



NeuroLifeNow

Jan/Feb 2022 results

NeuroLifeNow

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Contents

Contents	2
Foreword	3
Background	5
Key findings	5
Your start to the year	6
Next steps	8
Appendix 1: Questionnaire	9
Appendix 2 Data tables	11

“I have been delayed in my neuro admission, not seen by respiratory meds, had endoscope urgent-delayed indefinitely...” NeuroLifeNow app user

Foreword

Living with a neurological condition can be a daily battle, and one that is often invisible to others. The right listening ear, and the ability to talk to others who may have had similar experiences or who understand is so important. Yet right now, many people are self-isolating and continue to experience delays to support. When support is provided it can make all the difference – 48% of you in Jan-Feb 2022 did access a medical appointment, and more than 8 in 10 of you found the appointment helpful (81% in November and December 2021).

In January and February 2022, we asked you about how your plans had changed during winter. This was at a time when we were still learning about new COVID-19 variants. As Coronavirus cases continue to surge, you are telling us of your concerns about socialising with others and the risk that the virus poses to you. It is also clear that not enough is being done to support you to feel safe.

Confidence in the Government to ‘handle’ the impacts of the pandemic was low in January and February 2022 – 4 in 10 of you said you were not confident in this (48% in November and December 2021). At the same time, nearly a quarter of you were very concerned about the personal risk that the virus posed.

At the same time, the cost of living crisis continues to bite across the UK. The recent Spring Statement from the Chancellor did little to protect those on the lowest incomes, and no specific support was announced for those who may be more vulnerable to the virus.

We also found that those of you that reported financial challenges are less likely to report mental health needs being met and more likely to report feelings of anxiety or hopelessness. Clearly more needs to be done.

Talking with others who understand can help. The Brain and Spine Foundation’s free, UK-wide Helpline provides a trusted and safe space where you can seek professional insight, emotional support and guidance from neuroscience-trained nurses. Call **0808 808 1000** (Mon-Fri, 9am – 4pm) or email helpline@brainandspine.org.uk.

Thanks to your voice, and the strength of the neurological community, the UK Government has committed to a new strategy for Acquired Brain Injury (ABI) and other neurological conditions. You made this possible and together we will use this opportunity for real change. The Government is consulting on the new strategy right now, and **you can make your voice heard by sharing your views on what this strategy should look like before the 6 June. [Click here to contribute today.](#)**

In the meantime, our call to Government is to act now to help people vulnerable to the virus to get the support they need to live independently. This includes ensuring free testing for those who need it, as well as enhanced support for those experiencing the longest waits for care and without support for their mental wellbeing.

By coming together, we continue to secure improved treatment, care and support for our community. And it is only with your valuable insight that this is possible. Thank you.

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, users 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 January and 28 February 2022. The full questionnaire and data tables are available in the appendices.

Key findings

- 181 people shared their experiences in November and December, with 78% female respondents and 21% male. 59 different neurological conditions and symptoms were represented in the survey. Migraine, acquired brain injury and multiple sclerosis were the top three represented.
- 4 in 10 of you said you were not confident in the Government's ability to handle the coronavirus this winter.
- 23% said you felt concerned to a great extent about the risk coronavirus poses to you.
- 56% said your mental health needs weren't being met or were only met to a small extent.
- Overall, 84% of the medical appointments evaluated were considered helpful. 26% of appointments reported were with a specialist nurse – 85% of these appointments were considered helpful.
- 63% of respondents felt their experience of care in January and February was good or very good.

Your start to the year

This time, we asked you open-ended questions about how your life was impacted by the surge in COVID-19 cases over the winter period.

Three key themes were presented:

- Increased isolation and less interactions with those closest to you
- Extra precautions due to concerns about the variant
- Delays to care as a result of the surge

Increased isolation

85 of you said you were isolating in your own home over the winter, choosing to cancel plans to socialise, to go shopping and to see family:

- "Not seen my Mum & Dad who are in their 80's"
- "I have stopped seeing friends & family"
- "I have cancelled parties. I stay away from people"
- "Just stayed at home a lot more. No weekly coffee treat"
- "Not travelling, staying local. This means not seeing family as often."
- "Less confident with having people in my home so some avoidance."
- "Much less socialising than planned, and isolating due to catching covid in Nov."
- "Not being able to see my mother in her care home."

Extra precautions

Many of you reported taking extra precautions if you did choose to go out, including wearing masks and carefully considering who to interact with.

- "I have greatly reduced the amount of time I spend in congested areas, and take sensible precautions when I have to. I have prioritised who I see this winter."
- "I've not socialised with anyone outside my bubble"
- "I have decided to continue shielding and I do not visit shops/coffee shops where the staff don't wear masks."

Delays to care

A minority of you told us you had experienced delays to care over the winter. Some had hoped to access some pain relief or support for their condition, but this had been cancelled or delayed. Others reported delays in receiving the booster jab.

- “We have stopped going to a regular physio appointments.”
- “I’m still waiting to be offered the booster jab”
- “I have been delayed in neuro admission, not seen by respiratory meds, had endoscope urgent-delayed indefinitely....”

A minority of people (3) reported contracting the virus themselves, which had meant they needed to change their plans. One person felt that the risk of COVID-19 had been greatly exaggerated, stating, “...Every other illness has been ignored due to Covid.”

What needs to happen now

The overwhelming majority of people with neurological conditions were fearful of contracting the virus. Together with the wider results of the survey, more needs to be done to support people who are self-isolating or shielding and to ensure access to testing. We call on the UK Government to:

- Continue free tests for people who are eligible for COVID-19 treatments
- Work with health bodies across the UK to ensure those waiting for care receive information and support whilst they are waiting
- Provide financial support to the NHS and local authorities to fund regular testing of frontline health and social care staff, to enable visits from family and continuation of care
- Address the barriers that may stop people from self-isolating, including financial support

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 health and care professionals in July 2022, calling for urgent action to be taken to address variation in NHS care.

We continue to work with partners across Scotland, Northern Ireland and Wales as part of our commitment to UK-wide change, and your insights directly influence how the support and information services delivered at the [Brain & Spine Foundation](#) evolve.

Important changes to the way you access the NeuroLifeNow app

Over the last year, we have been gathering your valuable feedback on NeuroLifeNow, including your experience using the mobile and website app. Based on what you have told us we are making some changes to the platform which will transform the way you interact with NeuroLifeNow and improve your overall experience contributing to the surveys.

From 1 May 2022, survey completions will instead take place through the [NeuroLifeNow website](#) while this work is going on. Your insights will continue to be shared with decision makers to drive positive change for our community.

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				
Have you changed your plans this winter due to COVID-19? If so, how?								
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	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP

	you had your 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			

Appendix 2 Data tables

List of Figures

Figure 1: Gender of respondents.....	16
Figure 2: Age of Respondents.....	17
Figure 3: Marital status of respondents.....	18
Figure 4: Employment status of respondents.....	19
Figure 5: Financial status of respondents.....	20
Figure 6: Level of concern about financial wellbeing.....	21
Figure 7: Neurological symptoms & conditions.....	22
Figure 8: Ethnicity and/or race of respondents.....	25
Figure 9: Level of confidence in Government ability to handle coronavirus this winter	26
Figure 10: Level of concern about personal risk of coronavirus.....	27
Figure 11: Overall what has your experience of care been like in the past 8 weeks?	28
Figure 12: Experience of care by gender.....	29
Figure 13: Experience of care by employment status.....	31
Figure 14: Experience of care by number of dependents.....	34
Figure 15: Experience of care by marital status.....	36
Figure 16: Experience of care and mental wellbeing.....	38
Figure 17: Experience of care by cancellations of care.....	39
Figure 18: Experience of care by financial status.....	40
Figure 19: Experience of care by age group.....	42
Figure 20: To what extent are your mental health needs being met?.....	44
Figure 21: To what extent are your mental health needs being met by gender.....	45
Figure 22: Mental health needs met by employment status.....	46
Figure 23: Number of dependents by mental health needs being met.....	49
Figure 24: Mental health needs met by marital status.....	50
Figure 25: Anxious or Hopeless Feeling by Mental Health Need.....	52
Figure 26: Cancellation of care by the Extent Mental Health Needs Met.....	53
Figure 27: Financial Status by Extent Mental Health Needs Met.....	54
Figure 28: Age group and Extent Mental Health Needs Met.....	56
Figure 29: Anxious or hopeless feeling.....	58
Figure 30: Cancellation or delays to care by feelings of anxiety or hopelessness.....	59
Figure 31: Anxious or hopelessness feeling by marital status.....	60
Figure 32: Anxious or hopeless feeling by employment status.....	61
Figure 33: Anxious or hopeless feeling by financial status.....	63

Figure 34: How many times have you sought emergency care in the last 8 weeks?	63
Figure 35: Emergency support by gender.	64
Figure 36: Emergency support by employment status.	66
Figure 37: Number of dependents by frequency of emergency support.....	68
Figure 38: Marital status by frequency of emergency support.....	69
Figure 39: Anxious or hopeless feeling by frequency of emergency support.	71
Figure 40: Delays and cancellations to care and frequency of emergency support..	72
Figure 41: Financial status and frequency of emergency support.	73
Figure 42: Age and frequency of emergency support.	75
Figure 43:Proportion of respondents who had accessed support in the past 8 weeks.	77
Figure 44: Number of Medical Appointments in the past 8 weeks.....	78
Figure 45: Helpfulness of medical appointments.	79
Figure 46: Type of appointment.....	80
Figure 47: Helpfulness of appointment by specialty.	81
Figure 48: Mode of delivery.....	83
Figure 49: Helpfulness by mode of delivery.....	84

