



**NEUROLIFENOW**

**Analysis Report**

**May 2021**

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## Foreword

This month, we asked new questions about whether or not people had been offered a COVID-19 vaccine, and if so, whether they had taken it or not. The overwhelming majority (89%) had taken up the vaccine. The main reason for this was because they felt it would protect their friends and family. Interestingly, reassurance about safety and efficacy could perhaps be improved. Of the very small number of people who had chosen not to take up the vaccine, a third said they were worried about their condition worsening as a result of the vaccine.

The Association of British Neurologists (ABN) have produced helpful guidance about the COVID-19 vaccines and neurological conditions. We share their view that adults with neurological conditions should take up the vaccine if offered without delay, unless you have a specific contraindication (like a severe allergy).

Further information about this is available [here](#).

Delivery of services has of course changed dramatically in the past year. In particular, there has been a significant increase in remote consultations. These have been vital in maintaining some services during the pandemic, but our data shows there is variability in how helpful people with neurological conditions find them, depending on specialty and mode of delivery. For example, we have consistently found that appointments delivered by phone tend to be felt to be less helpful compared to other modes of delivery. Face to face and videoconference appointments tend to be felt to be equally helpful.

This suggests that commissioners and providers need to think carefully about how remote consultations are rolled out across the NHS and care. Importantly, there is a group of people with neurological conditions for whom remote consultations will not be appropriate. We are working with colleagues across the NHS to ensure the experiences shared here are fed into work to support appropriate roll out of remote consultations, particularly in outpatient care. More generally, we urge commissioners, providers and healthcare professionals to ensure the experiences of a diverse range of people with neurological conditions feed in and are central to the planning and delivery of remote care.

This month, those who had an appointment with their GP reported these appointments as less helpful compared to time with other healthcare professionals (although the majority felt their appointment with their GP was helpful). There remains a significant challenge in supporting primary care to refer to specialist neuroscience services appropriately, and that GPs and other primary care practitioners have the support and skills they need to support people with neurological conditions. There are a number of avenues the Neurological Alliance is exploring to try and improve primary care for people with neurological conditions, including improved training and support for GPs and exploring models of advice and guidance for primary care in a bid to improve the accuracy and efficiency of triage. Once again, the impact of the pandemic on mental health was clear – nearly 45% of respondents said their mental health needs were not being met at all or to a small extent. Mental, emotional and cognitive health and living with a neurological condition is a complex relationship, making it even more important that people are able to get the support they need when they need it. As the NHS considers its recovery

strategy, and reform more broadly, it is absolutely imperative that there is parity of esteem between mental and physical health. This includes ensuring specialised services to support mental, emotional and cognitive wellbeing, like neuropsychology and neuropsychiatry, are supported to deliver the best care possible.

In the longer term, we urge NHS England and NHS Improvement to develop a national plan for neuroscience in collaboration with the Brain and Spine Foundation, the Neurological Alliance and its members. The plan should seek to address longstanding and immediate issues identified across services, including those identified through NeuroLifeNow.

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 – 30 April 2021. The full questionnaire and data tables are available in the appendices.

## Key findings

- 251 people shared their experiences in March, with 79% female respondents and 20% male. 62 different neurological conditions and symptoms were represented in the survey this month. The top three conditions or symptoms represented were multiple sclerosis, subarachnoid haemorrhage and chronic pain.
- 17% of people felt their care this month was poor or very poor. Those who reported feeling anxious and/or hopeless, and women, were more likely to report that their care was poor or very poor.
- 56% of respondents had had a medical appointment this month. 28% of people had at least one appointment this month. Of these appointments, 78% were considered helpful.
- 89% of respondents have been offered, and taken up, a COVID-19 vaccine. The main reason given for take-up was because respondents felt it would protect their friends and family. Just over half of those who had taken up the vaccine said they did so because they had been reassured about the safety and/or efficacy of it.
- A small number of respondents (n=11) said they had not taken up the vaccine. A fear of their condition worsening and safety concerns were the most common reasons as to why respondents did not take-up the offer.
- 27% of appointments were with a GP, 17% were with a neurologist, 13% were with a specialist nurse and 12% were with a physiotherapist.
- 69% of appointments delivered by phone were considered helpful. 100% of appointments by videoconference were considered helpful, and 83% of face to face appointments were deemed helpful.
- 4 out of 5 appointments with a neurologist were rated helpful, and 88% of appointments with a specialist nurse were found helpful. All appointments this month with a speech and language therapist were considered helpful, although the numbers were very small. Just under 2 thirds of appointments with a GP were deemed to have been helpful.

## **Next steps**

Our priority this month has been to review progress made, and, crucially, listen to feedback from people with neurological conditions.

As a result of listening to feedback, we have reduced the questionnaire frequency from every 4 weeks to every 8, and have also expanded the list of neurological conditions and symptoms. We have also refined the questionnaire in a bid to try and improve the user experience.

We also presented the results this month to a meeting of nearly 100 health and care professionals and NHS managers working in neurological services. Many have since shared their support for the technology on social media.

The experiences shared in this report have also been 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.

## 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								
Have you been offered a COVID-19 vaccine?		Yes and I took up the offer	Yes but I did not take it	I have not yet been offered the vaccine							
Why did you choose to take up the vaccine offer? Please tick all that apply		I believe vaccination will protect myself and my family from the virus	My friends and/or family had a positive experience of vaccination	I had enough information about the safety and effectiveness of the vaccine	It is easy to get to the vaccination centre						
Why did you choose not to take the vaccine? Tick all that apply		I do not believe that COVID-19 vaccines are safe	My doctor advised me not to	My friends and/or family had a bad reaction to the vaccine	I couldn't access the vaccination centre	I worried that it would make my neurological condition worse	Other				

Will you take the vaccine when it is offered to you?		Yes	No	Undecided							
Overall, how would you describe your experience of your neurology service in the last four weeks?	Your neurology service could include contact with a health and care professional about treatment and support for your neurological condition. This could include contact by letter, phone, videoconference or face to face.	Very Good	Good	Average	Poor	Very Poor	Not applicable				
How many times have you sought A&E/emergency support from the NHS as a result of your neurological condition in the		0	1- 2 times	3 - 5 times	6 or more times						

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

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

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

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

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

Figure 1: Gender of respondents

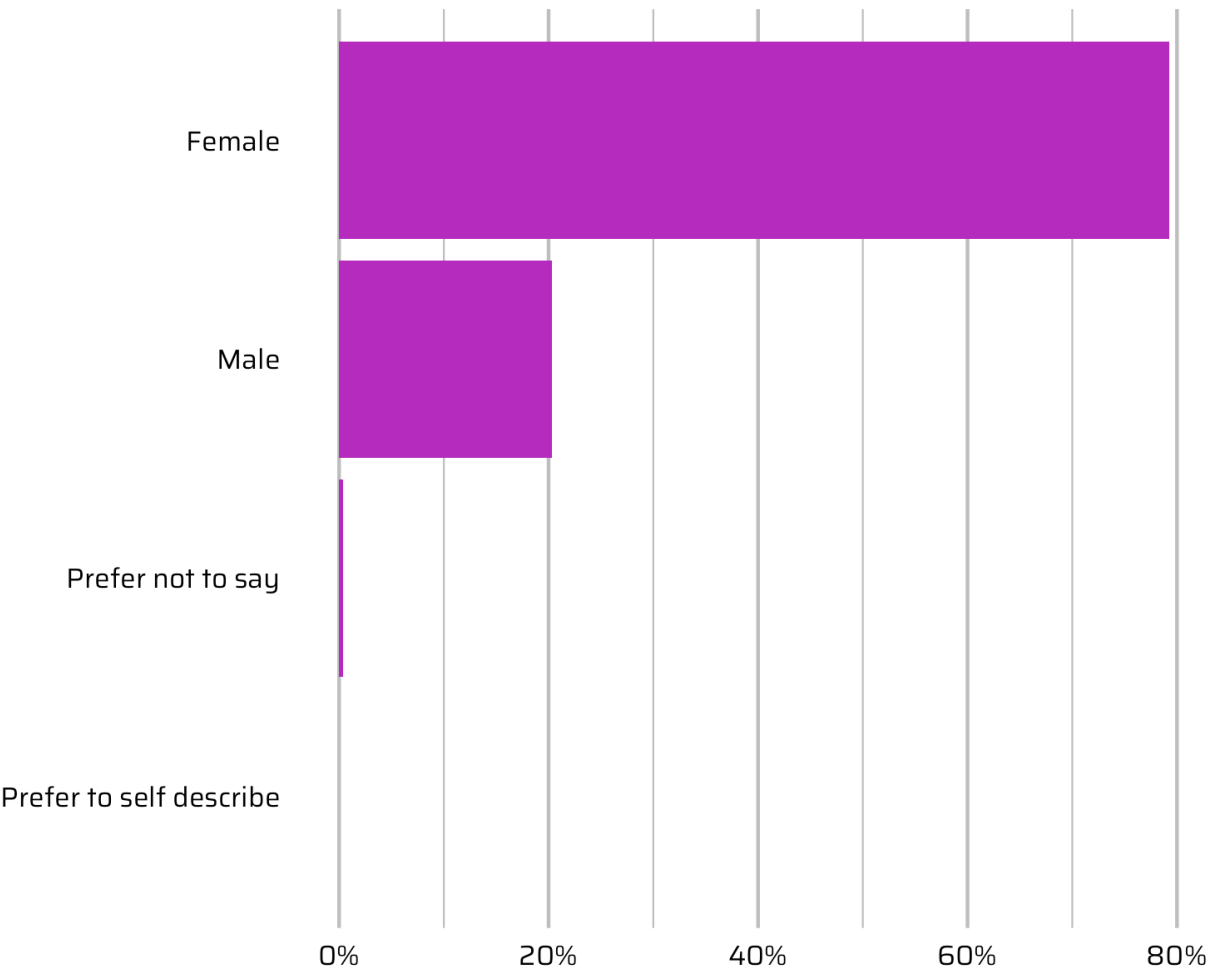


Table 1: Gender of respondents

Gender	Respondents	Percentage
Female	199	79
Male	51	20
Prefer not to say	1	0
Prefer to self describe	0	0

Figure 2: Age of respondents

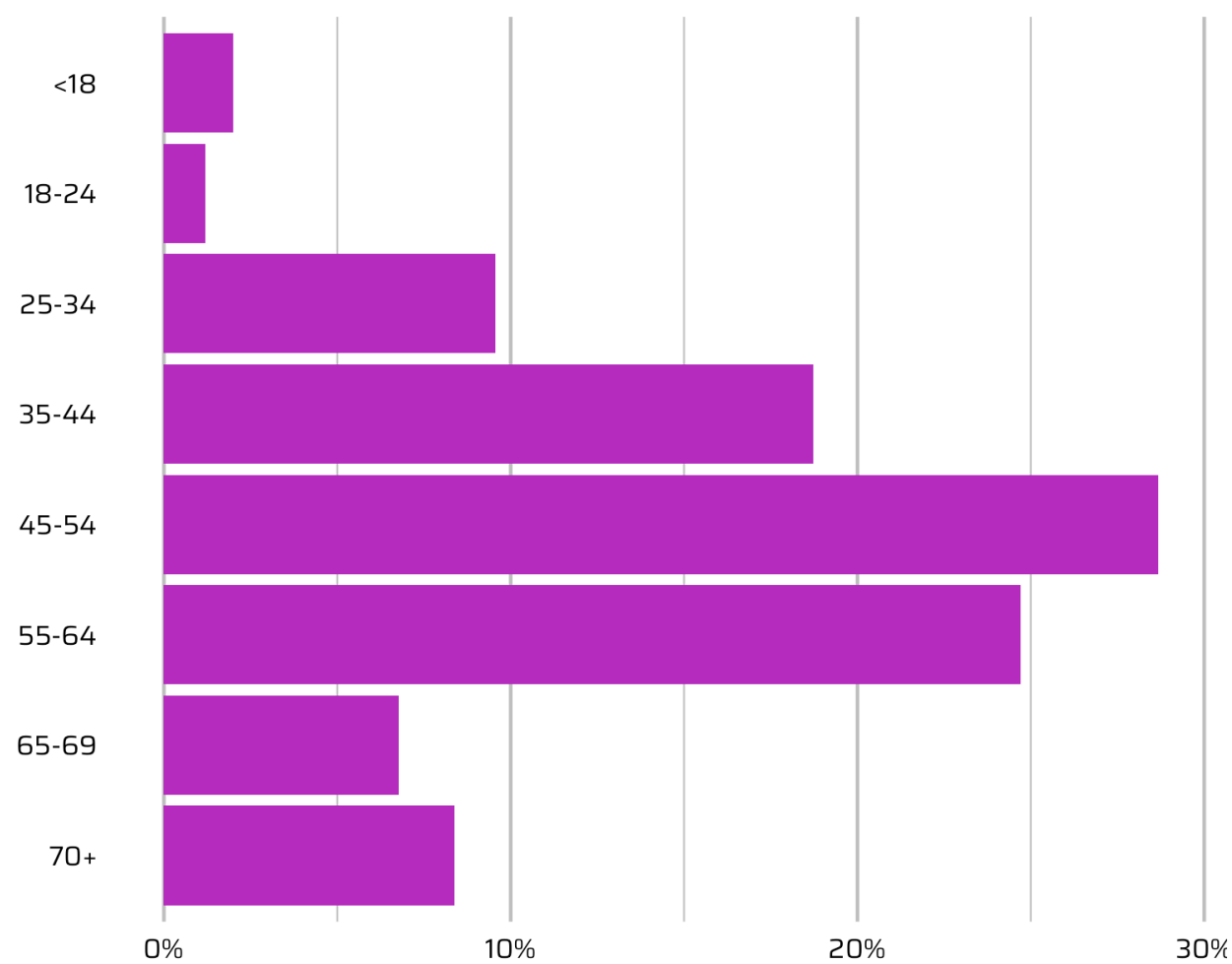


Table 2: Age of respondents

Age	Respondents	Percentage
<18	5	2
18-24	3	1
25-34	24	10
35-44	47	19
45-54	72	29
55-64	62	25
65-69	17	7
70+	21	8

Figure 3: Marital status of respondents

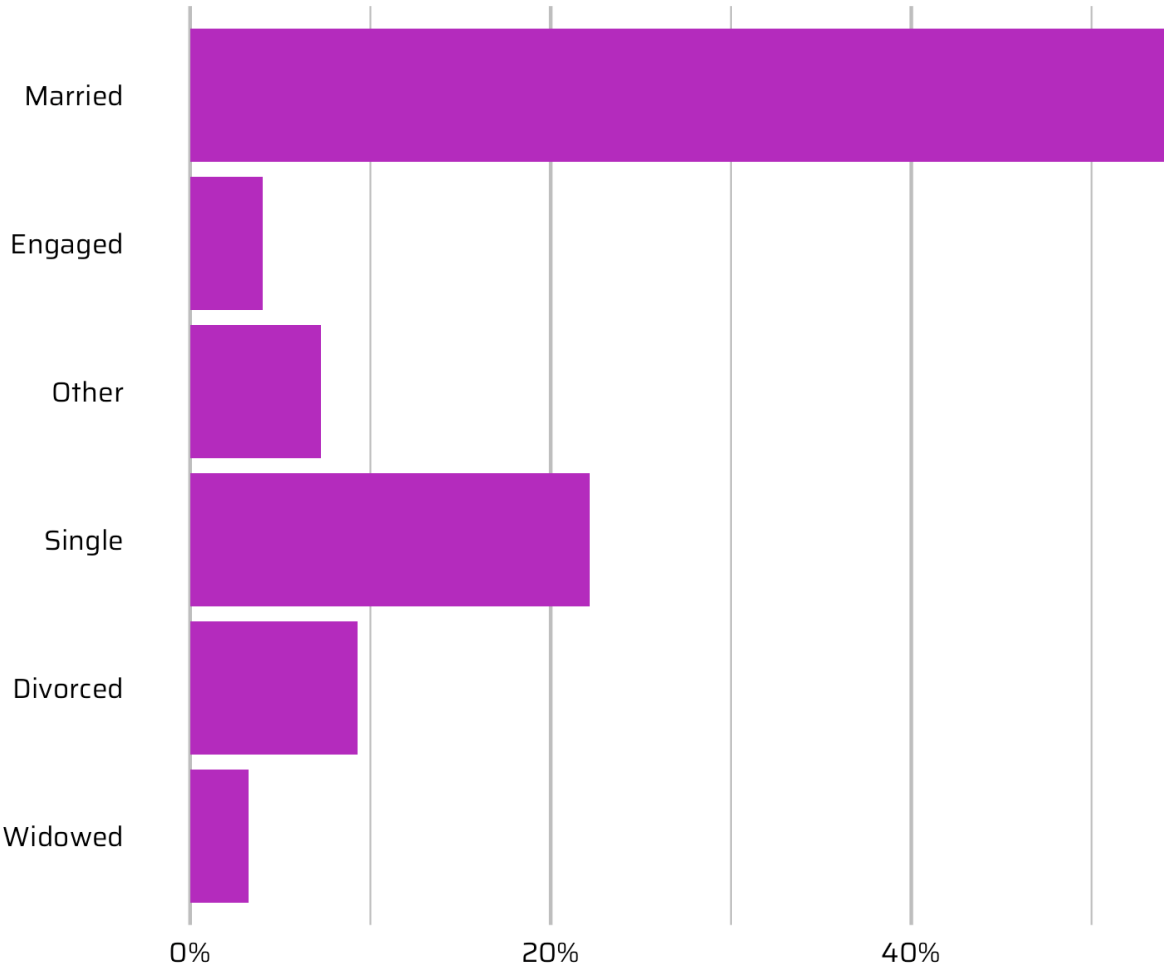


Table 3: Marital status of respondents

Marital Status	Respondents	Percentage
Married	134	54
Engaged	10	4
Other	18	7
Single	55	22
Divorced	23	9
Widowed	8	3

Figure 4: Employment status of respondents

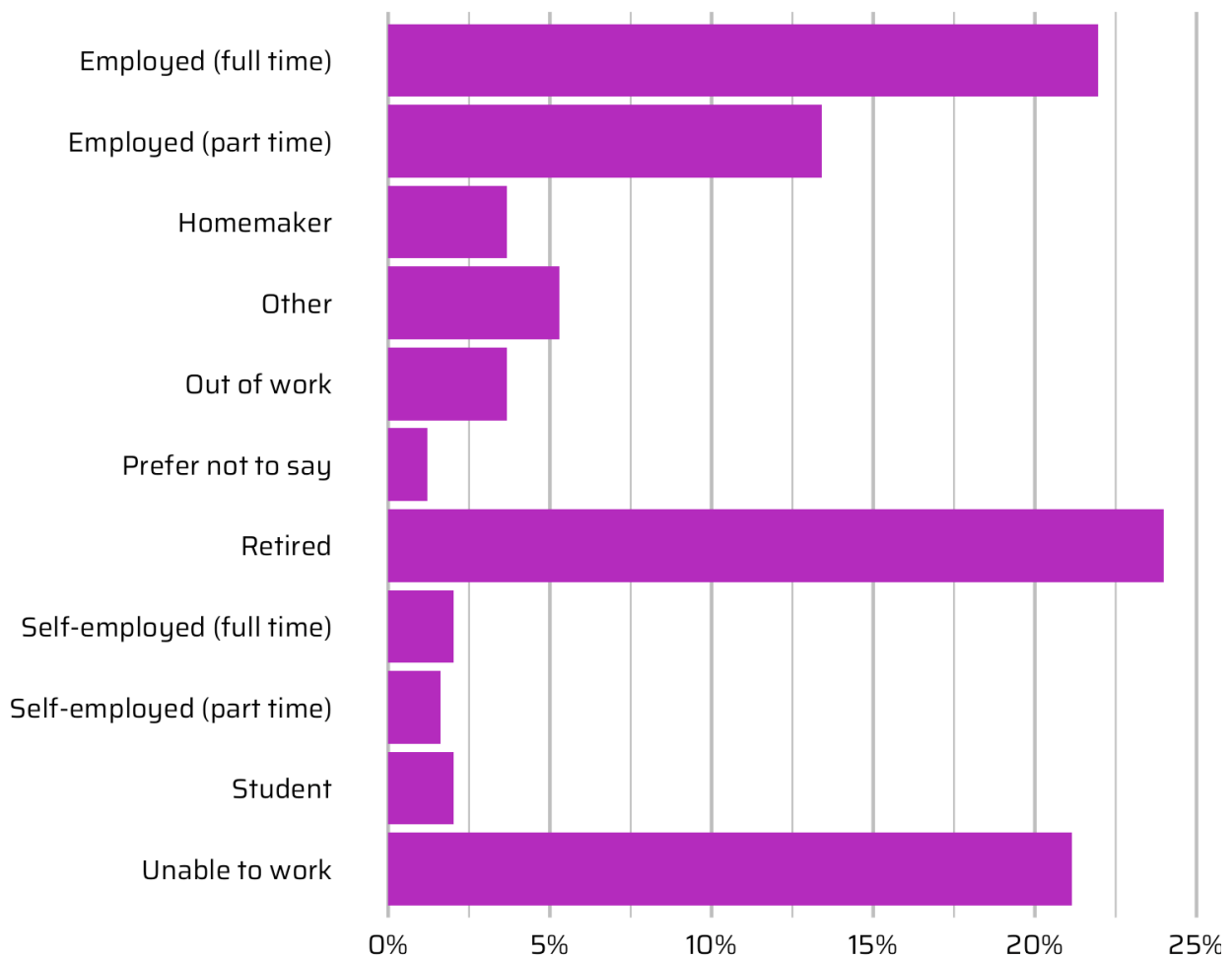


Table 4: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	54	22
Employed (part time)	33	13
Homemaker	9	4
Other	13	5
Out of work	9	4
Prefer not to say	3	1
Retired	59	24
Self-employed (full time)	5	2
Self-employed (part time)	4	2
Student	5	2
Unable to work	52	21

Figure 5: Financial status of respondents

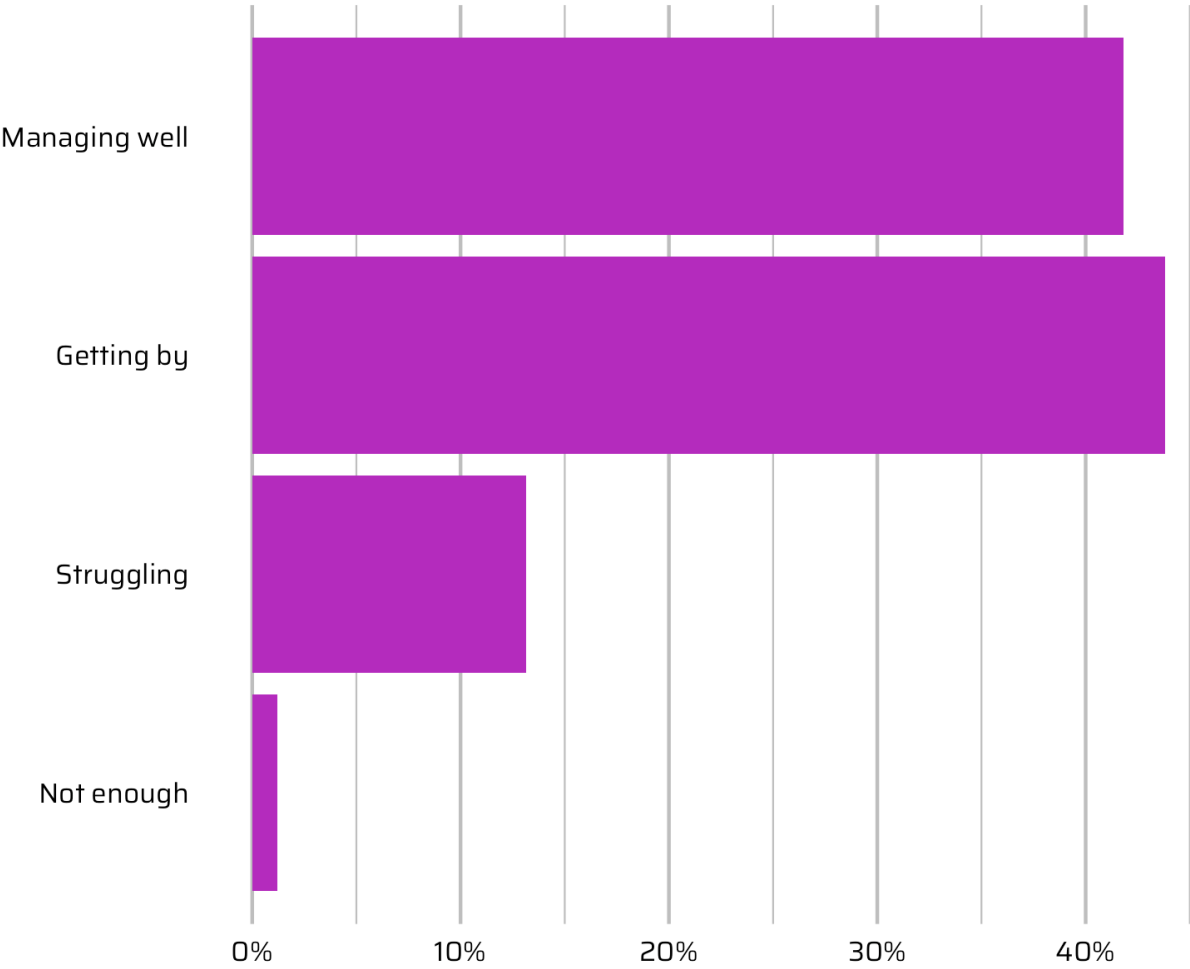


Table 5: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	105	42
Getting by	110	44
Struggling	33	13
Not enough	3	1

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

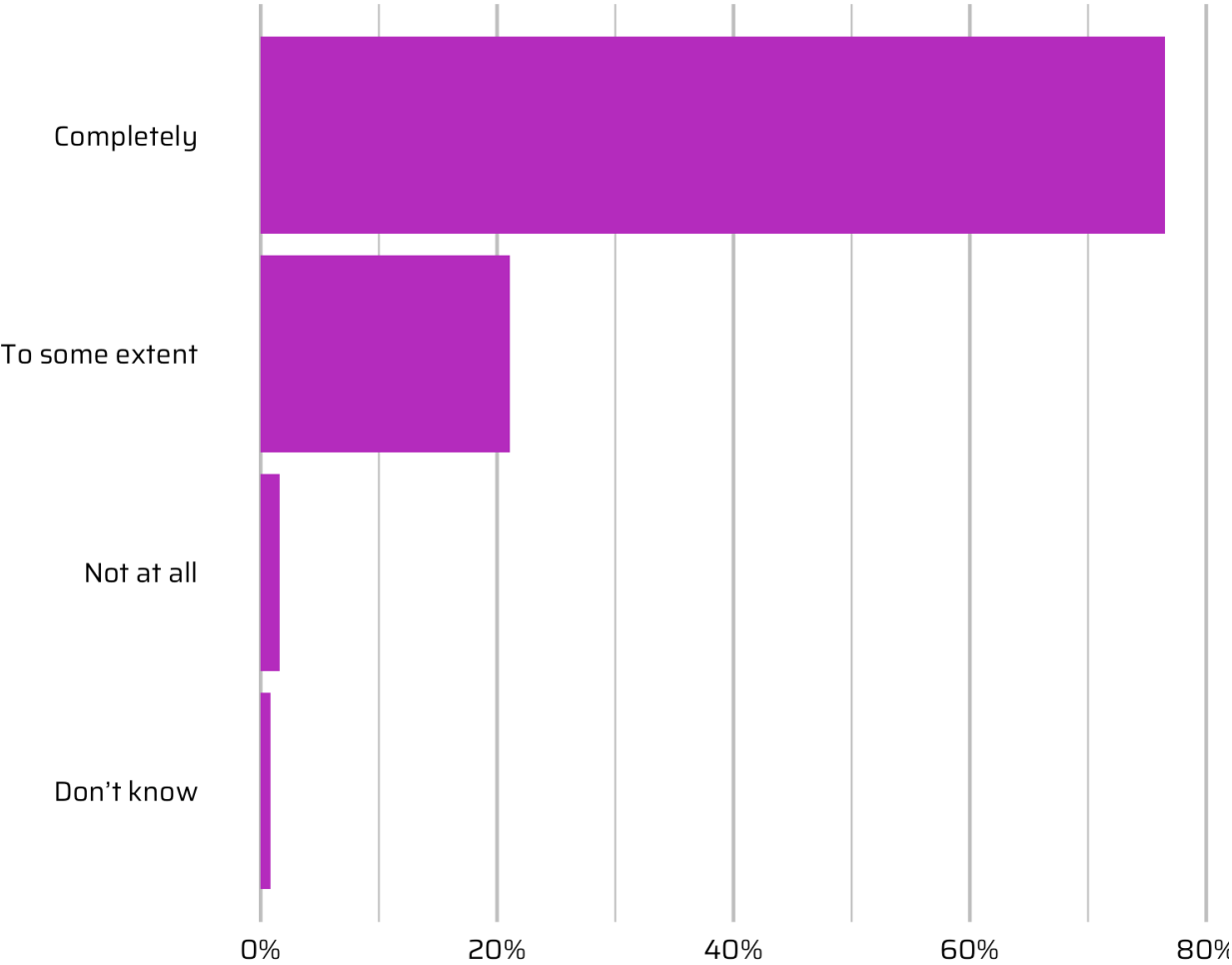


Table 6: Extent to which respondents are following Government advice on COVID-19

Following Advice	Respondents	Percentage
Completely	192	76
To some extent	53	21
Not at all	4	2
Don't know	2	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%.

