



NEUROLIFENOW

Analysis Report

April 2021

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Foreword

The NeuroLifeNow community continues to grow every month, with more than 300 people sharing their experiences in March 2021 alone. Since launch at the end of January, more than 640 experiences have been shared via the NeuroLifeNow app, and over 750 people affected by neurological conditions have now signed up to the app.

This month, we have included additional analyses on how ethnicity may impact access to care. However, we are concerned that our user base thus far is not as racially or ethnically diverse as the broader neurological community itself, with well over 90% of respondents describing themselves as White. This is not unusual for programmes of this nature and it is clearly an area for improvement. We are committed to learning and listening from the experiences of **every** person with a neurological condition and will be working hard to ensure we reach those who are too often under-represented in research.

The mental health impacts of the COVID-19 pandemic were again clear this month – 31% of respondents said their mental health needs were not being met at all. Women were 50% more likely than men to report this.

This report comes just a day after new evidence from the [National Neuroscience Advisory Group \(NNAG\)](#), a group of patient groups, healthcare professionals and commissioners, set out the stark impacts of the pandemic on services. In particular, the Group note the significant delays to care, and likely backlog of neurology appointments, which was at more than 225,000 at the end of 2020. Evidence from the NeuroLifeNow community shows the devastating impact cancellations can have, with those who report cancellations more likely to report their mental health needs not being met at all, more likely to have had a visit to A&E in the past month and one and a half times more likely to report feeling anxious and/or hopeless.

We know that health and care professionals are working flat out to retain some treatment and care under the most challenging of circumstances. So too are the voluntary sector, who are providing much needed support to millions of people with neurological conditions across the country. If you have a neurological condition, are caring for someone who does, or are waiting for a diagnosis, The Brain and Spine Foundation is available to provide guidance, clarity and reassurance when you need it most. Call the free, professional Helpline on 0808 808 1000 Monday – Thursday, 9am – 4pm or email helpline@brainandspine.org.uk.

Finally, we are pleased to say that in March, The Neurological Alliance had a constructive meeting with Minister for Health Edward Argar MP to discuss the impact of the pandemic on people with neurological conditions and urged the Minister to set out plans for NHS recovery. We will be following up with further evidence and are hopeful that our community will be well situated within any forthcoming recovery strategy. A huge thank you again 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 review the experiences of other people with neurological conditions too. The data in this report is derived from responses received between 1 – 31 March 2021. The full questionnaire and data tables are available in the appendices.

Key findings

- 348 people shared their experiences in March, with 79% female respondents, 20% male and 1% prefer not to say. 65 different neurological conditions and symptoms were represented in the survey this month. The top three conditions represented were multiple sclerosis, functional neurological disorder and subarachnoid haemorrhage. 116 people reported living with more than one neurological condition or symptom.
- 57% of people felt anxious and/or hopeless. This group were more likely than those who do not report feeling anxious or hopeless to report a poor or very poor experience of care, visited A&E in the past month and experienced cancellations or delays to their care in the past four weeks.
- 1 in 2 respondents felt that their mental health needs were not being met at all or to a small extent.
- Those who experienced delays and cancellations were more likely to have accessed emergency care.
- 4 in 10 respondents felt they could not comment on their experience of neurological care this month. Almost 1 in 5 respondents reported good or very good experience of care, and 19% reported a poor or very poor experience.
- Women were more likely than men to report a poor or very poor experience. Respondents who reported a delay to their care were twice more likely than those who experienced no delay to say they had a poor or very poor experience of their service this month.

- 51% of respondents had had a medical appointment this month. 23% of people had one appointment. Of these appointments, three quarters were considered helpful, 16% were not considered helpful, and 9% were not rated.
- 23% of appointments were with a GP, 19% were with a neurologist, 13% were with a specialist nurse and 13% were with a physiotherapist. 24% of appointments were with an 'other' professional – responses in this category included neurosurgery, urology and continence support, ophthalmology and radiology.
- 44% of appointments were delivered by phone, 41% were face to face and 13% were by videoconference. 24% of appointments by phone were rated as unhelpful, compared to just 9% of appointments delivered by videoconference or face to face.
- 4 out of 5 of appointments with a specialist nurse, a physiotherapist or occupational health were rated as helpful.

Next steps

The immediate next step is to collect and analyse the April data. We have included new questions in April on COVID-19 vaccination.

The end of March marks the end of the pilot phase of NeuroLifeNow – we are therefore reviewing the feedback received from people with neurological conditions, healthcare professionals and commissioners about the utility of the app and the data, and are pulling together plans to improve the platform in a variety of ways. This includes improving the usability of the app itself.

In particular, we will renew our efforts to diversify and grow the NeuroLifeNow community. Very little evidence exists about how a range of sociodemographic factors, including sexuality, gender (including gender reassignment), race and ethnicity and citizenship status may impact people with neurological conditions access or experience of care – this has to change. The Neurological Alliance is currently supporting a literature review to understand specific gaps in our knowledge base, and this will be used to actively shape the future approach of NeuroLifeNow.

The experiences shared in this report are being shared with the NHS England and NHS Improvement outpatient and neuroscience transformation teams, who are looking to drive up standards of care, as well as reduce unwarranted variation in both access and funding. The teams have both indicated the importance and value of the experiences shared via the platform.

We have also scheduled a number of further opportunities to report these findings to NHS commissioners, neurological specialists and local providers. 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		Completely	To some extent	Not at all	Don't know						

relating to the Covid-19 (Coronavirus) Pandemic in the last four weeks?											
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Demographics

Figure 1: Gender of respondents

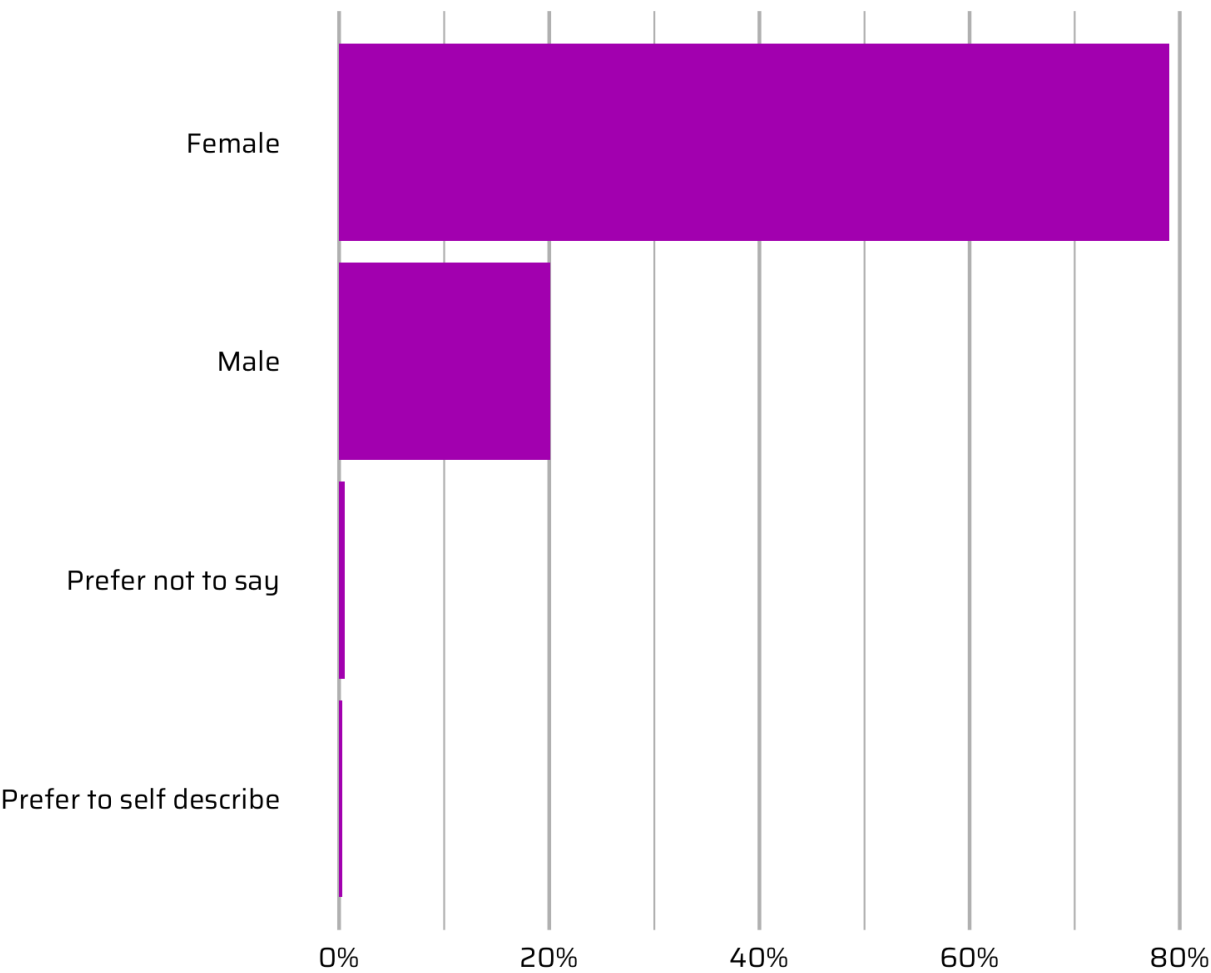


Table 1: Gender of respondents

Gender	Respondents	Percentage
Female	275	79
Male	70	20
Prefer not to say	2	1
Prefer to self describe	1	0

Figure 2: Age of respondents

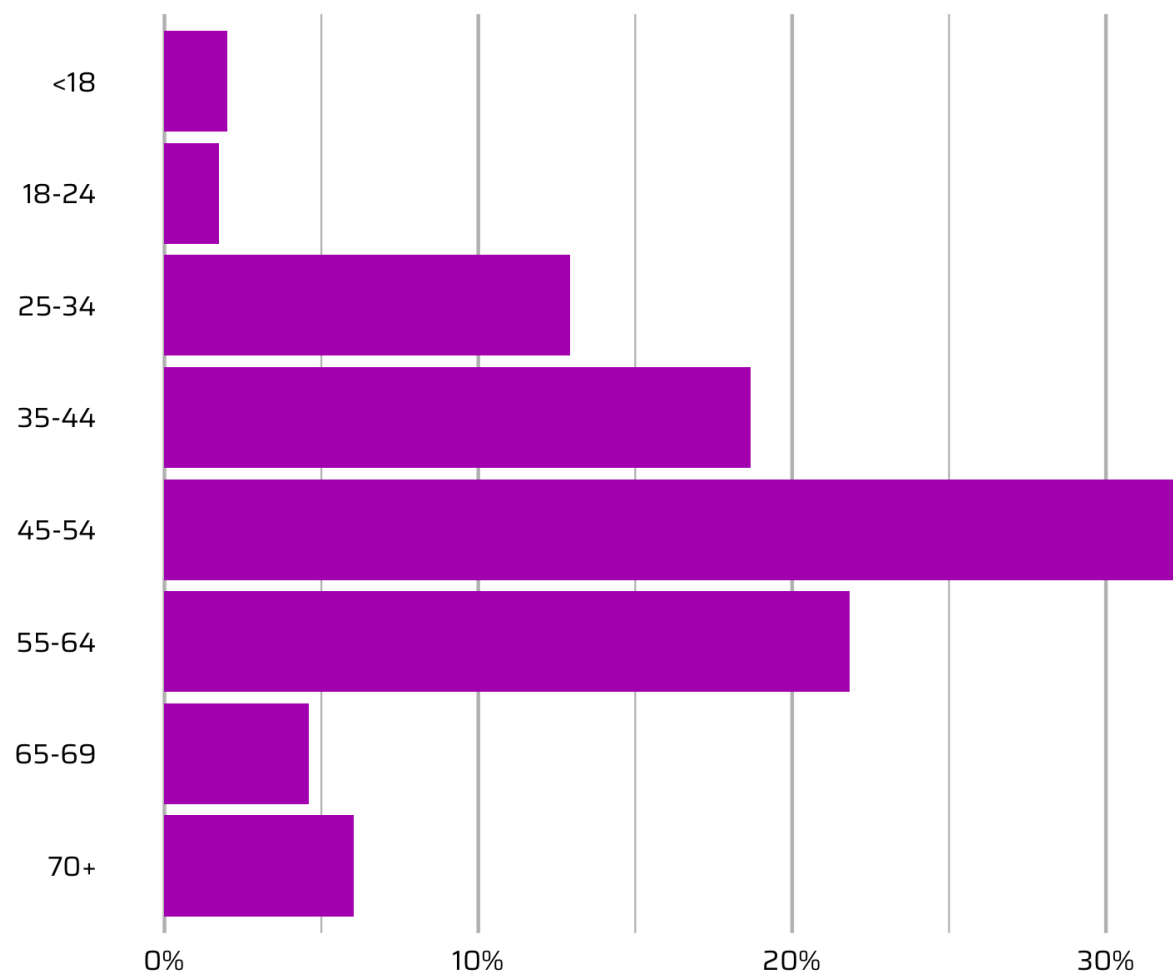


Table 2: Age of respondents

Age	Respondents	Percentage
<18	7	2
18-24	6	2
25-34	45	13
35-44	65	19
45-54	112	32
55-64	76	22
65-69	16	5
70+	21	6

Figure 3: Marital status of respondents

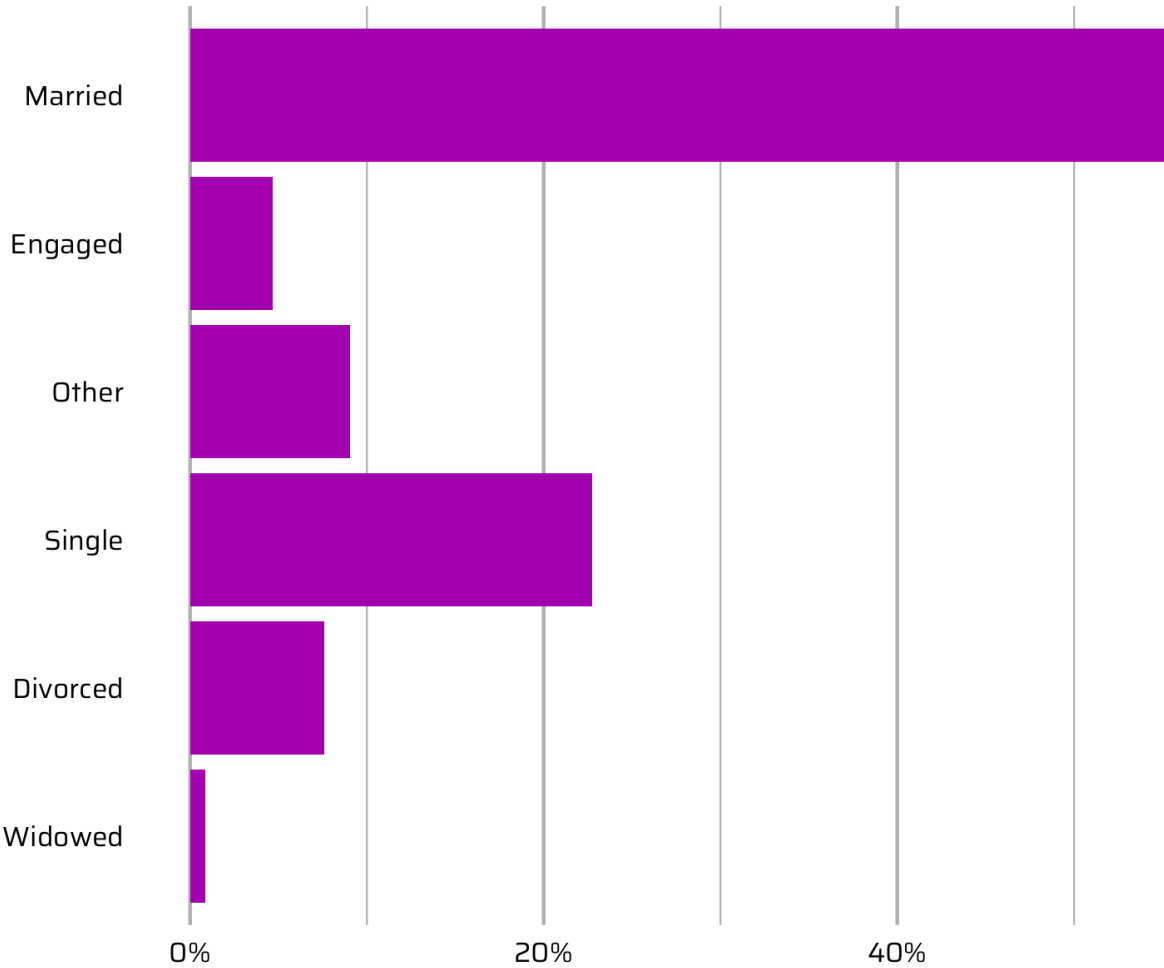


Table 3: Marital status of respondents

Marital Status	Respondents	Percentage
Married	189	55
Engaged	16	5
Other	31	9
Single	78	23
Divorced	26	8
Widowed	3	1

Figure 4: Employment status of respondents

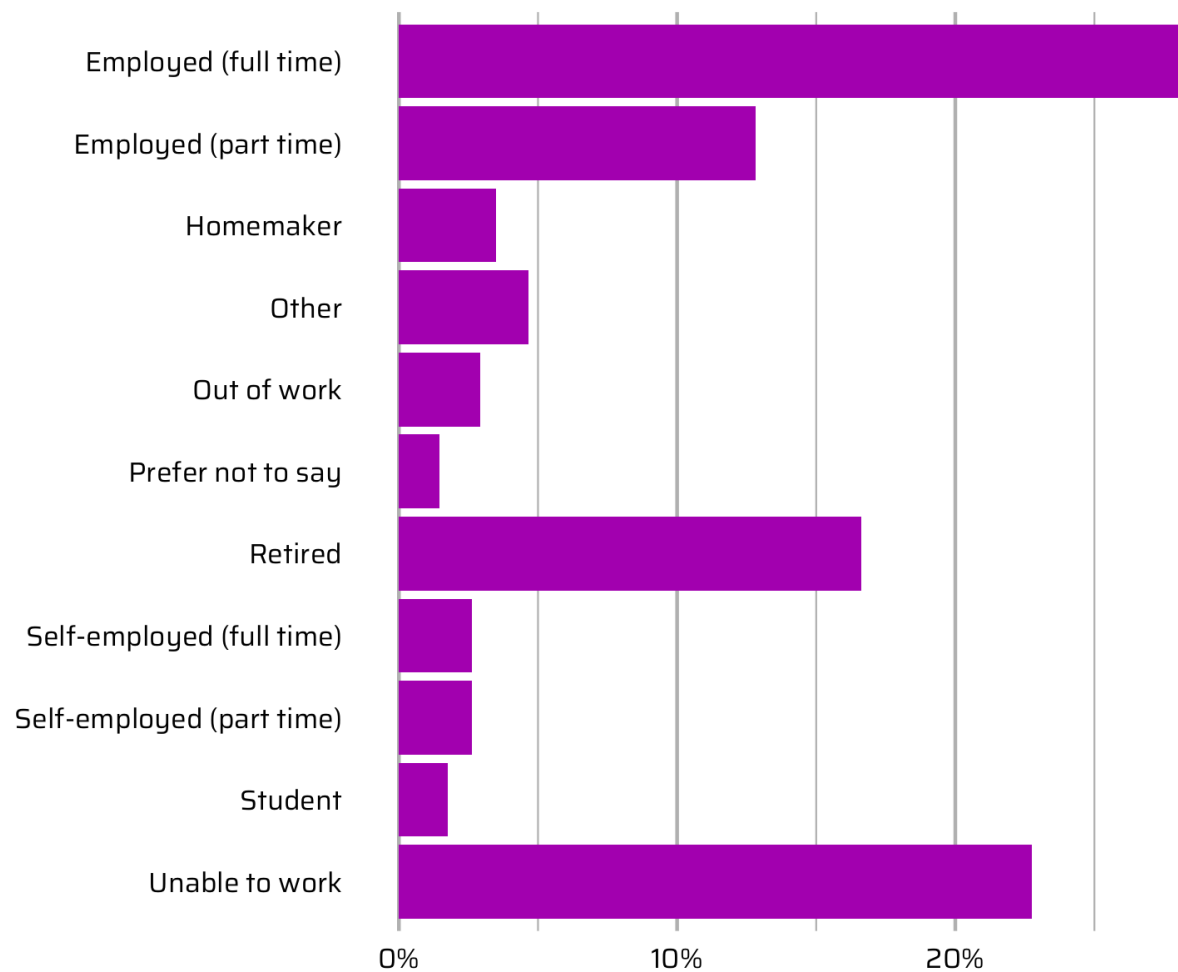


Table 4: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	97	28
Employed (part time)	44	13
Homemaker	12	3
Other	16	5
Out of work	10	3
Prefer not to say	5	1
Retired	57	17
Self-employed (full time)	9	3
Self-employed (part time)	9	3
Student	6	2
Unable to work	78	23

Figure 5: Financial status of respondents

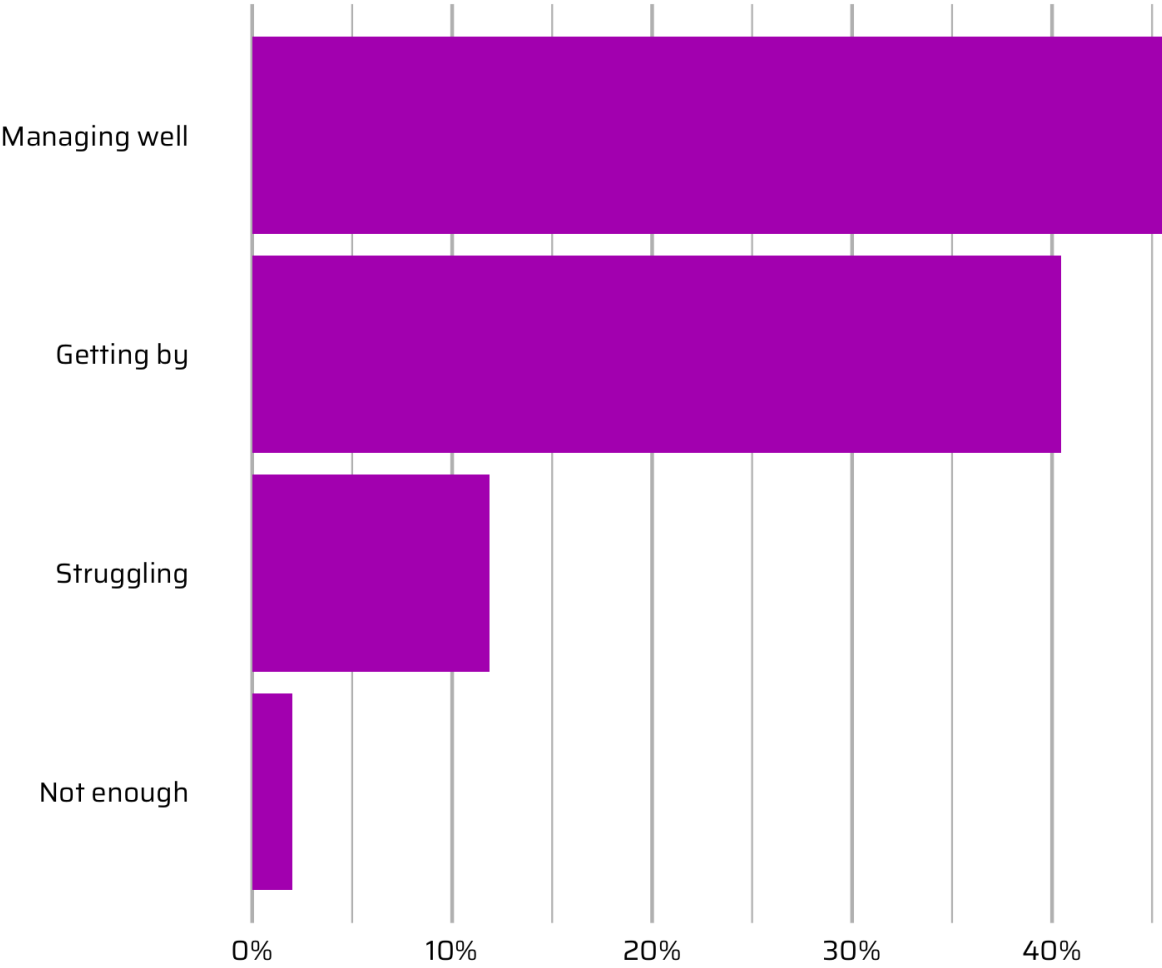


Table 5: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	158	46
Getting by	140	40
Struggling	41	12
Not enough	7	2

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

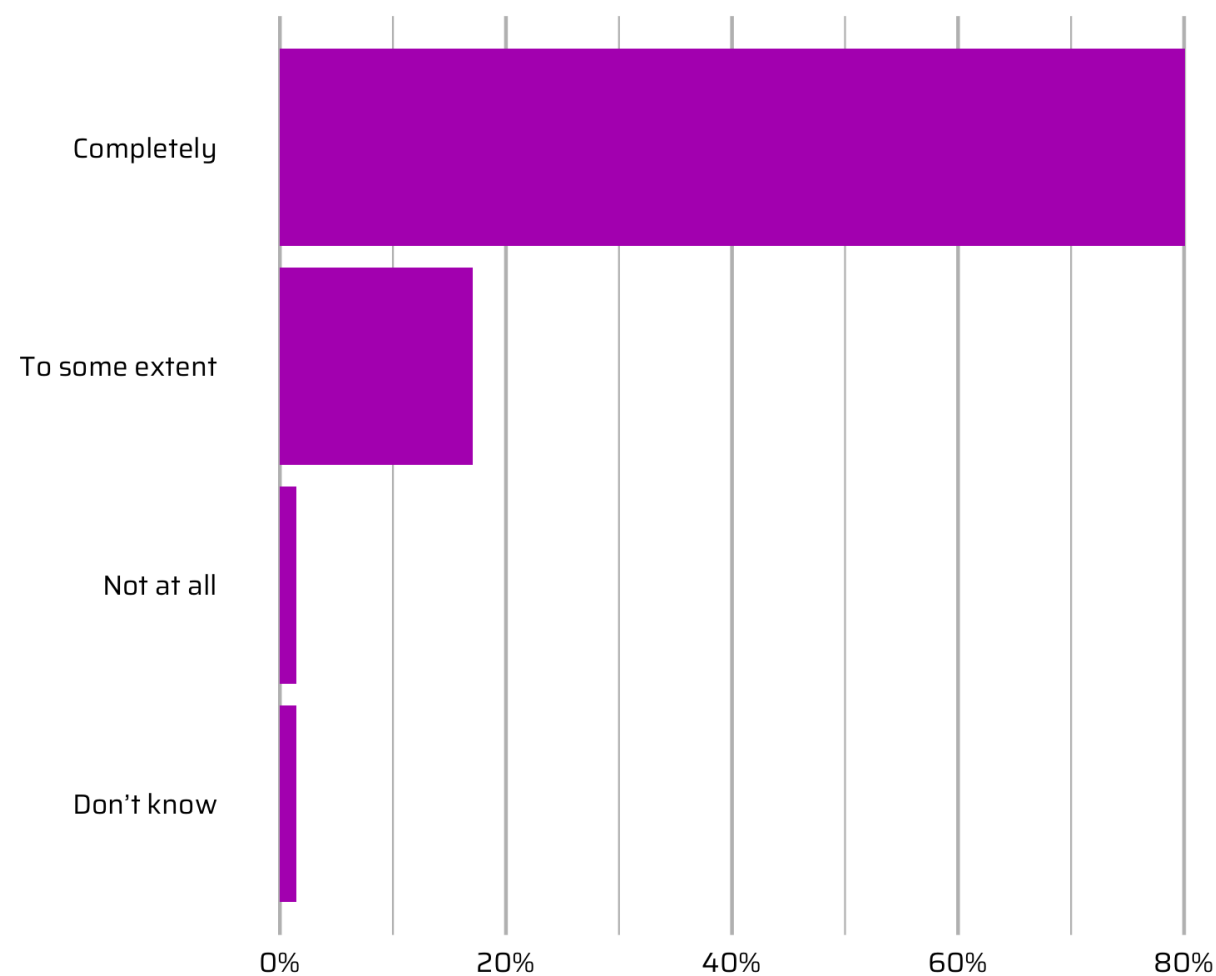


Table 6: Extent to which respondents are following Government advice on COVID-19

Following Advice	Respondents	Percentage
Completely	277	80
To some extent	59	17
Not at all	5	1
Don't know	5	1

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%.

