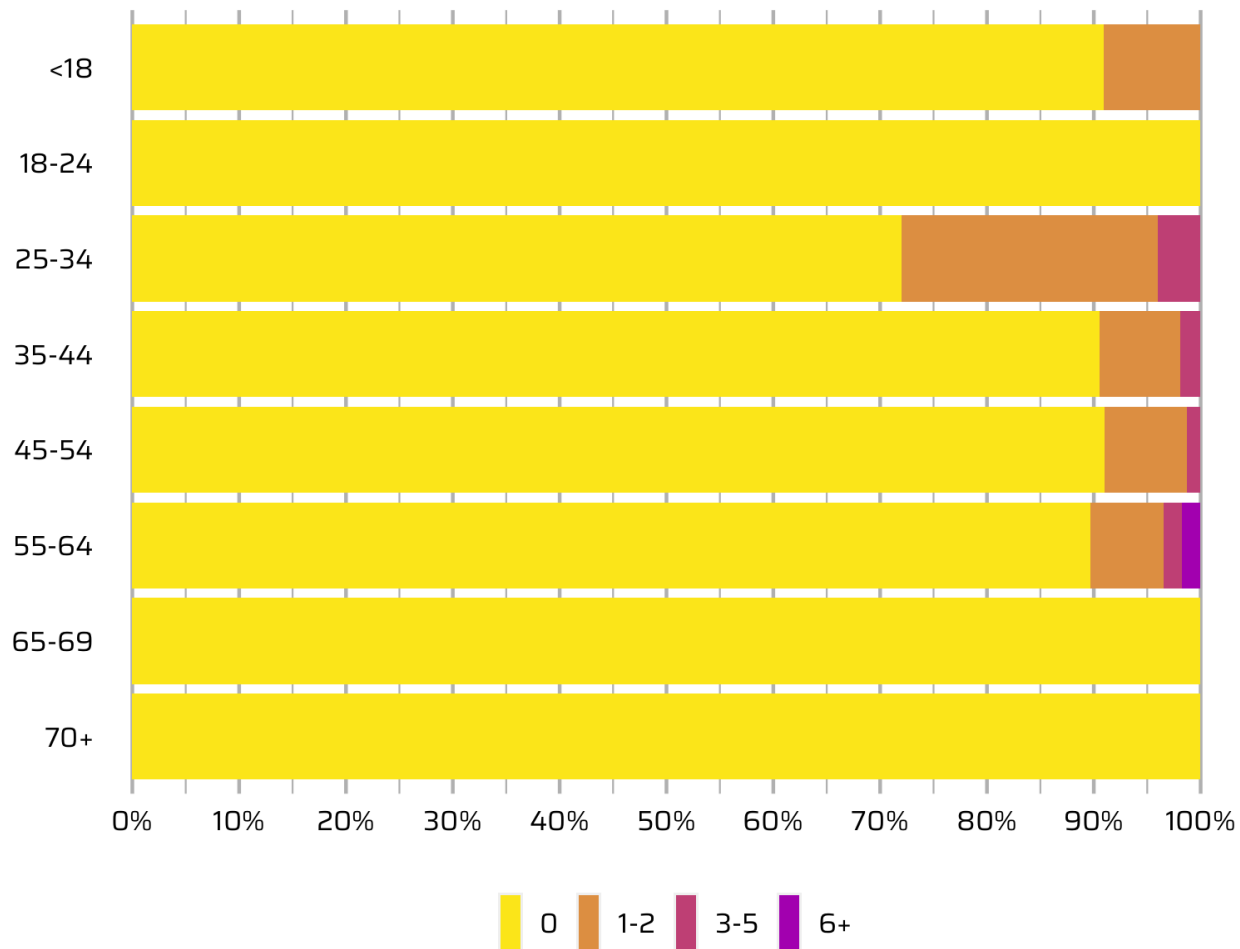


Table 29: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by age group

Age	Frequency	Respondents	Percentage
<18	6+	0	0

<18	3-5	0	0
<18	1-2	1	9
<18	0	10	91
18-24	6+	0	0
18-24	3-5	0	0
18-24	1-2	0	0
18-24	0	5	100
25-34	6+	0	0
25-34	3-5	1	4
25-34	1-2	6	24
25-34	0	18	72
35-44	6+	0	0
35-44	3-5	1	2
35-44	1-2	4	8
35-44	0	48	91
45-54	6+	0	0
45-54	3-5	1	1
45-54	1-2	6	8
45-54	0	71	91
55-64	6+	1	2
55-64	3-5	1	2
55-64	1-2	4	7
55-64	0	52	90



65-69	6+	0	0
65-69	3-5	0	0
65-69	1-2	0	0
65-69	0	9	100
70+	6+	0	0
70+	3-5	0	0
70+	1-2	0	0
70+	0	17	100

Figure 30: Change to emergency support

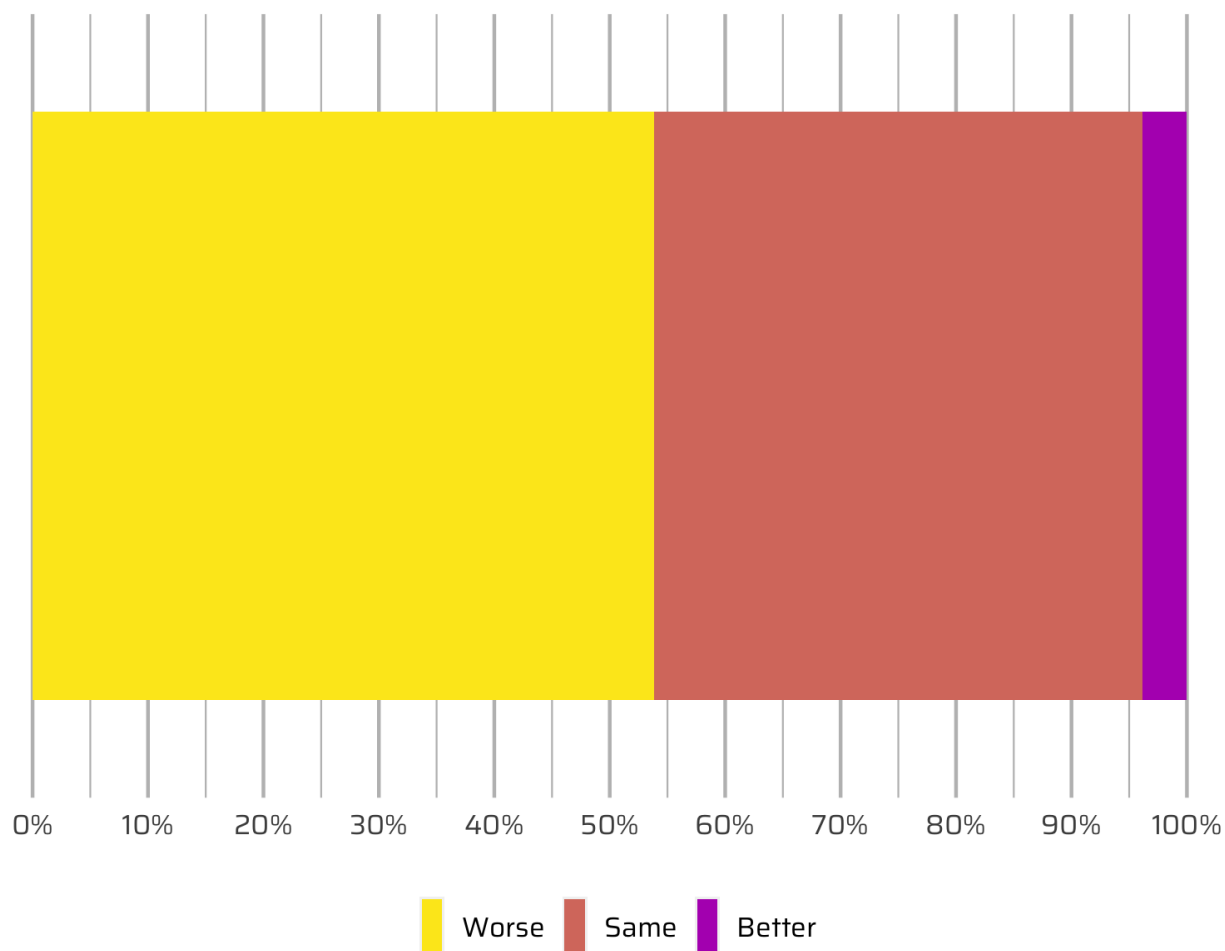


Table 30: No. of responses to the question 'Overall, do you feel that your experience of emergency care was different during the COVID-19 pandemic compared to before the pandemic?'

