



NeuroLifeNow

November/December 2021 results



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“Every day is a battle, needing help for everyday things i.e., dressing, washing, going to the toilet is physically and mentally exhausting. I shouldn't have to jump through hoops to get help when I was born this way.”

Foreword

Living with a neurological condition can be a daily battle, and one that is often invisible to others. The right treatment and care make all the difference, but all too frequently people need to fight for support and their independence – be this in securing the right diagnosis, the right financial help or social care.

That was your message to the Government and wider society this month, when we asked you - people affected by neurological conditions - what your priorities were and what needed to change.

Many people told us they felt invisible to society, and more should be done to foster greater understanding of hidden conditions. You, the NeuroLifeNow community, told us about huge difficulties in accessing disability benefits, with lengthy application forms and assessors who don't always understand what life is like with a neurological condition. You also told us about the support you wished was available for your friends and family, as you collectively try to navigate life and manage the impacts of a neurological condition.

“Self advocacy is vital in order to be seen and heard. There is very little support for people with conditions such as ours. The routes to finding a consultant who truly understands the complexities of neurological conditions and has time to listen, research and respond are so complex... this app seems a positive move towards finding a voice for those with neurological conditions.”

You also told us very clearly this month that you did not have confidence in how the COVID-19 pandemic was being handled by the UK Government. Nearly half of you (48%) said you were not confident in how the Government was handling the pandemic. At the same time, over 1 in 4 (26%) said you were very concerned about the risk the Coronavirus posed.

We know that change is desperately needed. You are not alone in your experiences; the Brain and Spine Foundation is able to provide a listening ear whenever you need. Our free, UK-wide Helpline is run by neuroscience-trained nurses who provide a trusted and safe space where you

can seek professional insight, emotional support and guidance. **Call 0808 808 1000** (Mon-Thurs, 9am – 4pm) or email helpline@brainandspine.org.uk.

We know change can be all too slow, but we are confident that it is coming. In a landmark moment in December 2021, the Government confirmed that they will bring forward a UK-wide, cross-Governmental strategy for Acquired Brain Injury (ABI) and other neurological conditions. The strategy will be developed this year, and the Government will publish a call for evidence in spring 2022. Neurological Alliance's across the UK are working closely together to ensure Department of Health and Social Care hear your experiences, fed in through the NeuroLifeNow platform and elsewhere, and that these views shape the strategy. The strategy has the potential to set out important commitments to improving care, such as education and support, improving rehabilitation, and supporting the specialist health and care workforce.

The time you spend in sharing your experiences, in campaigning for change, and in connecting with others going through similar experiences, has helped enormously to make change happen. So, despite the very real challenges we face as a community, we are confident that 2022 will be a watershed moment for services for people with neurological conditions, and we hope to secure the changes needed to improve treatment, care and support for all.

Marc Smith, CEO Brain and Spine Foundation

Georgina Carr, CEO Neurological Alliance (England)

Background

NeuroLifeNow is an app and website that support people with neurological conditions to share experiences of their care in the last 8 weeks. In return, you can access news and information relevant to living with a neurological condition and professional support services run by the Brain & Spine Foundation. In as little as three weeks from closure of the questionnaire, you can review the experiences of other people with neurological conditions too. The data in this report is derived from responses received between 1 November and 31 December 2021. The full questionnaire and data tables are available in the appendices.

Key findings

- 168 people shared their experiences in November and December, with 77% female respondents and 21% male. 59 different neurological conditions and symptoms were represented in the survey. Migraine, multiple sclerosis and chronic pain were the top three represented.
- 48% of respondents said that they were not confident in the Government's ability to handle the coronavirus this winter, and 18% said they were somewhat confident.
- 26% of respondents said they felt they were concerned to a great extent about the risk coronavirus poses to them. 41% said they were concerned to a moderate extent.
- 66% of respondents are at least somewhat concerned about their financial situation, and 19% are very concerned.
- 32% of respondents said their mental health needs weren't being met or were being met to a small extent. 64% reported feelings of anxiety and/or hopelessness.
- Overall, 81% of the medical appointments evaluated were considered helpful.
- 59% of respondents felt their experience of care in November and December was good or very good.



Your priorities

This time, we asked you open ended questions about your priorities. The questionnaire was open for responses at a time dominated by concerns around the Omicron variant, increasing cost of living and significant pressures on the health and care system.

142 of you told us what was important to you this month. Responses centered around:

1. Improving understanding and awareness of your condition
2. Managing your condition and maintaining independence
3. Accessing the right diagnosis, information and support
4. Staying safe and COVID-19
5. Financial support
6. Mental health and wellbeing

1. Improving understanding and awareness

Most of you told us your priority was to improve awareness and understanding of living with a condition that affects your brain, spine or nerves.

16 of you said this was a priority. You pointed to a variety of people and organisations who needed to understand neurological conditions better, including GPs, employers, their family, Government, and society more broadly.

"Making sure people understand hidden disabilities are just as limiting as visible ones"

"G B S given wider knowledge among medical/nursing/reception people"

"I'm trying to live in a society that doesn't see "Invisible Disabilities" and support from government agencies is very limited."



2. Managing your condition and maintaining independence

24 of you told us that maintaining independence and managing symptoms were your priorities at the moment. In particular, many people told us about their efforts to manage pain.

"To get desperately needed neuropathy pain relief. To try to get more help for a chronic case of Brown-Sequard syndrome. To get more recognition for Brown sequard syndrome. To help people understand that what they can see is only the tip of the iceberg."

"Keep pain and brain fog at bay"

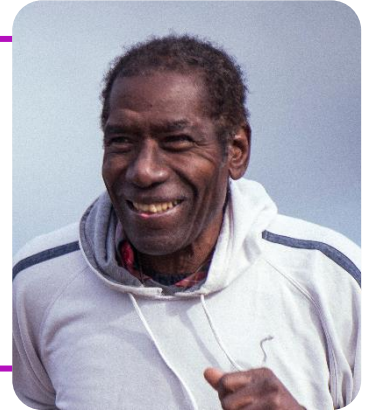


In addition, you told us your priority was to self-manage their condition. Independence was highlighted as a priority for 13 people, with many highlighting their fight to ensure their condition didn't 'hold them back'.

"Fitting in my medication and the need to get it on time, with real life and the need to not eat within about at least an hour (before or after)."

"Looking after myself and getting through each day with as little pain as possible, which has meant learning to cope with my condition"

"Self-welfare. Making sure I can be as safe as possible."



3. Accessing the right diagnosis, information and support

The right diagnosis and support is highly individual, and the responses from you were testament to that. Many told us of their frustrations in obtaining a diagnosis, and felt abandoned, without clear answers.

Many people reported their frustration at not being able to access specialist support, particularly from neurology services.

The right information is of course key – 2 respondents told us their priority at present was ensure "better communication" and "to access help and information".

"Getting a diagnosis. I am undiagnosed, neurologists say I'm a 'mystery'"

"After four years of muscle wasting and 2.5 years of clonus and severe jerks, to get a diagnosis and a listening ear."



These priorities shine a light on the need to ensure treatment, care and support is responsive, and able to provide specialist input as needed (particularly for those living with rare conditions). On an individual level, people with neurological conditions should be supported to make shared decisions about their care and, of course, feel listened to by their clinicians.

“Getting treatment to improve my migraine so that I can progress in my career and have more pain free days.”

“Access to neurologist who specialises in my condition.”

“It would be great just to see a neurologist.”

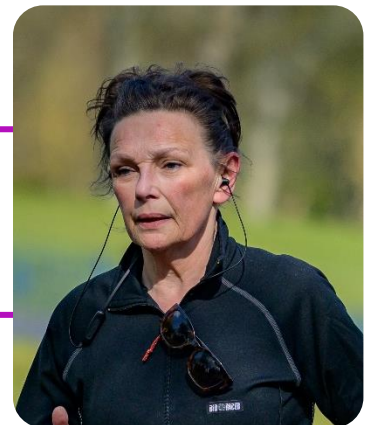


4. COVID-19

Understandably, many of you told us your current priority was staying safe from COVID-19. Despite the roll out of the vaccination and advice and support provided through the shielding programme, many people remain concerned about the risk of the virus to them.

“Staying healthy. Staying COVID free”

“Staying safe during COVID”



As the COVID-19 pandemic continues, it is vital that people with neurological conditions, particularly those more likely to be at greater risk of the virus, have support they need if they feel unsafe at work, and best information available to make the right decisions for them.

5. Financial support

Many of you told us about your challenges to access the right financial support and to stay in work. In particular, problems in accessing disability benefits such as Personal Independence Payments (PIP).

"My priorities at the moment, if I am completely honest, are financial. PIP and ESA are not enough to make ends meet but I am too badly affected by my stroke, both physically and mentally that I cannot return to work."

"Keeping a roof over my head"



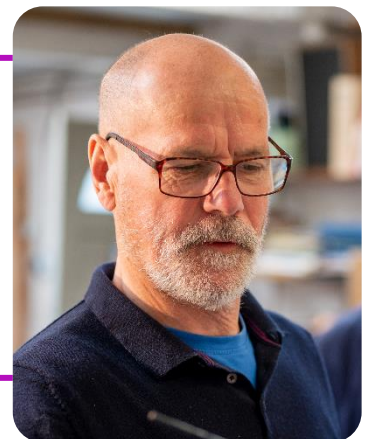
6. Mental health and wellbeing

We know that it can be incredibly difficult to get the support you need for your mental wellbeing if you live with a neurological condition.

Many of you reported that mental health was one of your key priorities this winter. Indeed, mental health has been a key theme throughout the NeuroLifeNow research – shielding, isolation, a turbulent health and care environment and disruption to daily life has taken its toll on many.

"To be healthy both physically and mentally so I can enjoy life with my family"

"To be able to do things I want to do without stress, anxiety and feeling well"





What you want the Government to know

152 of you told us what you would like the Government to know. The NeuroLifeNow community responded with a variety of calls for action, aimed at health services, the UK Government, national Governments and Government agencies.

Overall, your calls for action centered around:

1. Improving awareness and understanding of daily life with a neurological condition
2. Improving access to financial support, in particular disability benefits to help manage the extra costs of a neurological condition
3. Reducing the unwarranted variation in access to health and care services
4. Stepping up funding and support for neurological research

1. Improving awareness and understanding of daily life with a neurological condition

Action must be taken, including by the voluntary sector, to improve awareness and understanding of the realities of living with a neurological condition – too often people feel invisible. Healthcare professionals, assessors, employers and society should all have a better knowledge of life with a neurological condition.

“Looks can be deceiving.”

“That we exist - we were invisible before the pandemic and are becoming invisible again now.”

“It is a constant battle which society very often does not see, and the government needs to act on our behalf.”

“Rare conditions are often mistaken for mental illnesses and given the incorrect treatment.”

“It is important to be treated fairly and people with neurological conditions can feel invisible. They change the way you live your life...”

2. Improving access to financial support, in particular disability benefits to help manage the extra costs of a neurological condition

Disability benefits should be accessible to all who need support to stay in employment or deal with the extra costs of living with a neurological condition. The current system is not fit for purpose for many people.

“The damage assessments do physically and mentally to jump through hoops is extremely damaging.”

“The lack of understanding from the DWP of rare or neurological conditions that can be invisible or fluctuate.”

“The government needs to improve training to assessors of DWP benefits, so they recognise and acknowledge that Dysexecutive Syndrome is a disability in its own right...”

“It costs money to go to appointments, pay for parking, miss work and school. It’s a drain on the finances.”

“Waiting for that brown envelope with that decision which can alter your lifestyle either for better or worse ramps up anxiety/depression/fear, which in turn can make your illness worse, so pushing you into a downward spiral.”

3. Reducing the unwarranted variation in access to health and care services

Action must be taken to reduce the unwarranted variation in health and care for people with neurological conditions. This includes ensuring that the forthcoming UK wide strategy for ABI and other neurological conditions takes action to support the development of neuroscience specialists and integrated health and care pathways that allow care to be delivered as close to home as possible.

"There is no help for people with FND and that patients are given a website and told to get on with it. With no help from the NHS."

"Things are taking far too long as regards scans etc"

"Living with FND, NEADS, Osteoporosis and Arthritis means having to deal with a lot of medical professionals. There is no support structure in place for me. I have to deal with several hospitals as there is no clear neurological support in Lincolnshire leaving me with a trip of over 100 miles to see the nearest FND neurologist...."



4. Step up funding and support for neurological research

Building on recent commitments to neurodegenerative research, the UK Government should provide support and investment for neurological research. Recognising the substantial impact of the pandemic on the voluntary sector, charities which fund research should be supported through the development of a Life Sciences-Charity Partnership Fund.

"There needs to be more funding for research particularly for people with migraine disease."

"There is not enough known about certain conditions and more funding should be applied to finding support for these."

"More research needs to go into neurological conditions especially the rare ones, so perhaps more treatment could become available"





Next steps

Our priority is to take your very clear calls for change to the right public policymakers across the UK. This includes delivering a presentation as part of an NHS England and NHS Improvement webinar to more than 270 health and care professionals in January 2022, calling for urgent action to be taken to address variation in NHS care. Along with the Neurological Alliances of England, we are sharing this our findings with the neurological coalitions across the UK.

We are still looking for people to join a co-design panel to help directly shape the development of the App. If you'd like to be a part of this, then we'd love to hear from you:

support@neurolifenow.org.

Appendix 1: Questionnaire

Question	Hint	Answer1	Answer2	Answer3	Answer4	Answer5	Answer6	Answer7
Are you filling in this questionnaire for yourself?		Yes	No	I do not live with a neurological condition				
What are your priorities?								
What is the most important aspect of living with a neurological condition that you think the Government should know?								
How confident are you that the national government can deal with the coronavirus this winter?		Very confident	Somewhat confident	A little confident	Not at all confident	Don't know		
To what extent, if at all, would you say you are concerned about the risk coronavirus poses to you?		To a great extent	To a moderate extent	To a small extent	Not at all	Don't 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		
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			
How concerned are you that your finances will get worse this winter?		Very concerned	Somewhat concerned	Not concerned	I don't know			
Have you accessed treatment, care or support for your neurological condition in the past eight weeks?	This could include support from the NHS, care providers or charities	Yes	No					
Overall, how would you describe your experience of your health and care services in the last eight weeks?	Services 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 medical appointments have you had in the last eight weeks?		0	1	2	3	4	5+	
Who was your medical appointment with?	Tell us which health or care professional you had your	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP

	first appointment in the last 8 weeks with							
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	None of these		
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 delayed or cancelled in the last eight weeks?	Yes	No	Don't know					
Which appointments have been delayed or 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	
Other (please specify)		Other (please specify)						
Do you know when your delayed appointment or procedure will now take place?		Yes	No					
How many times have you sought A&E/emergency support from the NHS as a result of your neurological condition in the last 8 weeks?			0	1- 2 times	3 - 5 times			

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Sample

Total number of respondents: 168

Demographics

Gender

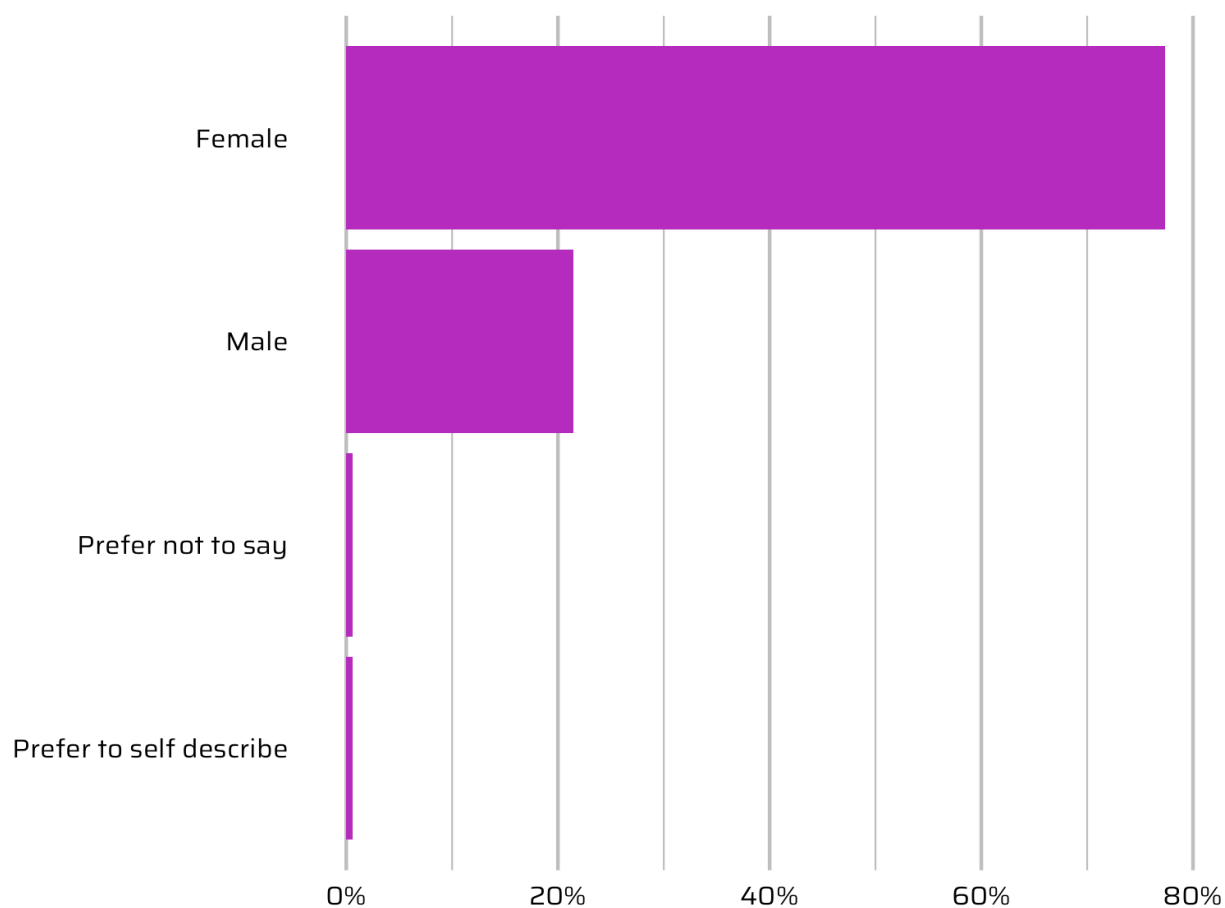


Figure 1: Gender of respondents

Table 1: Gender of respondents

Gender	Respondents	Percentage
Female	130	77
Male	36	21
Prefer not to say	1	1
Prefer to self-describe	1	1

Age

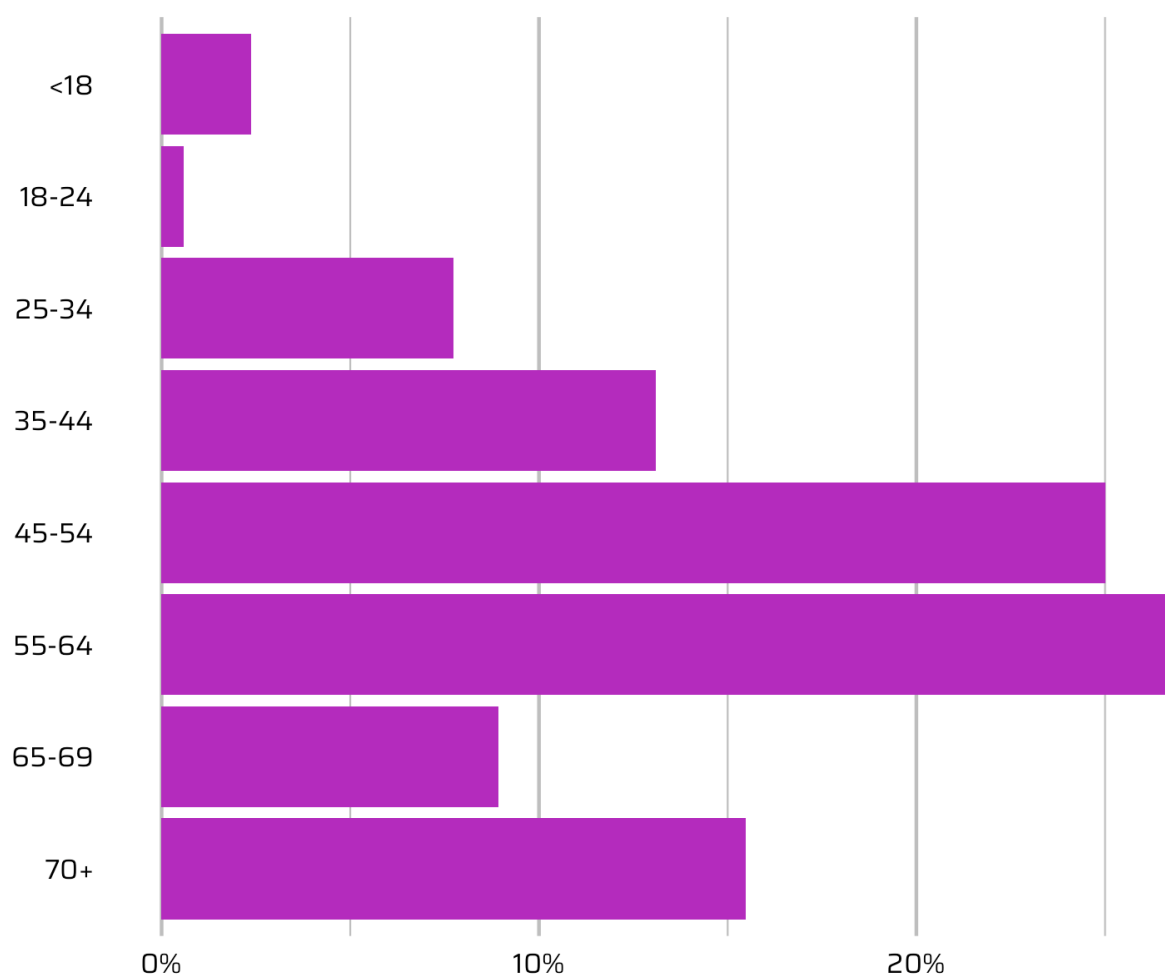


Figure 2: Age of Respondents

Table 2: Age of respondents

Age	Respondents	Percentage
<18	4	2
18-24	1	1
25-34	13	8
35-44	22	13
45-54	42	25
55-64	45	27
65-69	15	9
70+	26	15

Marital Status

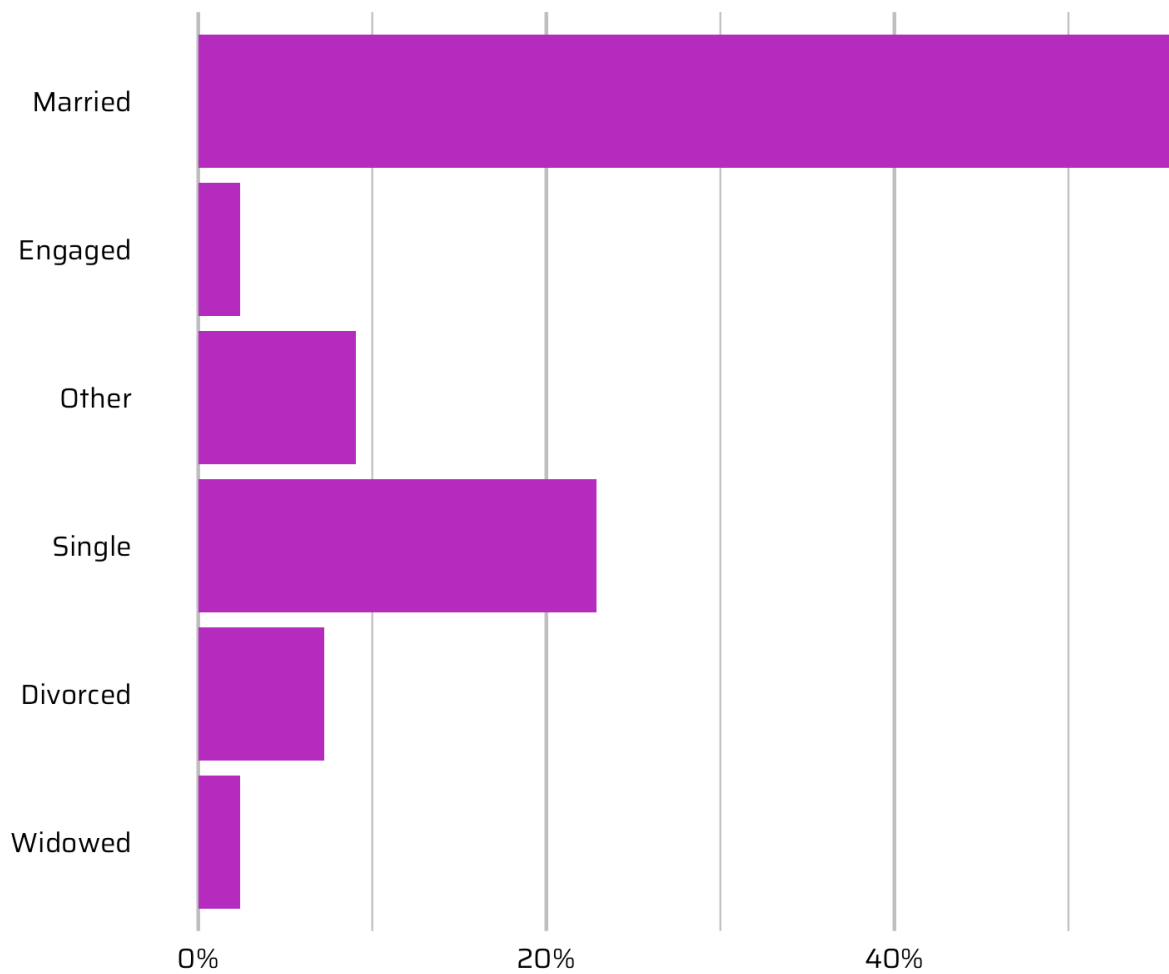


Figure 3: Marital status of respondents

Table 3: Marital status of respondents

Marital Status	Respondents	Percentage
Married	93	56
Engaged	4	2
Other	15	9
Single	38	23
Divorced	12	7
Widowed	4	2

Employment Status

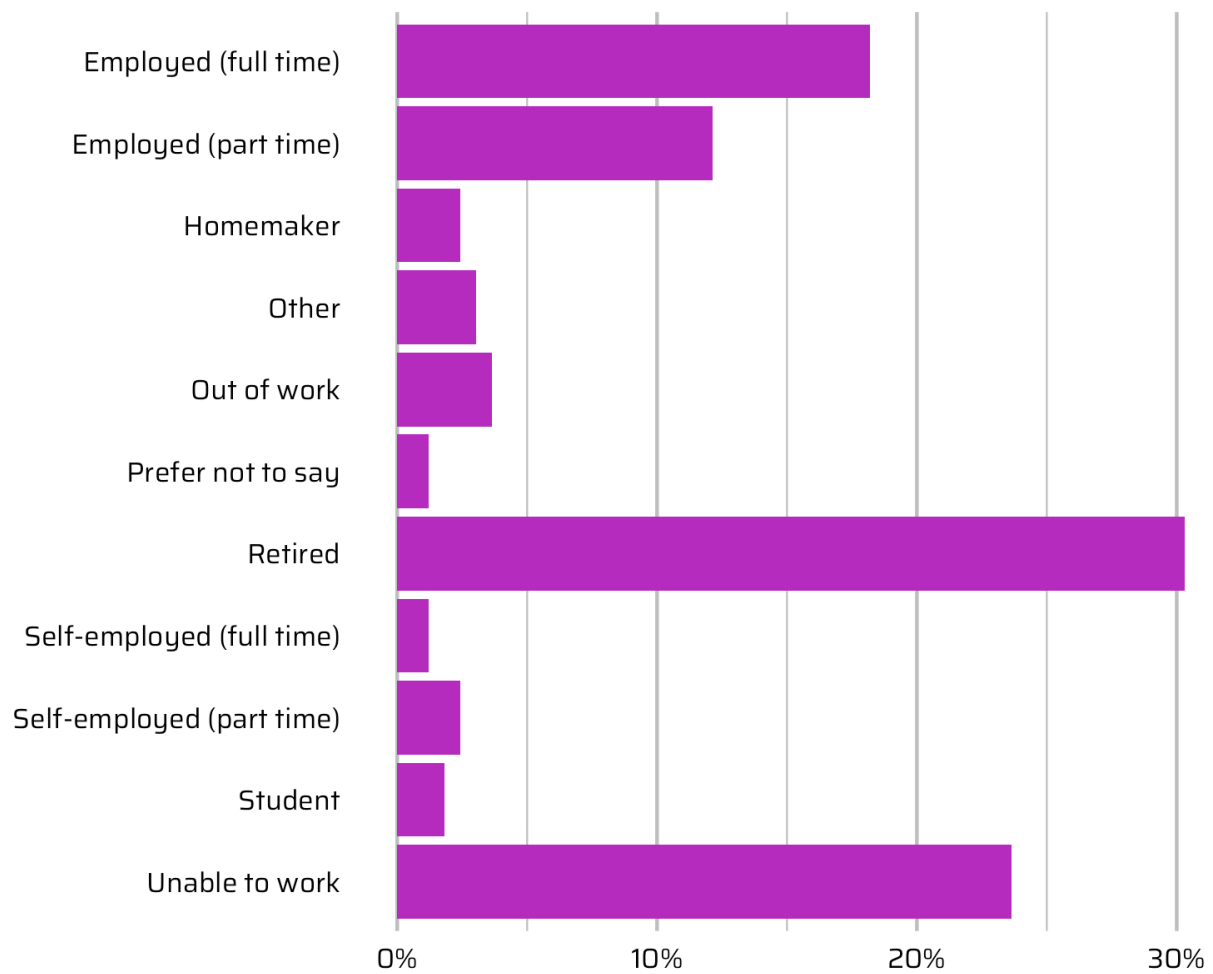


Figure 4: Employment status of respondents

Table 4: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	30	18
Employed (part time)	20	12
Homemaker	4	2
Other	5	3
Out of work	6	4
Prefer not to say	2	1
Retired	50	30
Self-employed (full time)	2	1
Self-employed (part time)	4	2
Student	3	2
Unable to work	39	24