List of tables

Table 1: Gender of respondents	16
Table 2: Age of respondents	17
Table 3: Marital status of respondents	18
Table 4: Employment status of respondents.....	19
Table 5: Financial status of respondents.....	20
Table 6: Level of concern about financial wellbeing	21
Table 7: Neurological conditions & symptoms	23
Table 8: Ethnicity or race of respondents.....	25
Table 9: Level of confidence in Government ability to handle coronavirus this winter	26
Table 10: Level of concern about personal risk of coronavirus	27
Table 11: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?'	28
Table 12: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by gender	29
Table 13: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by employment status.	31
Table 14: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by number of dependents.....	34
Table 15: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by marital status.	36
Table 16: 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.....	38
Table 17: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by cancellations of care.....	39
Table 18: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' by financial status.	41
Table 19: Number of responses to the question 'Overall, what has your experience of care been like in the last 8 weeks?' By age group.	42
Table 20: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?'	44
Table 21: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by gender.	45
Table 22: Number of responses to the question 'To what extent do you feel your mental health needs are being met?' by employment status.	46
Table 23: 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.....	49
Table 24: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by marital status.	51

Table 25: 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. ...	52
Table 26: 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.	53
Table 27: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by financial status.	54
Table 28: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met? by age group.	56
Table 29: Number and types of responses: Anxious or hopeless feeling.	58
Table 30: Number and type of responses to the question 'Did you experience cancellations/delays to your care?' by feelings of anxiety or hopelessness.	59
Table 31: Anxious or hopelessness feeling by marital status.	60
Table 32: Anxious or hopeless feeling by employment status.	61
Table 33: Anxious or hopeless feeling by financial status.	63
Table 34: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?	64
Table 35: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks by gender.	65
Table 36: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by employment status.	66
Table 37: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by number of dependents.	68
Table 38: Number of responses to the question 'How many times have you sort emergency support im the past 8 weeks?' by marital status.	69
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 feelings of anxiety and/or hopelessness.	71
Table 40: 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.	72
Table 41: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by financial status.	73
Table 42: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks? by age group?	75
Table 43: Number of responses to the question 'Have you accessed treatment, care and support for your condition in the last 8 weeks?'	77
Table 44: Number of responses to the question 'How many medical appointments (including remote appointments) have you had in the last 8 weeks?'	78
Table 45: Helpfulness of medical appointments.	79
Table 46: Type of medical appointment.	80
Table 47: Helpfulness of appointment by specialty.	81

Table 48: Mode of delivery.	83
Table 49: Helpfulness by mode of delivery.	84

Sample

Total number of respondents: 181

Demographics

Gender

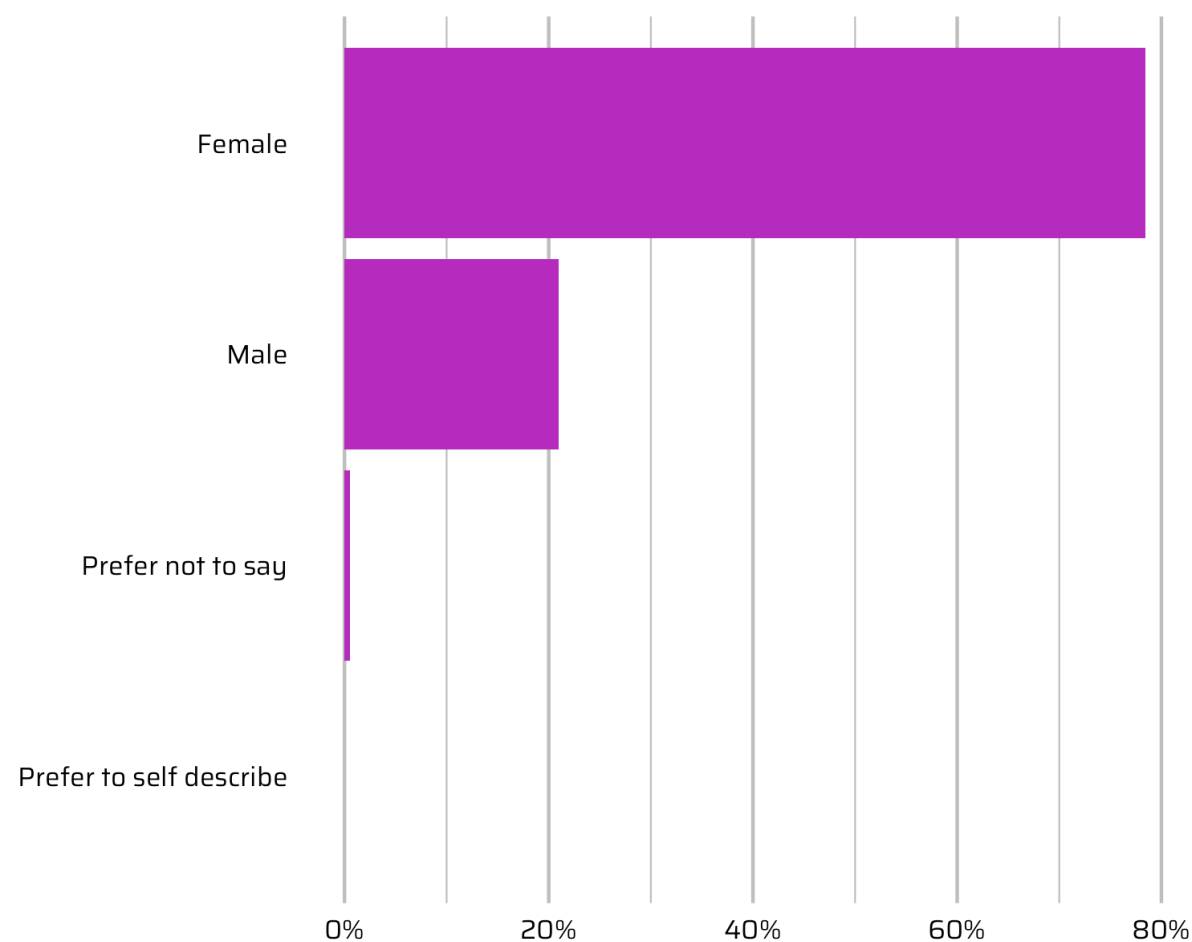


Figure 1: Gender of respondents

Table 1: Gender of respondents

Gender	Respondents	Percentage
	142	78
Male	38	21
Prefer not to say	1	1
Prefer to self describe	0	0

Age

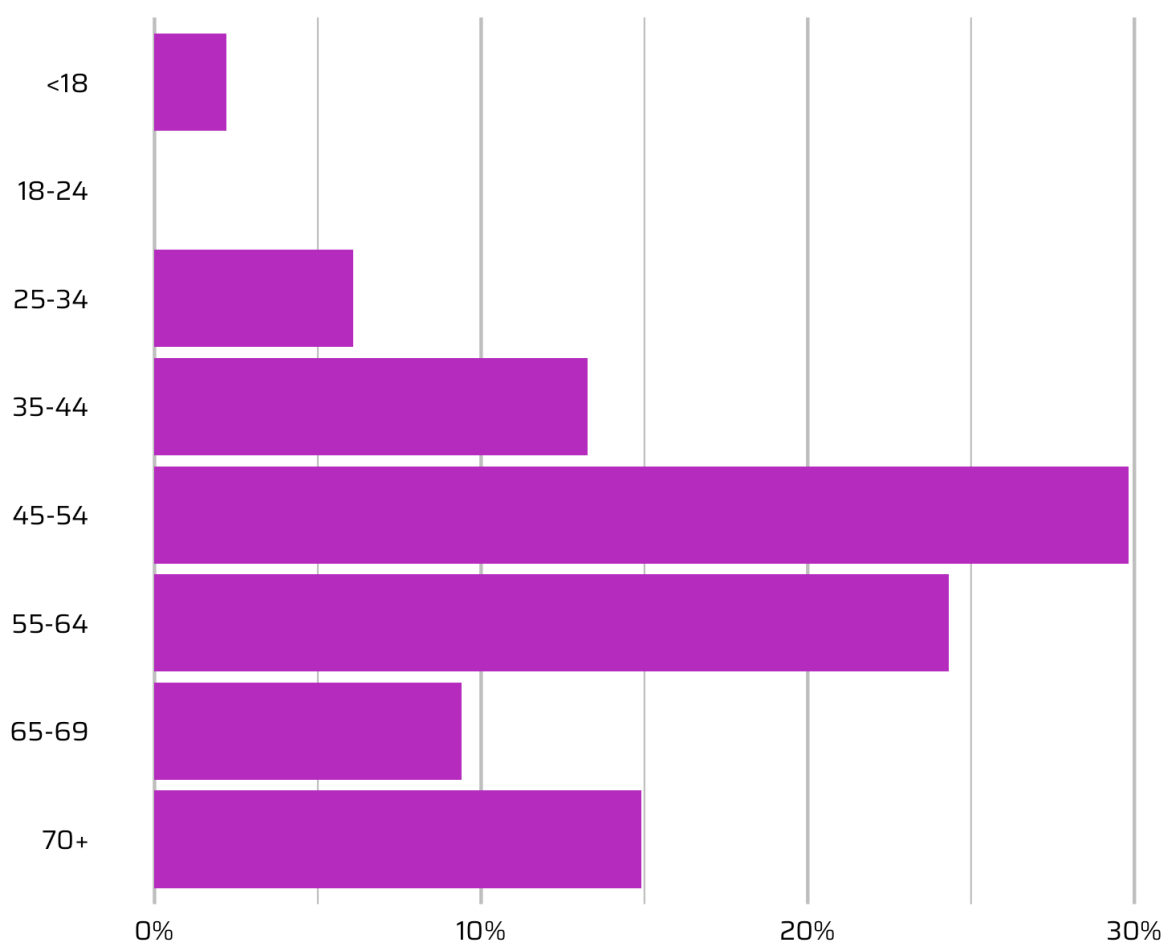


Figure 2: Age of Respondents

Table 2: Age of respondents

Age	Respondents	Percentage
<18	4	2
18-24	0	0
25-34	11	6
35-44	24	13
45-54	54	30
55-64	44	24
65-69	17	9
70+	27	15