Change	Respondents	Percentage
Better	1	4
Same	11	42
Worse	14	54

Access to planned care

Figure 31: Number of Medical Appointments in the past 4 weeks

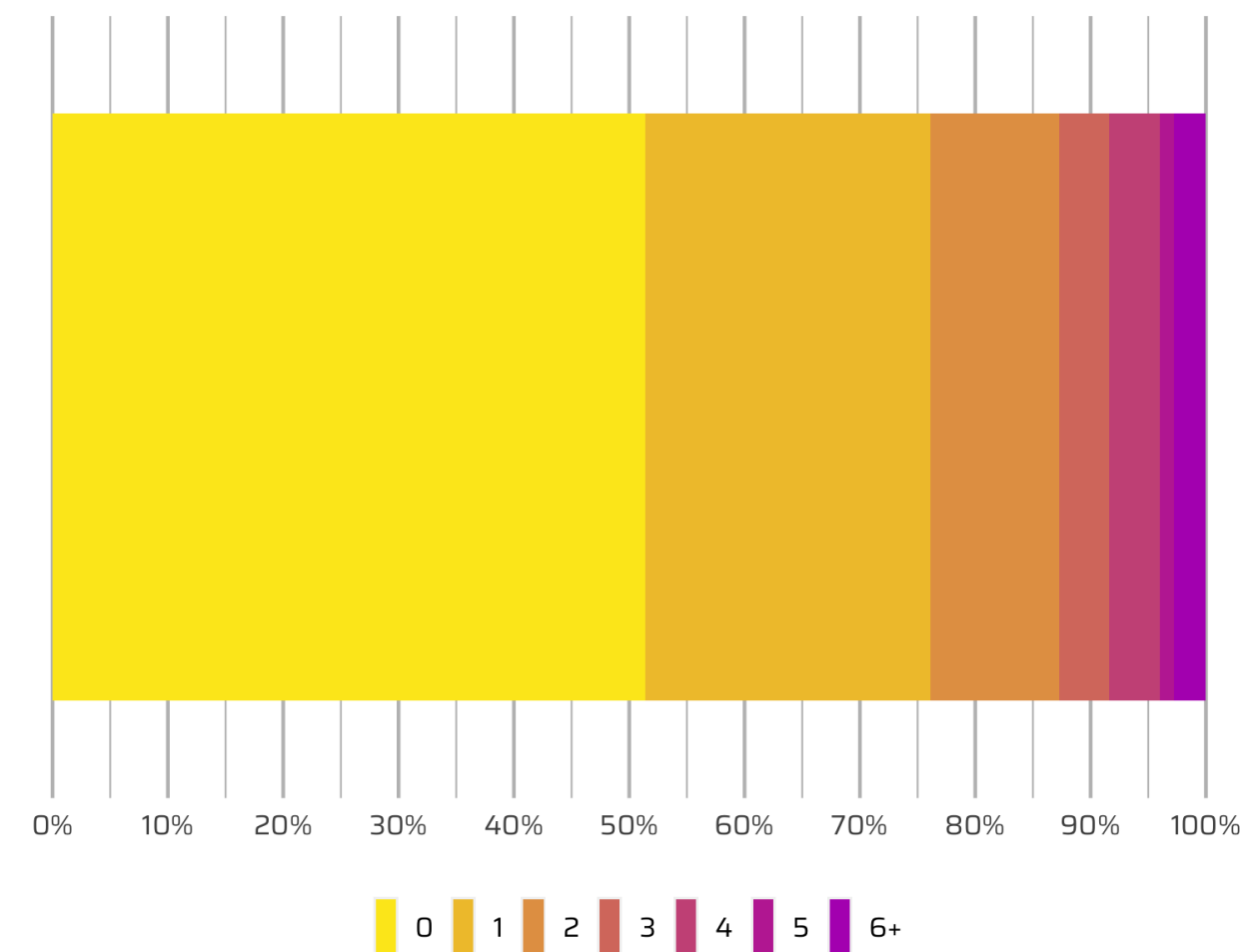


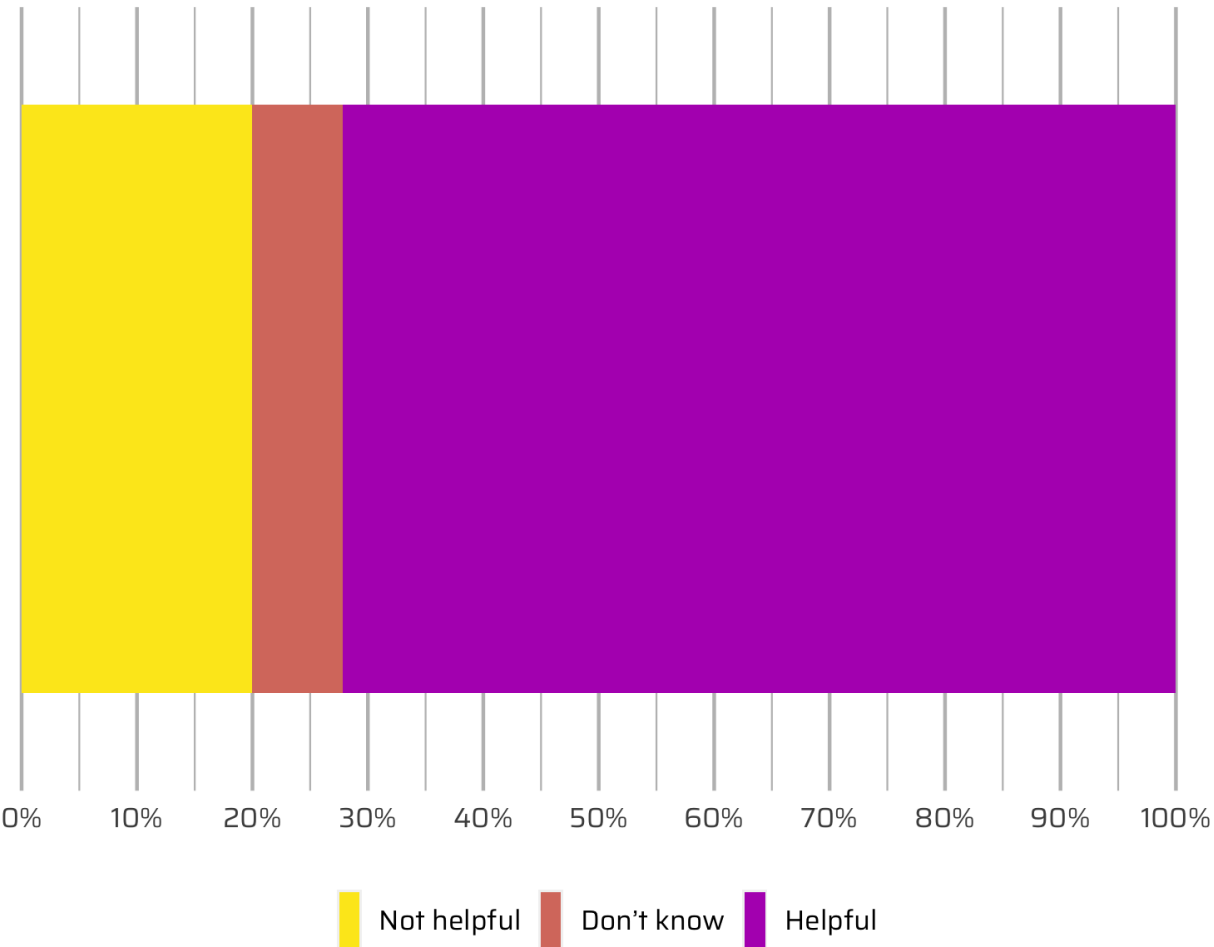
Table 31: No. of responses to the question 'How many medical appointments (including remote appointments) have you had in the last four weeks?

Number	Respondents	Percentage
6+	7	3
5	3	1
4	11	4
3	11	4
2	28	11
1	62	25
0	129	51