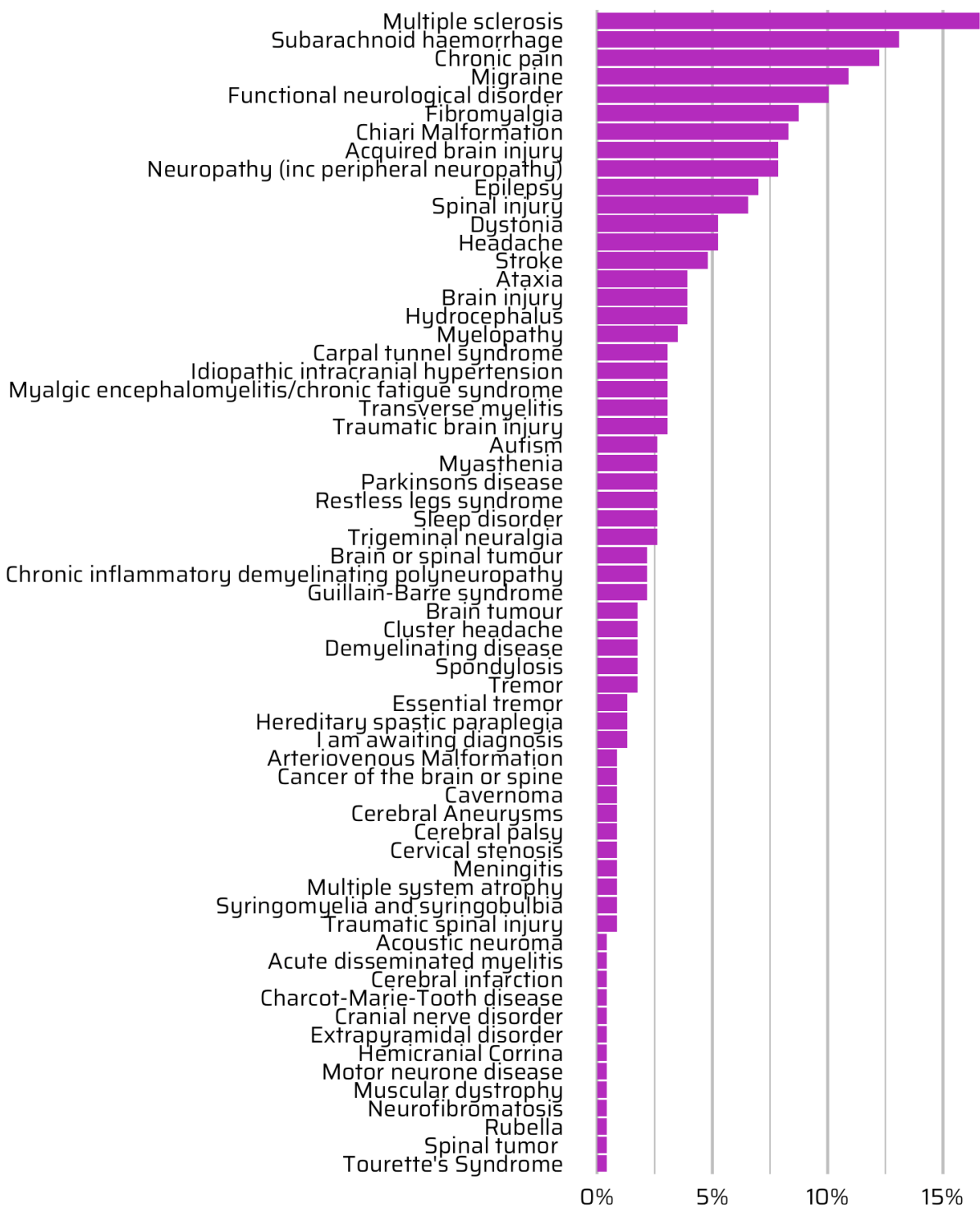


Table 7: Neurological conditions and symptoms

Condition	Respondents	Percentage
Multiple sclerosis	38	17
Subarachnoid haemorrhage	30	13
Chronic pain	28	12
Migraine	25	11
Functional neurological disorder	23	10
Fibromyalgia	20	9
Chiari Malformation	19	8
Acquired brain injury	18	8
Neuropathy (inc peripheral neuropathy)	18	8
Epilepsy	16	7
Spinal injury	15	7
Dystonia	12	5
Headache	12	5
Stroke	11	5
Ataxia	9	4
Brain injury	9	4
Hydrocephalus	9	4
Myelopathy	8	3
Carpal tunnel syndrome	7	3
Idiopathic intracranial hypertension	7	3
Myalgic encephalomyelitis/chronic fatigue syndrome	7	3
Transverse myelitis	7	3
Traumatic brain injury	7	3
Autism	6	3
Myasthenia	6	3
Parkinsons disease	6	3
Restless legs syndrome	6	3
Sleep disorder	6	3
Trigeminal neuralgia	6	3
Brain or spinal tumour	5	2
Chronic inflammatory demyelinating polyneuropathy	5	2
Guillain-Barre syndrome	5	2
Brain tumour	4	2
Cluster headache	4	2
Demyelinating disease	4	2
Spondylosis	4	2

Tremor	4	2
Essential tremor	3	1
Hereditary spastic paraplegia	3	1
I am awaiting diagnosis	3	1
Arteriovenous Malformation	2	1
Cancer of the brain or spine	2	1
Cavernoma	2	1
Cerebral Aneurysms	2	1
Cerebral palsy	2	1
Cervical stenosis	2	1
Meningitis	2	1
Multiple system atrophy	2	1
Syringomyelia and syringobulbia	2	1
Traumatic spinal injury	2	1
Acoustic neuroma	1	0
Acute disseminated myelitis	1	0
Cerebral infarction	1	0
Charcot-Marie-Tooth disease	1	0
Cranial nerve disorder	1	0
Extrapyramidal disorder	1	0
Hemicranial Corina	1	0
Motor neurone disease	1	0
Muscular dystrophy	1	0
Neurofibromatosis	1	0
Rubella	1	0
Spinal tumor	1	0
Tourette's Syndrome	1	0

Figure 8: Ethnicity of respondents

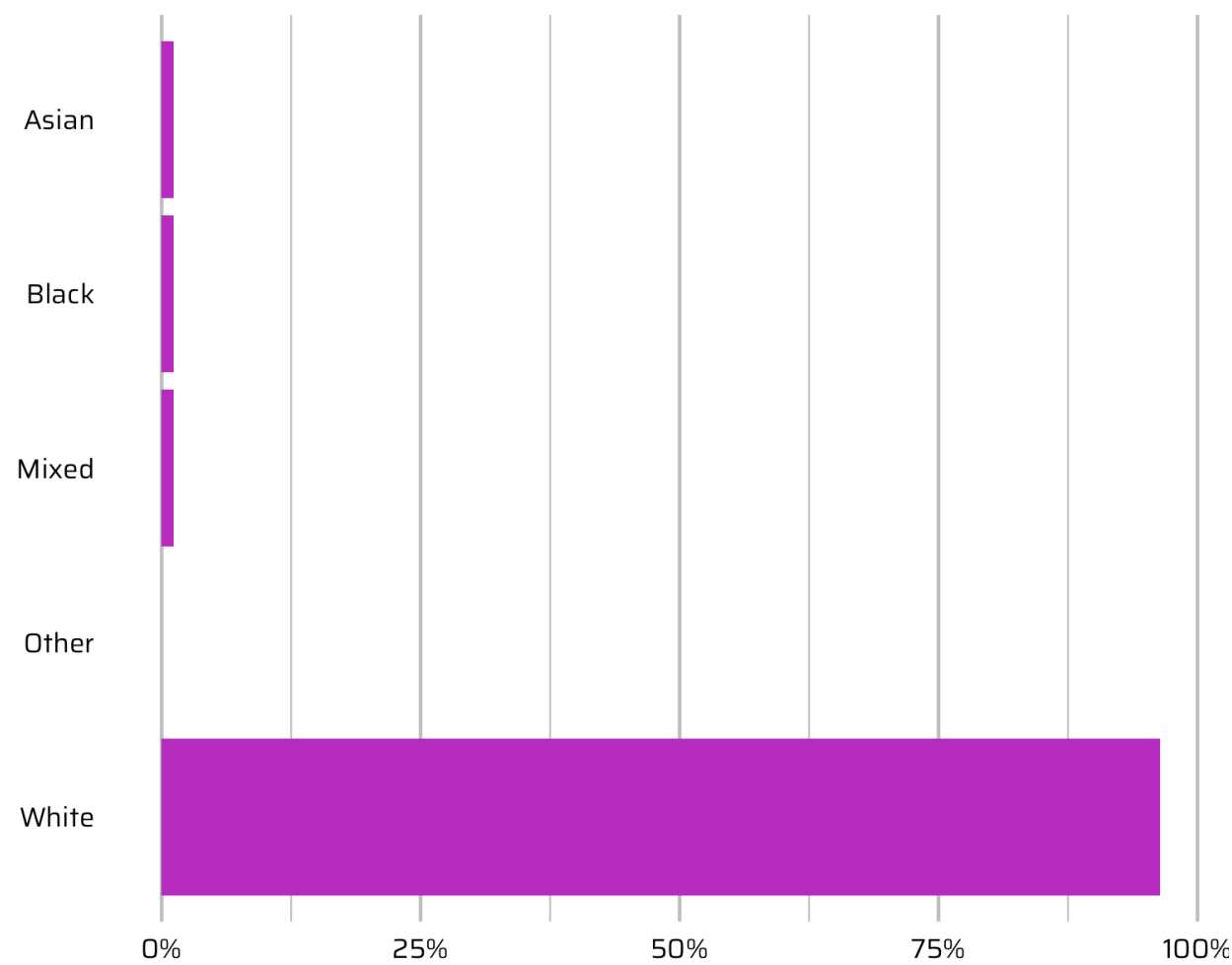


Table 8: Ethnicity of respondents

Ethnicity	Respondents	Percentage
Asian	3	1
Black	3	1
Mixed	3	1
Other	0	0
White	242	96

Figure 9: Offer and take-up of vaccination for COVID-19

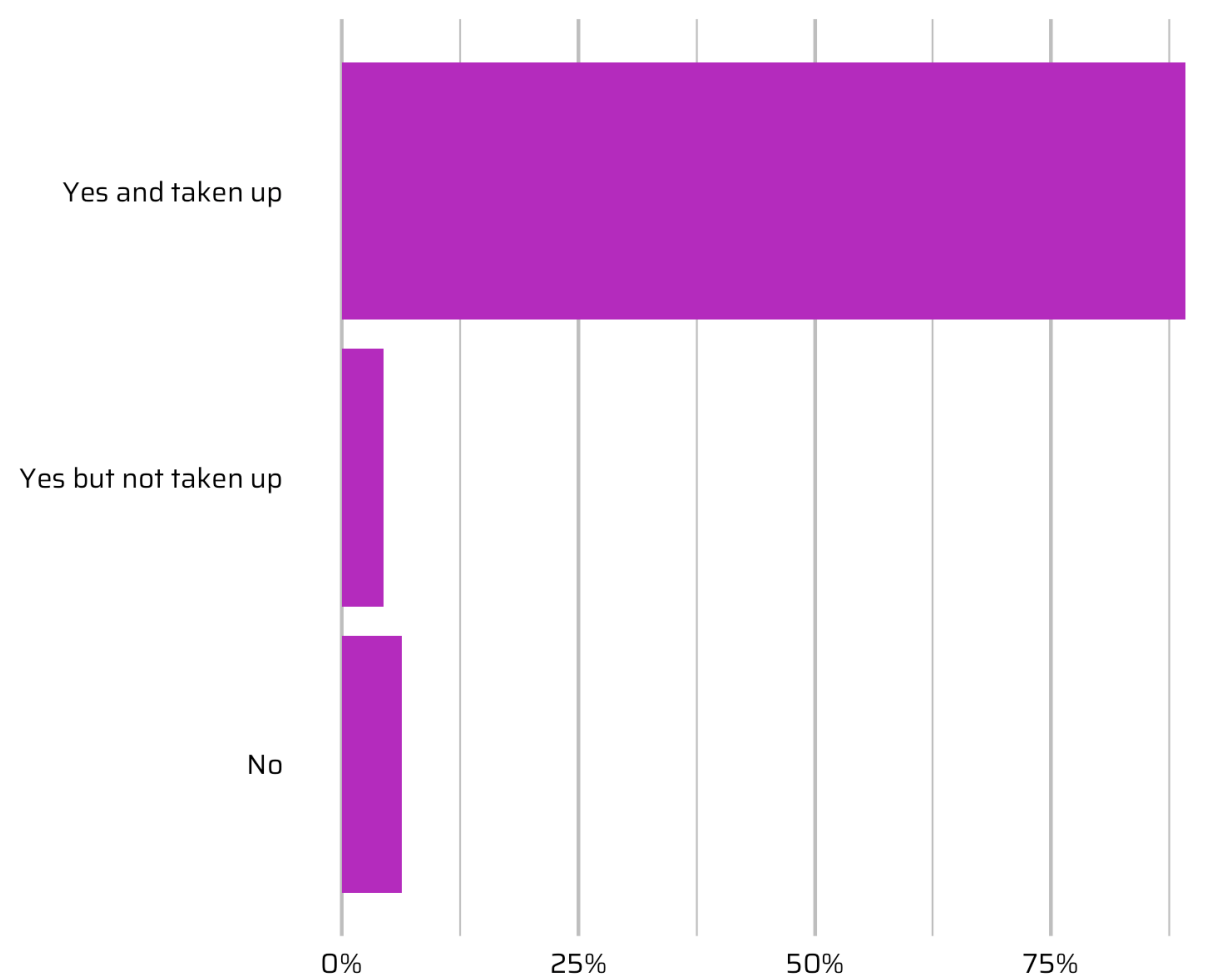


Table 9: Offer and take-up of vaccination for COVID-19

Offer and Take-Up	Respondents	Percentage
Yes and taken up	224	89
Yes but not taken up	11	4
No	16	6

Figure 10: Reasons for take-up of the COVID-19 vaccine

Nota bene: A single respondent may have selected multiple reasons for taking up the vaccination offer, therefore for this analysis the number of respondents per reason do not add up to the total number of respondents who have taken up the offer and the percentages do not add up to 100%.

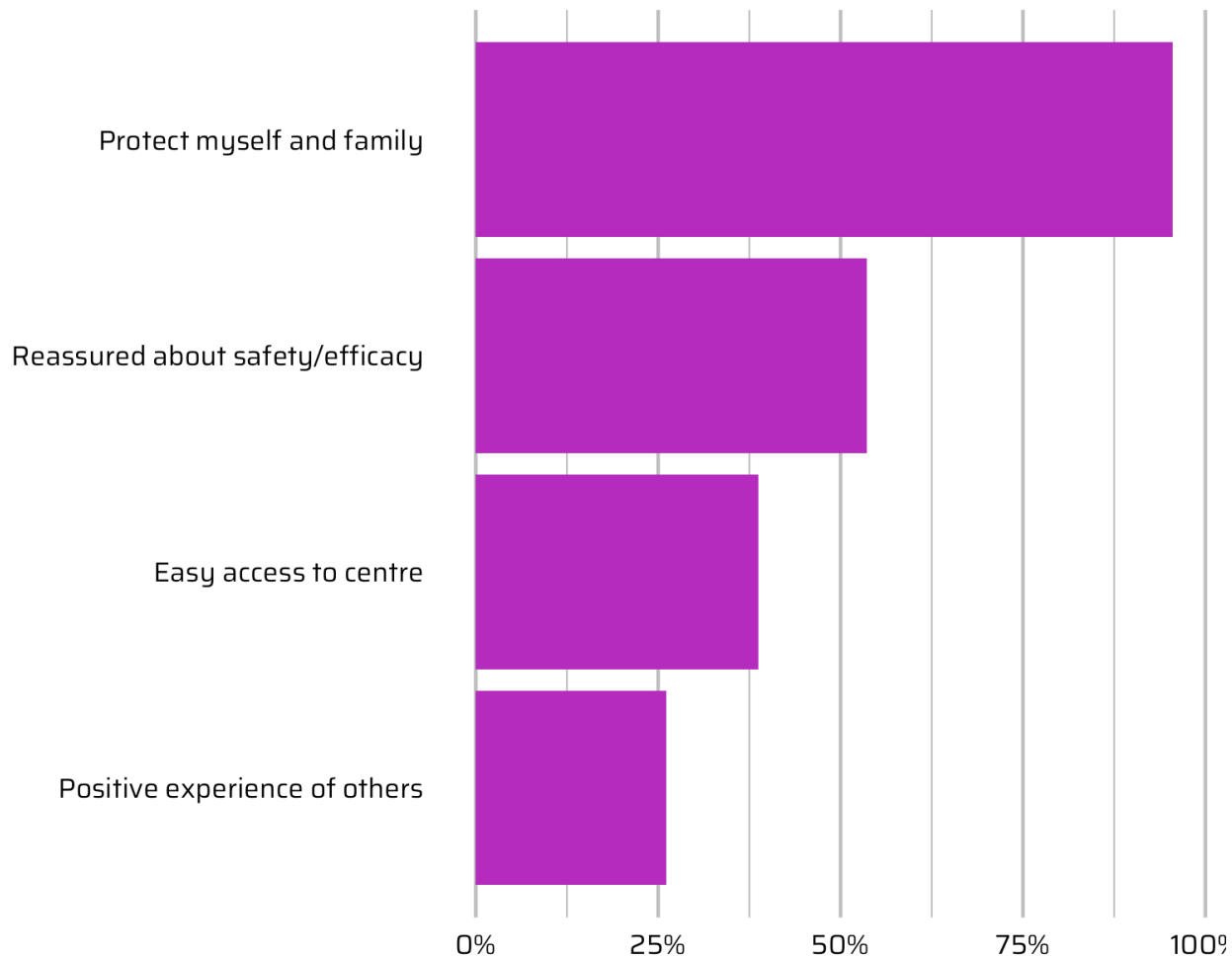


Table 10: Reasons for take-up of the COVID-19 vaccine

Reason	Respondents	Percentage
Protect myself and family	212	95
Reassured about safety/efficacy	119	54
Easy access to centre	86	39
Positive experience of others	58	26

Figure 11: Reasons for not taking up the COVID-19 vaccine

Nota bene: A single respondent may have selected multiple reasons for not taking up the vaccination offer, therefore for this analysis the number of respondents per reason do not add up to the total number of respondents who have not taken up the offer and the percentages do not add up to 100%.

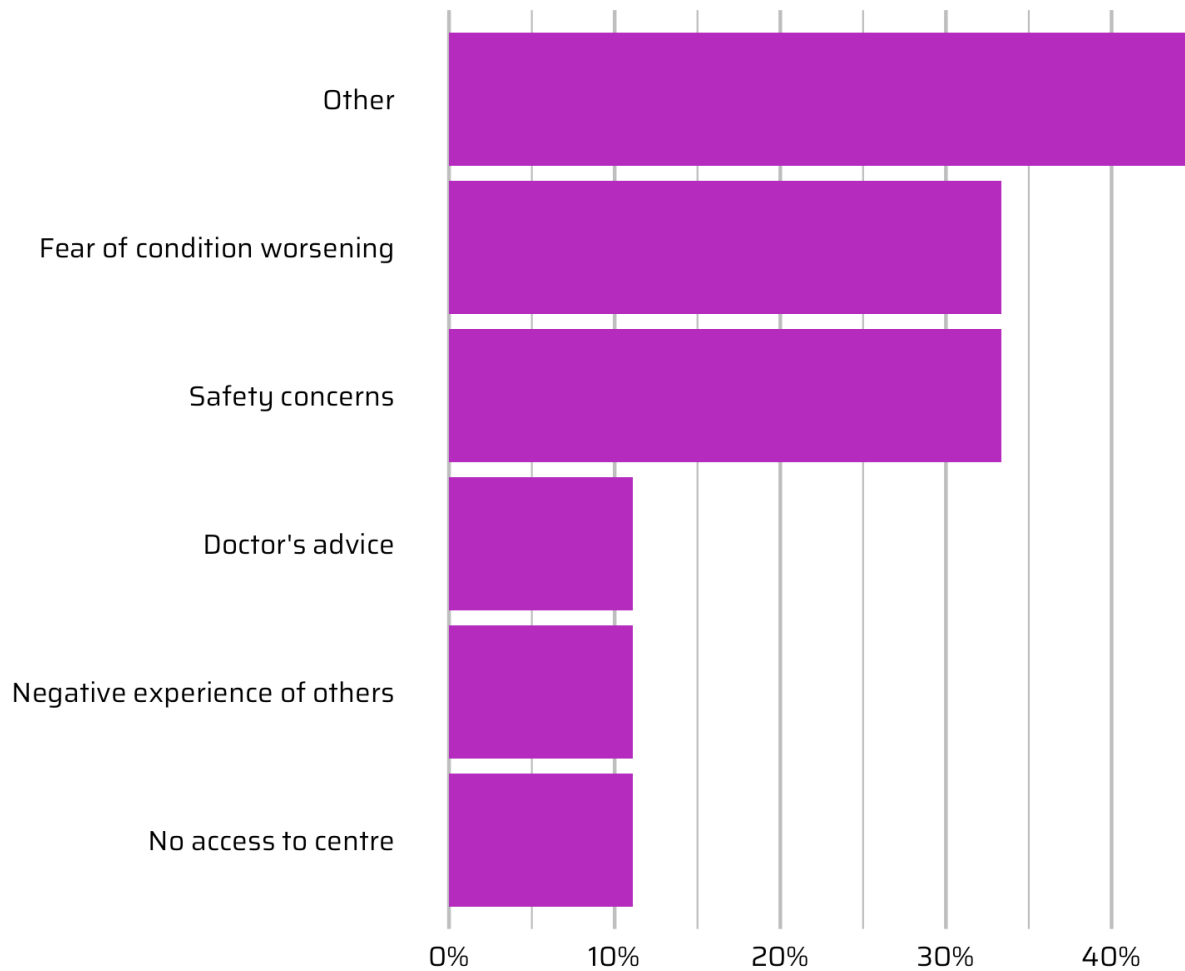


Table 11: Reasons for not taking up the COVID-19 vaccine

Reason	Respondents	Percentage
Other	4	44
Fear of condition worsening	3	33
Safety concerns	3	33
Doctor's advice	1	11
Negative experience of others	1	11
No access to centre	1	11

Figure 12: Intention to take-up the COVID-19 vaccine

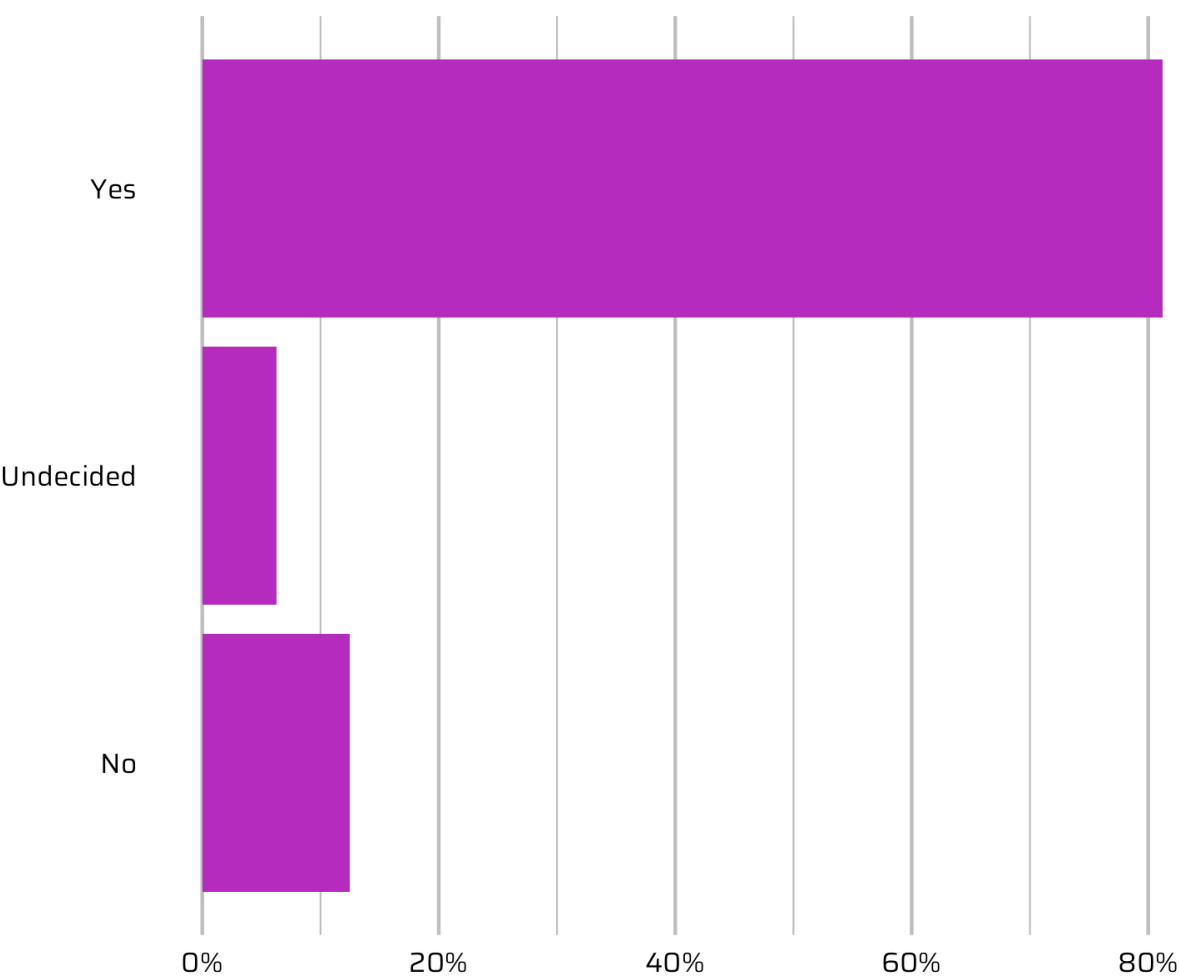


Table 12: Intention to take-up the COVID-19 vaccine

Intention to Take-Up	Respondents	Percentage
Yes	13	81
Undecided	1	6
No	2	12

Experience Overall

Figure 13: Overall, what has your experience of care been like in the past 4 weeks?

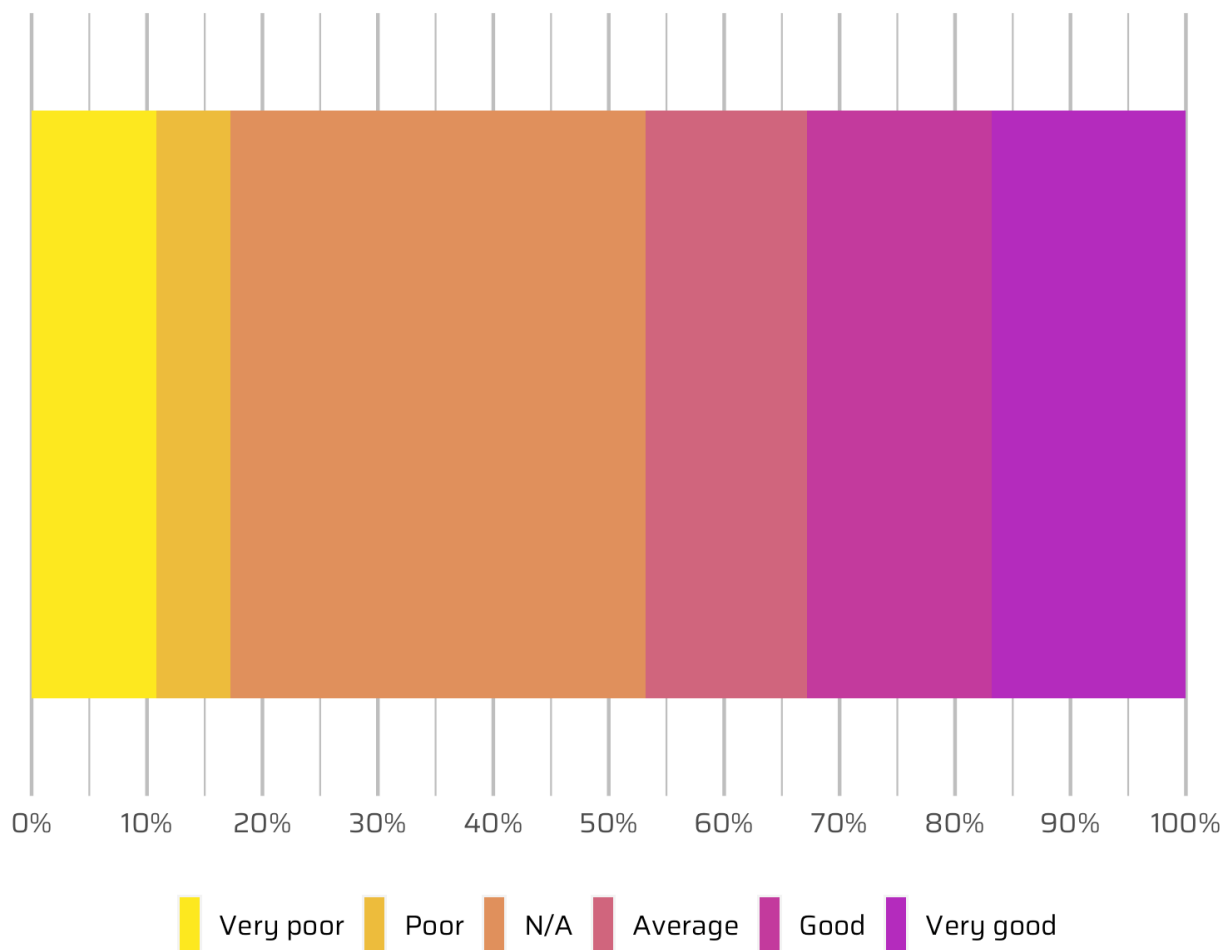


Table 13: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?

Experience	Respondents	Percentage
Very good	42	17
Good	40	16
Average	35	14
N/A	90	36
Poor	16	6
Very poor	27	11

Figure 14: Experience of care by gender

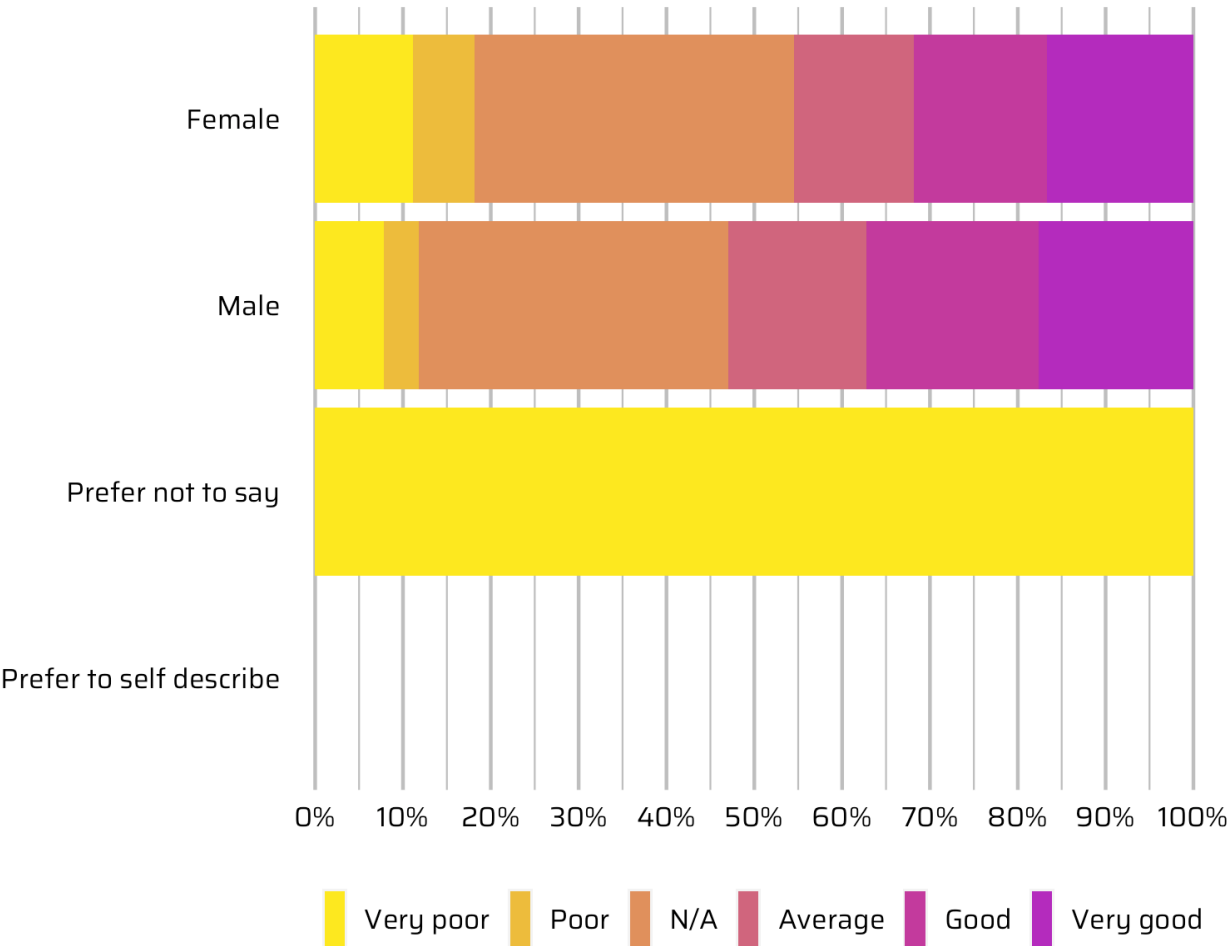


Table 14: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by gender

Gender	Experience	Respondents	Percentage
Female	Very good	33	17
Female	Good	30	15
Female	Average	27	14
Female	N/A	72	36
Female	Poor	14	7
Female	Very poor	22	11
Male	Very good	9	18
Male	Good	10	20
Male	Average	8	16
Male	N/A	18	35
Male	Poor	2	4
Male	Very poor	4	8
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	0	0
Prefer not to say	Very poor	1	100
Prefer to self describe	Very good	0	NaN
Prefer to self describe	Good	0	NaN
Prefer to self describe	Average	0	NaN
Prefer to self describe	N/A	0	NaN
Prefer to self describe	Poor	0	NaN
Prefer to self describe	Very poor	0	NaN