Financial Status

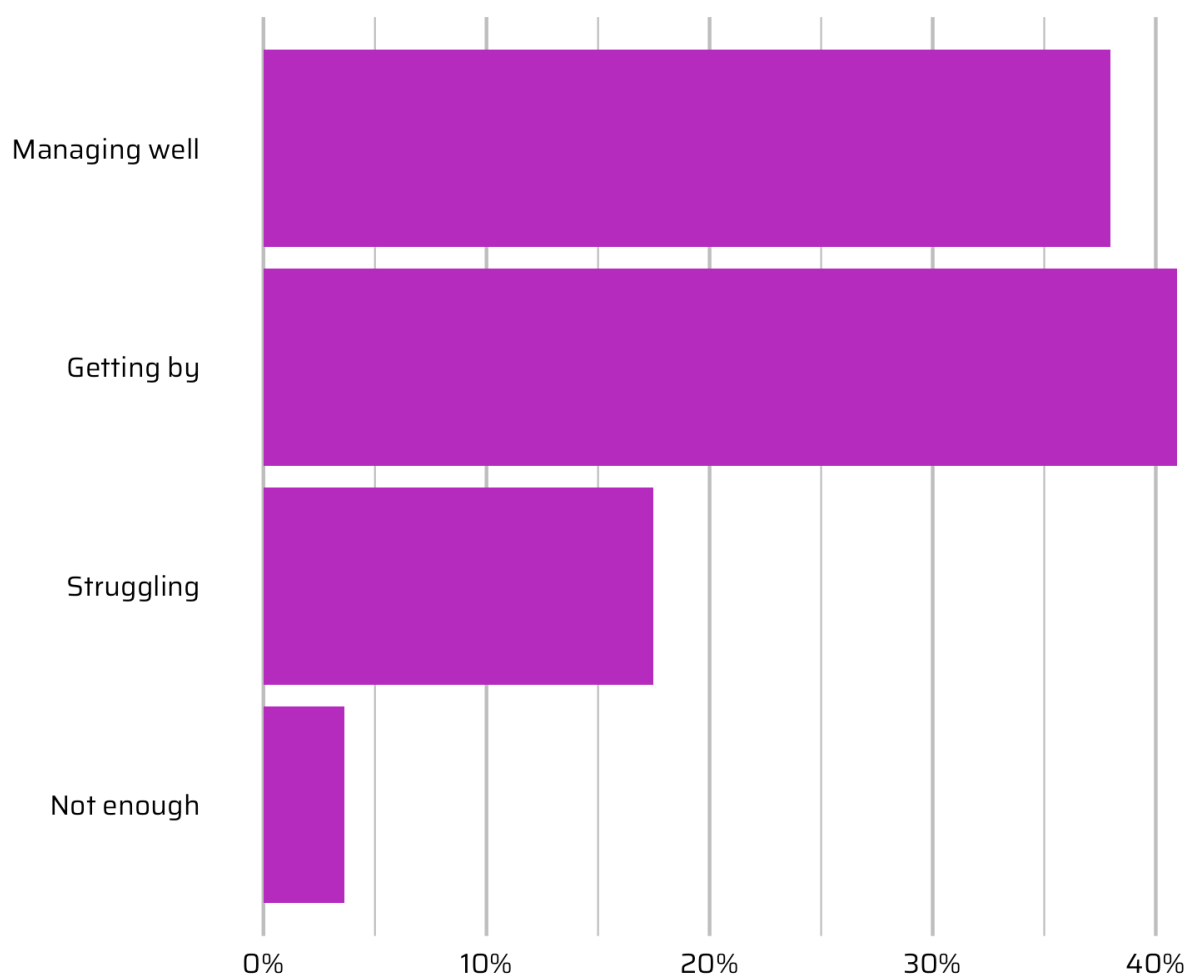


Figure 5: Financial status of respondents

Table 5: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	63	38
Getting by	68	41
Struggling	29	17
Not enough	6	4

Financial Concern

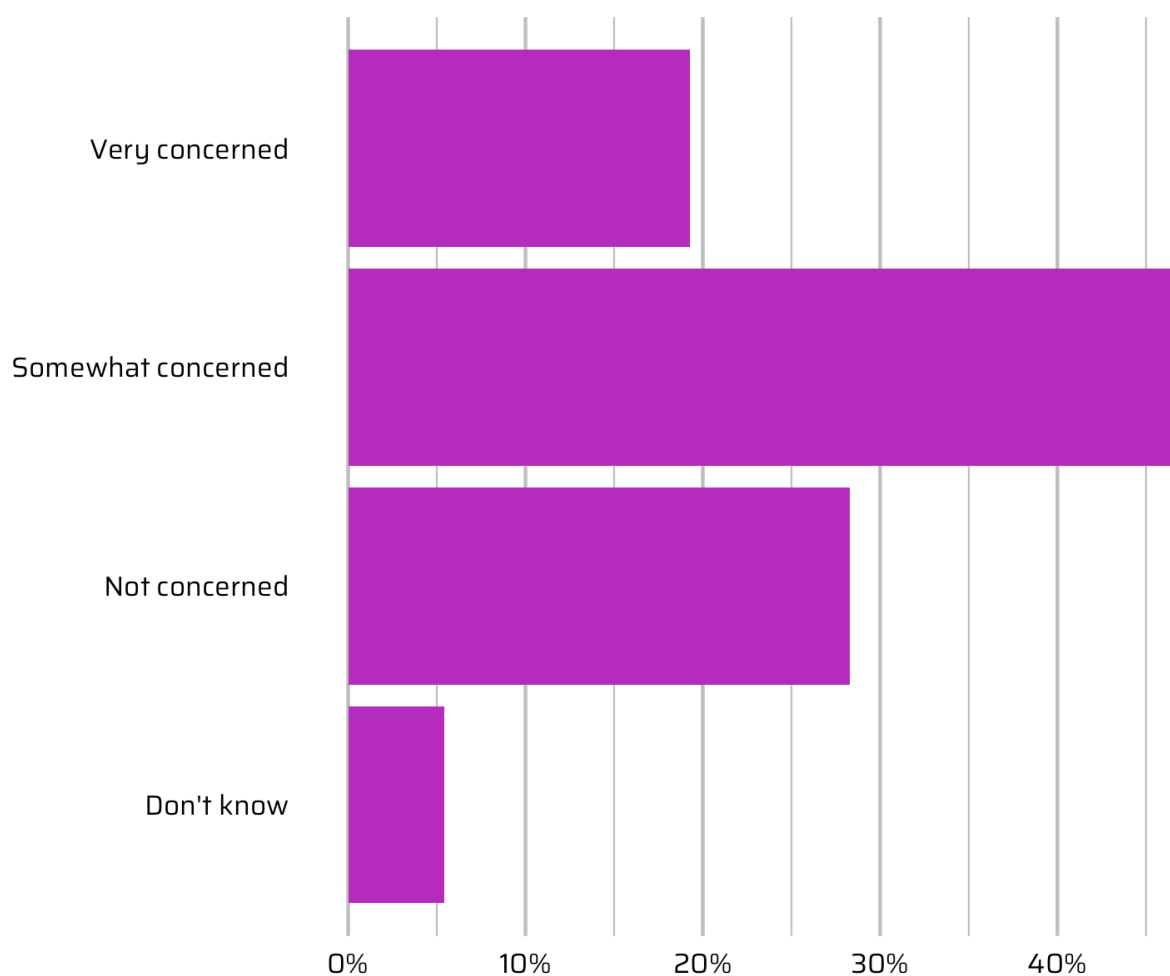


Figure 6: Level of concern about financial wellbeing

Table 6: Level of concern about financial wellbeing

Financial Concern	Respondents	Percentage
Very concerned	32	19
Somewhat concerned	78	47
Not concerned	47	28
Don't know	9	5

Neurological Condition

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%.

A total of 61 respondents, equating to 36% of respondents, indicated that they have multiple neurological conditions.

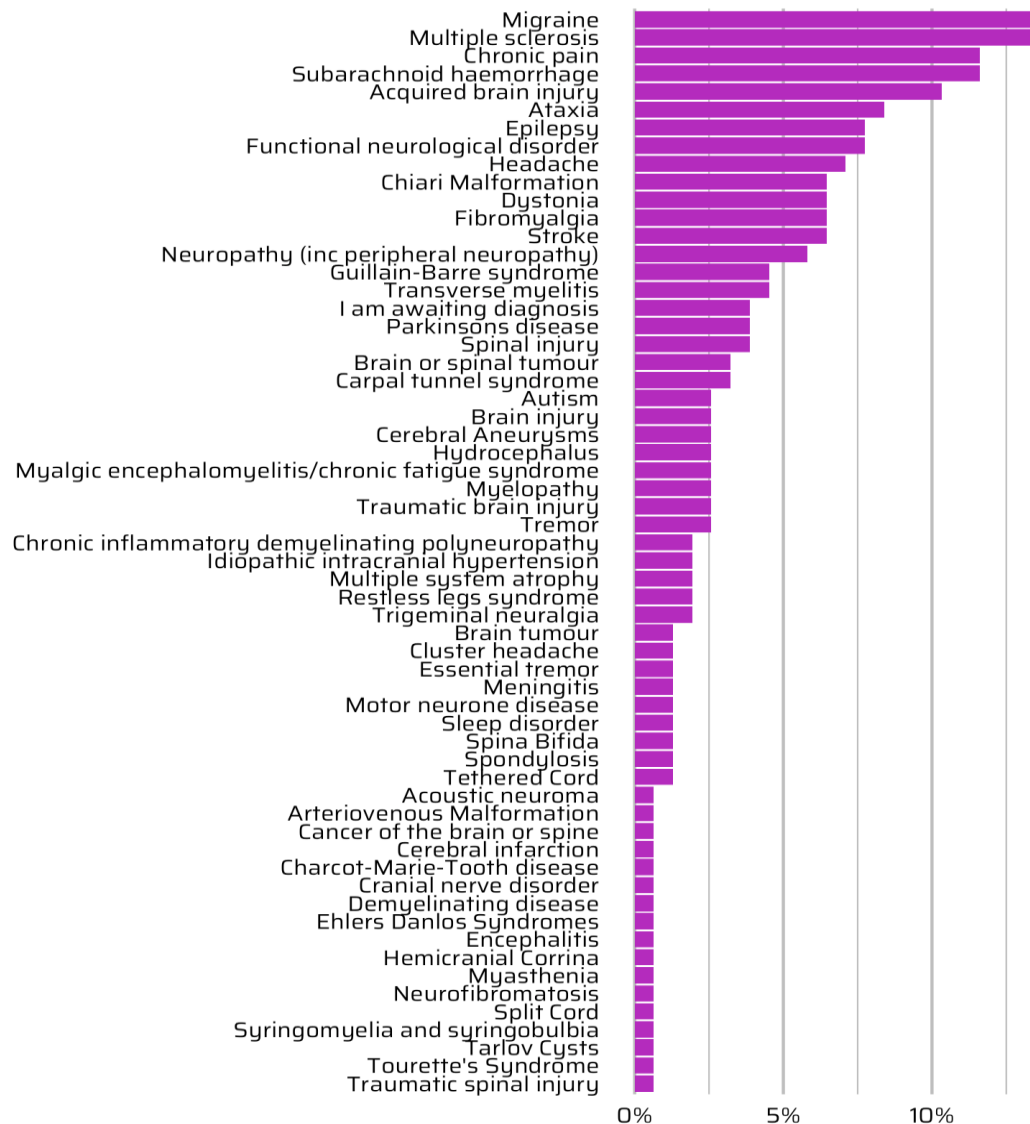


Figure 7: Neurological symptoms & conditions

Table 7: Neurological conditions & symptoms

Condition	Respondents	Percentage
Migraine	21	14
Multiple sclerosis	21	14
Chronic pain	18	12
Subarachnoid haemorrhage	18	12
Acquired brain injury	16	10
Ataxia	13	8
Epilepsy	12	8
Functional neurological disorder	12	8
Headache	11	7
Chiari Malformation	10	6
Dystonia	10	6
Fibromyalgia	10	6
Stroke	10	6
Neuropathy (inc peripheral neuropathy)	9	6
Guillain-Barre syndrome	7	5
Transverse myelitis	7	5
I am awaiting diagnosis	6	4
Parkinson's disease	6	4
Spinal injury	6	4
Brain or spinal tumour	5	3
Carpal tunnel syndrome	5	3
Autism	4	3
Brain injury	4	3
Cerebral Aneurysms	4	3
Hydrocephalus	4	3
Myalgic encephalomyelitis/chronic fatigue syndrome	4	3
Myelopathy	4	3
Traumatic brain injury	4	3
Tremor	4	3
Chronic inflammatory demyelinating polyneuropathy	3	2
Idiopathic intracranial hypertension	3	2
Multiple system atrophy	3	2
Restless legs syndrome	3	2
Trigeminal neuralgia	3	2
Brain tumour	2	1
Cluster headache	2	1

Condition	Respondents	Percentage
Essential tremor	2	1
Meningitis	2	1
Motor neurone disease	2	1
Sleep disorder	2	1
Spina Bifida	2	1
Spondylosis	2	1
Tethered Cord	2	1
Acoustic neuroma	1	1
Arteriovenous Malformation	1	1
Cancer of the brain or spine	1	1
Cerebral infarction	1	1
Charcot-Marie-Tooth disease	1	1
Cranial nerve disorder	1	1
Demyelinating disease	1	1
Ehlers Danlos Syndromes	1	1
Encephalitis	1	1
Hemicranial Corrina	1	1
Myasthenia	1	1
Neurofibromatosis	1	1
Split Cord	1	1
Syringomyelia and syringobulbia	1	1
Tarlov Cysts	1	1
Tourette's Syndrome	1	1
Traumatic spinal injury	1	1

Ethnicity or race

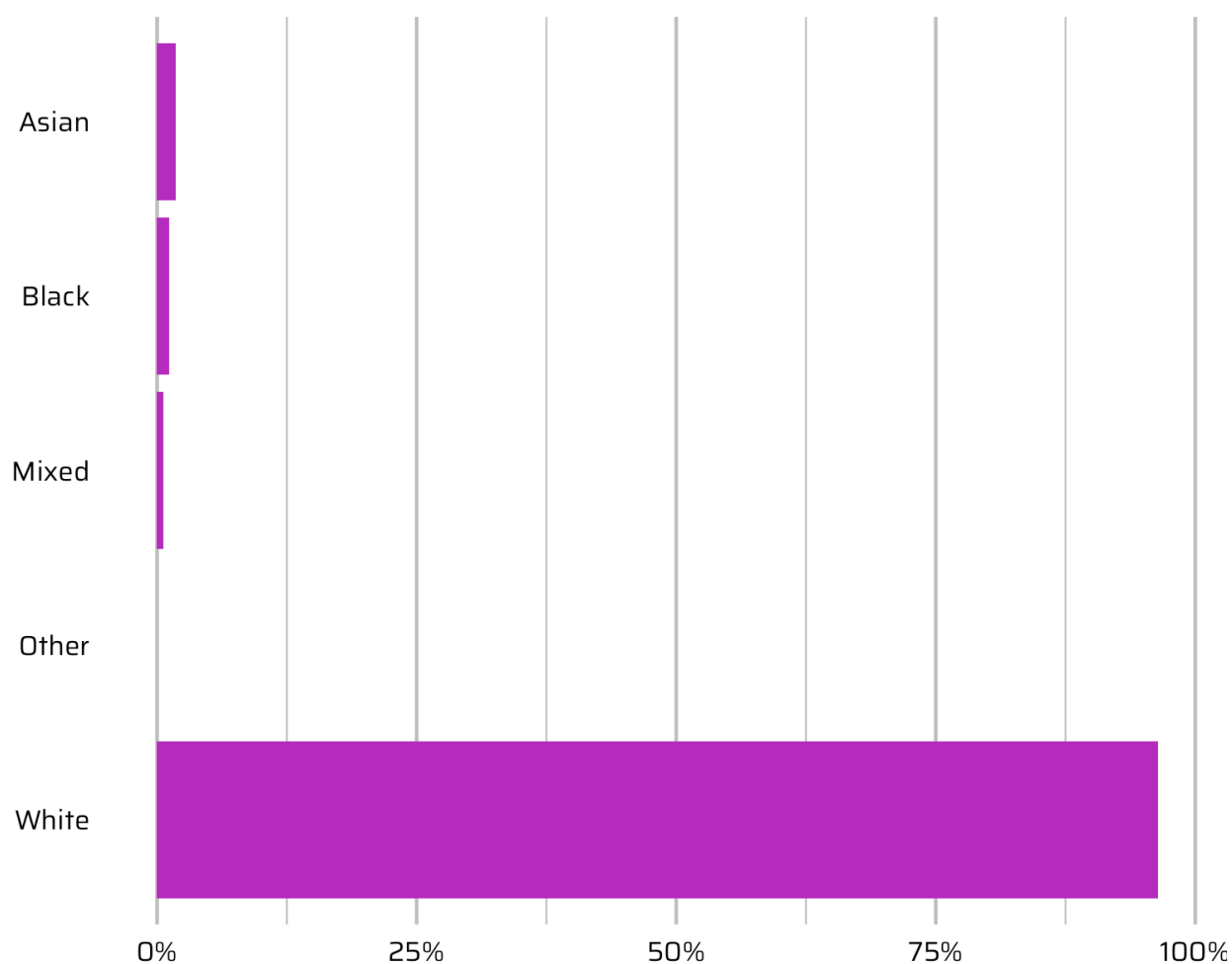


Figure 8: Ethnicity and/or race of respondents

Table 8: Ethnicity or race of respondents

Ethnicity or race	Respondents	Percentage
Asian	3	2
Black	2	1
Mixed	1	1
Other	0	0
White	162	96

Coronavirus

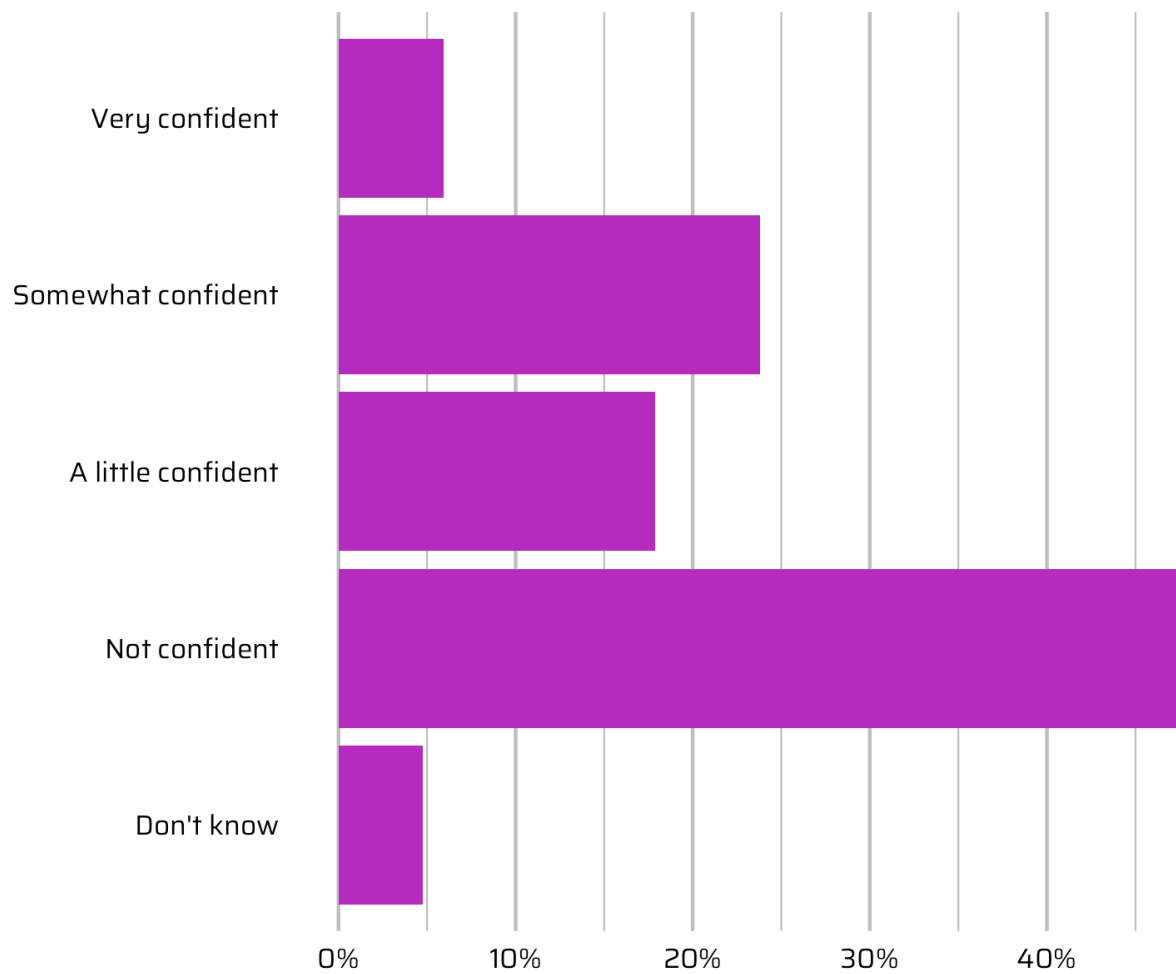


Figure 9: Level of confidence in Government ability to handle coronavirus this winter

Table 9: Level of confidence in Government ability to handle coronavirus this winter

Confidence	Respondents	Percentage
Very confident	10	6
Somewhat confident	40	24
A little confident	30	18
Not confident	80	48
Don't know	8	5

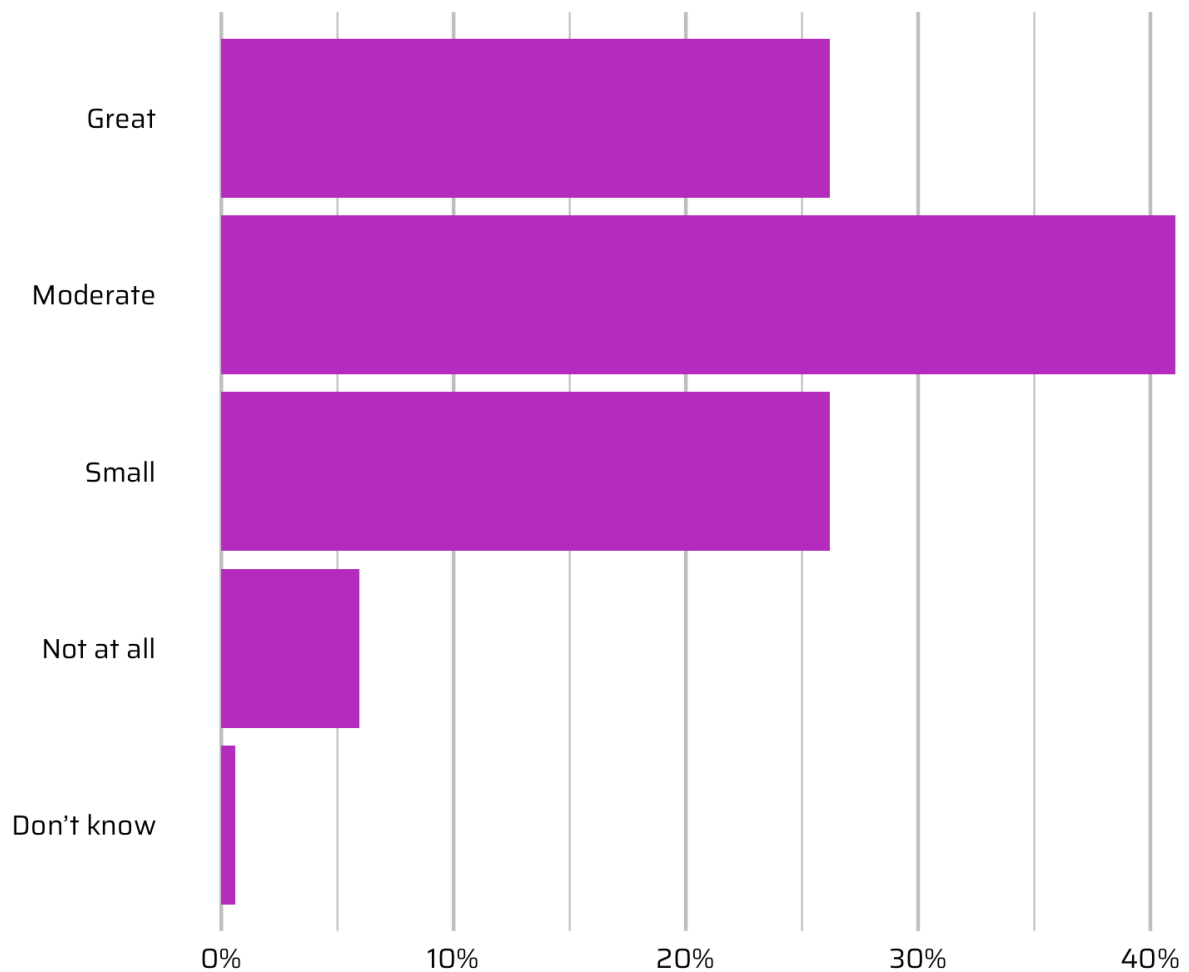


Figure 10: Level of concern about personal risk of coronavirus

Figure 11: Level of concern about personal risk of coronavirus

Risk Concern	Respondents	Percentage
Great	44	26
Moderate	69	41
Small	44	26
Not at all	10	6
Don't know	1	1

Experience Overall

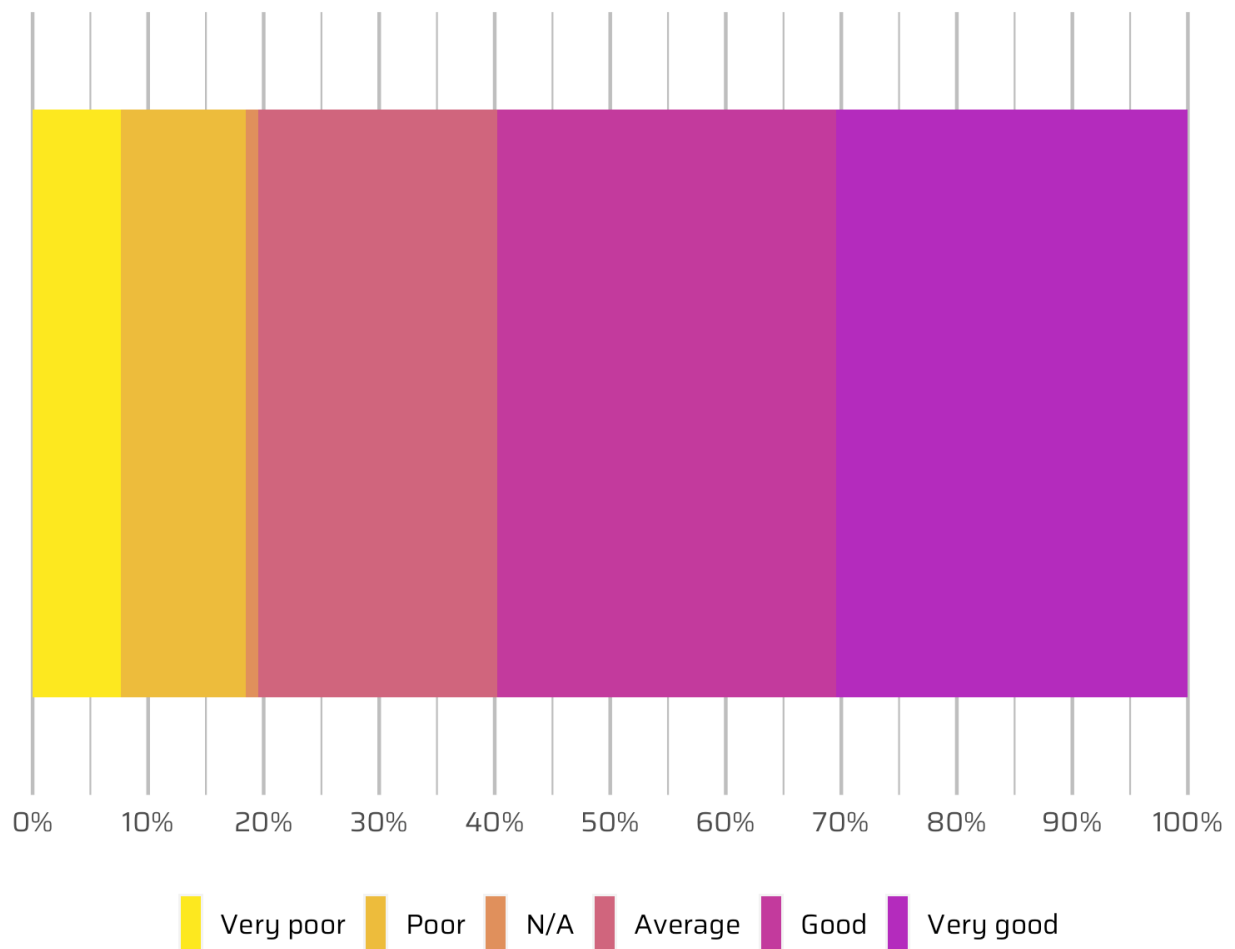


Figure 12: Overall what has your experience of care been like in the past 8 weeks?