Marital Status

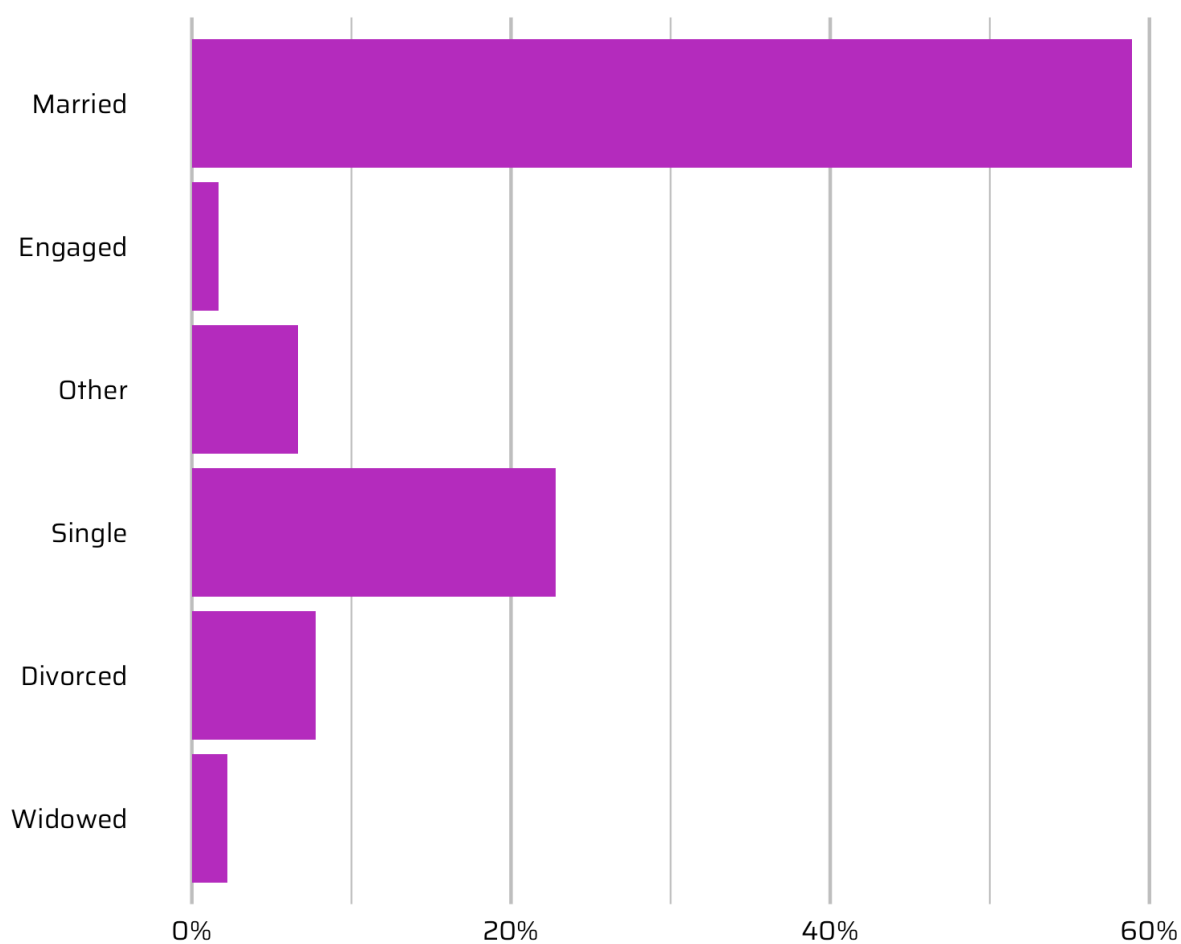


Figure 3: Marital status of respondents

Table 3: Marital status of respondents

Marital Status	Respondents	Percentage
Married	106	59
Engaged	3	2
Other	12	7
Single	41	23
Divorced	14	8
Widowed	4	2

Employment Status

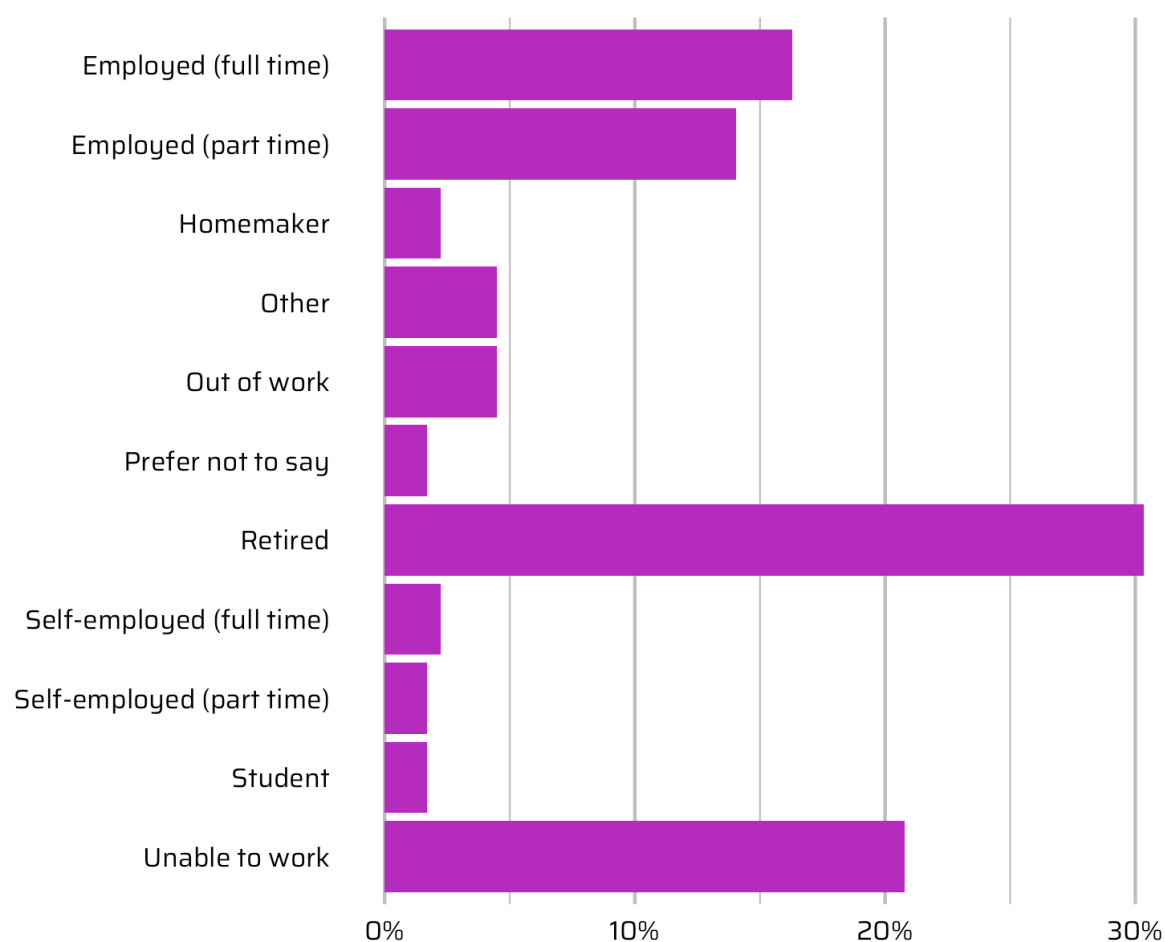


Figure 4: Employment status of respondents

Table 4: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	29	16
Employed (part time)	25	14
Homemaker	4	2
Other	8	4
Out of work	8	4
Prefer not to say	3	2
Retired	54	30
Self-employed (full time)	4	2
Self-employed (part time)	3	2
Student	3	2
Unable to work	37	21