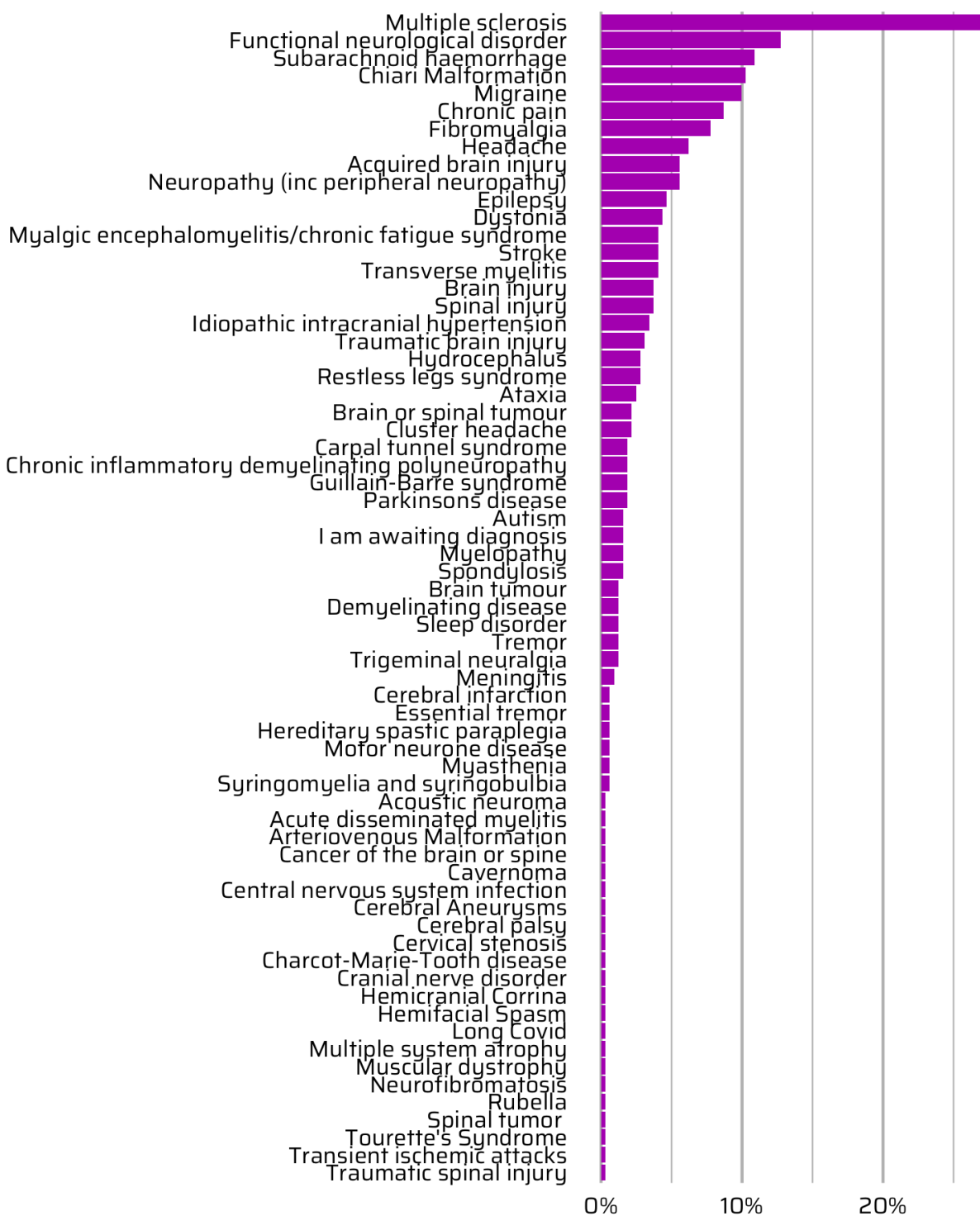


Table 7: Neurological conditions and symptoms

Condition	Respondents	Percentage
Multiple sclerosis	88	27
Functional neurological disorder	41	13
Subarachnoid haemorrhage	35	11
Chiari Malformation	33	10
Migraine	32	10
Chronic pain	28	9
Fibromyalgia	25	8
Headache	20	6
Acquired brain injury	18	6
Neuropathy (inc peripheral neuropathy)	18	6
Epilepsy	15	5
Dystonia	14	4
Myalgic encephalomyelitis/chronic fatigue syndrome	13	4
Stroke	13	4
Transverse myelitis	13	4
Brain injury	12	4
Spinal injury	12	4
Idiopathic intracranial hypertension	11	3
Traumatic brain injury	10	3
Hydrocephalus	9	3
Restless legs syndrome	9	3
Ataxia	8	2
Brain or spinal tumour	7	2
Cluster headache	7	2
Carpal tunnel syndrome	6	2
Chronic inflammatory demyelinating polyneuropathy	6	2
Guillain-Barre syndrome	6	2
Parkinsons disease	6	2
Autism	5	2
I am awaiting diagnosis	5	2
Myelopathy	5	2
Spondylosis	5	2
Brain tumour	4	1
Demyelinating disease	4	1
Sleep disorder	4	1
Tremor	4	1

Trigeminal neuralgia	4	1
Meningitis	3	1
Cerebral infarction	2	1
Essential tremor	2	1
Hereditary spastic paraplegia	2	1
Motor neurone disease	2	1
Myasthenia	2	1
Syringomyelia and syringobulbia	2	1
Acoustic neuroma	1	0
Acute disseminated myelitis	1	0
Arteriovenous Malformation	1	0
Cancer of the brain or spine	1	0
Cavernoma	1	0
Central nervous system infection	1	0
Cerebral Aneurysms	1	0
Cerebral palsy	1	0
Cervical stenosis	1	0
Charcot-Marie-Tooth disease	1	0
Cranial nerve disorder	1	0
Hemicranial Corina	1	0
Hemifacial Spasm	1	0
Long Covid	1	0
Multiple system atrophy	1	0
Muscular dystrophy	1	0
Neurofibromatosis	1	0
Rubella	1	0
Spinal tumor	1	0
Tourette's Syndrome	1	0
Transient ischemic attacks	1	0
Traumatic spinal injury	1	0

Figure 8: Ethnicity of respondents

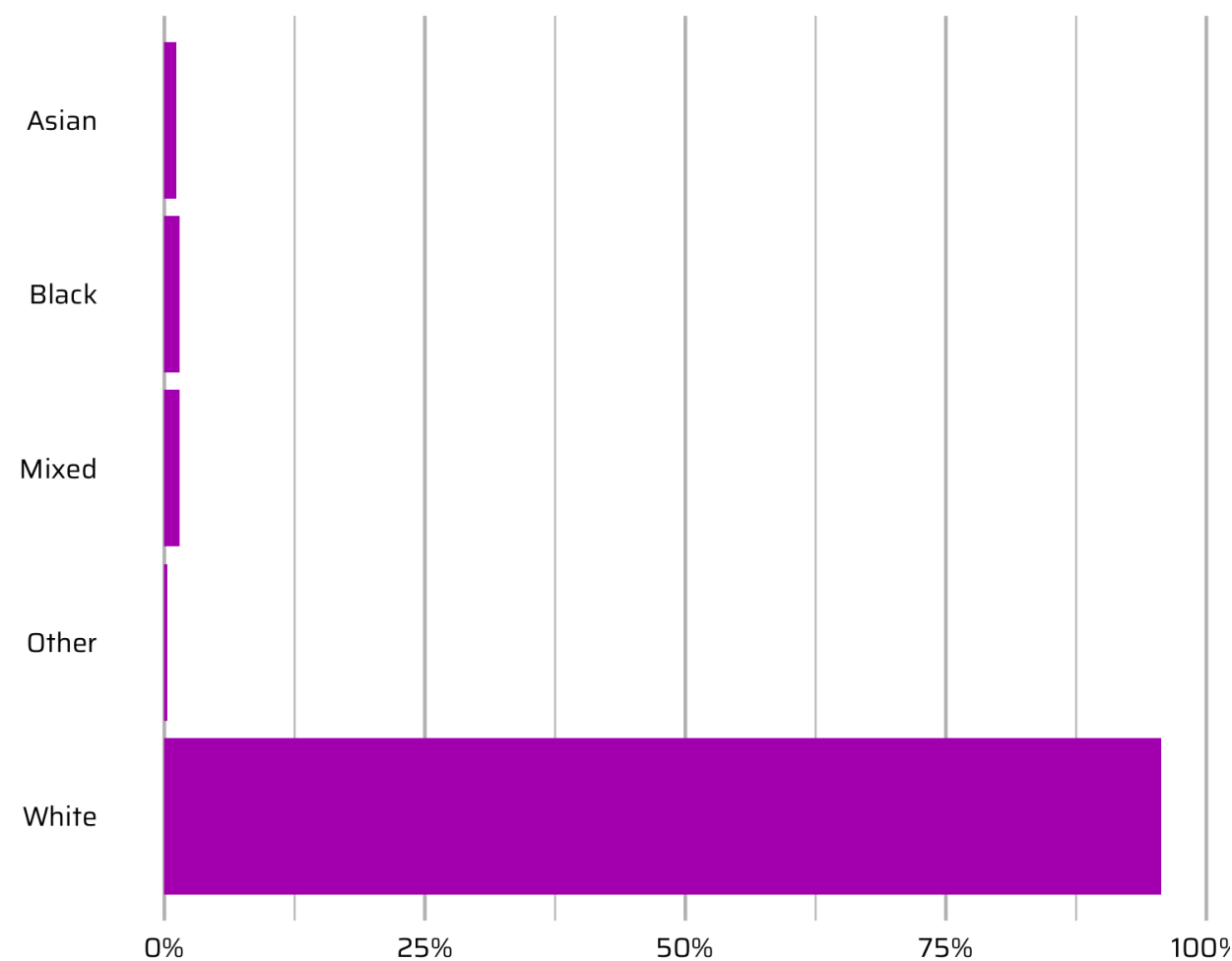


Table 8: Ethnicity of respondents

Ethnicity	Respondents	Percentage
Asian	4	1
Black	5	1
Mixed	5	1
Other	1	0
White	333	96

Experience Overall

Figure 9: Overall, what has your experience of care been like in the past 4 weeks?

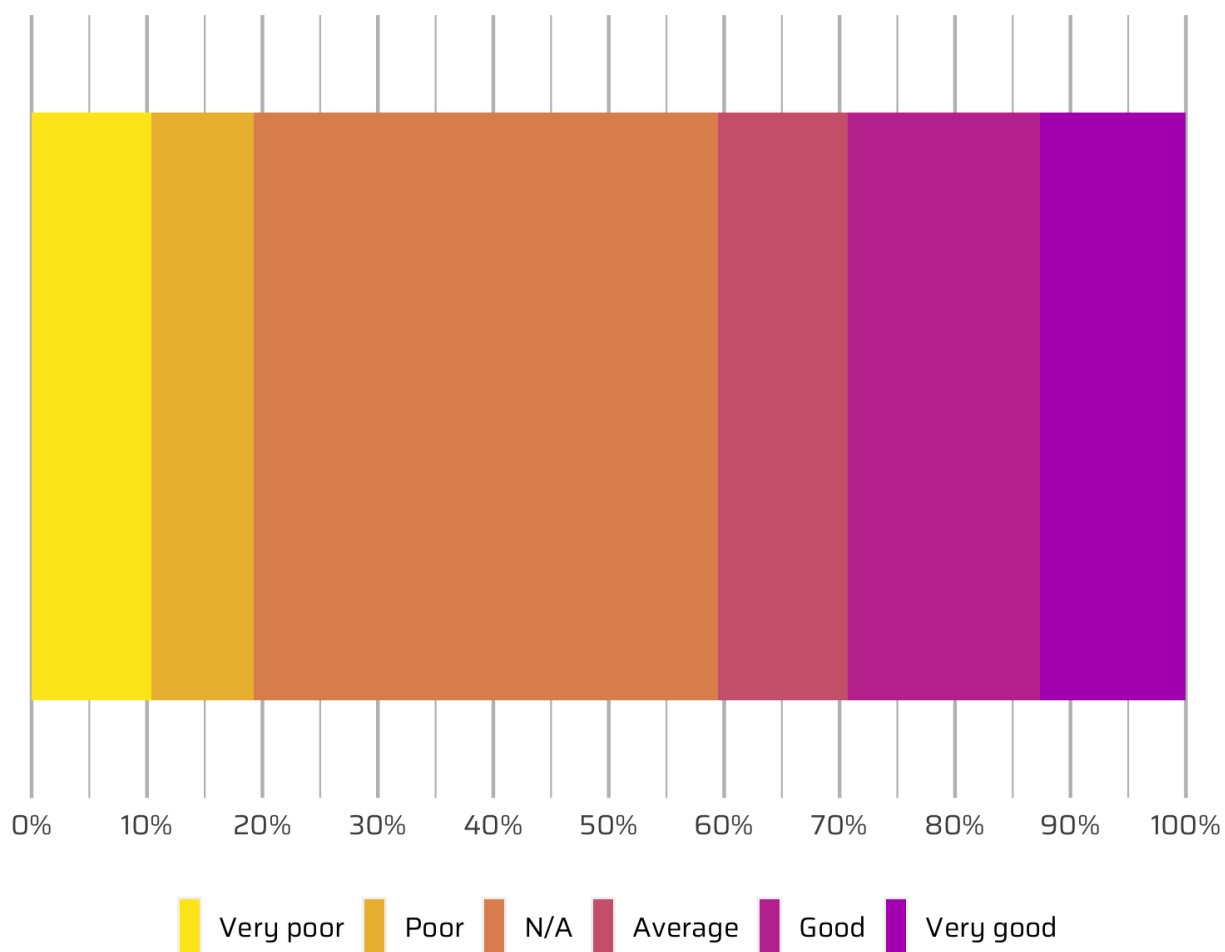


Table 9: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?

Experience	Respondents	Percentage
Very good	44	13
Good	58	17
Average	39	11
N/A	140	40
Poor	31	9
Very poor	36	10

Figure 10: Experience of care by gender

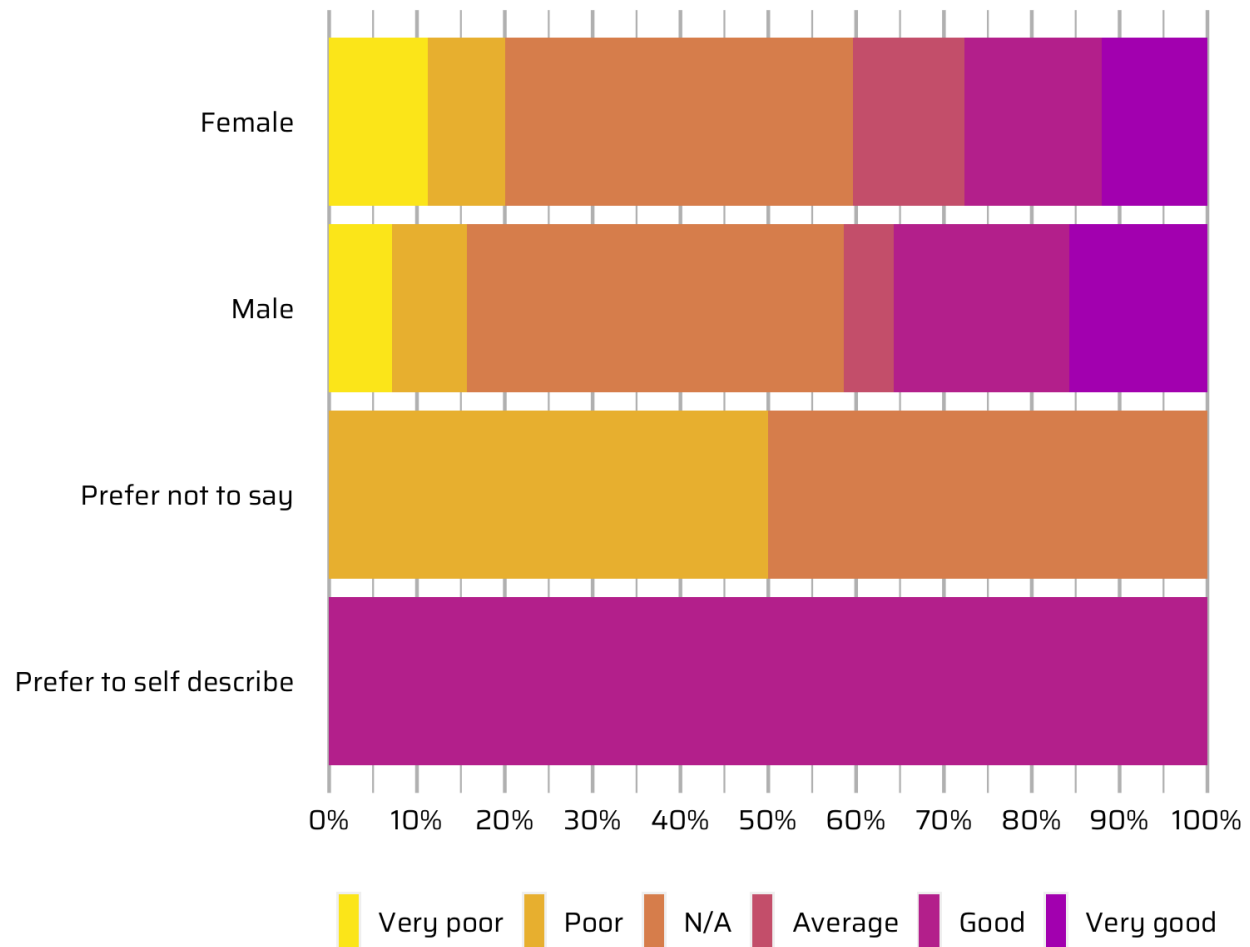


Table 10: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by gender

Gender	Experience	Respondents	Percentage
Female	Very good	33	12
Female	Good	43	16
Female	Average	35	13
Female	N/A	109	40
Female	Poor	24	9
Female	Very poor	31	11
Male	Very good	11	16
Male	Good	14	20
Male	Average	4	6
Male	N/A	30	43
Male	Poor	6	9

Male	Very poor	5	7
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	50
Prefer not to say	Poor	1	50
Prefer not to say	Very poor	0	0
Prefer to self describe	Very good	0	0
Prefer to self describe	Good	1	100
Prefer to self describe	Average	0	0
Prefer to self describe	N/A	0	0
Prefer to self describe	Poor	0	0
Prefer to self describe	Very poor	0	0

Figure 11: Experience of care by employment status

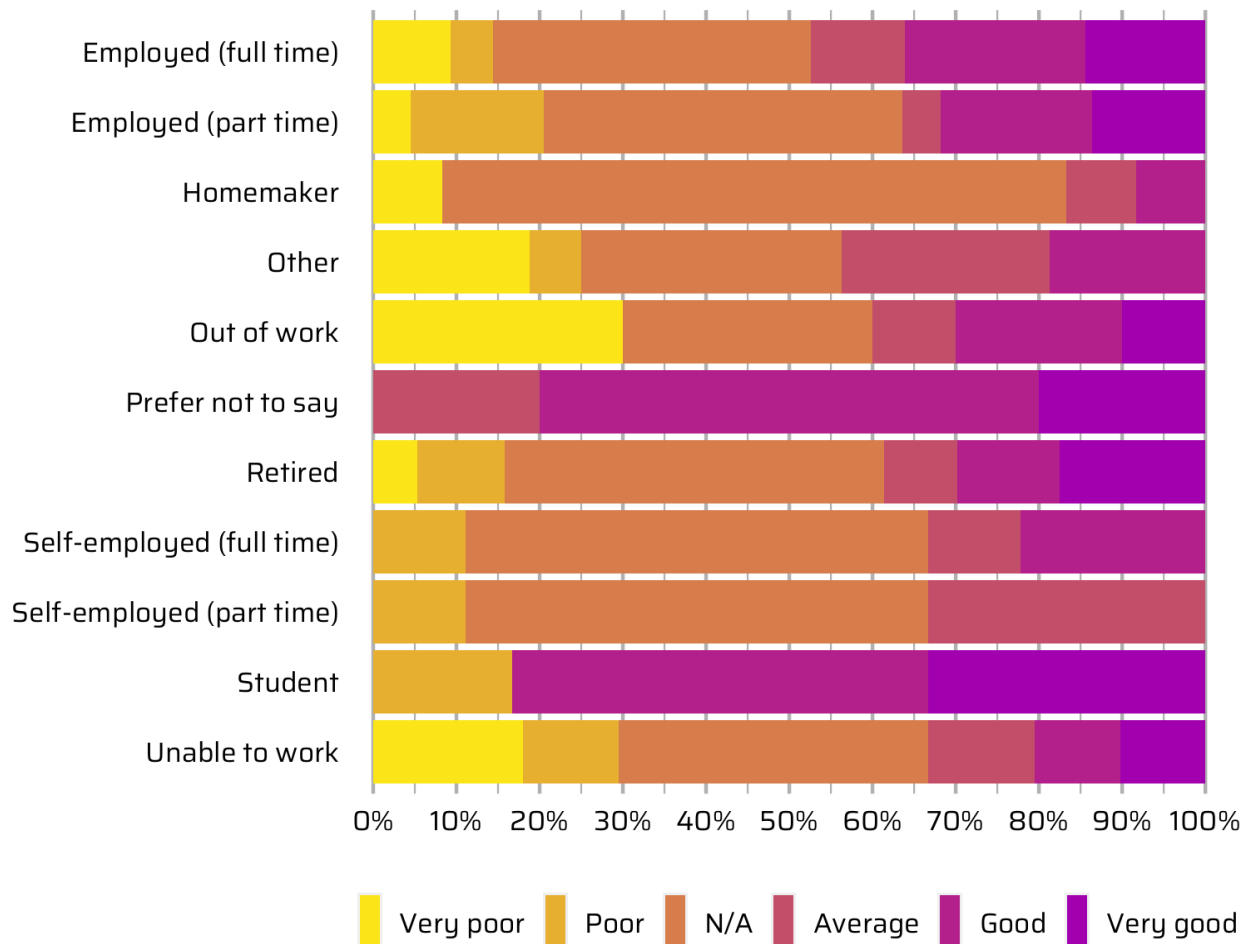


Table 11: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by employment status

Employment Status	Experience	Respondents	Percentage
Employed (full time)	Very good	14	14
Employed (full time)	Good	21	22
Employed (full time)	Average	11	11
Employed (full time)	N/A	37	38
Employed (full time)	Poor	5	5
Employed (full time)	Very poor	9	9
Employed (part time)	Very good	6	14
Employed (part time)	Good	8	18
Employed (part time)	Average	2	5
Employed (part time)	N/A	19	43
Employed (part time)	Poor	7	16
Employed (part time)	Very poor	2	5
Homemaker	Very good	0	0
Homemaker	Good	1	8
Homemaker	Average	1	8
Homemaker	N/A	9	75
Homemaker	Poor	0	0
Homemaker	Very poor	1	8
Other	Very good	0	0
Other	Good	3	19
Other	Average	4	25
Other	N/A	5	31
Other	Poor	1	6
Other	Very poor	3	19
Out of work	Very good	1	10
Out of work	Good	2	20
Out of work	Average	1	10
Out of work	N/A	3	30
Out of work	Poor	0	0
Out of work	Very poor	3	30
Prefer not to say	Very good	1	20
Prefer not to say	Good	3	60
Prefer not to say	Average	1	20
Prefer not to say	N/A	0	0
Prefer not to say	Poor	0	0

Prefer not to say	Very poor	0	0
Retired	Very good	10	18
Retired	Good	7	12
Retired	Average	5	9
Retired	N/A	26	46
Retired	Poor	6	11
Retired	Very poor	3	5
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	2	22
Self-employed (full time)	Average	1	11
Self-employed (full time)	N/A	5	56
Self-employed (full time)	Poor	1	11
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	3	33
Self-employed (part time)	N/A	5	56
Self-employed (part time)	Poor	1	11
Self-employed (part time)	Very poor	0	0
Student	Very good	2	33
Student	Good	3	50
Student	Average	0	0
Student	N/A	0	0
Student	Poor	1	17
Student	Very poor	0	0
Unable to work	Very good	8	10
Unable to work	Good	8	10
Unable to work	Average	10	13
Unable to work	N/A	29	37
Unable to work	Poor	9	12
Unable to work	Very poor	14	18

Figure 12: Experience of care by number of dependents

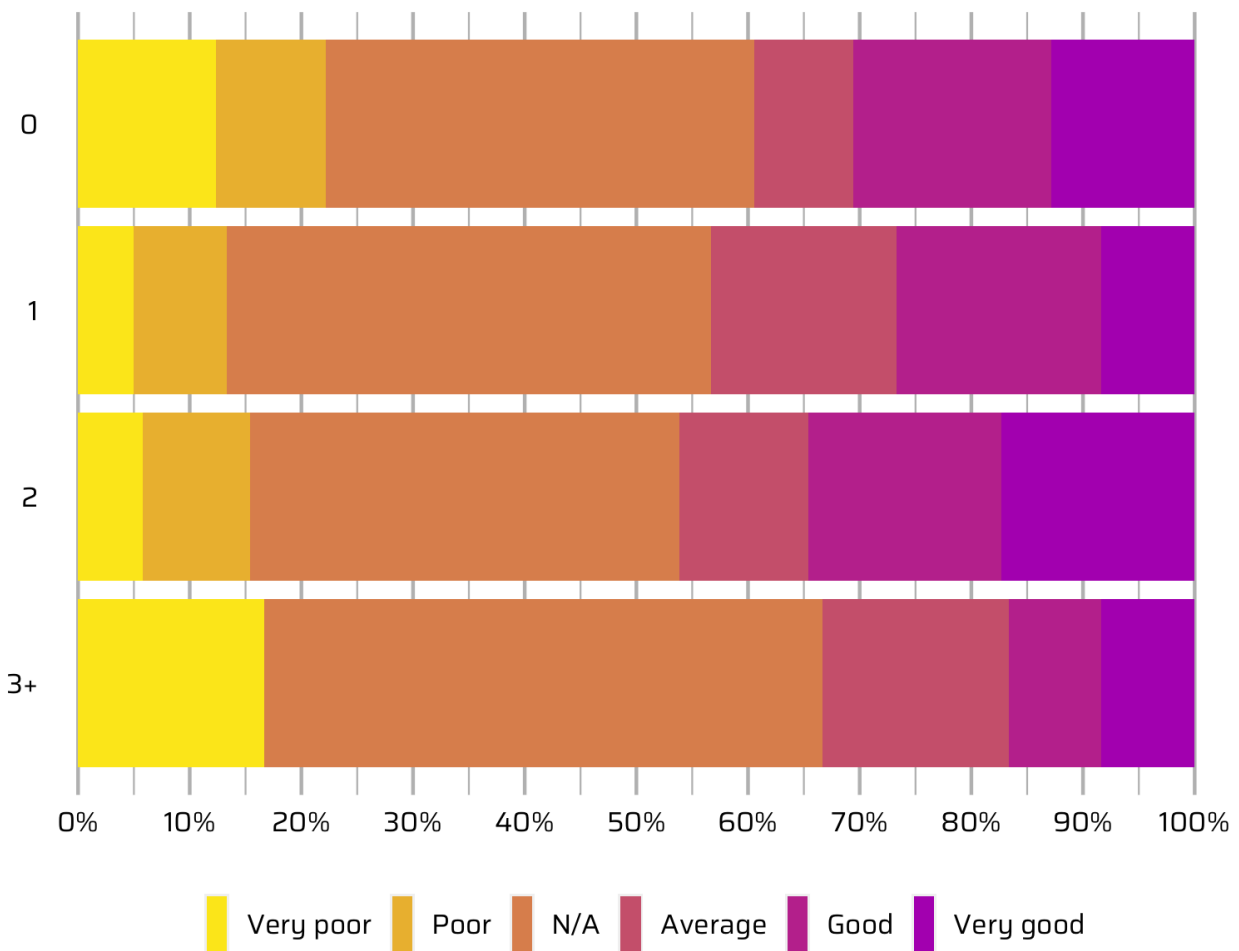


Table 12: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by dependents

Dependents	Experience	Respondents	Percentage
0	Very good	26	13
0	Good	36	18
0	Average	18	9
0	N/A	78	38
0	Poor	20	10
0	Very poor	25	12
1	Very good	5	8
1	Good	11	18
1	Average	10	17
1	N/A	26	43
1	Poor	5	8

1	Very poor	3	5
2	Very good	9	17
2	Good	9	17
2	Average	6	12
2	N/A	20	38
2	Poor	5	10
2	Very poor	3	6
3+	Very good	2	8
3+	Good	2	8
3+	Average	4	17
3+	N/A	12	50
3+	Poor	0	0
3+	Very poor	4	17

Figure 13: Experience of care by marital status

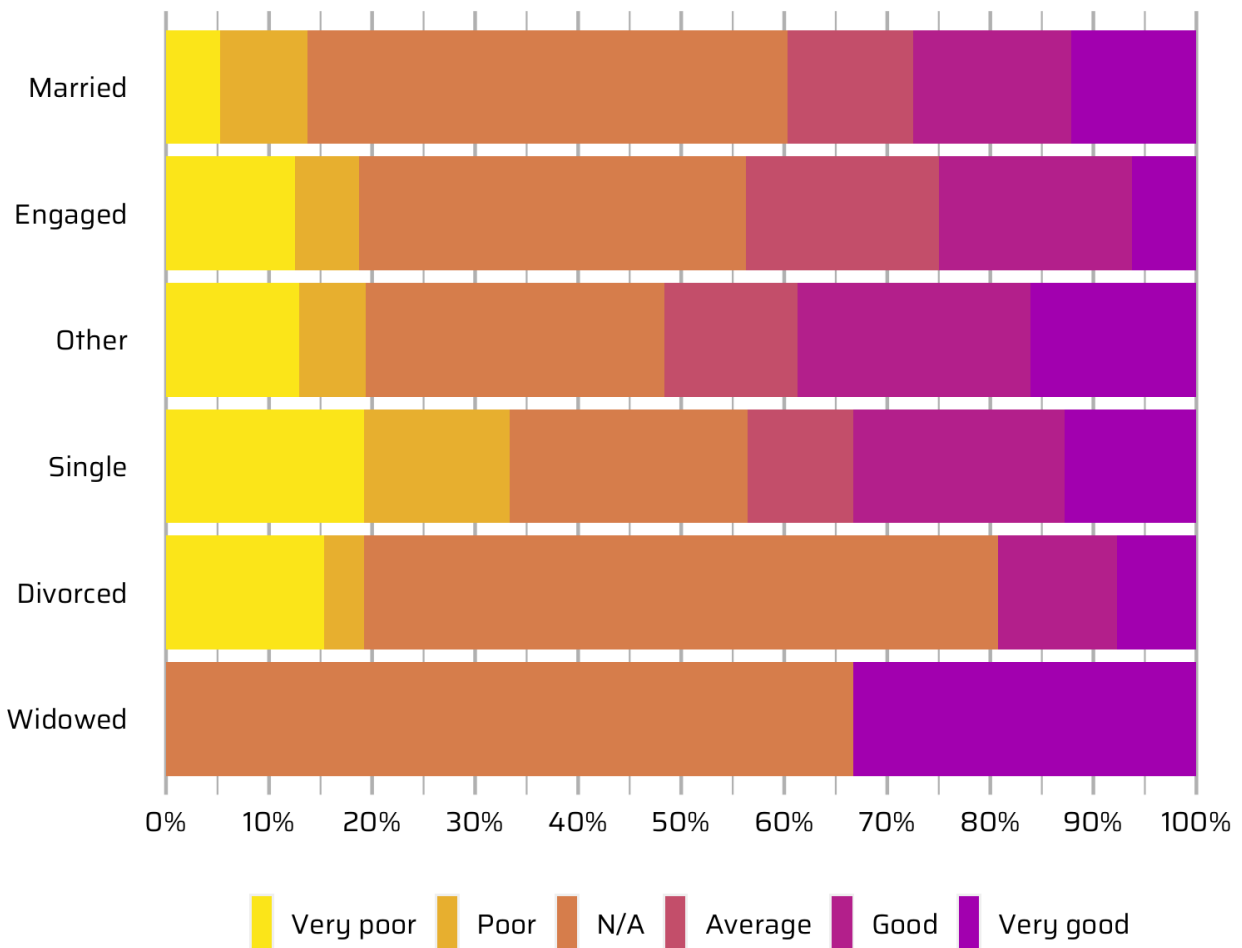


Table 13: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by marital status

Marital Status	Experience	Respondents	Percentage
Married	Very good	23	12
Married	Good	29	15
Married	Average	23	12
Married	N/A	88	47
Married	Poor	16	8
Married	Very poor	10	5
Engaged	Very good	1	6
Engaged	Good	3	19
Engaged	Average	3	19
Engaged	N/A	6	38
Engaged	Poor	1	6
Engaged	Very poor	2	12
Other	Very good	5	16
Other	Good	7	23
Other	Average	4	13
Other	N/A	9	29
Other	Poor	2	6
Other	Very poor	4	13
Single	Very good	10	13
Single	Good	16	21
Single	Average	8	10
Single	N/A	18	23
Single	Poor	11	14
Single	Very poor	15	19
Divorced	Very good	2	8
Divorced	Good	3	12
Divorced	Average	0	0
Divorced	N/A	16	62
Divorced	Poor	1	4
Divorced	Very poor	4	15
Widowed	Very good	1	33
Widowed	Good	0	0
Widowed	Average	0	0
Widowed	N/A	2	67
Widowed	Poor	0	0