Table 10: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?'

Experience	Respondents	Percentage
Very good	28	30
Good	27	29
Average	19	21
N/A	1	1
Poor	10	11
Very poor	7	8

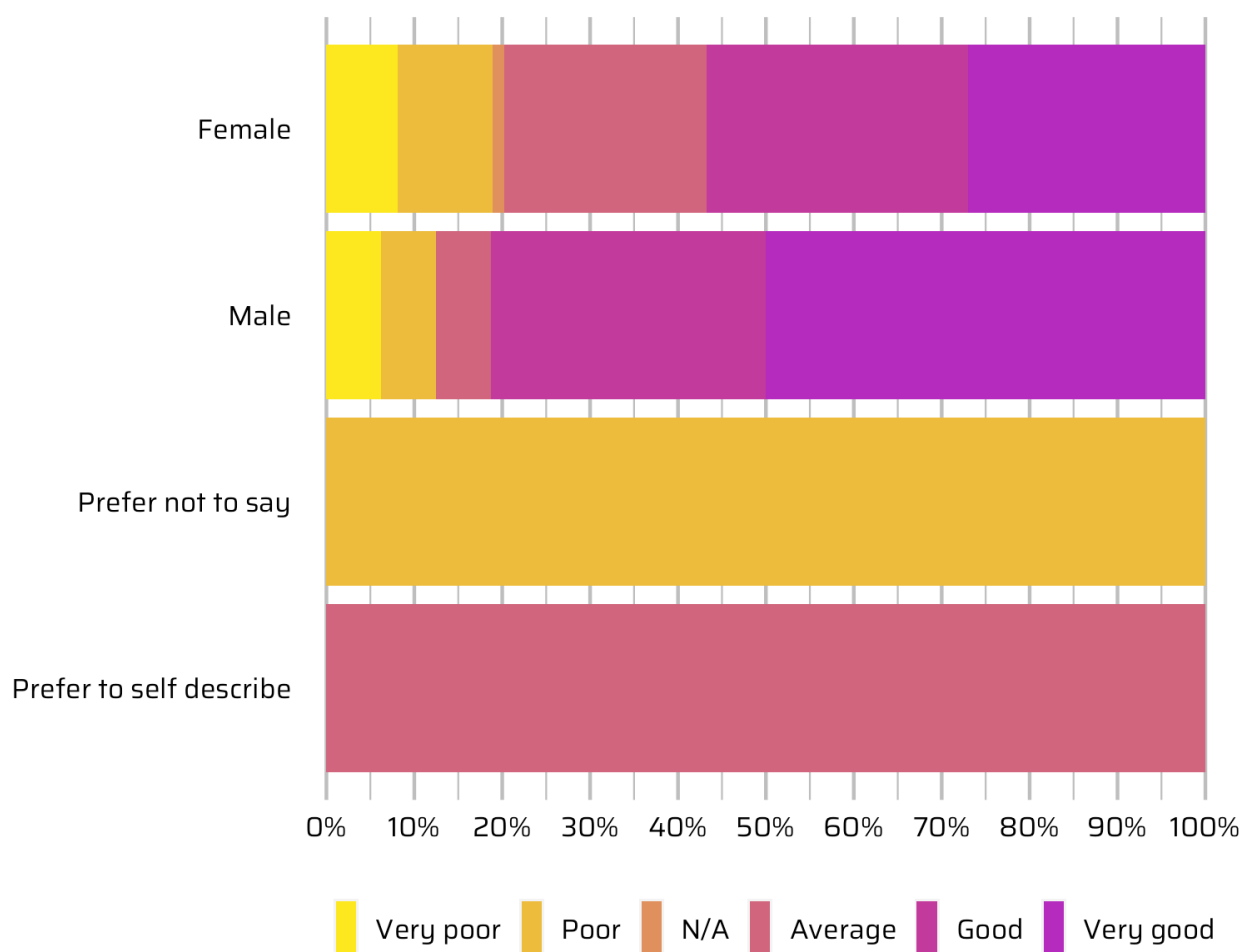


Figure 13: Experience of care by gender

Table 11: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by gender

Gender	Experience	Respondents	Percentage
Female	Very good	20	27
Female	Good	22	30
Female	Average	17	23
Female	N/A	1	1
Female	Poor	8	11
Female	Very poor	6	8
Male	Very good	8	50
Male	Good	5	31
Male	Average	1	6
Male	N/A	0	0
Male	Poor	1	6

Gender	Experience	Respondents	Percentage
Male	Very poor	1	6
Prefer not to say	Very good	0	0
Prefer not to say	Good	0	0
Prefer not to say	Average	0	0
Prefer not to say	N/A	0	0
Prefer not to say	Poor	1	100
Prefer not to say	Very poor	0	0
Prefer to self-describe	Very good	0	0
Prefer to self-describe	Good	0	0
Prefer to self-describe	Average	1	100
Prefer to self-describe	N/A	0	0
Prefer to self-describe	Poor	0	0
Prefer to self-describe	Very poor	0	0

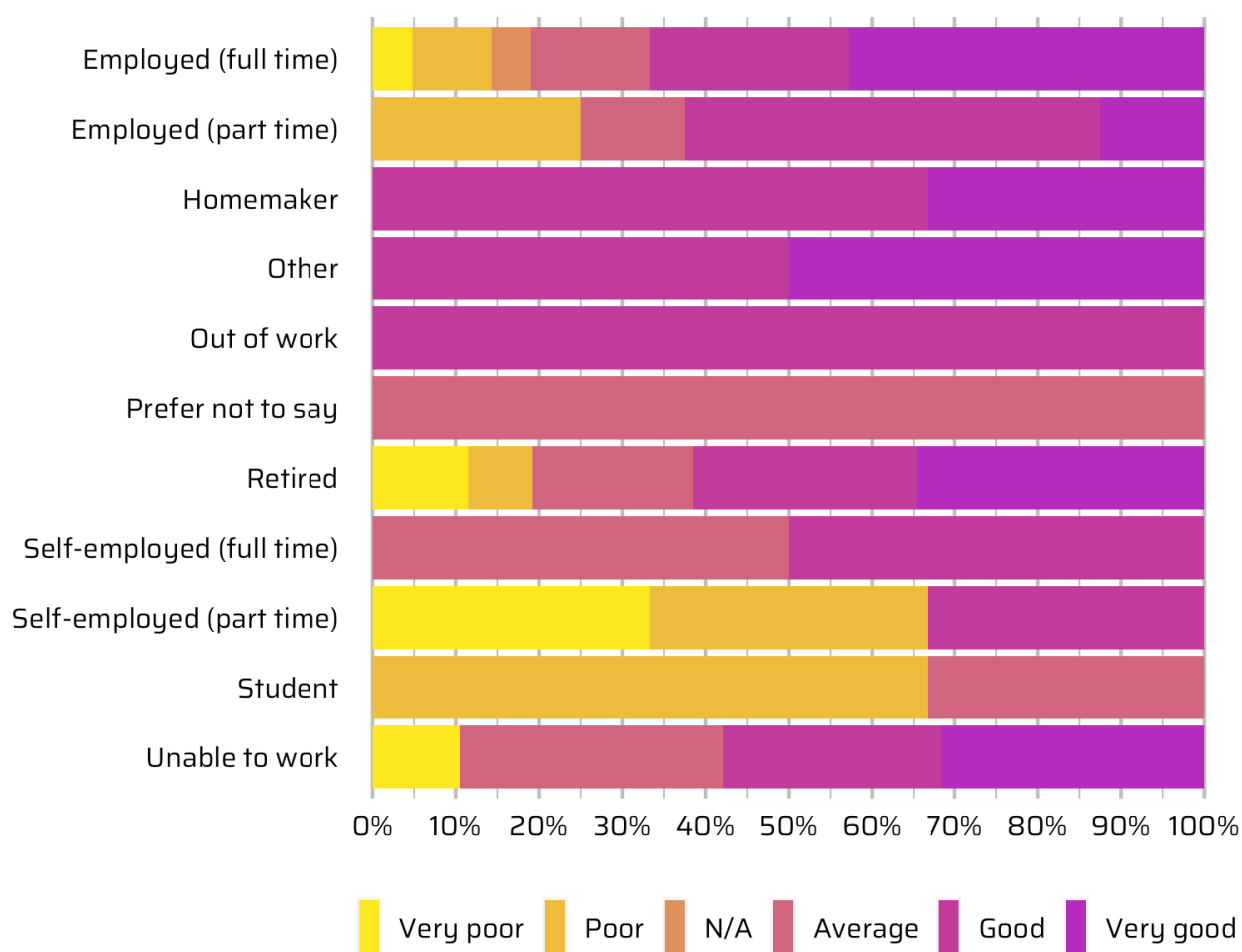


Figure 14: Experience of care by employment status.

Table 12: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by employment status.

Employment Status	Experience	Respondents	Percentage
Employed (full time)	Very good	9	43
Employed (full time)	Good	5	24
Employed (full time)	Average	3	14
Employed (full time)	N/A	1	5
Employed (full time)	Poor	2	10
Employed (full time)	Very poor	1	5
Employed (part time)	Very good	1	12
Employed (part time)	Good	4	50
Employed (part time)	Average	1	12
Employed (part time)	N/A	0	0
Employed (part time)	Poor	2	25
Employed (part time)	Very poor	0	0
Homemaker	Very good	1	33
Homemaker	Good	2	67
Homemaker	Average	0	0
Homemaker	N/A	0	0
Homemaker	Poor	0	0
Homemaker	Very poor	0	0
Other	Very good	1	50
Other	Good	1	50
Other	Average	0	0
Other	N/A	0	0
Other	Poor	0	0
Other	Very poor	0	0
Out of work	Very good	0	0
Out of work	Good	1	100
Out of work	Average	0	0
Out of work	N/A	0	0
Out of work	Poor	0	0
Out of work	Very poor	0	0
Prefer not to say	Very good	0	0
Prefer not to say	Good	0	0

Employment Status	Experience	Respondents	Percentage
Prefer not to say	Average	1	100
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	9	35
Retired	Good	7	27
Retired	Average	5	19
Retired	N/A	0	0
Retired	Poor	2	8
Retired	Very poor	3	12
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	1	50
Self-employed (full time)	Average	1	50
Self-employed (full time)	N/A	0	0
Self-employed (full time)	Poor	0	0
Self-employed (full time)	Very poor	0	0
Self-employed (part time)	Very good	0	0
Self-employed (part time)	Good	1	33
Self-employed (part time)	Average	0	0
Self-employed (part time)	N/A	0	0
Self-employed (part time)	Poor	1	33
Self-employed (part time)	Very poor	1	33
Student	Very good	0	0
Student	Good	0	0
Student	Average	1	33
Student	N/A	0	0
Student	Poor	2	67
Student	Very poor	0	0
Unable to work	Very good	6	32
Unable to work	Good	5	26
Unable to work	Average	6	32
Unable to work	N/A	0	0
Unable to work	Poor	0	0
Unable to work	Very poor	2	11

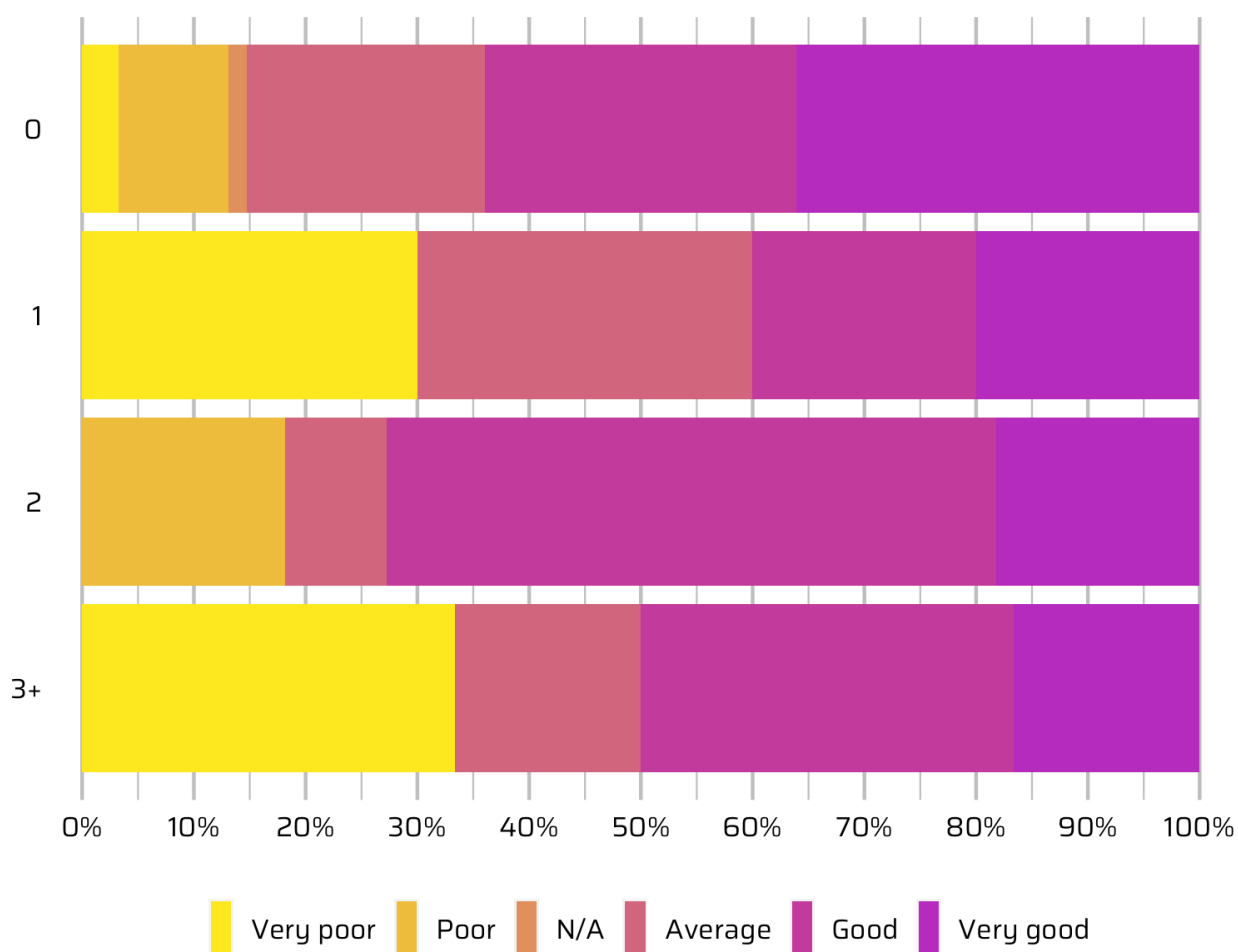


Figure 15: Experience of care by number of dependents.

Table 13: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by number of dependents.

Dependents	Experience	Respondents	Percentage
0	Very good	22	36
0	Good	17	28
0	Average	13	21
0	N/A	1	2
0	Poor	6	10
0	Very poor	2	3
1	Very good	2	20
1	Good	2	20
1	Average	3	30
1	N/A	0	0
1	Poor	0	0

Dependents	Experience	Respondents	Percentage
1	Very poor	3	30
2	Very good	2	18
2	Good	6	55
2	Average	1	9
2	N/A	0	0
2	Poor	2	18
2	Very poor	0	0
3+	Very good	1	17
3+	Good	2	33
3+	Average	1	17
3+	N/A	0	0
3+	Poor	0	0
3+	Very poor	2	33

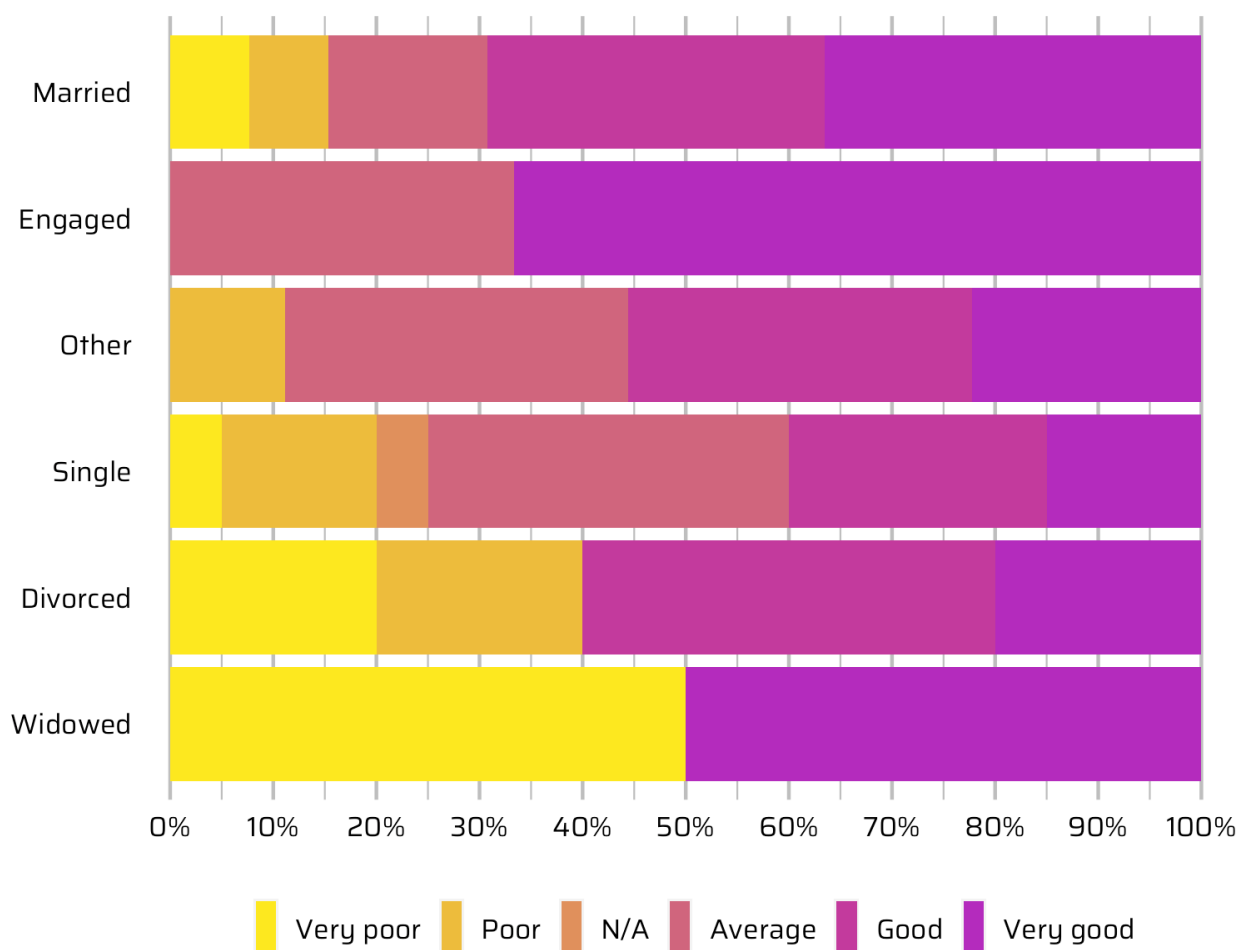


Figure 16: Experience of care by marital status.

Table 14: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by marital status.

Marital Status	Experience	Respondents	Percentage
Married	Very good	19	37
Married	Good	17	33
Married	Average	8	15
Married	N/A	0	0
Married	Poor	4	8
Married	Very poor	4	8
Engaged	Very good	2	67
Engaged	Good	0	0
Engaged	Average	1	33
Engaged	N/A	0	0
Engaged	Poor	0	0
Engaged	Very poor	0	0
Other	Very good	2	22
Other	Good	3	33
Other	Average	3	33
Other	N/A	0	0
Other	Poor	1	11
Other	Very poor	0	0
Single	Very good	3	15
Single	Good	5	25
Single	Average	7	35
Single	N/A	1	5
Single	Poor	3	15
Single	Very poor	1	5
Divorced	Very good	1	20
Divorced	Good	2	40
Divorced	Average	0	0
Divorced	N/A	0	0
Divorced	Poor	1	20
Divorced	Very poor	1	20
Widowed	Very good	1	50
Widowed	Good	0	0
Widowed	Average	0	0
Widowed	N/A	0	0
Widowed	Poor	0	0

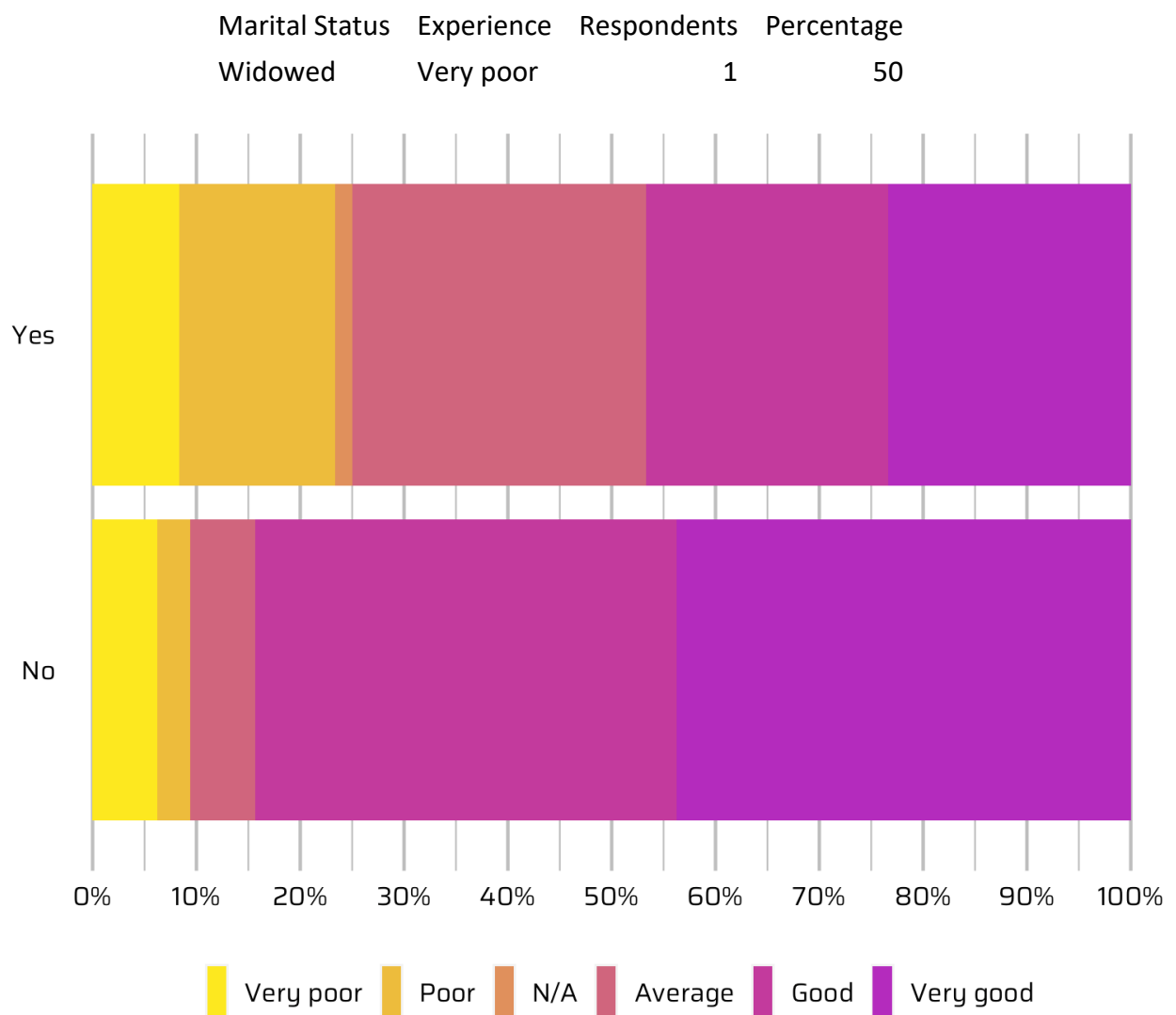


Figure 17: Experience of care and mental wellbeing.

Table 15: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks? by feelings of being anxious of hopeless.

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	14	23
Yes	Good	14	23
Yes	Average	17	28
Yes	N/A	1	2
Yes	Poor	9	15
Yes	Very poor	5	8
No	Very good	14	44
No	Good	13	41
No	Average	2	6

Anxious or Hopeless	Experience	Respondents	Percentage
No	N/A	0	0
No	Poor	1	3
No	Very poor	2	6

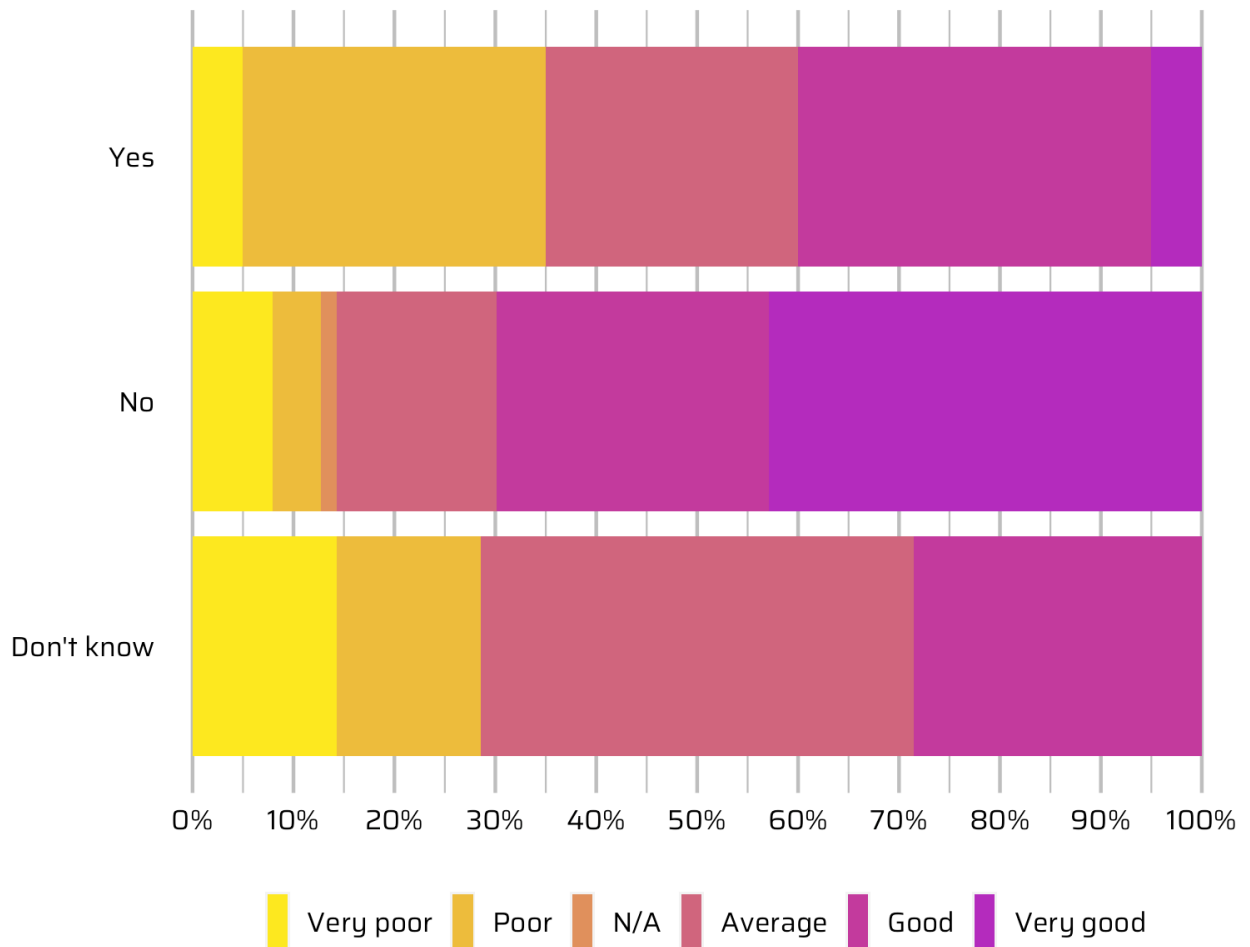


Figure 18: Experience of care by cancellations of care.