Financial Status

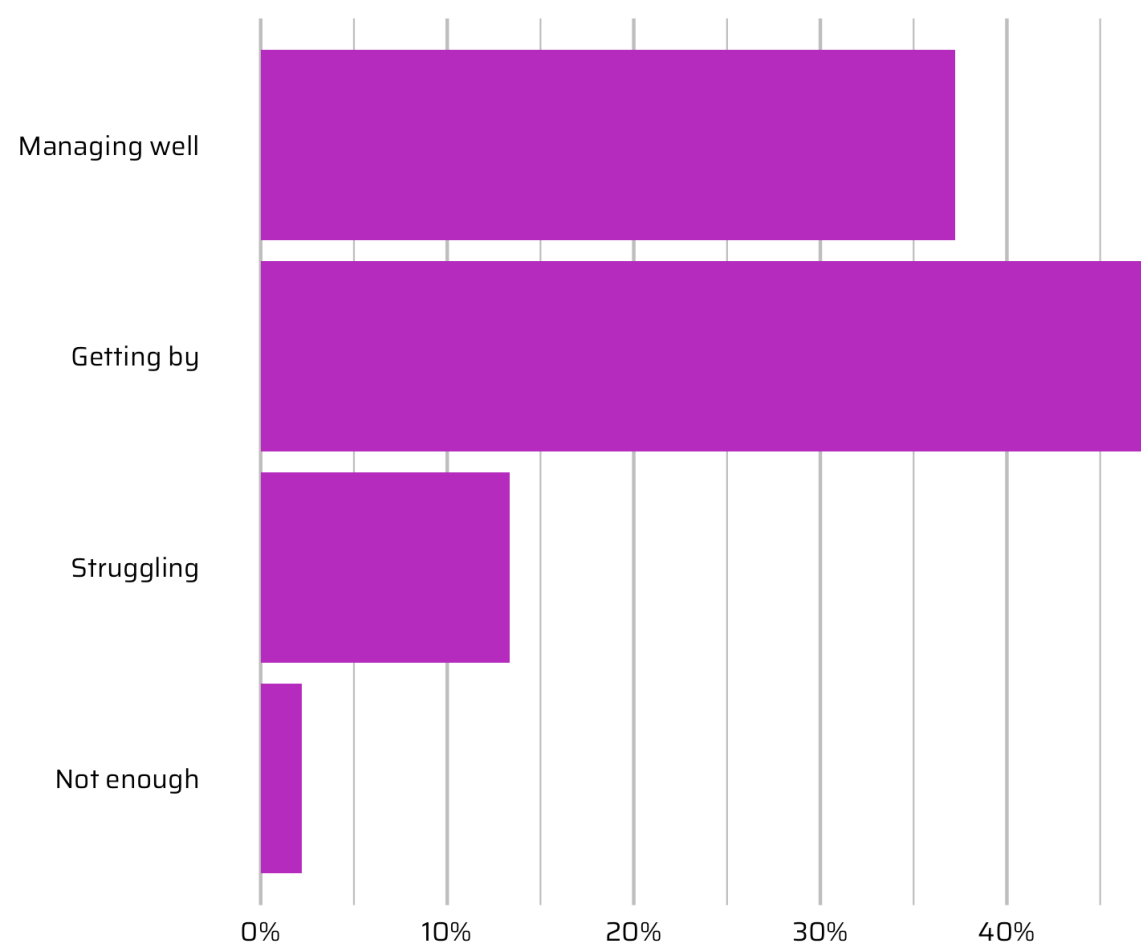


Figure 5: Financial status of respondents

Table 5: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	67	37
Getting by	85	47
Struggling	24	13
Not enough	4	2

Financial Concern

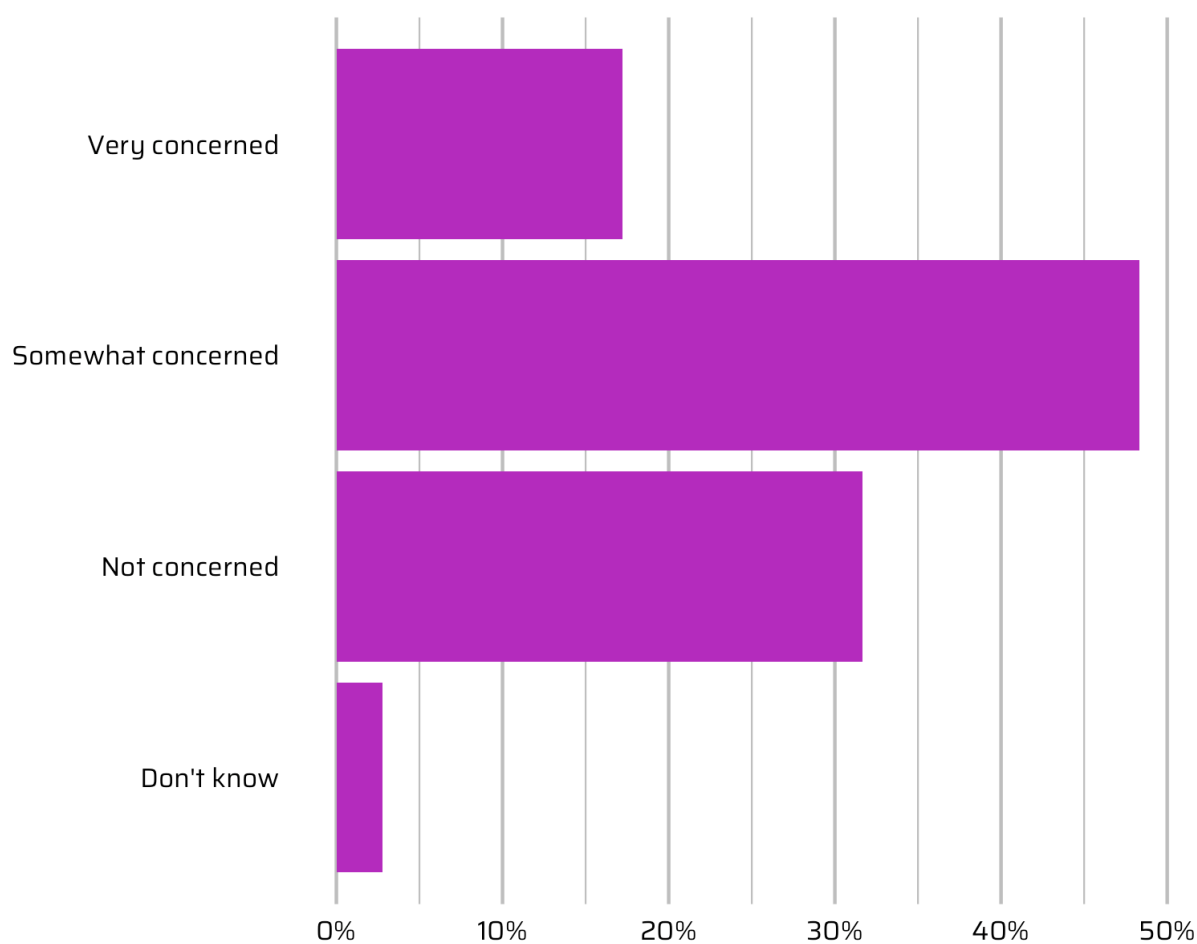


Figure 6: Level of concern about financial wellbeing

Table 6: Level of concern about financial wellbeing

Financial Concern	Respondents	Percentage
Very concerned	31	17
Somewhat concerned	87	48
Not concerned	57	32
Don't know	5	3

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%.