Figure 32: Helpfulness of medical appointments

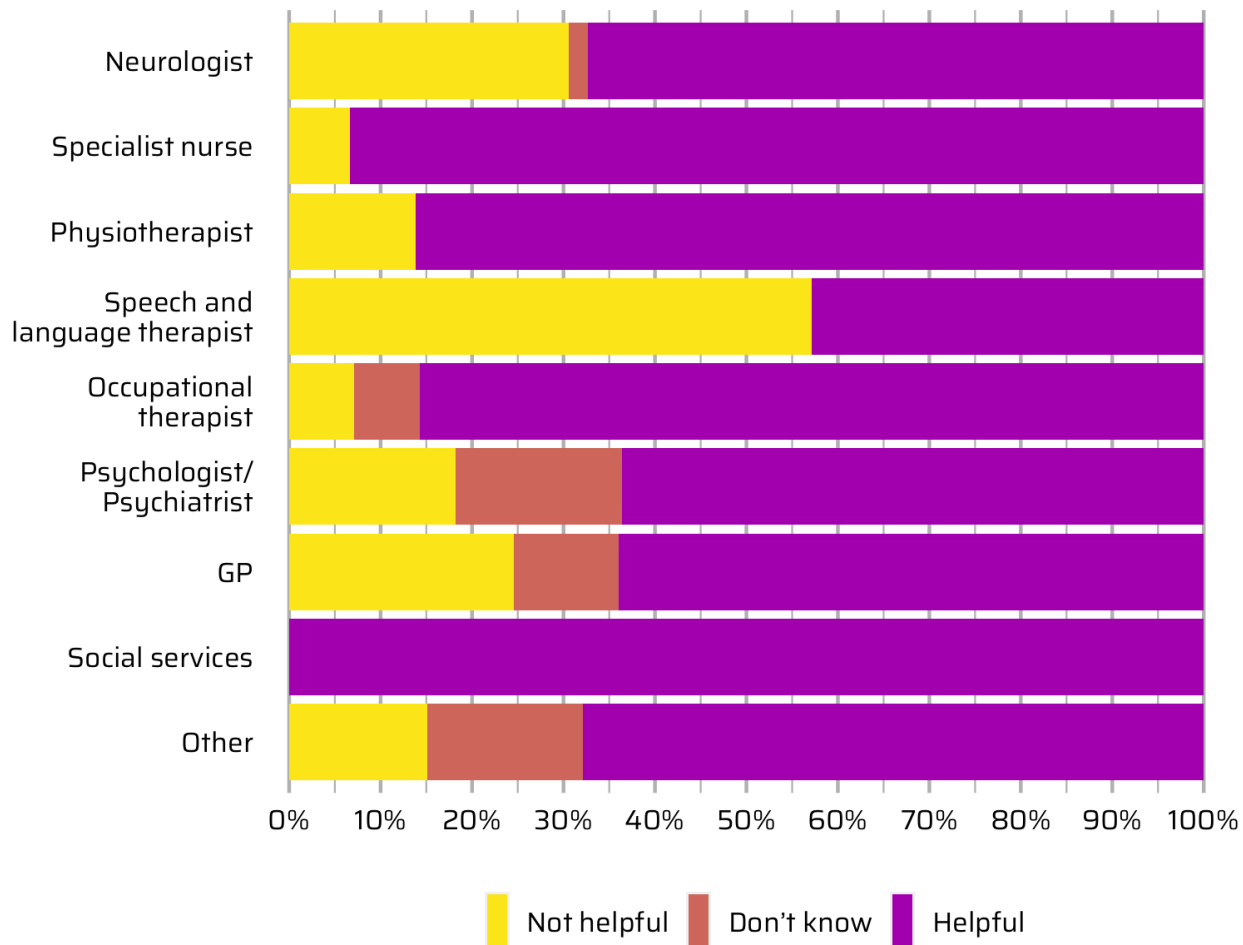
Helpfulness Medical Appointments

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.



Helpfulness	Observations	Percentage
Helpful	184	72
Don't know	20	8
Not helpful	51	20

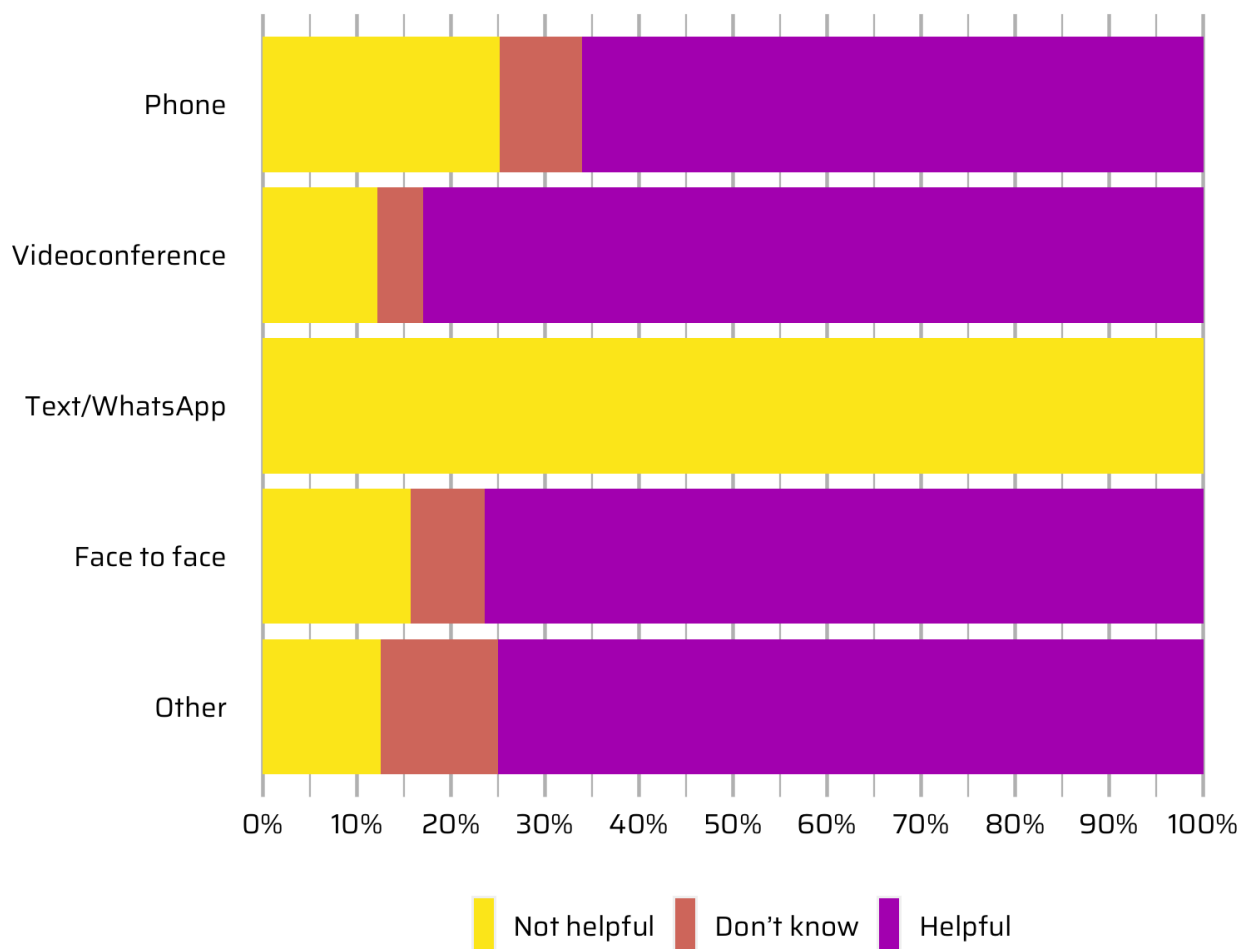
## Specialty : Helpfulness Medical Appointment



Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	33	67
Neurologist	Don't know	1	2
Neurologist	Not helpful	15	31
Specialist nurse	Helpful	28	93
Specialist nurse	Don't know	0	0
Specialist nurse	Not helpful	2	7
Physiotherapist	Helpful	25	86
Physiotherapist	Don't know	0	0
Physiotherapist	Not helpful	4	14
Speech and language therapist	Helpful	3	43
Speech and language therapist	Don't know	0	0
Speech and language therapist	Not helpful	4	57
Occupational therapist	Helpful	12	86
Occupational therapist	Don't know	1	7
Occupational therapist	Not helpful	1	7
Psychologist/Psychiatrist	Helpful	7	64

Psychologist/Psychiatrist	Don't know	2	18
Psychologist/Psychiatrist	Not helpful	2	18
GP	Helpful	39	64
GP	Don't know	7	11
GP	Not helpful	15	25
Social services	Helpful	1	100
Social services	Don't know	0	0
Social services	Not helpful	0	0
Other	Helpful	36	68
Other	Don't know	9	17
Other	Not helpful	8	15

### Mode of Delivery : Helpfulness Medical Appointment



Mode	Helpfulness	Observations	Percentage
Phone	Helpful	76	66
Phone	Don't know	10	9
Phone	Not helpful	29	25
Videoconference	Helpful	34	83
Videoconference	Don't know	2	5
Videoconference	Not helpful	5	12
Text/WhatsApp	Helpful	0	0

Text/WhatsApp	Don't know	0	0
Text/WhatsApp	Not helpful	2	100
Face to face	Helpful	68	76
Face to face	Don't know	7	8
Face to face	Not helpful	14	16
Other	Helpful	6	75
Other	Don't know	1	12
Other	Not helpful	1	12

## Access to mental health support

Figure 33: To what extent are your mental health needs being met?