Figure 15: Experience of care by employment status

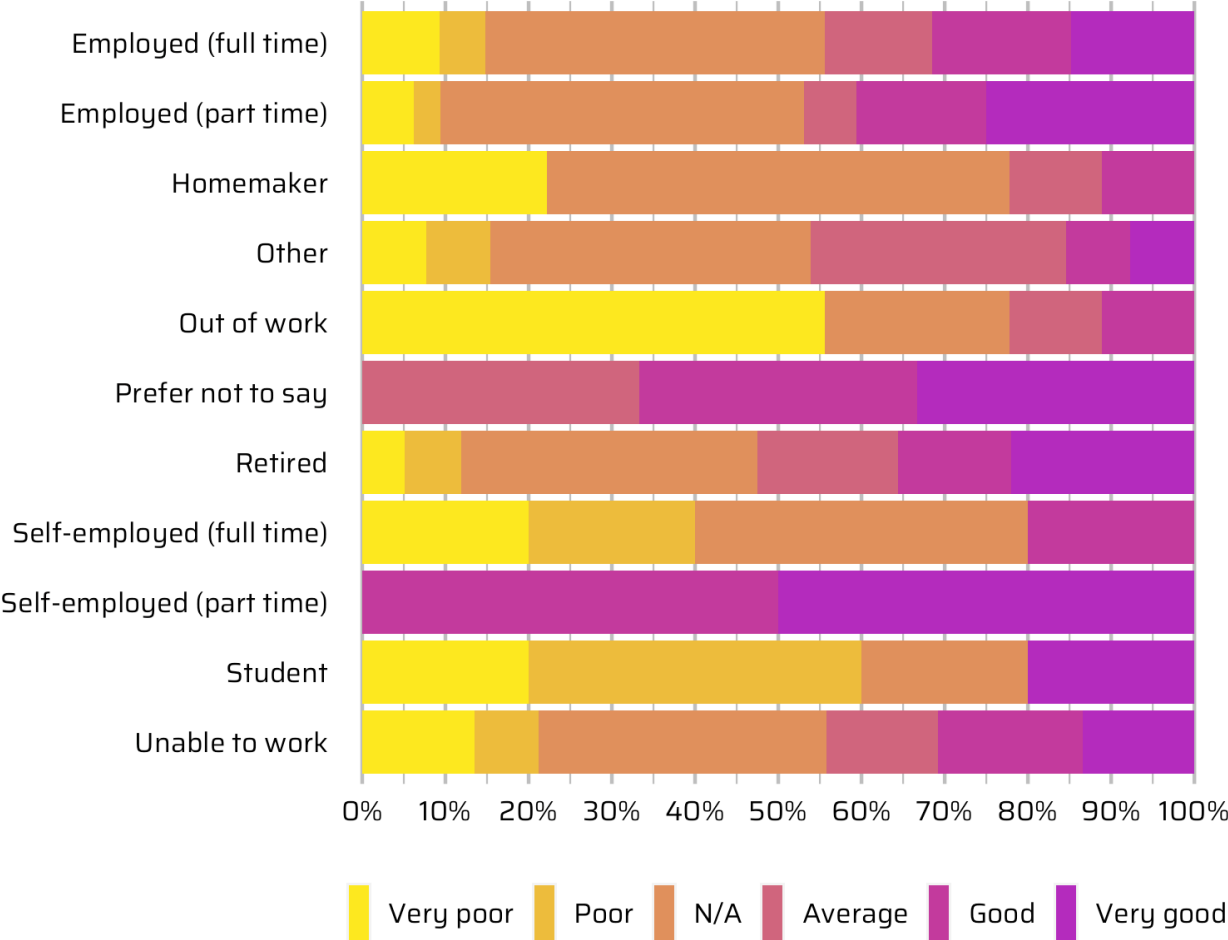


Table 15: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by employment status

Employment Status	Experience	Respondents	Percentage
Employed (full time)	Very good	8	15
Employed (full time)	Good	9	17
Employed (full time)	Average	7	13
Employed (full time)	N/A	22	41
Employed (full time)	Poor	3	6
Employed (full time)	Very poor	5	9
Employed (part time)	Very good	8	25
Employed (part time)	Good	5	16
Employed (part time)	Average	2	6
Employed (part time)	N/A	14	44
Employed (part time)	Poor	1	3
Employed (part time)	Very poor	2	6
Homemaker	Very good	0	0
Homemaker	Good	1	11
Homemaker	Average	1	11
Homemaker	N/A	5	56
Homemaker	Poor	0	0
Homemaker	Very poor	2	22
Other	Very good	1	8
Other	Good	1	8
Other	Average	4	31
Other	N/A	5	38
Other	Poor	1	8
Other	Very poor	1	8
Out of work	Very good	0	0
Out of work	Good	1	11
Out of work	Average	1	11
Out of work	N/A	2	22
Out of work	Poor	0	0
Out of work	Very poor	5	56
Prefer not to say	Very good	1	33
Prefer not to say	Good	1	33
Prefer not to say	Average	1	33
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	13	22
Retired	Good	8	14
Retired	Average	10	17
Retired	N/A	21	36
Retired	Poor	4	7
Retired	Very poor	3	5
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	1	20
Self-employed (full time)	Average	0	0
Self-employed (full time)	N/A	2	40
Self-employed (full time)	Poor	1	20
Self-employed (full time)	Very poor	1	20
Self-employed (part time)	Very good	2	50
Self-employed (part time)	Good	2	50
Self-employed (part time)	Average	0	0
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	1	20
Student	Good	0	0
Student	Average	0	0
Student	N/A	1	20
Student	Poor	2	40
Student	Very poor	1	20
Unable to work	Very good	7	13
Unable to work	Good	9	17
Unable to work	Average	7	13
Unable to work	N/A	18	35
Unable to work	Poor	4	8
Unable to work	Very poor	7	13

Figure 16: Experience of care by number of dependents

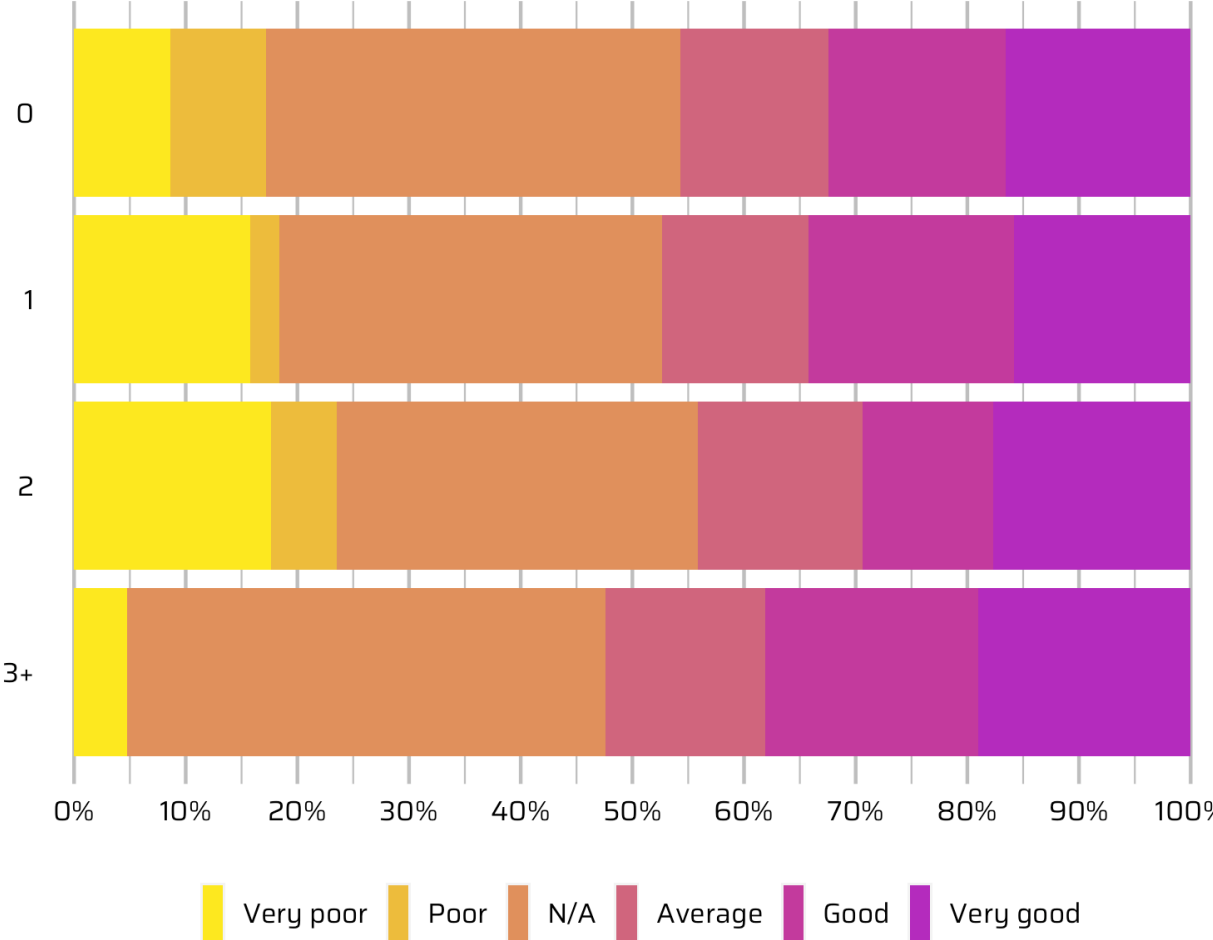


Table 16: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by dependents

Dependents	Experience	Respondents	Percentage
0	Very good	25	17
0	Good	24	16
0	Average	20	13
0	N/A	56	37
0	Poor	13	9
0	Very poor	13	9
1	Very good	6	16
1	Good	7	18
1	Average	5	13
1	N/A	13	34
1	Poor	1	3
1	Very poor	6	16
2	Very good	6	18
2	Good	4	12
2	Average	5	15
2	N/A	11	32
2	Poor	2	6
2	Very poor	6	18
3+	Very good	4	19
3+	Good	4	19
3+	Average	3	14
3+	N/A	9	43
3+	Poor	0	0
3+	Very poor	1	5

Figure 17: Experience of care by marital status

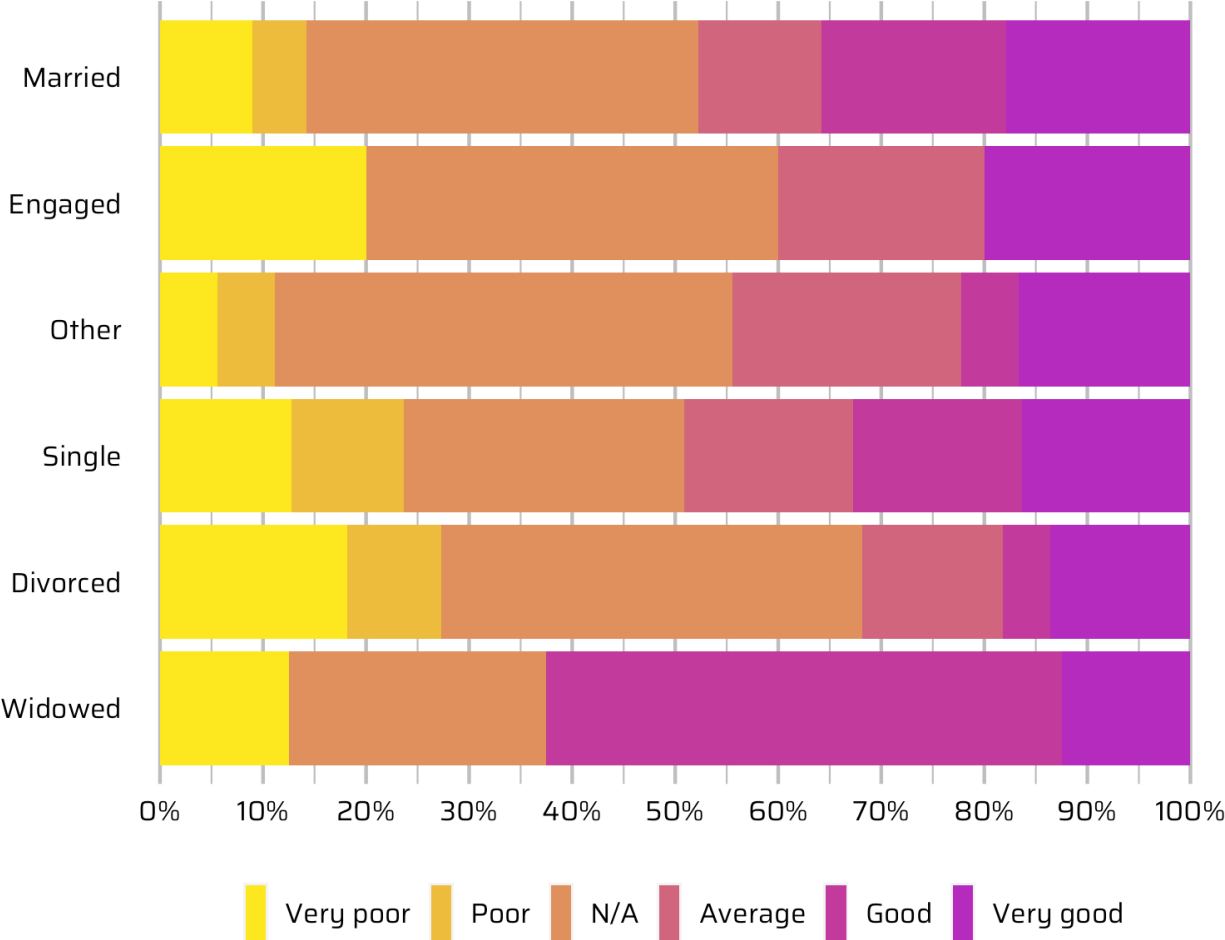


Table 17: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by marital status

Marital Status	Experience	Respondents	Percentage
Married	Very good	24	18
Married	Good	24	18
Married	Average	16	12
Married	N/A	51	38
Married	Poor	7	5
Married	Very poor	12	9
Engaged	Very good	2	20
Engaged	Good	0	0
Engaged	Average	2	20
Engaged	N/A	4	40
Engaged	Poor	0	0
Engaged	Very poor	2	20
Other	Very good	3	17
Other	Good	1	6
Other	Average	4	22
Other	N/A	8	44
Other	Poor	1	6
Other	Very poor	1	6
Single	Very good	9	16
Single	Good	9	16
Single	Average	9	16
Single	N/A	15	27
Single	Poor	6	11
Single	Very poor	7	13
Divorced	Very good	3	14
Divorced	Good	1	5
Divorced	Average	3	14
Divorced	N/A	9	41
Divorced	Poor	2	9
Divorced	Very poor	4	18
Widowed	Very good	1	12
Widowed	Good	4	50
Widowed	Average	0	0
Widowed	N/A	2	25
Widowed	Poor	0	0

Figure 18: Experience of care and mental wellbeing

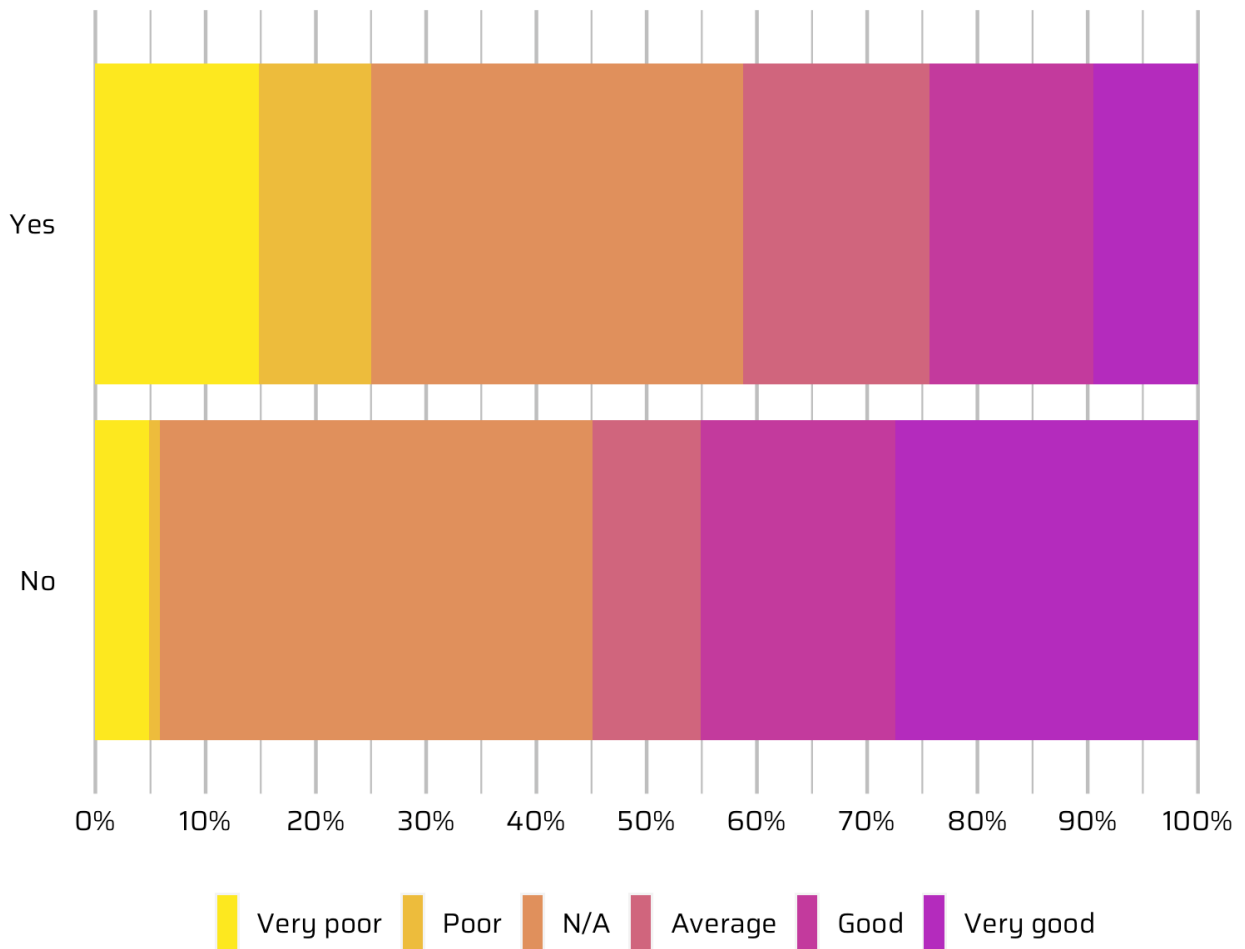


Table 18: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	14	9
Yes	Good	22	15
Yes	Average	25	17
Yes	N/A	50	34
Yes	Poor	15	10
Yes	Very poor	22	15
No	Very good	28	27
No	Good	18	18
No	Average	10	10
No	N/A	40	39
No	Poor	1	1
No	Very poor	5	5

Figure 19: Experience of care by delays to care

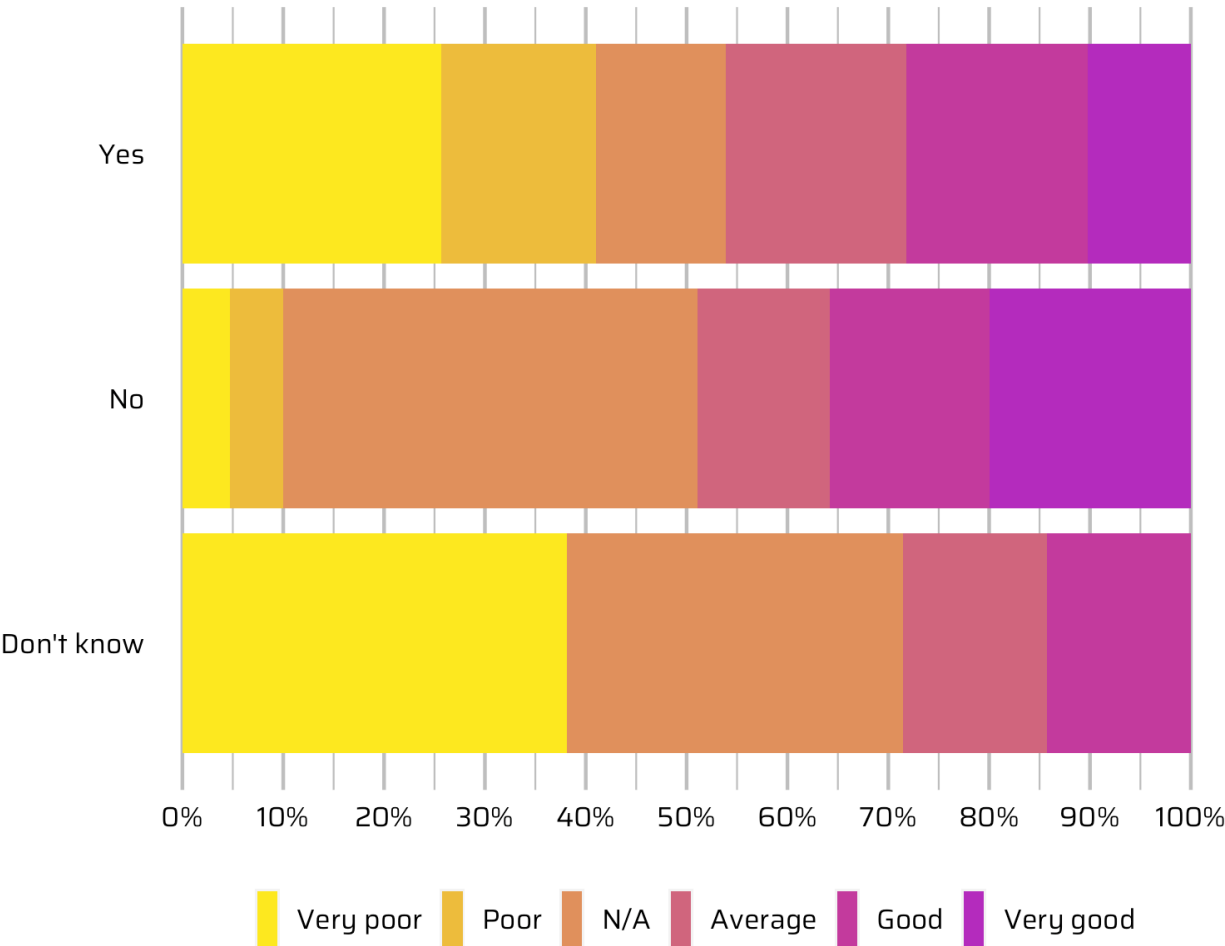


Table 19: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by feelings of being anxious or hopeless

Delay	Experience	Respondents	Percentage
Yes	Very good	4	10
Yes	Good	7	18
Yes	Average	7	18
Yes	N/A	5	13
Yes	Poor	6	15
Yes	Very poor	10	26
No	Very good	38	20
No	Good	30	16
No	Average	25	13
No	N/A	78	41
No	Poor	10	5
No	Very poor	9	5
Don't know	Very good	0	0
Don't know	Good	3	14
Don't know	Average	3	14
Don't know	N/A	7	33
Don't know	Poor	0	0
Don't know	Very poor	8	38

Figure 20: Experience of care by cancellations to care

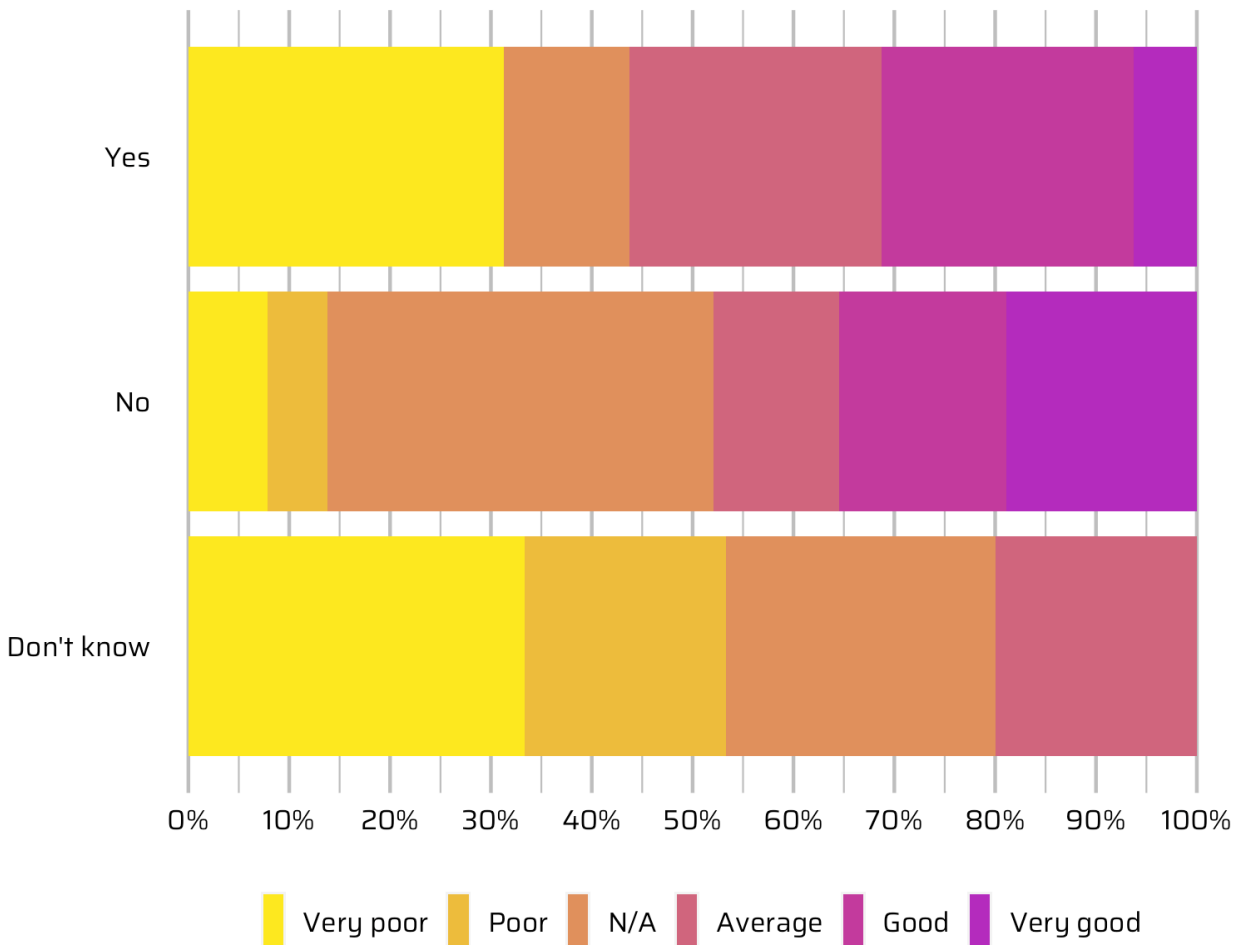


Table 20: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by whether or not they had experienced cancellations of care

Cancellation	Experience	Respondents	Percentage
Yes	Very good	1	6
Yes	Good	4	25
Yes	Average	4	25
Yes	N/A	2	12
Yes	Poor	0	0
Yes	Very poor	5	31
No	Very good	41	19
No	Good	36	17
No	Average	27	12
No	N/A	83	38
No	Poor	13	6

No	Very poor	17	8
Don't know	Very good	0	0
Don't know	Good	0	0
Don't know	Average	3	20
Don't know	N/A	4	27
Don't know	Poor	3	20
Don't know	Very poor	5	33

Figure 21: Experience of care by financial status

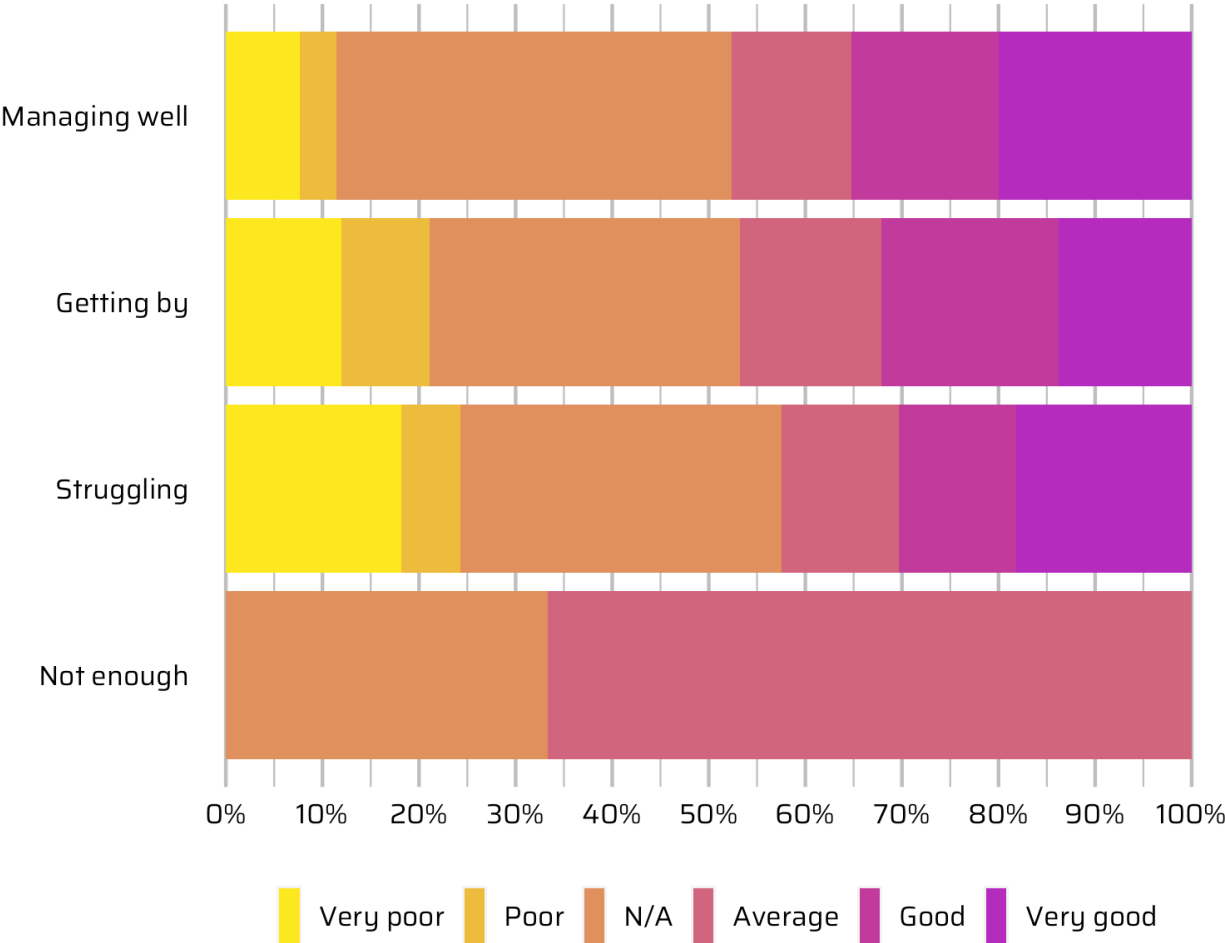


Table 21: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by reported financial status

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	21	20
Managing well	Good	16	15
Managing well	Average	13	12
Managing well	N/A	43	41
Managing well	Poor	4	4
Managing well	Very poor	8	8
Getting by	Very good	15	14
Getting by	Good	20	18
Getting by	Average	16	15
Getting by	N/A	35	32
Getting by	Poor	10	9
Getting by	Very poor	13	12
Struggling	Very good	6	18
Struggling	Good	4	12
Struggling	Average	4	12
Struggling	N/A	11	33
Struggling	Poor	2	6
Struggling	Very poor	6	18
Not enough	Very good	0	0
Not enough	Good	0	0
Not enough	Average	2	67
Not enough	N/A	1	33
Not enough	Poor	0	0
Not enough	Very poor	0	0