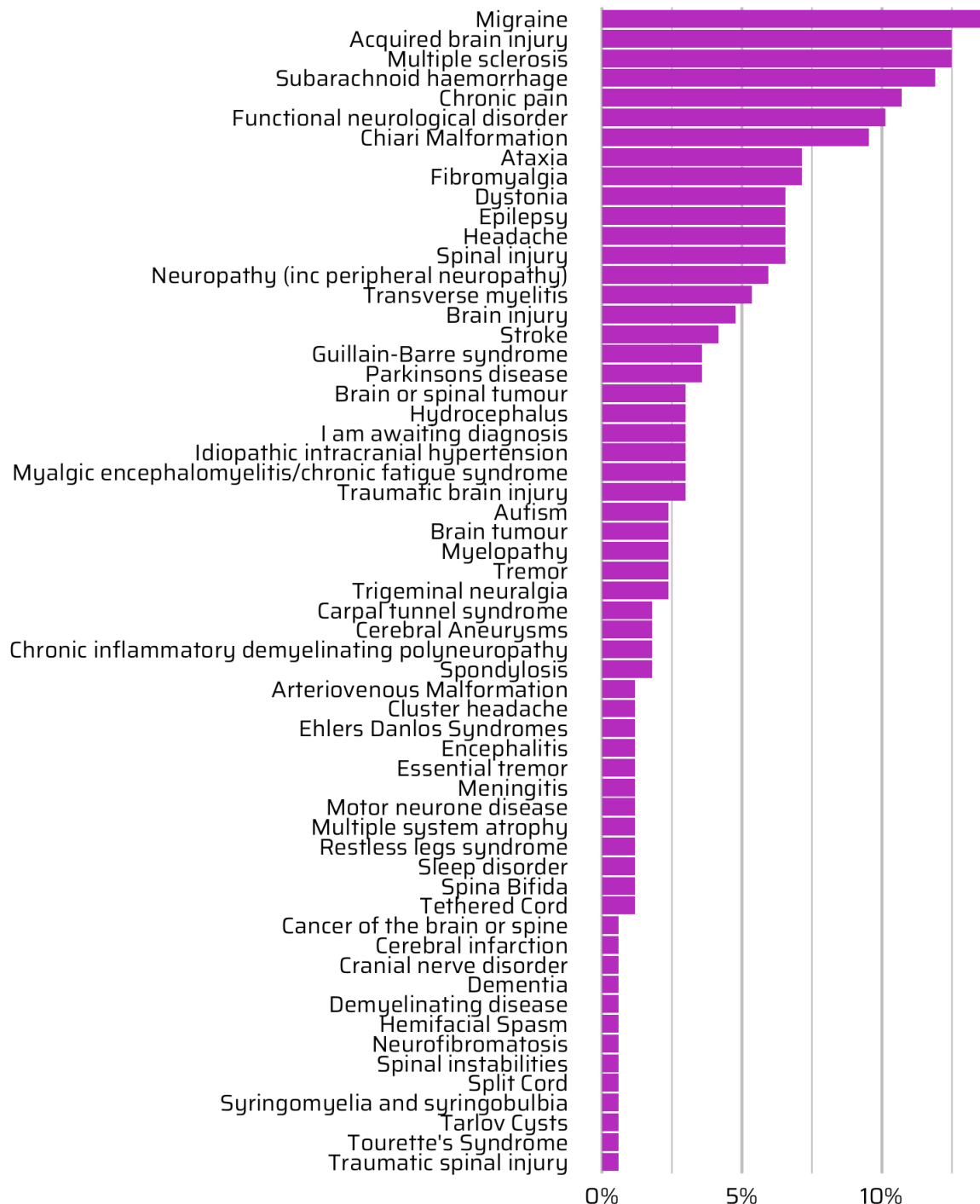


Figure 7: Neurological symptoms & conditions

Table 7: Neurological conditions & symptoms

Condition	Respondents	Percentage
Migraine	23	14
Acquired brain injury	21	12
Multiple sclerosis	21	12
Subarachnoid haemorrhage	20	12
Chronic pain	18	11
Functional neurological disorder	17	10
Chiari Malformation	16	10
Ataxia	12	7
Fibromyalgia	12	7
Dystonia	11	7
Epilepsy	11	7
Headache	11	7
Spinal injury	11	7
Neuropathy (inc peripheral neuropathy)	10	6
Transverse myelitis	9	5
Brain injury	8	5
Stroke	7	4
Guillain-Barre syndrome	6	4
Parkinsons disease	6	4
Brain or spinal tumour	5	3
Hydrocephalus	5	3
I am awaiting diagnosis	5	3
Idiopathic intracranial hypertension	5	3
Myalgic encephalomyelitis/chronic fatigue syndrome	5	3
Traumatic brain injury	5	3
Autism	4	2
Brain tumour	4	2
Myelopathy	4	2
Tremor	4	2
Trigeminal neuralgia	4	2
Carpal tunnel syndrome	3	2
Cerebral Aneurysms	3	2
Chronic inflammatory demyelinating polyneuropathy	3	2
Spondylosis	3	2

Condition	Respondents	Percentage
Arteriovenous Malformation	2	1
Cluster headache	2	1
Ehlers Danlos Syndromes	2	1
Encephalitis	2	1
Essential tremor	2	1
Meningitis	2	1
Motor neurone disease	2	1
Multiple system atrophy	2	1
Restless legs syndrome	2	1
Sleep disorder	2	1
Spina Bifida	2	1
Tethered Cord	2	1
Cancer of the brain or spine	1	1
Cerebral infarction	1	1
Cranial nerve disorder	1	1
Dementia	1	1
Demyelinating disease	1	1
Hemifacial Spasm	1	1
Neurofibromatosis	1	1
Spinal instabilities	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

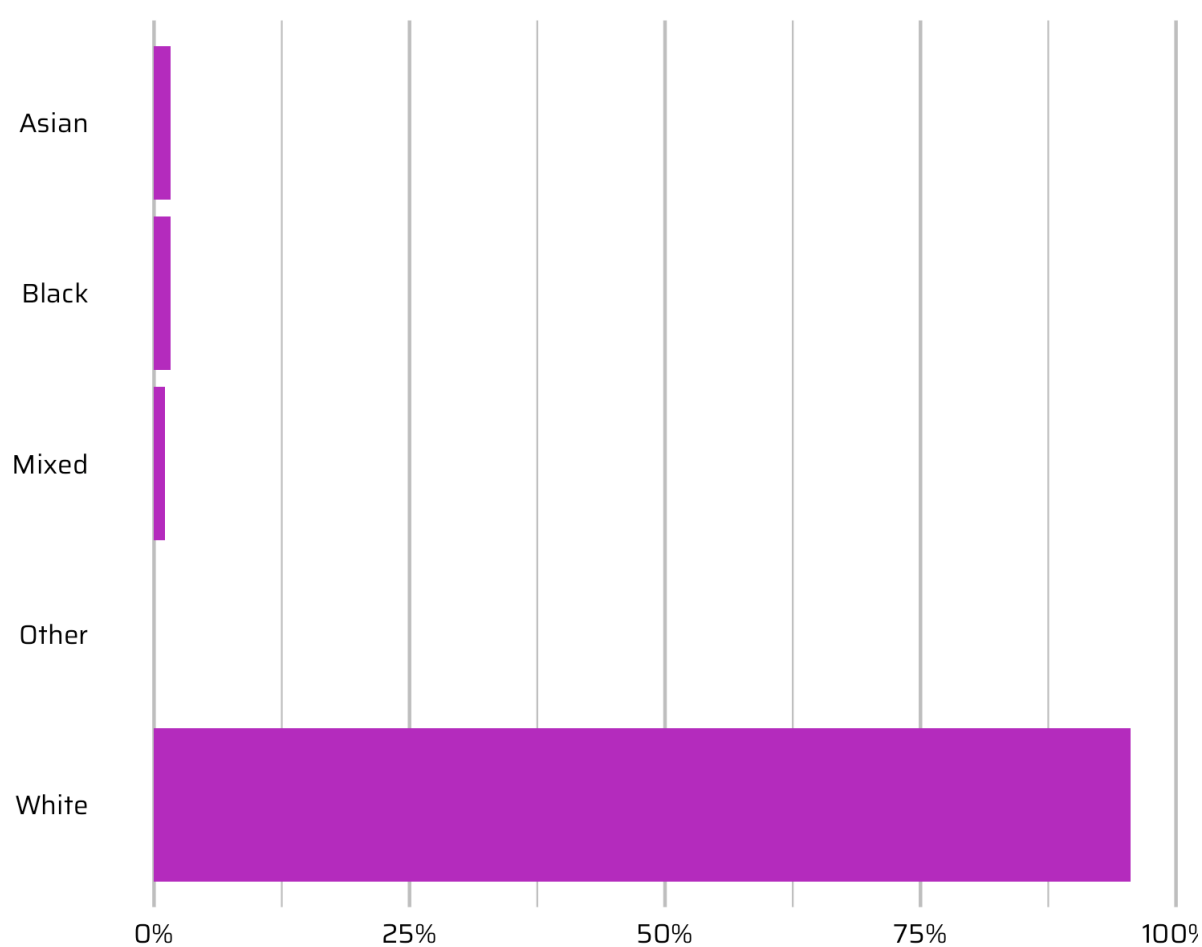


Figure 8: Ethnicity and/or race of respondents

Table 8: Ethnicity or race of respondents

Ethnicity	Respondents	Percentage
Asian	3	2
Black	3	2
Mixed	2	1
Other	0	0
White	173	96