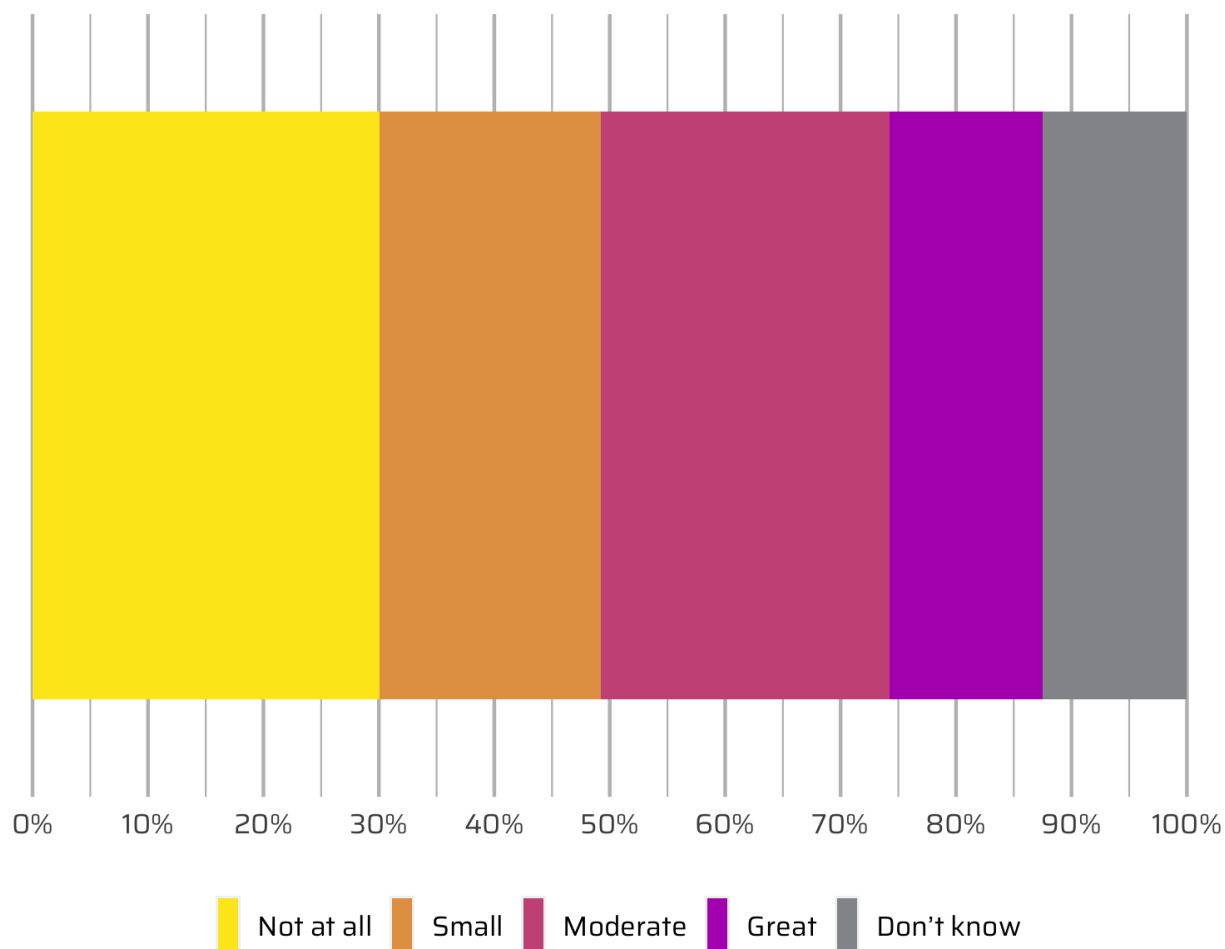


Table 32: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?'

Extent	Respondents	Percentage
Great	34	13
Moderate	64	25
Small	49	19

Not at all	77	30
Don't know	32	12



Figure 34: Mental health needs met by gender

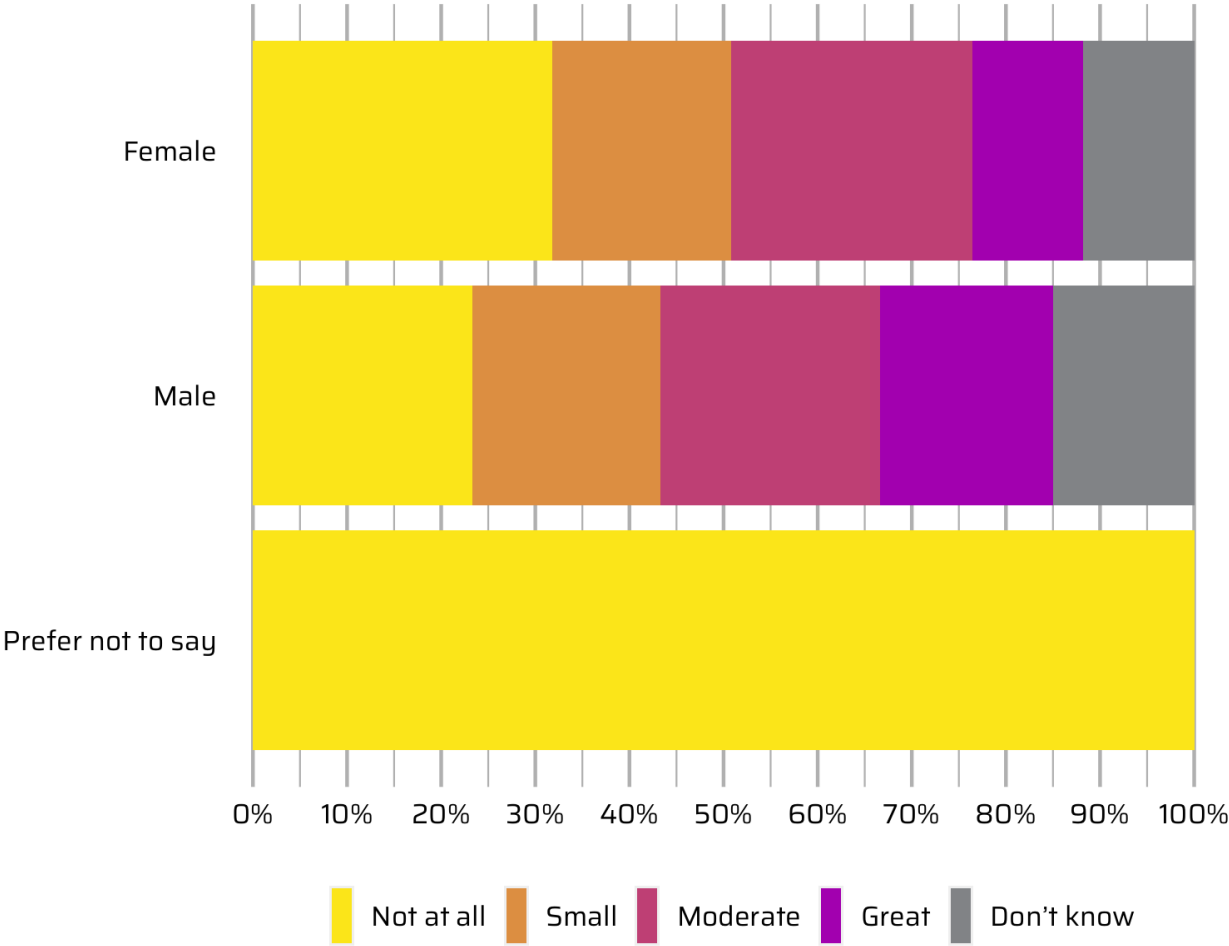


Table 33: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by gender

Gender	Extent	Respondents	Percentage
Female	Great	23	12
Female	Moderate	50	26
Female	Small	37	19
Female	Not at all	62	32
Female	Don't know	23	12
Male	Great	11	18
Male	Moderate	14	23
Male	Small	12	20
Male	Not at all	14	23
Male	Don't know	9	15

Prefer not to say	Great	0	0
Prefer not to say	Moderate	0	0
Prefer not to say	Small	0	0
Prefer not to say	Not at all	1	100
Prefer not to say	Don't know	0	0