Table 16: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by cancellations of care.

Cancellation	Experience	Respondents	Percentage
Yes	Very good	1	5
Yes	Good	7	35
Yes	Average	5	25
Yes	N/A	0	0
Yes	Poor	6	30
Yes	Very poor	1	5
No	Very good	27	43
No	Good	17	27
No	Average	10	16
No	N/A	1	2

Cancellation	Experience	Respondents	Percentage
No	Poor	3	5
No	Very poor	5	8
Don't know	Very good	0	0
Don't know	Good	2	29
Don't know	Average	3	43
Don't know	N/A	0	0
Don't know	Poor	1	14
Don't know	Very poor	1	14

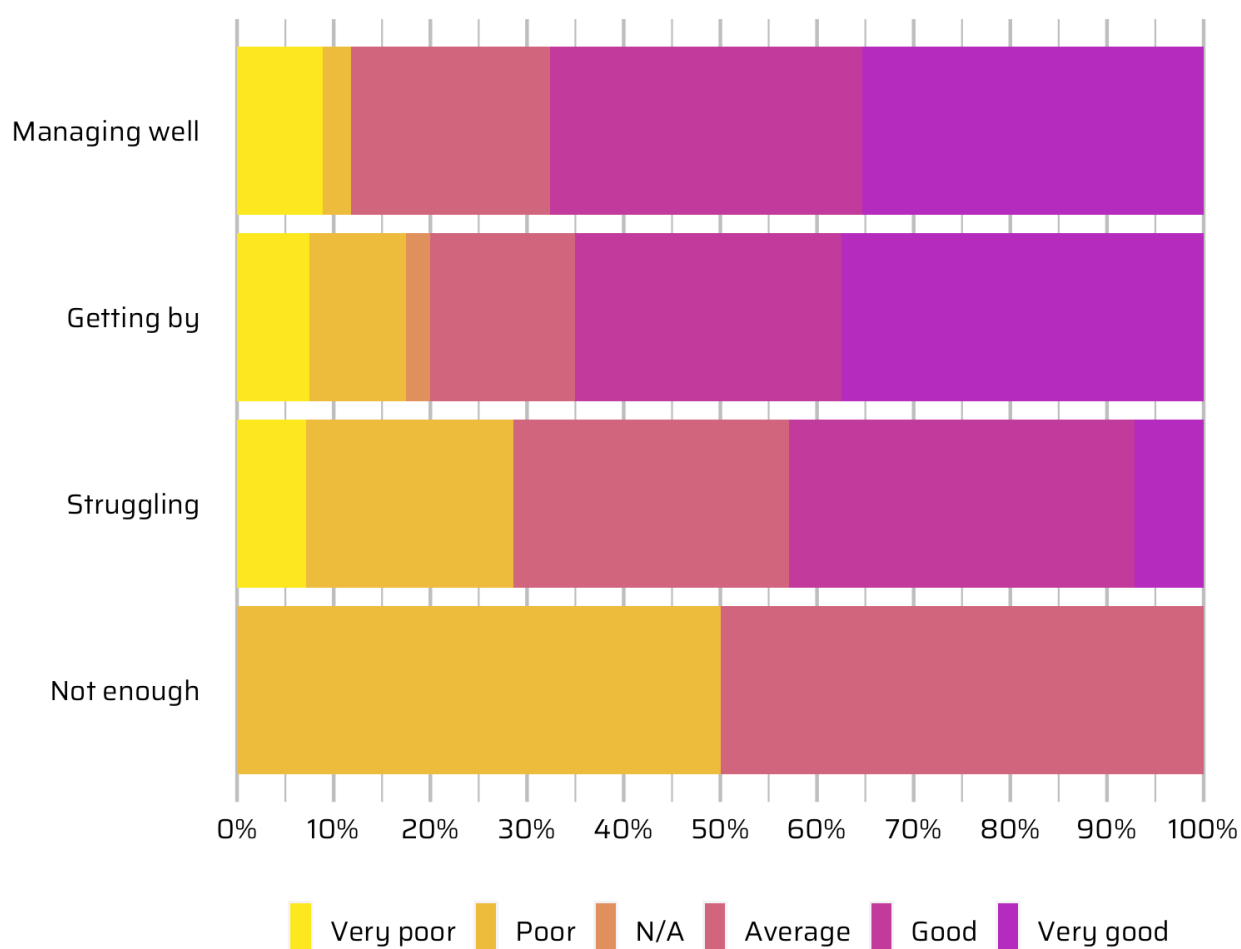


Figure 19: Experience of care by financial status.

Table 17: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by financial status.

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	12	35
Managing well	Good	11	32
Managing well	Average	7	21
Managing well	N/A	0	0
Managing well	Poor	1	3
Managing well	Very poor	3	9
Getting by	Very good	15	38
Getting by	Good	11	28
Getting by	Average	6	15

Financial Status	Experience	Respondents	Percentage
Getting by	N/A	1	2
Getting by	Poor	4	10
Getting by	Very poor	3	8
Struggling	Very good	1	7
Struggling	Good	5	36
Struggling	Average	4	29
Struggling	N/A	0	0
Struggling	Poor	3	21
Struggling	Very poor	1	7
Not enough	Very good	0	0
Not enough	Good	0	0
Not enough	Average	2	50
Not enough	N/A	0	0
Not enough	Poor	2	50
Not enough	Very poor	0	0

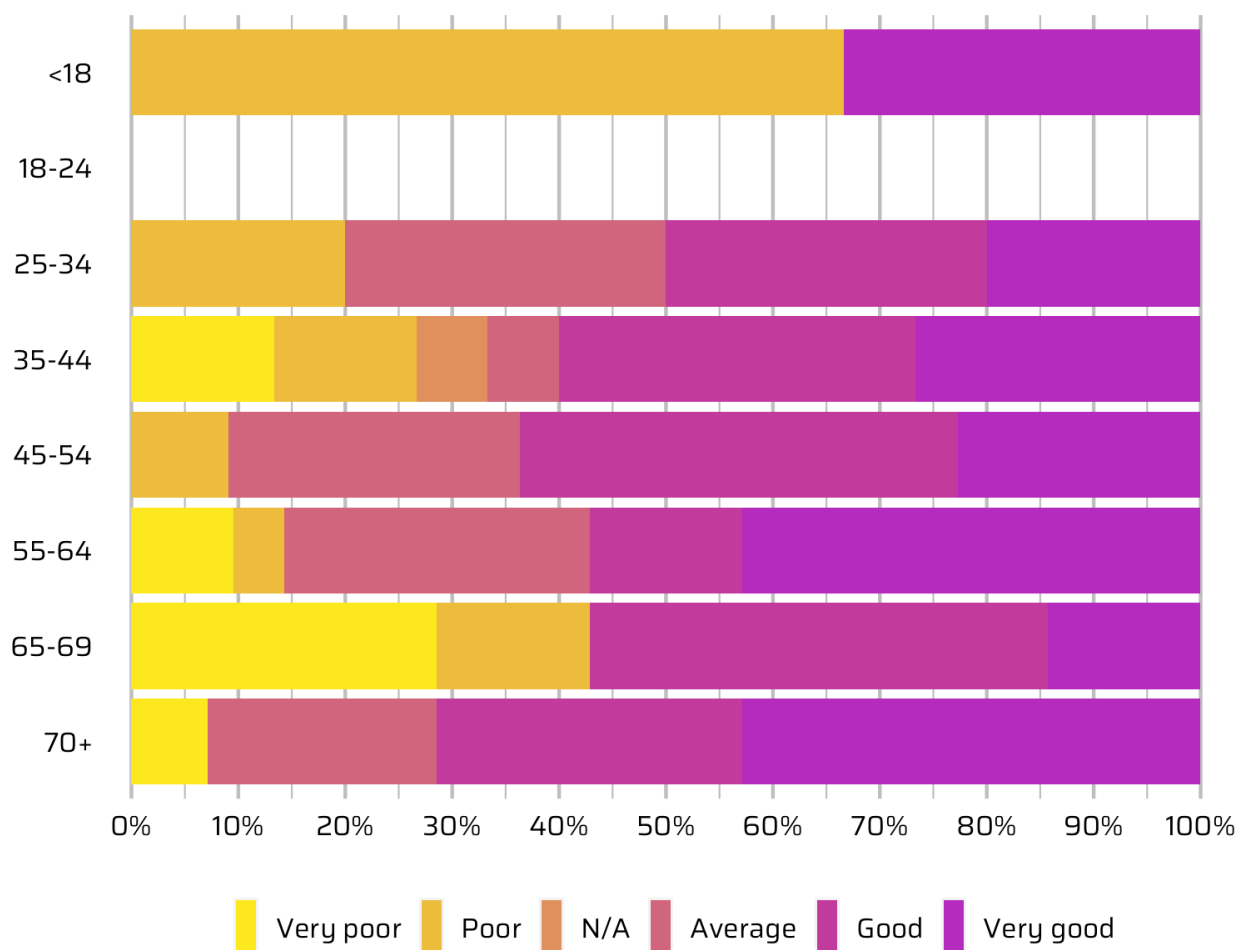


Figure 20: Experience of care by age group.

Table 18: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by age group.

Age	Experience	Respondents	Percentage
<18	Very good	1	33
<18	Good	0	0
<18	Average	0	0
<18	N/A	0	0
<18	Poor	2	67
<18	Very poor	0	0
18-24	Very good	0	NaN
18-24	Good	0	NaN
18-24	Average	0	NaN
18-24	N/A	0	NaN
18-24	Poor	0	NaN
18-24	Very poor	0	NaN
25-34	Very good	2	20
25-34	Good	3	30
25-34	Average	3	30
25-34	N/A	0	0
25-34	Poor	2	20
25-34	Very poor	0	0
35-44	Very good	4	27
35-44	Good	5	33
35-44	Average	1	7
35-44	N/A	1	7
35-44	Poor	2	13
35-44	Very poor	2	13
45-54	Very good	5	23
45-54	Good	9	41
45-54	Average	6	27
45-54	N/A	0	0
45-54	Poor	2	9
45-54	Very poor	0	0
55-64	Very good	9	43
55-64	Good	3	14
55-64	Average	6	29

Age	Experience	Respondents	Percentage
55-64	N/A	0	0
55-64	Poor	1	5
55-64	Very poor	2	10
65-69	Very good	1	14
65-69	Good	3	43
65-69	Average	0	0
65-69	N/A	0	0
65-69	Poor	1	14
65-69	Very poor	2	29
70+	Very good	6	43
70+	Good	4	29
70+	Average	3	21
70+	N/A	0	0
70+	Poor	0	0
70+	Very poor	1	7

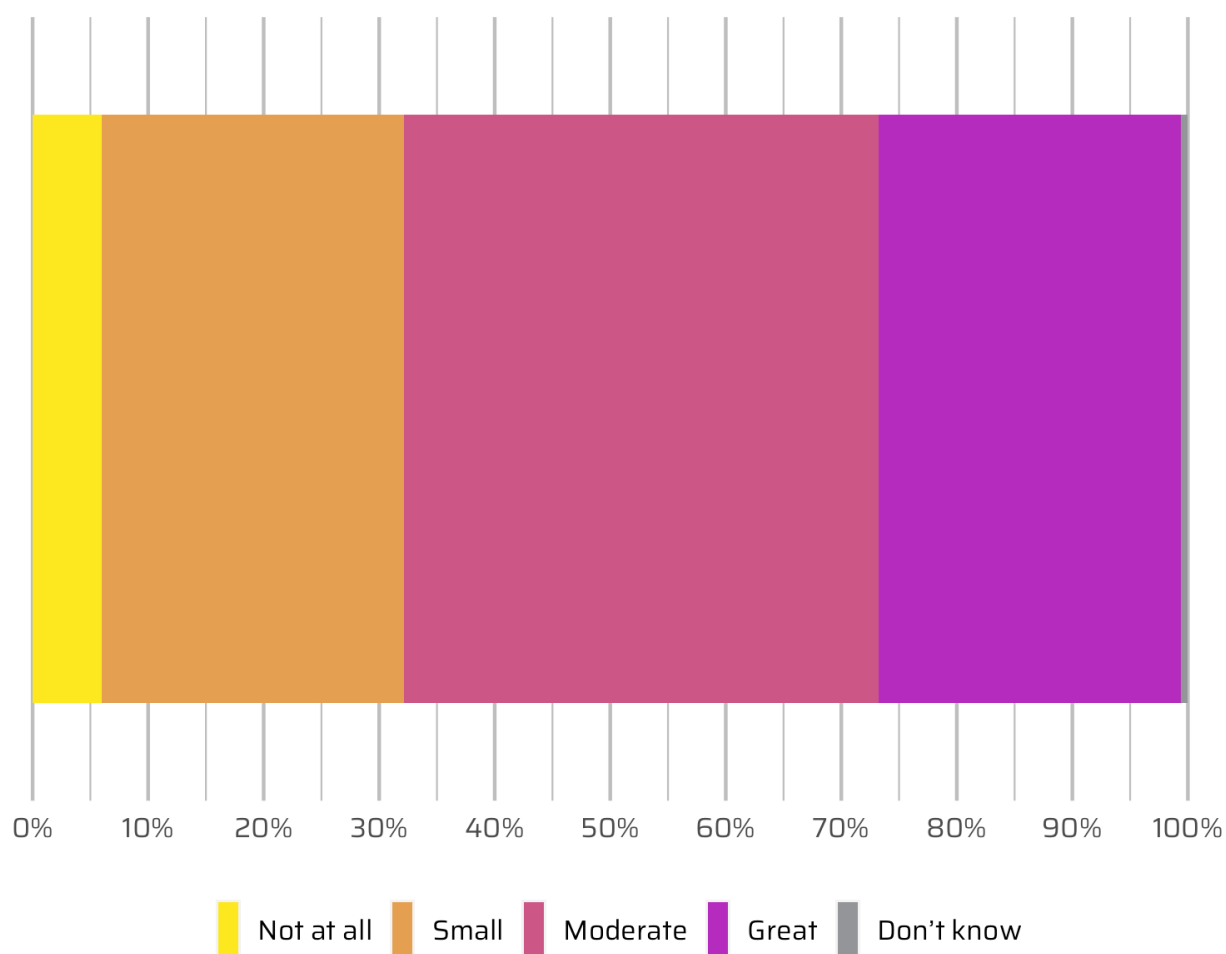


Figure 21: To what extent are your mental health needs being met?

Table 19: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?'

Extent	Respondents	Percentage
Great	44	26
Moderate	69	41
Small	44	26
Not at all	10	6
Don't know	1	1

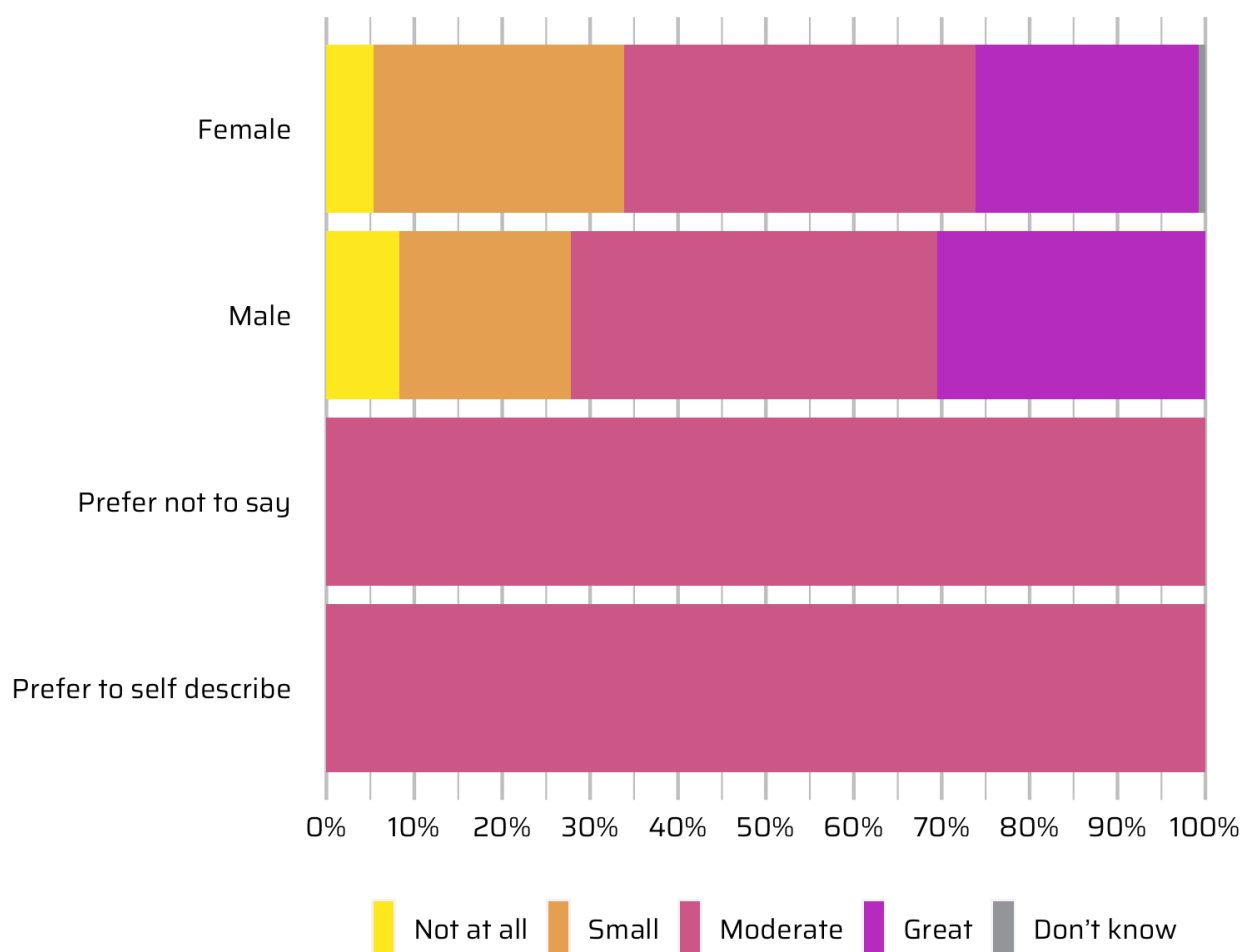


Figure 22: To what extent are your mental health needs being met by gender.

Table 20: Number 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	33	25
Female	Moderate	52	40
Female	Small	37	28
Female	Not at all	7	5
Female	Don't know	1	1
Male	Great	11	31
Male	Moderate	15	42
Male	Small	7	19
Male	Not at all	3	8
Male	Don't know	0	0
Prefer not to say	Great	0	0
Prefer not to say	Moderate	1	100

Gender	Extent	Respondents	Percentage
Prefer not to say	Small	0	0
Prefer not to say	Not at all	0	0
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

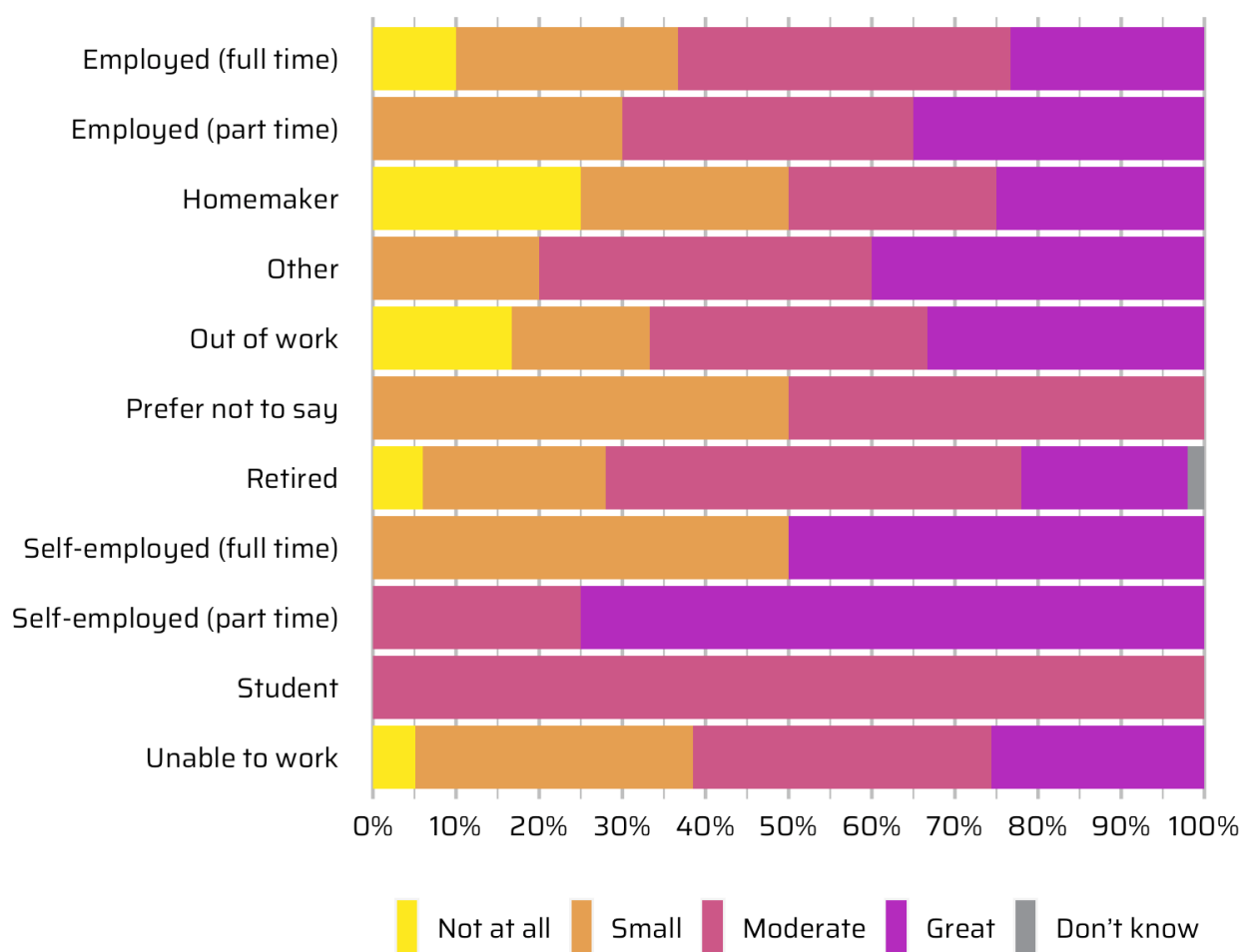


Figure 23: Mental health needs met by employment status.

Table 21: Number 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	7	23
Employed (full time)	Moderate	12	40
Employed (full time)	Small	8	27
Employed (full time)	Not at all	3	10
Employed (full time)	Don't know	0	0
Employed (part time)	Great	7	35
Employed (part time)	Moderate	7	35
Employed (part time)	Small	6	30
Employed (part time)	Not at all	0	0
Employed (part time)	Don't know	0	0
Homemaker	Great	1	25

Employment Status	Extent	Respondents	Percentage
Homemaker	Moderate	1	25
Homemaker	Small	1	25
Homemaker	Not at all	1	25
Homemaker	Don't know	0	0
Other	Great	2	40
Other	Moderate	2	40
Other	Small	1	20
Other	Not at all	0	0
Other	Don't know	0	0
Out of work	Great	2	33
Out of work	Moderate	2	33
Out of work	Small	1	17
Out of work	Not at all	1	17
Out of work	Don't know	0	0
Prefer not to say	Great	0	0
Prefer not to say	Moderate	1	50
Prefer not to say	Small	1	50
Prefer not to say	Not at all	0	0
Prefer not to say	Don't know	0	0
Retired	Great	10	20
Retired	Moderate	25	50
Retired	Small	11	22
Retired	Not at all	3	6
Retired	Don't know	1	2
Self-employed (full time)	Great	1	50
Self-employed (full time)	Moderate	0	0
Self-employed (full time)	Small	1	50
Self-employed (full time)	Not at all	0	0
Self-employed (full time)	Don't know	0	0
Self-employed (part time)	Great	3	75
Self-employed (part time)	Moderate	1	25
Self-employed (part time)	Small	0	0
Self-employed (part time)	Not at all	0	0
Self-employed (part time)	Don't know	0	0
Student	Great	0	0
Student	Moderate	3	100
Student	Small	0	0

Employment Status	Extent	Respondents	Percentage
Student	Not at all	0	0
Student	Don't know	0	0
Unable to work	Great	10	26
Unable to work	Moderate	14	36
Unable to work	Small	13	33
Unable to work	Not at all	2	5
Unable to work	Don't know	0	0

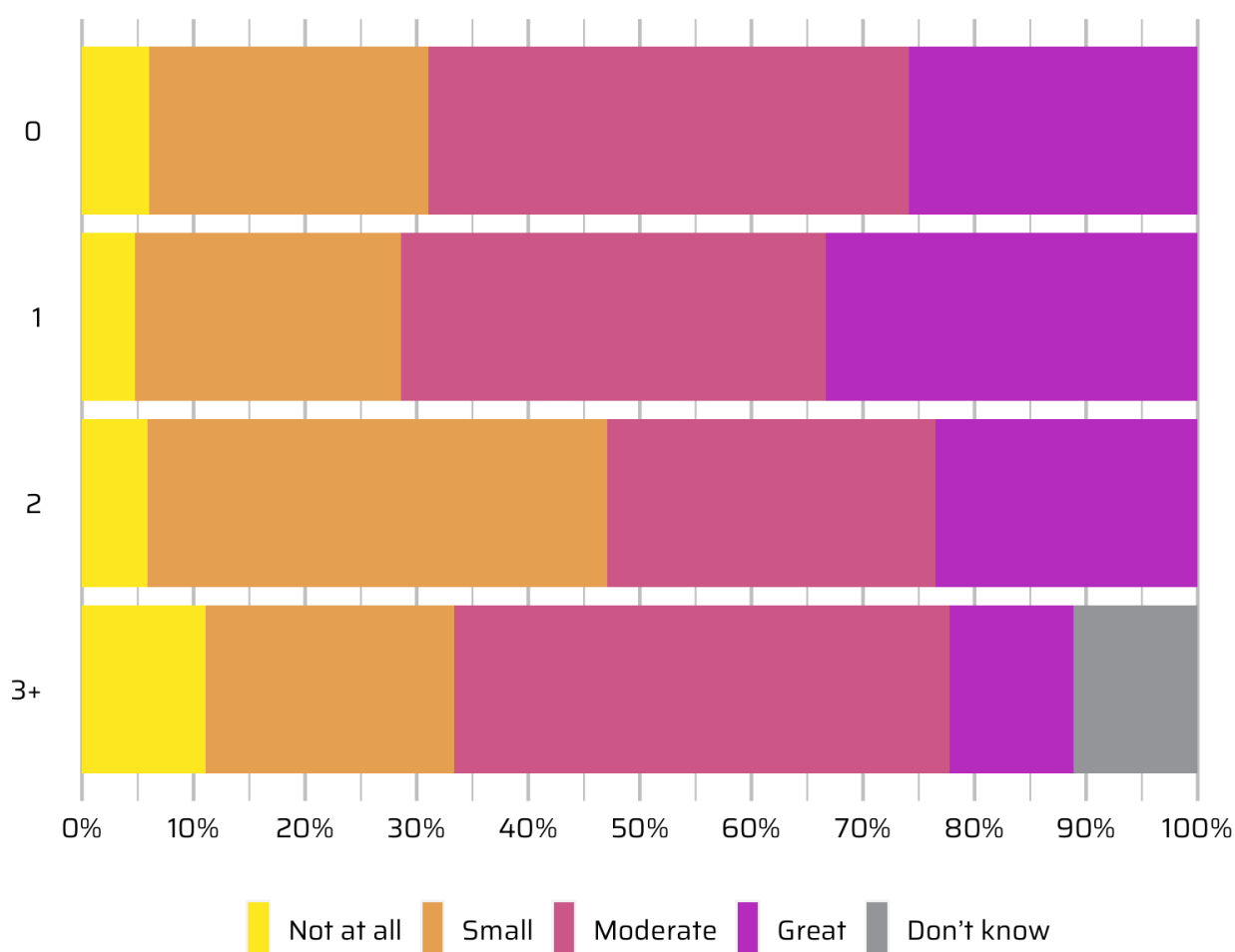


Figure 24: Number of dependents by mental health needs being met.