Figure 14: Experience of care and mental wellbeing

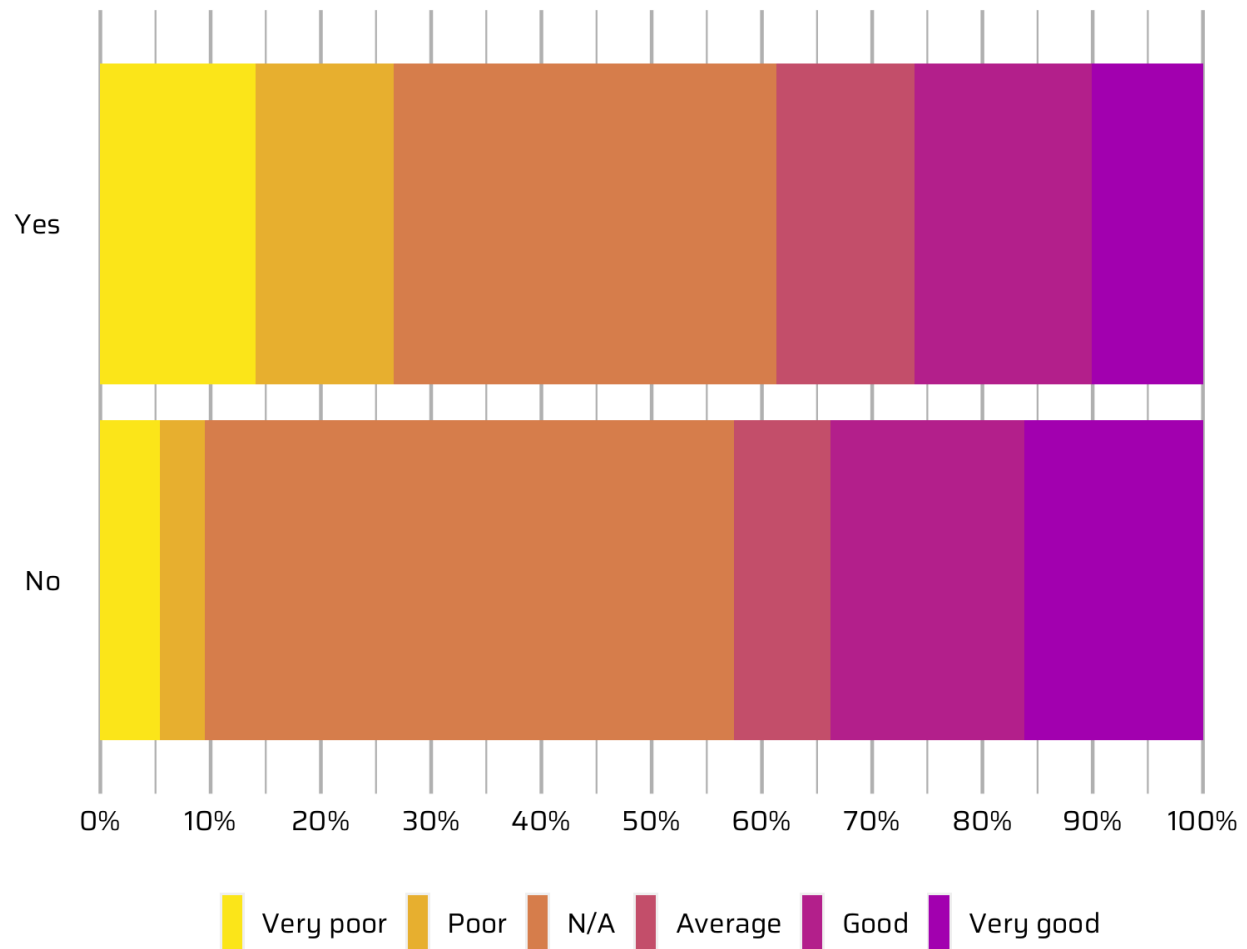


Table 14: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	20	10
Yes	Good	32	16
Yes	Average	25	13
Yes	N/A	69	35
Yes	Poor	25	13
Yes	Very poor	28	14
No	Very good	24	16
No	Good	26	18
No	Average	13	9

No	N/A	71	48
No	Poor	6	4
No	Very poor	8	5

Figure 15: Experience of care by delays to care

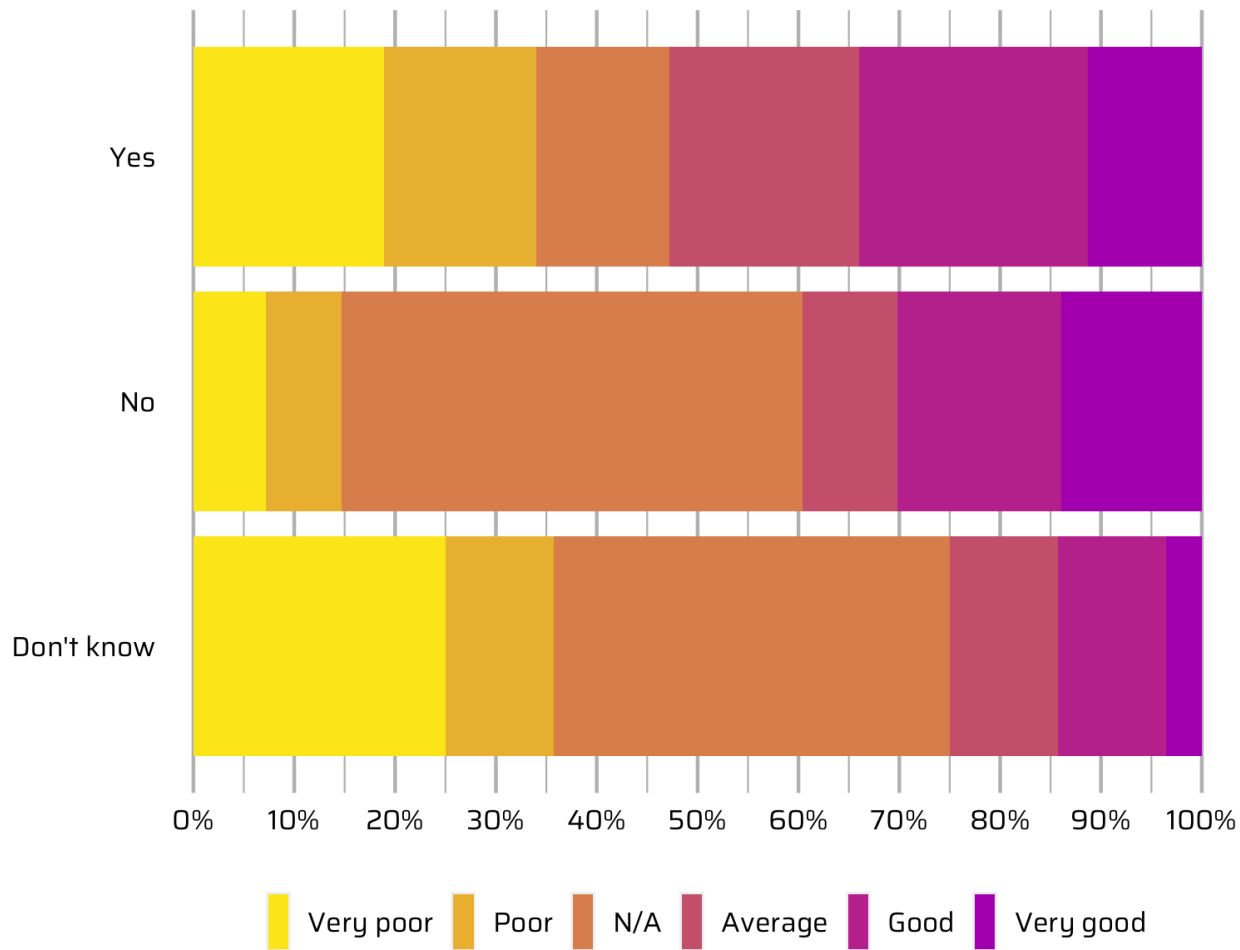


Table 15: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Delay	Experience	Respondents	Percentage
Yes	Very good	6	11
Yes	Good	12	23
Yes	Average	10	19
Yes	N/A	7	13
Yes	Poor	8	15
Yes	Very poor	10	19

No	Very good	37	14
No	Good	43	16
No	Average	25	9
No	N/A	121	46
No	Poor	20	8
No	Very poor	19	7
Don't know	Very good	1	4
Don't know	Good	3	11
Don't know	Average	3	11
Don't know	N/A	11	39
Don't know	Poor	3	11
Don't know	Very poor	7	25

Figure 16: Experience of care by cancellations to care

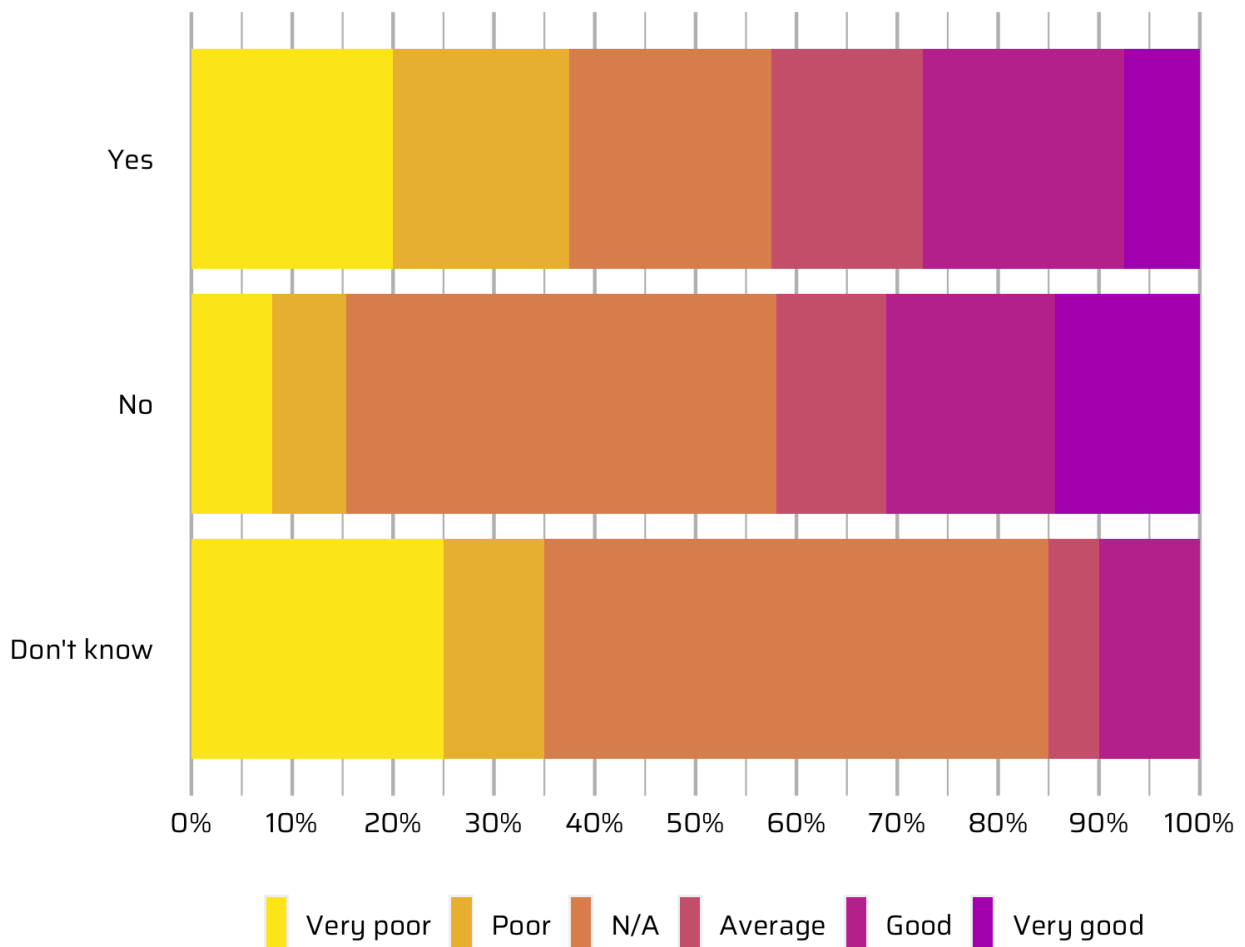


Table 16: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by whether or not they had experienced cancellations of care

Cancellation	Experience	Respondents	Percentage
Yes	Very good	3	8
Yes	Good	8	20
Yes	Average	6	15
Yes	N/A	8	20
Yes	Poor	7	18
Yes	Very poor	8	20
No	Very good	41	14
No	Good	48	17
No	Average	31	11
No	N/A	122	43
No	Poor	21	7
No	Very poor	23	8
Don't know	Very good	0	0
Don't know	Good	2	10
Don't know	Average	1	5
Don't know	N/A	10	50
Don't know	Poor	2	10
Don't know	Very poor	5	25

Figure 17: Experience of care by financial status

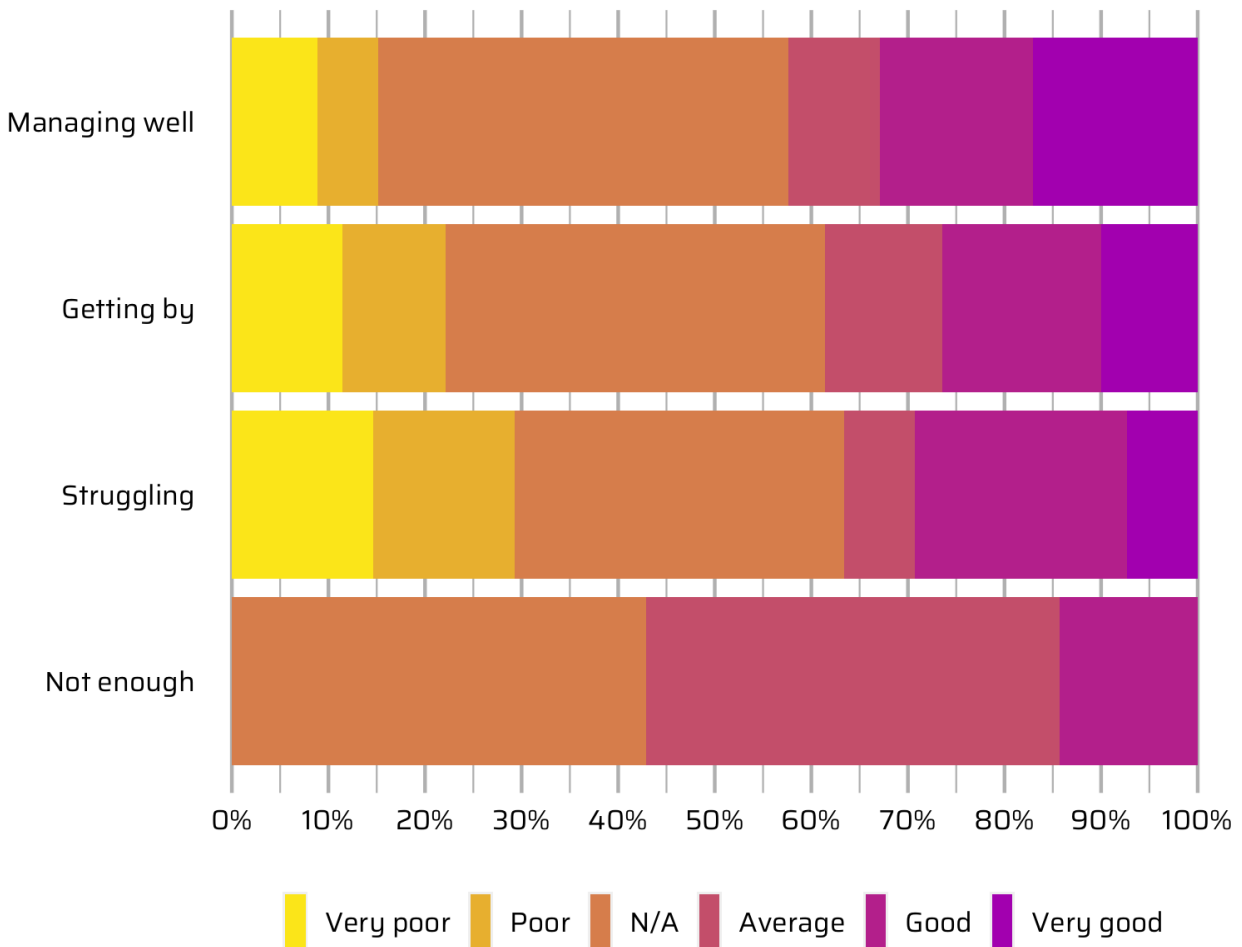


Table 17: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by reported financial status

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	27	17
Managing well	Good	25	16
Managing well	Average	15	9
Managing well	N/A	67	42
Managing well	Poor	10	6
Managing well	Very poor	14	9
Getting by	Very good	14	10
Getting by	Good	23	16
Getting by	Average	17	12
Getting by	N/A	55	39
Getting by	Poor	15	11

Getting by	Very poor	16	11
Struggling	Very good	3	7
Struggling	Good	9	22
Struggling	Average	3	7
Struggling	N/A	14	34
Struggling	Poor	6	15
Struggling	Very poor	6	15
Not enough	Very good	0	0
Not enough	Good	1	14
Not enough	Average	3	43
Not enough	N/A	3	43
Not enough	Poor	0	0
Not enough	Very poor	0	0

Figure 18: Experience of care by age group

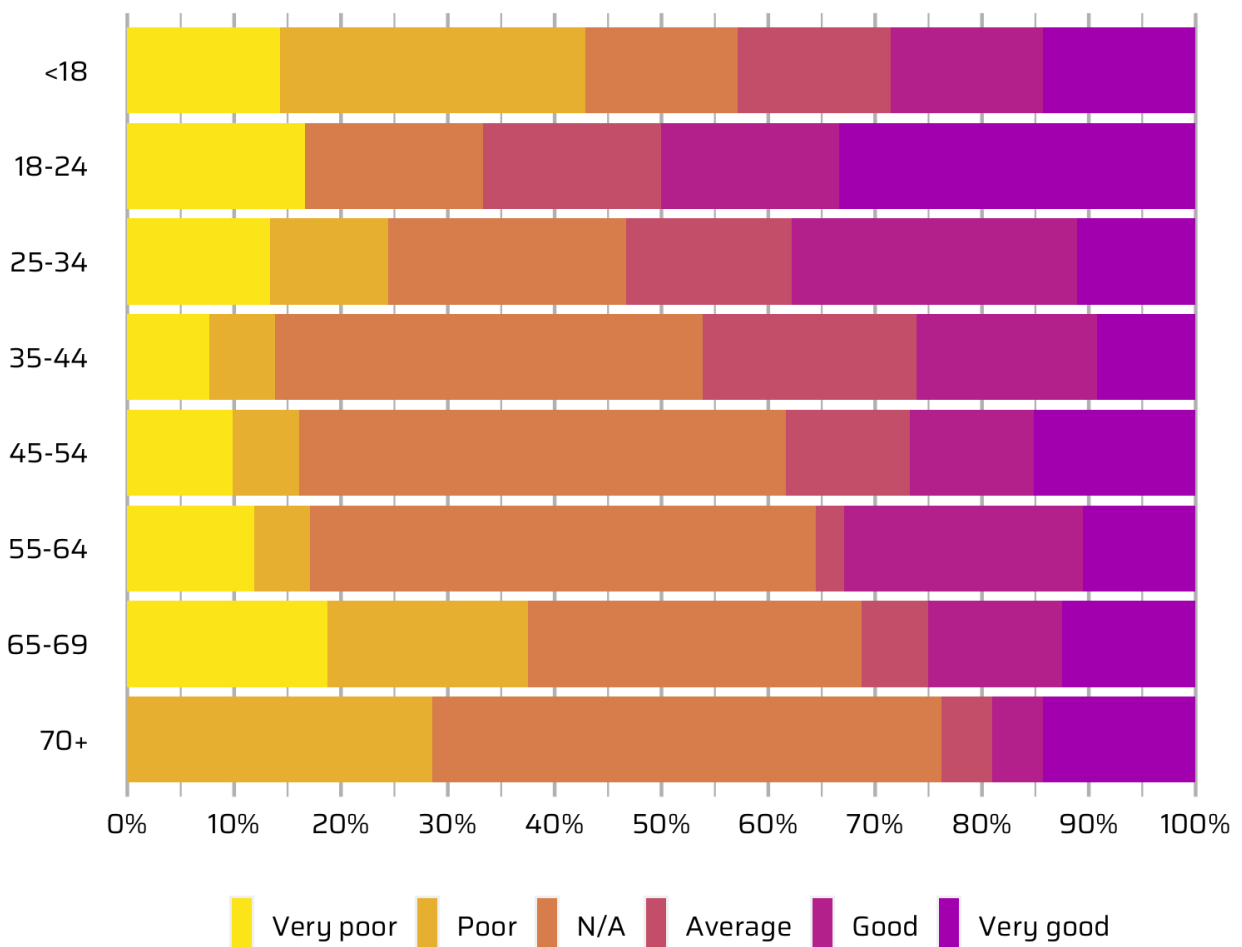


Table 18: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by age group

Age	Experience	Respondents	Percentage
<18	Very good	1	14
<18	Good	1	14
<18	Average	1	14
<18	N/A	1	14
<18	Poor	2	29
<18	Very poor	1	14
18-24	Very good	2	33
18-24	Good	1	17
18-24	Average	1	17
18-24	N/A	1	17
18-24	Poor	0	0
18-24	Very poor	1	17
25-34	Very good	5	11
25-34	Good	12	27
25-34	Average	7	16
25-34	N/A	10	22
25-34	Poor	5	11
25-34	Very poor	6	13
35-44	Very good	6	9
35-44	Good	11	17
35-44	Average	13	20
35-44	N/A	26	40
35-44	Poor	4	6
35-44	Very poor	5	8
45-54	Very good	17	15
45-54	Good	13	12
45-54	Average	13	12
45-54	N/A	51	46
45-54	Poor	7	6
45-54	Very poor	11	10
55-64	Very good	8	11
55-64	Good	17	22
55-64	Average	2	3
55-64	N/A	36	47
55-64	Poor	4	5

55-64	Very poor	9	12
65-69	Very good	2	12
65-69	Good	2	12
65-69	Average	1	6
65-69	N/A	5	31
65-69	Poor	3	19
65-69	Very poor	3	19
70+	Very good	3	14
70+	Good	1	5
70+	Average	1	5
70+	N/A	10	48
70+	Poor	6	29
70+	Very poor	0	0

Figure 19: Experience of care by ethnicity

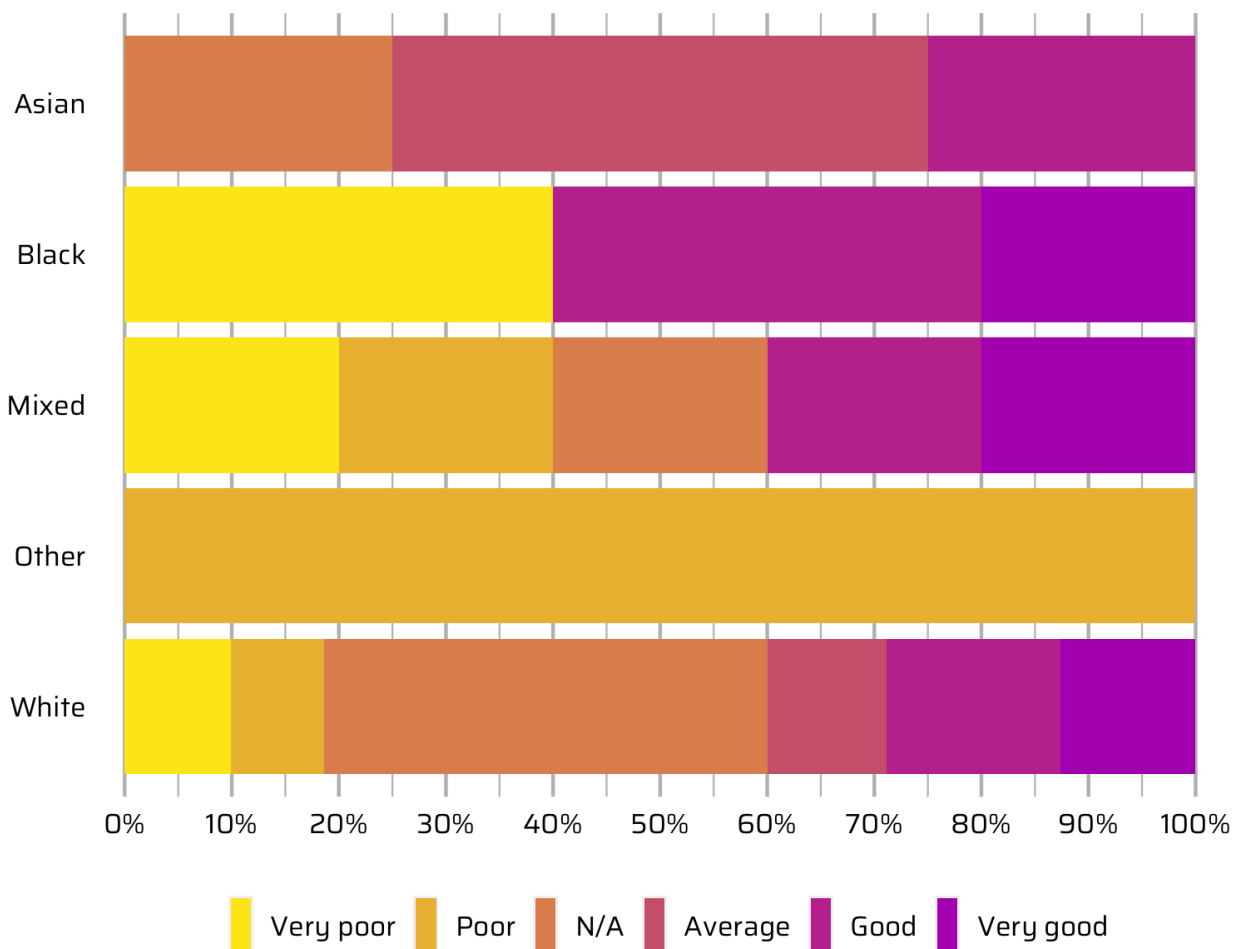


Table 19: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by ethnicity

Ethnicity	Experience	Respondents	Percentage
Asian	Very good	0	0
Asian	Good	1	25
Asian	Average	2	50
Asian	N/A	1	25
Asian	Poor	0	0
Asian	Very poor	0	0
Black	Very good	1	20
Black	Good	2	40
Black	Average	0	0
Black	N/A	0	0
Black	Poor	0	0
Black	Very poor	2	40
Mixed	Very good	1	20
Mixed	Good	1	20
Mixed	Average	0	0
Mixed	N/A	1	20
Mixed	Poor	1	20
Mixed	Very poor	1	20
Other	Very good	0	0
Other	Good	0	0
Other	Average	0	0
Other	N/A	0	0
Other	Poor	1	100
Other	Very poor	0	0
White	Very good	42	13
White	Good	54	16
White	Average	37	11
White	N/A	138	41
White	Poor	29	9
White	Very poor	33	10

Figure 20: Delays to care by feelings of anxiety or hopelessness

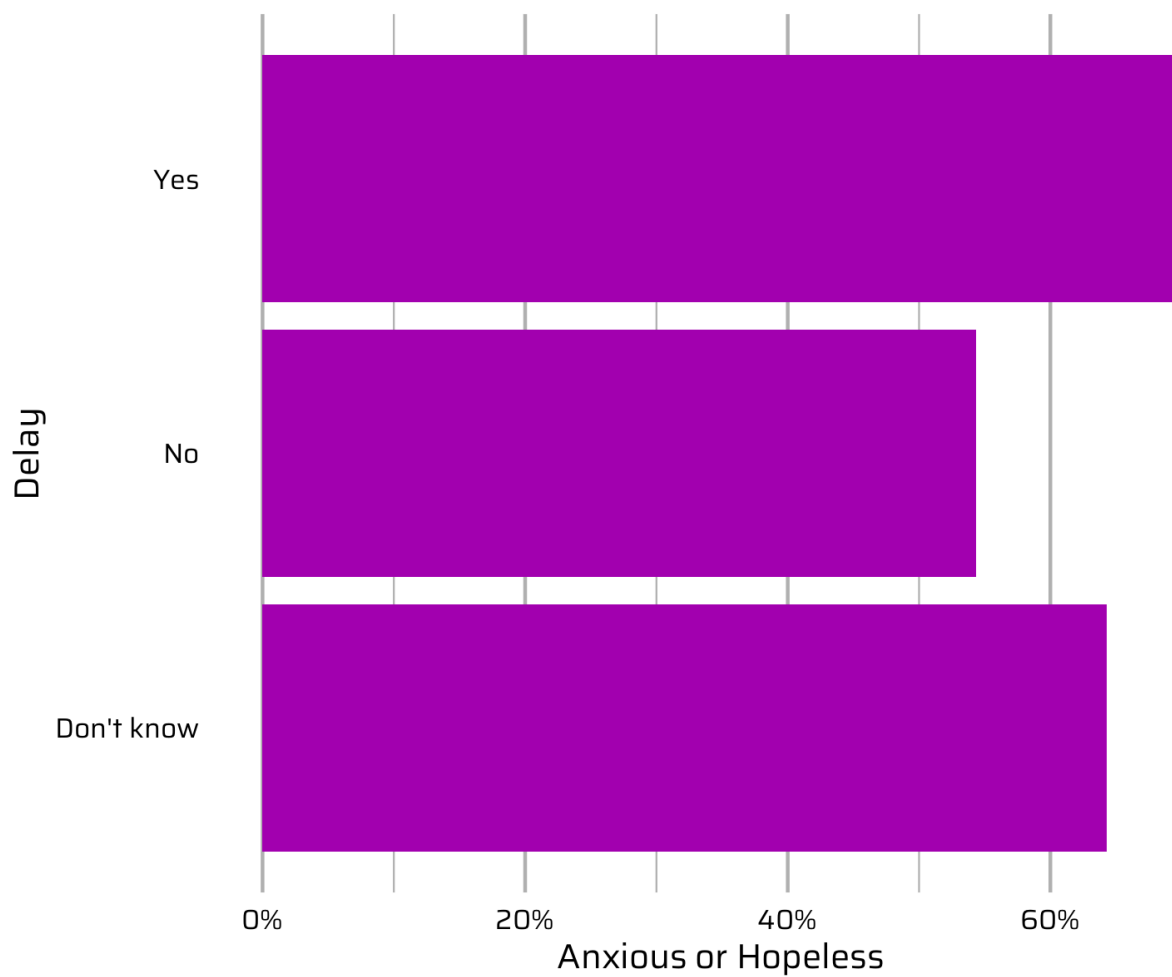


Table 20: No. and type of responses to the question 'Did you experience delays to your care?' by feelings of anxiety or hopelessness