Figure 35: Mental Health Needs Met by employment status

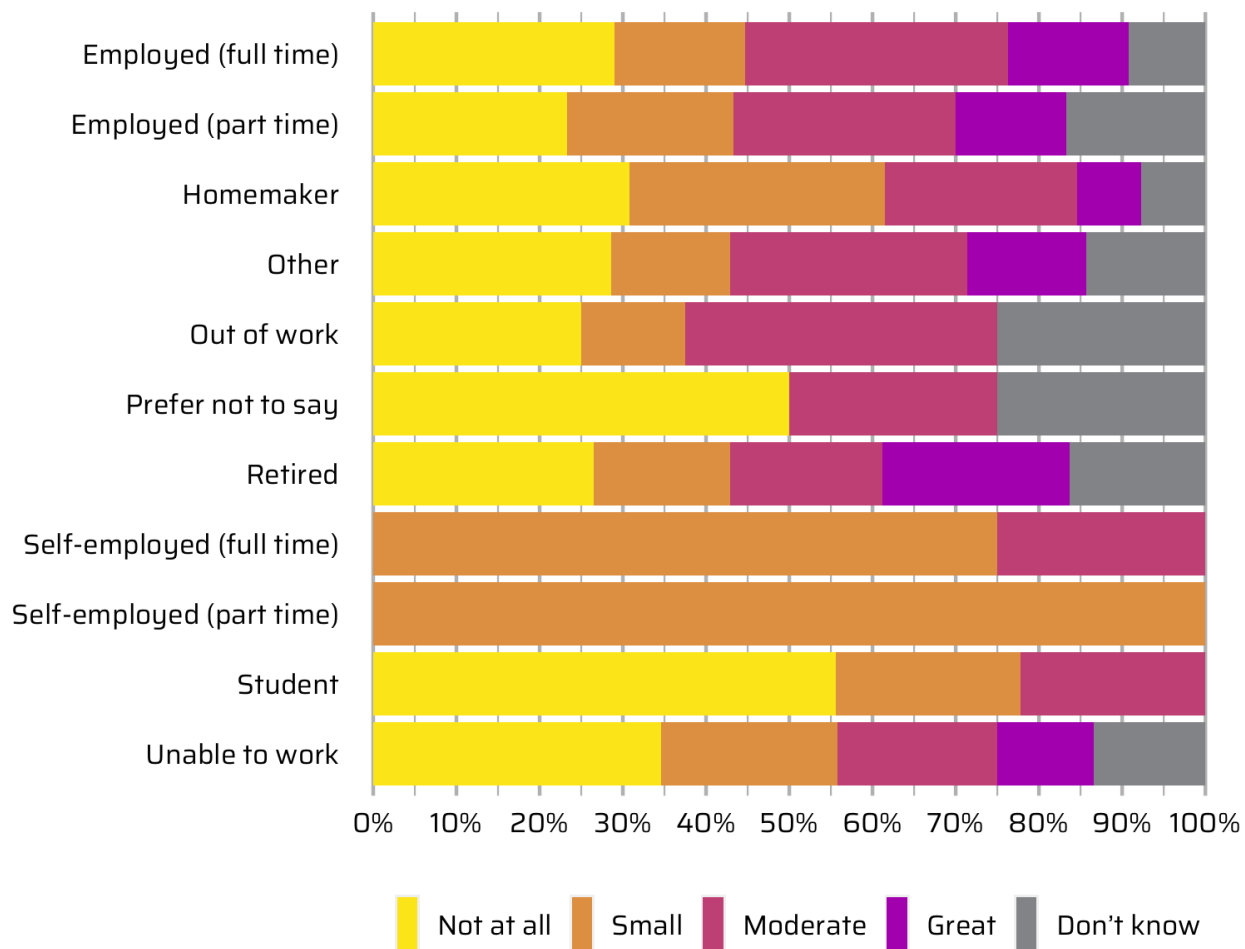


Table 34: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by employment status

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Great	11	14
Employed (full time)	Moderate	24	32

Employed (full time)	Small	12	16
Employed (full time)	Not at all	22	29
Employed (full time)	Don't know	7	9
Employed (part time)	Great	4	13
Employed (part time)	Moderate	8	27
Employed (part time)	Small	6	20
Employed (part time)	Not at all	7	23
Employed (part time)	Don't know	5	17
Homemaker	Great	1	8
Homemaker	Moderate	3	23
Homemaker	Small	4	31
Homemaker	Not at all	4	31
Homemaker	Don't know	1	8
Other	Great	1	14
Other	Moderate	2	29
Other	Small	1	14
Other	Not at all	2	29
Other	Don't know	1	14
Out of work	Great	0	0
Out of work	Moderate	3	38
Out of work	Small	1	12
Out of work	Not at all	2	25
Out of work	Don't know	2	25
Prefer not to say	Great	0	0
Prefer not to say	Moderate	1	25
Prefer not to say	Small	0	0
Prefer not to say	Not at all	2	50
Prefer not to say	Don't know	1	25
Retired	Great	11	22
Retired	Moderate	9	18
Retired	Small	8	16
Retired	Not at all	13	27
Retired	Don't know	8	16

Self-employed (full time)	Great	0	0
Self-employed (full time)	Moderate	1	25
Self-employed (full time)	Small	3	75
Self-employed (full time)	Not at all	0	0
Self-employed (full time)	Don't know	0	0
Self-employed (part time)	Great	0	0
Self-employed (part time)	Moderate	0	0
Self-employed (part time)	Small	1	100
Self-employed (part time)	Not at all	0	0
Self-employed (part time)	Don't know	0	0
Student	Great	0	0
Student	Moderate	2	22
Student	Small	2	22
Student	Not at all	5	56
Student	Don't know	0	0
Unable to work	Great	6	12
Unable to work	Moderate	10	19
Unable to work	Small	11	21
Unable to work	Not at all	18	35
Unable to work	Don't know	7	13

Figure 36: Number of Dependents by Mental Health Needs Met

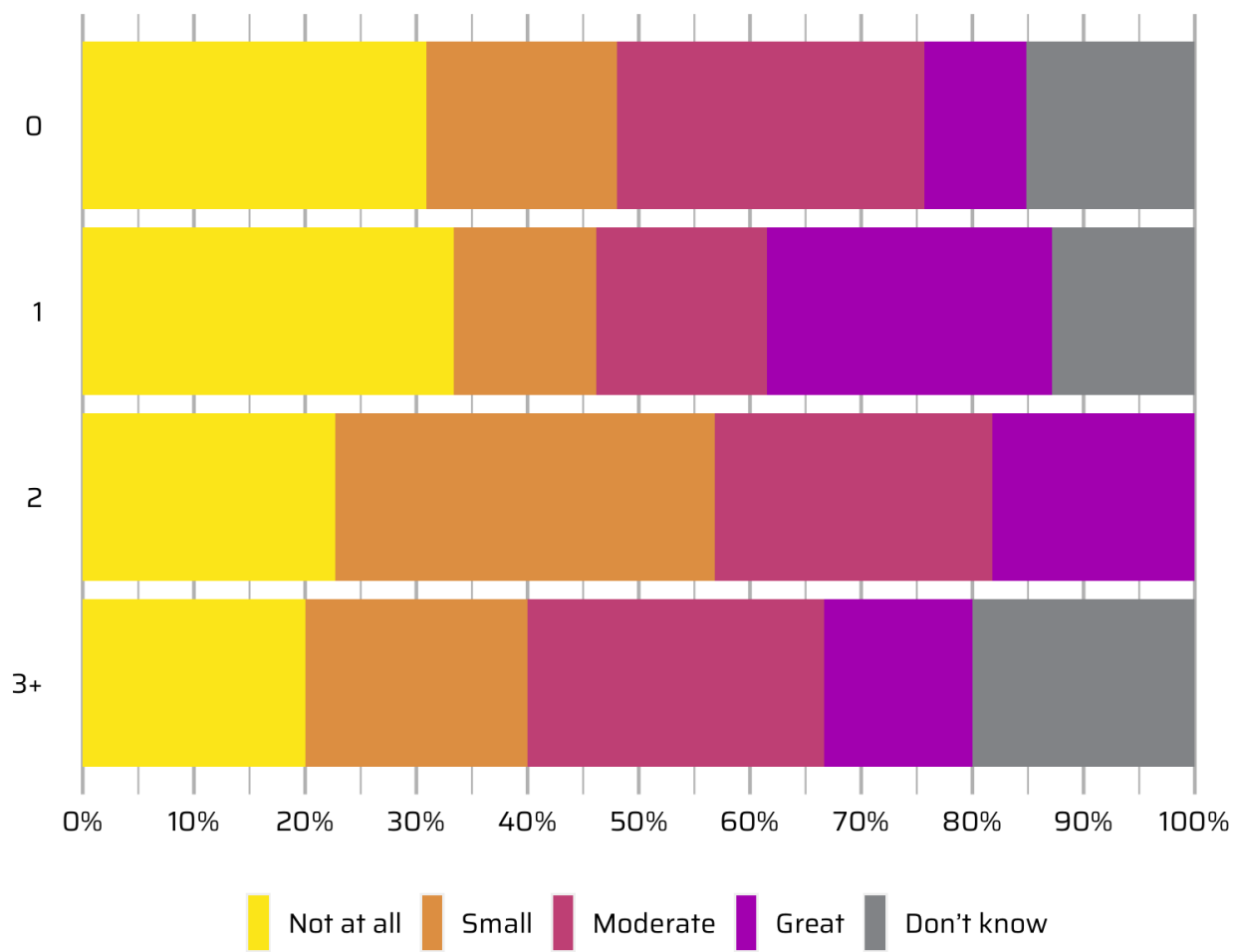


Table 35: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by number of dependents

<b>Dependents</b>	<b>Extent</b>	<b>Respondents</b>	<b>Percentage</b>
0	Great	14	9
0	Moderate	42	28
0	Small	26	17
0	Not at all	47	31
0	Don't know	23	15
1	Great	10	26
1	Moderate	6	15
1	Small	5	13
1	Not at all	13	33
1	Don't know	5	13
2	Great	8	18
2	Moderate	11	25
2	Small	15	34
2	Not at all	10	23
2	Don't know	0	0
3+	Great	2	13
3+	Moderate	4	27
3+	Small	3	20
3+	Not at all	3	20
3+	Don't know	3	20