Table 22 Number 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	30	26
0	Moderate	50	43
0	Small	29	25

Dependents	Extent	Respondents	Percentage
0	Not at all	7	6
0	Don't know	0	0
1	Great	7	33
1	Moderate	8	38
1	Small	5	24
1	Not at all	1	5
1	Don't know	0	0
2	Great	4	24
2	Moderate	5	29
2	Small	7	41
2	Not at all	1	6
2	Don't know	0	0
3+	Great	1	11
3+	Moderate	4	44
3+	Small	2	22
3+	Not at all	1	11
3+	Don't know	1	11

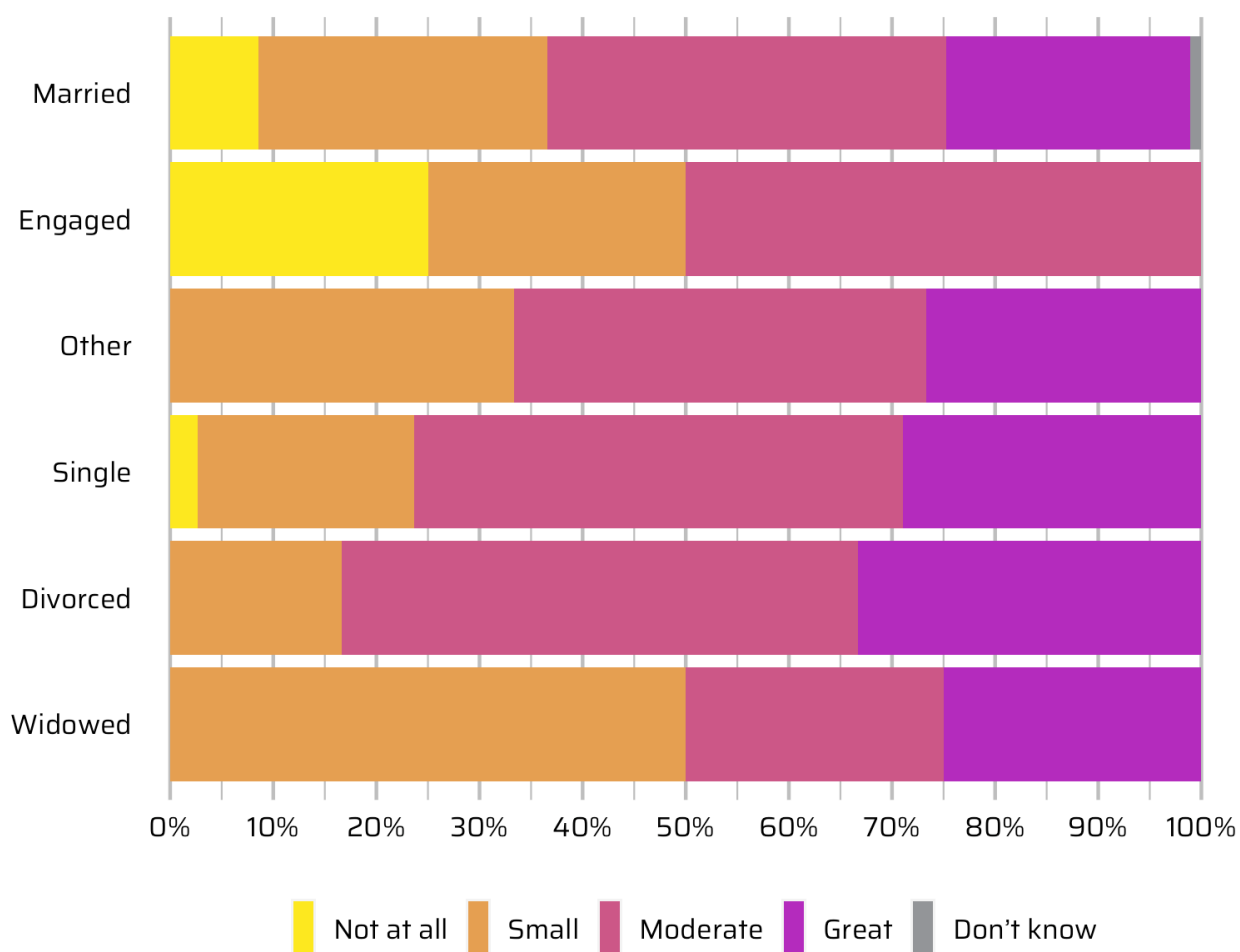


Figure 25: Mental health needs met by marital status.

Table 23: Number 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	22	24
Married	Moderate	36	39
Married	Small	26	28
Married	Not at all	8	9
Married	Don't know	1	1
Engaged	Great	0	0
Engaged	Moderate	2	50
Engaged	Small	1	25
Engaged	Not at all	1	25
Engaged	Don't know	0	0
Other	Great	4	27
Other	Moderate	6	40

Marital Status	Extent	Respondents	Percentage
Other	Small	5	33
Other	Not at all	0	0
Other	Don't know	0	0
Single	Great	11	29
Single	Moderate	18	47
Single	Small	8	21
Single	Not at all	1	3
Single	Don't know	0	0
Divorced	Great	4	33
Divorced	Moderate	6	50
Divorced	Small	2	17
Divorced	Not at all	0	0
Divorced	Don't know	0	0
Widowed	Great	1	25
Widowed	Moderate	1	25
Widowed	Small	2	50
Widowed	Not at all	0	0
Widowed	Don't know	0	0

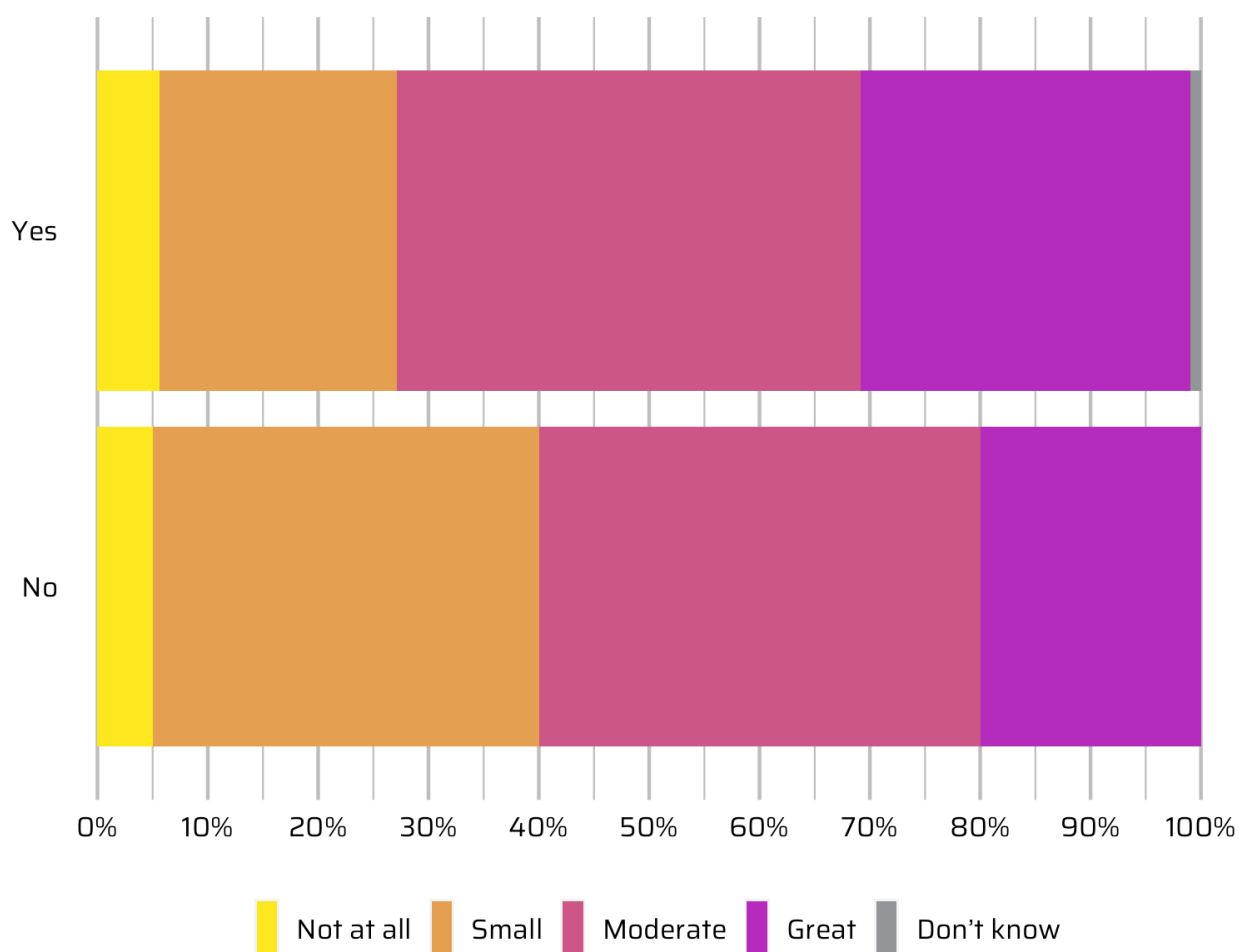


Figure 26: Anxious or Hopeless Feeling by Mental Health Need

Table 24: Number 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	32	30
Yes	Moderate	45	42
Yes	Small	23	21
Yes	Not at all	6	6
Yes	Don't know	1	1
No	Great	12	20
No	Moderate	24	40
No	Small	21	35
No	Not at all	3	5
No	Don't know	0	0

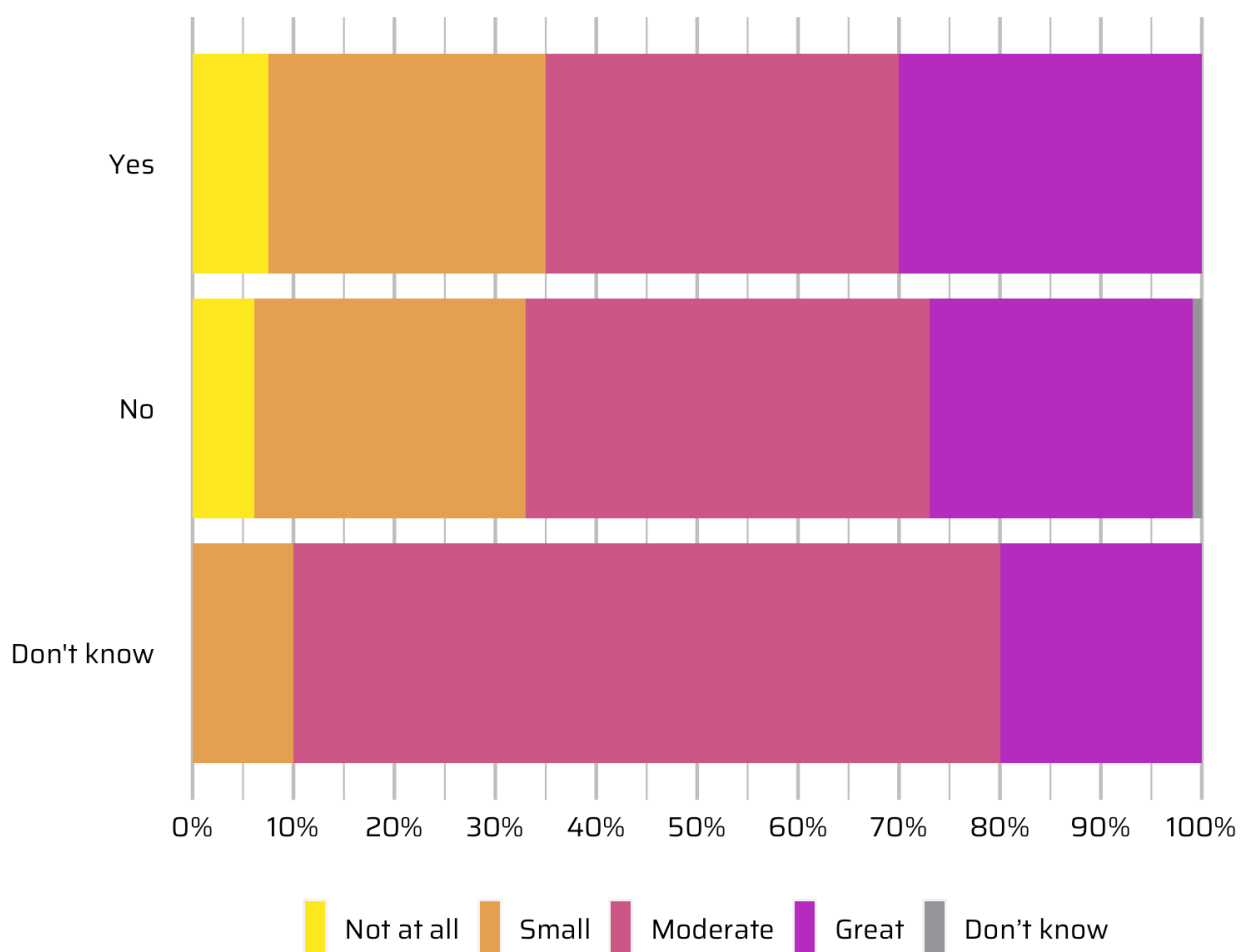


Figure 27: Cancellation care by the Extent Mental Health Needs Met

Table 25: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by cancellations to care.

Cancellation	Extent	Respondents	Percentage
Yes	Great	12	30
Yes	Moderate	14	35
Yes	Small	11	28
Yes	Not at all	3	8
Yes	Don't know	0	0
No	Great	30	26
No	Moderate	46	40
No	Small	31	27
No	Not at all	7	6
No	Don't know	1	1
Don't know	Great	2	20
Don't know	Moderate	7	70

Cancellation	Extent	Respondents	Percentage
Don't know	Small	1	10
Don't know	Not at all	0	0
Don't know	Don't know	0	0

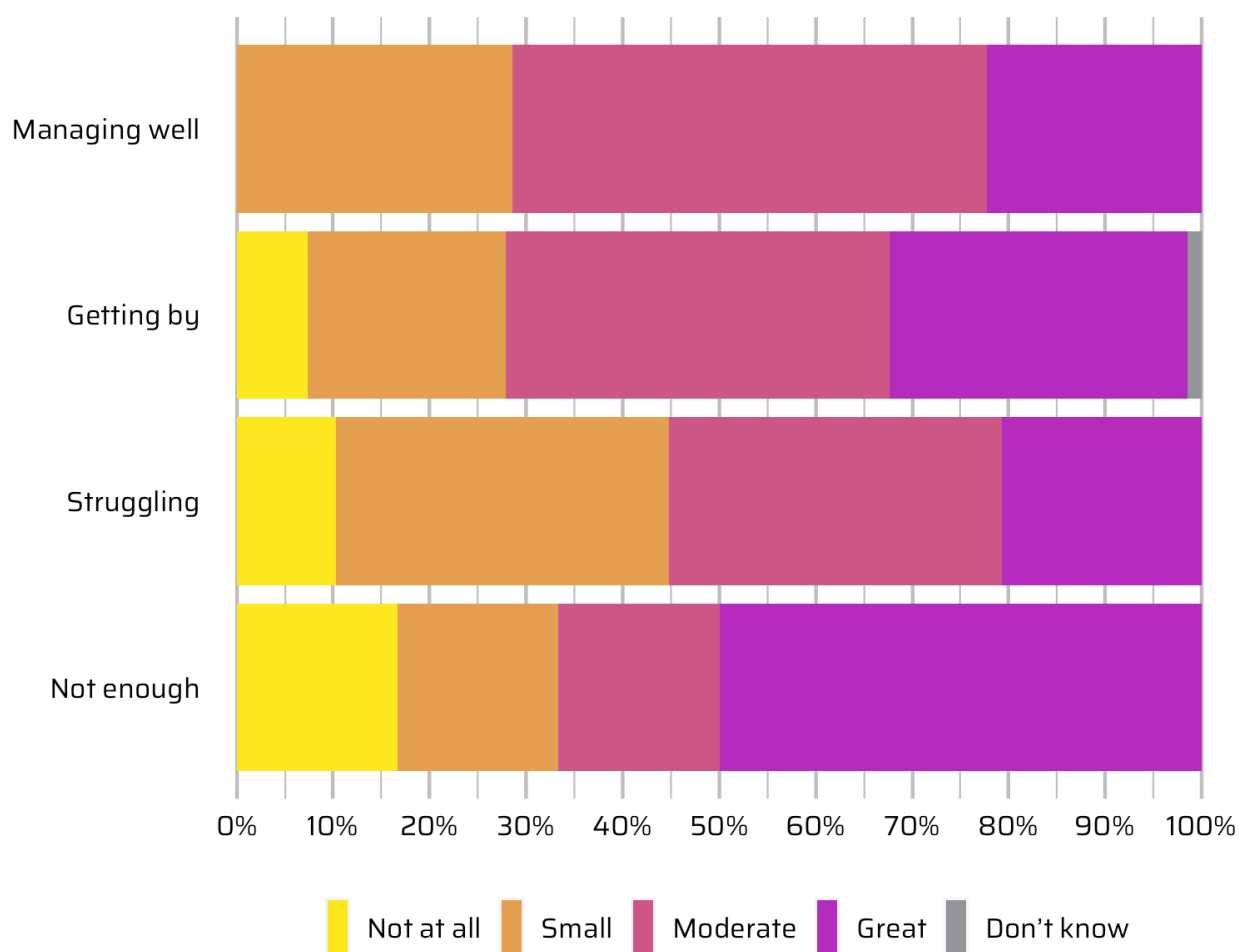


Figure 28: Financial Status by Extent Mental Health Needs Met

Table 26: Number 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	14	22
Managing well	Moderate	31	49
Managing well	Small	18	29
Managing well	Not at all	0	0
Managing well	Don't know	0	0
Getting by	Great	21	31
Getting by	Moderate	27	40
Getting by	Small	14	21
Getting by	Not at all	5	7
Getting by	Don't know	1	1

Financial Status	Extent	Respondents	Percentage
Struggling	Great	6	21
Struggling	Moderate	10	34
Struggling	Small	10	34
Struggling	Not at all	3	10
Struggling	Don't know	0	0
Not enough	Great	3	50
Not enough	Moderate	1	17
Not enough	Small	1	17
Not enough	Not at all	1	17
Not enough	Don't know	0	0

Age : Extent Mental Health Needs Met

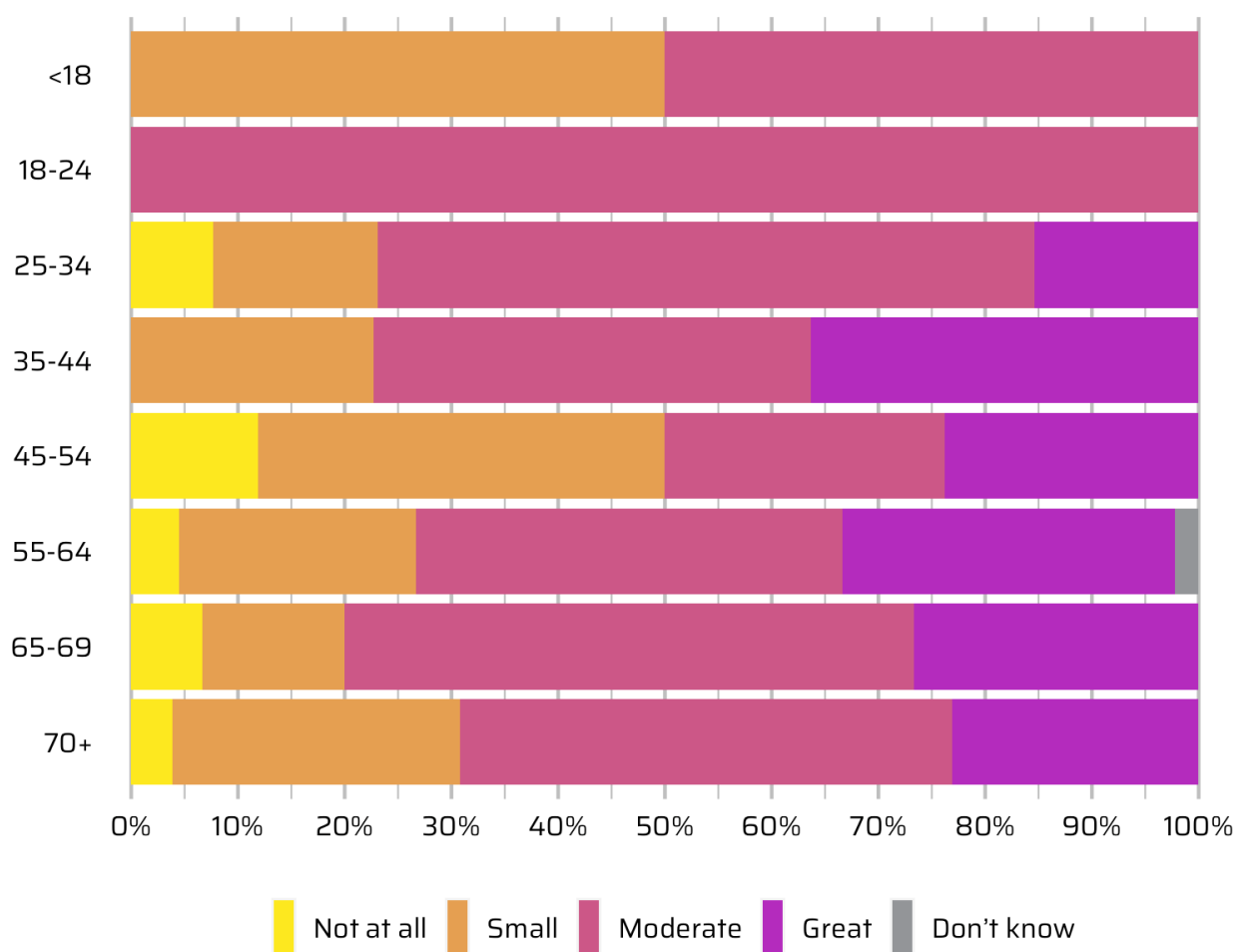


Figure 29: Age group and Extent Mental Health Needs Met.

Table 27: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by age group.

Age	Extent	Respondents	Percentage
<18	Great	0	0
<18	Moderate	2	50
<18	Small	2	50
<18	Not at all	0	0
<18	Don't know	0	0
18-24	Great	0	0
18-24	Moderate	1	100
18-24	Small	0	0
18-24	Not at all	0	0
18-24	Don't know	0	0
25-34	Great	2	15

Age	Extent	Respondents	Percentage
25-34	Moderate	8	62
25-34	Small	2	15
25-34	Not at all	1	8
25-34	Don't know	0	0
35-44	Great	8	36
35-44	Moderate	9	41
35-44	Small	5	23
35-44	Not at all	0	0
35-44	Don't know	0	0
45-54	Great	10	24
45-54	Moderate	11	26
45-54	Small	16	38
45-54	Not at all	5	12
45-54	Don't know	0	0
55-64	Great	14	31
55-64	Moderate	18	40
55-64	Small	10	22
55-64	Not at all	2	4
55-64	Don't know	1	2
65-69	Great	4	27
65-69	Moderate	8	53
65-69	Small	2	13
65-69	Not at all	1	7
65-69	Don't know	0	0
70+	Great	6	23
70+	Moderate	12	46
70+	Small	7	27
70+	Not at all	1	4
70+	Don't know	0	0

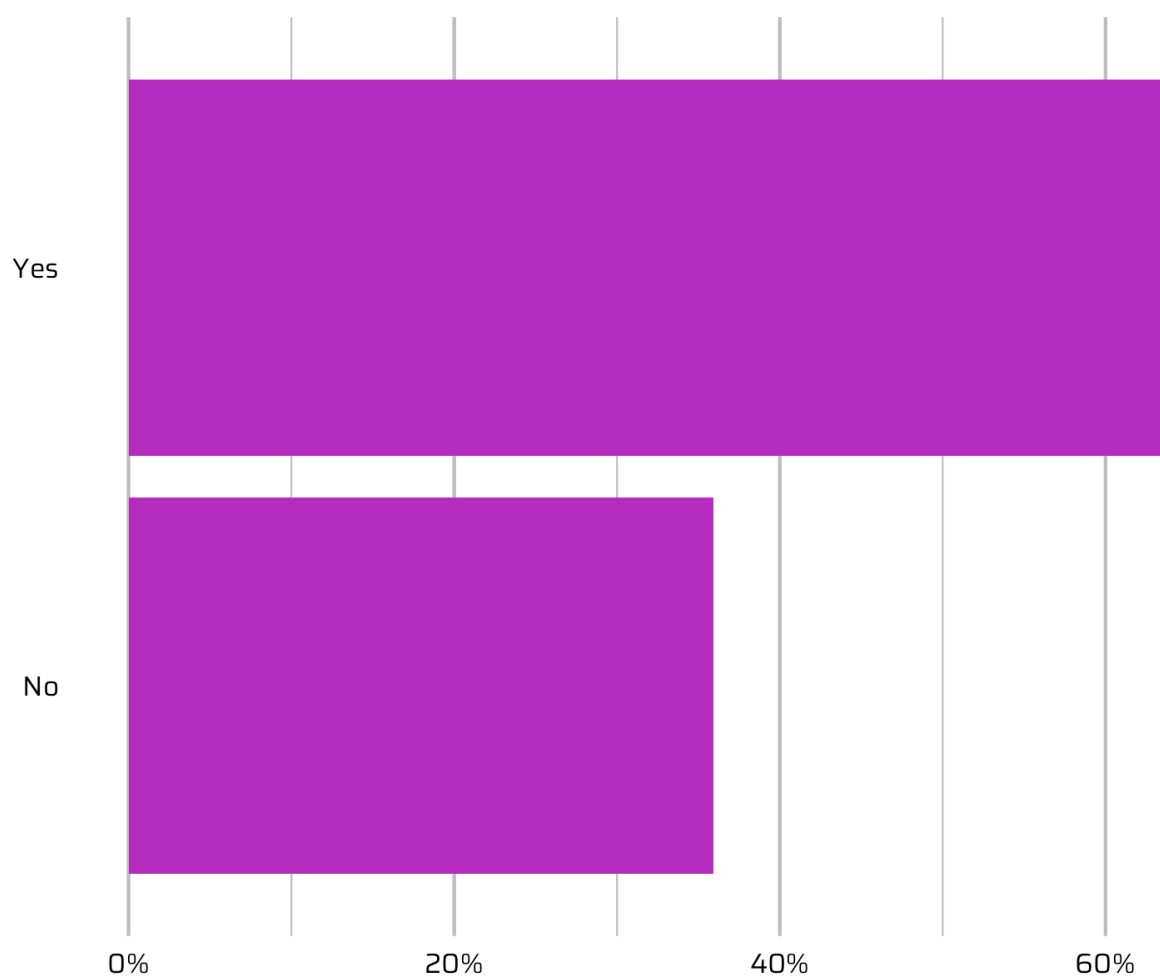


Figure 30: Anxious or hopeless feeling.

Table 28: Number and types of responses: Anxious or hopeless feeling.