Delay	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	37	70
Yes	No	16	30
No	Yes	144	54
No	No	121	46
Don't know	Yes	18	64
Don't know	No	10	36

Figure 21: Cancellations to care by feelings of anxiety or hopelessness

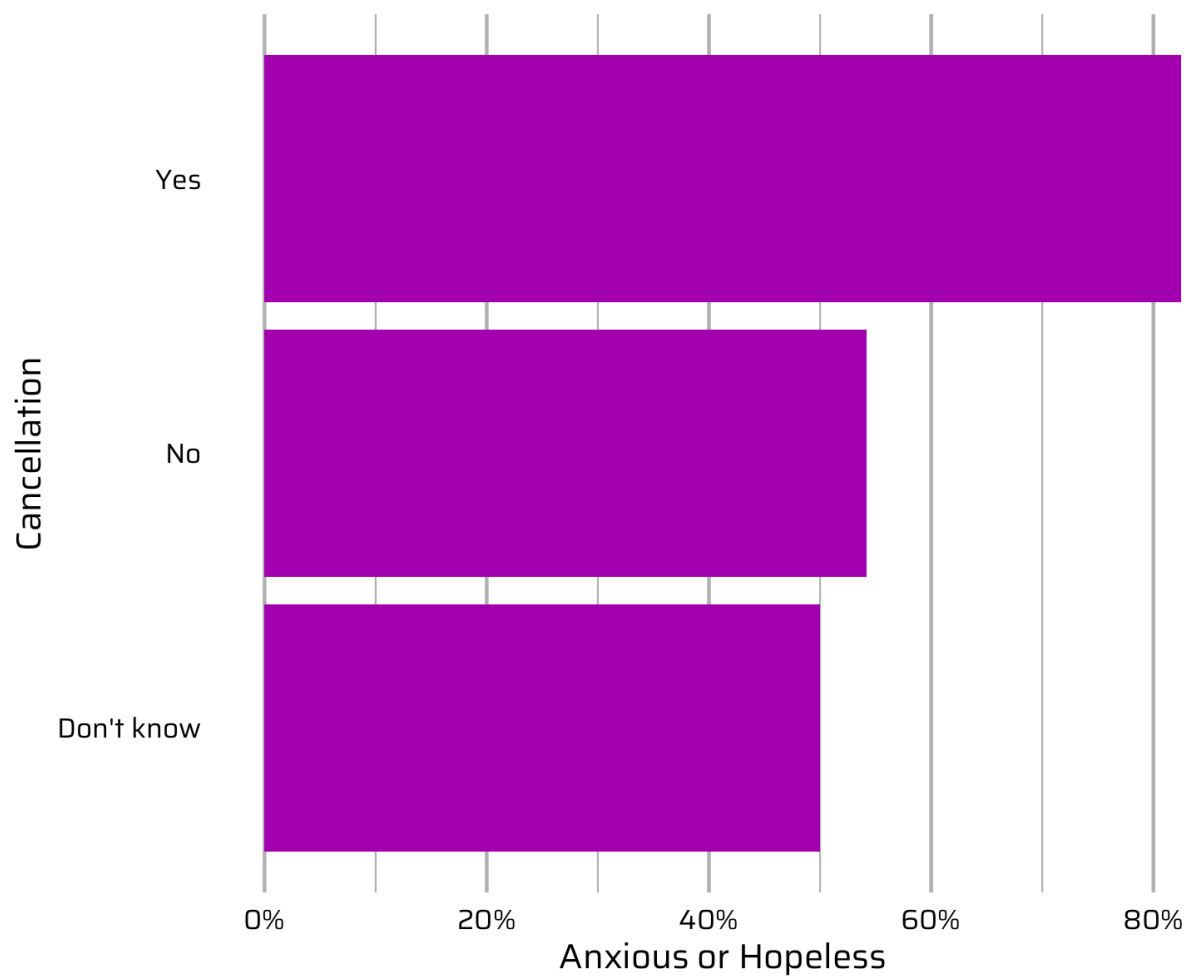


Table 21: No. and type of responses to the question 'Did you experience cancellations to your care?' by feelings of anxiety or hopelessness

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	33	82
Yes	No	7	18
No	Yes	155	54
No	No	131	46
Don't know	Yes	10	50
Don't know	No	10	50

Emergency Support

Figure 22: How many times have you sought emergency care in the last 4 weeks?

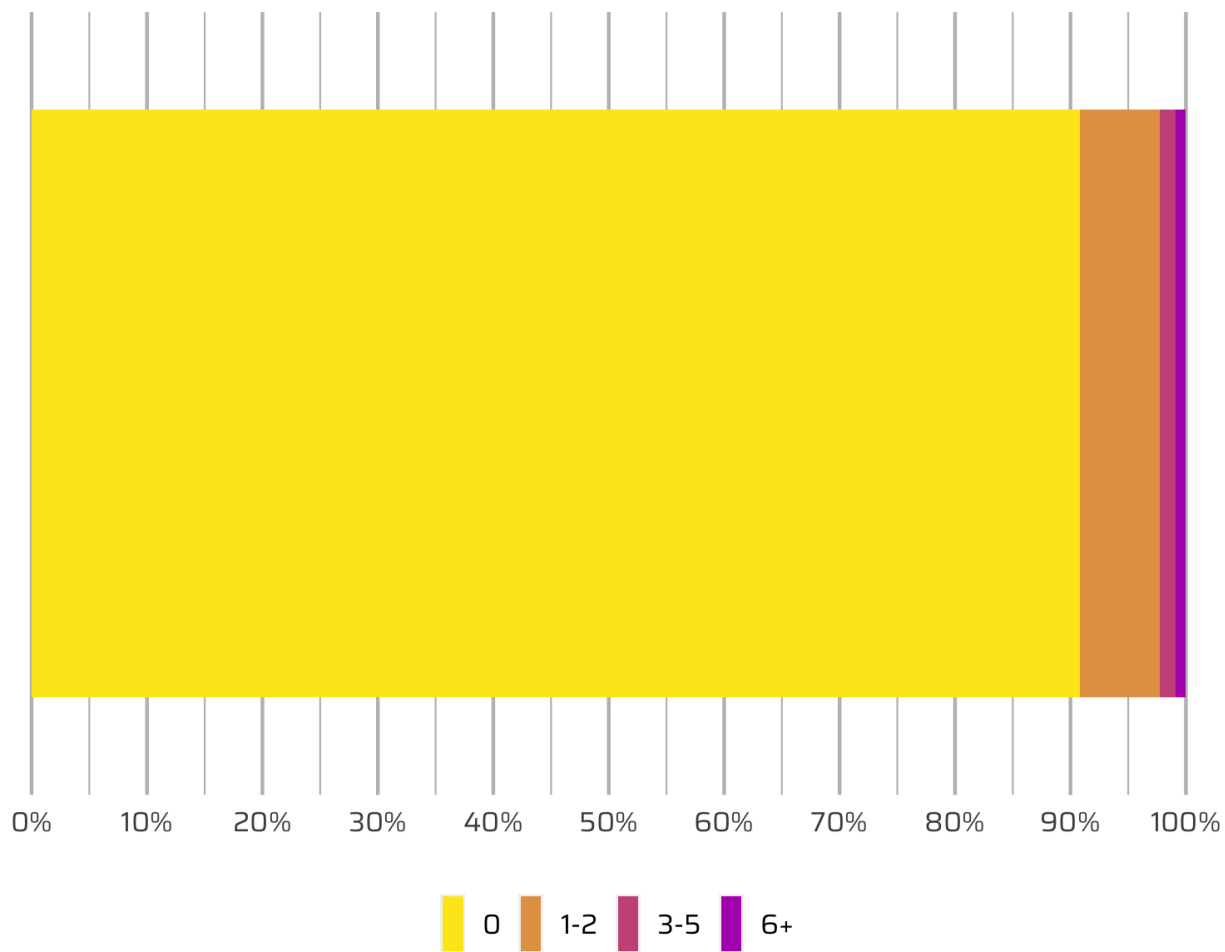


Table 22: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?'

Frequency	Respondents	Percentage
6+	3	1
3-5	5	1
1-2	24	7
0	316	91

Figure 23: Emergency support by gender

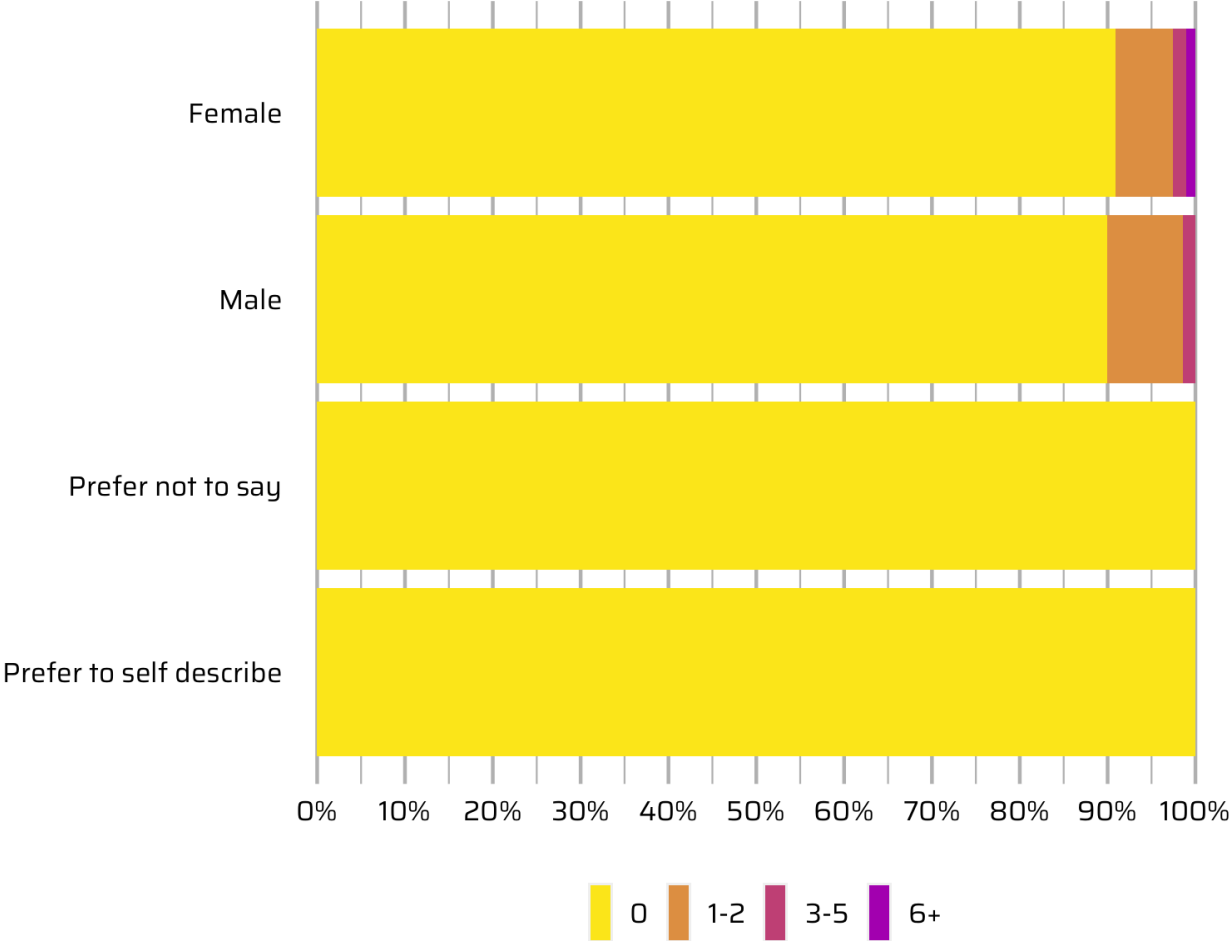


Table 23: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by gender

Gender	Frequency	Respondents	Percentage
Female	6+	3	1
Female	3-5	4	1
Female	1-2	18	7
Female	0	250	91
Male	6+	0	0
Male	3-5	1	1
Male	1-2	6	9
Male	0	63	90
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	2	100
Prefer to self describe	6+	0	0
Prefer to self describe	3-5	0	0
Prefer to self describe	1-2	0	0
Prefer to self describe	0	1	100

Figure 24: Emergency support by employment status

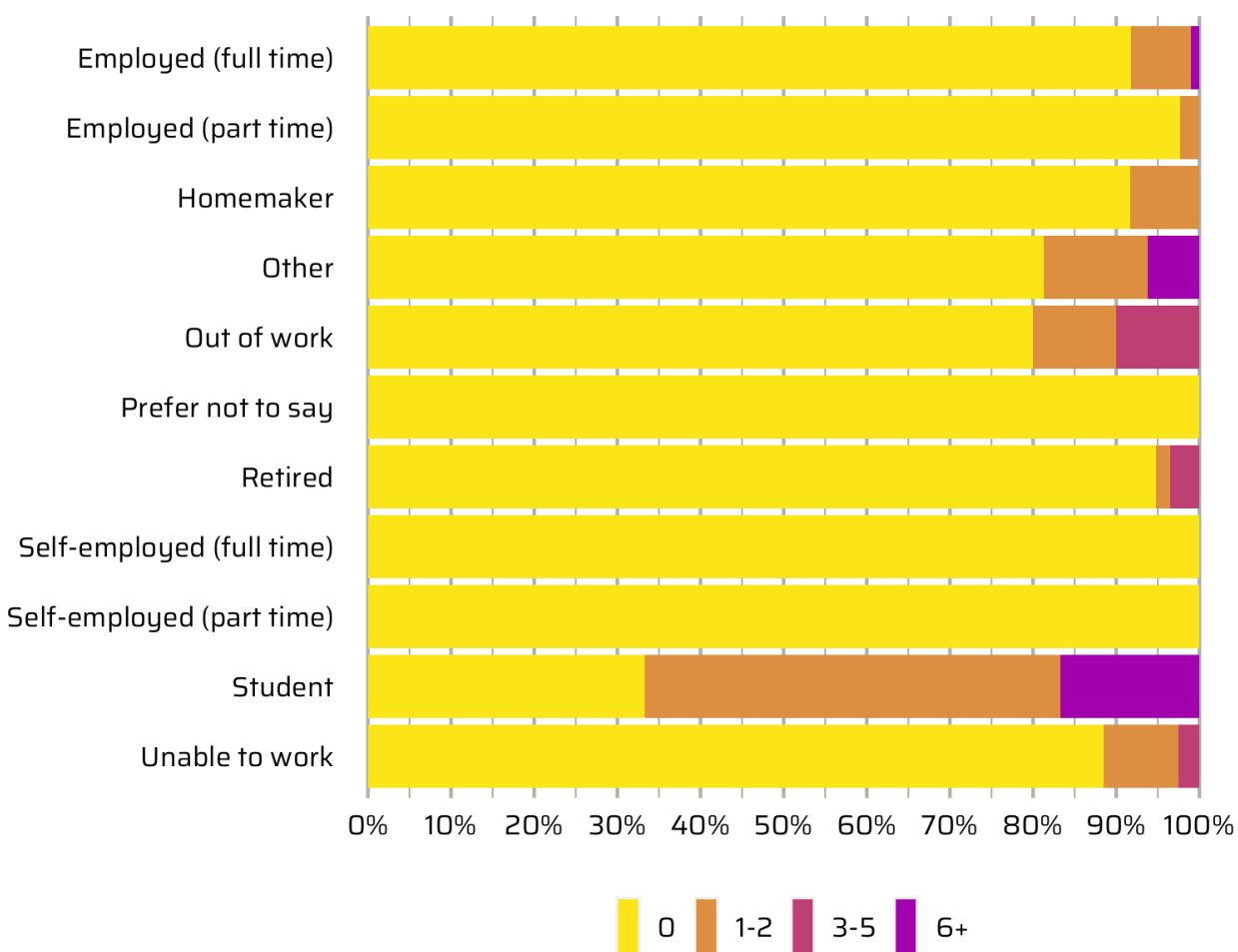


Table 24: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by employment status

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	1	1
Employed (full time)	3-5	0	0
Employed (full time)	1-2	7	7
Employed (full time)	0	89	92
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	1	2
Employed (part time)	0	43	98
Homemaker	6+	0	0
Homemaker	3-5	0	0

Homemaker	1-2	1	8
Homemaker	0	11	92
Other	6+	1	6
Other	3-5	0	0
Other	1-2	2	12
Other	0	13	81
Out of work	6+	0	0
Out of work	3-5	1	10
Out of work	1-2	1	10
Out of work	0	8	80
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	5	100
Retired	6+	0	0
Retired	3-5	2	4
Retired	1-2	1	2
Retired	0	54	95
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	9	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	9	100
Student	6+	1	17
Student	3-5	0	0
Student	1-2	3	50
Student	0	2	33
Unable to work	6+	0	0
Unable to work	3-5	2	3
Unable to work	1-2	7	9
Unable to work	0	69	88

Figure 25: Emergency support by number of dependents

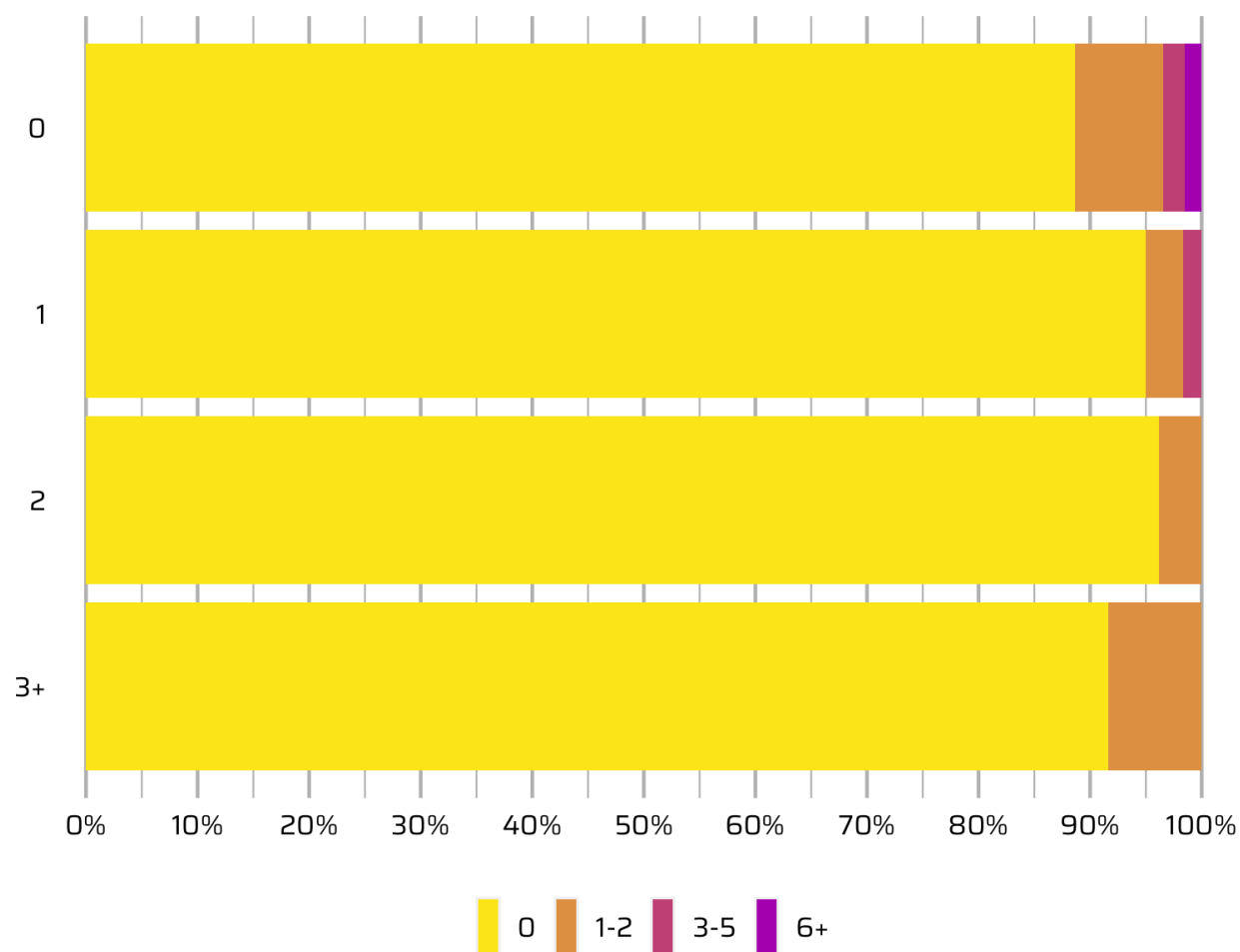


Table 25: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of dependents

Dependents	Frequency	Respondents	Percentage
0	6+	3	1
0	3-5	4	2
0	1-2	16	8
0	0	180	89
1	6+	0	0
1	3-5	1	2
1	1-2	2	3
1	0	57	95
2	6+	0	0
2	3-5	0	0
2	1-2	2	4

2	0	50	96
3+	6+	0	0
3+	3-5	0	0
3+	1-2	2	8
3+	0	22	92

Figure 26: Marital status by frequency of emergency support

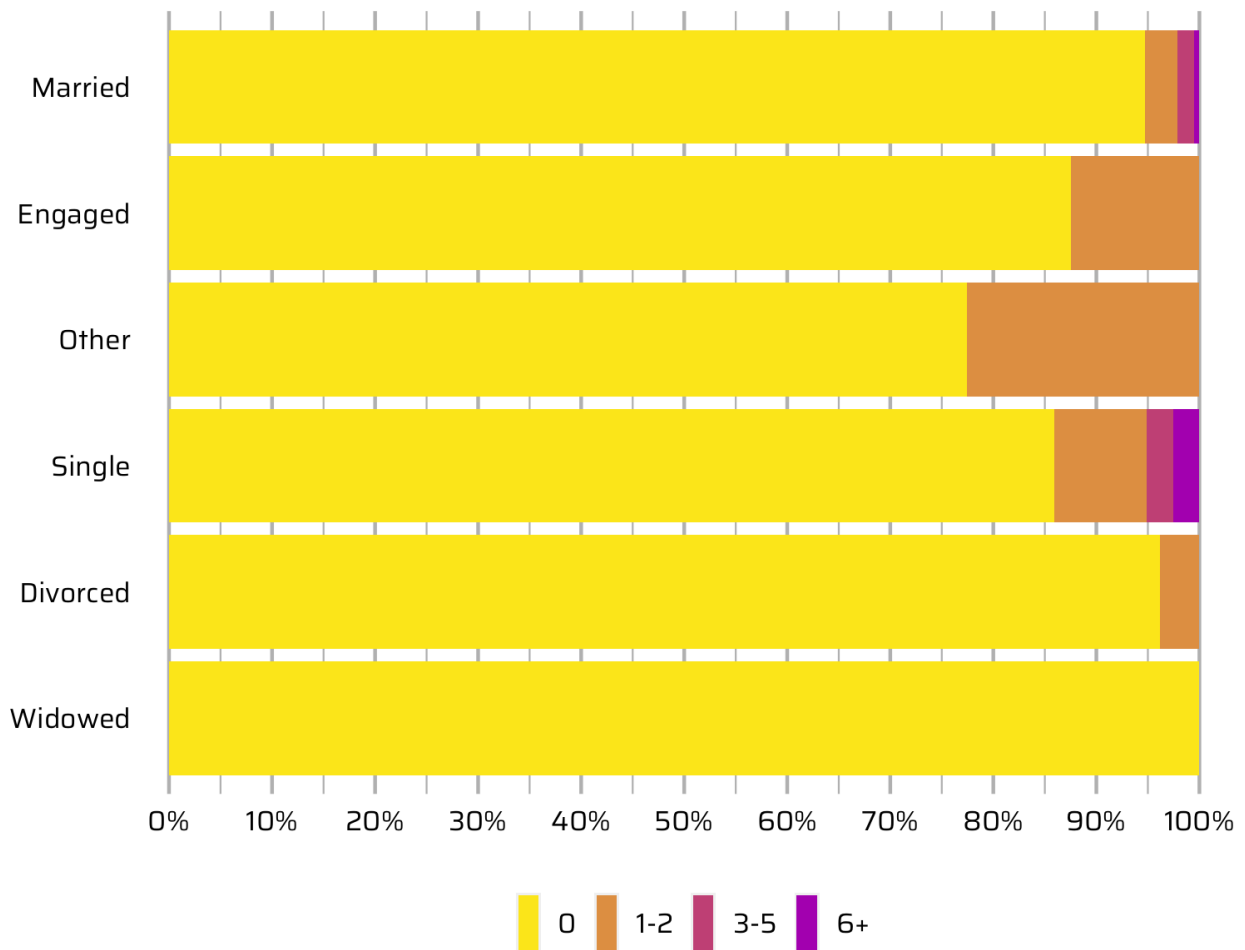


Table 26: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by number of marital status

Marital Status	Frequency	Respondents	Percentage
Married	6+	1	1
Married	3-5	3	2
Married	1-2	6	3
Married	0	179	95
Engaged	6+	0	0
Engaged	3-5	0	0
Engaged	1-2	2	12
Engaged	0	14	88
Other	6+	0	0
Other	3-5	0	0
Other	1-2	7	23
Other	0	24	77
Single	6+	2	3
Single	3-5	2	3
Single	1-2	7	9
Single	0	67	86
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	1	4
Divorced	0	25	96
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	0	0
Widowed	0	3	100

Figure 27: Anxious or Hopeless Feeling and frequency of emergency support

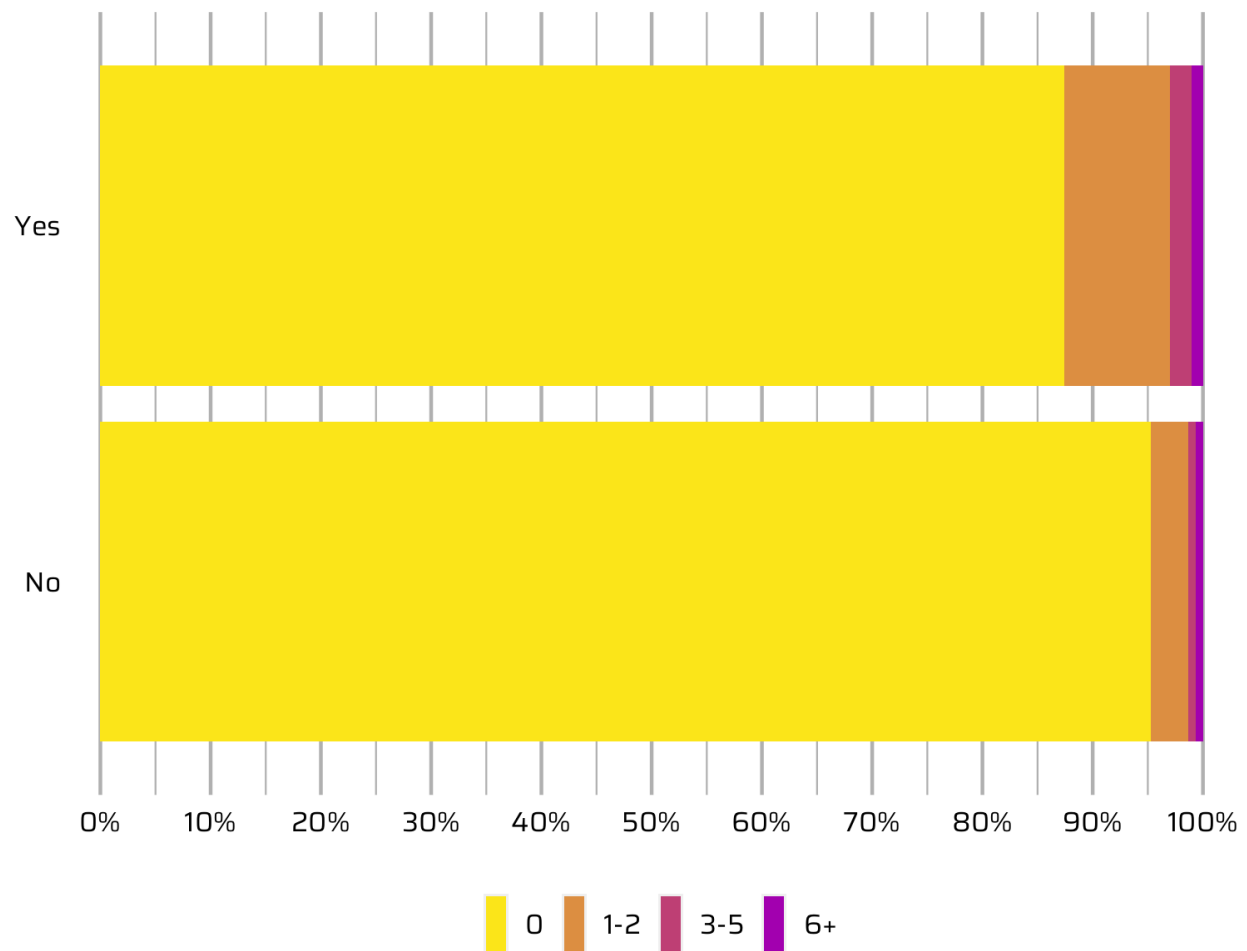


Table 27: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported feelings of anxiety and/or hopelessness