Coronavirus

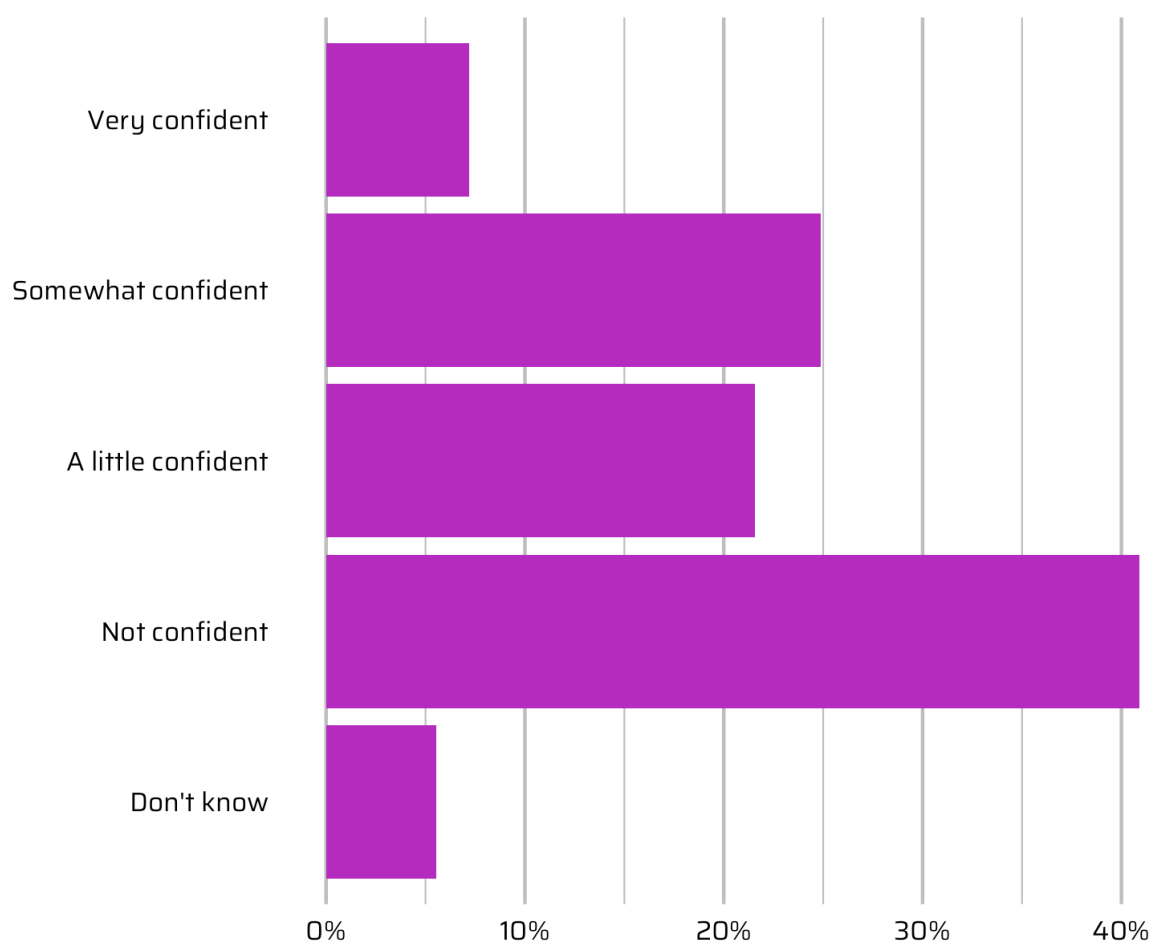


Figure 9: Level of confidence in Government ability to handle coronavirus this winter

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

Confidence	Respondents	Percentage
Very confident	13	7
Somewhat confident	45	25
A little confident	39	22
Not confident	74	41
Don't know	10	6

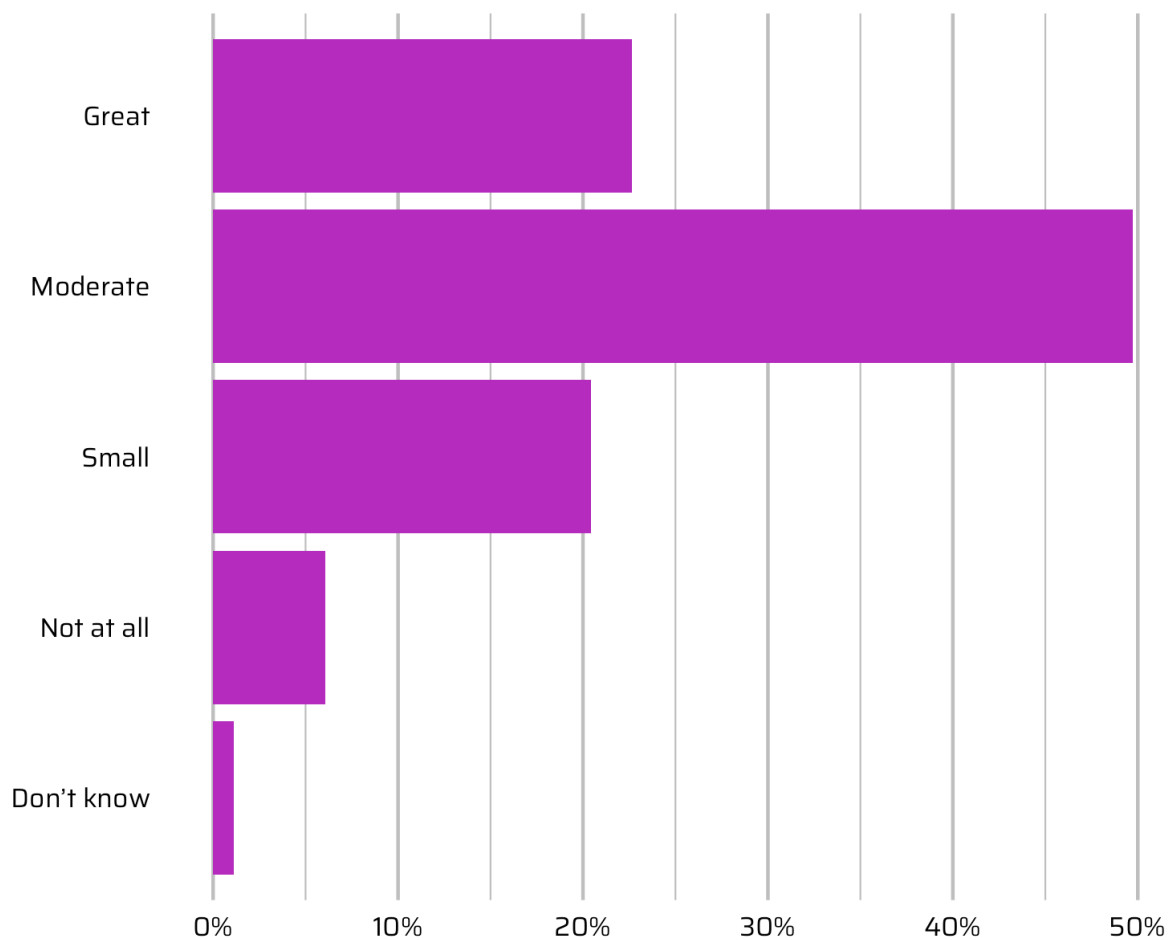


Figure 10: Level of concern about personal risk of coronavirus

Table 10: Level of concern about personal risk of coronavirus

Risk Concern	Respondents	Percentage
Great	41	23
Moderate	90	50
Small	37	20
Not at all	11	6
Don't know	2	1

Experience of care overall

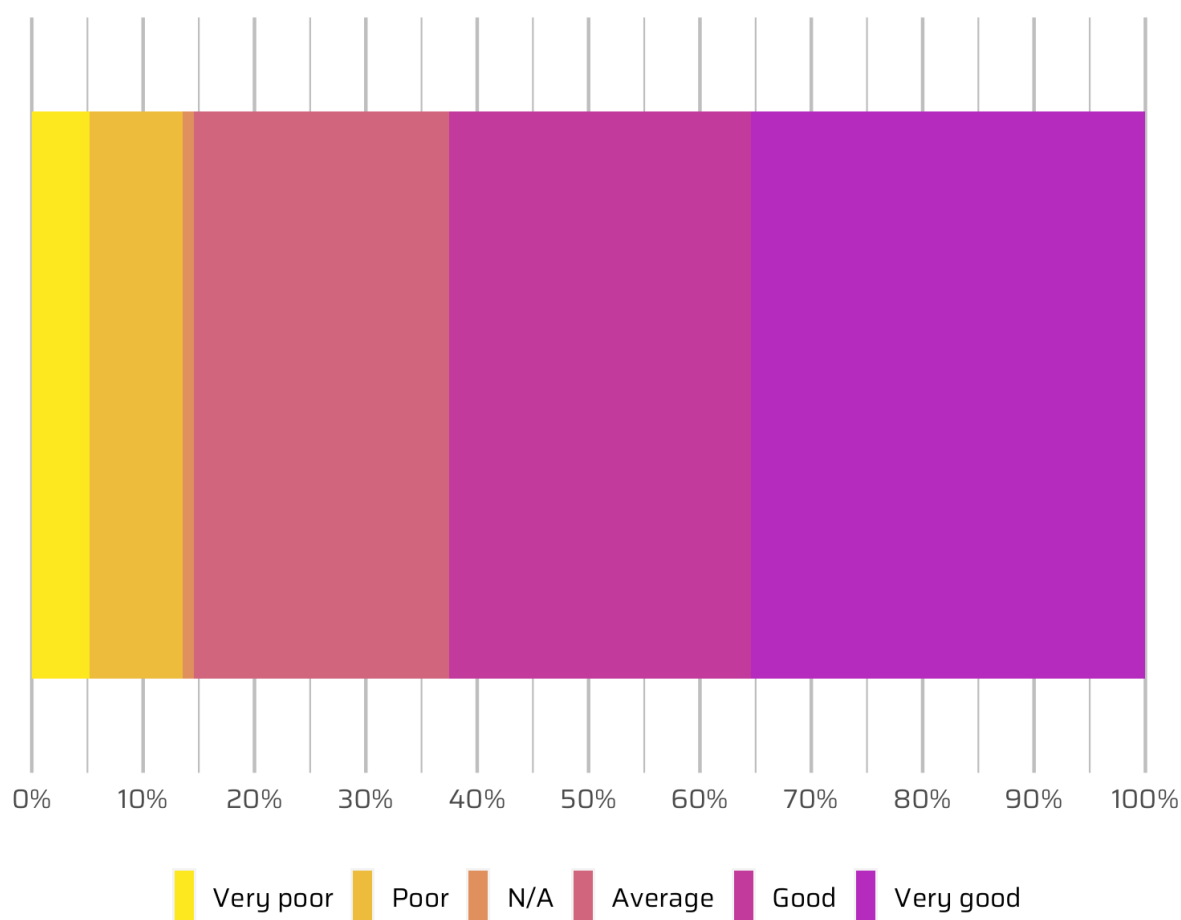


Figure 11: Overall what has your experience of care been like in the past 8 weeks?