Anxious or Hopeless	Respondents	Percentage
Yes	107	64
No	60	36

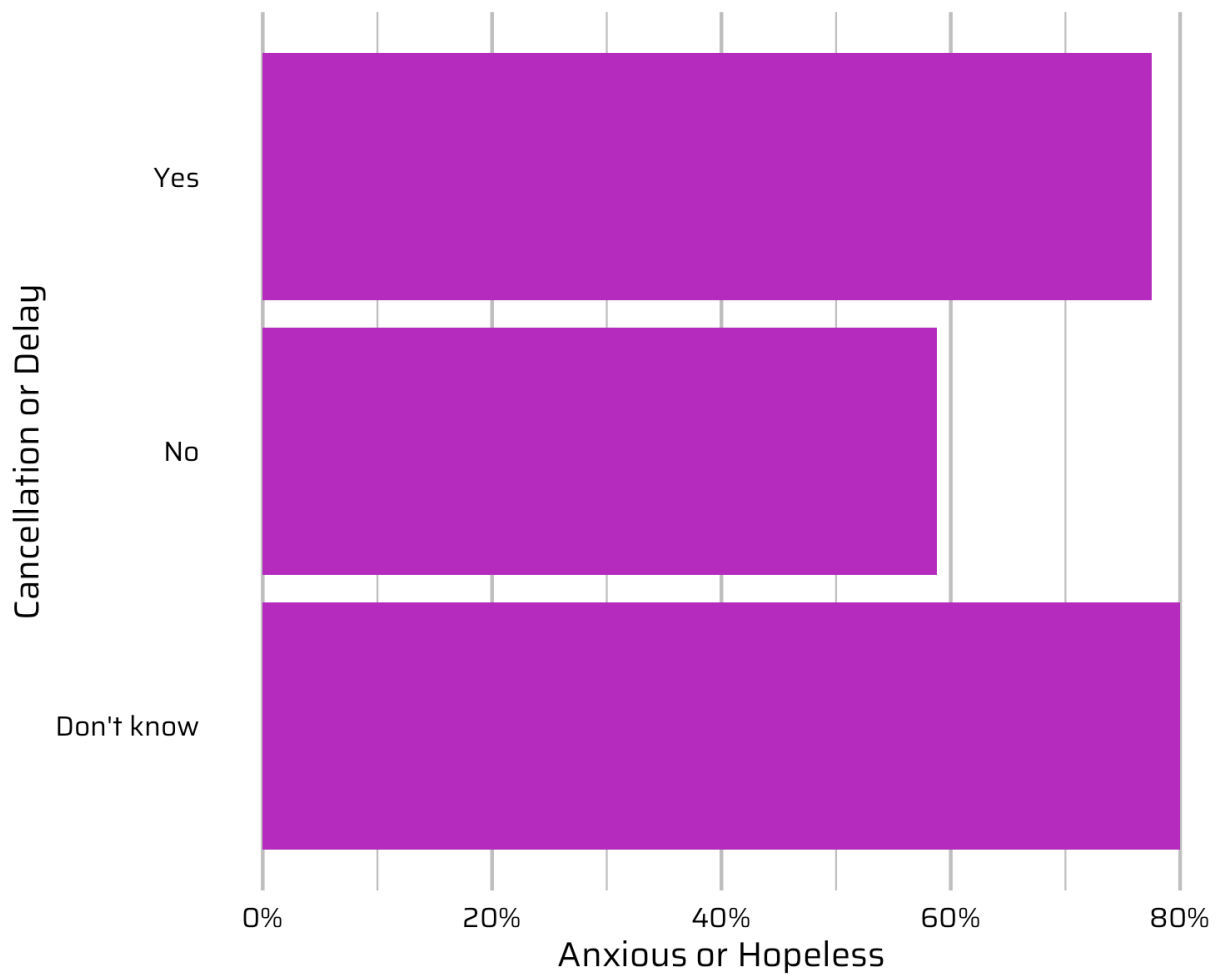


Figure 31: Cancellation or delays to care by feelings of anxiety or hopelessness.

Table 29: Number and type of responses to the question 'Did you experience cancellations/delays to your care?' by feelings of anxiety or hopelessness.

Cancellation/delay	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	31	78
Yes	No	9	22
No	Yes	67	59
No	No	47	41
Don't know	Yes	8	80
Don't know	No	2	20

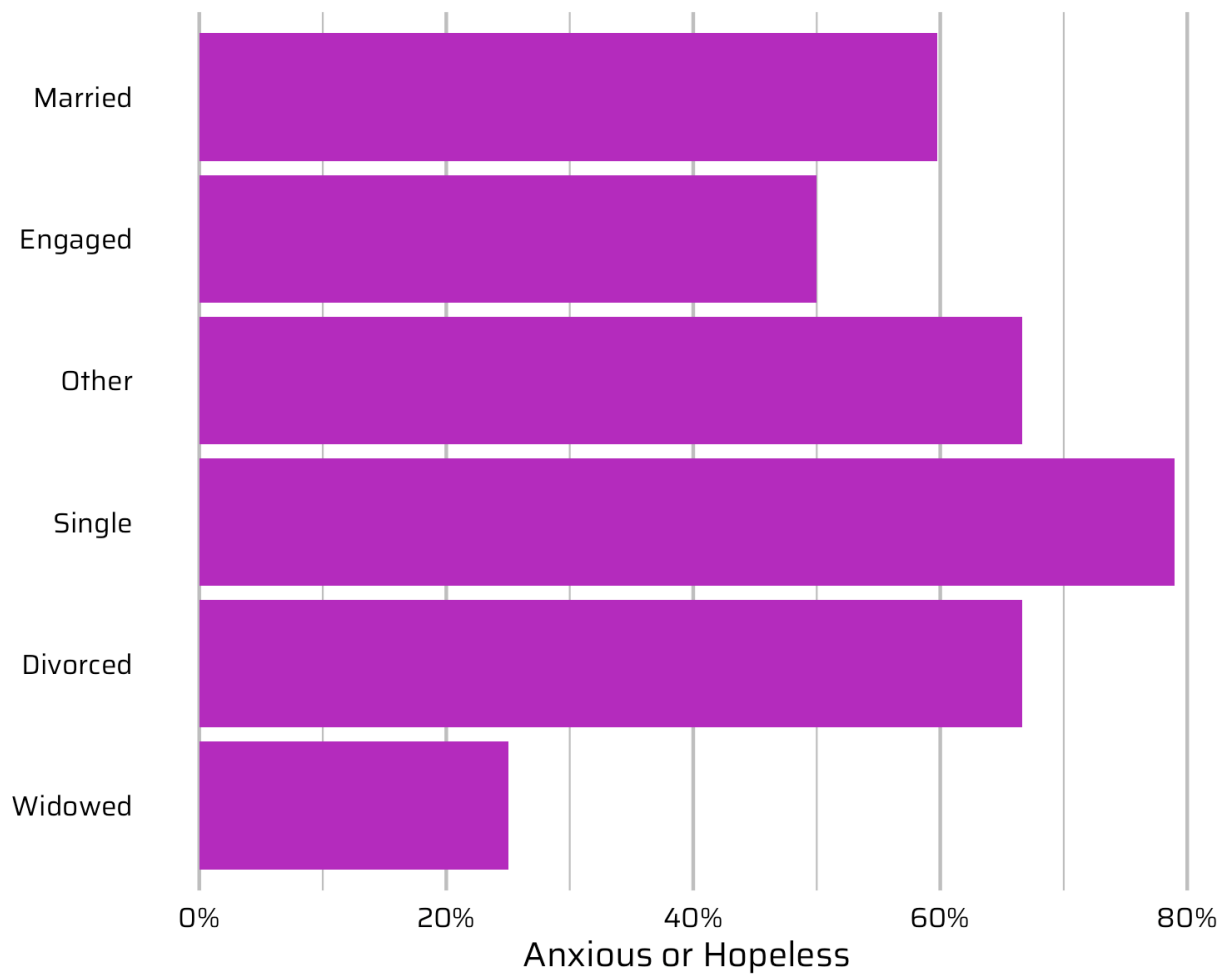


Figure 32: Anxious or hopelessness feeling by marital status

Table 30: Anxious or hopelessness feeling by marital status.

Marital Status	Anxious or Hopeless	Respondents	Percentage
Married	Yes	55	60
Married	No	37	40
Engaged	Yes	2	50
Engaged	No	2	50
Other	Yes	10	67
Other	No	5	33
Single	Yes	30	79
Single	No	8	21
Divorced	Yes	8	67
Divorced	No	4	33
Widowed	Yes	1	25

Marital Status	Anxious or Hopeless	Respondents	Percentage
Widowed	No	3	75

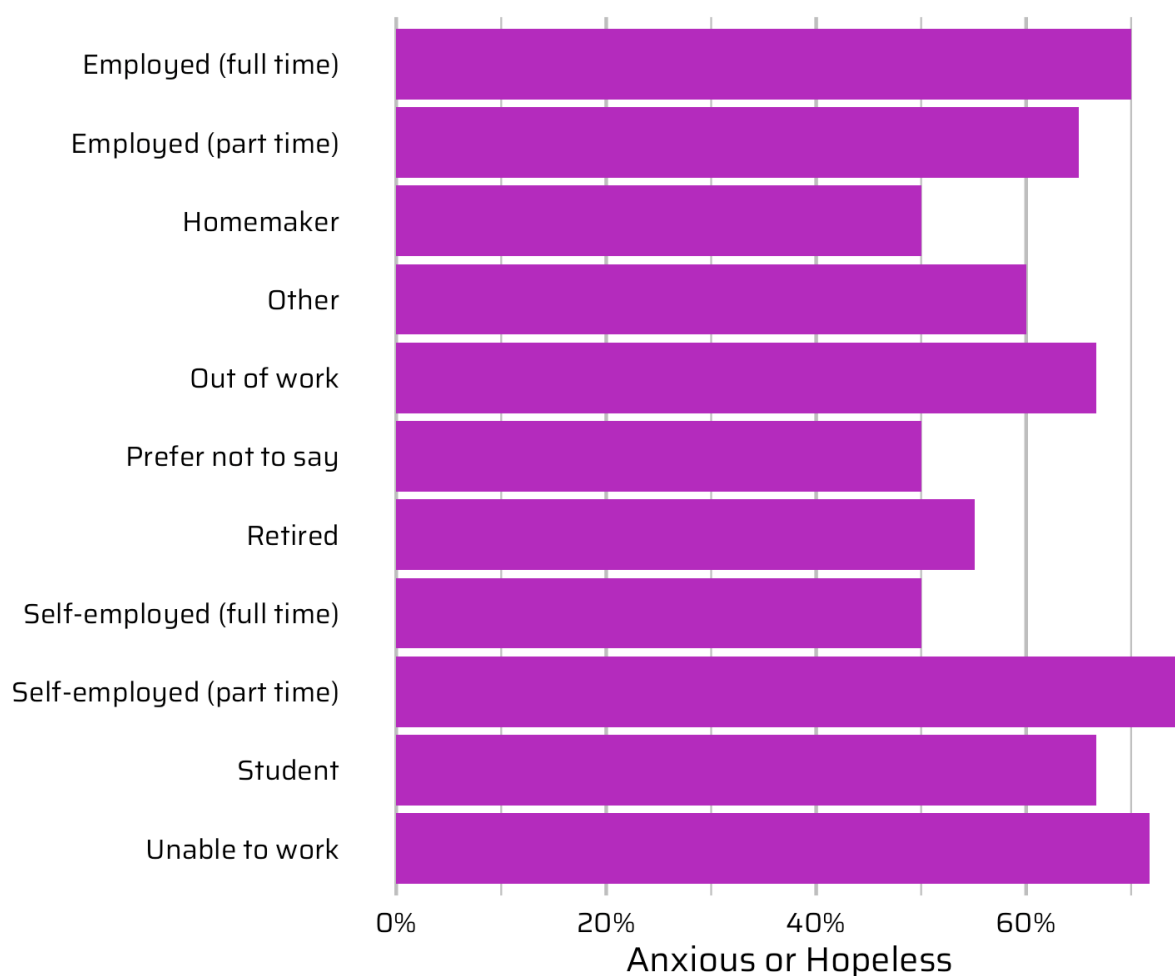


Figure 33: Anxious or hopeless feeling by employment status.

Table 31: Anxious or hopeless feeling by employment status.

Employment Status	Anxious or Hopeless	Respondents	Percentage
Employed (full time)	Yes	21	70
Employed (full time)	No	9	30
Employed (part time)	Yes	13	65
Employed (part time)	No	7	35
Homemaker	Yes	2	50
Homemaker	No	2	50
Other	Yes	3	60
Other	No	2	40
Out of work	Yes	4	67
Out of work	No	2	33
Prefer not to say	Yes	1	50

Employment Status	Anxious or Hopeless	Respondents	Percentage
Prefer not to say	No	1	50
Retired	Yes	27	55
Retired	No	22	45
Self-employed (full time)	Yes	1	50
Self-employed (full time)	No	1	50
Self-employed (part time)	Yes	3	75
Self-employed (part time)	No	1	25
Student	Yes	2	67
Student	No	1	33
Unable to work	Yes	28	72
Unable to work	No	11	28

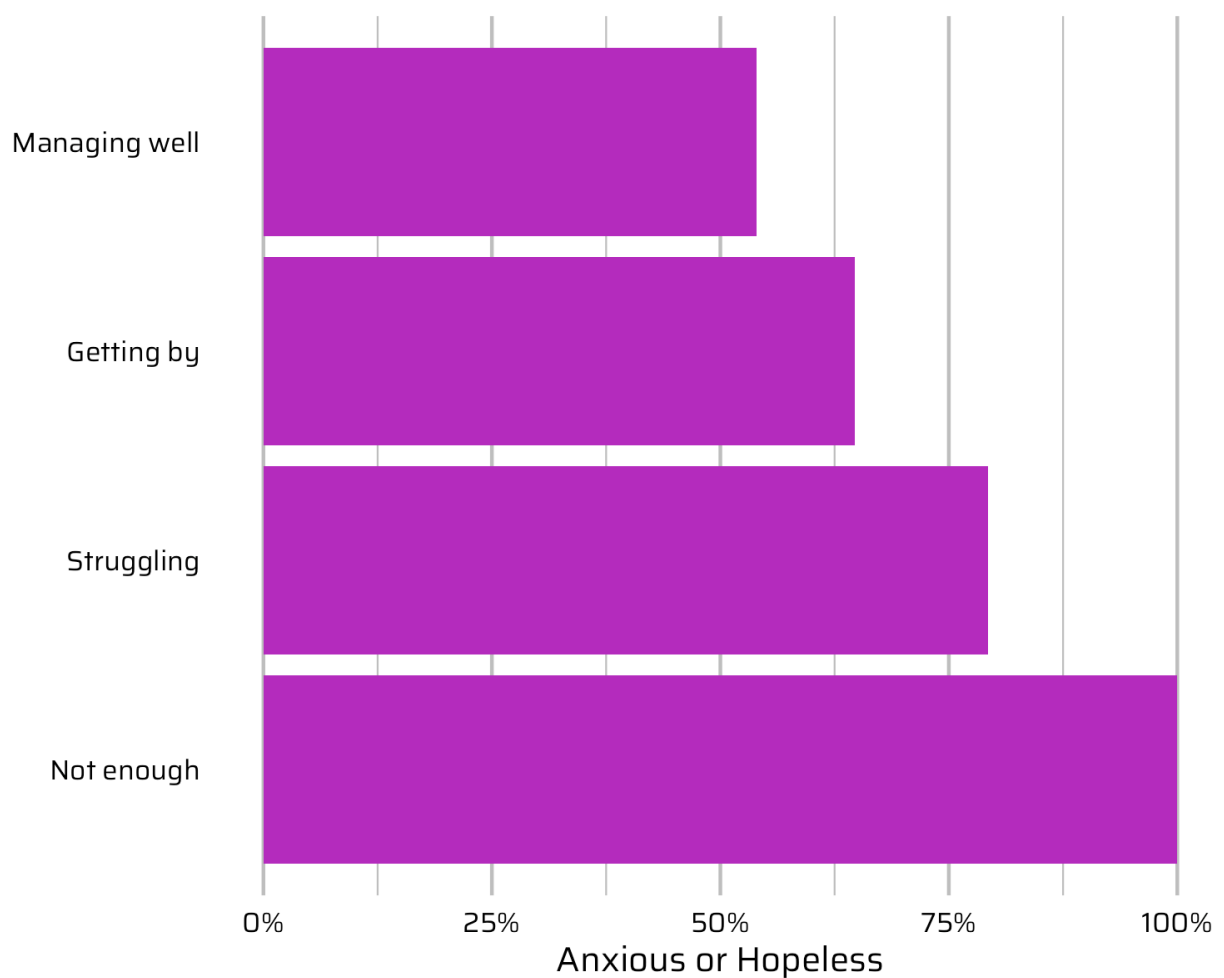


Figure 34: Anxious or hopeless feeling by financial status.

Table 32: Anxious or hopeless feeling by financial status.

Financial Status	Anxious or Hopeless	Respondents	Percentage
Managing well	Yes	34	54
Managing well	No	29	46
Getting by	Yes	44	65
Getting by	No	24	35
Struggling	Yes	23	79
Struggling	No	6	21
Not enough	Yes	6	100
Not enough	No	0	0

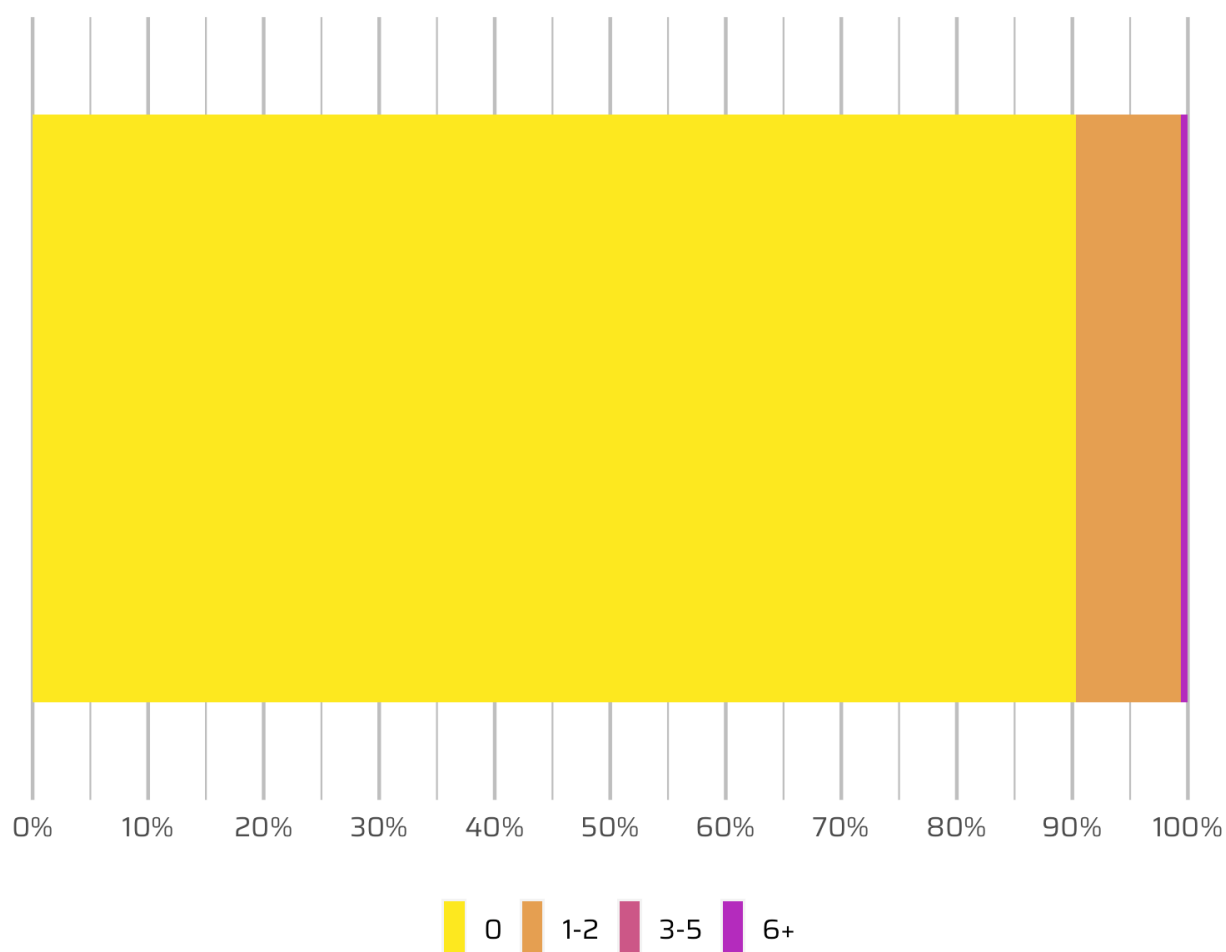


Figure 35: How many times have you sought emergency care in the last 8 weeks?

Table 33: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?'

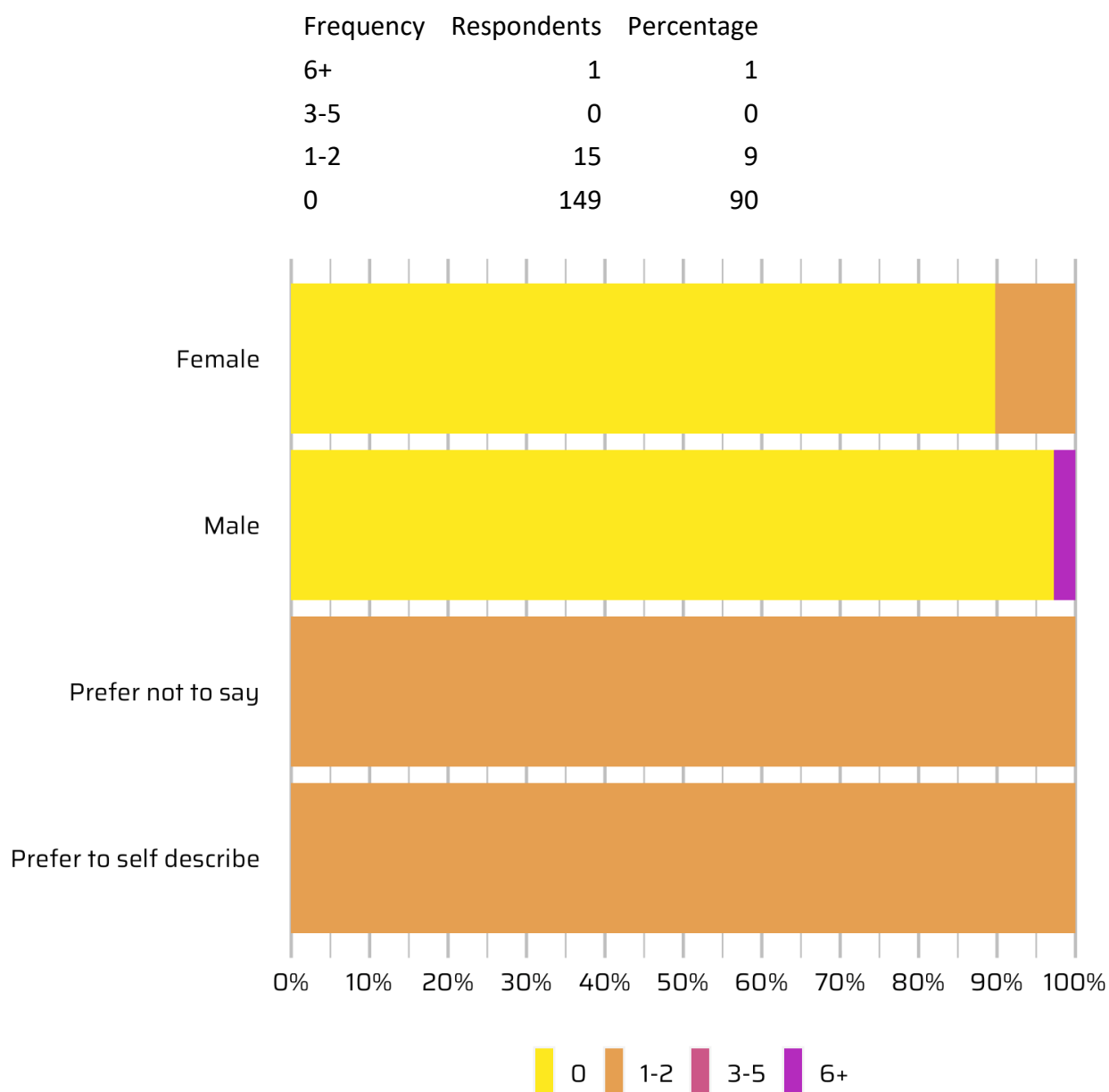


Figure 36: Emergency support by gender.

Table 34: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks by gender.

Gender	Frequency	Respondents	Percentage
Female	6+	0	0
Female	3-5	0	0
Female	1-2	13	10
Female	0	114	90
Male	6+	1	3
Male	3-5	0	0

Gender	Frequency	Respondents	Percentage
Male	1-2	0	0
Male	0	35	97
Prefer not to say	6+	0	0
Prefer not to say	3-5	0	0
Prefer not to say	1-2	1	100
Prefer not to say	0	0	0
Prefer to self-describe	6+	0	0
Prefer to self-describe	3-5	0	0
Prefer to self-describe	1-2	1	100
Prefer to self-describe	0	0	0

Employment Status : Frequency NHS A&E/Emergency Support Sought

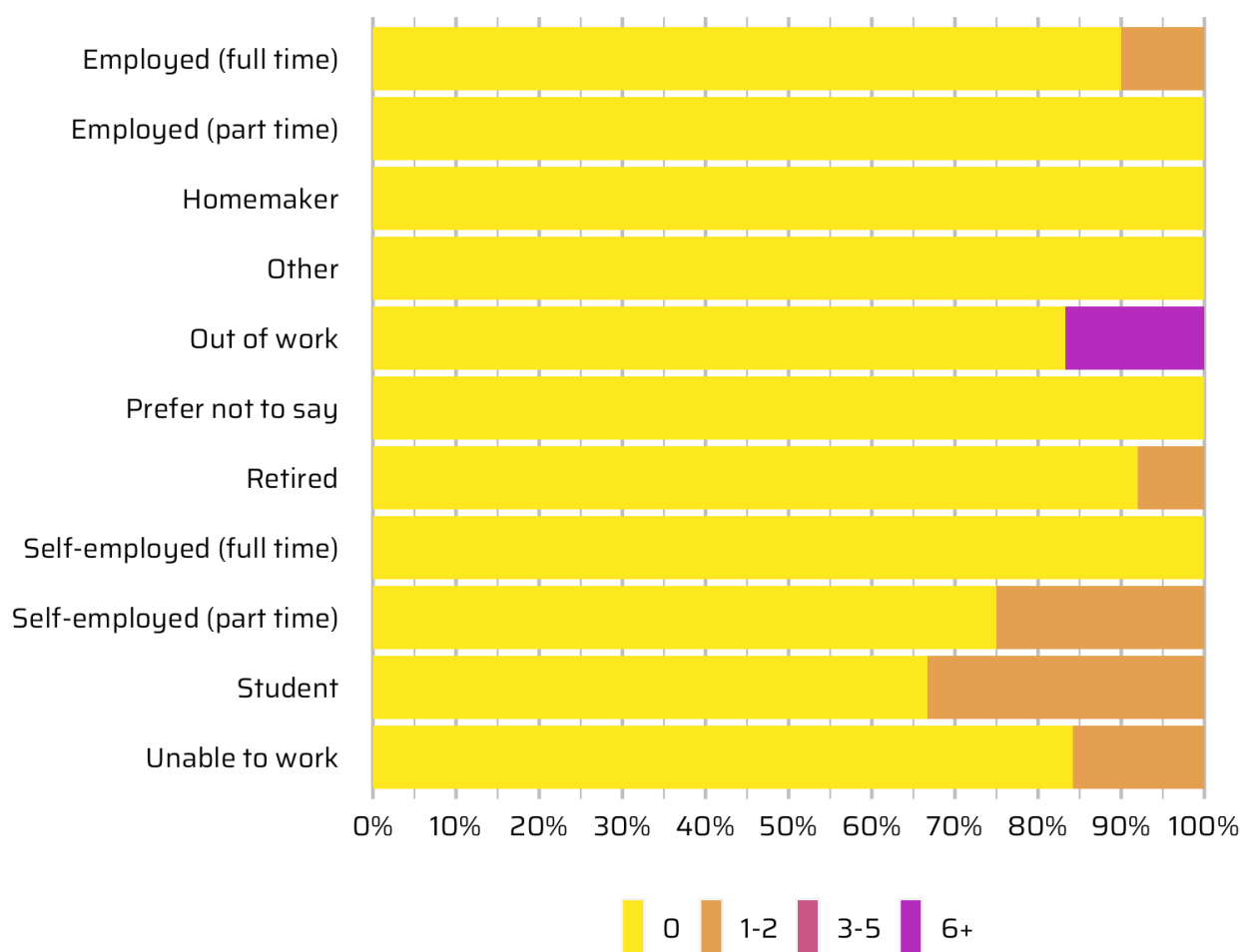


Figure 37: Emergency support by employment status.