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	2	1
Yes	3-5	4	2
Yes	1-2	19	10
Yes	0	174	87
No	6+	1	1
No	3-5	1	1
No	1-2	5	3
No	0	141	95

Figure 28: Delays to Care and frequency of emergency support

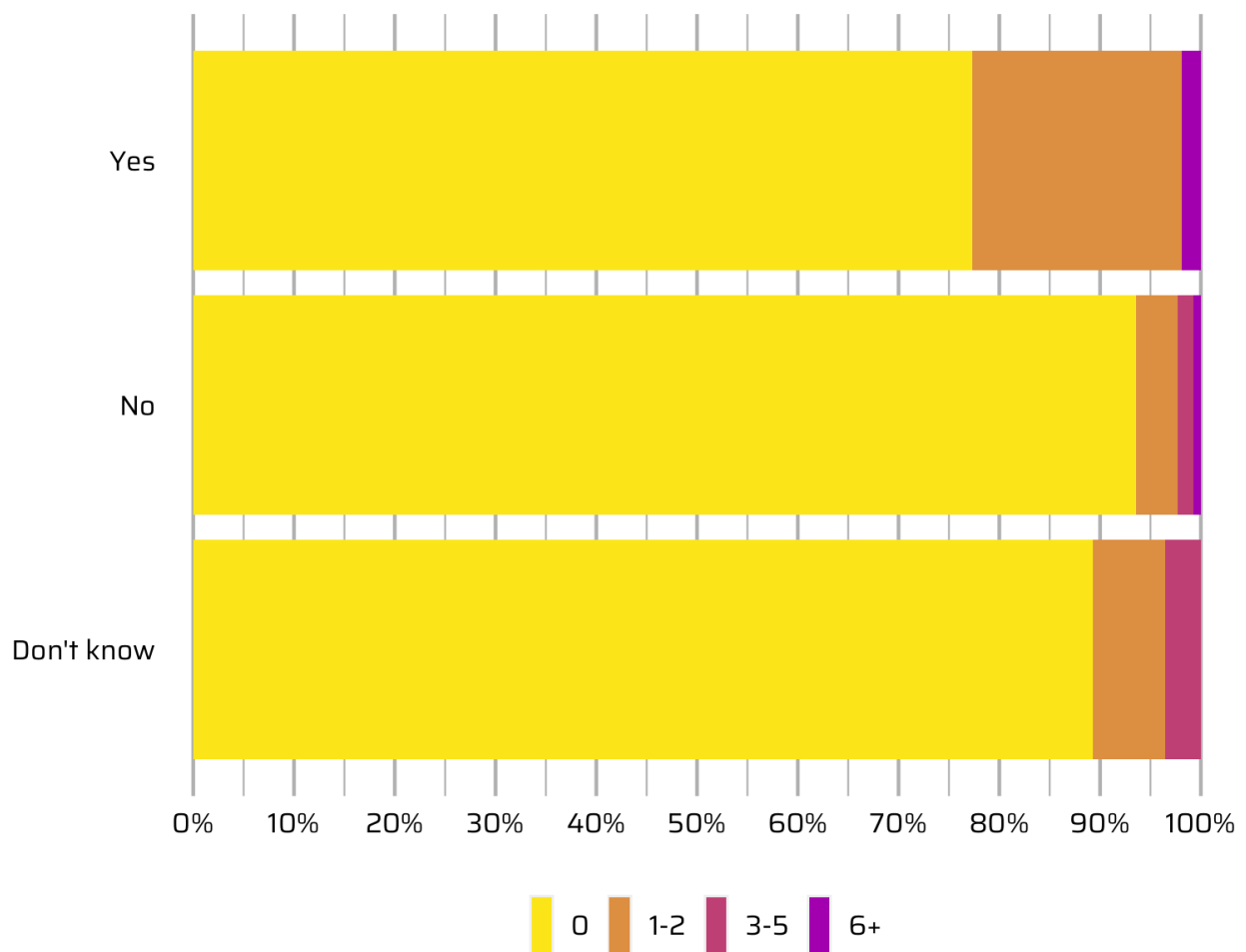


Table 28: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported delays to care

Delay	Frequency	Respondents	Percentage
Yes	6+	1	2
Yes	3-5	0	0
Yes	1-2	11	21
Yes	0	41	77
No	6+	2	1
No	3-5	4	2
No	1-2	11	4
No	0	248	94
Don't know	6+	0	0
Don't know	3-5	1	4
Don't know	1-2	2	7

Don't know 0 25 89

Figure 29: Cancellation of Care and frequency of emergency support

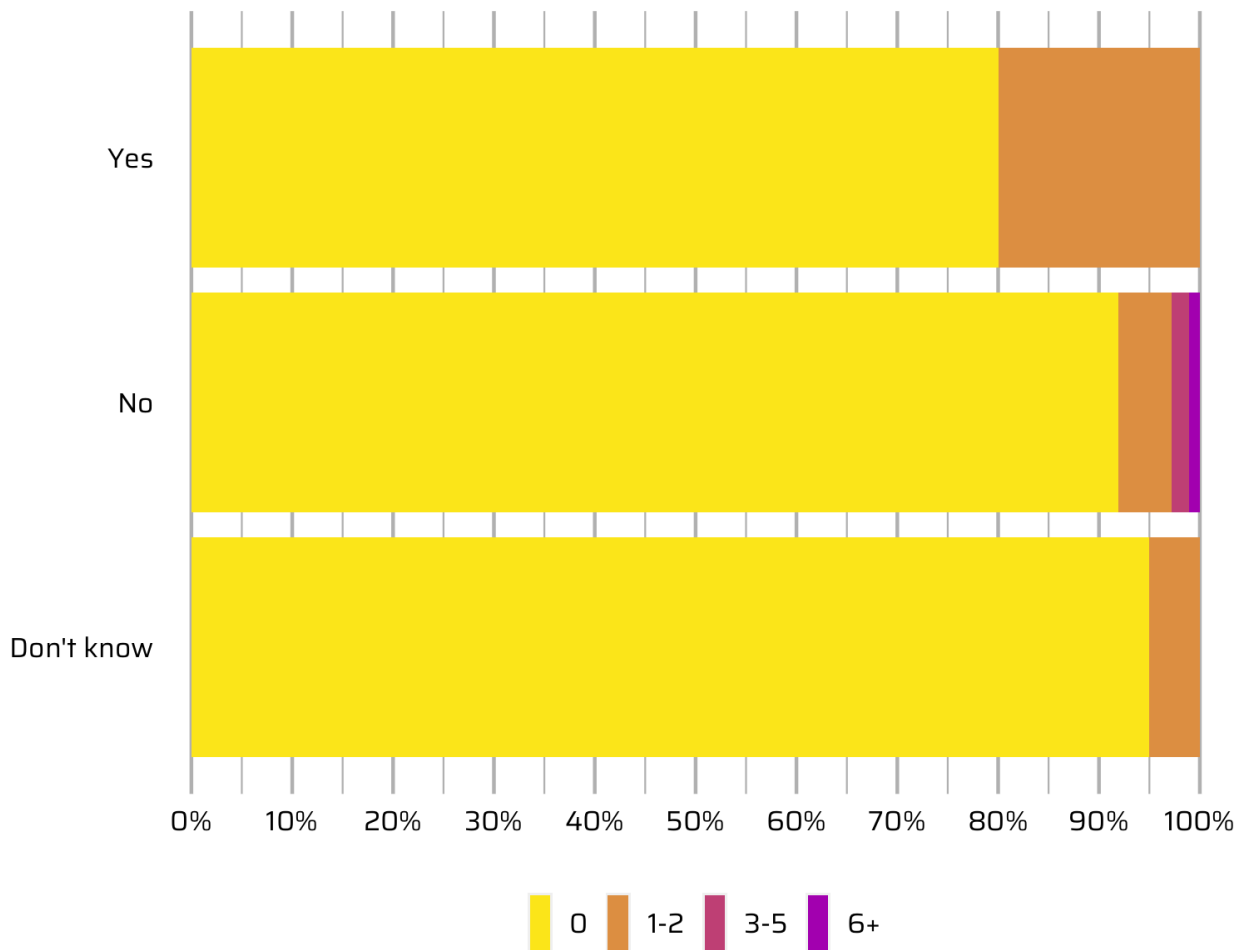


Table 29: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported cancellations to care

Cancellation	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	8	20
Yes	0	32	80
No	6+	3	1
No	3-5	5	2
No	1-2	15	5
No	0	263	92
Don't know	6+	0	0

Don't know	3-5	0	0
Don't know	1-2	1	5
Don't know	0	19	95

Figure 30: Financial Status and frequency of emergency support

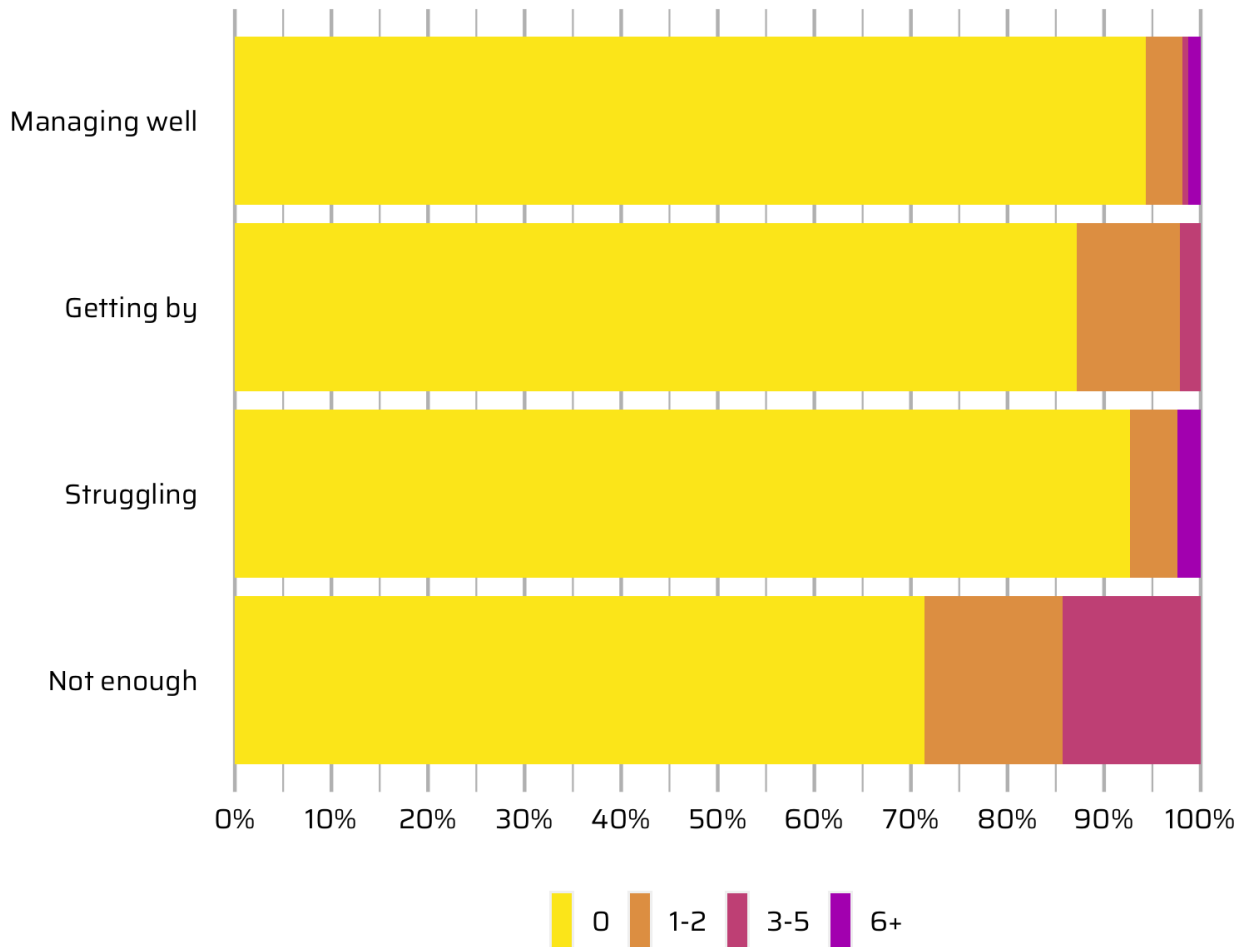


Table 30: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by financial status

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	2	1
Managing well	3-5	1	1
Managing well	1-2	6	4
Managing well	0	149	94
Getting by	6+	0	0
Getting by	3-5	3	2
Getting by	1-2	15	11
Getting by	0	122	87

Struggling	6+	1	2
Struggling	3-5	0	0
Struggling	1-2	2	5
Struggling	0	38	93
Not enough	6+	0	0
Not enough	3-5	1	14
Not enough	1-2	1	14
Not enough	0	5	71

Figure 31: Age and frequency of emergency support

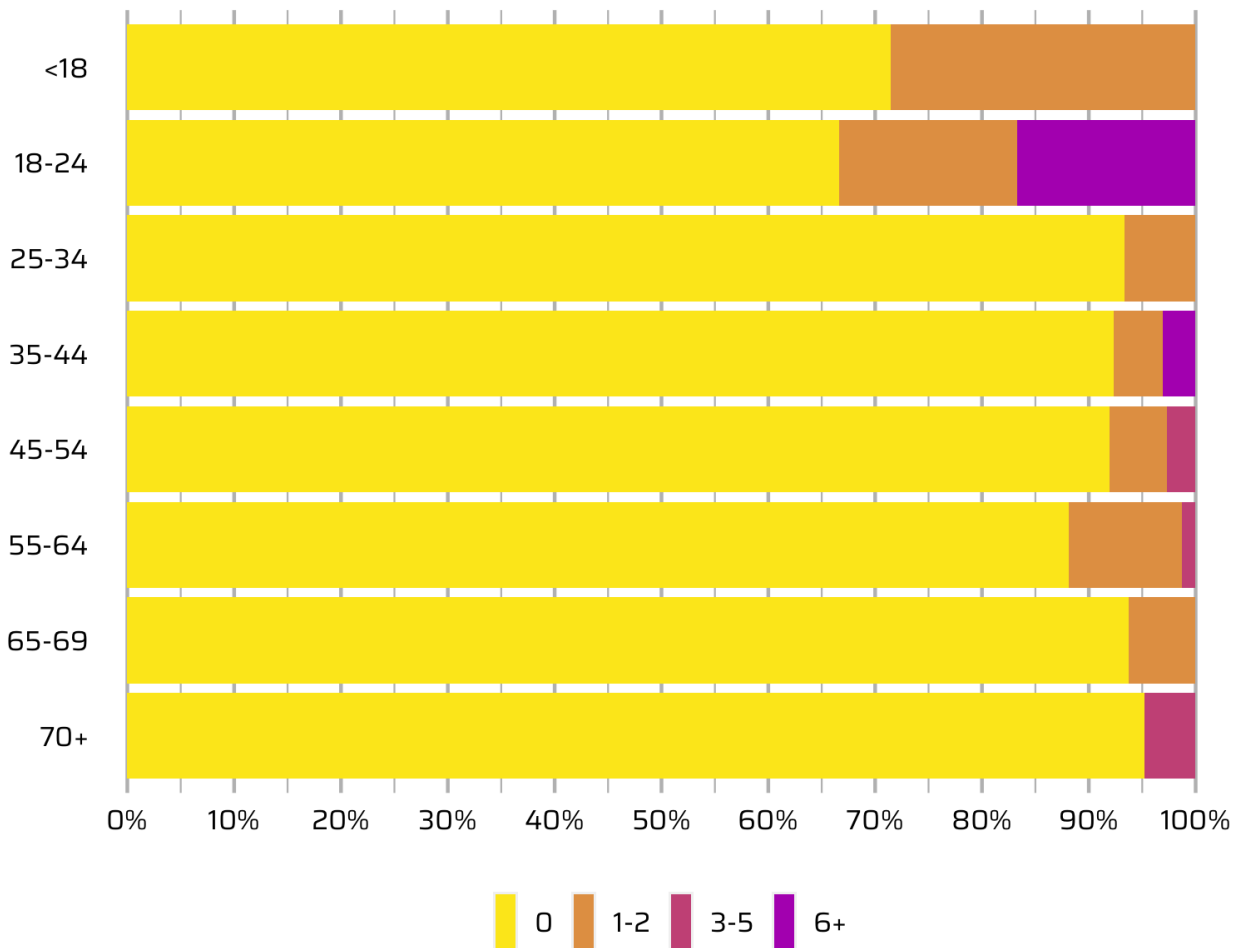


Table 31: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by age group

Age	Frequency	Respondents	Percentage
<18	6+	0	0
<18	3-5	0	0
<18	1-2	2	29

<18	0	5	71
18-24	6+	1	17
18-24	3-5	0	0
18-24	1-2	1	17
18-24	0	4	67
25-34	6+	0	0
25-34	3-5	0	0
25-34	1-2	3	7
25-34	0	42	93
35-44	6+	2	3
35-44	3-5	0	0
35-44	1-2	3	5
35-44	0	60	92
45-54	6+	0	0
45-54	3-5	3	3
45-54	1-2	6	5
45-54	0	103	92
55-64	6+	0	0
55-64	3-5	1	1
55-64	1-2	8	11
55-64	0	67	88
65-69	6+	0	0
65-69	3-5	0	0
65-69	1-2	1	6
65-69	0	15	94
70+	6+	0	0
70+	3-5	1	5
70+	1-2	0	0
70+	0	20	95

Figure 32: Ethnicity and frequency of emergency support

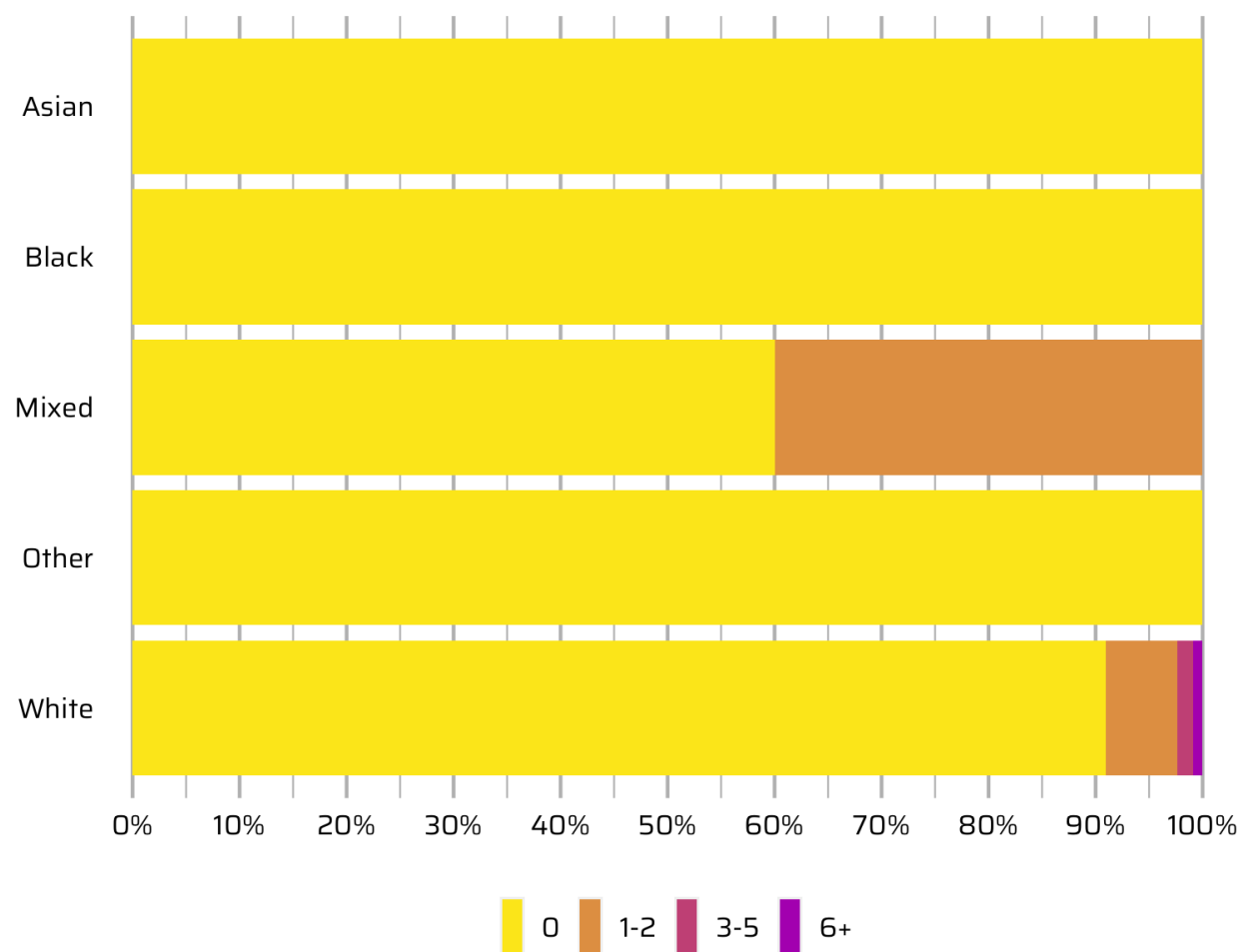


Table 32: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by ethnicity

Ethnicity	Frequency	Respondents	Percentage
Asian	6+	0	0
Asian	3-5	0	0
Asian	1-2	0	0
Asian	0	4	100
Black	6+	0	0
Black	3-5	0	0
Black	1-2	0	0
Black	0	5	100
Mixed	6+	0	0
Mixed	3-5	0	0

Mixed	1-2	2	40
Mixed	0	3	60
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	1	100
White	6+	3	1
White	3-5	5	2
White	1-2	22	7
White	0	303	91

Figure 33: Change to emergency support

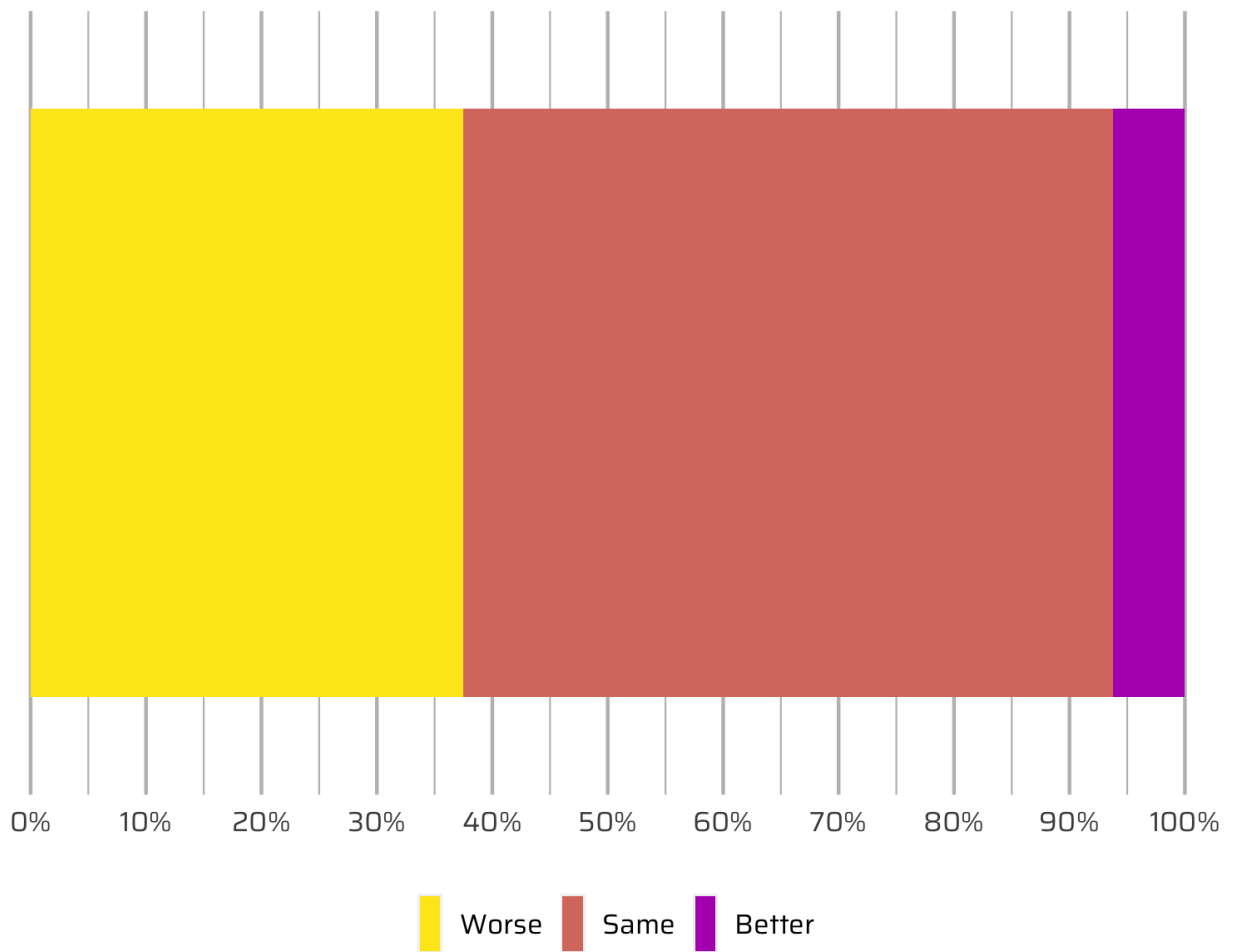


Table 33: No. of responses to the question 'Overall, do you feel that your experience of emergency care was different during the COVID-19 pandemic compared to before the pandemic?'

Change	Respondents	Percentage
Better	2	6
Same	18	56
Worse	12	38

Access to planned care

Figure 34: Number of Medical Appointments in the past 4 weeks

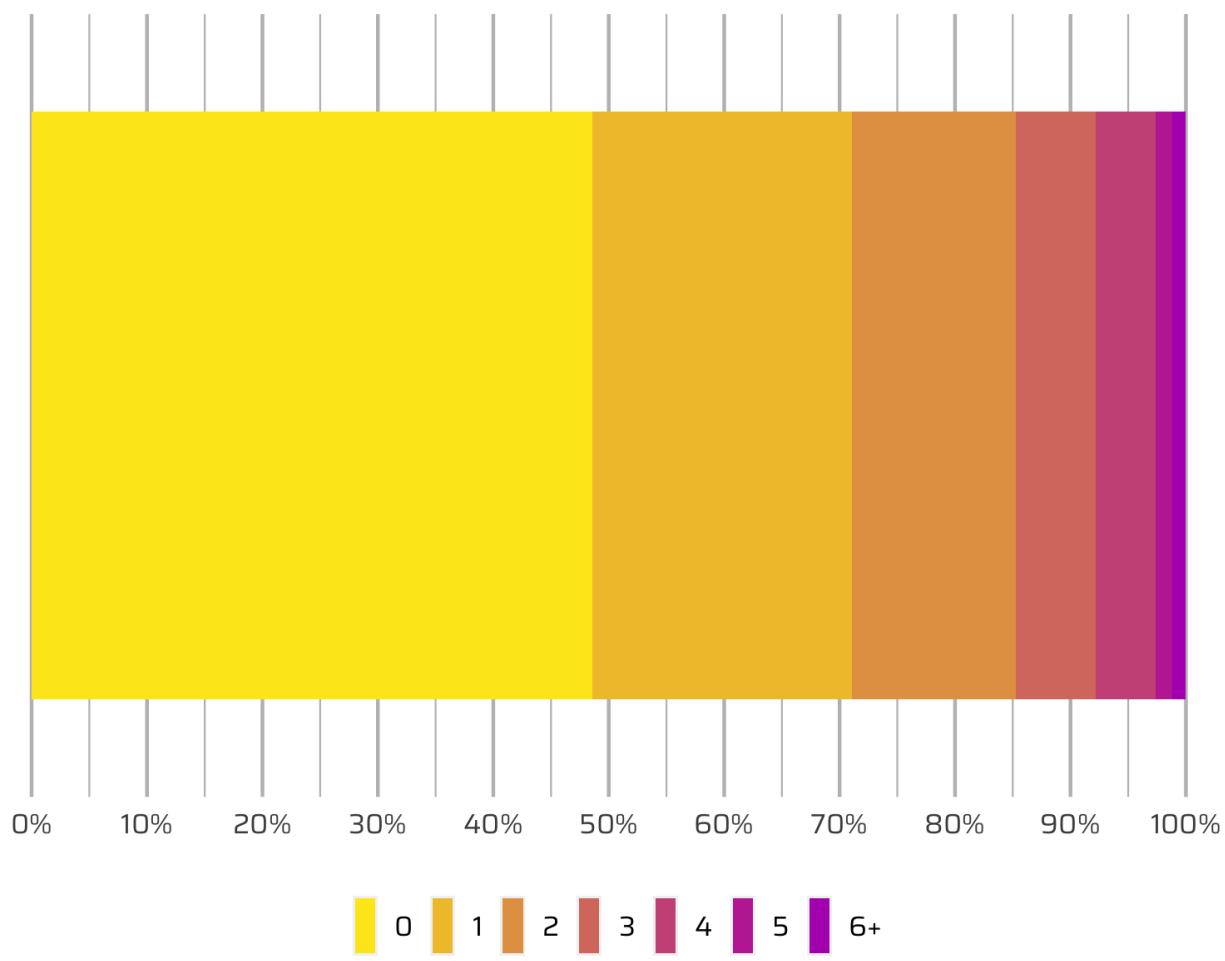
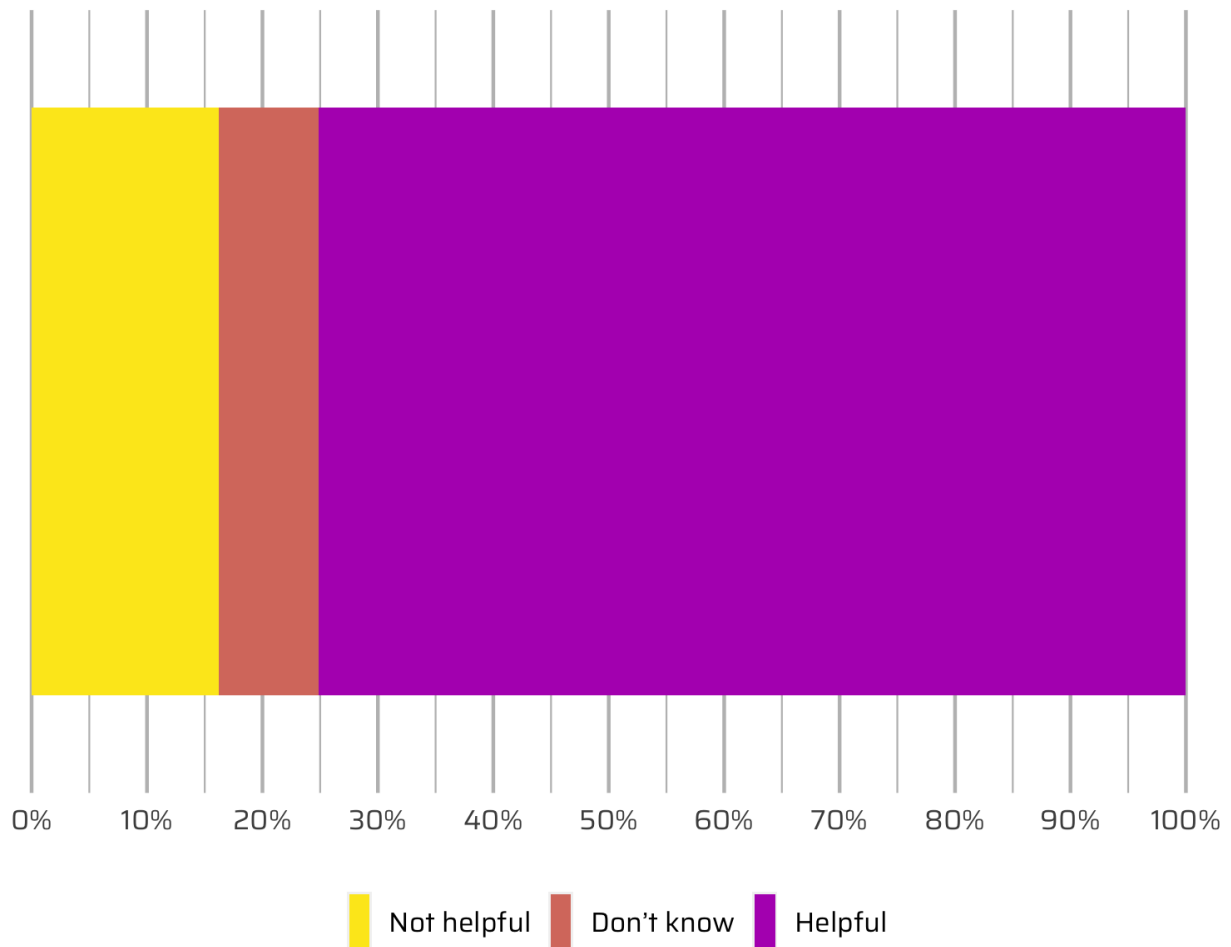


Table 34: No. of responses to the question 'How many medical appointments (including remote appointments) have you had in the last four weeks?