Figure 22: Experience of care by age group

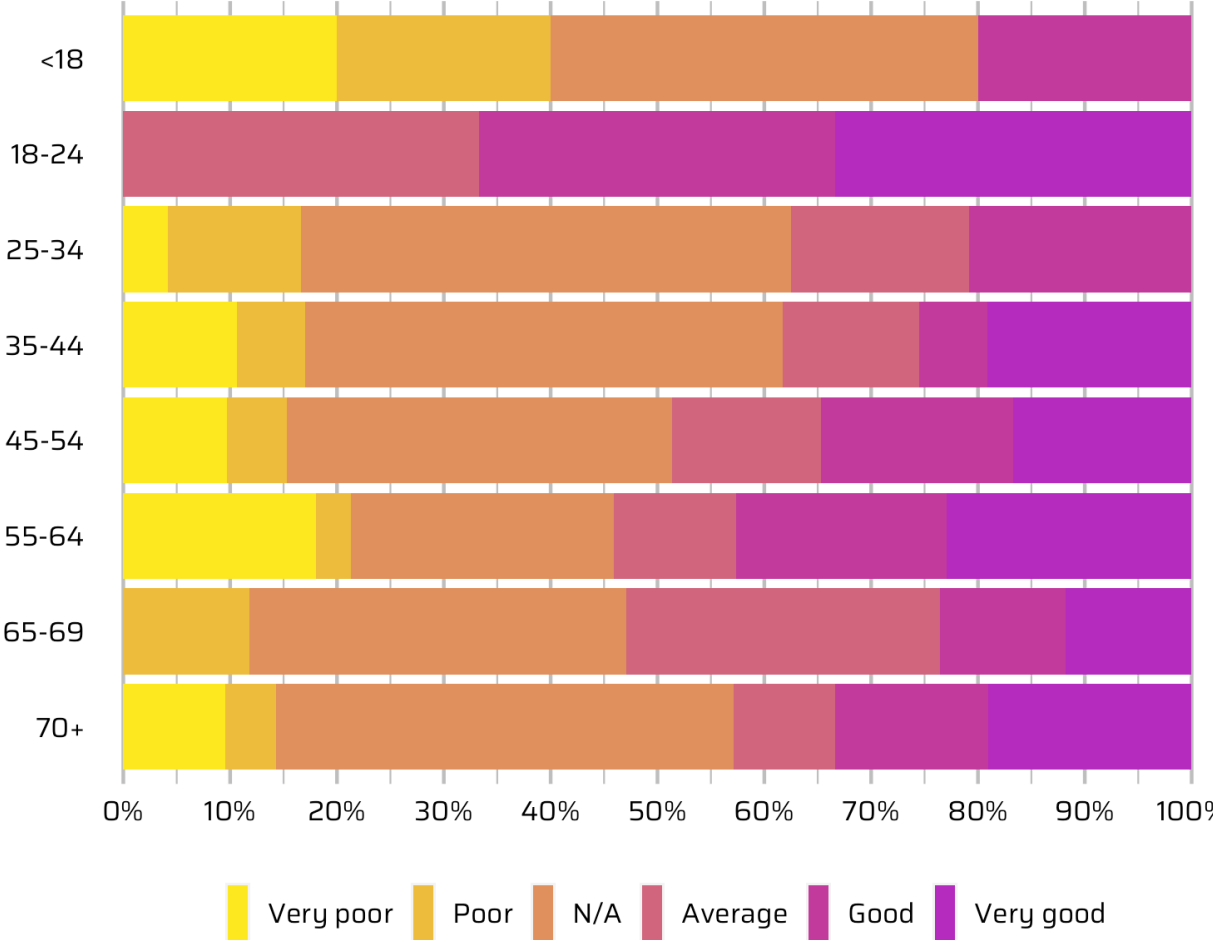


Table 22: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by age group

Age	Experience	Respondents	Percentage
<18	Very good	0	0
<18	Good	1	20
<18	Average	0	0
<18	N/A	2	40
<18	Poor	1	20
<18	Very poor	1	20
18-24	Very good	1	33
18-24	Good	1	33
18-24	Average	1	33
18-24	N/A	0	0
18-24	Poor	0	0
18-24	Very poor	0	0
25-34	Very good	0	0
25-34	Good	5	21
25-34	Average	4	17
25-34	N/A	11	46
25-34	Poor	3	12
25-34	Very poor	1	4
35-44	Very good	9	19
35-44	Good	3	6
35-44	Average	6	13
35-44	N/A	21	45
35-44	Poor	3	6
35-44	Very poor	5	11
45-54	Very good	12	17
45-54	Good	13	18
45-54	Average	10	14
45-54	N/A	26	36
45-54	Poor	4	6
45-54	Very poor	7	10
55-64	Very good	14	23
55-64	Good	12	20
55-64	Average	7	11
55-64	N/A	15	25
55-64	Poor	2	3
55-64	Very poor	11	18

65-69	Very good	2	12
65-69	Good	2	12
65-69	Average	5	29
65-69	N/A	6	35
65-69	Poor	2	12
65-69	Very poor	0	0
70+	Very good	4	19
70+	Good	3	14
70+	Average	2	10
70+	N/A	9	43
70+	Poor	1	5
70+	Very poor	2	10

Figure 23: Experience of care by ethnicity

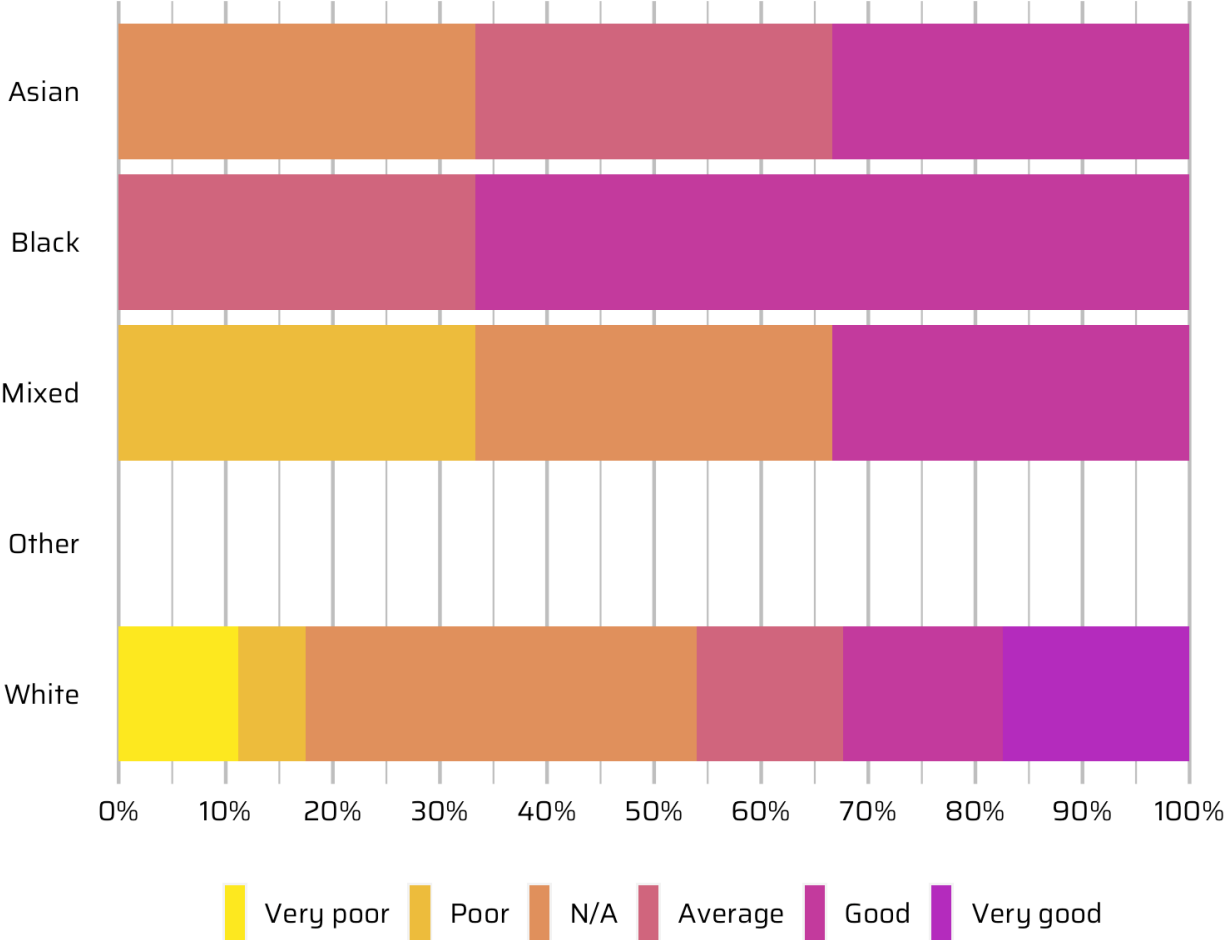


Table 23: No. of responses to the question 'Overall, what has your experience of care been like in the last four weeks?' by ethnicity

Ethnicity	Experience	Respondents	Percentage
Asian	Very good	0	0
Asian	Good	1	33
Asian	Average	1	33
Asian	N/A	1	33
Asian	Poor	0	0
Asian	Very poor	0	0
Black	Very good	0	0
Black	Good	2	67
Black	Average	1	33
Black	N/A	0	0
Black	Poor	0	0
Black	Very poor	0	0
Mixed	Very good	0	0
Mixed	Good	1	33
Mixed	Average	0	0
Mixed	N/A	1	33
Mixed	Poor	1	33
Mixed	Very poor	0	0
Other	Very good	0	NaN
Other	Good	0	NaN
Other	Average	0	NaN
Other	N/A	0	NaN
Other	Poor	0	NaN
Other	Very poor	0	NaN
White	Very good	42	17
White	Good	36	15
White	Average	33	14
White	N/A	88	37
White	Poor	15	6
White	Very poor	27	11

Figure 24: Delays to care by feelings of anxiety or hopelessness

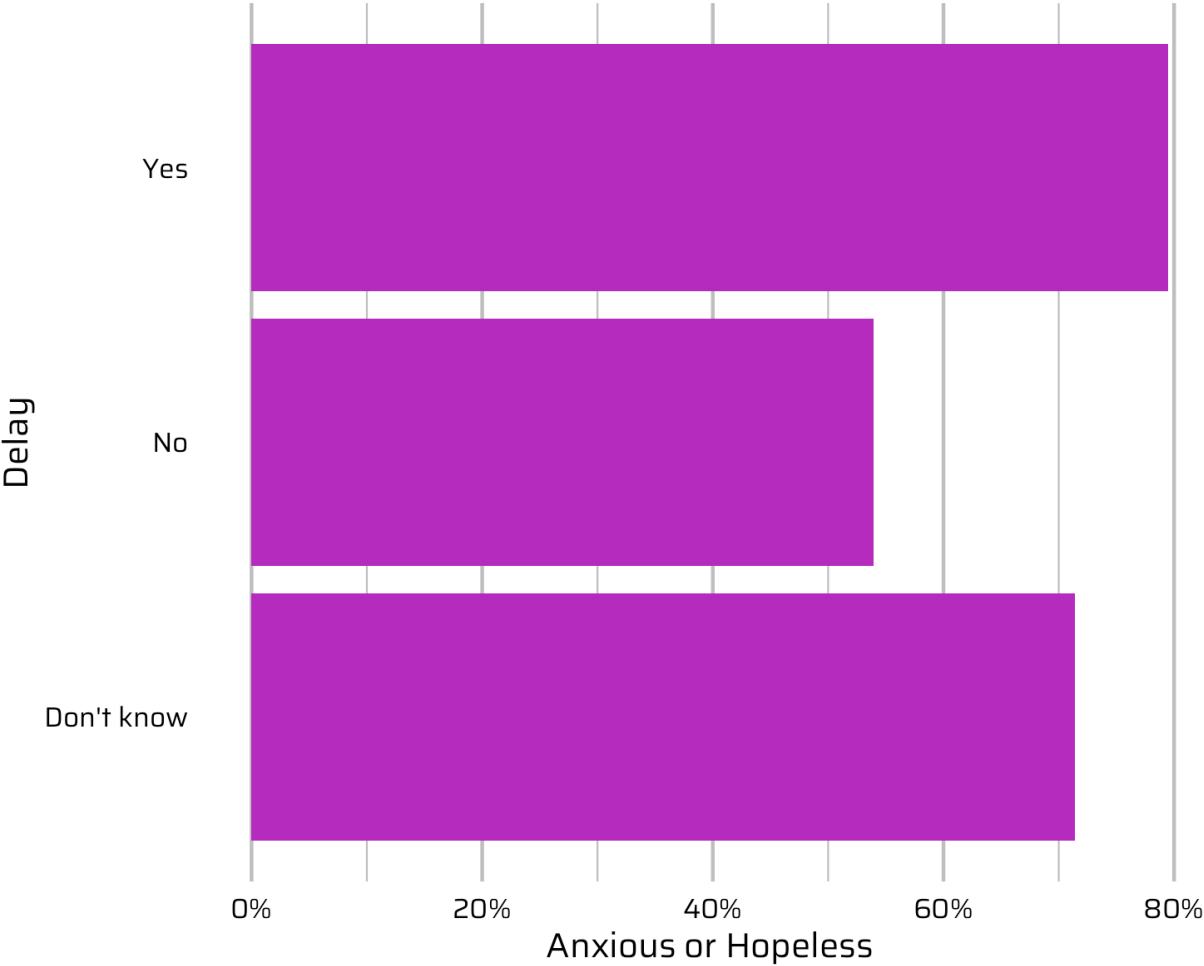


Table 24: No. and type of responses to the question ‘Did you experience delays to your care?’ by feelings of anxiety or hopelessness

Delay	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	31	79
Yes	No	8	21
No	Yes	103	54
No	No	88	46
Don't know	Yes	15	71
Don't know	No	6	29

Figure 25: Cancellations to care by feelings of anxiety or hopelessness

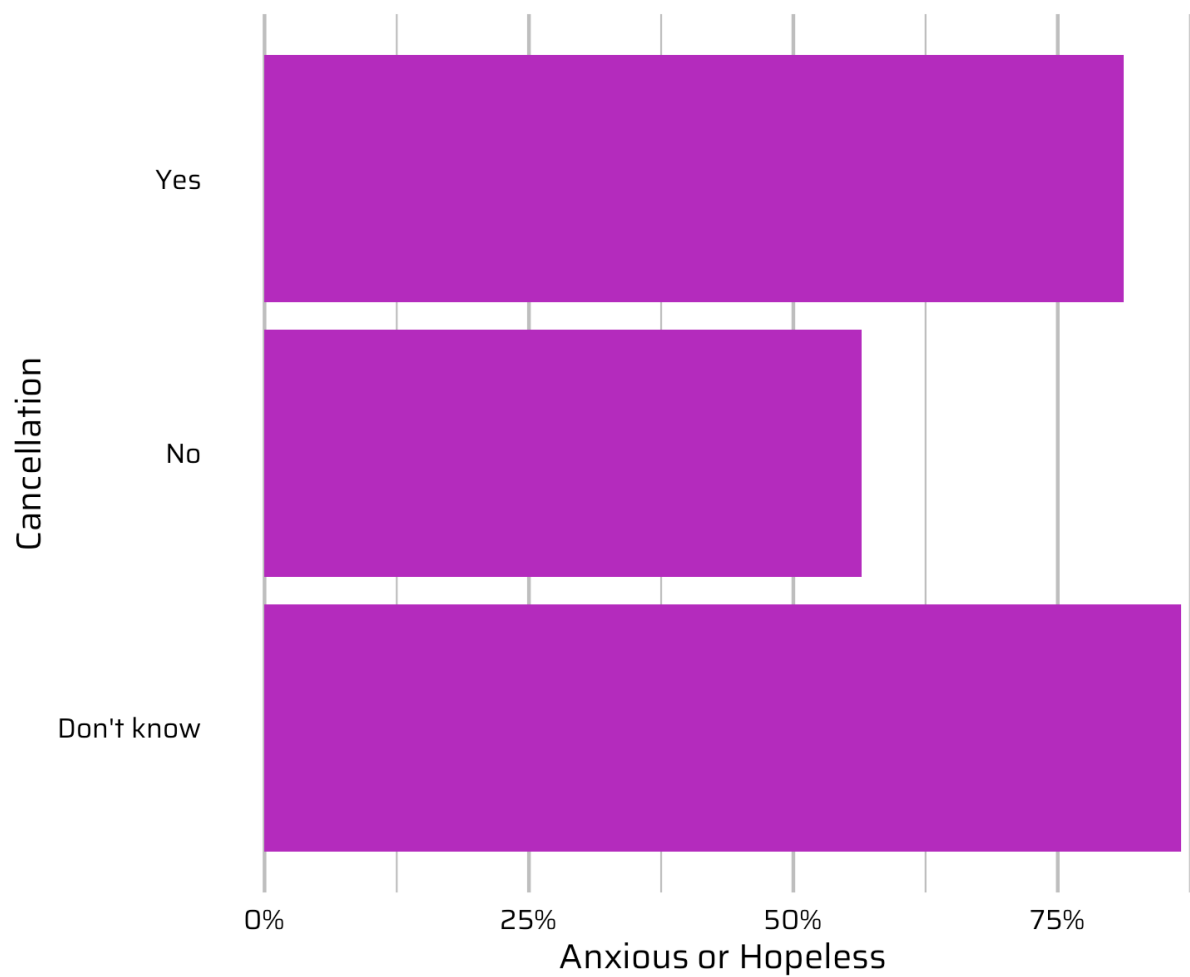


Table 25: No. and type of responses to the question ‘Did you experience cancellations to your care?’ by feelings of anxiety or hopelessness

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	13	81
Yes	No	3	19
No	Yes	123	56
No	No	95	44
Don't know	Yes	13	87
Don't know	No	2	13

Emergency Support

Figure 26: How many times have you sought emergency care in the last 4 weeks?

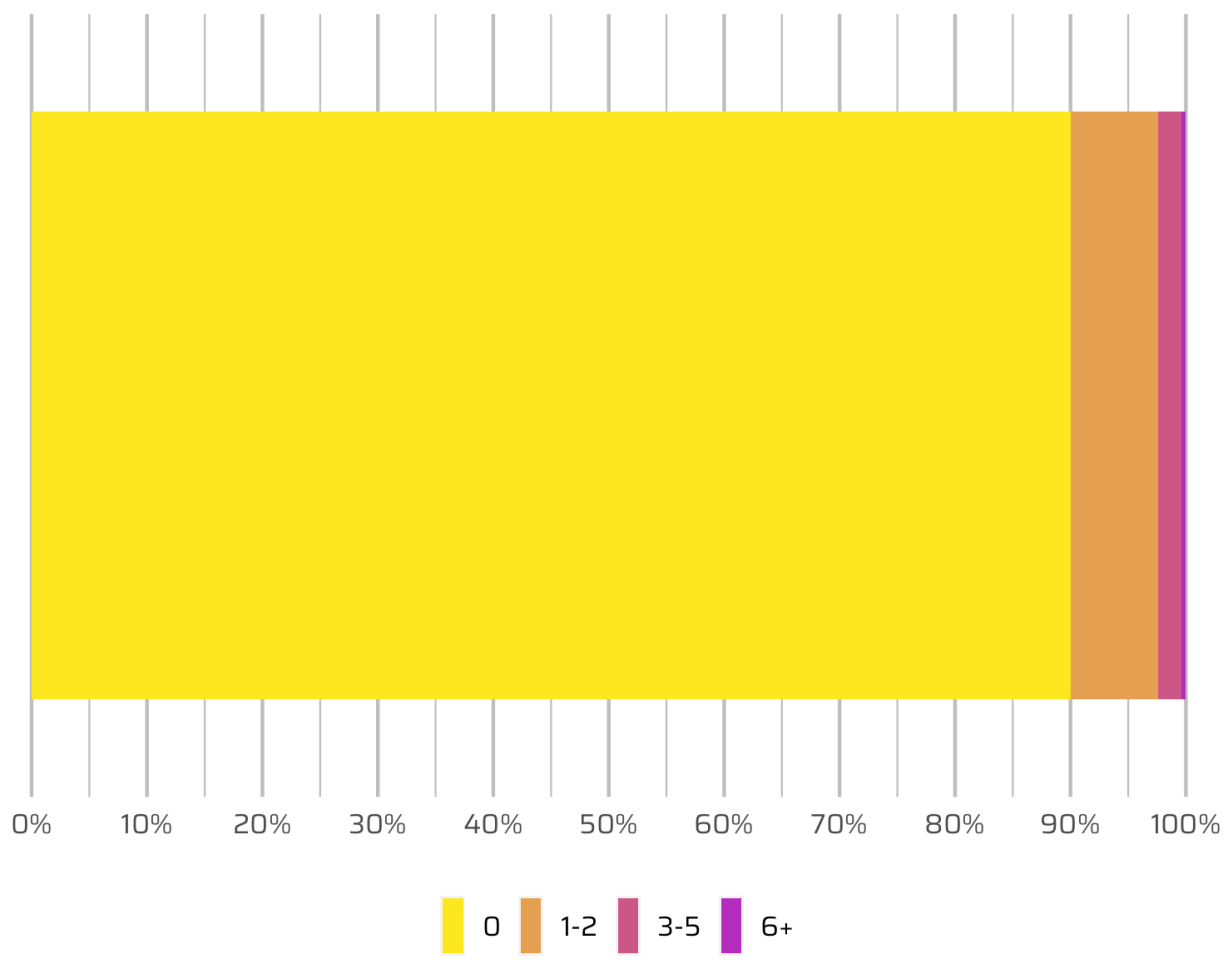


Table 26: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’

Frequency	Respondents	Percentage
6+	1	0
3-5	5	2
1-2	19	8
0	226	90

Figure 27: Emergency support by gender

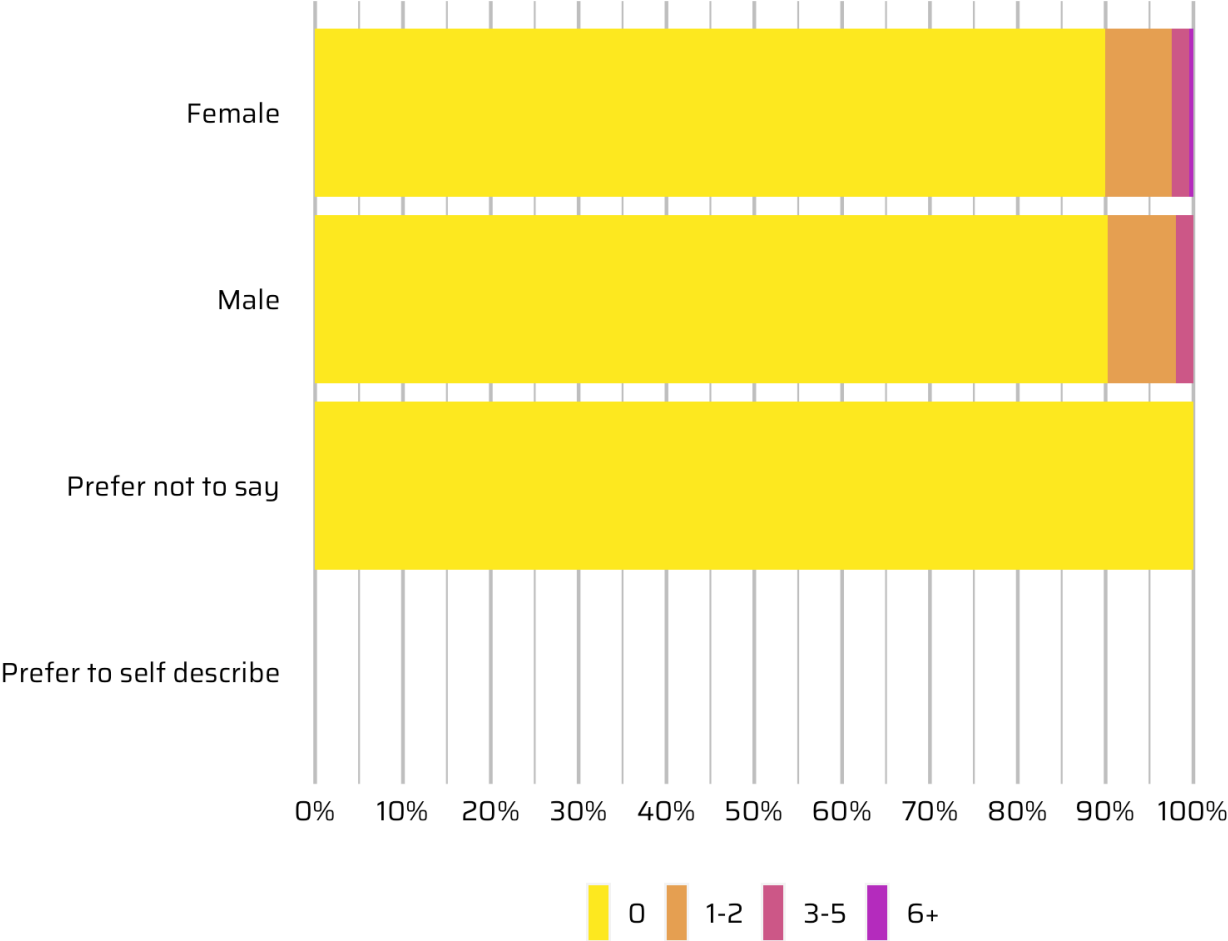


Table 27: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by gender

Gender	Frequency	Respondents	Percentage
Female	6+	1	1
Female	3-5	4	2
Female	1-2	15	8
Female	0	179	90
Male	6+	0	0
Male	3-5	1	2
Male	1-2	4	8
Male	0	46	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	1	100
Prefer to self describe	6+	0	NaN
Prefer to self describe	3-5	0	NaN
Prefer to self describe	1-2	0	NaN
Prefer to self describe	0	0	NaN

Figure 28: Emergency support by employment status

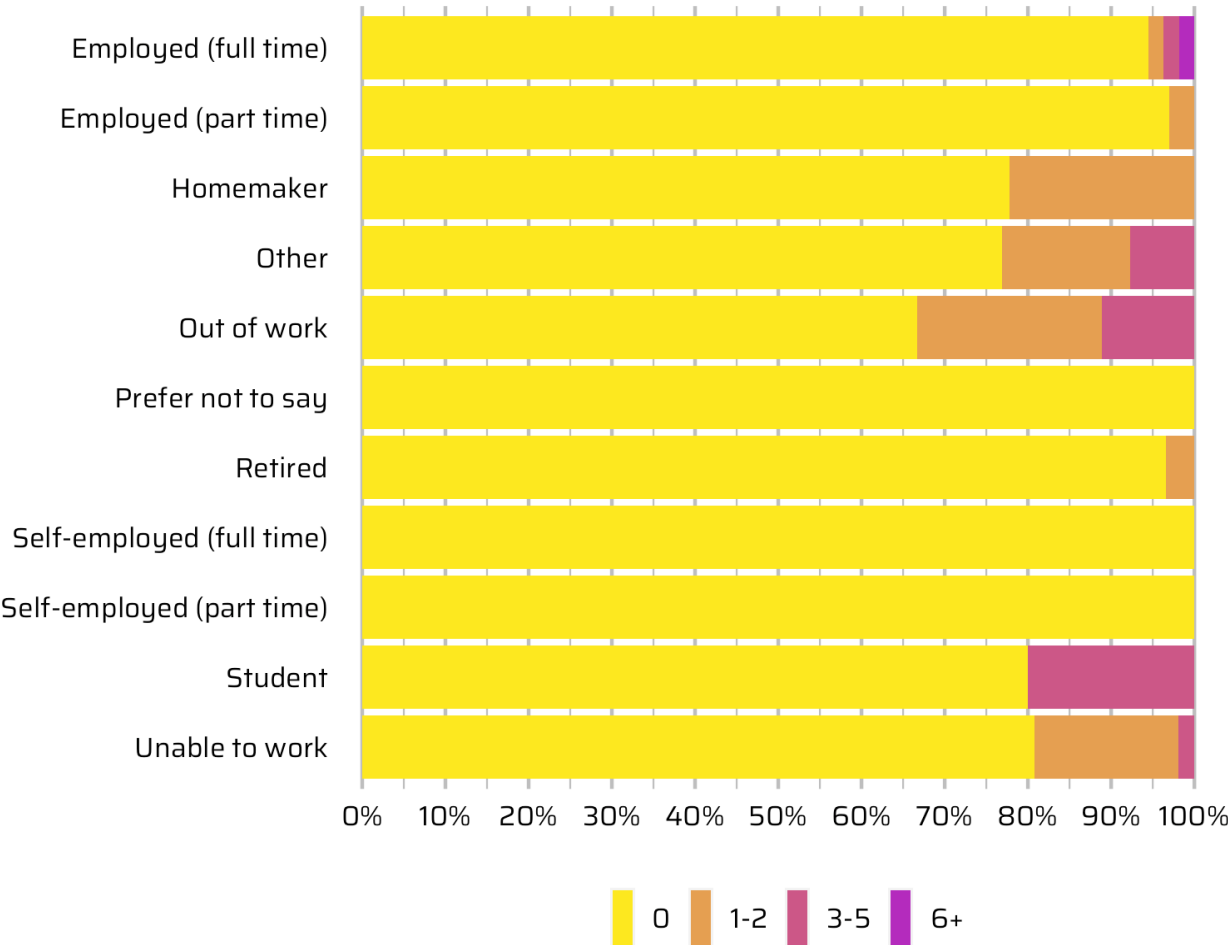


Table 28: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by employment status

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	1	2
Employed (full time)	3-5	1	2
Employed (full time)	1-2	1	2
Employed (full time)	0	51	94
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	1	3
Employed (part time)	0	32	97
Homemaker	6+	0	0
Homemaker	3-5	0	0
Homemaker	1-2	2	22
Homemaker	0	7	78
Other	6+	0	0
Other	3-5	1	8
Other	1-2	2	15
Other	0	10	77
Out of work	6+	0	0
Out of work	3-5	1	11
Out of work	1-2	2	22
Out of work	0	6	67
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	3	100
Retired	6+	0	0
Retired	3-5	0	0
Retired	1-2	2	3
Retired	0	57	97
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	5	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	4	100
Student	6+	0	0
Student	3-5	1	20
Student	1-2	0	0
Student	0	4	80
Unable to work	6+	0	0
Unable to work	3-5	1	2
Unable to work	1-2	9	17
Unable to work	0	42	81

Figure 29: Emergency support by number of dependents

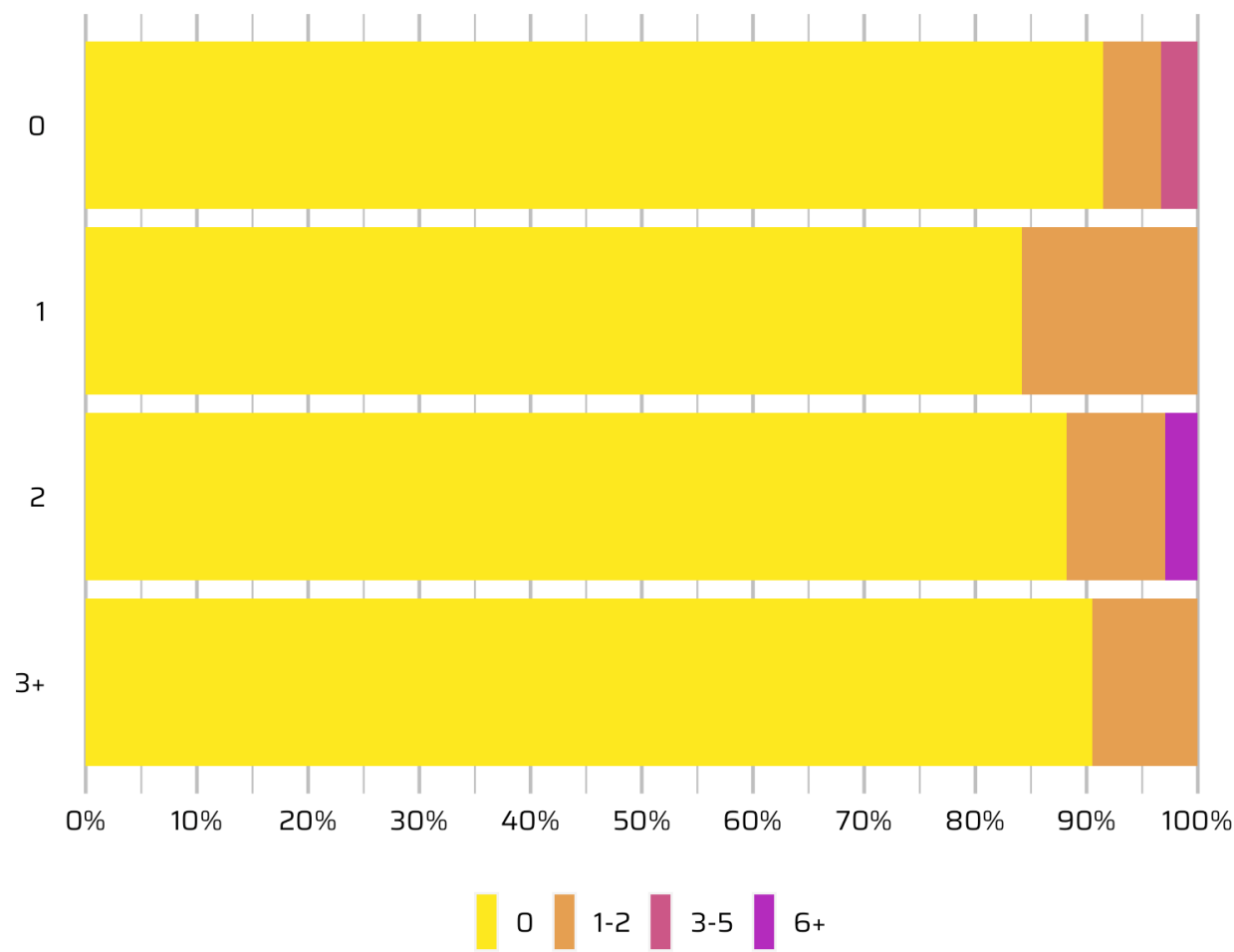


Table 29: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by number of dependents