Table 35: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by employment status.

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	0	0
Employed (full time)	3-5	0	0
Employed (full time)	1-2	3	10
Employed (full time)	0	27	90
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	0	0
Employed (part time)	0	19	100
Homemaker	6+	0	0
Homemaker	3-5	0	0

Employment Status	Frequency	Respondents	Percentage
Homemaker	1-2	0	0
Homemaker	0	3	100
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	5	100
Out of work	6+	1	17
Out of work	3-5	0	0
Out of work	1-2	0	0
Out of work	0	5	83
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
Retired	6+	0	0
Retired	3-5	0	0
Retired	1-2	4	8
Retired	0	46	92
Self-employed (full time)	6+	0	0
Self-employed (full time)	3-5	0	0
Self-employed (full time)	1-2	0	0
Self-employed (full time)	0	2	100
Self-employed (part time)	6+	0	0
Self-employed (part time)	3-5	0	0
Self-employed (part time)	1-2	1	25
Self-employed (part time)	0	3	75
Student	6+	0	0
Student	3-5	0	0
Student	1-2	1	33
Student	0	2	67
Unable to work	6+	0	0
Unable to work	3-5	0	0
Unable to work	1-2	6	16
Unable to work	0	32	84

Number of Dependents : Frequency NHS A&E/Emergency Support Sought

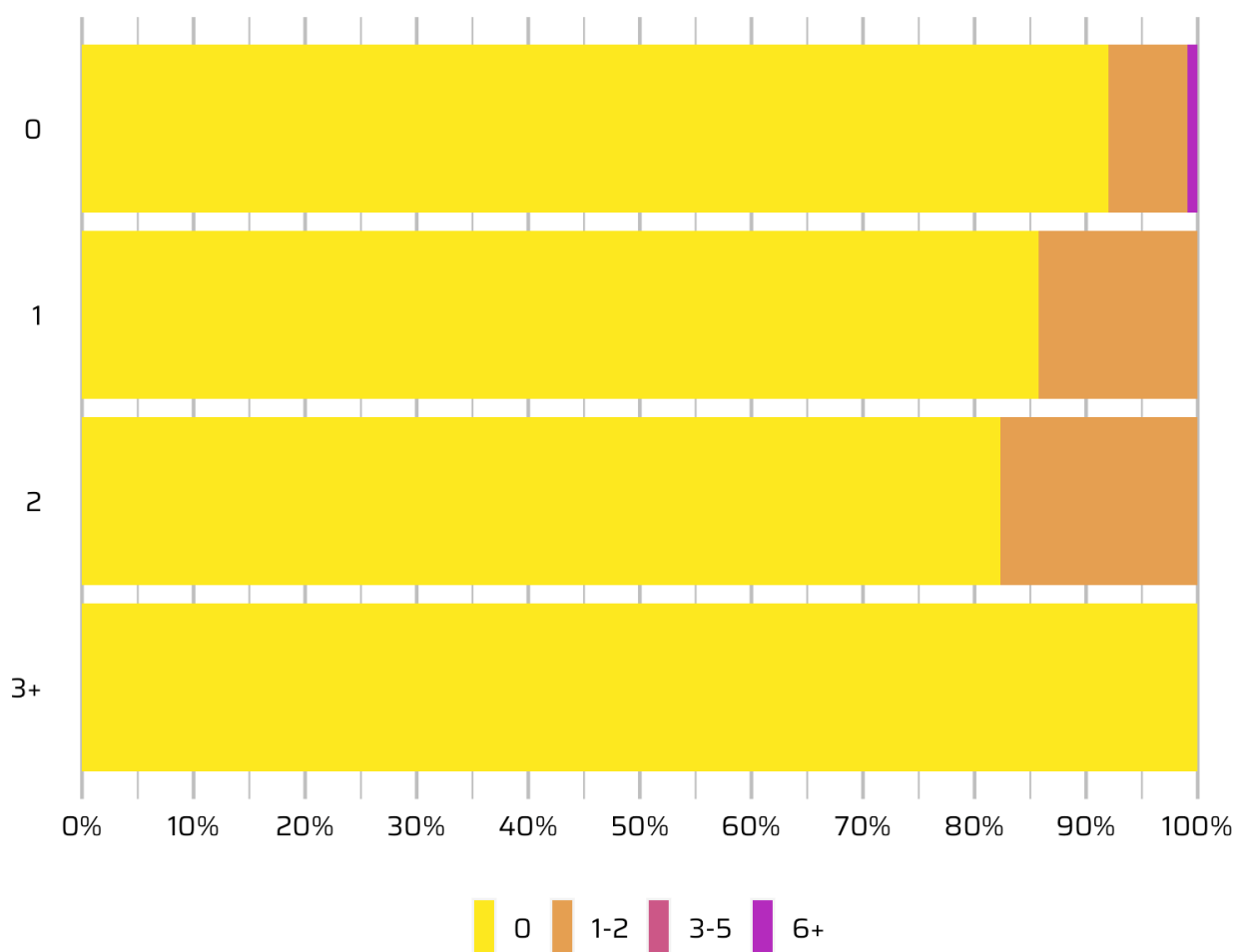


Figure 38: Number of dependents by frequency of emergency support.

Table 36: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by number of dependents.

Dependents	Frequency	Respondents	Percentage
0	6+	1	1
0	3-5	0	0
0	1-2	8	7
0	0	104	92
1	6+	0	0
1	3-5	0	0
1	1-2	3	14
1	0	18	86
2	6+	0	0
2	3-5	0	0
2	1-2	3	18

Dependents	Frequency	Respondents	Percentage
2	0	14	82
3+	6+	0	0
3+	3-5	0	0
3+	1-2	0	0
3+	0	9	100

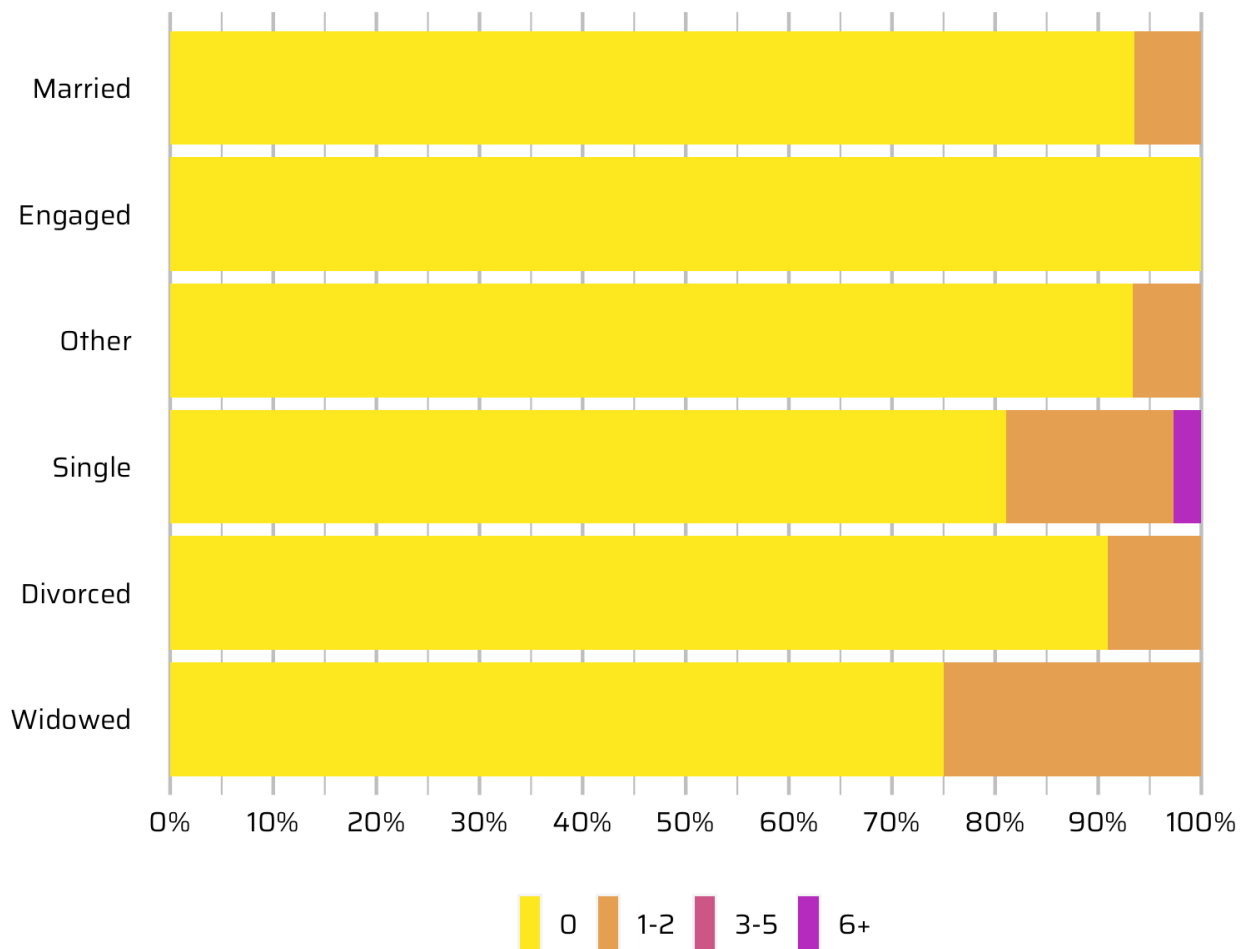


Figure 39: Marital status by frequency of emergency support.

Table 37: Number of responses to the question 'How many times have you sort emergency support in the past 8 weeks?' by marital status.

Marital Status	Frequency	Respondents	Percentage
Married	6+	0	0
Married	3-5	0	0
Married	1-2	6	7
Married	0	86	93
Engaged	6+	0	0
Engaged	3-5	0	0
Engaged	1-2	0	0
Engaged	0	4	100
Other	6+	0	0
Other	3-5	0	0
Other	1-2	1	7
Other	0	14	93

Marital Status	Frequency	Respondents	Percentage
Single	6+	1	3
Single	3-5	0	0
Single	1-2	6	16
Single	0	30	81
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	1	9
Divorced	0	10	91
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	1	25
Widowed	0	3	75

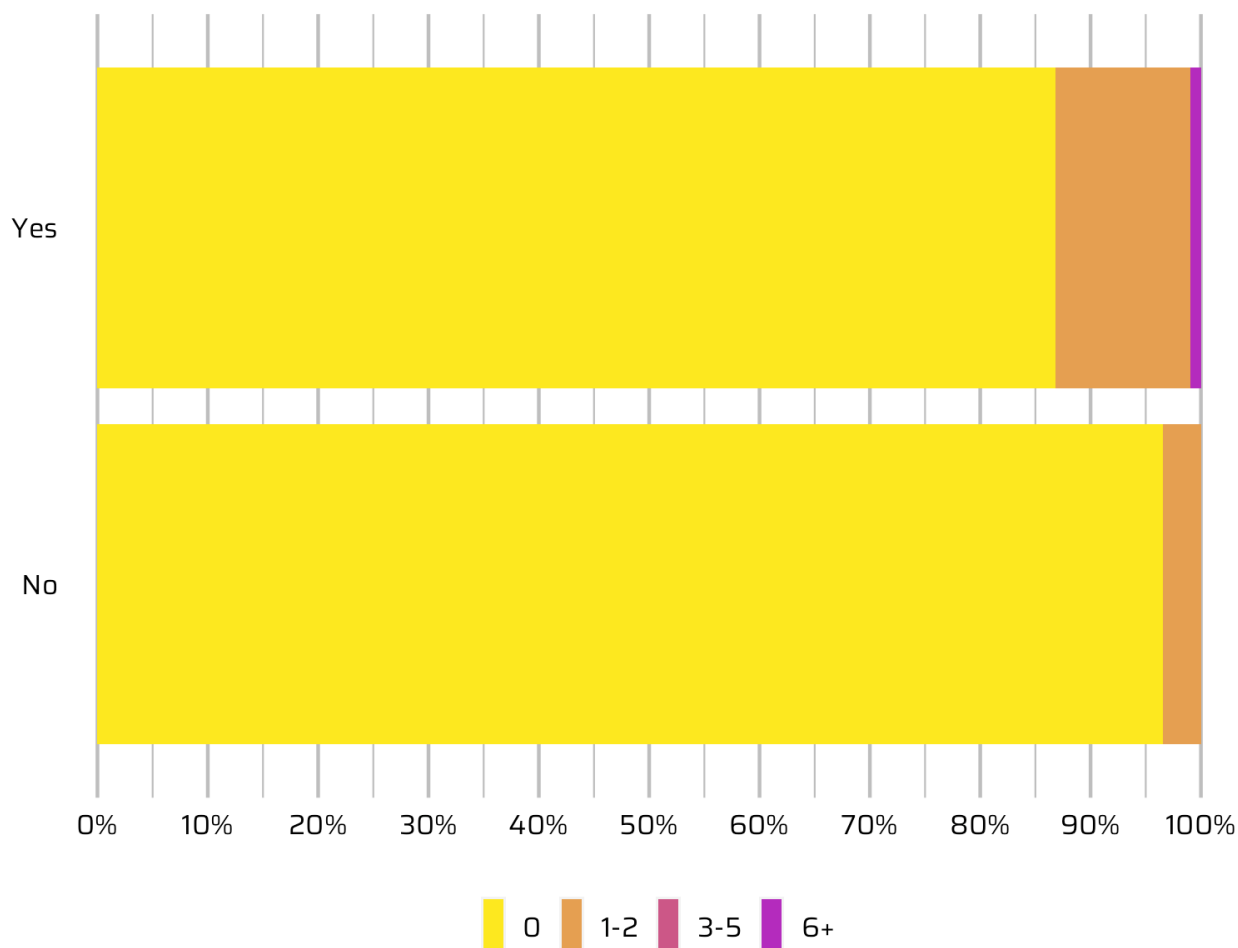


Figure 40: Anxious or hopeless feeling by frequency of emergency support.

Table 38: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by those who reported feelings of anxiety and/or hopelessness.

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	1	1
Yes	3-5	0	0
Yes	1-2	13	12
Yes	0	92	87
No	6+	0	0
No	3-5	0	0
No	1-2	2	3
No	0	56	97

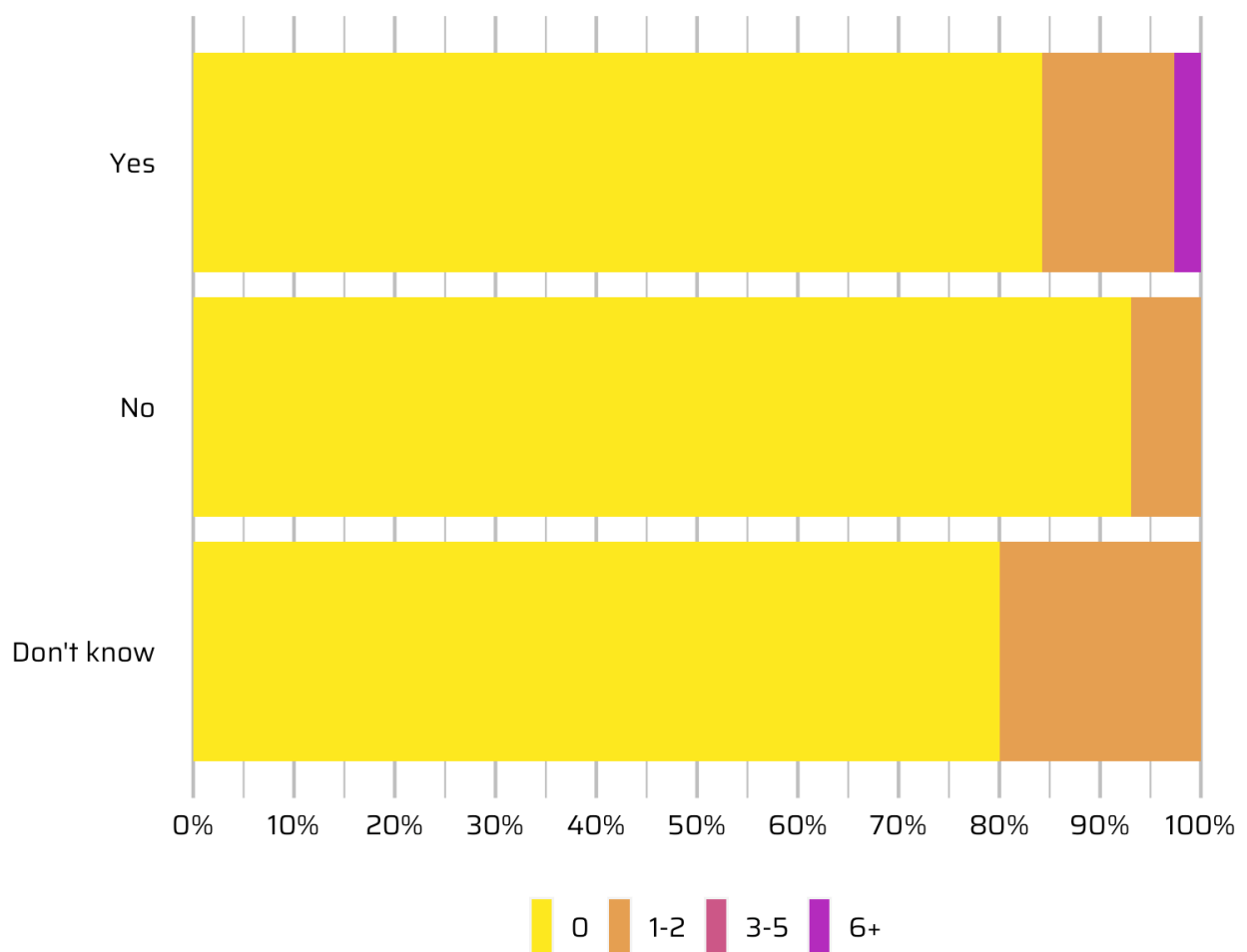


Figure 41: Delays and cancellations to care and frequency of emergency support.

Table 39: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by those who reported delays or cancellations to care.

Cancellation/delay	Frequency	Respondents	Percentage
Yes	6+	1	3
Yes	3-5	0	0
Yes	1-2	5	13
Yes	0	32	84
No	6+	0	0
No	3-5	0	0
No	1-2	8	7
No	0	107	93
Don't know	6+	0	0
Don't know	3-5	0	0
Don't know	1-2	2	20
Don't know	0	8	80

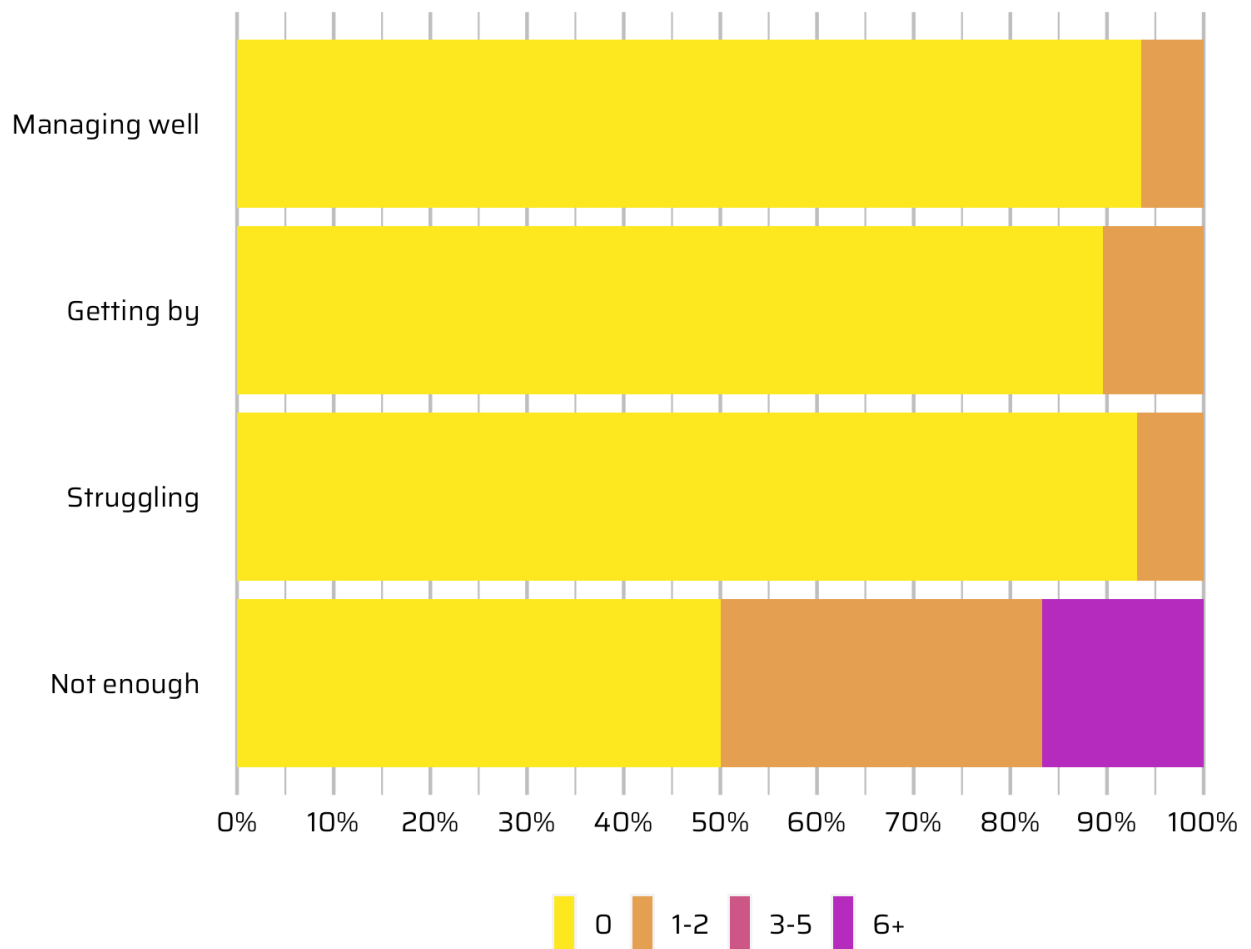


Figure 42: Financial status and frequency of emergency support.

Table 40: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by financial status.

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	0	0
Managing well	1-2	4	6
Managing well	0	58	94
Getting by	6+	0	0
Getting by	3-5	0	0
Getting by	1-2	7	10
Getting by	0	60	90
Struggling	6+	0	0
Struggling	3-5	0	0
Struggling	1-2	2	7
Struggling	0	27	93

Financial Status	Frequency	Respondents	Percentage
Not enough	6+	1	17
Not enough	3-5	0	0
Not enough	1-2	2	33
Not enough	0	3	50

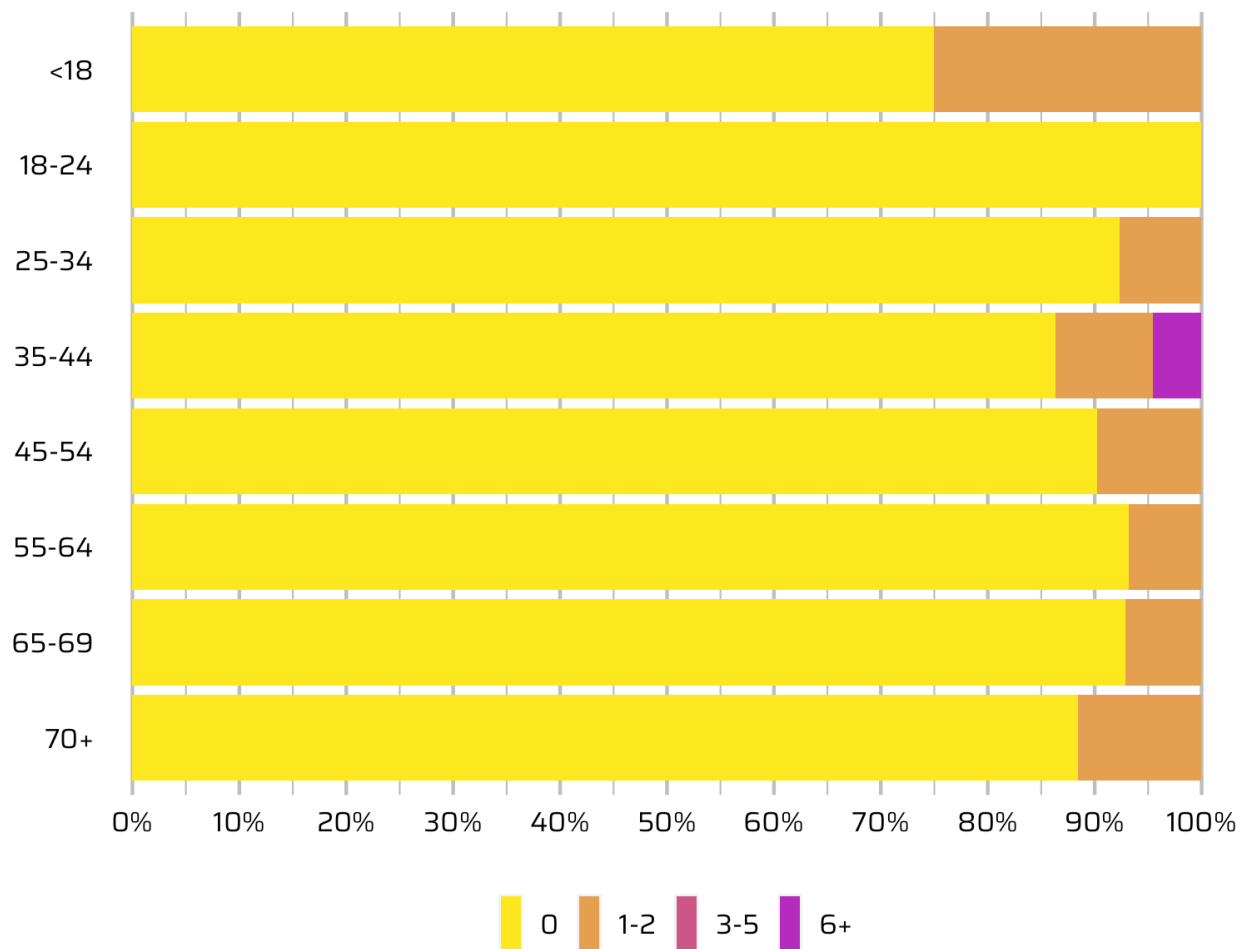


Figure 43: Age and frequency of emergency support.

Table 41: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by age group?