Number	Respondents	Percentage
6+	4	1
5	5	1
4	18	5
3	24	7
2	49	14
1	78	23
0	168	49

Figure 35: 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.

Table 35: Helpfulness of medical appointments

Helpfulness	Observations	Percentage
Helpful	269	75
Don't know	31	9
Not helpful	58	16

Figure 36: Type of appointment

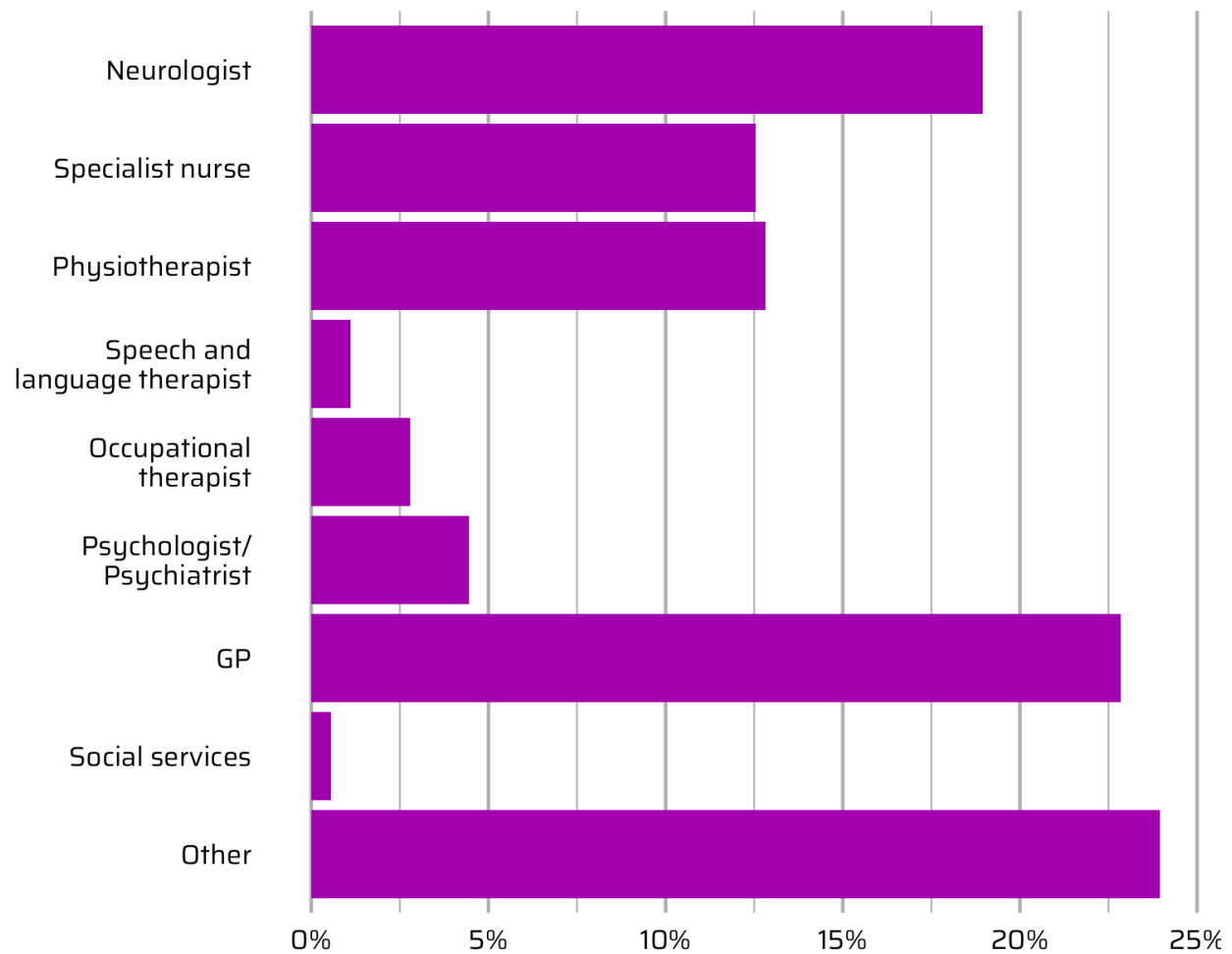


Table 36: Type of medical appointment

Specialty	Observations	Percentage
Neurologist	68	19
Specialist nurse	45	13
Physiotherapist	46	13
Speech and language therapist	4	1
Occupational therapist	10	3
Psychologist/Psychiatrist	16	4
GP	82	23
Social services	2	1
Other	86	24

Figure 37: Helpfulness of appointment by specialty

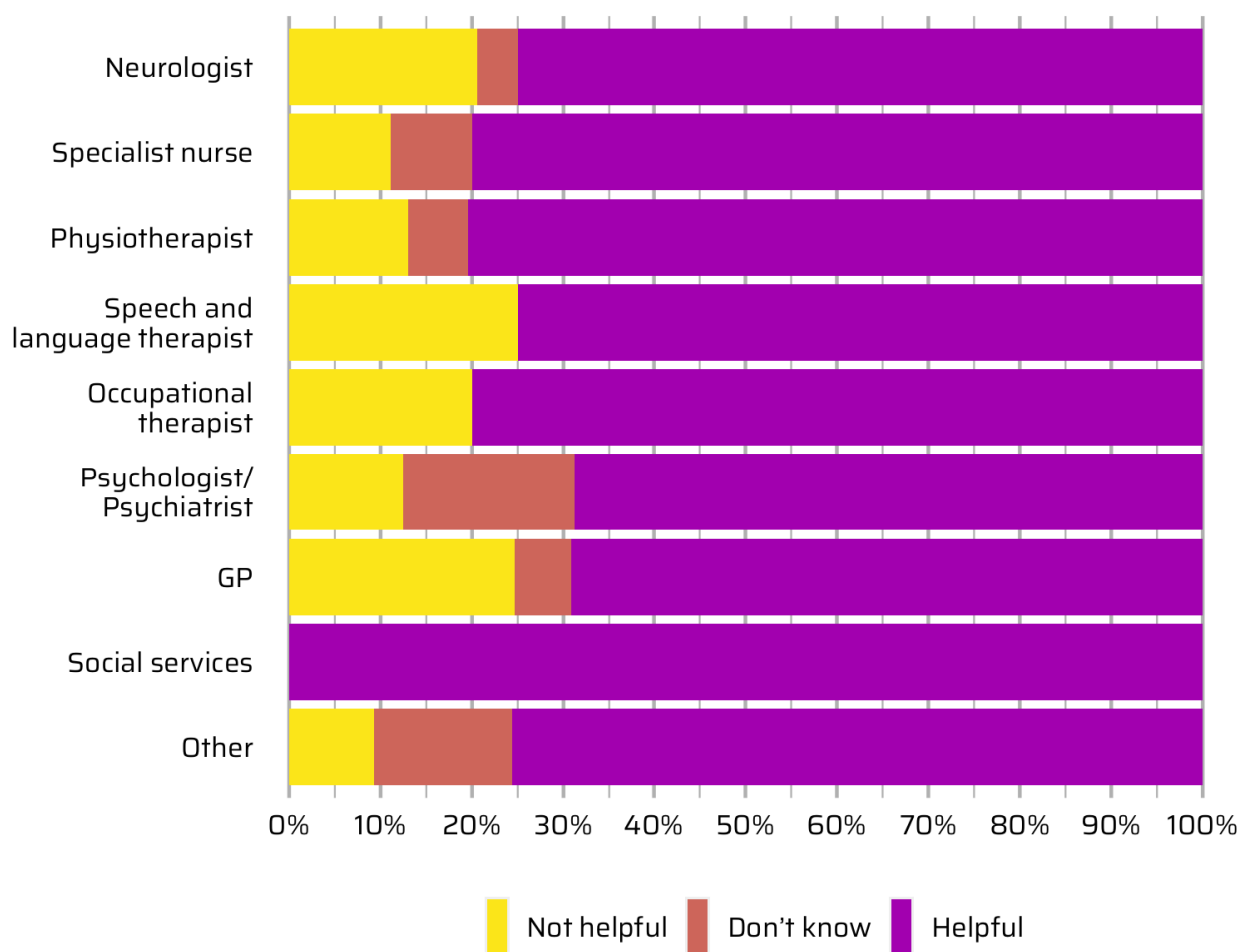


Table 37: Helpfulness of appointment by specialty

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	51	75
Neurologist	Don't know	3	4
Neurologist	Not helpful	14	21
Specialist nurse	Helpful	36	80
Specialist nurse	Don't know	4	9
Specialist nurse	Not helpful	5	11
Physiotherapist	Helpful	37	80
Physiotherapist	Don't know	3	7
Physiotherapist	Not helpful	6	13
Speech and language therapist	Helpful	3	75
Speech and language therapist	Don't know	0	0
Speech and language therapist	Not helpful	1	25

Occupational therapist	Helpful	8	80
Occupational therapist	Don't know	0	0
Occupational therapist	Not helpful	2	20
Psychologist/Psychiatrist	Helpful	11	69
Psychologist/Psychiatrist	Don't know	3	19
Psychologist/Psychiatrist	Not helpful	2	12
GP	Helpful	56	69
GP	Don't know	5	6
GP	Not helpful	20	25
Social services	Helpful	2	100
Social services	Don't know	0	0
Social services	Not helpful	0	0
Other	Helpful	65	76
Other	Don't know	13	15
Other	Not helpful	8	9

Figure 38: Mode of delivery

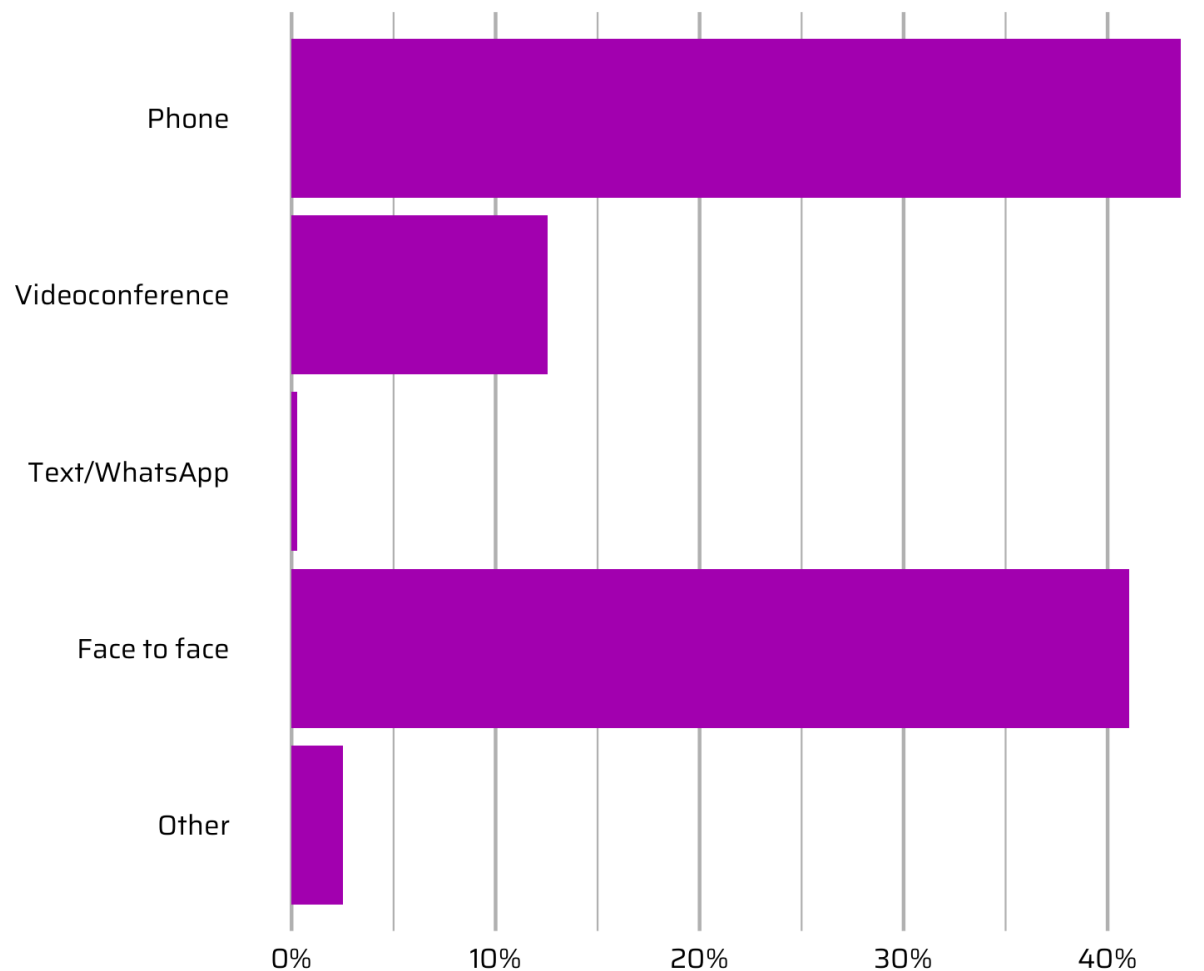


Table 38: Mode of delivery

Mode	Observations	Percentage
Phone	156	44
Videoconference	45	13
Text/WhatsApp	1	0
Face to face	147	41
Other	9	3

Figure 39: Helpfulness by mode of delivery

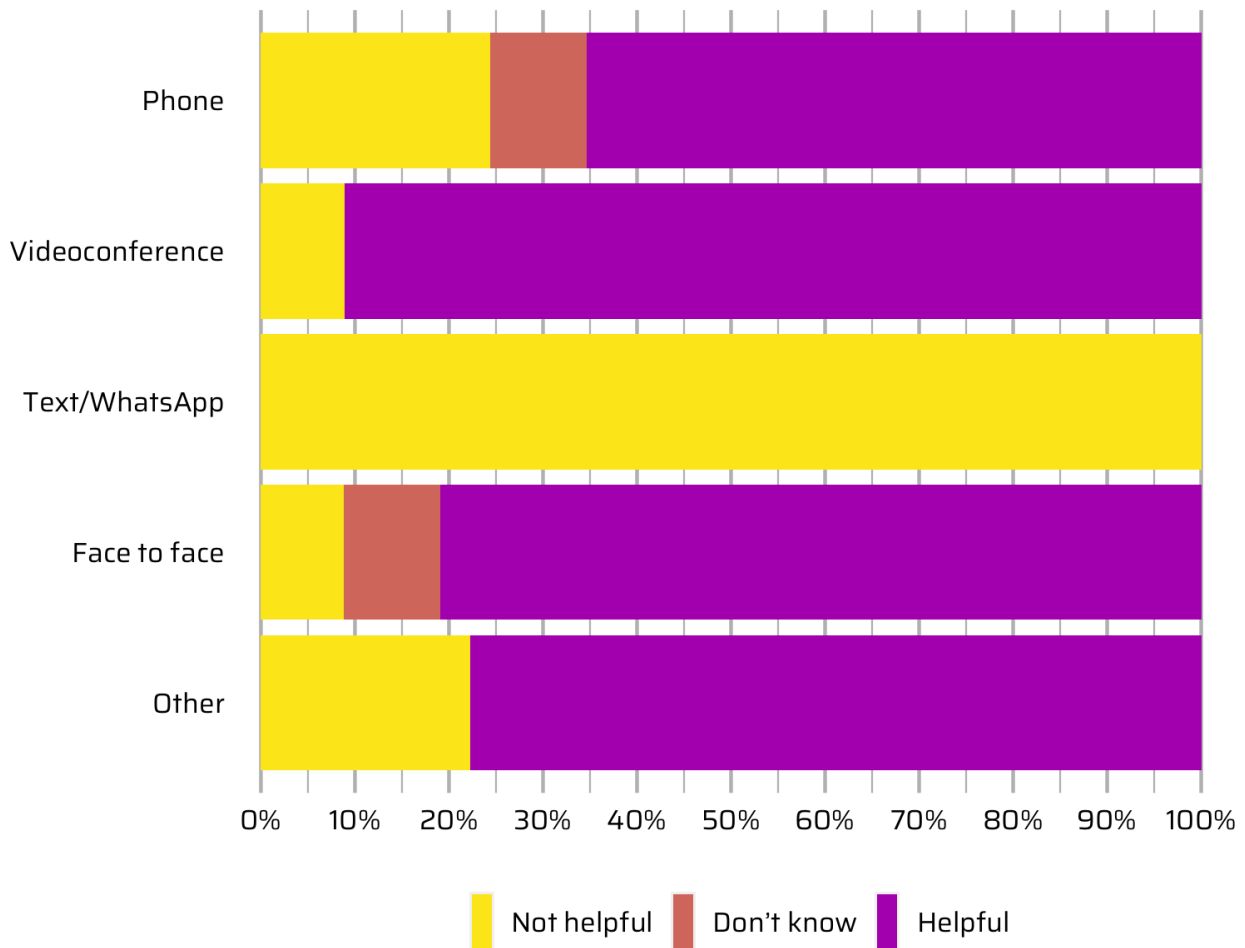


Table 39: Helpfulness by mode of delivery

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	102	65
Phone	Don't know	16	10
Phone	Not helpful	38	24

Videoconference	Helpful	41	91
Videoconference	Don't know	0	0
Videoconference	Not helpful	4	9
Text/WhatsApp	Helpful	0	0
Text/WhatsApp	Don't know	0	0
Text/WhatsApp	Not helpful	1	100
Face to face	Helpful	119	81
Face to face	Don't know	15	10
Face to face	Not helpful	13	9
Other	Helpful	7	78
Other	Don't know	0	0
Other	Not helpful	2	22

Access to mental health support

Figure 40: To what extent are your mental health needs being met?

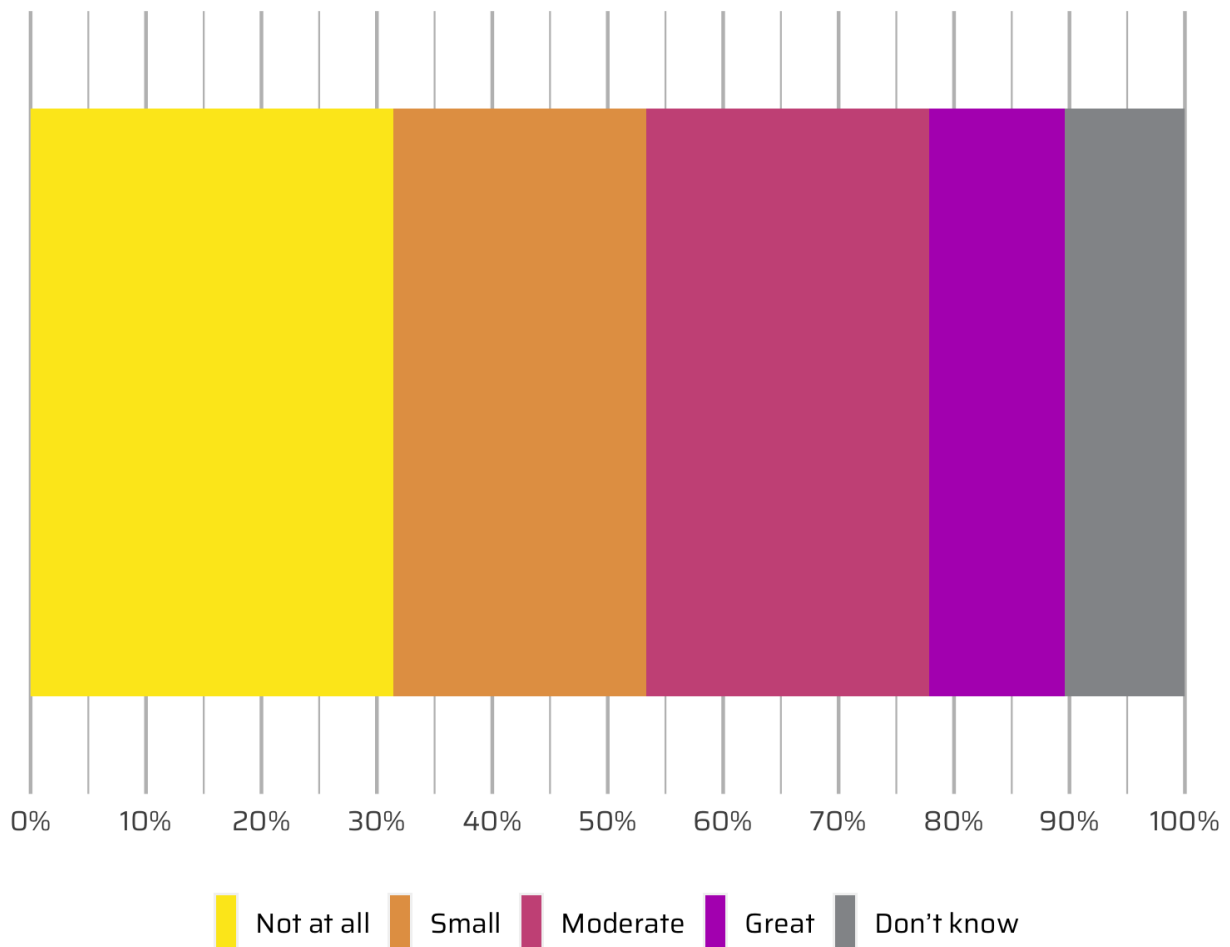


Table 40: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?'

Extent	Respondents	Percentage
Great	41	12
Moderate	85	24
Small	76	22
Not at all	109	31
Don't know	36	10

Figure 41: Mental health needs met by gender

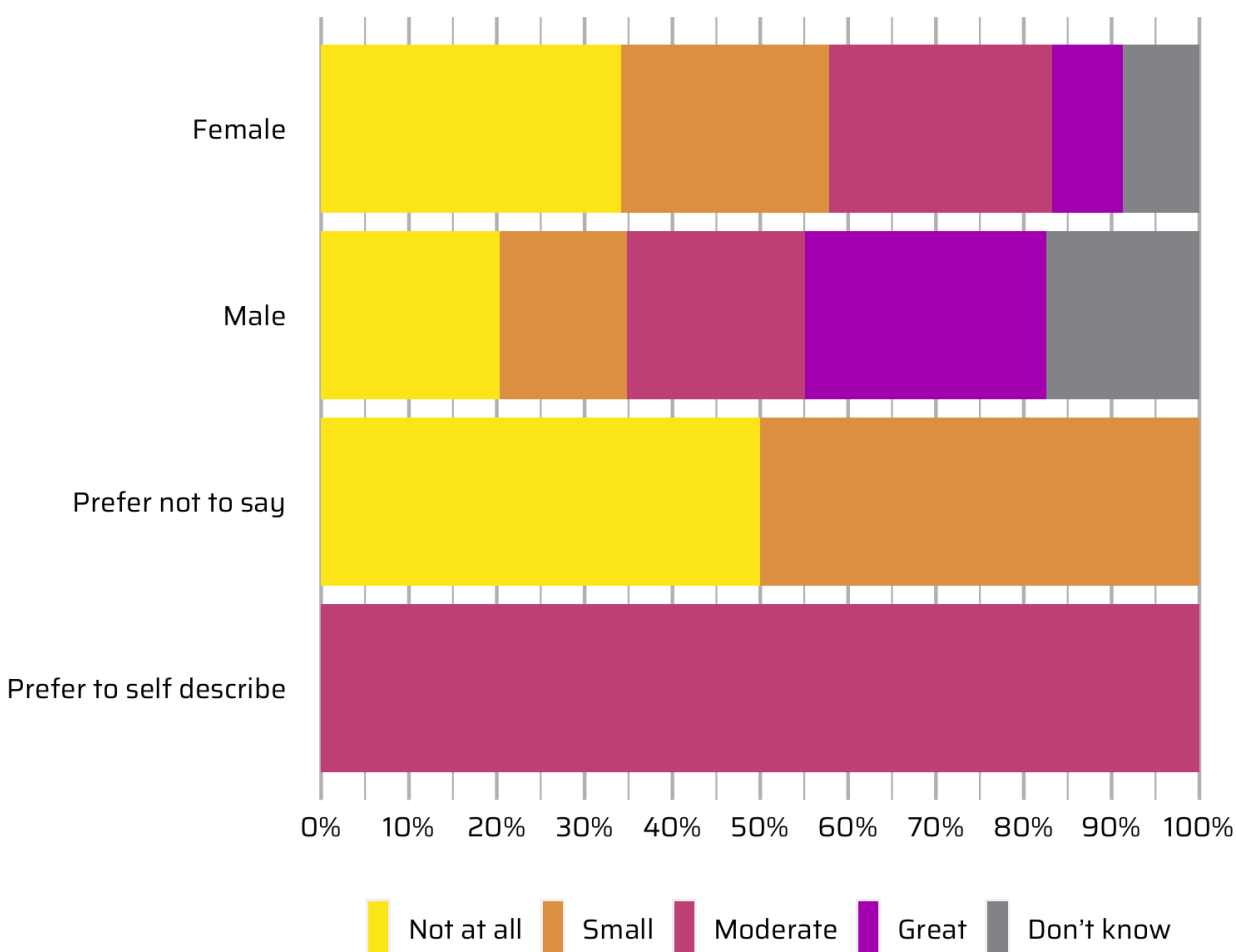


Table 41: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by gender

Gender	Extent	Respondents	Percentage
Female	Great	22	8
Female	Moderate	70	25
Female	Small	65	24
Female	Not at all	94	34
Female	Don't know	24	9
Male	Great	19	28
Male	Moderate	14	20
Male	Small	10	14
Male	Not at all	14	20
Male	Don't know	12	17
Prefer not to say	Great	0	0
Prefer not to say	Moderate	0	0

Prefer not to say	Small	1	50
Prefer not to say	Not at all	1	50
Prefer not to say	Don't know	0	0
Prefer to self describe	Great	0	0
Prefer to self describe	Moderate	1	100
Prefer to self describe	Small	0	0
Prefer to self describe	Not at all	0	0
Prefer to self describe	Don't know	0	0