Table 11: 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	34	35
Good	26	27
Average	22	23
N/A	1	1
Poor	8	8
Very poor	5	5

Experience of care by gender

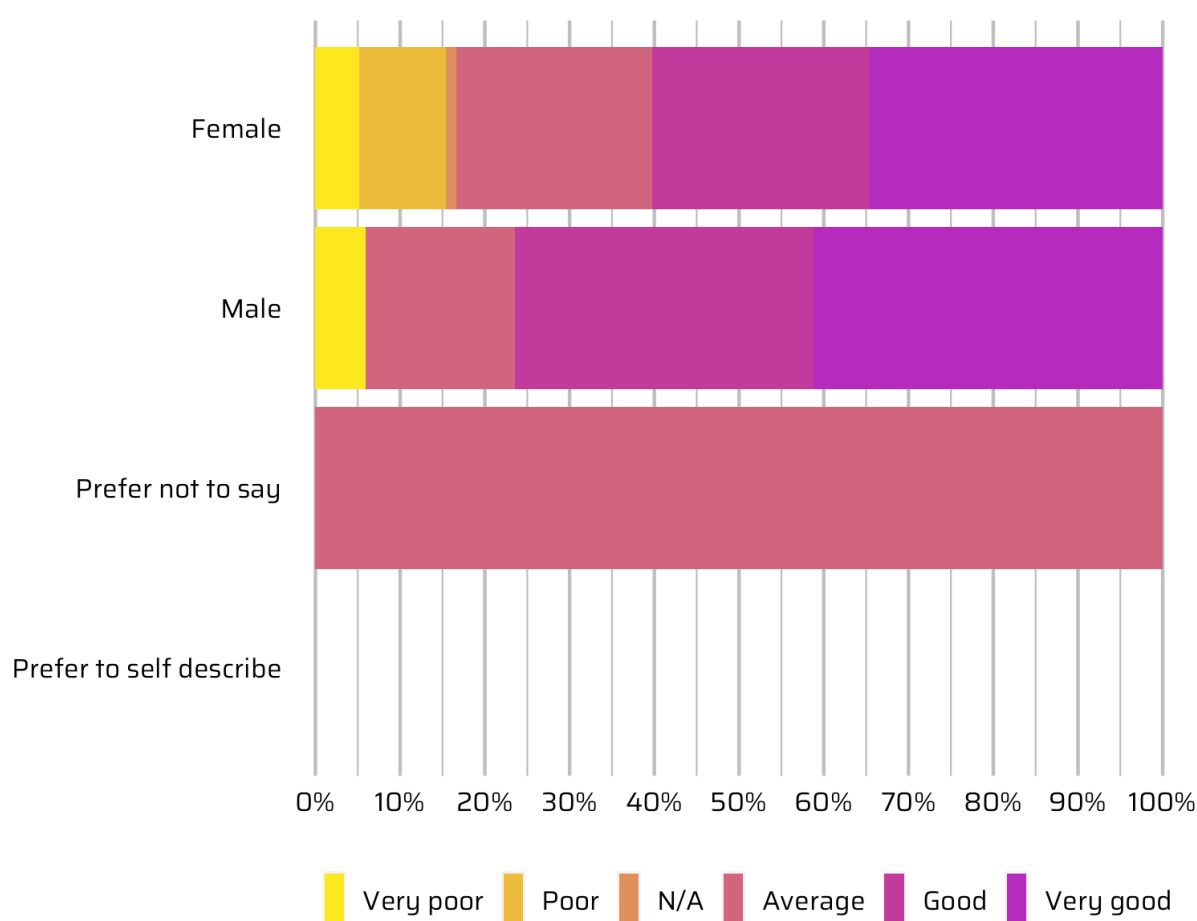


Figure 12: Experience of care by gender

Table 12: 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	27	35
Female	Good	20	26
Female	Average	18	23
Female	N/A	1	1
Female	Poor	8	10
Female	Very poor	4	5
Male	Very good	7	41
Male	Good	6	35
Male	Average	3	18
Male	N/A	0	0
Male	Poor	0	0

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	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
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

Experience of care by employment status

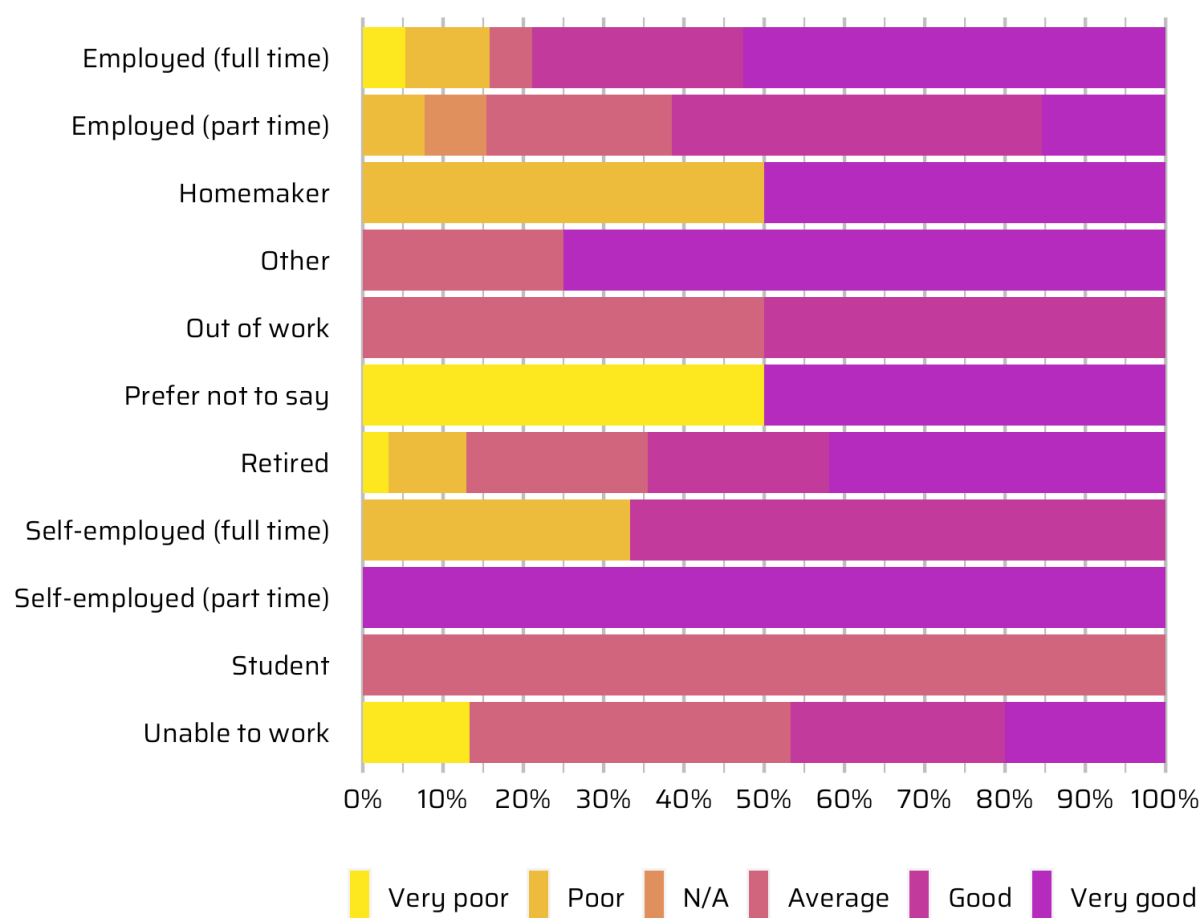


Figure 13: Experience of care by employment status.

Table 13: 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	10	53
Employed (full time)	Good	5	26
Employed (full time)	Average	1	5
Employed (full time)	N/A	0	0
Employed (full time)	Poor	2	11
Employed (full time)	Very poor	1	5
Employed (part time)	Very good	2	15
Employed (part time)	Good	6	46
Employed (part time)	Average	3	23
Employed (part time)	N/A	1	8
Employed (part time)	Poor	1	8

Employed (part time)	Very poor	0	0
Homemaker	Very good	1	50
Homemaker	Good	0	0
Homemaker	Average	0	0
Homemaker	N/A	0	0
Homemaker	Poor	1	50
Homemaker	Very poor	0	0
Other	Very good	3	75
Other	Good	0	0
Other	Average	1	25
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	50
Out of work	Average	1	50
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	1	50
Prefer not to say	Good	0	0
Prefer not to say	Average	0	0
Prefer not to say	N/A	0	0
Prefer not to say	Poor	0	0
Prefer not to say	Very poor	1	50
Retired	Very good	13	42
Retired	Good	7	23
Retired	Average	7	23
Retired	N/A	0	0
Retired	Poor	3	10
Retired	Very poor	1	3
Self-employed (full time)	Very good	0	0
Self-employed (full time)	Good	2	67
Self-employed (full time)	Average	0	0
Self-employed (full time)	N/A	0	0
Self-employed (full time)	Poor	1	33