Dependents	Frequency	Respondents	Percentage
0	6+	0	0
0	3-5	5	3
0	1-2	8	5
0	0	139	91
1	6+	0	0
1	3-5	0	0
1	1-2	6	16
1	0	32	84
2	6+	1	3
2	3-5	0	0
2	1-2	3	9
2	0	30	88
3+	6+	0	0
3+	3-5	0	0
3+	1-2	2	10
3+	0	19	90

Figure 30: Marital status by frequency of emergency support

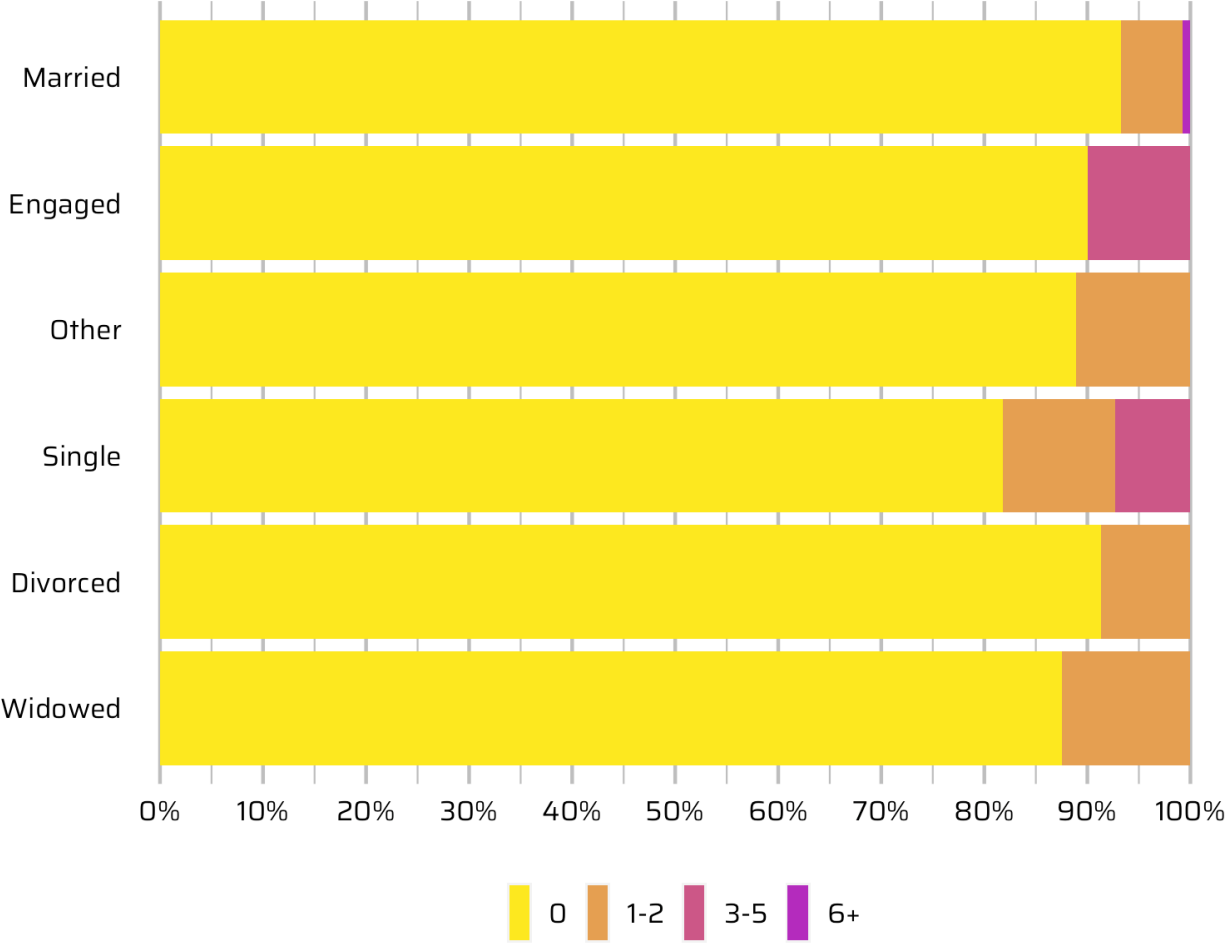


Table 30: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by number of marital status

Marital Status	Frequency	Respondents	Percentage
Married	6+	1	1
Married	3-5	0	0
Married	1-2	8	6
Married	0	125	93
Engaged	6+	0	0
Engaged	3-5	1	10
Engaged	1-2	0	0
Engaged	0	9	90
Other	6+	0	0
Other	3-5	0	0
Other	1-2	2	11
Other	0	16	89
Single	6+	0	0
Single	3-5	4	7
Single	1-2	6	11
Single	0	45	82
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	2	9
Divorced	0	21	91
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	1	12
Widowed	0	7	88

Figure 31: Anxious or Hopeless Feeling and frequency of emergency support

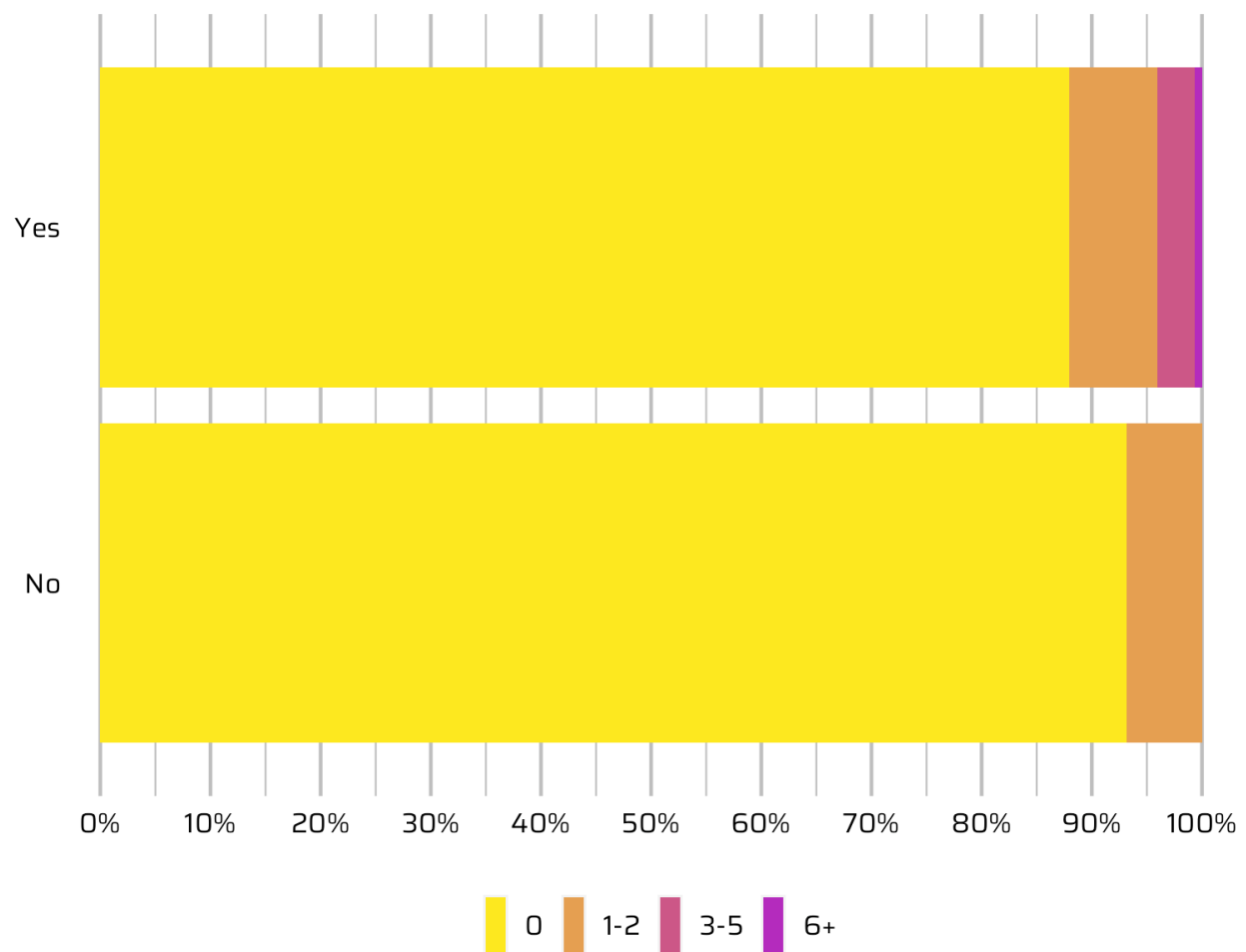


Table 31: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by those who reported feelings of anxiety and/or hopelessness

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	1	1
Yes	3-5	5	3
Yes	1-2	12	8
Yes	0	131	88
No	6+	0	0
No	3-5	0	0
No	1-2	7	7
No	0	95	93

Figure 32: Delays to Care and frequency of emergency support

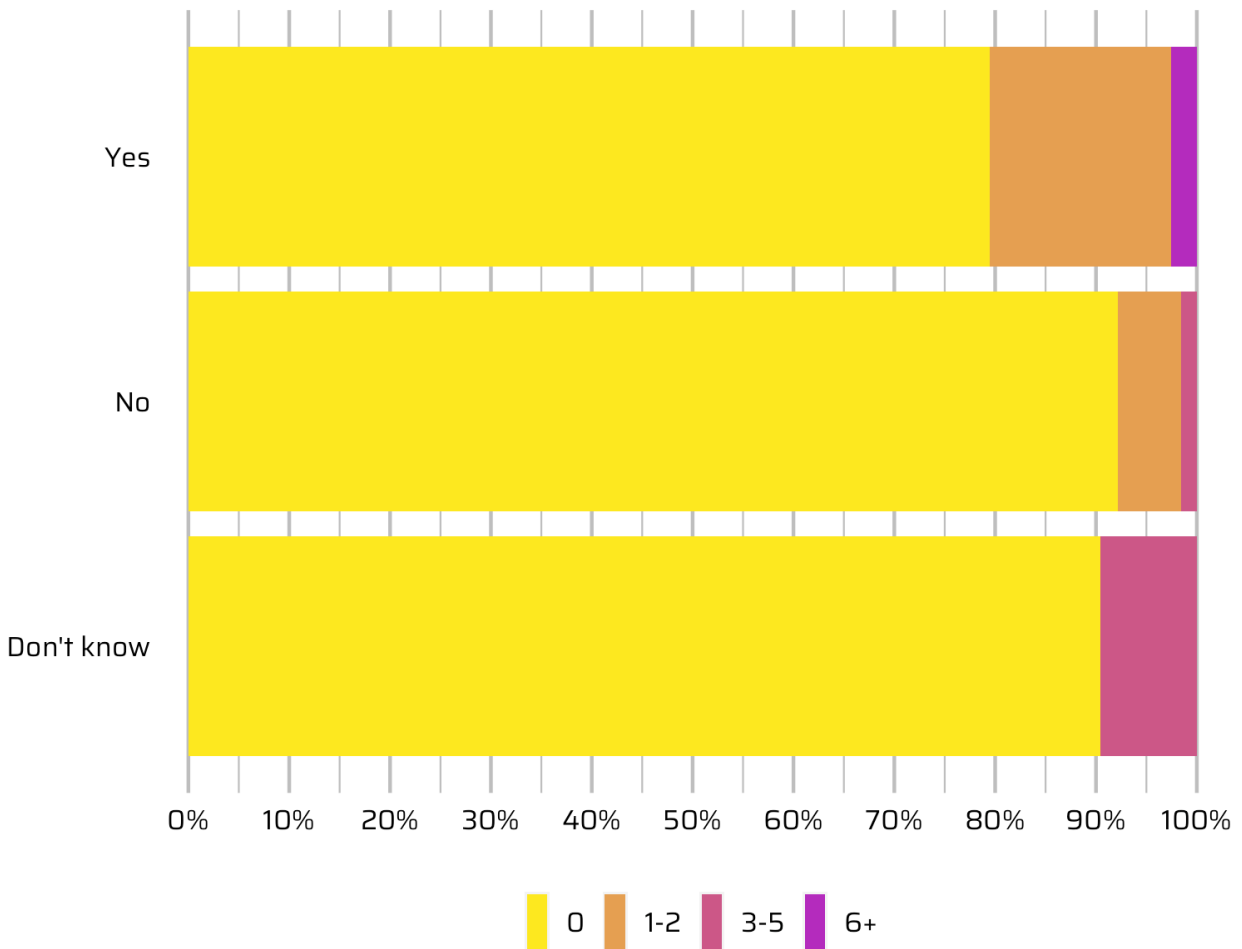


Table 32: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported delays to care

Delay	Frequency	Respondents	Percentage
Yes	6+	1	3
Yes	3-5	0	0
Yes	1-2	7	18
Yes	0	31	79
No	6+	0	0
No	3-5	3	2
No	1-2	12	6
No	0	176	92
Don't know	6+	0	0
Don't know	3-5	2	10
Don't know	1-2	0	0
Don't know	0	19	90

Figure 33: Cancellation of Care and frequency of emergency support

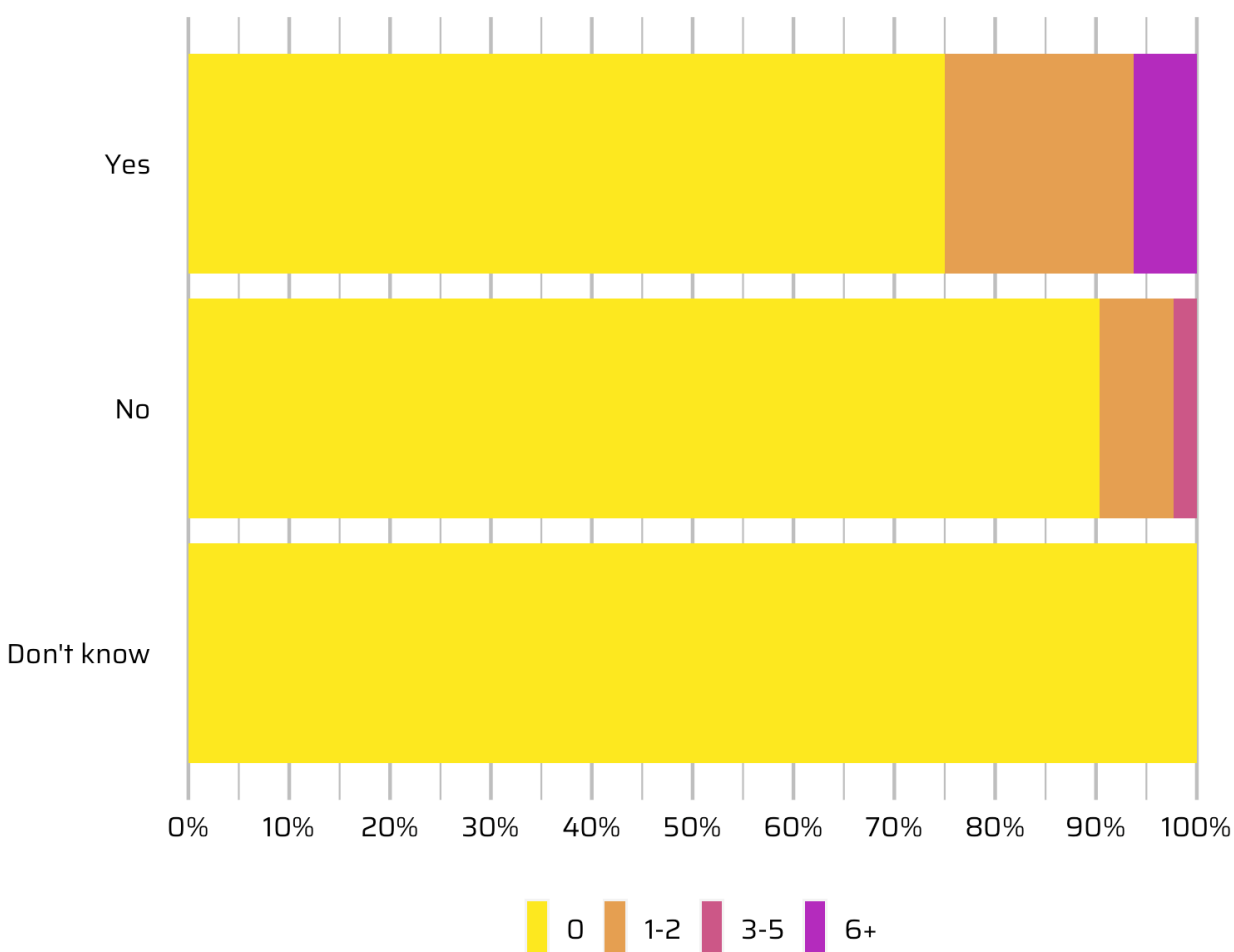


Table 33: No. of responses to the question 'How many times have you sought emergency support in the past 4 weeks?' by those who reported cancellations to care

Cancellation	Frequency	Respondents	Percentage
Yes	6+	1	6
Yes	3-5	0	0
Yes	1-2	3	19
Yes	0	12	75
No	6+	0	0
No	3-5	5	2
No	1-2	16	7
No	0	197	90
Don't know	6+	0	0
Don't know	3-5	0	0
Don't know	1-2	0	0
Don't know	0	15	100

Figure 34: Financial Status and frequency of emergency support

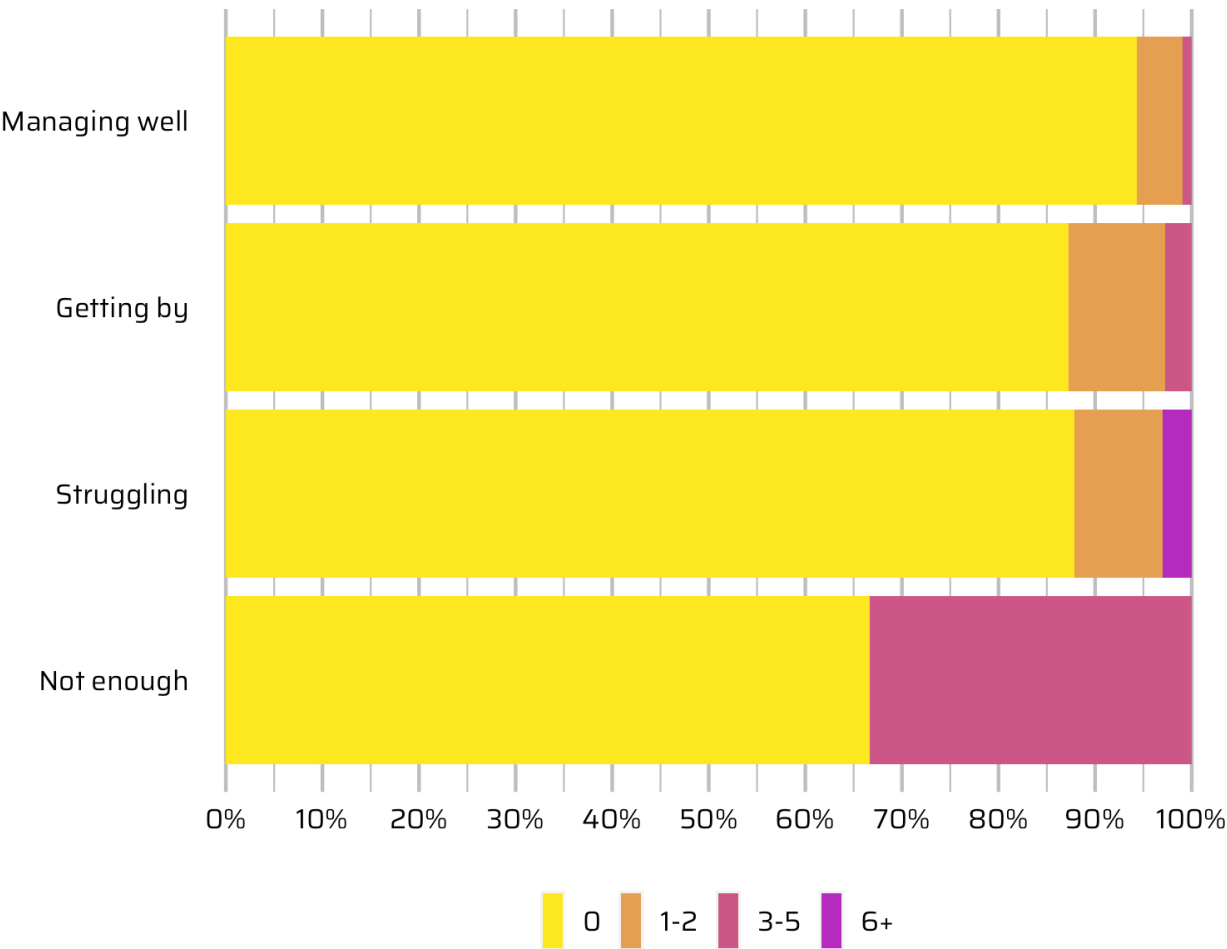


Table 34: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by financial status

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	1	1
Managing well	1-2	5	5
Managing well	0	99	94
Getting by	6+	0	0
Getting by	3-5	3	3
Getting by	1-2	11	10
Getting by	0	96	87
Struggling	6+	1	3
Struggling	3-5	0	0
Struggling	1-2	3	9
Struggling	0	29	88
Not enough	6+	0	0
Not enough	3-5	1	33
Not enough	1-2	0	0
Not enough	0	2	67

Figure 35: Age and frequency of emergency support

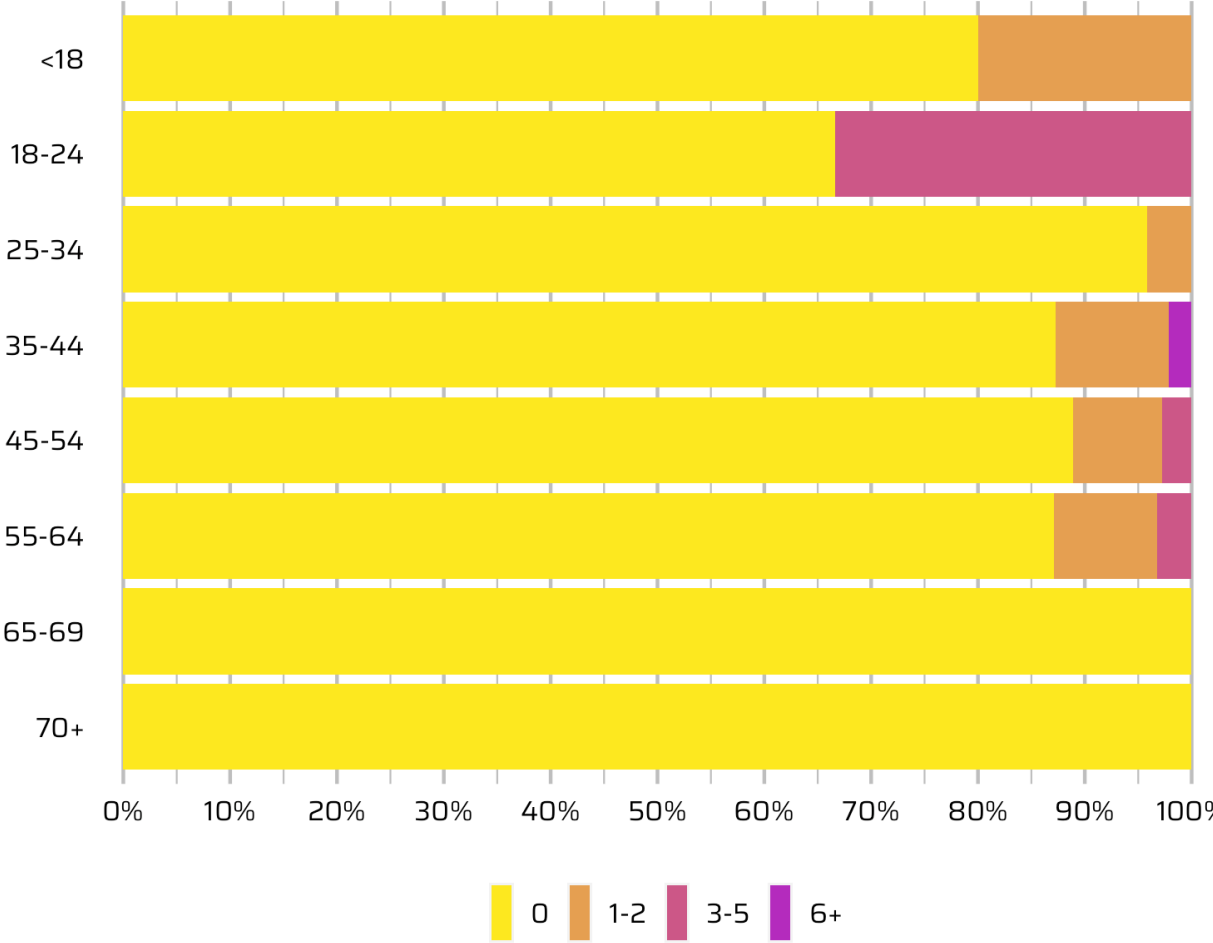


Table 35: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by age group

Age	Frequency	Respondents	Percentage
<18	6+	0	0
<18	3-5	0	0
<18	1-2	1	20
<18	0	4	80
18-24	6+	0	0
18-24	3-5	1	33
18-24	1-2	0	0
18-24	0	2	67
25-34	6+	0	0
25-34	3-5	0	0
25-34	1-2	1	4
25-34	0	23	96
35-44	6+	1	2
35-44	3-5	0	0
35-44	1-2	5	11
35-44	0	41	87
45-54	6+	0	0
45-54	3-5	2	3
45-54	1-2	6	8
45-54	0	64	89
55-64	6+	0	0
55-64	3-5	2	3
55-64	1-2	6	10
55-64	0	54	87
65-69	6+	0	0
65-69	3-5	0	0
65-69	1-2	0	0
65-69	0	17	100
70+	6+	0	0
70+	3-5	0	0
70+	1-2	0	0
70+	0	21	100

Figure 36: Ethnicity and frequency of emergency support

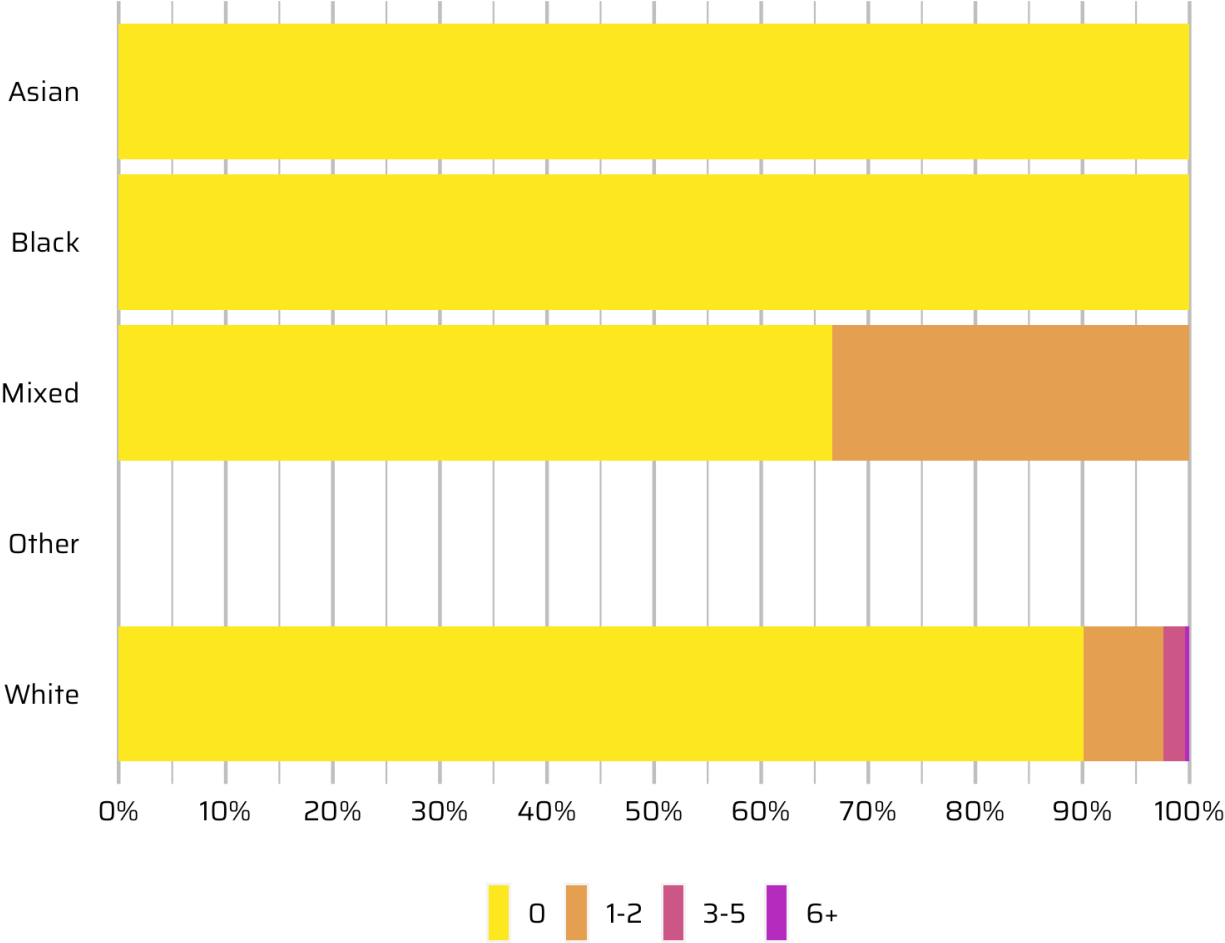


Table 36: No. of responses to the question ‘How many times have you sought emergency support in the past 4 weeks?’ by ethnicity

Ethnicity	Frequency	Respondents	Percentage
Asian	6+	0	0
Asian	3-5	0	0
Asian	1-2	0	0
Asian	0	3	100
Black	6+	0	0
Black	3-5	0	0
Black	1-2	0	0
Black	0	3	100
Mixed	6+	0	0
Mixed	3-5	0	0
Mixed	1-2	1	33
Mixed	0	2	67
Other	6+	0	NaN
Other	3-5	0	NaN
Other	1-2	0	NaN
Other	0	0	NaN
White	6+	1	0
White	3-5	5	2
White	1-2	18	7
White	0	218	90

Figure 37: Change to emergency support

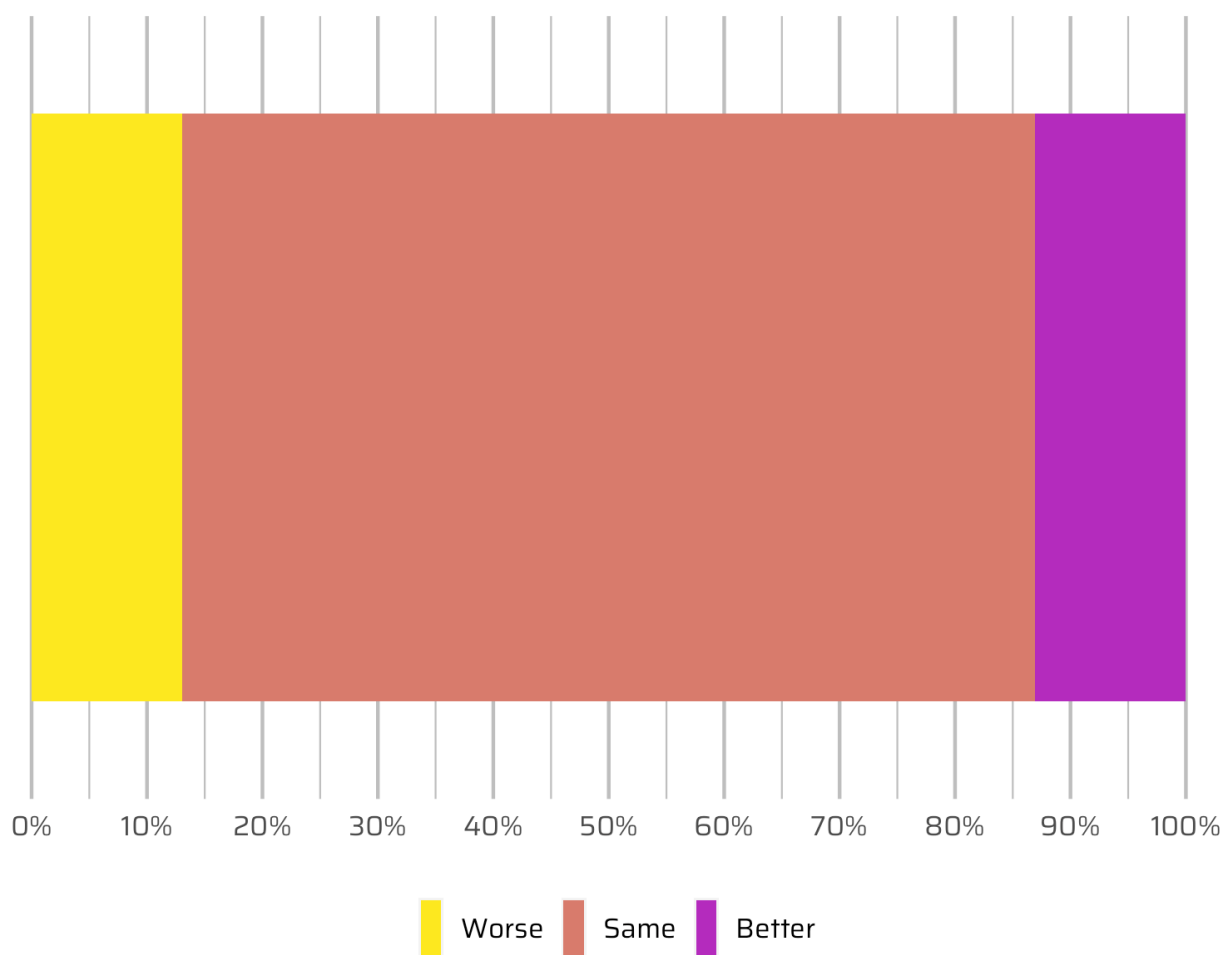


Table 37: No. of responses to the question ‘Overall, do you feel that your experience of emergency care was different during the COVID-19 pandemic compared to before the pandemic?’