Figure 42: Mental Health Needs Met by employment status

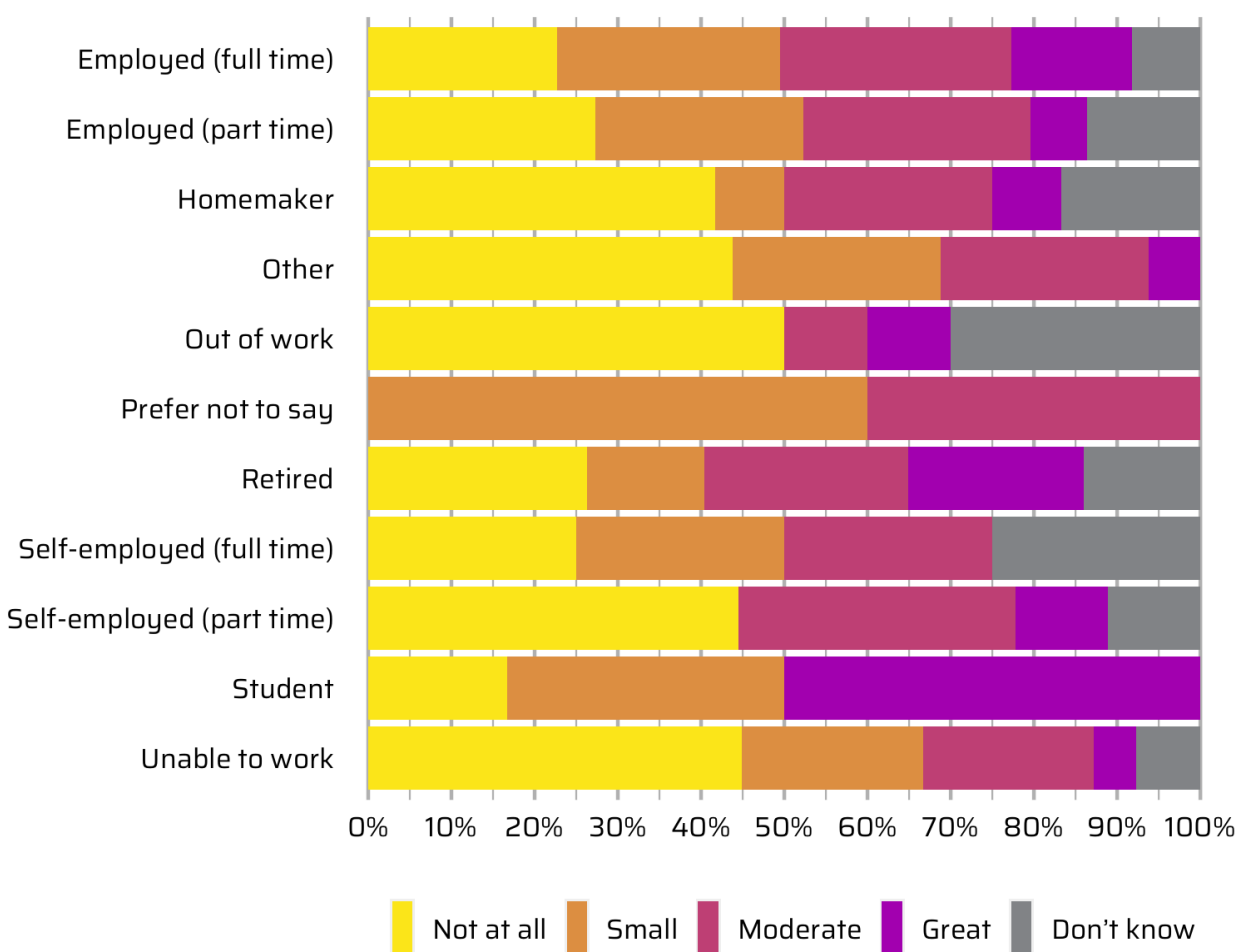


Table 42: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by employment status

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Great	14	14
Employed (full time)	Moderate	27	28
Employed (full time)	Small	26	27

Employed (full time)	Not at all	22	23
Employed (full time)	Don't know	8	8
Employed (part time)	Great	3	7
Employed (part time)	Moderate	12	27
Employed (part time)	Small	11	25
Employed (part time)	Not at all	12	27
Employed (part time)	Don't know	6	14
Homemaker	Great	1	8
Homemaker	Moderate	3	25
Homemaker	Small	1	8
Homemaker	Not at all	5	42
Homemaker	Don't know	2	17
Other	Great	1	6
Other	Moderate	4	25
Other	Small	4	25
Other	Not at all	7	44
Other	Don't know	0	0
Out of work	Great	1	10
Out of work	Moderate	1	10
Out of work	Small	0	0
Out of work	Not at all	5	50
Out of work	Don't know	3	30
Prefer not to say	Great	0	0
Prefer not to say	Moderate	2	40
Prefer not to say	Small	3	60
Prefer not to say	Not at all	0	0
Prefer not to say	Don't know	0	0
Retired	Great	12	21
Retired	Moderate	14	25
Retired	Small	8	14
Retired	Not at all	15	26
Retired	Don't know	8	14
Self-employed (full time)	Great	0	0
Self-employed (full time)	Moderate	2	25
Self-employed (full time)	Small	2	25
Self-employed (full time)	Not at all	2	25
Self-employed (full time)	Don't know	2	25
Self-employed (part time)	Great	1	11
Self-employed (part time)	Moderate	3	33

Self-employed (part time)	Small	0	0
Self-employed (part time)	Not at all	4	44
Self-employed (part time)	Don't know	1	11
Student	Great	3	50
Student	Moderate	0	0
Student	Small	2	33
Student	Not at all	1	17
Student	Don't know	0	0
Unable to work	Great	4	5
Unable to work	Moderate	16	21
Unable to work	Small	17	22
Unable to work	Not at all	35	45
Unable to work	Don't know	6	8

Figure 43: Number of Dependents by Mental Health Needs Met

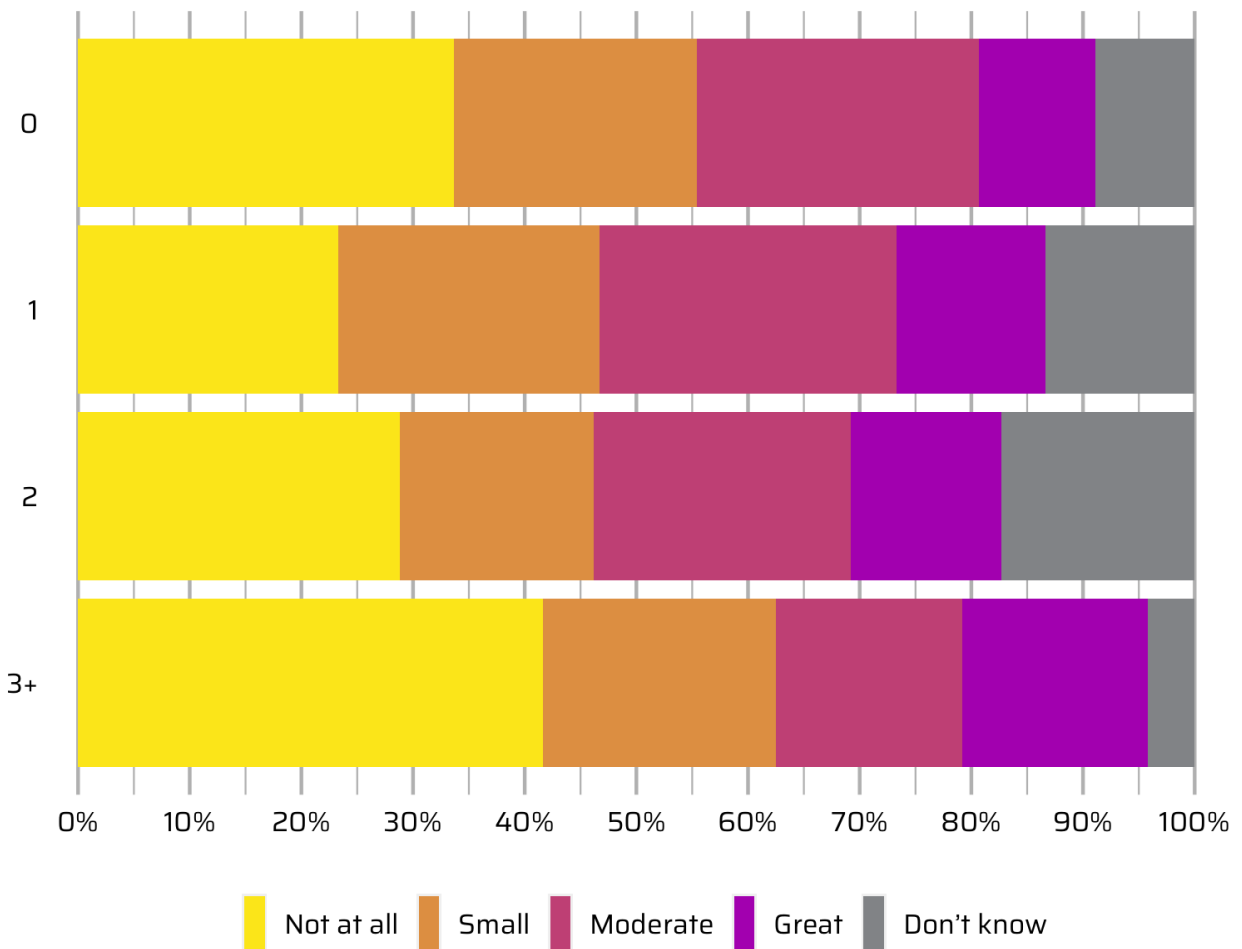


Table 43: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by number of dependents

Dependents	Extent	Respondents	Percentage
0	Great	21	10
0	Moderate	51	25
0	Small	44	22
0	Not at all	68	34
0	Don't know	18	9
1	Great	8	13
1	Moderate	16	27
1	Small	14	23
1	Not at all	14	23
1	Don't know	8	13
2	Great	7	13
2	Moderate	12	23
2	Small	9	17
2	Not at all	15	29
2	Don't know	9	17
3+	Great	4	17
3+	Moderate	4	17
3+	Small	5	21
3+	Not at all	10	42
3+	Don't know	1	4

Figure 44: Mental health needs met by marital status

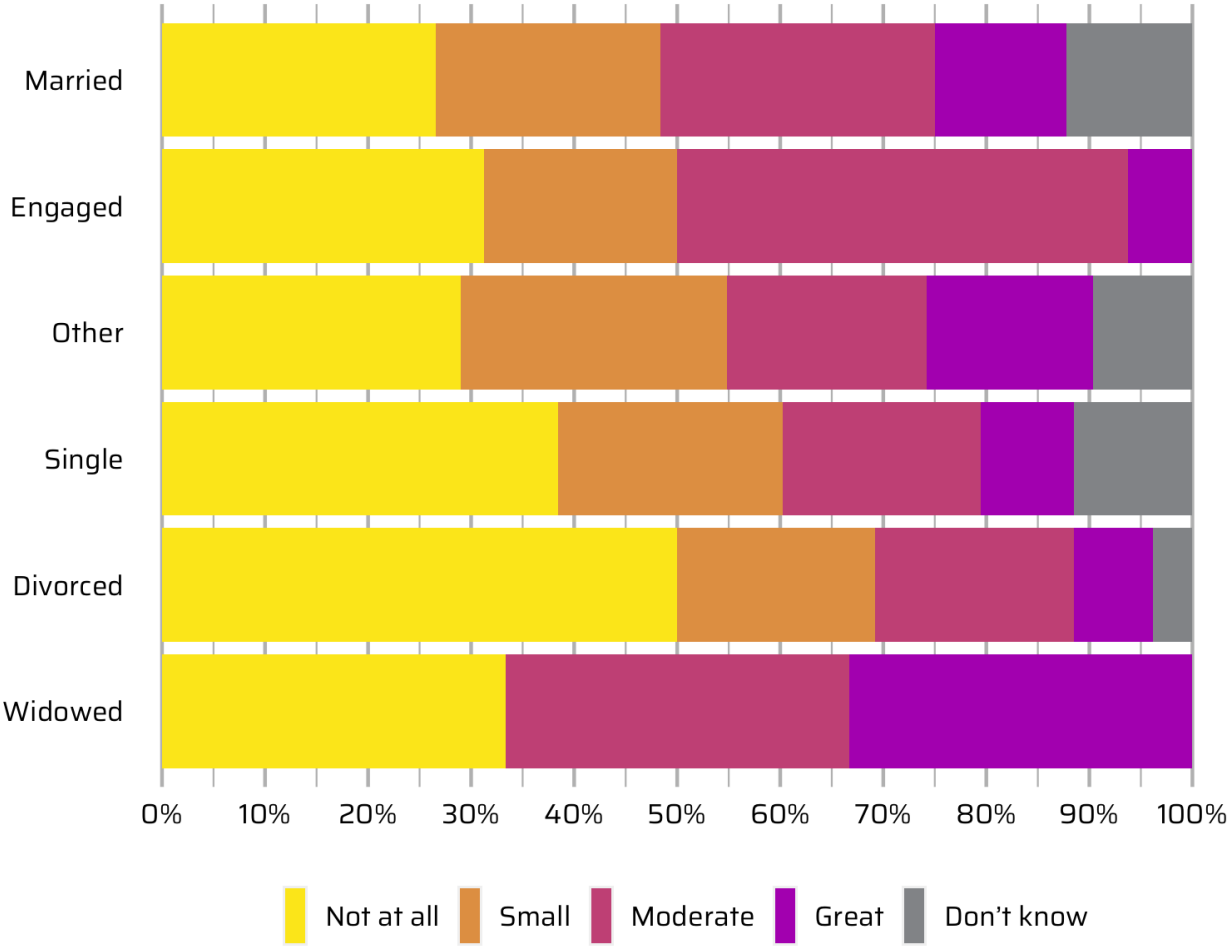


Table 44: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by marital status

Marital Status	Extent	Respondents	Percentage
Married	Great	24	13
Married	Moderate	50	27
Married	Small	41	22
Married	Not at all	50	27
Married	Don't know	23	12
Engaged	Great	1	6
Engaged	Moderate	7	44

Engaged	Small	3	19
Engaged	Not at all	5	31
Engaged	Don't know	0	0
Other	Great	5	16
Other	Moderate	6	19
Other	Small	8	26
Other	Not at all	9	29
Other	Don't know	3	10
Single	Great	7	9
Single	Moderate	15	19
Single	Small	17	22
Single	Not at all	30	38
Single	Don't know	9	12
Divorced	Great	2	8
Divorced	Moderate	5	19
Divorced	Small	5	19
Divorced	Not at all	13	50
Divorced	Don't know	1	4
Widowed	Great	1	33
Widowed	Moderate	1	33
Widowed	Small	0	0
Widowed	Not at all	1	33
Widowed	Don't know	0	0

Figure 45: Anxious or hopeless feeling

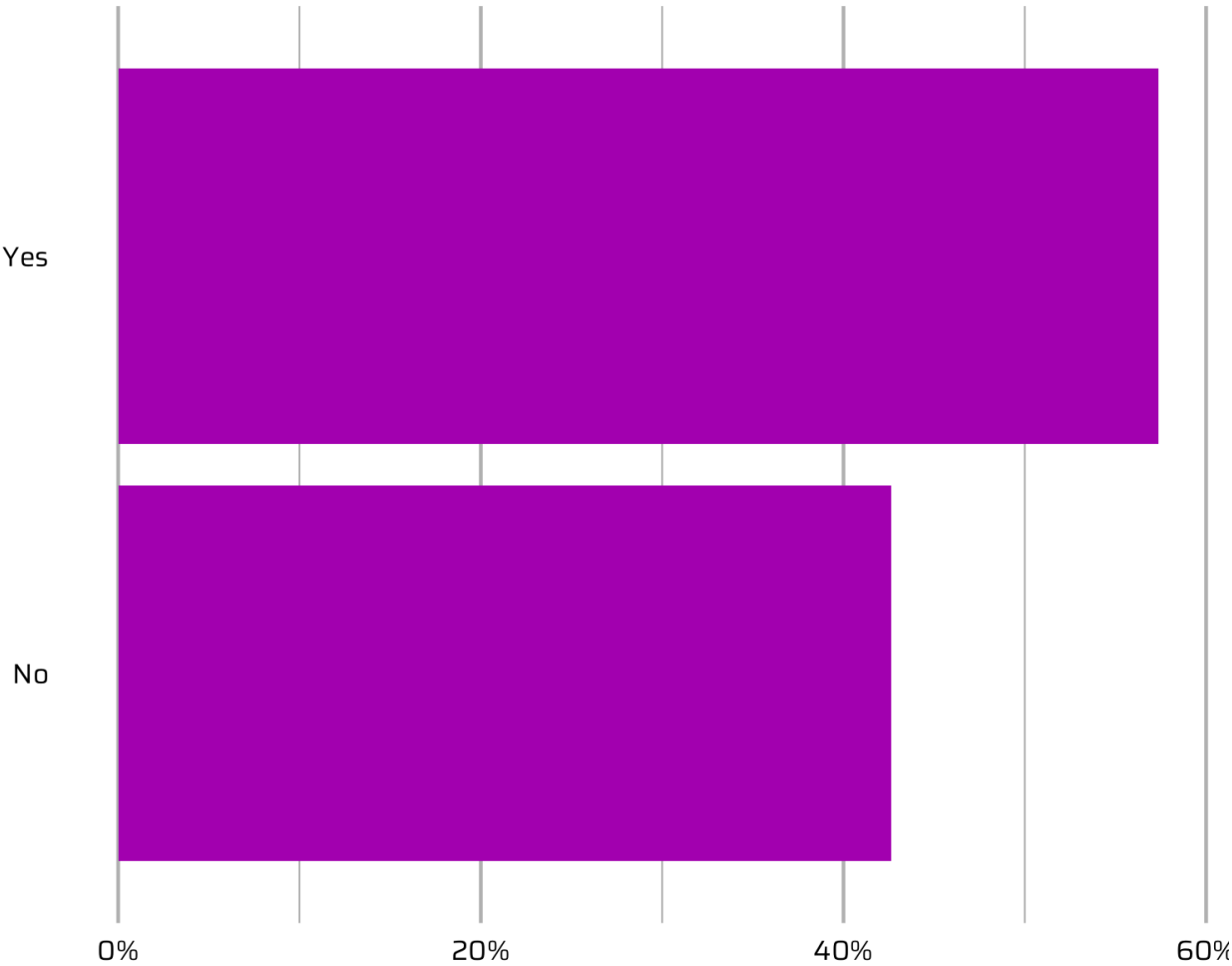


Table 45: Anxious or hopeless feeling

Anxious or Hopeless	Respondents	Percentage
Yes	199	57
No	148	43

Figure 46: Anxious or hopeless feeling by ethnicity

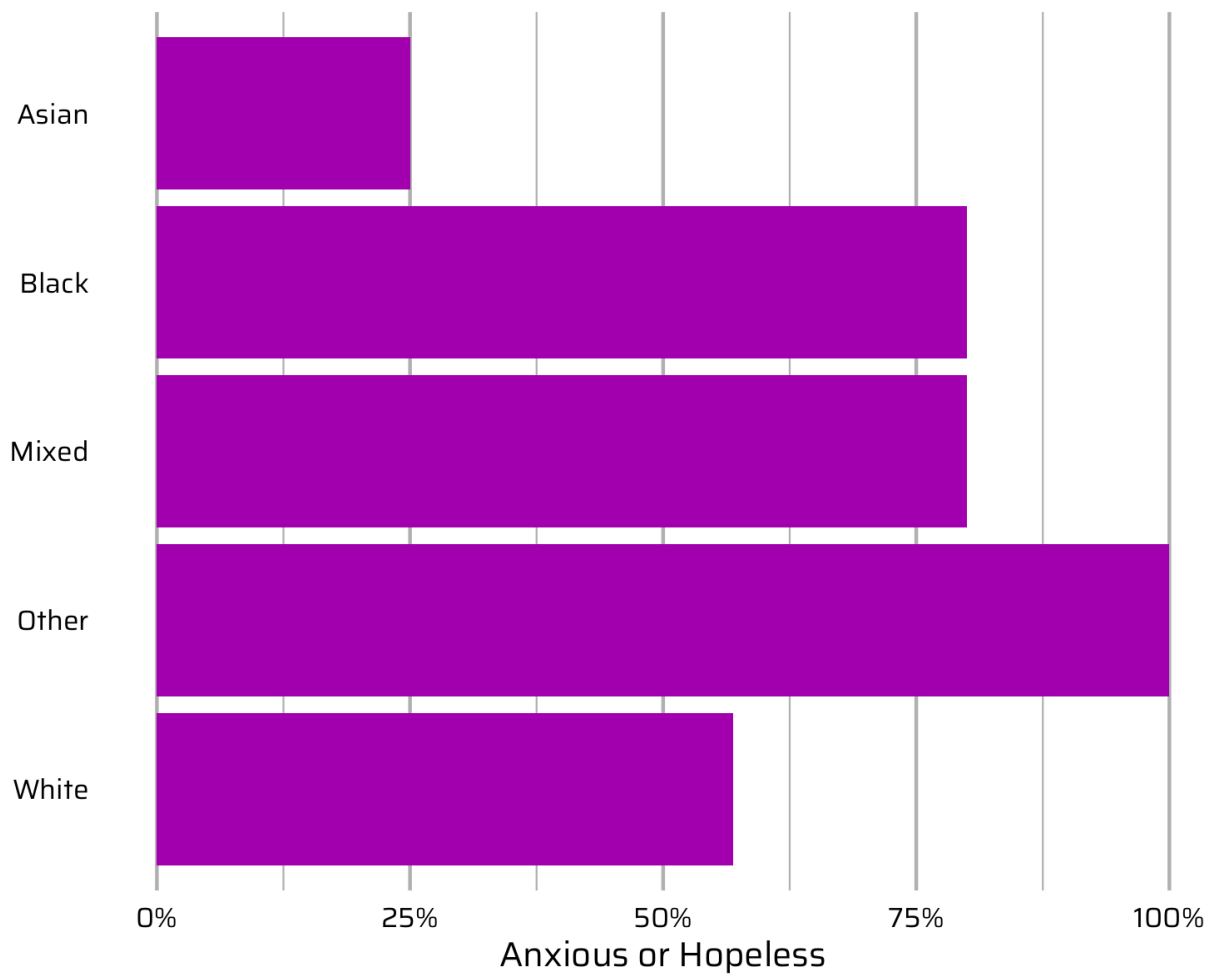


Table 46: Anxious or hopeless feeling by ethnicity

Ethnicity	Anxious or Hopeless	Respondents	Percentage
Asian	Yes	1	25
Asian	No	3	75
Black	Yes	4	80
Black	No	1	20
Mixed	Yes	4	80
Mixed	No	1	20
Other	Yes	1	100
Other	No	0	0
White	Yes	189	57
White	No	143	43

Figure 47: Anxious or hopeless feeling by marital status

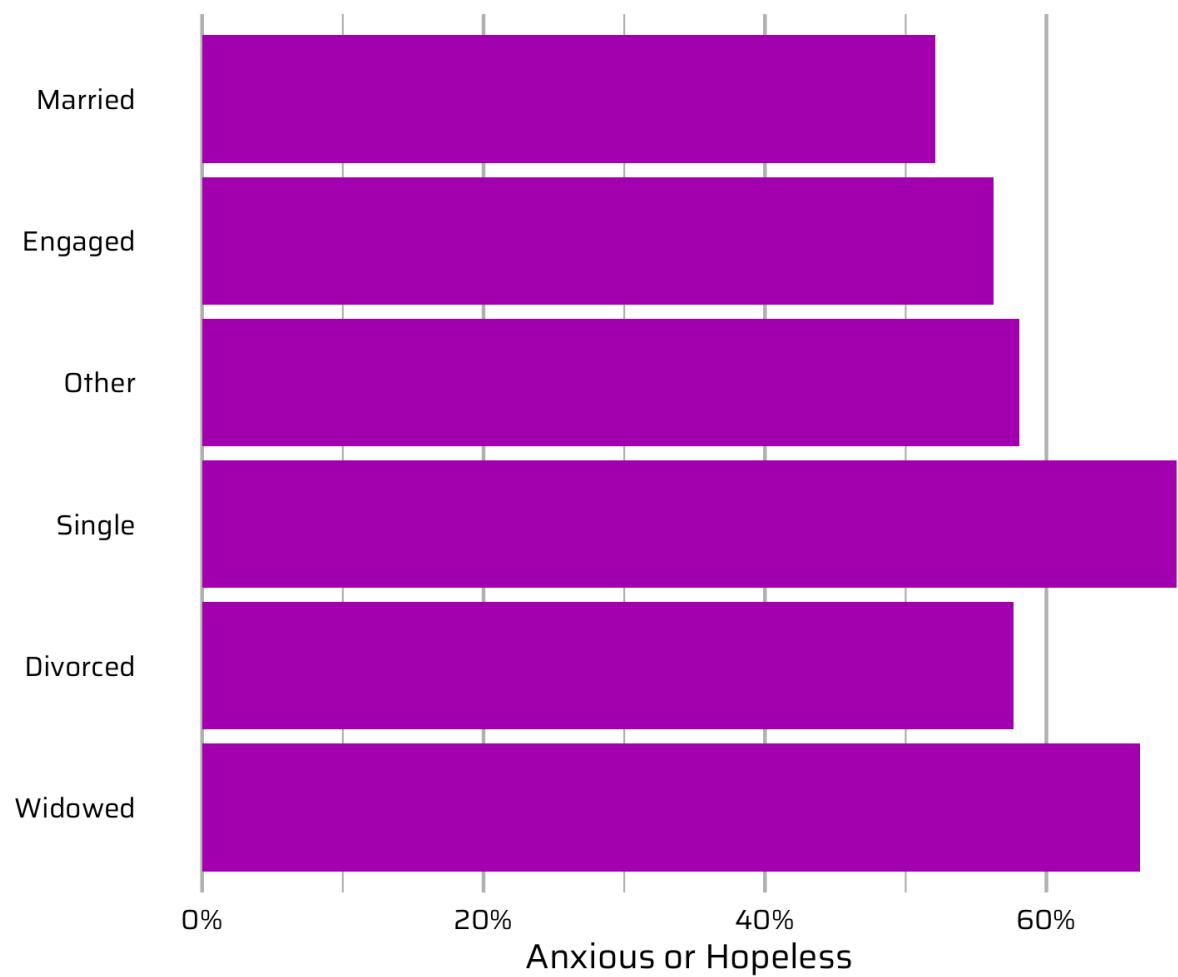


Table 47: Anxious or hopeless feeling by marital status

Marital Status	Anxious or Hopeless	Respondents	Percentage
Married	Yes	98	52
Married	No	90	48
Engaged	Yes	9	56
Engaged	No	7	44
Other	Yes	18	58
Other	No	13	42
Single	Yes	54	69
Single	No	24	31
Divorced	Yes	15	58
Divorced	No	11	42
Widowed	Yes	2	67
Widowed	No	1	33

Figure 48: Anxious or hopeless feeling by employment status

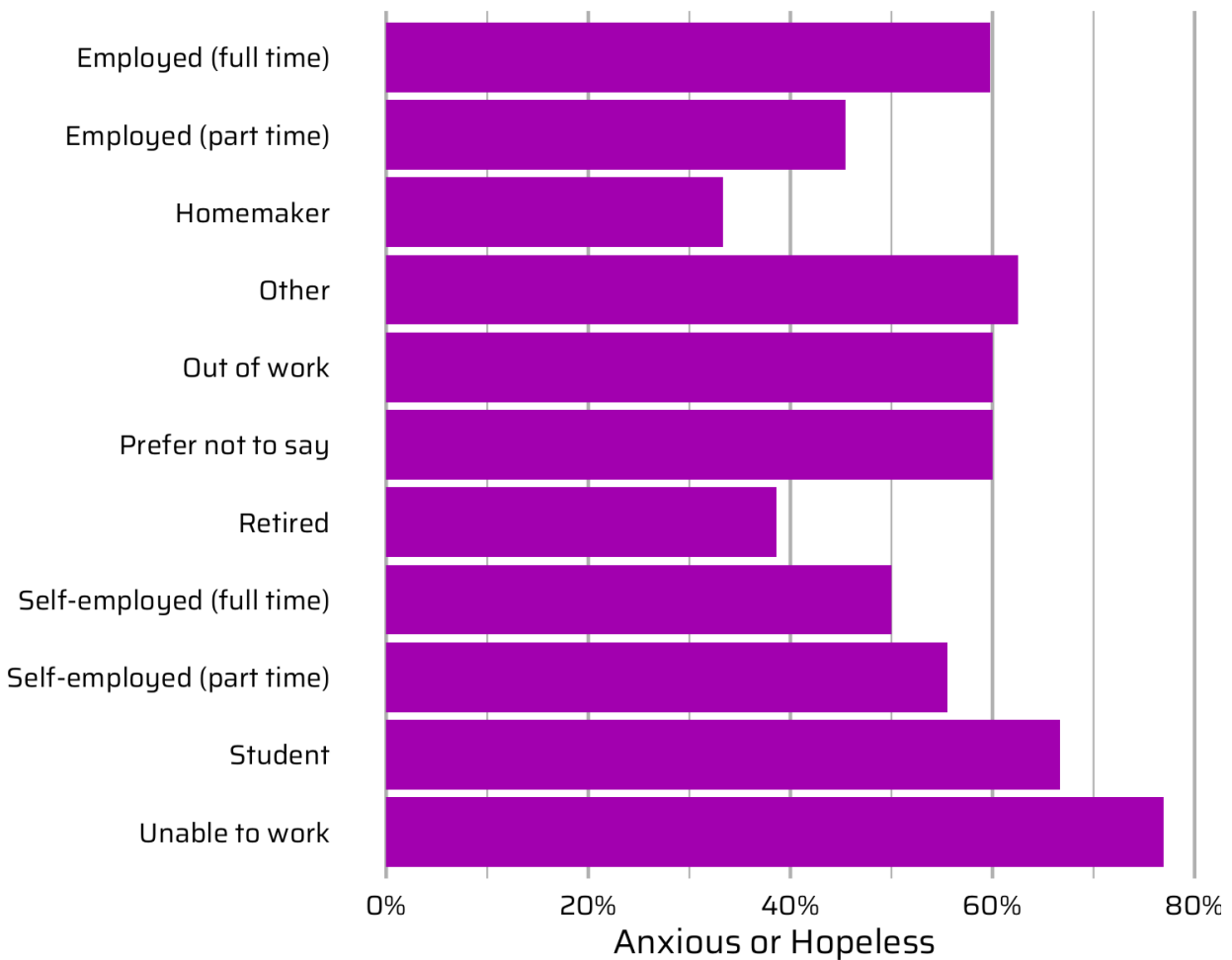


Table 48: Anxious or hopeless feeling by employment status

Employment Status	Anxious or Hopeless	Respondents	Percentage
Employed (full time)	Yes	58	60
Employed (full time)	No	39	40
Employed (part time)	Yes	20	45
Employed (part time)	No	24	55
Homemaker	Yes	4	33
Homemaker	No	8	67
Other	Yes	10	62
Other	No	6	38
Out of work	Yes	6	60
Out of work	No	4	40
Prefer not to say	Yes	3	60
Prefer not to say	No	2	40

Retired	Yes	22	39
Retired	No	35	61
Self-employed (full time)	Yes	4	50
Self-employed (full time)	No	4	50
Self-employed (part time)	Yes	5	56
Self-employed (part time)	No	4	44
Student	Yes	4	67
Student	No	2	33
Unable to work	Yes	60	77
Unable to work	No	18	23