Figure 37: Mental health needs met by marital status

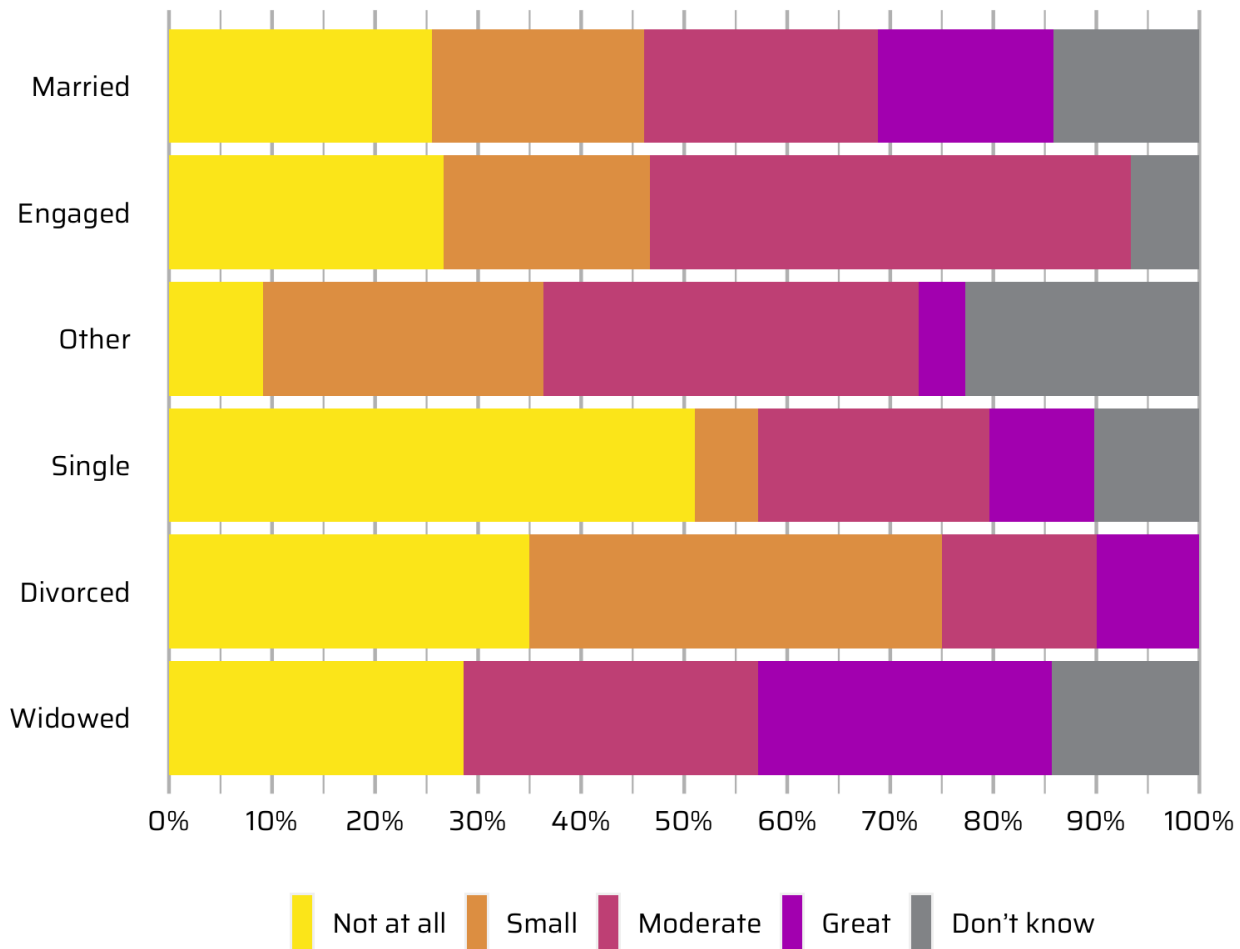


Table 36: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by marital status

Marital Status	Extent	Respondents	Percentage
Married	Great	24	17
Married	Moderate	32	23
Married	Small	29	21
Married	Not at all	36	26
Married	Don't know	20	14
Engaged	Great	0	0

Engaged	Moderate	7	47
Engaged	Small	3	20
Engaged	Not at all	4	27
Engaged	Don't know	1	7
Other	Great	1	5
Other	Moderate	8	36
Other	Small	6	27
Other	Not at all	2	9
Other	Don't know	5	23
Single	Great	5	10
Single	Moderate	11	22
Single	Small	3	6
Single	Not at all	25	51
Single	Don't know	5	10
Divorced	Great	2	10
Divorced	Moderate	3	15
Divorced	Small	8	40
Divorced	Not at all	7	35
Divorced	Don't know	0	0
Widowed	Great	2	29
Widowed	Moderate	2	29
Widowed	Small	0	0
Widowed	Not at all	2	29
Widowed	Don't know	1	14



Figure 38: Anxious or Hopeless Feeling by Mental Health Needs Met

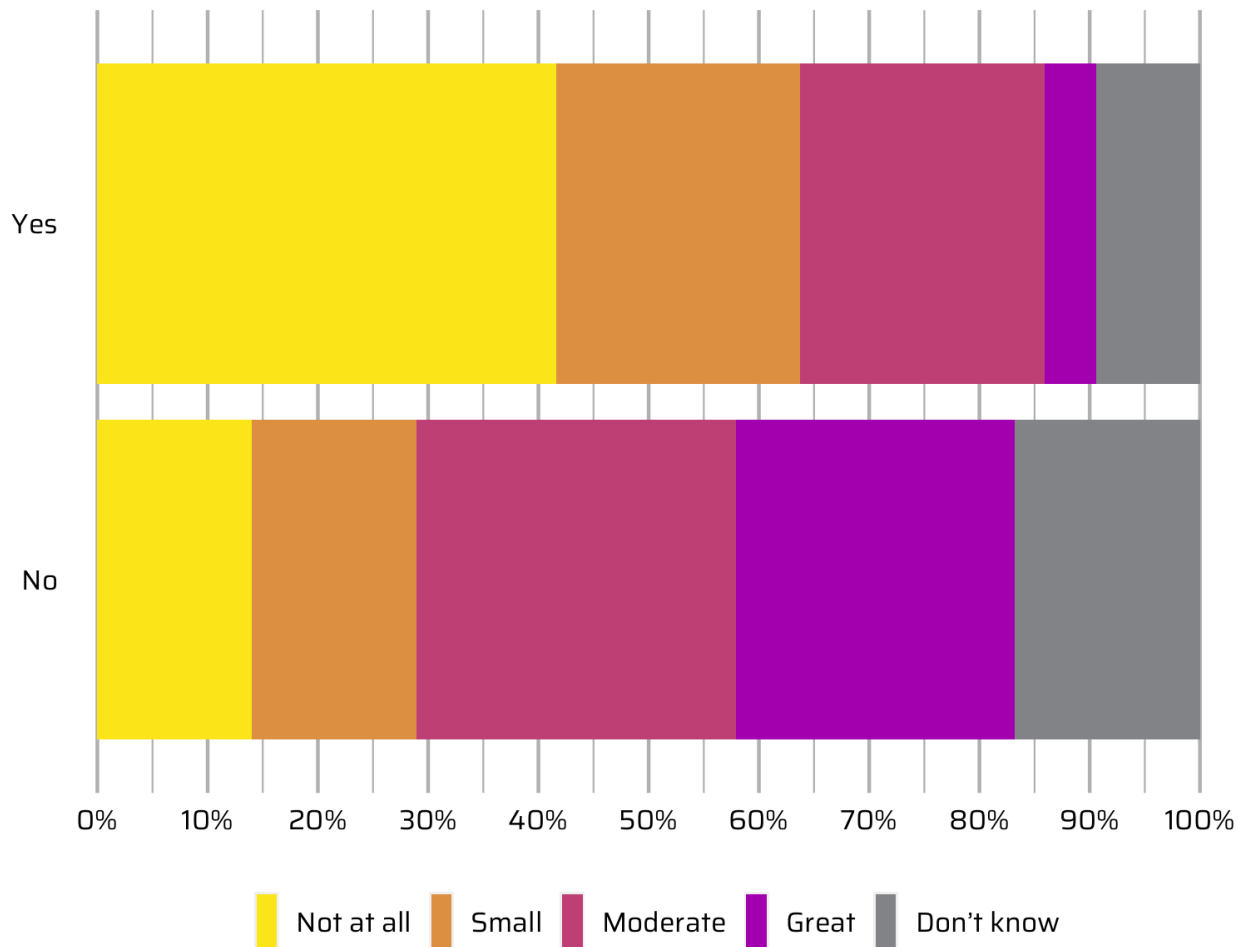


Table 37: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by feelings of anxiety or hopelessness

Anxious or Hopeless	Extent	Respondents	Percentage
Yes	Great	7	5
Yes	Moderate	33	22
Yes	Small	33	22
Yes	Not at all	62	42
Yes	Don't know	14	9
No	Great	27	25
No	Moderate	31	29
No	Small	16	15
No	Not at all	15	14