Change	Respondents	Percentage
Better	3	13
Same	17	74
Worse	3	13

Access to planned care

Figure 38: Number of Medical Appointments in the past 4 weeks

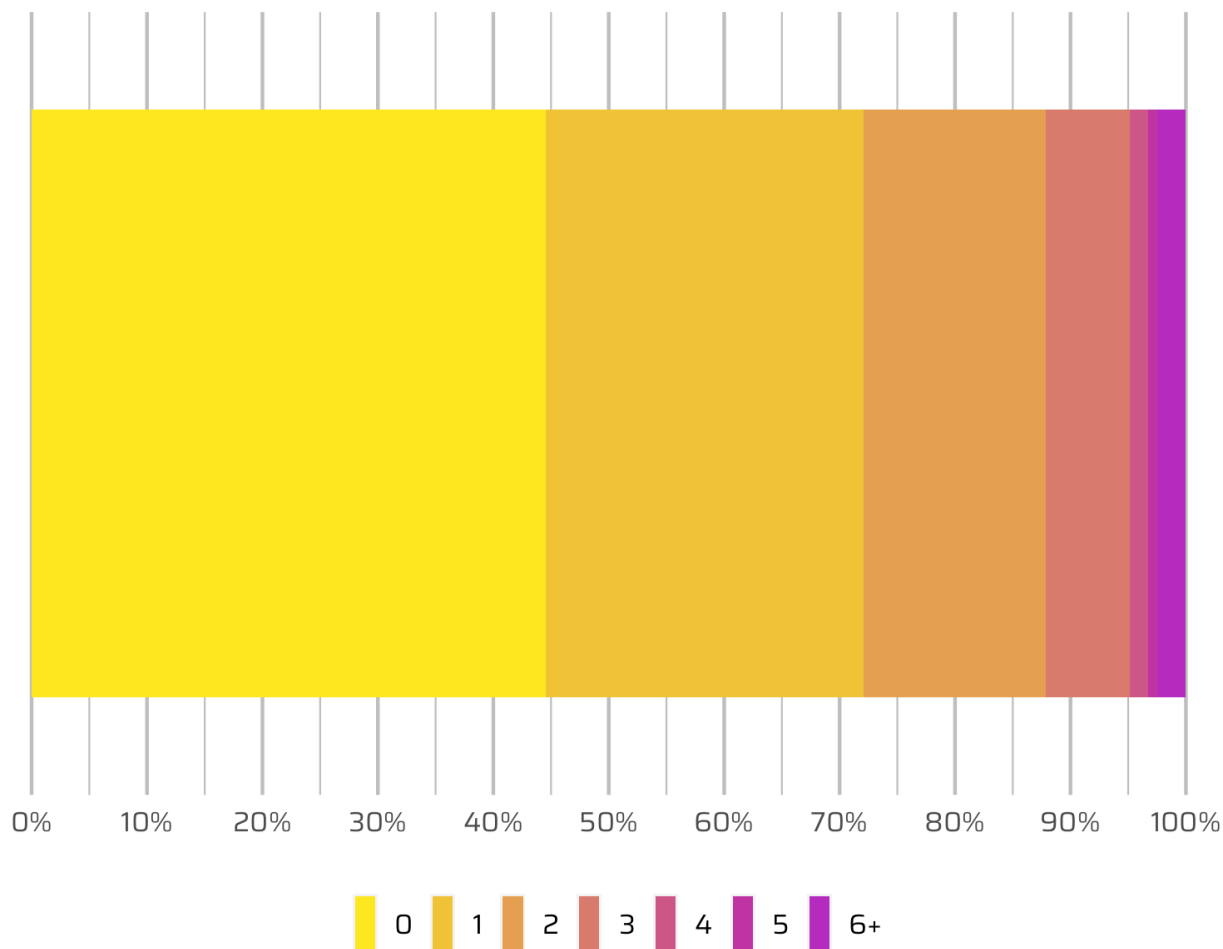


Table 38: No. of responses to the question ‘How many medical appointments (including remote appointments) have you had in the last four weeks?’

Number	Respondents	Percentage
6+	6	2
5	2	1
4	4	2
3	18	7
2	39	16
1	68	28
0	110	45

Figure 39: Helpfulness of medical appointments

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

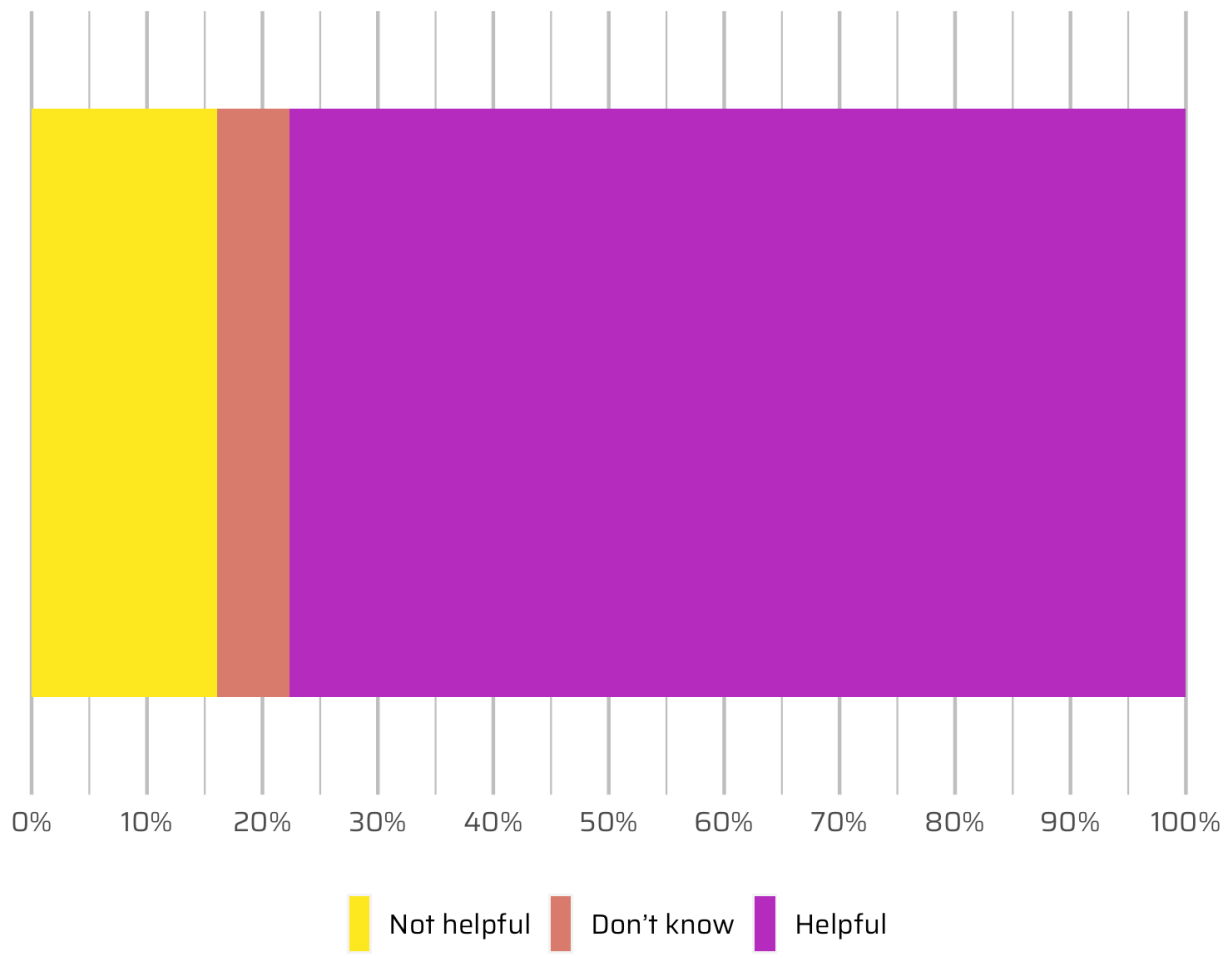


Table 39: Helpfulness of medical appointments

Helpfulness	Observations	Percentage
Helpful	198	78
Don't know	16	6
Not helpful	41	16

Figure 40: Type of appointment

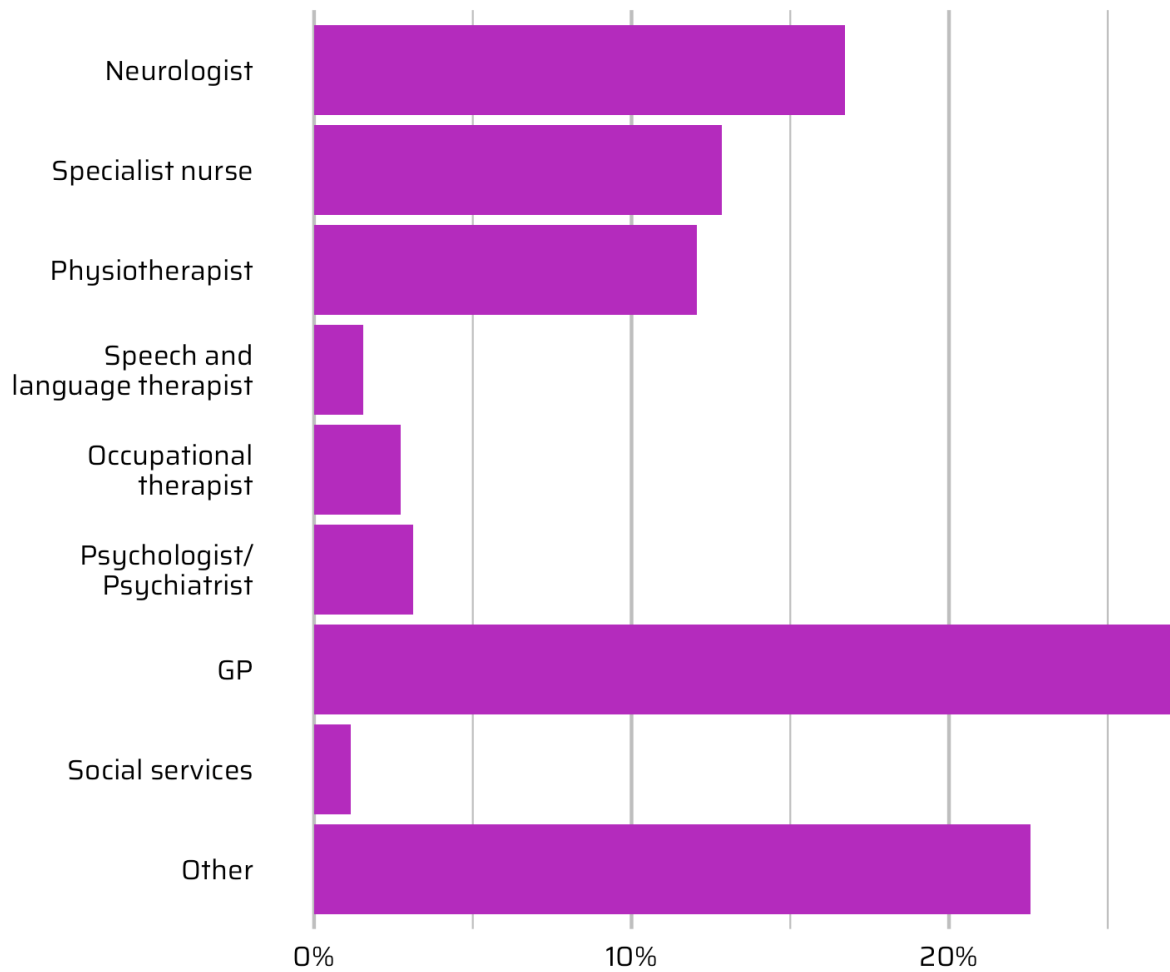


Table 40: Type of medical appointment

Specialty	Observations	Percentage
Neurologist	43	17
Specialist nurse	33	13
Physiotherapist	31	12
Speech and language therapist	4	2
Occupational therapist	7	3
Psychologist/Psychiatrist	8	3
GP	70	27
Social services	3	1
Other	58	23

Figure 41: Helpfulness of appointment by specialty

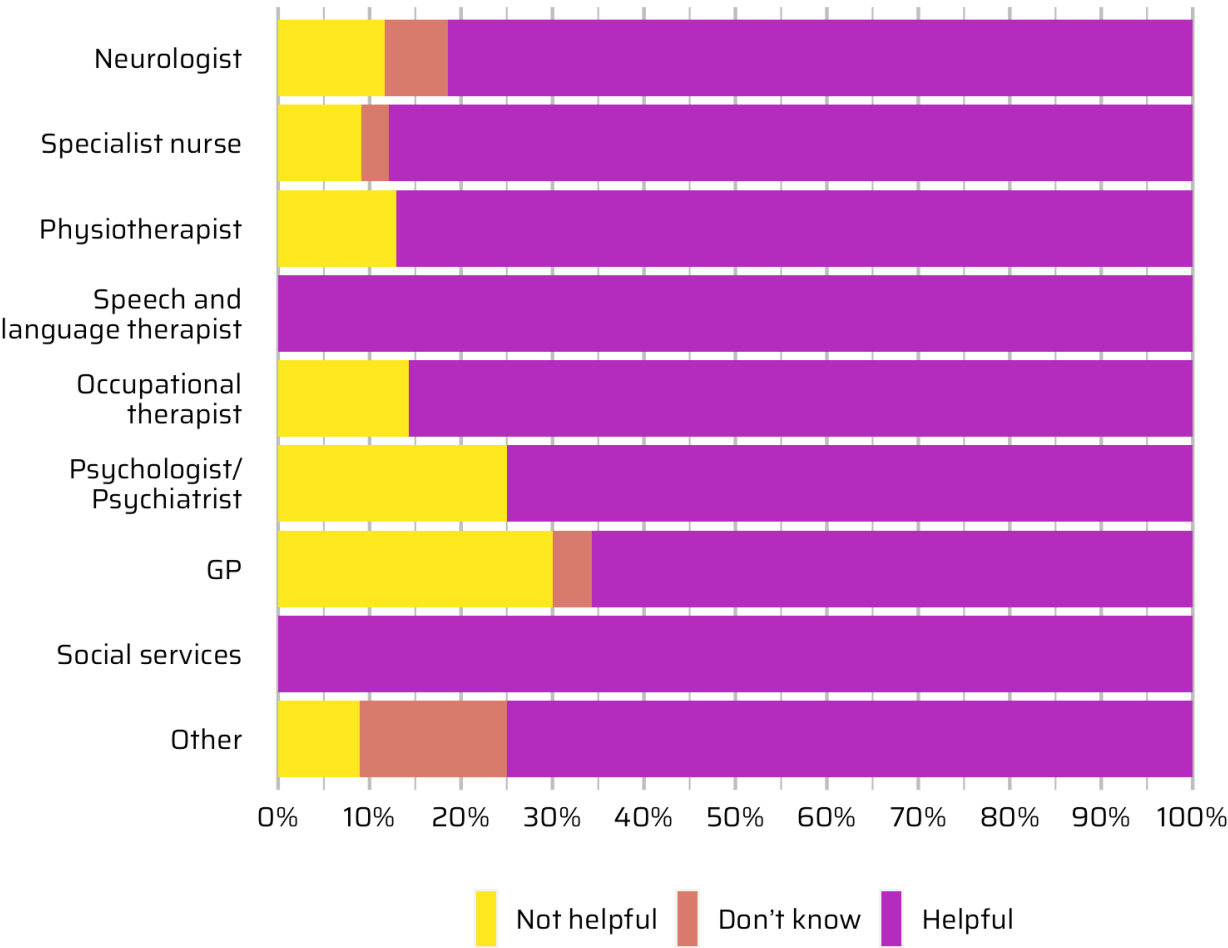


Table 41: Helpfulness of appointment by specialty

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	35	81
Neurologist	Don't know	3	7
Neurologist	Not helpful	5	12
Specialist nurse	Helpful	29	88
Specialist nurse	Don't know	1	3
Specialist nurse	Not helpful	3	9
Physiotherapist	Helpful	27	87
Physiotherapist	Don't know	0	0
Physiotherapist	Not helpful	4	13
Speech and language therapist	Helpful	4	100
Speech and language therapist	Don't know	0	0
Speech and language therapist	Not helpful	0	0
Occupational therapist	Helpful	6	86
Occupational therapist	Don't know	0	0
Occupational therapist	Not helpful	1	14
Psychologist/Psychiatrist	Helpful	6	75
Psychologist/Psychiatrist	Don't know	0	0
Psychologist/Psychiatrist	Not helpful	2	25
GP	Helpful	46	66
GP	Don't know	3	4
GP	Not helpful	21	30
Social services	Helpful	3	100
Social services	Don't know	0	0
Social services	Not helpful	0	0
Other	Helpful	42	75
Other	Don't know	9	16
Other	Not helpful	5	9

Figure 42: Mode of delivery

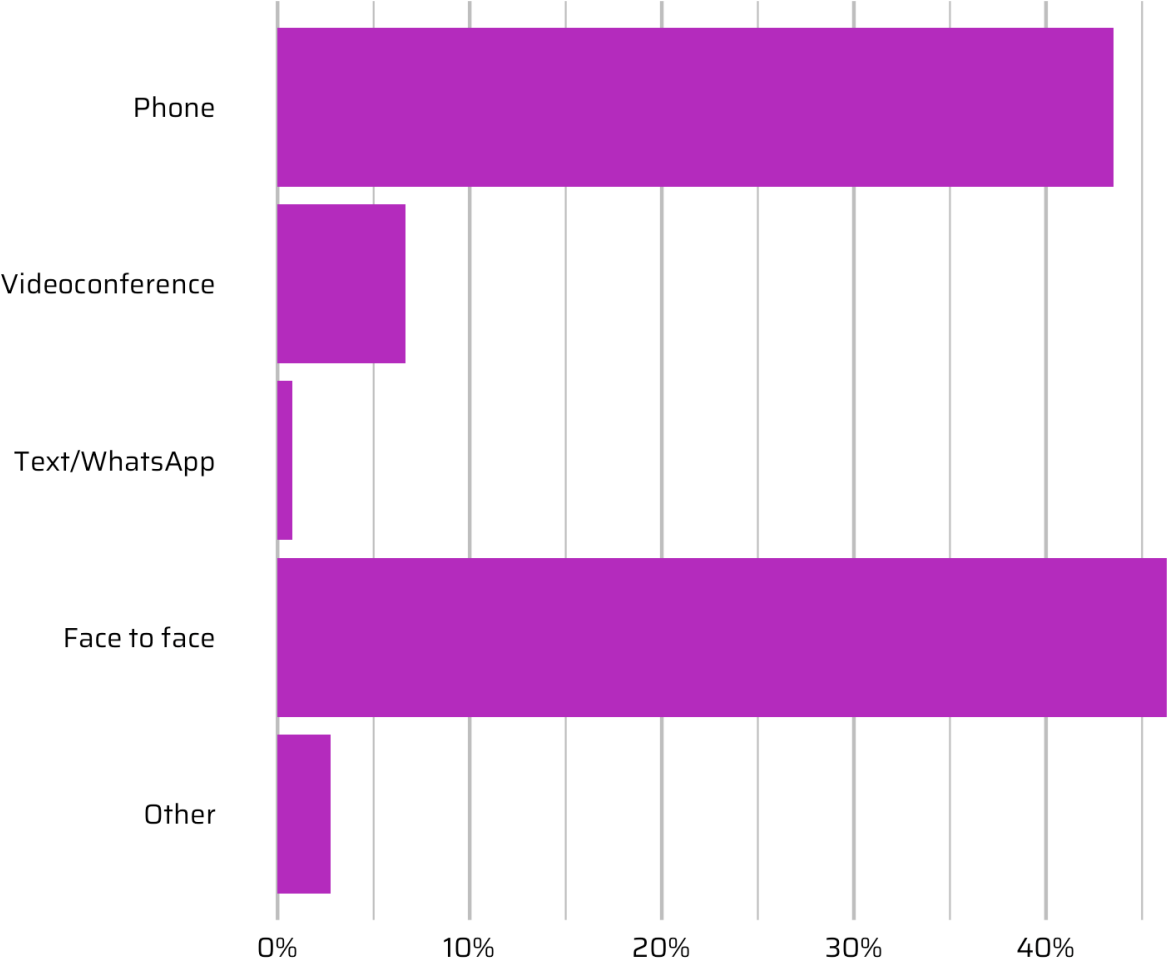


Table 42: Mode of delivery

Mode	Observations	Percentage
Phone	111	44
Videoconference	17	7
Text/WhatsApp	2	1
Face to face	118	46
Other	7	3

Figure 43: Helpfulness by mode of delivery

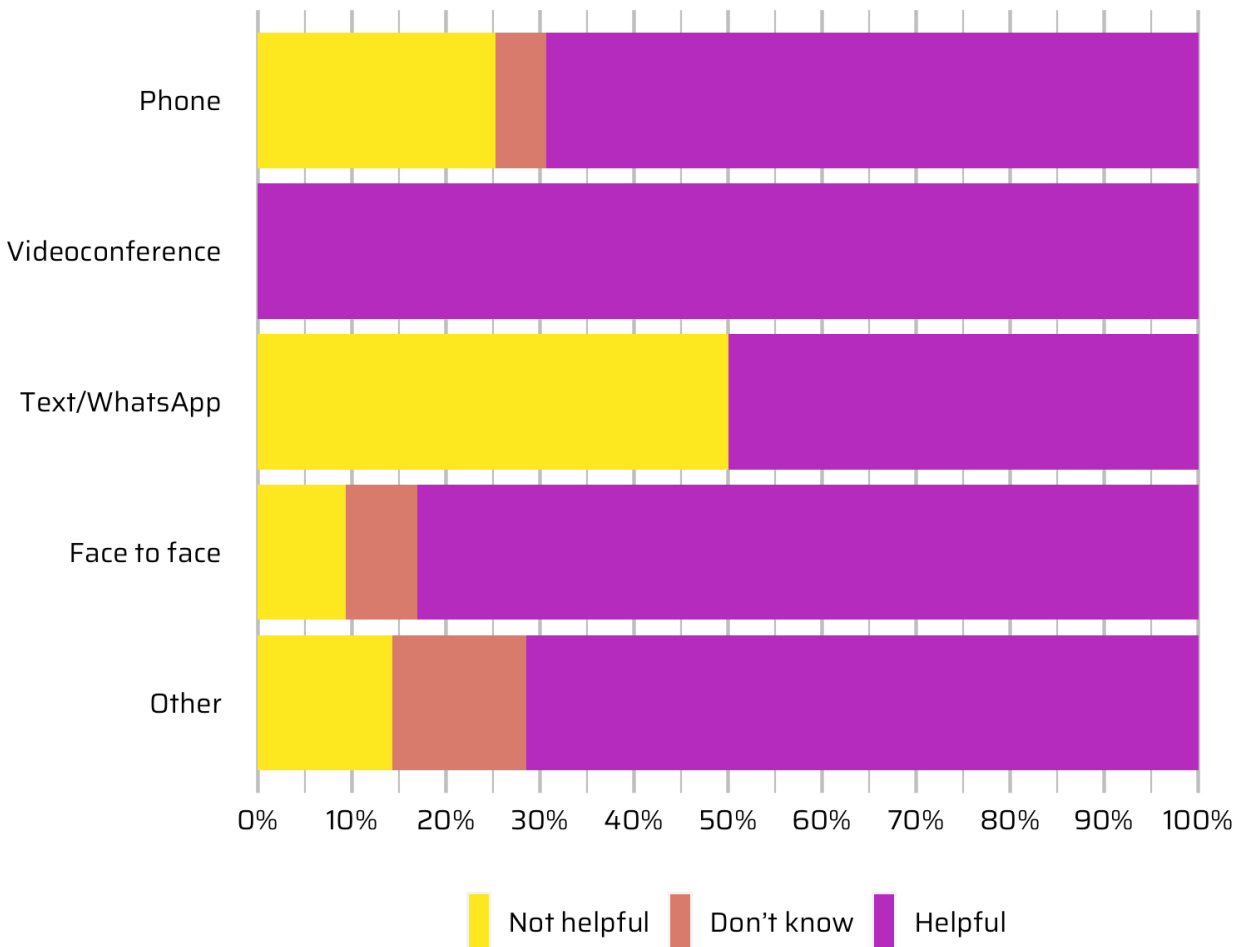


Table 43: Helpfulness by mode of delivery

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	77	69
Phone	Don't know	6	5
Phone	Not helpful	28	25
Videoconference	Helpful	17	100
Videoconference	Don't know	0	0
Videoconference	Not helpful	0	0
Text/WhatsApp	Helpful	1	50
Text/WhatsApp	Don't know	0	0
Text/WhatsApp	Not helpful	1	50
Face to face	Helpful	98	83
Face to face	Don't know	9	8
Face to face	Not helpful	11	9
Other	Helpful	5	71
Other	Don't know	1	14
Other	Not helpful	1	14

Access to mental health support

Figure 44: To what extent are your mental health needs being met?

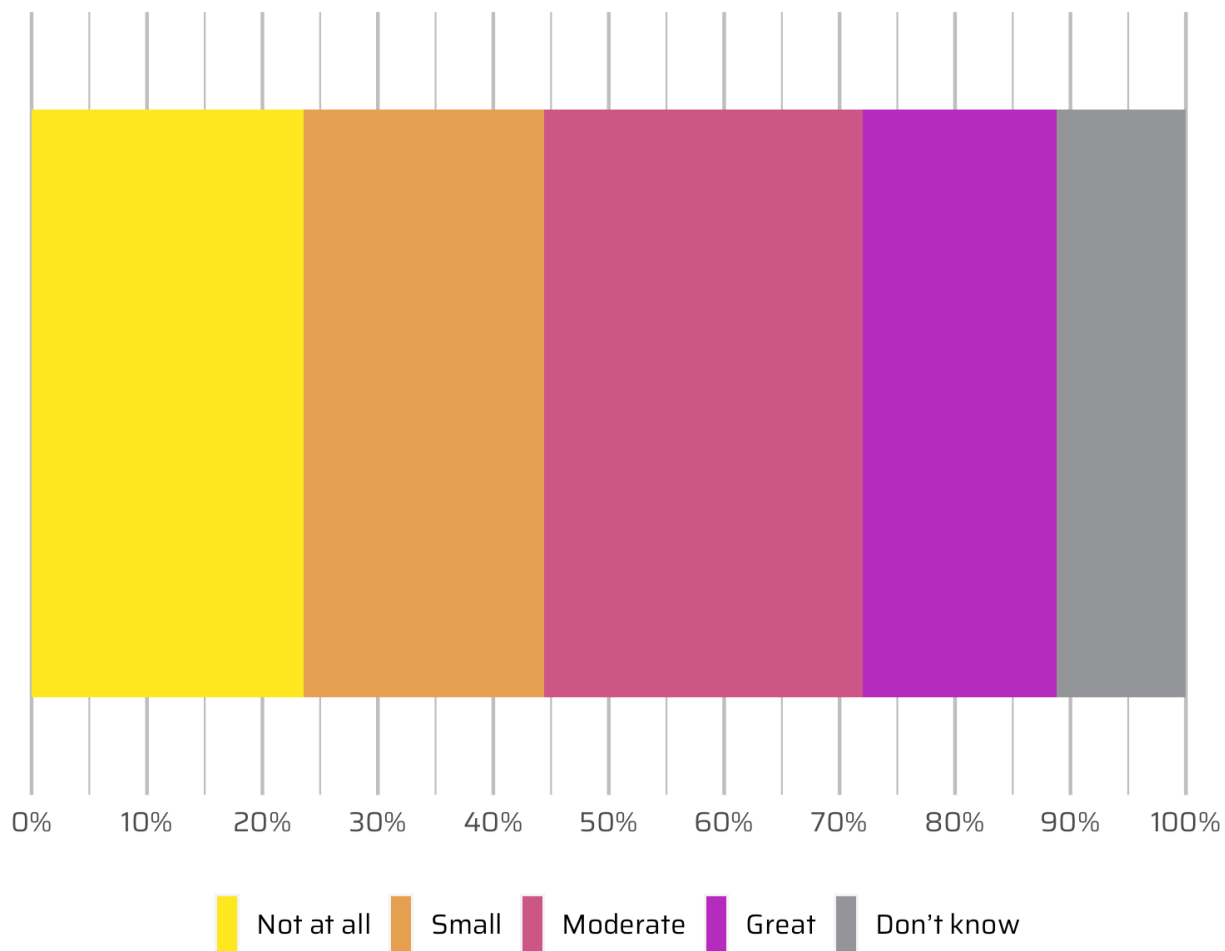


Table 44: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’

Extent	Respondents	Percentage
Great	42	17
Moderate	69	28
Small	52	21
Not at all	59	24
Don't know	28	11