Figure 49: Anxious or hopeless feeling by financial status

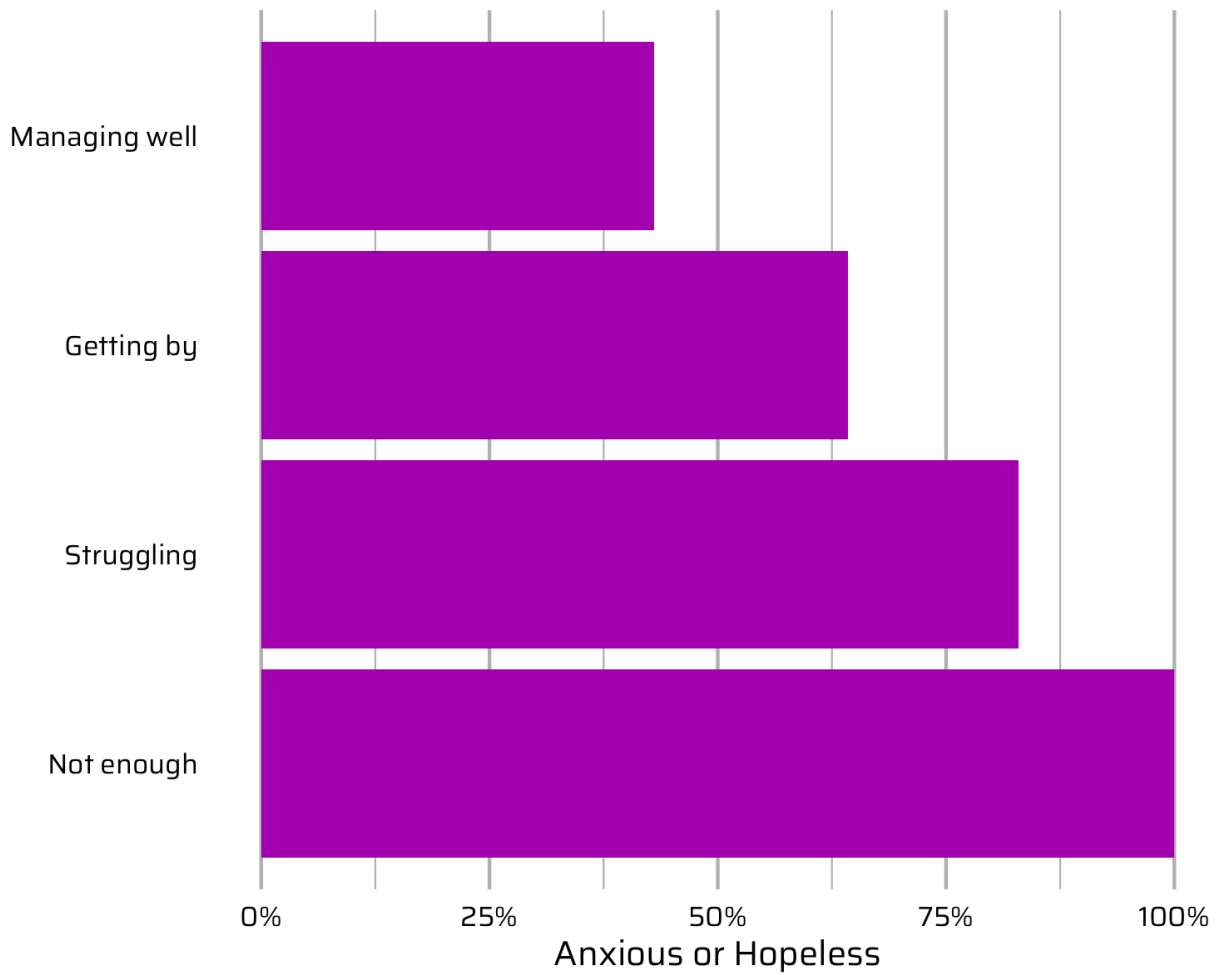


Table 49: Anxious or hopeless feeling by financial status

Financial Status	Anxious or Hopeless	Respondents	Percentage
Managing well	Yes	68	43
Managing well	No	90	57
Getting by	Yes	90	64
Getting by	No	50	36
Struggling	Yes	34	83
Struggling	No	7	17
Not enough	Yes	7	100
Not enough	No	0	0

Figure 50: Anxious or Hopeless Feeling by Mental Health Needs Met

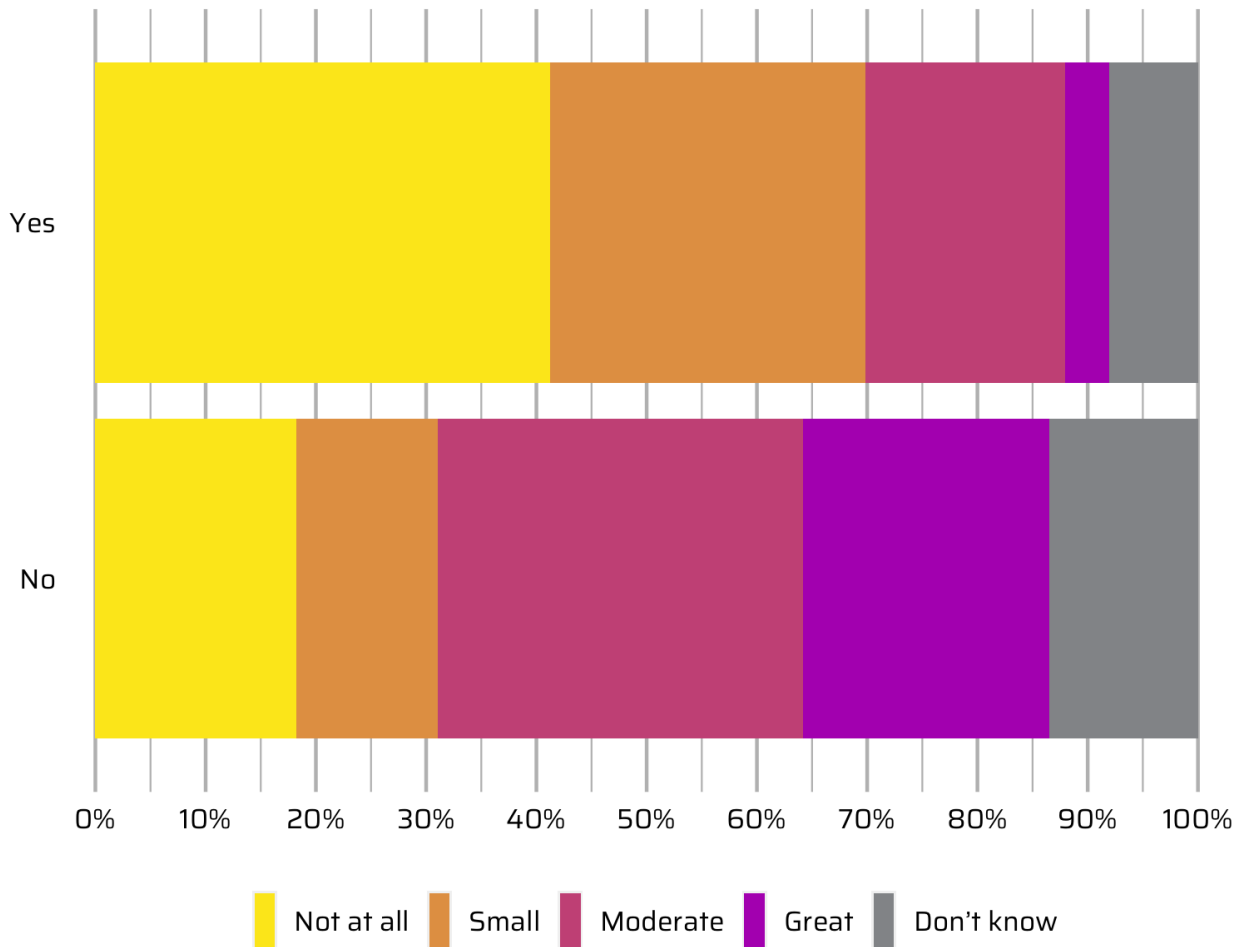


Table 50: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by feelings of anxiety or hopelessness

Anxious or Hopeless	Extent	Respondents	Percentage
Yes	Great	8	4
Yes	Moderate	36	18
Yes	Small	57	29
Yes	Not at all	82	41
Yes	Don't know	16	8
No	Great	33	22
No	Moderate	49	33
No	Small	19	13
No	Not at all	27	18
No	Don't know	20	14

Figure 51: Delay to Care by the Extent Mental Health Needs Met

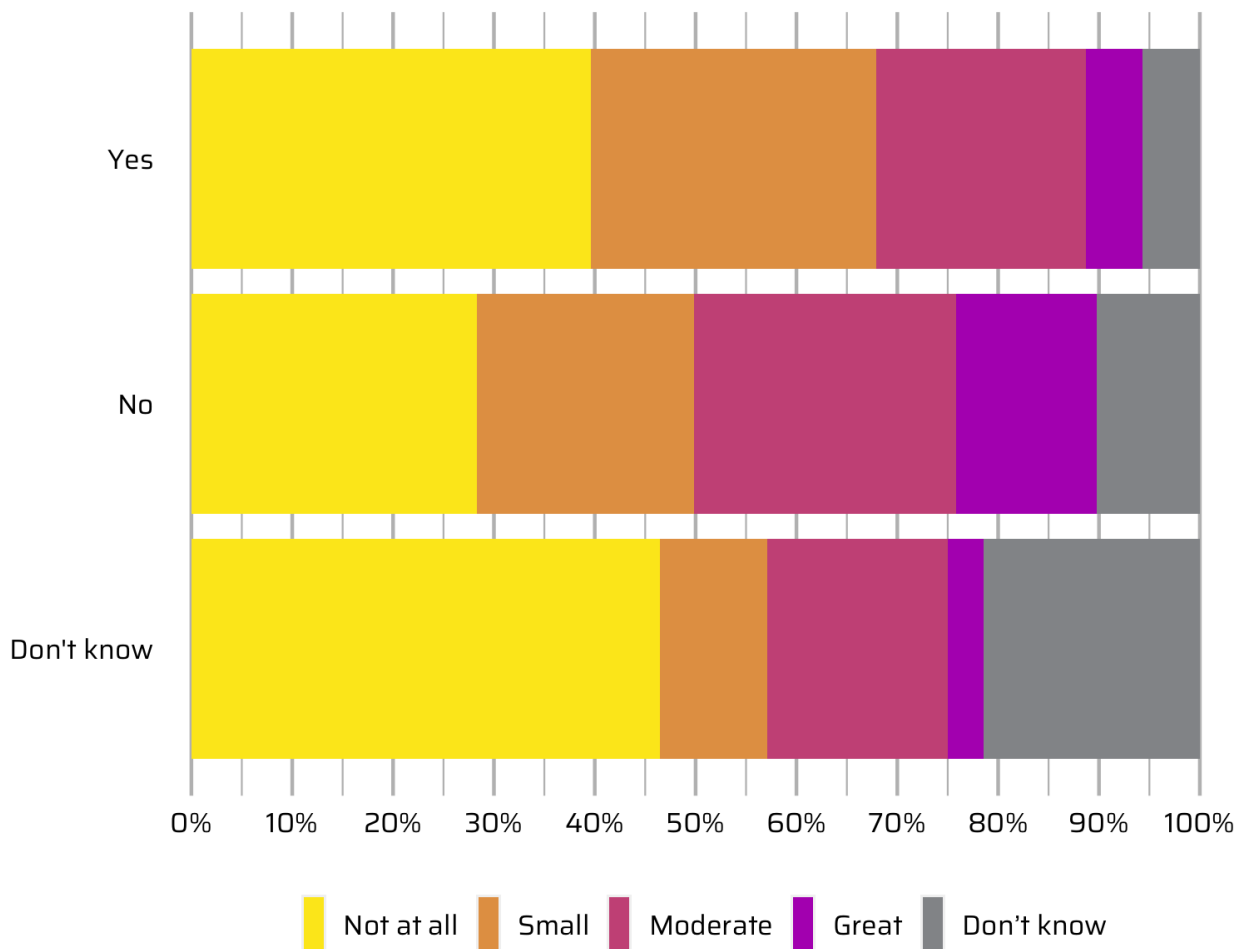


Table 51: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by delays to care

Delay	Extent	Respondents	Percentage
Yes	Great	3	6
Yes	Moderate	11	21
Yes	Small	15	28
Yes	Not at all	21	40
Yes	Don't know	3	6
No	Great	37	14
No	Moderate	69	26
No	Small	57	22
No	Not at all	75	28
No	Don't know	27	10
Don't know	Great	1	4
Don't know	Moderate	5	18
Don't know	Small	3	11
Don't know	Not at all	13	46
Don't know	Don't know	6	21

Figure 52: Cancellation of Care by the Extent Mental Health Needs Met

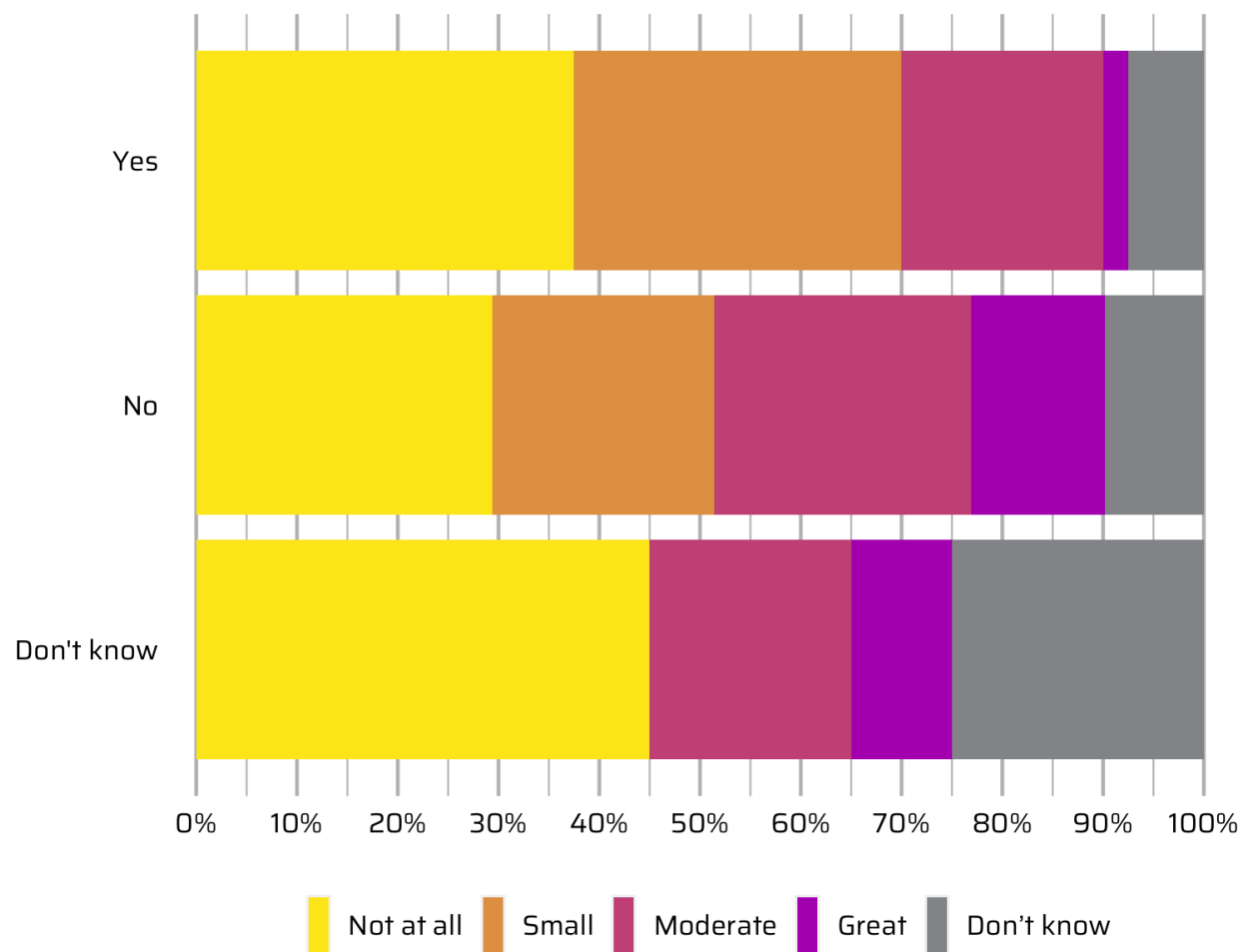


Table 52: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by cancellation of care

Cancellation	Extent	Respondents	Percentage
Yes	Great	1	2
Yes	Moderate	8	20
Yes	Small	13	32
Yes	Not at all	15	38
Yes	Don't know	3	8
No	Great	38	13
No	Moderate	73	26
No	Small	63	22
No	Not at all	84	29
No	Don't know	28	10
Don't know	Great	2	10

Don't know	Moderate	4	20
Don't know	Small	0	0
Don't know	Not at all	9	45
Don't know	Don't know	5	25

Figure 53: Financial Status by Extent Mental Health Needs Met

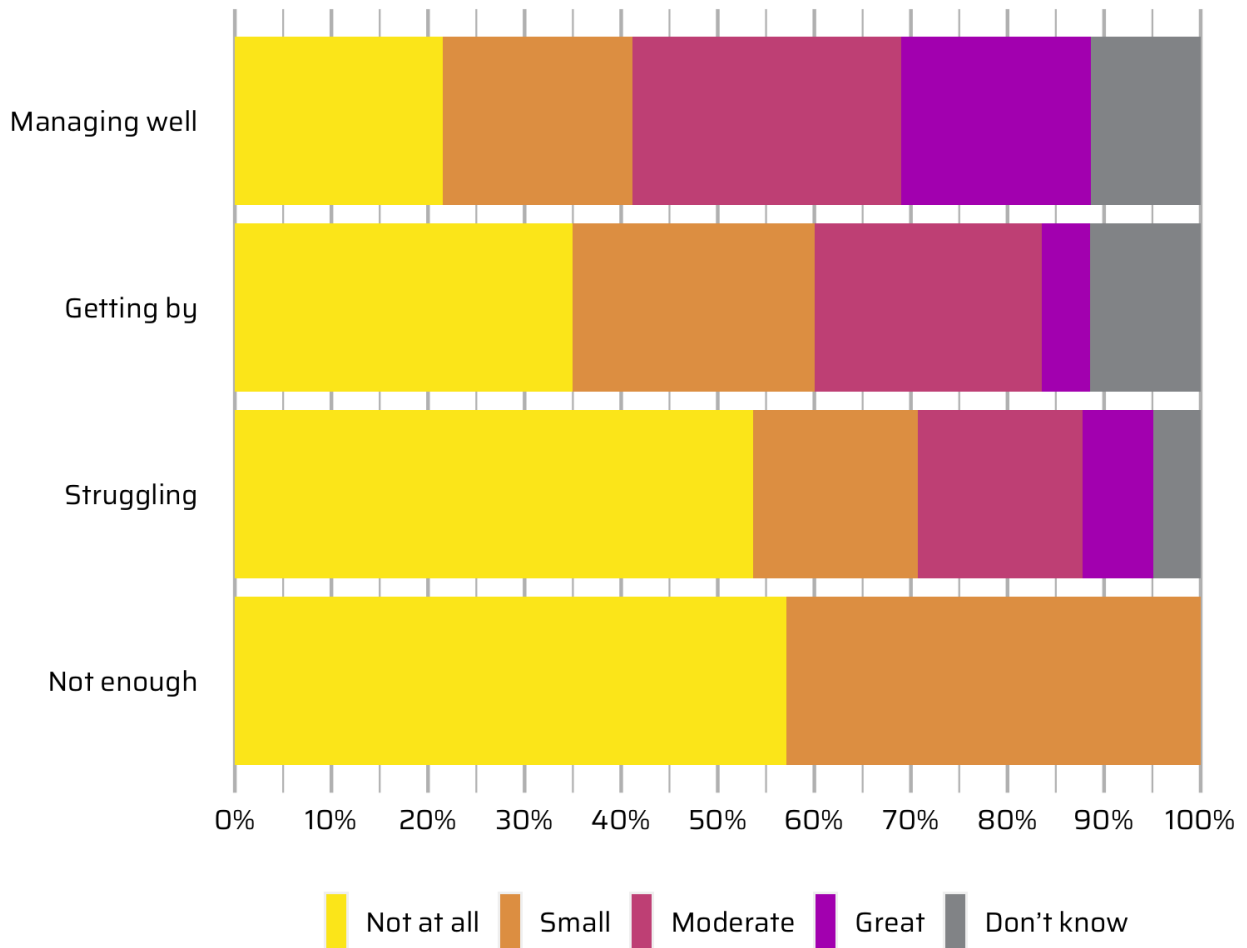


Table 53: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by financial status

Financial Status	Extent	Respondents	Percentage
Managing well	Great	31	20
Managing well	Moderate	44	28
Managing well	Small	31	20
Managing well	Not at all	34	22
Managing well	Don't know	18	11
Getting by	Great	7	5
Getting by	Moderate	33	24
Getting by	Small	35	25
Getting by	Not at all	49	35
Getting by	Don't know	16	11
Struggling	Great	3	7
Struggling	Moderate	7	17
Struggling	Small	7	17
Struggling	Not at all	22	54
Struggling	Don't know	2	5
Not enough	Great	0	0
Not enough	Moderate	0	0
Not enough	Small	3	43
Not enough	Not at all	4	57
Not enough	Don't know	0	0

Figure 54: Age group and Extent Mental Health Needs Met

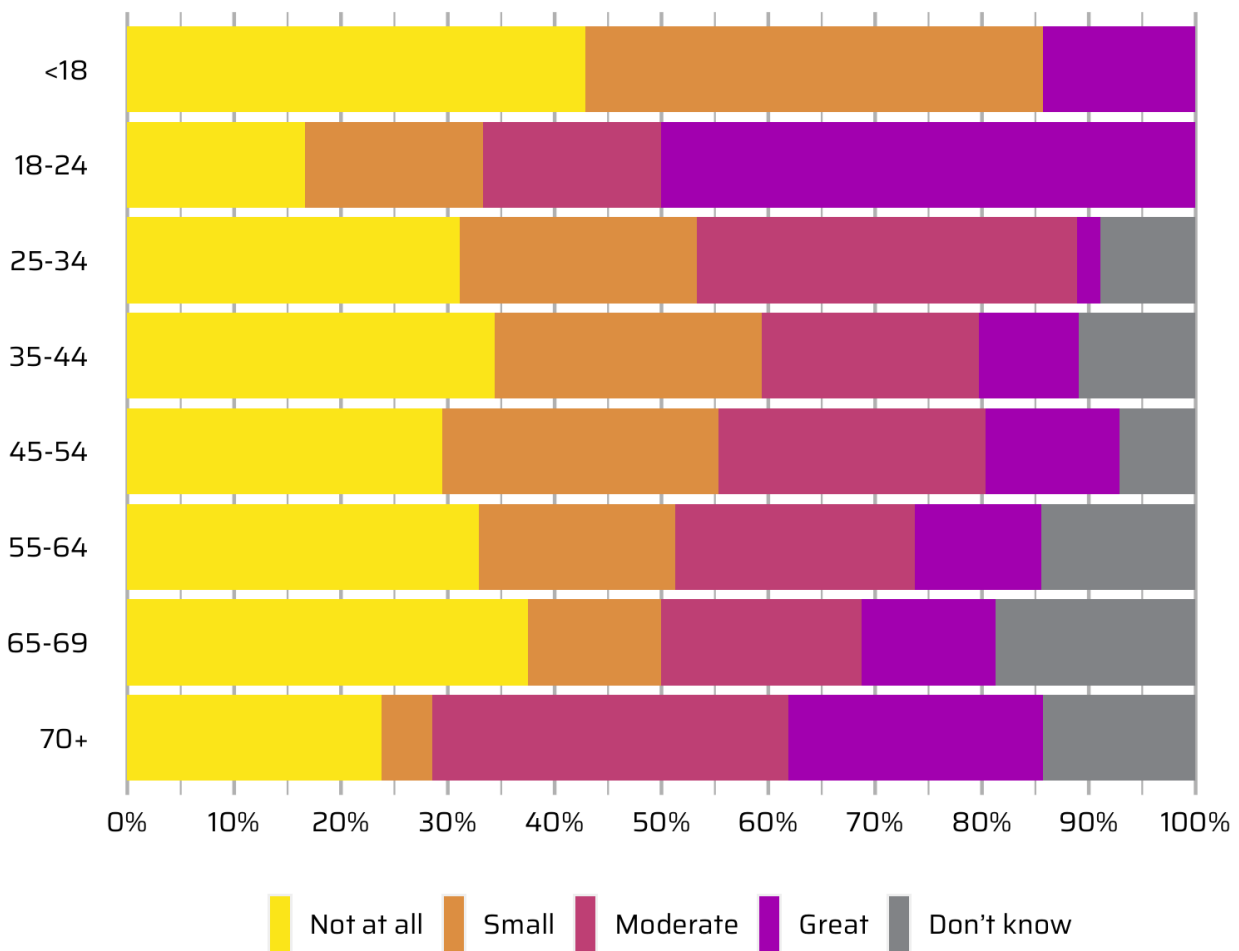


Table 54: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by age group

Age	Extent	Respondents	Percentage
<18	Great	1	14
<18	Moderate	0	0
<18	Small	3	43
<18	Not at all	3	43
<18	Don't know	0	0
18-24	Great	3	50
18-24	Moderate	1	17
18-24	Small	1	17
18-24	Not at all	1	17
18-24	Don't know	0	0
25-34	Great	1	2
25-34	Moderate	16	36

25-34	Small	10	22
25-34	Not at all	14	31
25-34	Don't know	4	9
35-44	Great	6	9
35-44	Moderate	13	20
35-44	Small	16	25
35-44	Not at all	22	34
35-44	Don't know	7	11
45-54	Great	14	12
45-54	Moderate	28	25
45-54	Small	29	26
45-54	Not at all	33	29
45-54	Don't know	8	7
55-64	Great	9	12
55-64	Moderate	17	22
55-64	Small	14	18
55-64	Not at all	25	33
55-64	Don't know	11	14
65-69	Great	2	12
65-69	Moderate	3	19
65-69	Small	2	12
65-69	Not at all	6	38
65-69	Don't know	3	19
70+	Great	5	24
70+	Moderate	7	33
70+	Small	1	5
70+	Not at all	5	24
70+	Don't know	3	14

Figure 55: Ethnicity and Extent Mental Health Needs Met

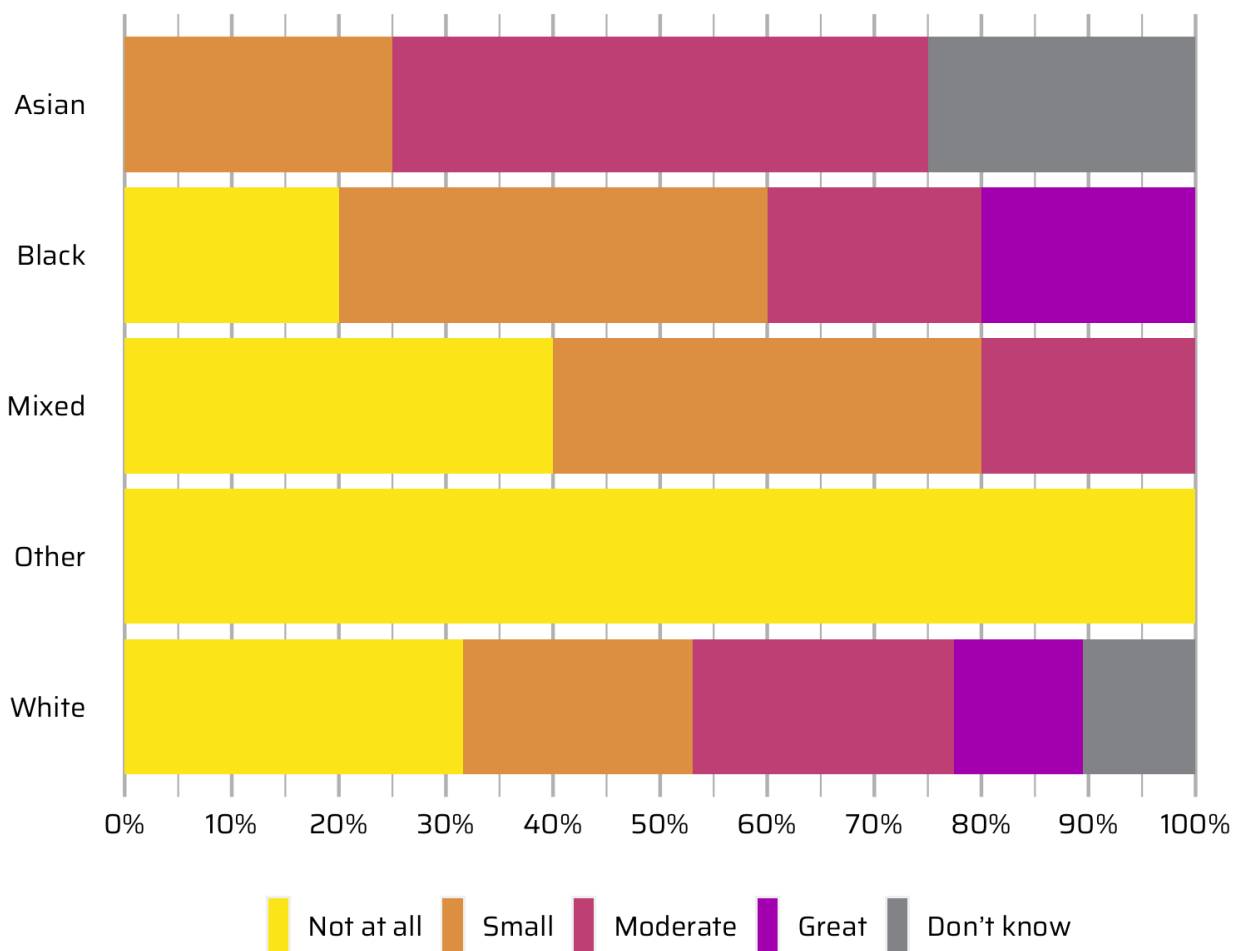


Table 55: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by ethnicity

Ethnicity	Extent	Respondents	Percentage
Asian	Great	0	0
Asian	Moderate	2	50
Asian	Small	1	25
Asian	Not at all	0	0
Asian	Don't know	1	25
Black	Great	1	20
Black	Moderate	1	20
Black	Small	2	40
Black	Not at all	1	20
Black	Don't know	0	0
Mixed	Great	0	0

Mixed	Moderate	1	20
Mixed	Small	2	40
Mixed	Not at all	2	40
Mixed	Don't know	0	0
Other	Great	0	0
Other	Moderate	0	0
Other	Small	0	0
Other	Not at all	1	100
Other	Don't know	0	0
White	Great	40	12
White	Moderate	81	24
White	Small	71	21
White	Not at all	105	32
White	Don't know	35	11