No Don't know 18 17

Figure 39: Delay to Care by the Extent Mental Health Needs Met

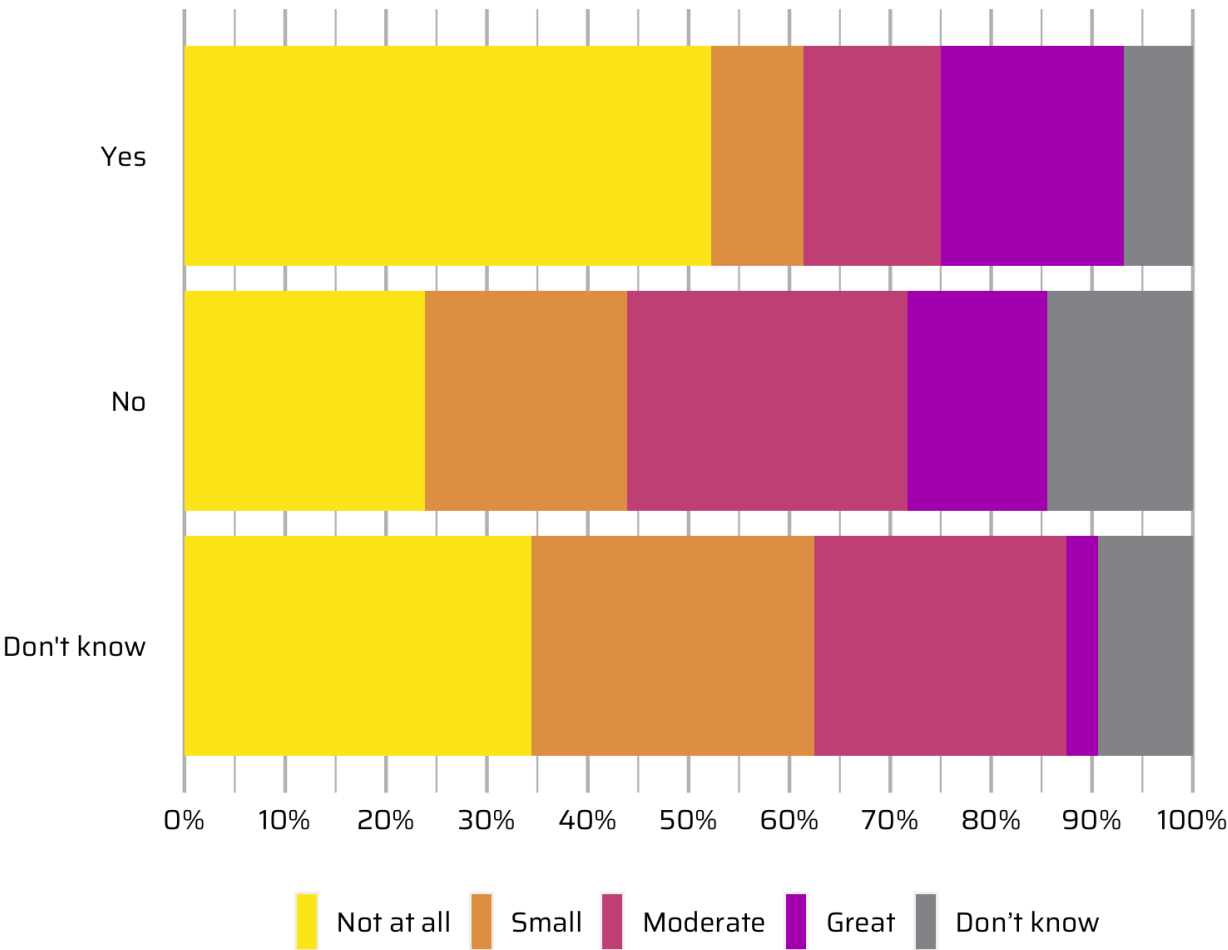


Table 38: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by delays to care

Delay	Extent	Respondents	Percentage
Yes	Great	8	18
Yes	Moderate	6	14
Yes	Small	4	9
Yes	Not at all	23	52
Yes	Don't know	3	7
No	Great	25	14
No	Moderate	50	28

No	Small	36	20
No	Not at all	43	24
No	Don't know	26	14
Don't know	Great	1	3
Don't know	Moderate	8	25
Don't know	Small	9	28
Don't know	Not at all	11	34
Don't know	Don't know	3	9

Figure 40: Cancellation of Care by the Extent Mental Health Needs Met

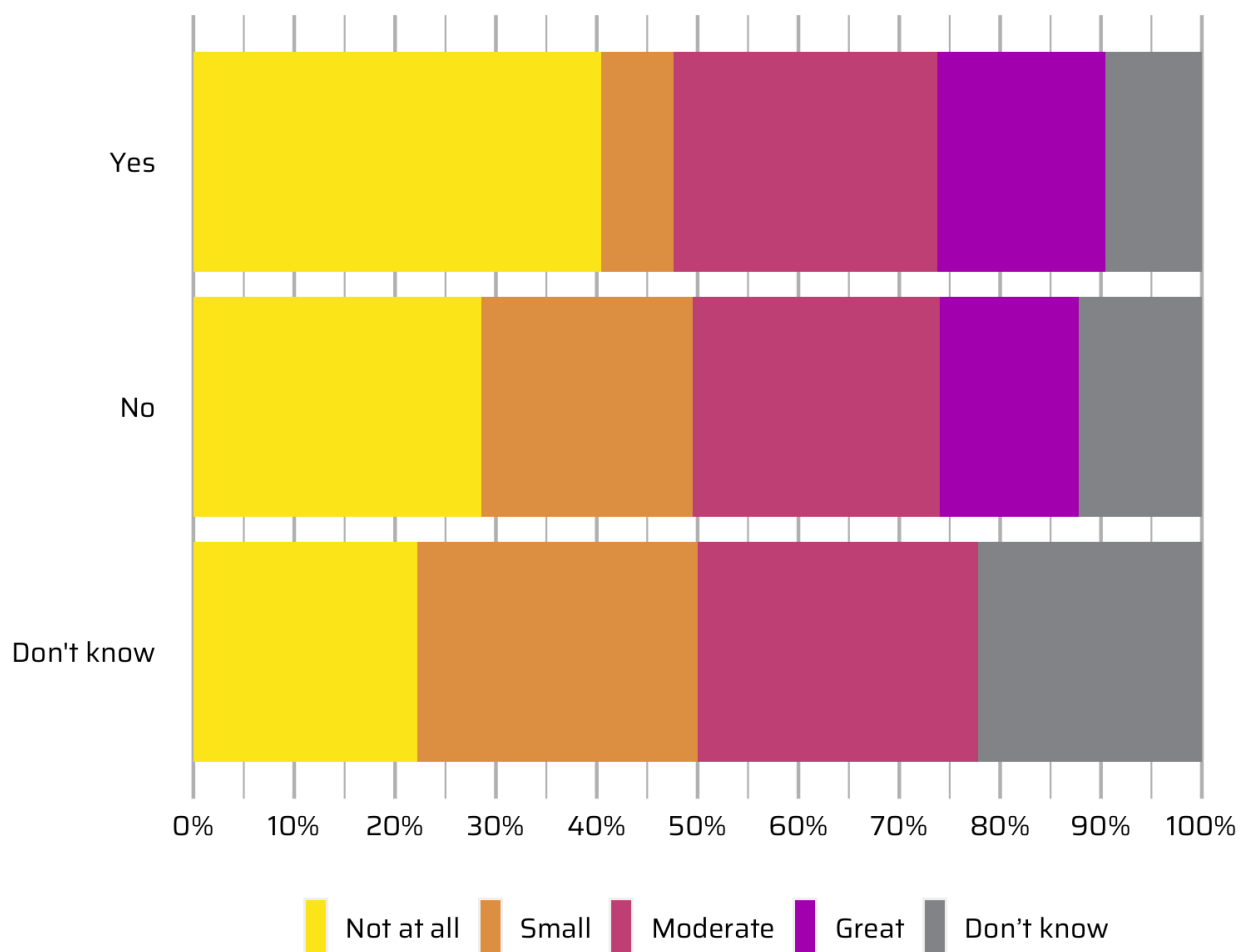


Table 39: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by cancellation of care

<b>Cancellation</b>	<b>Extent</b>	<b>Respondents</b>	<b>Percentage</b>
Yes	Great	7	17
Yes	Moderate	11	26
Yes	Small	3	7
Yes	Not at all	17	40
Yes	Don't know	4	10
No	Great	27	14
No	Moderate	48	24
No	Small	41	21
No	Not at all	56	29
No	Don't know	24	12
Don't know	Great	0	0
Don't know	Moderate	5	28
Don't know	Small	5	28
Don't know	Not at all	4	22
Don't know	Don't know	4	22