Figure 45: Mental health needs met by gender

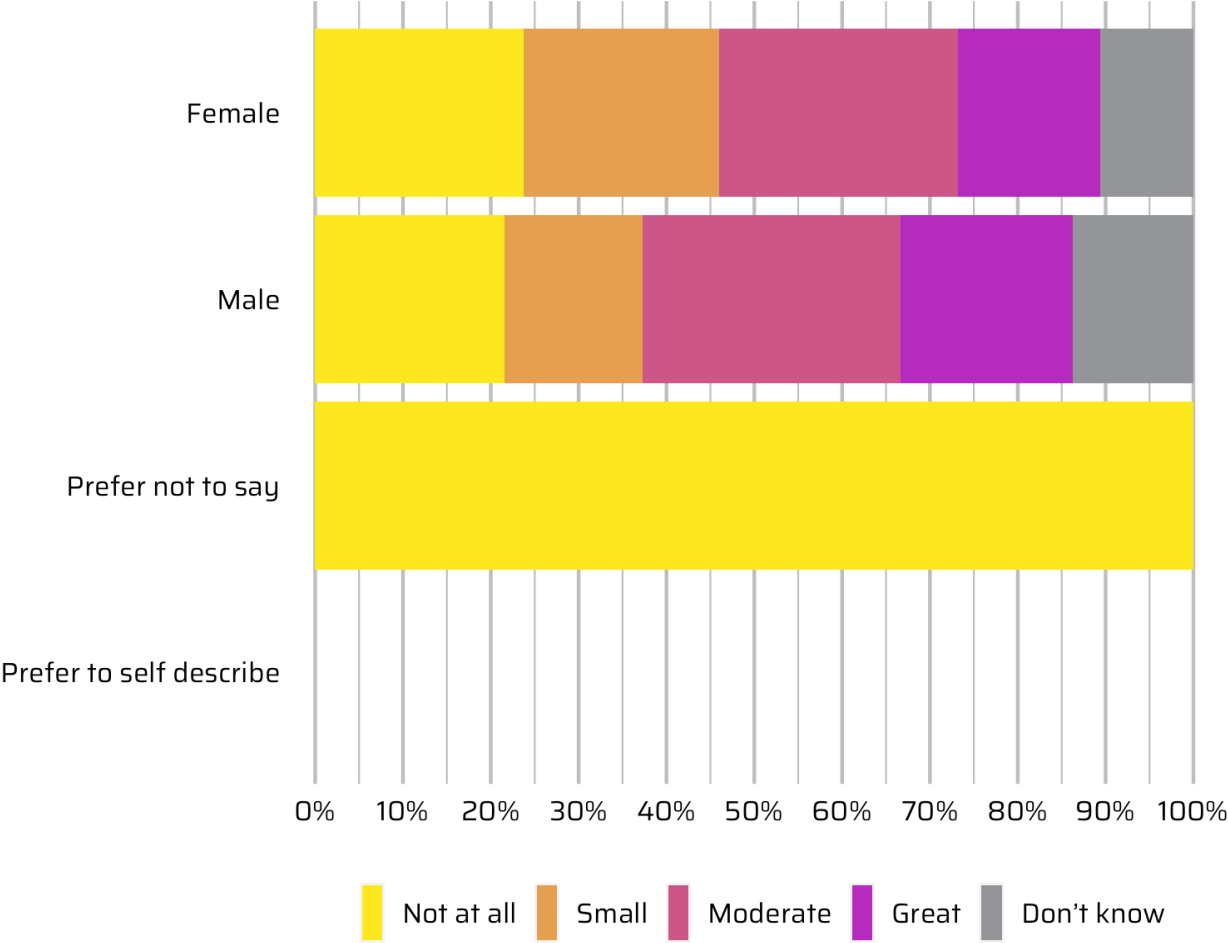


Table 45: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by gender

Gender	Extent	Respondents	Percentage
Female	Great	32	16
Female	Moderate	54	27
Female	Small	44	22
Female	Not at all	47	24
Female	Don't know	21	11
Male	Great	10	20
Male	Moderate	15	29
Male	Small	8	16
Male	Not at all	11	22
Male	Don't know	7	14
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
Prefer to self describe	Great	0	NaN
Prefer to self describe	Moderate	0	NaN
Prefer to self describe	Small	0	NaN
Prefer to self describe	Not at all	0	NaN
Prefer to self describe	Don't know	0	NaN

Figure 46: Mental Health Needs Met by employment status

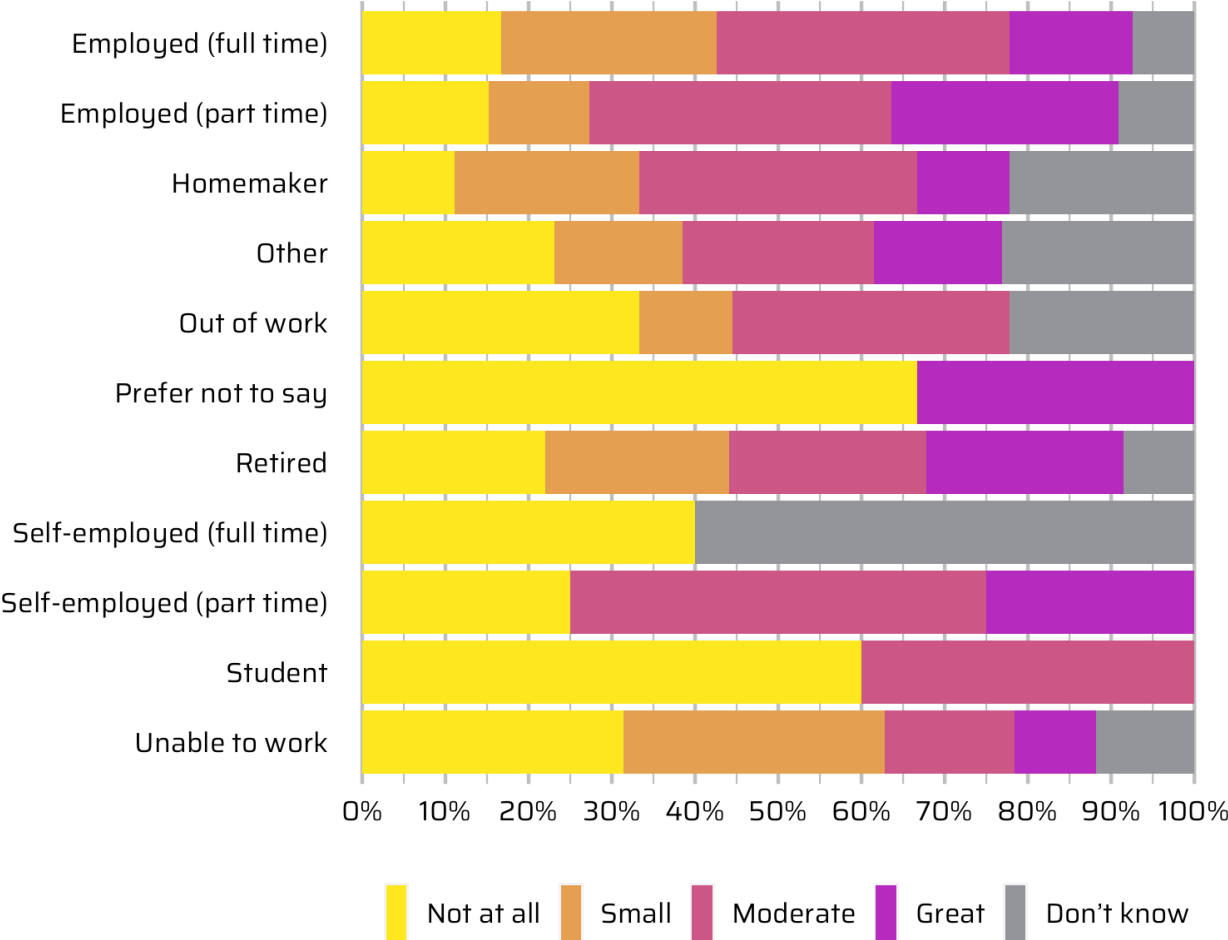


Table 46: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by employment status

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Great	8	15
Employed (full time)	Moderate	19	35
Employed (full time)	Small	14	26
Employed (full time)	Not at all	9	17
Employed (full time)	Don't know	4	7
Employed (part time)	Great	9	27
Employed (part time)	Moderate	12	36
Employed (part time)	Small	4	12
Employed (part time)	Not at all	5	15
Employed (part time)	Don't know	3	9
Homemaker	Great	1	11
Homemaker	Moderate	3	33
Homemaker	Small	2	22
Homemaker	Not at all	1	11
Homemaker	Don't know	2	22
Other	Great	2	15
Other	Moderate	3	23
Other	Small	2	15
Other	Not at all	3	23
Other	Don't know	3	23
Out of work	Great	0	0
Out of work	Moderate	3	33
Out of work	Small	1	11
Out of work	Not at all	3	33
Out of work	Don't know	2	22
Prefer not to say	Great	1	33
Prefer not to say	Moderate	0	0
Prefer not to say	Small	0	0
Prefer not to say	Not at all	2	67
Prefer not to say	Don't know	0	0
Retired	Great	14	24
Retired	Moderate	14	24
Retired	Small	13	22
Retired	Not at all	13	22
Retired	Don't know	5	8
Self-employed (full time)	Great	0	0

Self-employed (full time)	Moderate	0	0
Self-employed (full time)	Small	0	0
Self-employed (full time)	Not at all	2	40
Self-employed (full time)	Don't know	3	60
Self-employed (part time)	Great	1	25
Self-employed (part time)	Moderate	2	50
Self-employed (part time)	Small	0	0
Self-employed (part time)	Not at all	1	25
Self-employed (part time)	Don't know	0	0
Student	Great	0	0
Student	Moderate	2	40
Student	Small	0	0
Student	Not at all	3	60
Student	Don't know	0	0
Unable to work	Great	5	10
Unable to work	Moderate	8	16
Unable to work	Small	16	31
Unable to work	Not at all	16	31
Unable to work	Don't know	6	12

Figure 47: Number of Dependents by Mental Health Needs Met

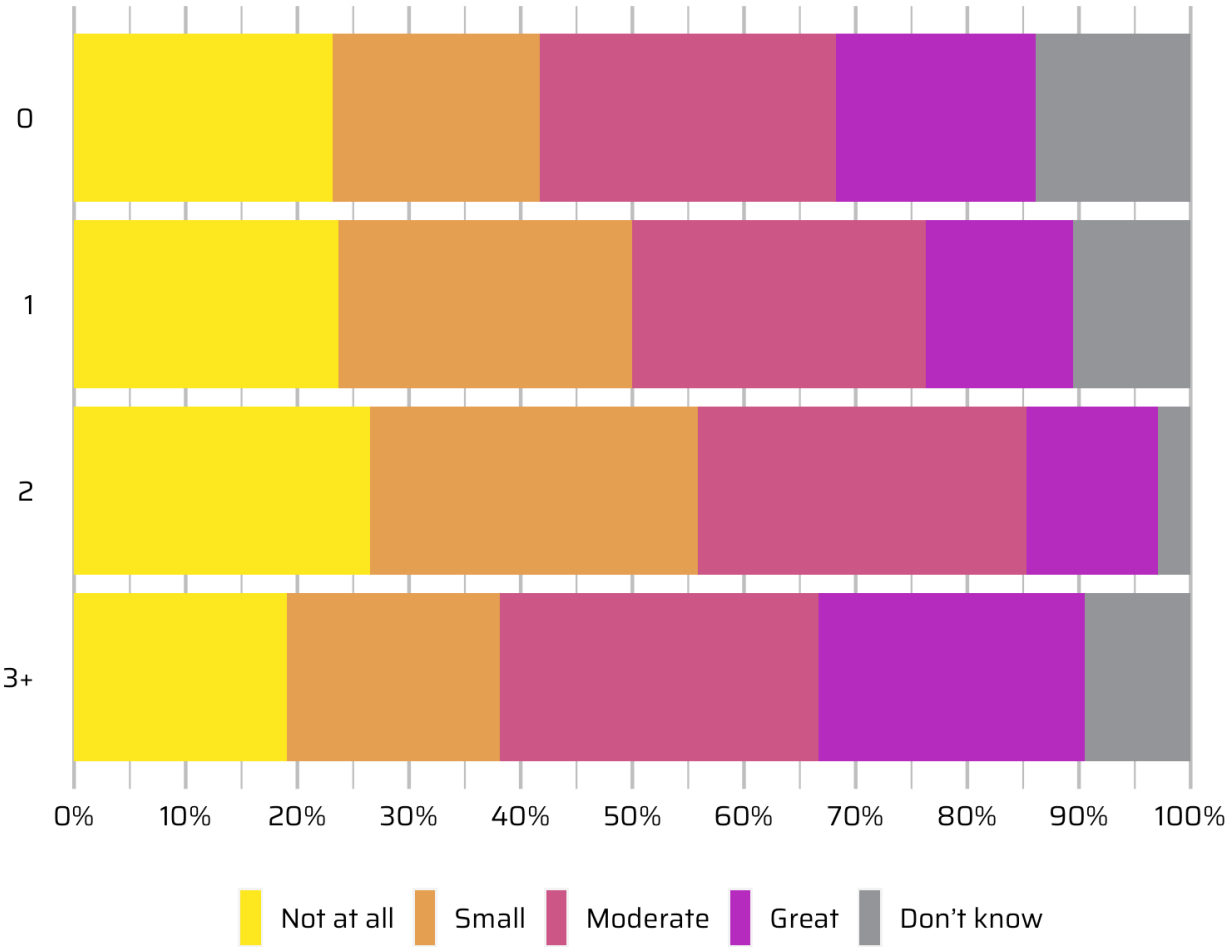


Table 47: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by number of dependents

Dependents	Extent	Respondents	Percentage
0	Great	27	18
0	Moderate	40	26
0	Small	28	19
0	Not at all	35	23
0	Don't know	21	14
1	Great	5	13
1	Moderate	10	26
1	Small	10	26
1	Not at all	9	24
1	Don't know	4	11
2	Great	4	12
2	Moderate	10	29
2	Small	10	29
2	Not at all	9	26
2	Don't know	1	3
3+	Great	5	24
3+	Moderate	6	29
3+	Small	4	19
3+	Not at all	4	19
3+	Don't know	2	10

Figure 48: Mental health needs met by marital status

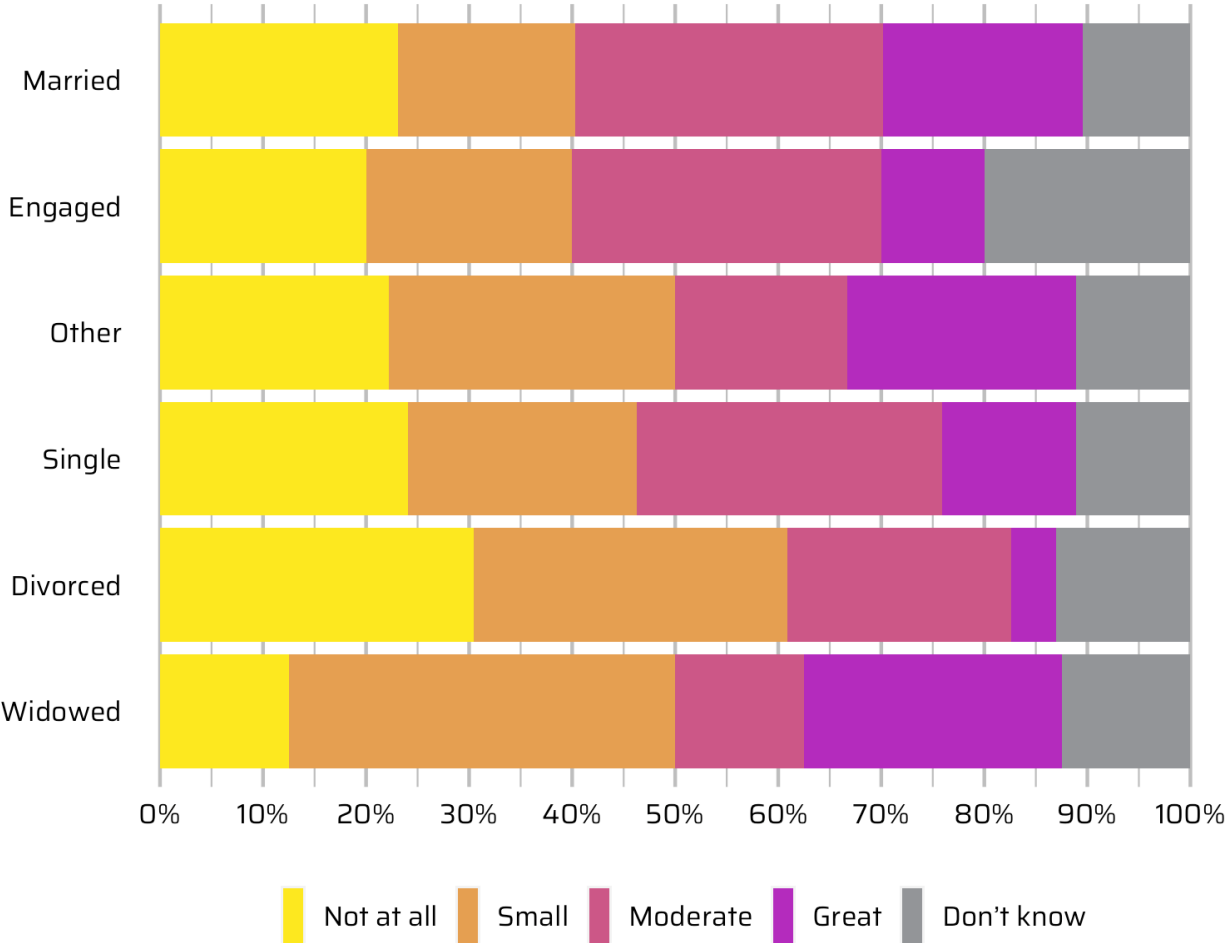


Table 48: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by marital status

Marital Status	Extent	Respondents	Percentage
Married	Great	26	19
Married	Moderate	40	30
Married	Small	23	17
Married	Not at all	31	23
Married	Don’t know	14	10
Engaged	Great	1	10
Engaged	Moderate	3	30
Engaged	Small	2	20
Engaged	Not at all	2	20
Engaged	Don’t know	2	20
Other	Great	4	22
Other	Moderate	3	17
Other	Small	5	28
Other	Not at all	4	22
Other	Don’t know	2	11
Single	Great	7	13
Single	Moderate	16	30
Single	Small	12	22
Single	Not at all	13	24
Single	Don’t know	6	11
Divorced	Great	1	4
Divorced	Moderate	5	22
Divorced	Small	7	30
Divorced	Not at all	7	30
Divorced	Don’t know	3	13
Widowed	Great	2	25
Widowed	Moderate	1	12
Widowed	Small	3	38
Widowed	Not at all	1	12
Widowed	Don’t know	1	12

Figure 49: Anxious or hopeless feeling

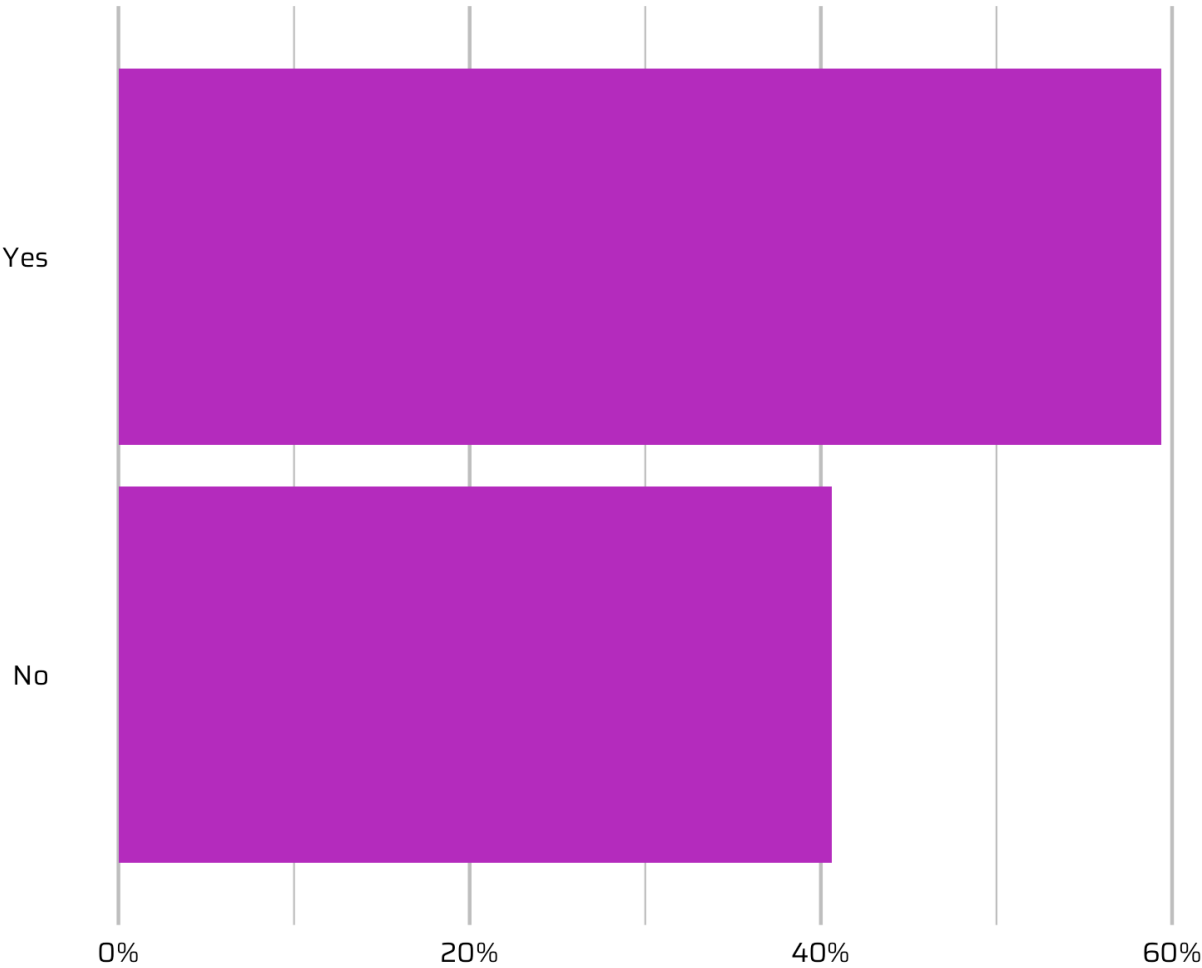


Table 49: Anxious or hopeless feeling

Anxious or Hopeless	Respondents	Percentage
Yes	149	59
No	102	41

Figure 50: Anxious or hopeless feeling by ethnicity

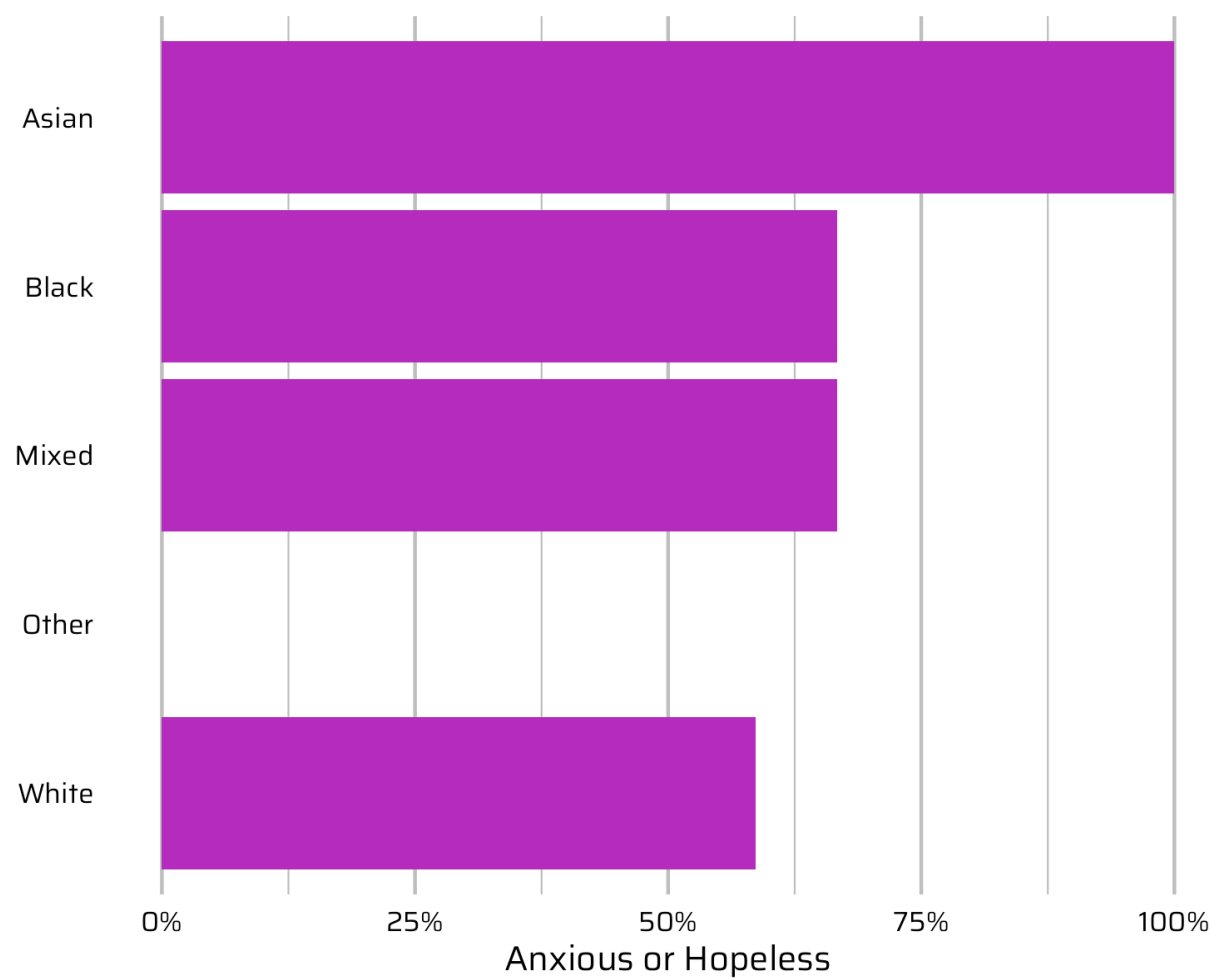


Table 50: Anxious or hopeless feeling by ethnicity

Ethnicity	Anxious or Hopeless	Respondents	Percentage
Asian	Yes	3	100
Asian	No	0	0
Black	Yes	2	67
Black	No	1	33
Mixed	Yes	2	67
Mixed	No	1	33
Other	Yes	0	NaN
Other	No	0	NaN
White	Yes	142	59
White	No	100	41

Figure 51: Anxious or hopeless feeling by marital status

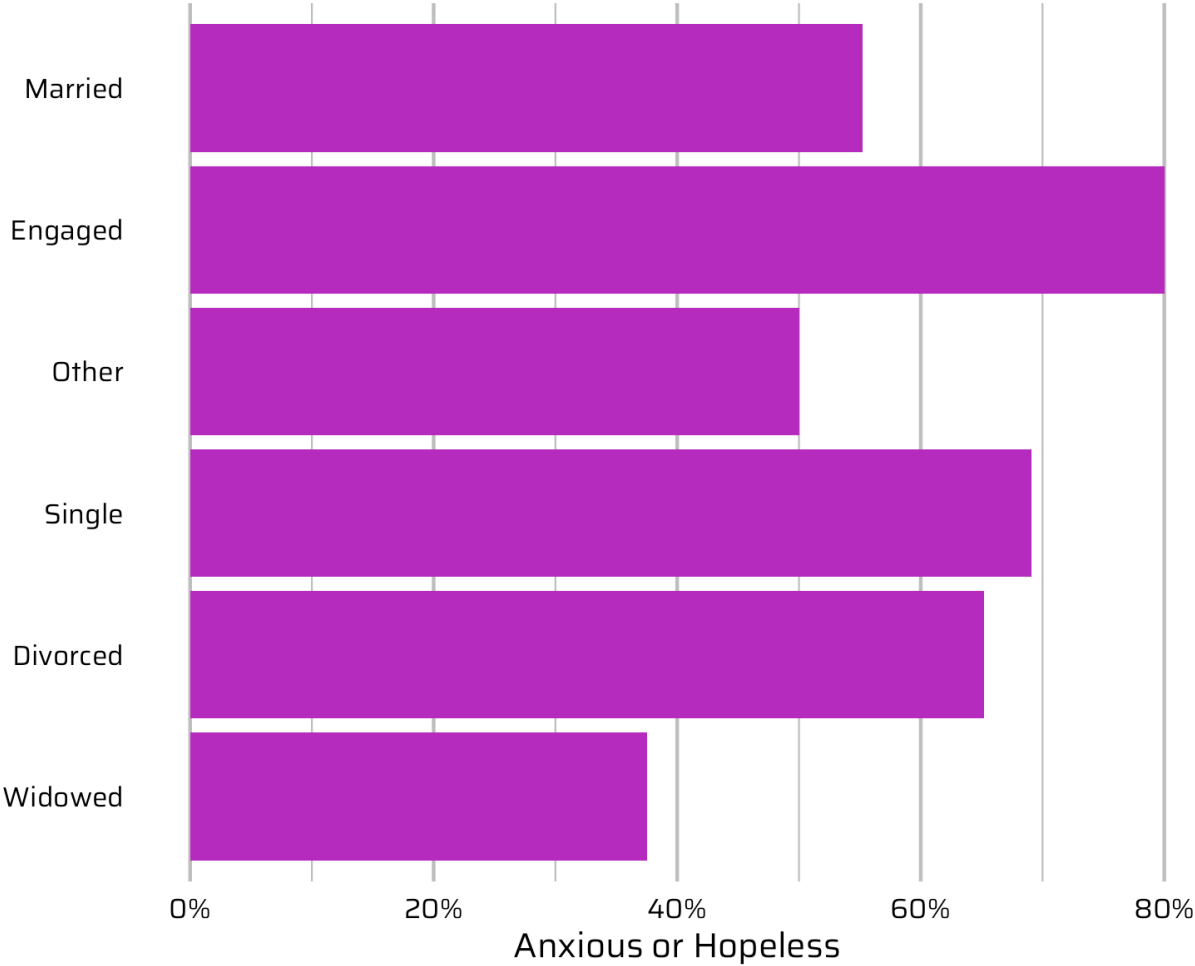


Table 51: Anxious or hopeless feeling by marital status

Marital Status	Anxious or Hopeless	Respondents	Percentage
Married	Yes	74	55
Married	No	60	45
Engaged	Yes	8	80
Engaged	No	2	20
Other	Yes	9	50
Other	No	9	50
Single	Yes	38	69
Single	No	17	31
Divorced	Yes	15	65
Divorced	No	8	35
Widowed	Yes	3	38
Widowed	No	5	62

Figure 52: Anxious or hopeless feeling by employment status

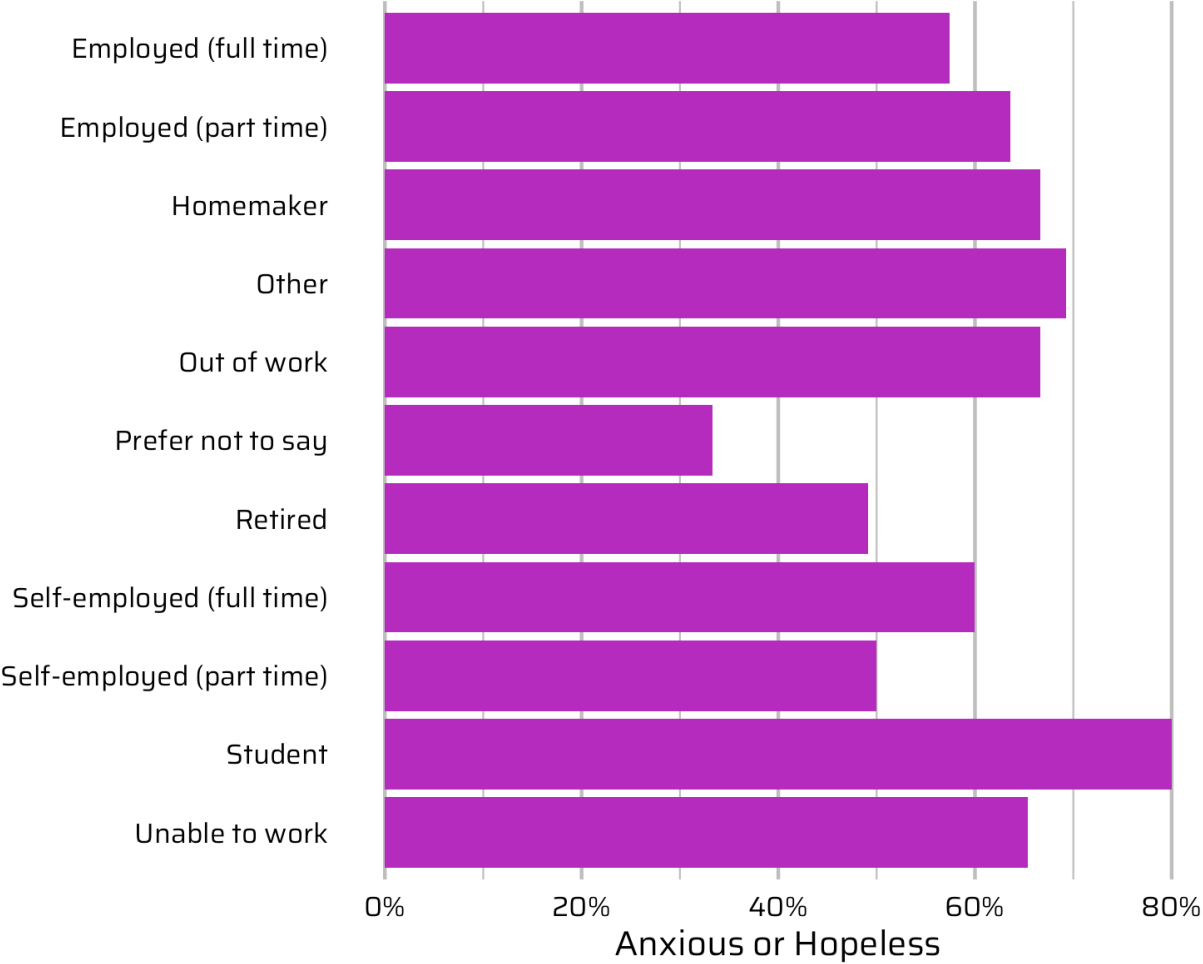


Table 52: Anxious or hopeless feeling by employment status

Employment Status	Anxious or Hopeless	Respondents	Percentage
Employed (full time)	Yes	31	57
Employed (full time)	No	23	43
Employed (part time)	Yes	21	64
Employed (part time)	No	12	36
Homemaker	Yes	6	67
Homemaker	No	3	33
Other	Yes	9	69
Other	No	4	31
Out of work	Yes	6	67
Out of work	No	3	33
Prefer not to say	Yes	1	33
Prefer not to say	No	2	67
Retired	Yes	29	49
Retired	No	30	51
Self-employed (full time)	Yes	3	60
Self-employed (full time)	No	2	40
Self-employed (part time)	Yes	2	50
Self-employed (part time)	No	2	50
Student	Yes	4	80
Student	No	1	20
Unable to work	Yes	34	65
Unable to work	No	18	35