Age	Frequency	Respondents	Percentage
<18	6+	0	0
<18	3-5	0	0
<18	1-2	1	25
<18	0	3	75
18-24	6+	0	0
18-24	3-5	0	0
18-24	1-2	0	0
18-24	0	1	100
25-34	6+	0	0
25-34	3-5	0	0

Age	Frequency	Respondents	Percentage
25-34	1-2	1	8
25-34	0	12	92
35-44	6+	1	5
35-44	3-5	0	0
35-44	1-2	2	9
35-44	0	19	86
45-54	6+	0	0
45-54	3-5	0	0
45-54	1-2	4	10
45-54	0	37	90
55-64	6+	0	0
55-64	3-5	0	0
55-64	1-2	3	7
55-64	0	41	93
65-69	6+	0	0
65-69	3-5	0	0
65-69	1-2	1	7
65-69	0	13	93
70+	6+	0	0
70+	3-5	0	0
70+	1-2	3	12
70+	0	23	88

Treatment, Care, or Support Accessed

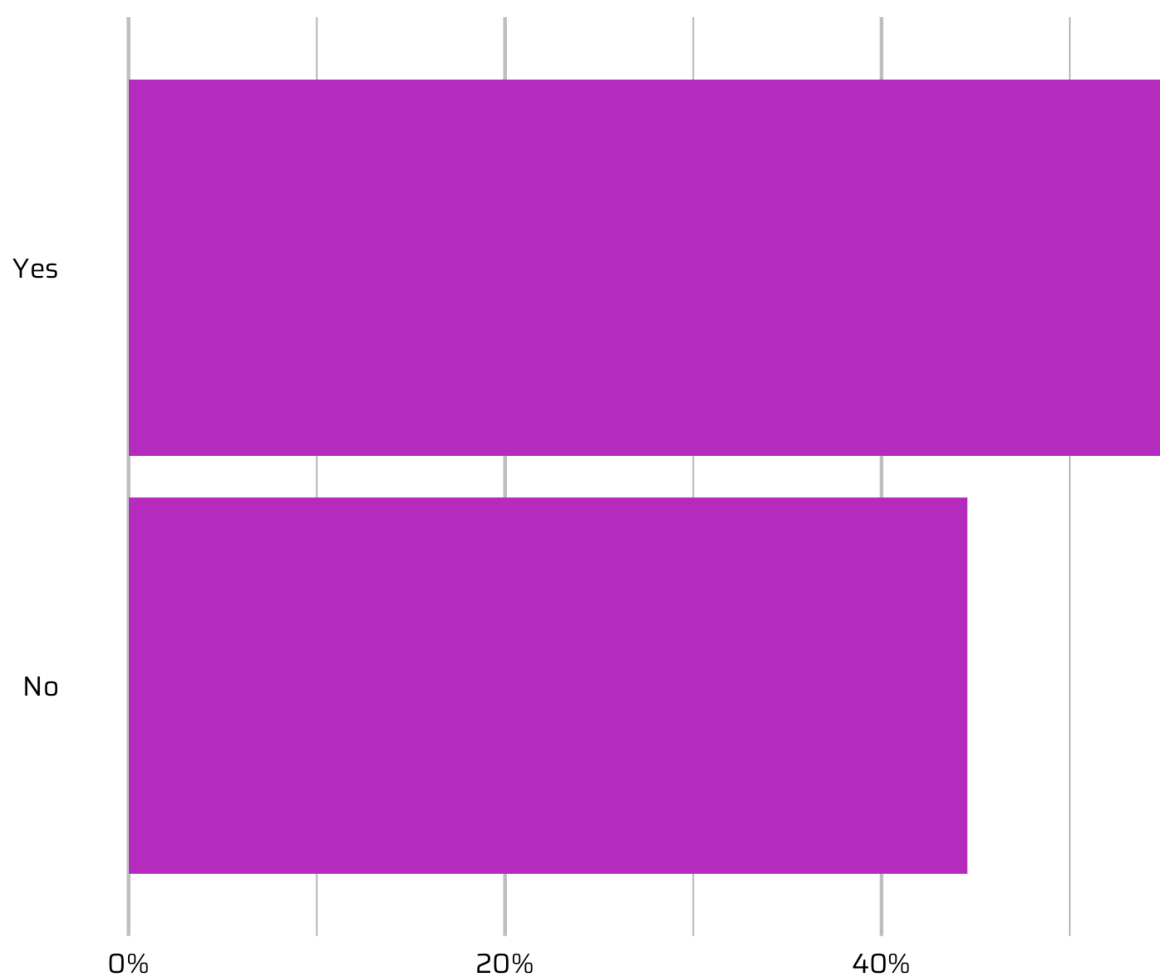


Figure 44: Proportion of respondents who had accessed support in the past 8 weeks.

Table 42: Number of responses to the question 'Have you accessed treatment, care and support for your condition in the last 8 weeks?'

Access	Respondents	Percentage
Yes	92	55
No	74	45

Number of Medical Appointments

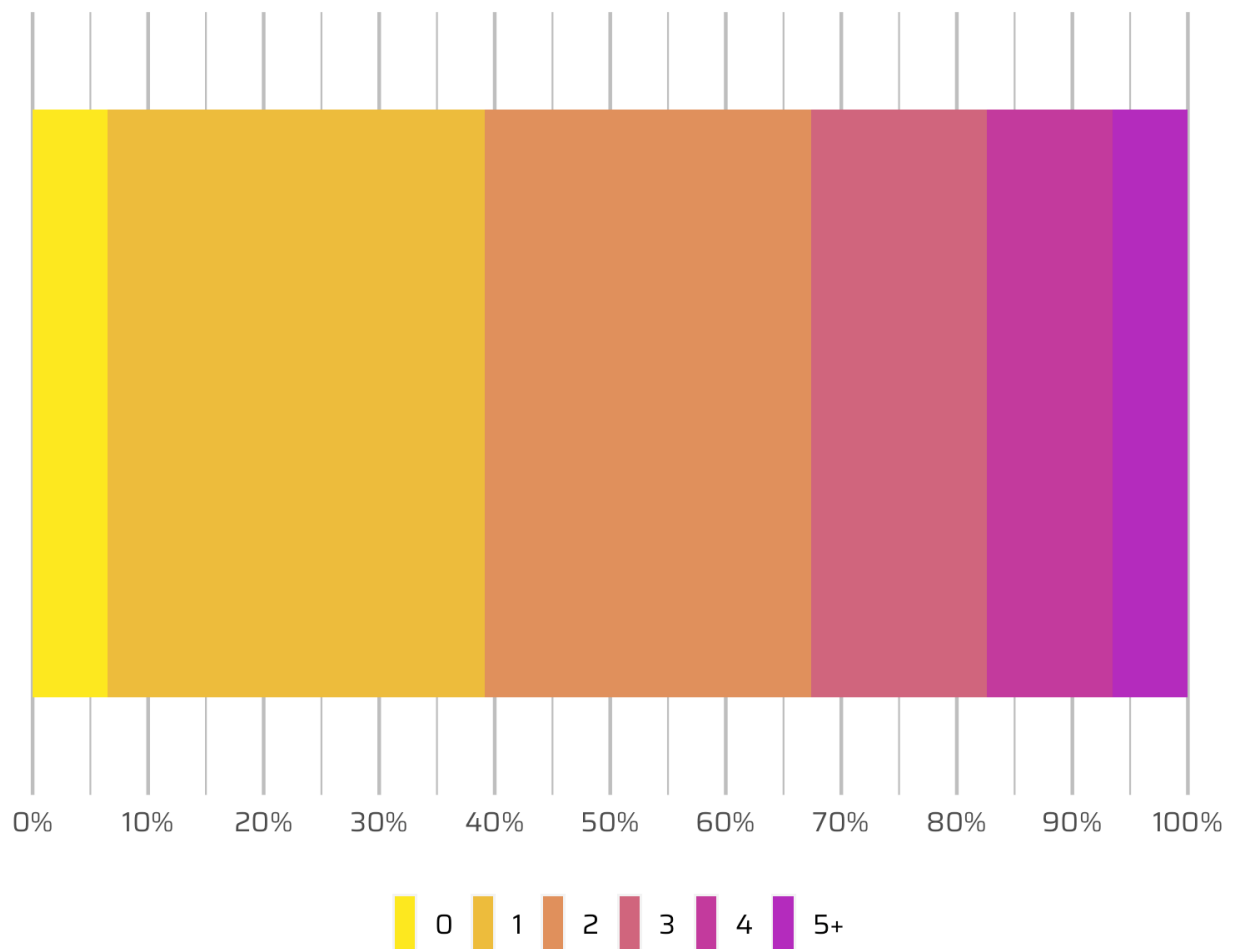


Figure 45: Number of Medical Appointments in the past 8 weeks.

Table 43: Number of responses to the question 'How many medical appointments (including remote appointments) have you had in the last 8 weeks?'

Number	Respondents	Percentage
5+	6	7
4	10	11
3	14	15
2	26	28
1	30	33
0	6	7

Medical Appointments

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

Helpfulness Medical Appointments

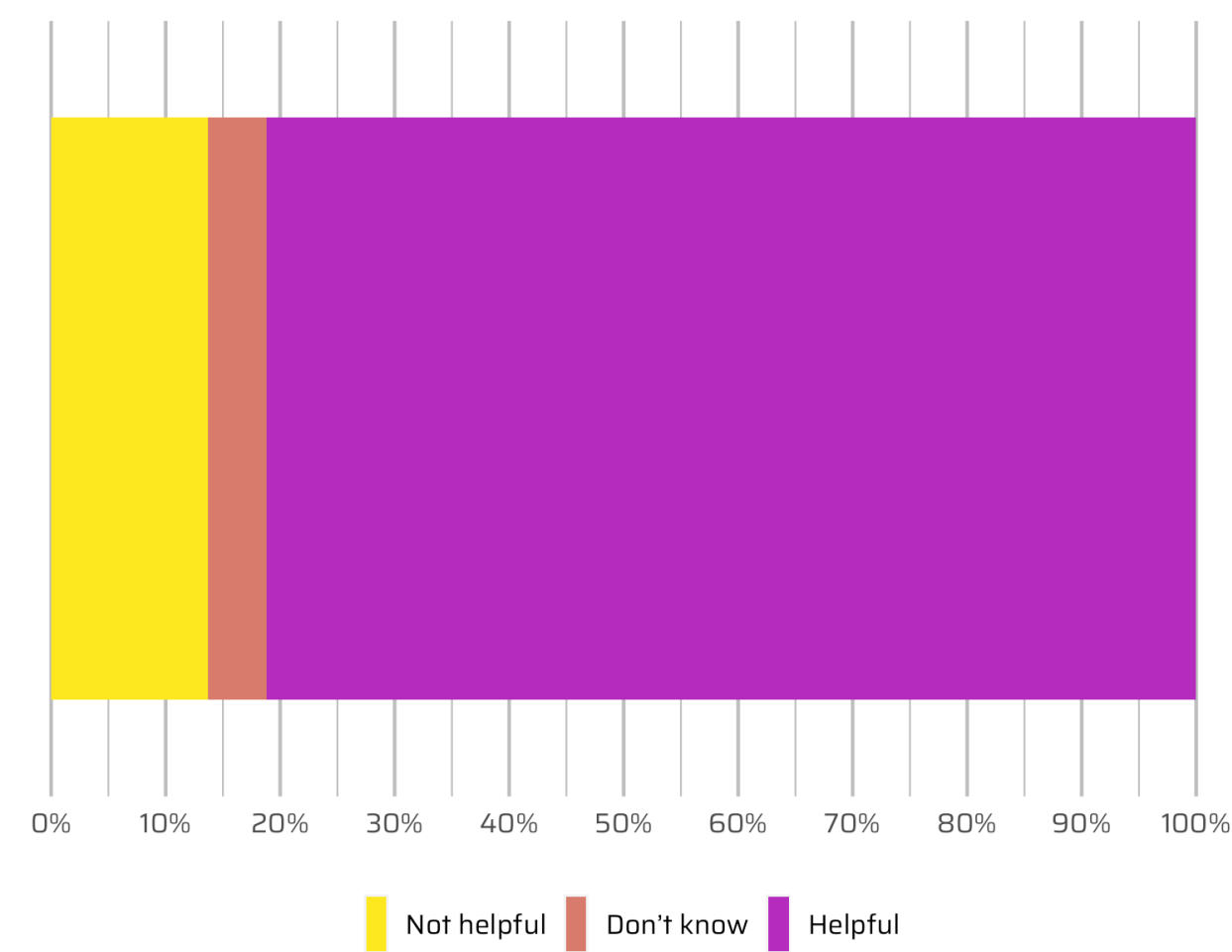


Figure 46: Helpfulness of medical appointments.

Table 44: Helpfulness of medical appointments.

Helpfulness	Observations	Percentage
Helpful	95	81
Don't know	6	5
Not helpful	16	14

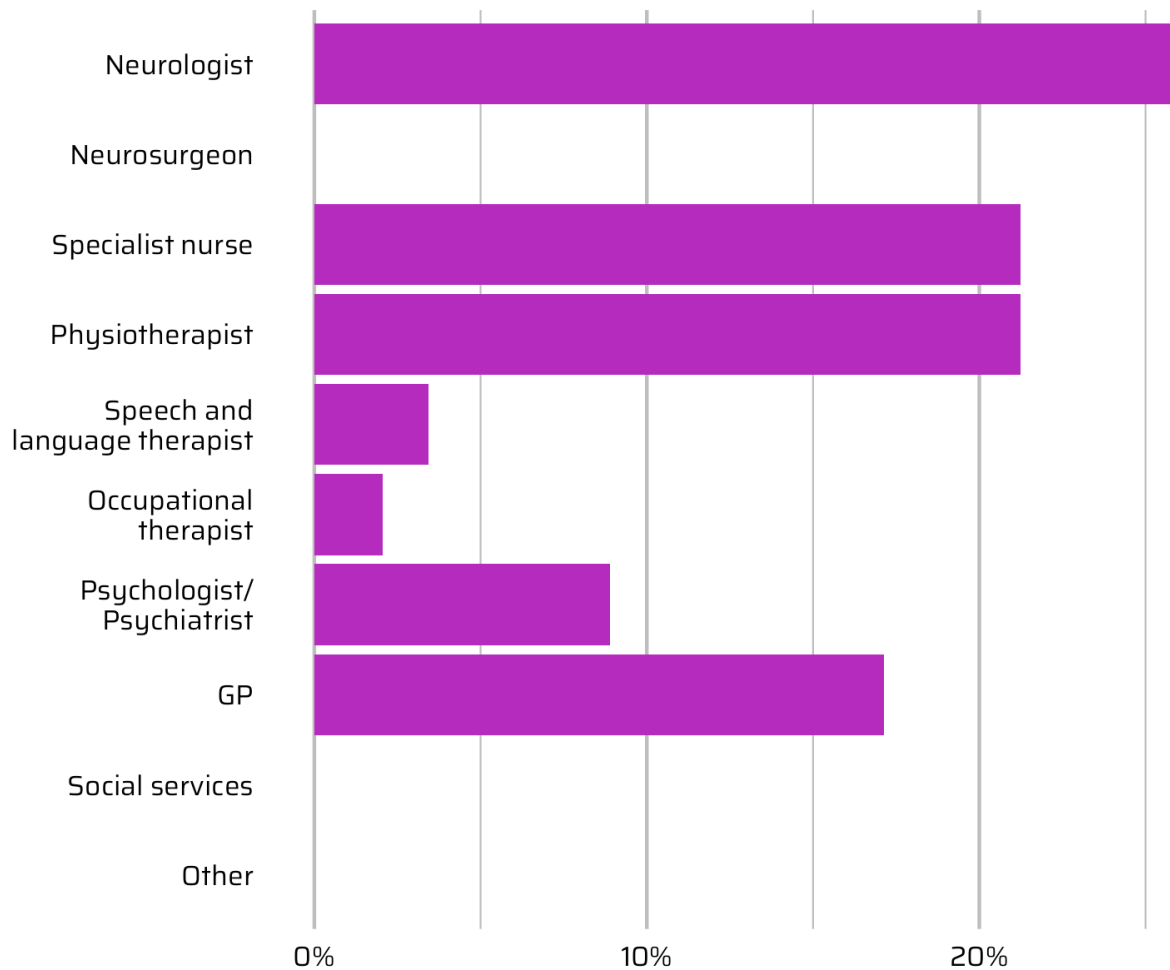


Figure 47: Type of appointment.

Table 45: Type of medical appointment.

Specialty	Observations	Percentage
Neurologist	38	26
Neurosurgeon	0	0
Specialist nurse	31	21
Physiotherapist	31	21
Speech and language therapist	5	3
Occupational therapist	3	2
Psychologist/Psychiatrist	13	9
GP	25	17
Social services	0	0
Other	0	0

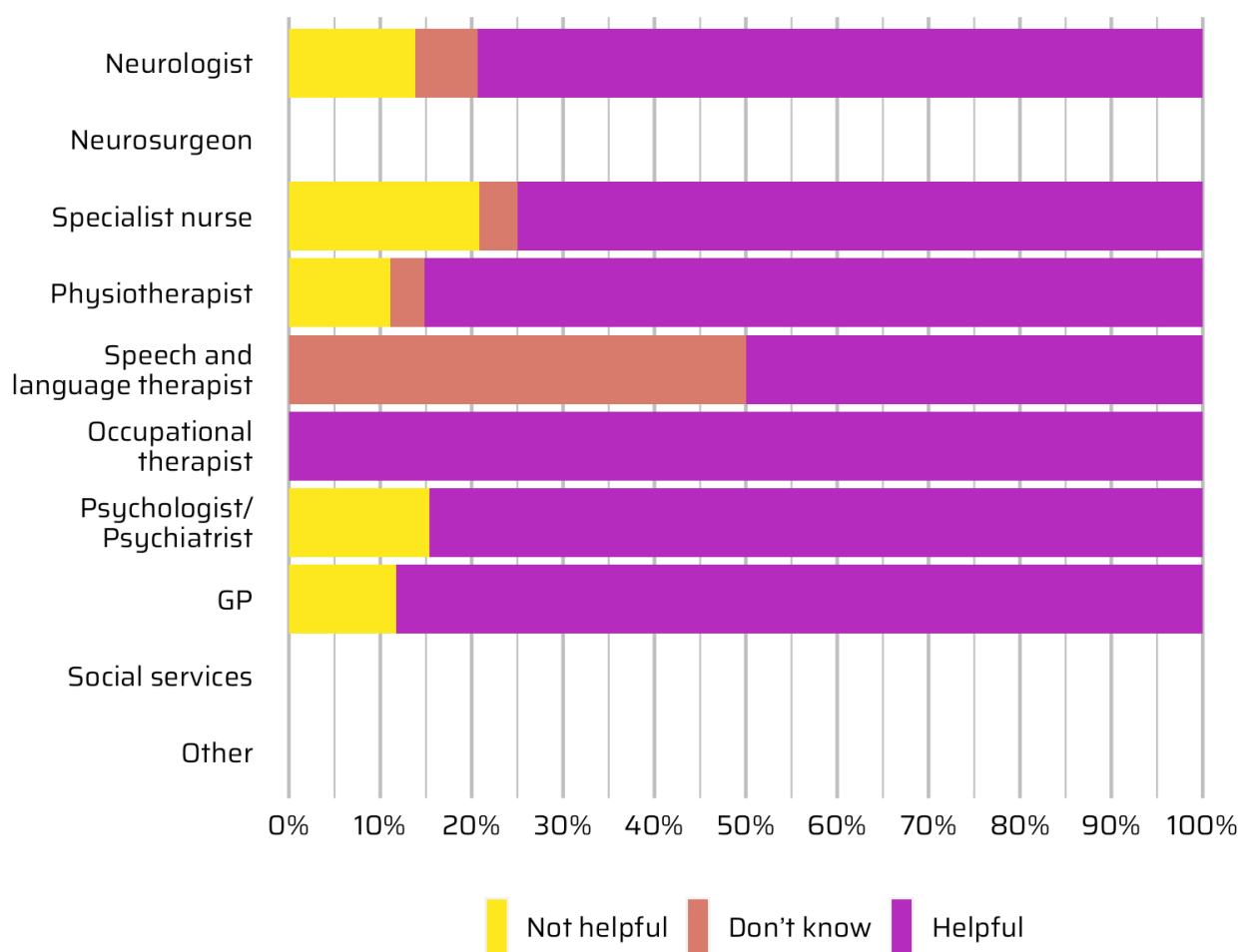


Figure 48: Helpfulness of appointment by specialty.

Table 46: Helpfulness of appointment by specialty.

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	23	79
Neurologist	Don't know	2	7
Neurologist	Not helpful	4	14
Neurosurgeon	Helpful	0	NaN
Neurosurgeon	Don't know	0	NaN
Neurosurgeon	Not helpful	0	NaN
Specialist nurse	Helpful	18	75
Specialist nurse	Don't know	1	4
Specialist nurse	Not helpful	5	21
Physiotherapist	Helpful	23	85
Physiotherapist	Don't know	1	4

Specialty	Helpfulness	Observations	Percentage
Physiotherapist	Not helpful	3	11
Speech and language therapist	Helpful	2	50
Speech and language therapist	Don't know	2	50
Speech and language therapist	Not helpful	0	0
Occupational therapist	Helpful	3	100
Occupational therapist	Don't know	0	0
Occupational therapist	Not helpful	0	0
Psychologist/Psychiatrist	Helpful	11	85
Psychologist/Psychiatrist	Don't know	0	0
Psychologist/Psychiatrist	Not helpful	2	15
GP	Helpful	15	88
GP	Don't know	0	0
GP	Not helpful	2	12
Social services	Helpful	0	NaN
Social services	Don't know	0	NaN
Social services	Not helpful	0	NaN
Other	Helpful	0	NaN
Other	Don't know	0	NaN
Other	Not helpful	0	NaN

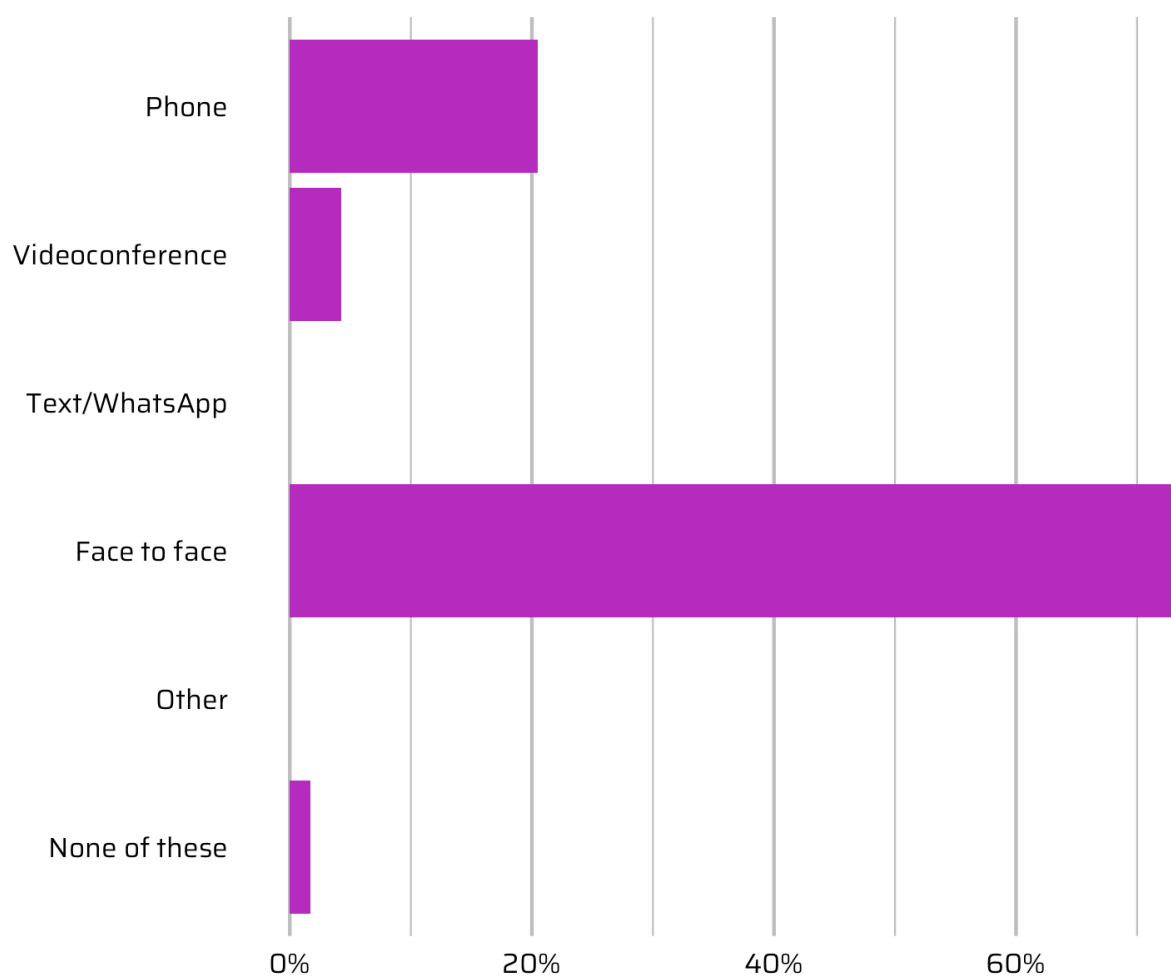


Figure 49: Mode of delivery.

Table 47: Mode of delivery.

Mode	Observations	Percentage
Phone	24	21
Videoconference	5	4
Text/WhatsApp	0	0
Face to face	86	74
Other	0	0
None of these	2	2

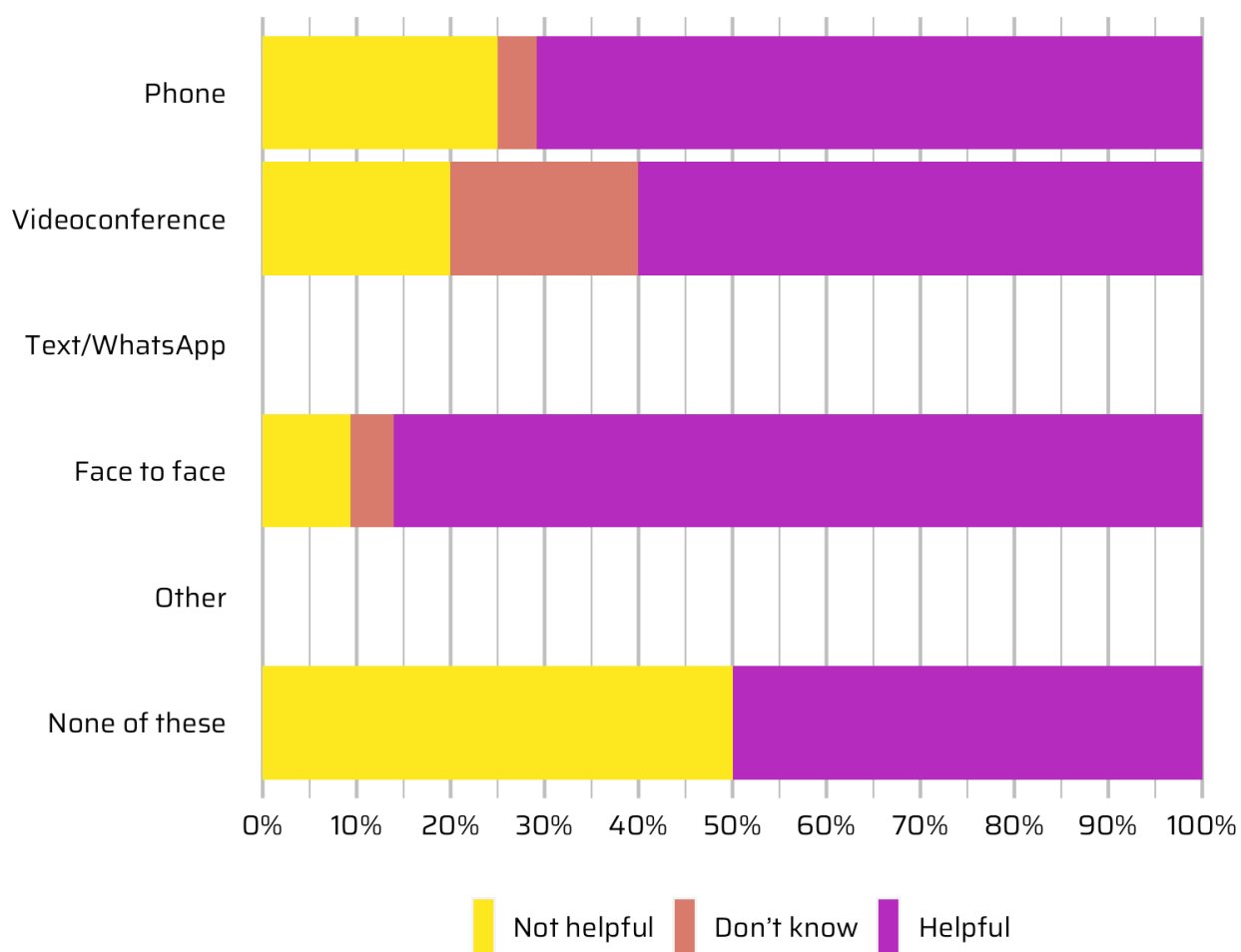


Figure 50: Helpfulness by mode of delivery.

Table 48: Helpfulness by mode of delivery.

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	17	71
Phone	Don't know	1	4
Phone	Not helpful	6	25
Videoconference	Helpful	3	60
Videoconference	Don't know	1	20
Videoconference	Not helpful	1	20
Text/WhatsApp	Helpful	0	NaN
Text/WhatsApp	Don't know	0	NaN
Text/WhatsApp	Not helpful	0	NaN
Face to face	Helpful	74	86
Face to face	Don't know	4	5
Face to face	Not helpful	8	9
Other	Helpful	0	NaN

Mode	Helpfulness	Observations	Percentage
Other	Don't know	0	NaN
Other	Not helpful	0	NaN
None of these	Helpful	1	50
None of these	Don't know	0	0
None of these	Not helpful	1	50