Figure 41: Financial Status by Extent Mental Health Needs Met

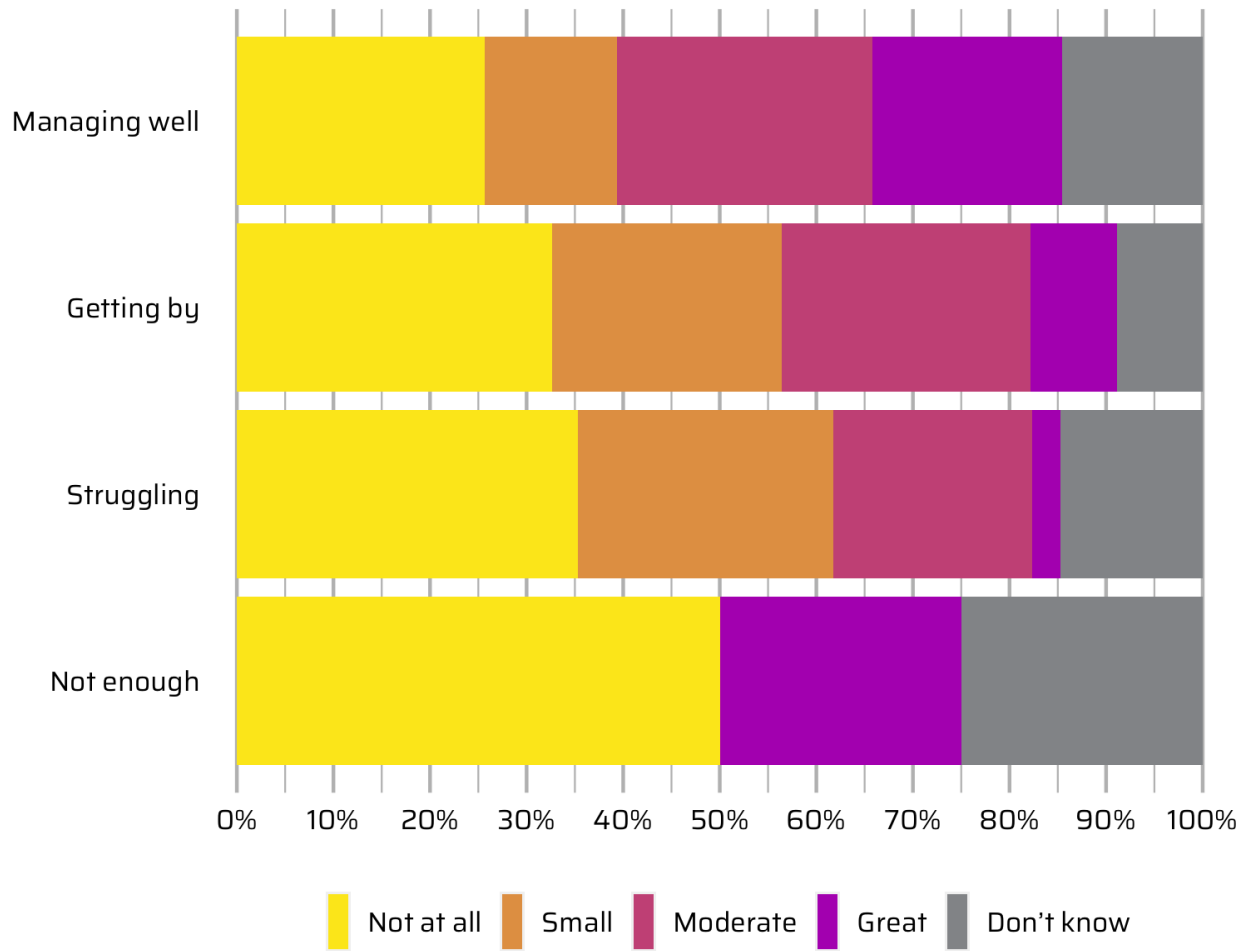


Table 40: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by financial status

<b>Financial Status</b>	<b>Extent</b>	<b>Respondents</b>	<b>Percentage</b>
Managing well	Great	23	20
Managing well	Moderate	31	26
Managing well	Small	16	14
Managing well	Not at all	30	26
Managing well	Don't know	17	15
Getting by	Great	9	9
Getting by	Moderate	26	26
Getting by	Small	24	24
Getting by	Not at all	33	33
Getting by	Don't know	9	9
Struggling	Great	1	3
Struggling	Moderate	7	21
Struggling	Small	9	26
Struggling	Not at all	12	35
Struggling	Don't know	5	15
Not enough	Great	1	25
Not enough	Moderate	0	0
Not enough	Small	0	0
Not enough	Not at all	2	50
Not enough	Don't know	1	25

Figure 42: Age group and Extent Mental Health Needs Met

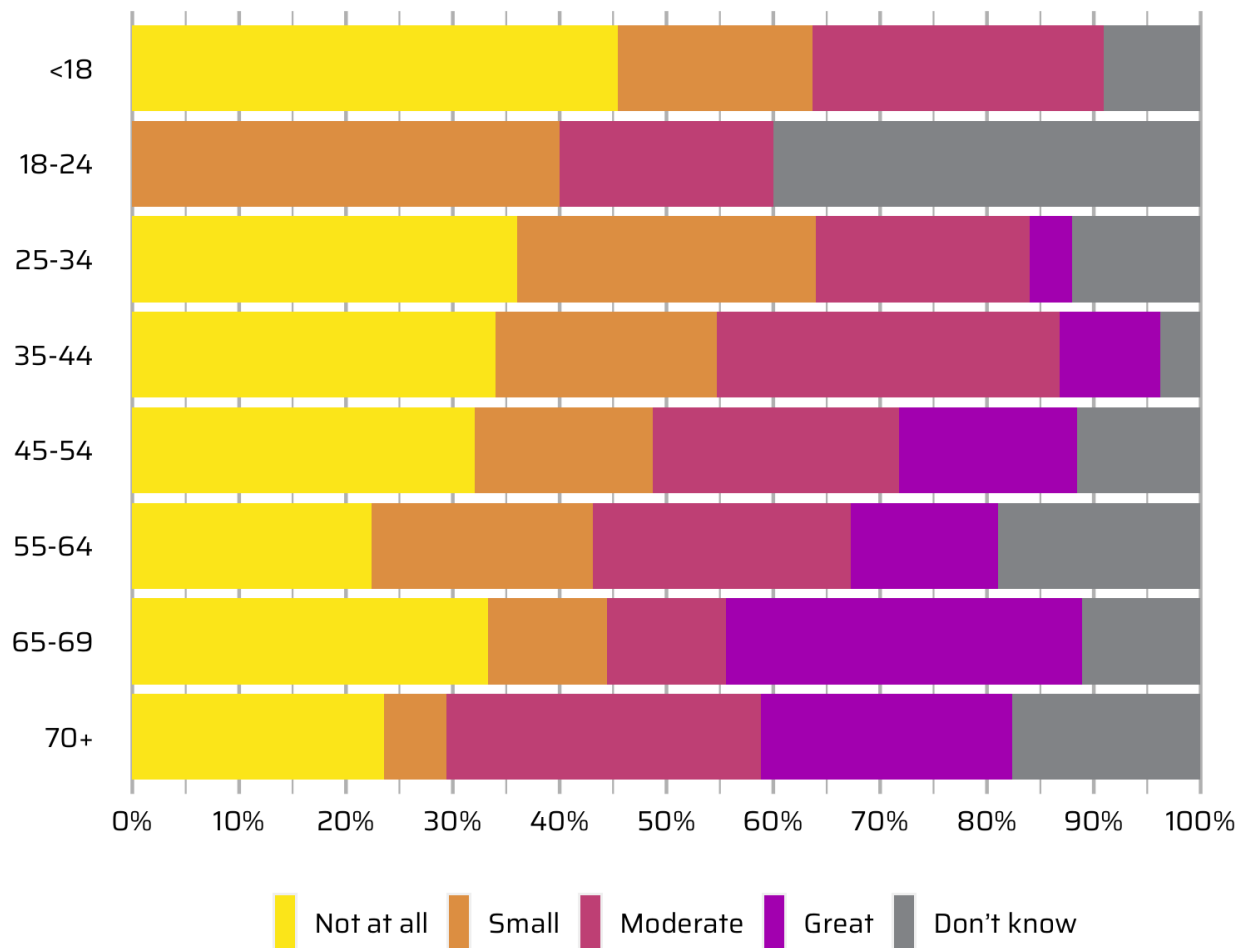


Table 41: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by age group

Age	Extent	Respondents	Percentage
<18	Great	0	0
<18	Moderate	3	27
<18	Small	2	18
<18	Not at all	5	45
<18	Don't know	1	9
18-24	Great	0	0
18-24	Moderate	1	20
18-24	Small	2	40
18-24	Not at all	0	0
18-24	Don't know	2	40

25-34	Great	1	4
25-34	Moderate	5	20
25-34	Small	7	28
25-34	Not at all	9	36
25-34	Don't know	3	12
35-44	Great	5	9
35-44	Moderate	17	32
35-44	Small	11	21
35-44	Not at all	18	34
35-44	Don't know	2	4
45-54	Great	13	17
45-54	Moderate	18	23
45-54	Small	13	17
45-54	Not at all	25	32
45-54	Don't know	9	12
55-64	Great	8	14
55-64	Moderate	14	24
55-64	Small	12	21
55-64	Not at all	13	22
55-64	Don't know	11	19
65-69	Great	3	33
65-69	Moderate	1	11
65-69	Small	1	11
65-69	Not at all	3	33
65-69	Don't know	1	11
70+	Great	4	24
70+	Moderate	5	29
70+	Small	1	6
70+	Not at all	4	24
70+	Don't know	3	18