Figure 53: Anxious or hopeless feeling by financial status

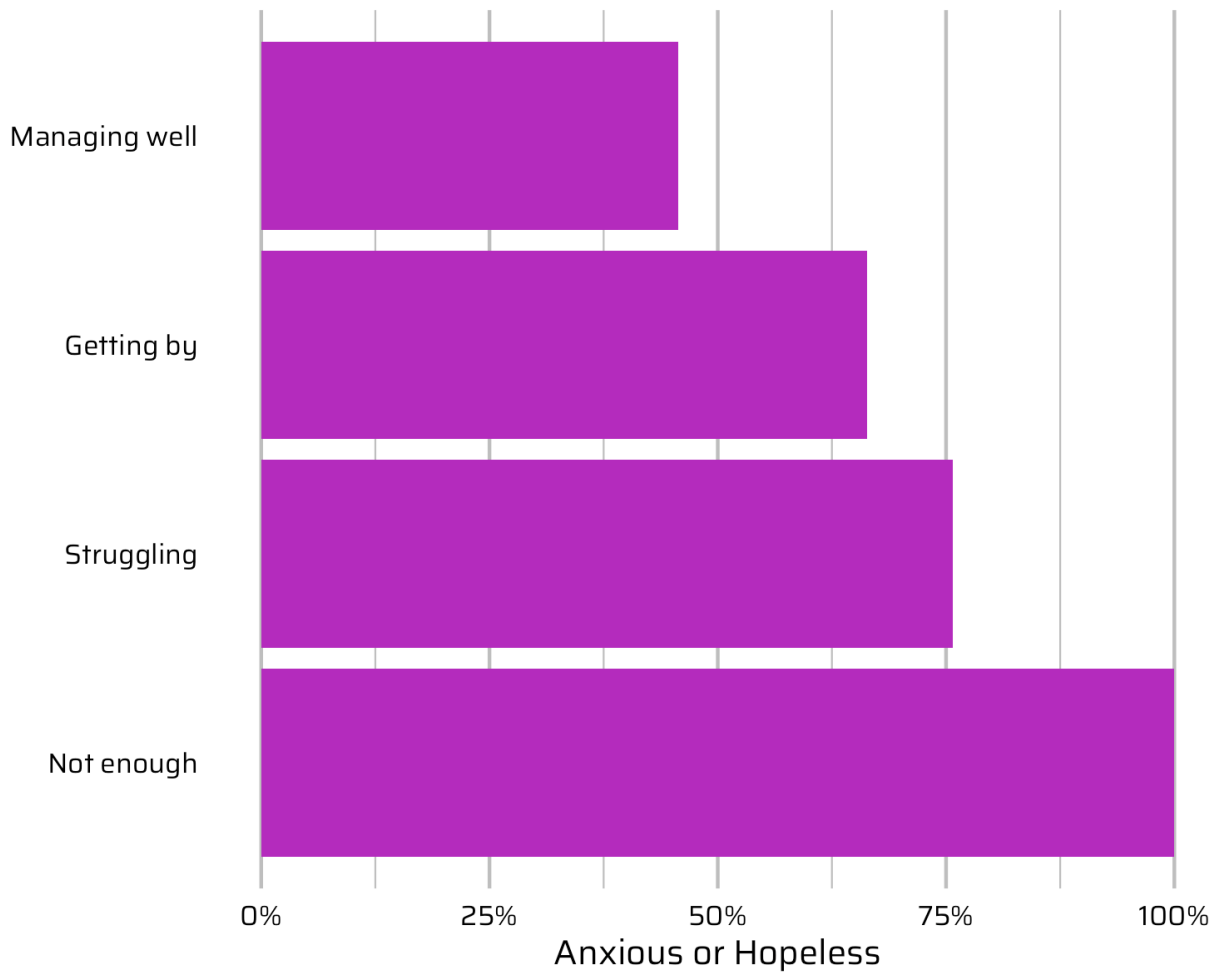


Table 53: Anxious or hopeless feeling by financial status

Financial Status	Anxious or Hopeless	Respondents	Percentage
Managing well	Yes	48	46
Managing well	No	57	54
Getting by	Yes	73	66
Getting by	No	37	34
Struggling	Yes	25	76
Struggling	No	8	24
Not enough	Yes	3	100
Not enough	No	0	0

Figure 54: Anxious or Hopeless Feeling by Mental Health Needs Met

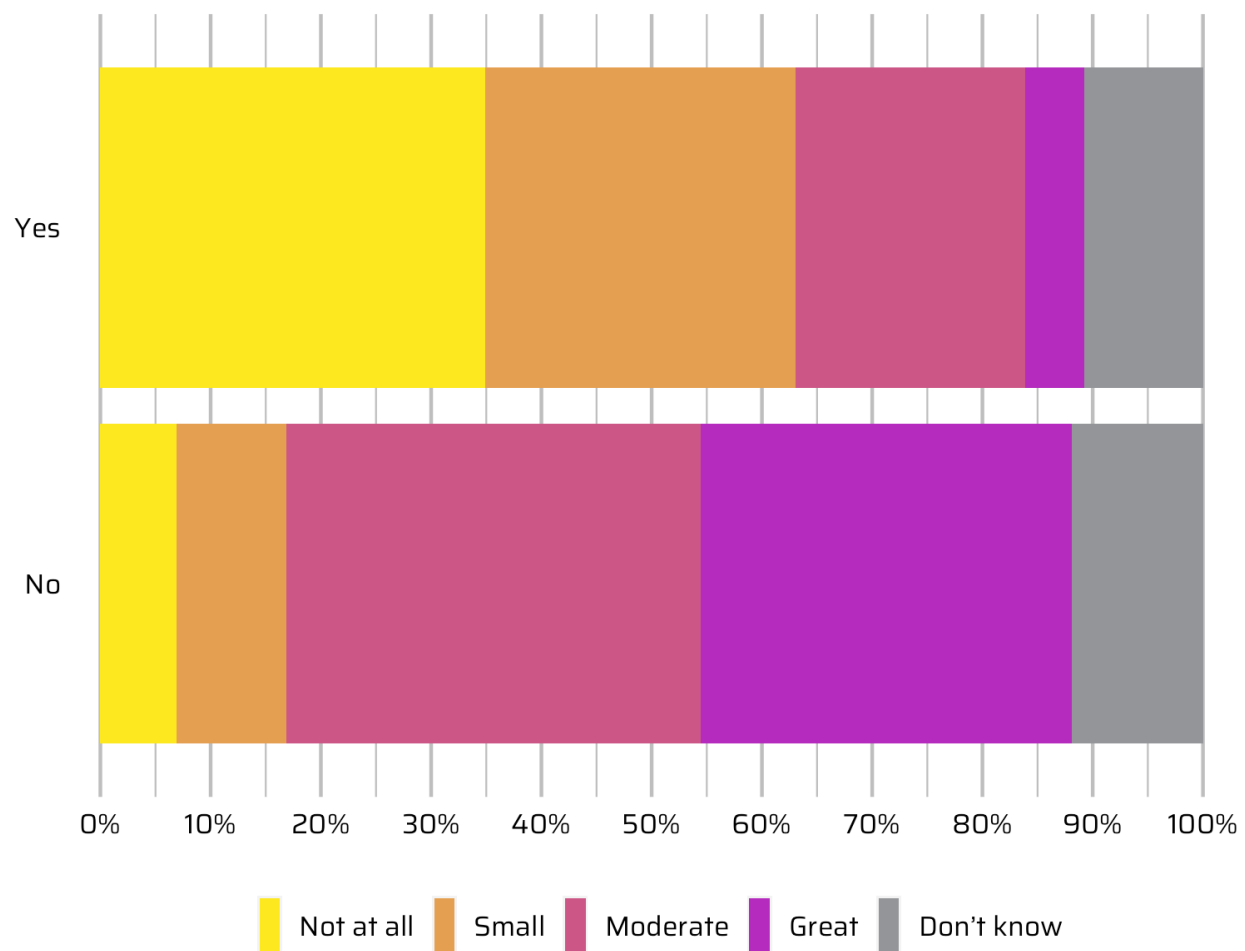


Table 54: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by feelings of anxiety or hopelessness

Anxious or Hopeless	Extent	Respondents	Percentage
Yes	Great	8	5
Yes	Moderate	31	21
Yes	Small	42	28
Yes	Not at all	52	35
Yes	Don't know	16	11
No	Great	34	34
No	Moderate	38	38
No	Small	10	10
No	Not at all	7	7
No	Don't know	12	12

Figure 55: Delay to Care by the Extent Mental Health Needs Met

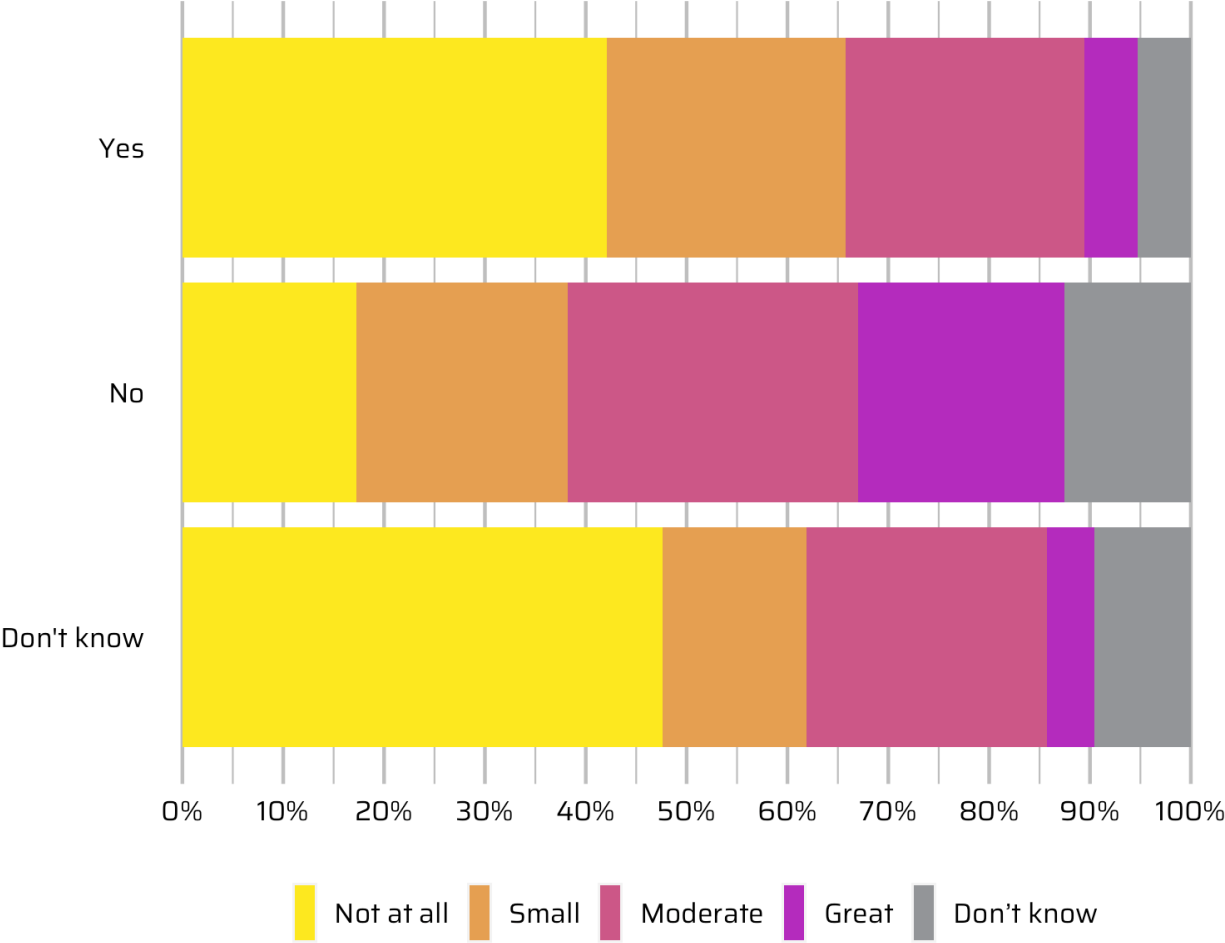


Table 55: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by delays to care

Delay	Extent	Respondents	Percentage
Yes	Great	2	5
Yes	Moderate	9	24
Yes	Small	9	24
Yes	Not at all	16	42
Yes	Don't know	2	5
No	Great	39	20
No	Moderate	55	29
No	Small	40	21
No	Not at all	33	17
No	Don't know	24	13
Don't know	Great	1	5
Don't know	Moderate	5	24
Don't know	Small	3	14
Don't know	Not at all	10	48
Don't know	Don't know	2	10

Figure 56: Cancellation of Care by the Extent Mental Health Needs Met

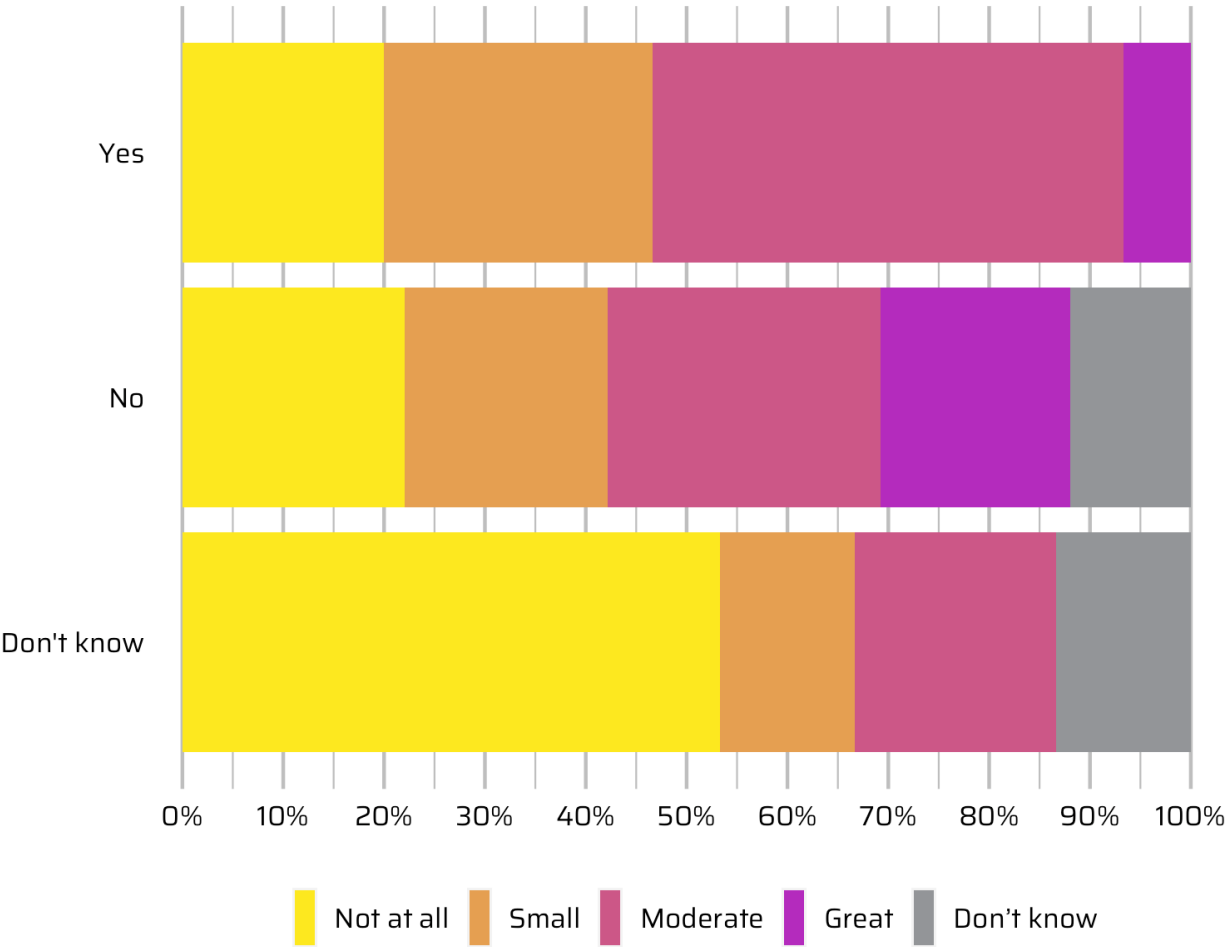


Table 56: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by cancellation of care

Cancellation	Extent	Respondents	Percentage
Yes	Great	1	7
Yes	Moderate	7	47
Yes	Small	4	27
Yes	Not at all	3	20
Yes	Don't know	0	0
No	Great	41	19
No	Moderate	59	27
No	Small	44	20
No	Not at all	48	22
No	Don't know	26	12
Don't know	Great	0	0
Don't know	Moderate	3	20
Don't know	Small	2	13
Don't know	Not at all	8	53
Don't know	Don't know	2	13

Figure 57: Financial Status by Extent Mental Health Needs Met

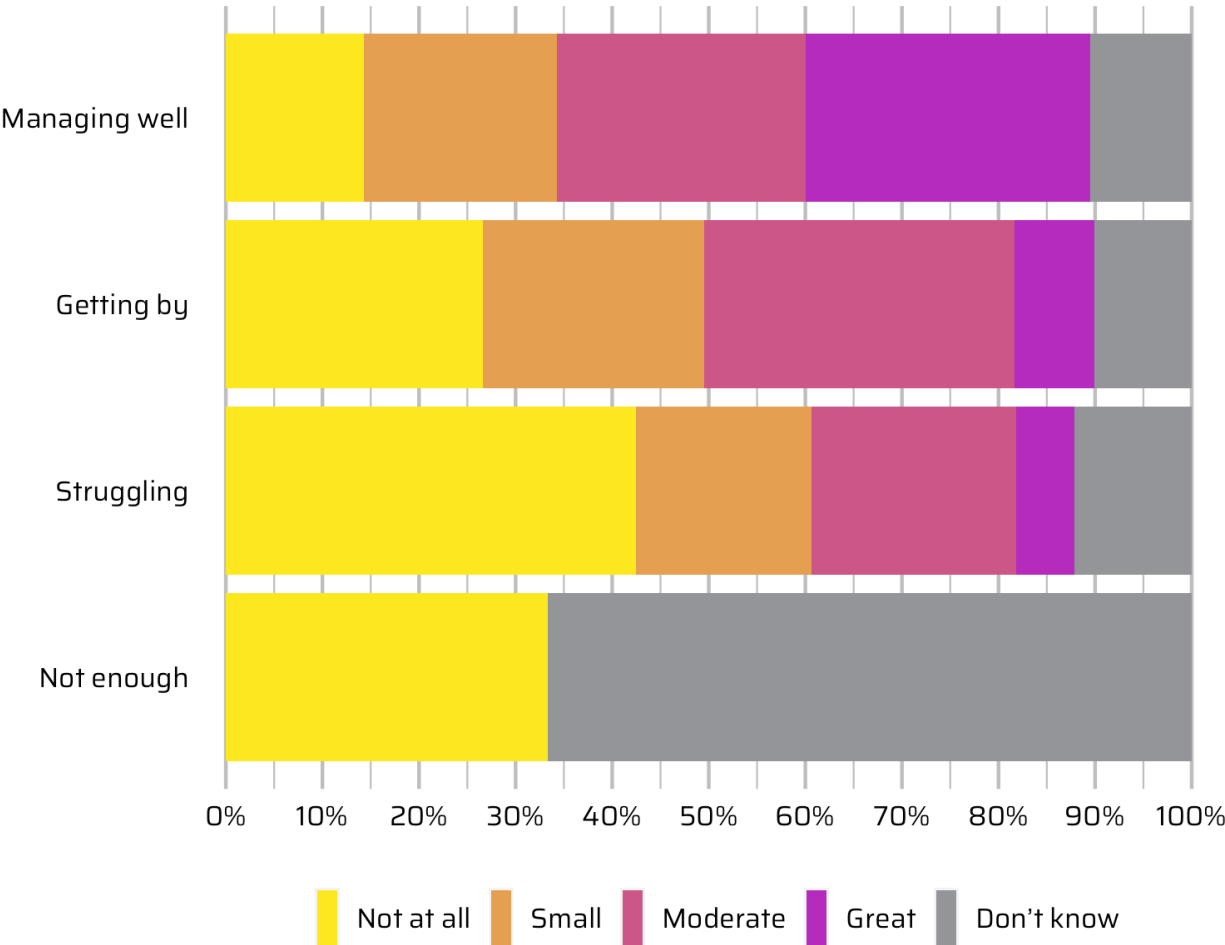


Table 57: No. and type of responses to the question ‘To what extent do you feel your mental health needs are being met?’ by financial status

Financial Status	Extent	Respondents	Percentage
Managing well	Great	31	30
Managing well	Moderate	27	26
Managing well	Small	21	20
Managing well	Not at all	15	14
Managing well	Don’t know	11	10
Getting by	Great	9	8
Getting by	Moderate	35	32
Getting by	Small	25	23
Getting by	Not at all	29	27
Getting by	Don’t know	11	10
Struggling	Great	2	6
Struggling	Moderate	7	21
Struggling	Small	6	18
Struggling	Not at all	14	42
Struggling	Don’t know	4	12
Not enough	Great	0	0
Not enough	Moderate	0	0
Not enough	Small	0	0
Not enough	Not at all	1	33
Not enough	Don’t know	2	67

Figure 58: Age group and Extent Mental Health Needs Met

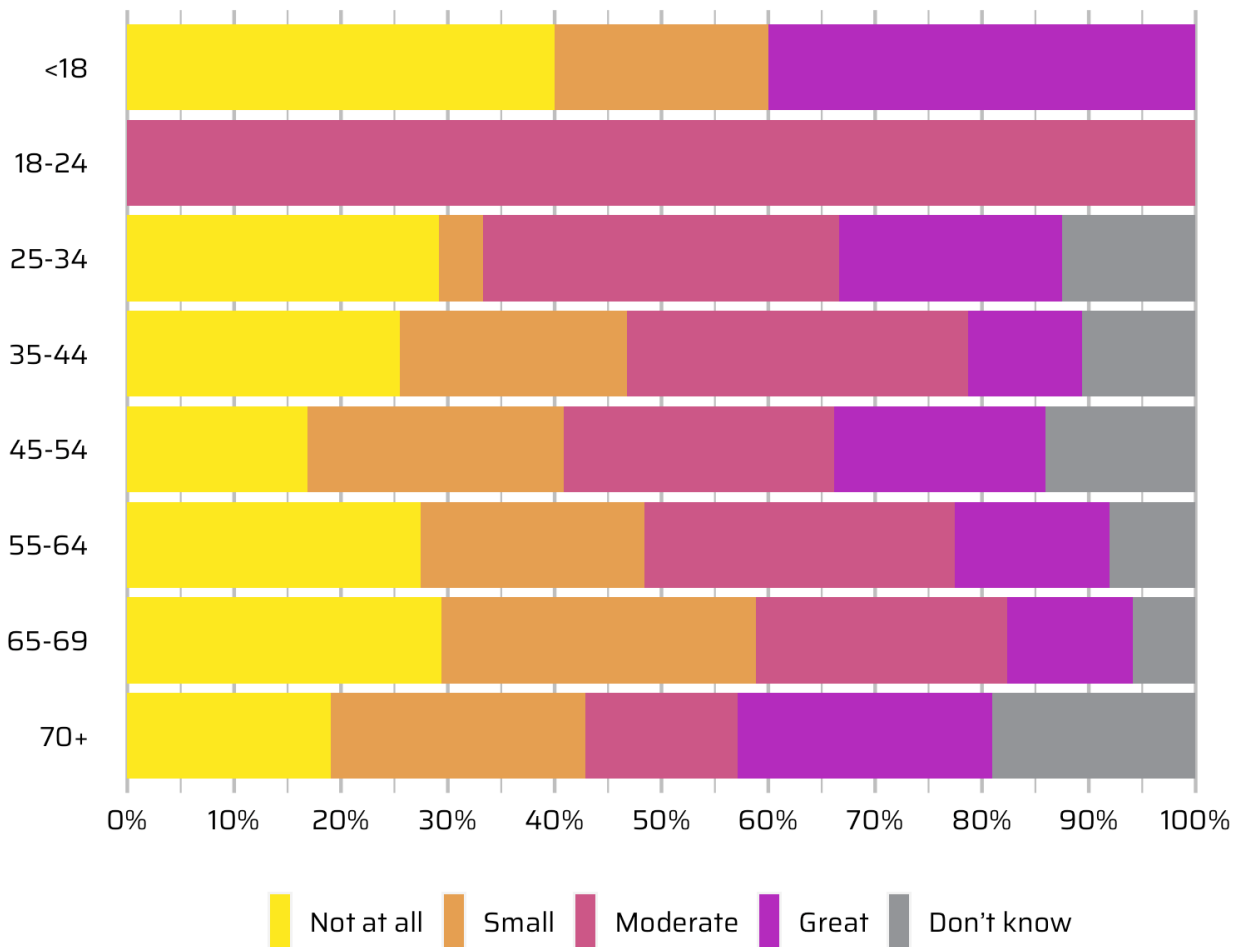


Table 58: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by age group

Age	Extent	Respondents	Percentage
<18	Great	2	40
<18	Moderate	0	0
<18	Small	1	20
<18	Not at all	2	40
<18	Don't know	0	0
18-24	Great	0	0
18-24	Moderate	3	100
18-24	Small	0	0
18-24	Not at all	0	0
18-24	Don't know	0	0
25-34	Great	5	21

25-34	Moderate	8	33
25-34	Small	1	4
25-34	Not at all	7	29
25-34	Don't know	3	12
35-44	Great	5	11
35-44	Moderate	15	32
35-44	Small	10	21
35-44	Not at all	12	26
35-44	Don't know	5	11
45-54	Great	14	20
45-54	Moderate	18	25
45-54	Small	17	24
45-54	Not at all	12	17
45-54	Don't know	10	14
55-64	Great	9	15
55-64	Moderate	18	29
55-64	Small	13	21
55-64	Not at all	17	27
55-64	Don't know	5	8
65-69	Great	2	12
65-69	Moderate	4	24
65-69	Small	5	29
65-69	Not at all	5	29
65-69	Don't know	1	6
70+	Great	5	24
70+	Moderate	3	14
70+	Small	5	24
70+	Not at all	4	19
70+	Don't know	4	19

Figure 59: Ethnicity and Extent Mental Health Needs Met

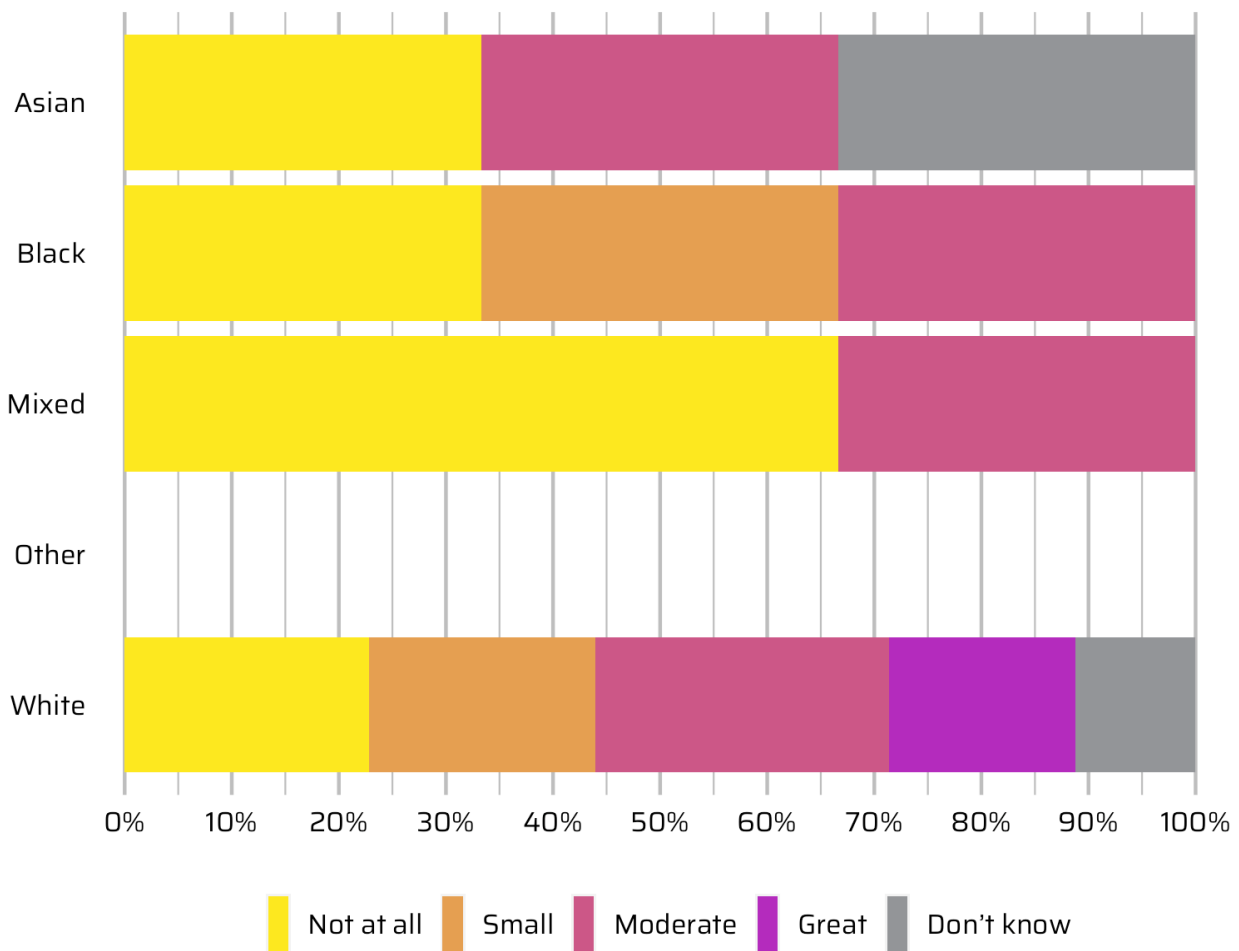


Table 59: No. and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by ethnicity

Ethnicity	Extent	Respondents	Percentage
Asian	Great	0	0
Asian	Moderate	1	33
Asian	Small	0	0
Asian	Not at all	1	33
Asian	Don't know	1	33
Black	Great	0	0
Black	Moderate	1	33
Black	Small	1	33
Black	Not at all	1	33
Black	Don't know	0	0
Mixed	Great	0	0

Mixed	Moderate	1	33
Mixed	Small	0	0
Mixed	Not at all	2	67
Mixed	Don't know	0	0
Other	Great	0	NaN
Other	Moderate	0	NaN
Other	Small	0	NaN
Other	Not at all	0	NaN
Other	Don't know	0	NaN
White	Great	42	17
White	Moderate	66	27
White	Small	51	21
White	Not at all	55	23
White	Don't know	27	11