Self-employed (full time)	Very poor	0	0
Self-employed (part time)	Very good	1	100
Self-employed (part time)	Good	0	0
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	0	0
Student	Good	0	0
Student	Average	2	100
Student	N/A	0	0
Student	Poor	0	0
Student	Very poor	0	0
Unable to work	Very good	3	20
Unable to work	Good	4	27
Unable to work	Average	6	40
Unable to work	N/A	0	0
Unable to work	Poor	0	0
Unable to work	Very poor	2	13

Experience of care by number of dependents

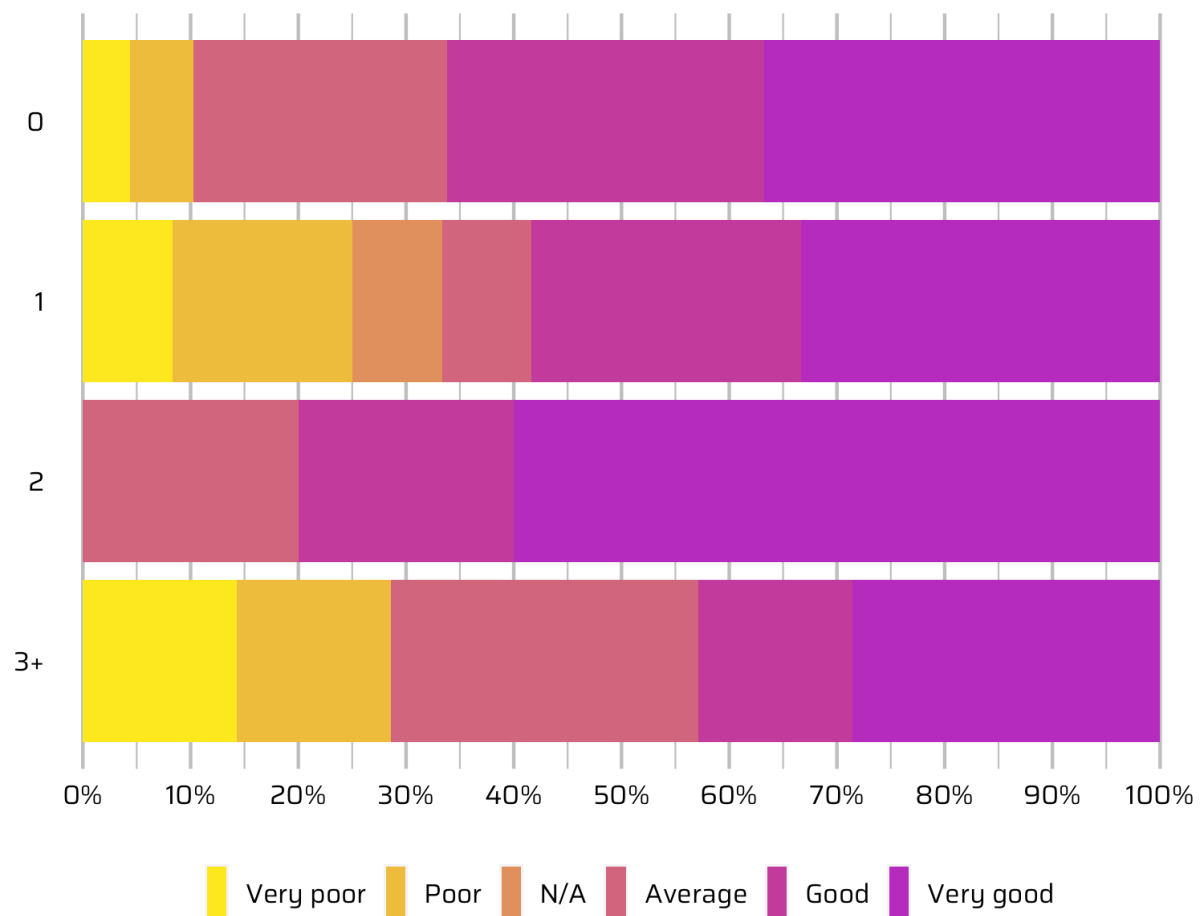


Figure 14: Experience of care by number of dependents.

Table 14: 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	25	37
0	Good	20	29
0	Average	16	24
0	N/A	0	0
0	Poor	4	6
0	Very poor	3	4
1	Very good	4	33
1	Good	3	25
1	Average	1	8

Dependents	Experience	Respondents	Percentage
1	N/A	1	8
1	Poor	2	17
1	Very poor	1	8
2	Very good	3	60
2	Good	1	20
2	Average	1	20
2	N/A	0	0
2	Poor	0	0
2	Very poor	0	0
3+	Very good	2	29
3+	Good	1	14
3+	Average	2	29
3+	N/A	0	0
3+	Poor	1	14
3+	Very poor	1	14

Experience of care by marital status

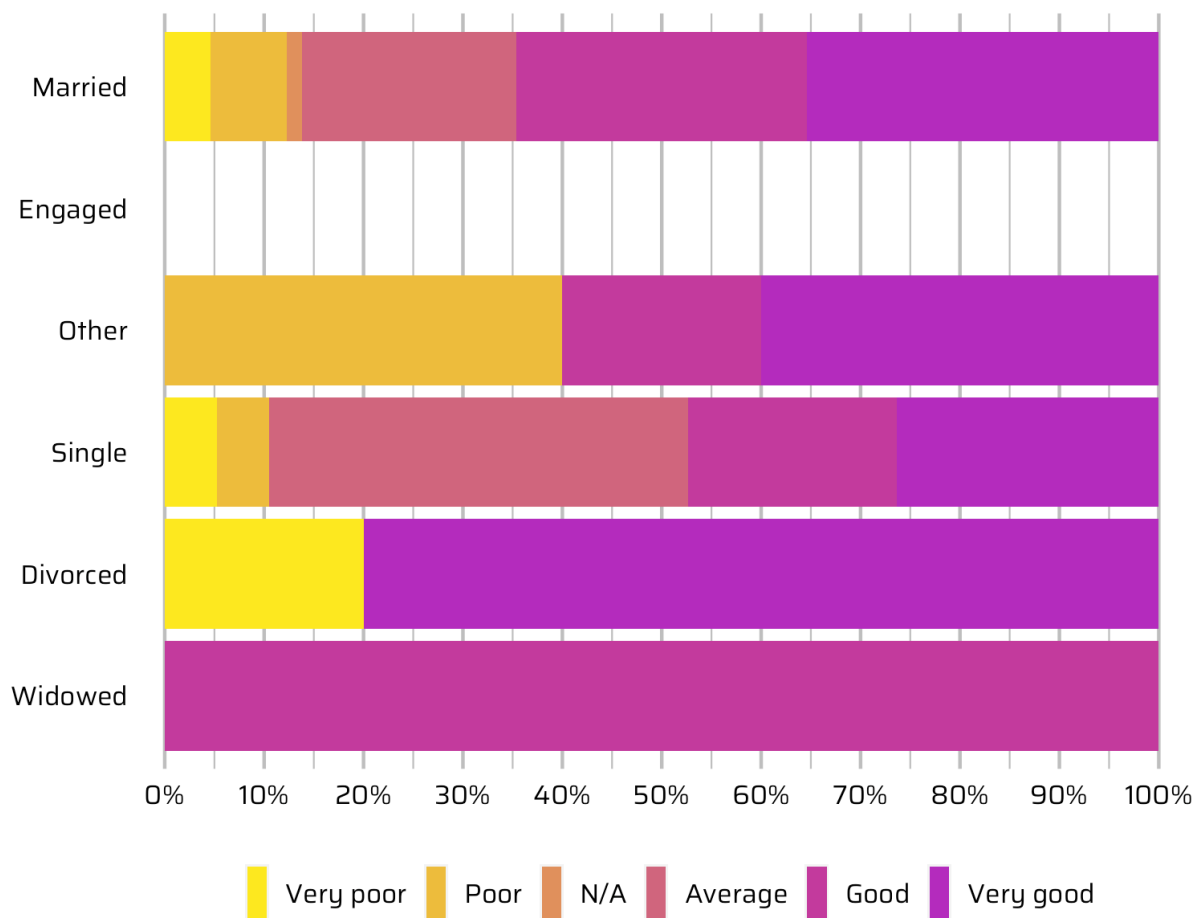


Figure 15: Experience of care by marital status.

Table 15: 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	23	35
Married	Good	19	29
Married	Average	14	22
Married	N/A	1	2
Married	Poor	5	8
Married	Very poor	3	5
Engaged	Very good	0	NaN
Engaged	Good	0	NaN
Engaged	Average	0	NaN
Engaged	N/A	0	NaN

Marital Status	Experience	Respondents	Percentage
Engaged	Poor	0	NaN
Engaged	Very poor	0	NaN
Other	Very good	2	40
Other	Good	1	20
Other	Average	0	0
Other	N/A	0	0
Other	Poor	2	40
Other	Very poor	0	0
Single	Very good	5	26
Single	Good	4	21
Single	Average	8	42
Single	N/A	0	0
Single	Poor	1	5
Single	Very poor	1	5
Divorced	Very good	4	80
Divorced	Good	0	0
Divorced	Average	0	0
Divorced	N/A	0	0
Divorced	Poor	0	0
Divorced	Very poor	1	20
Widowed	Very good	0	0
Widowed	Good	1	100
Widowed	Average	0	0
Widowed	N/A	0	0
Widowed	Poor	0	0
Widowed	Very poor	0	0

Experience of care and mental wellbeing

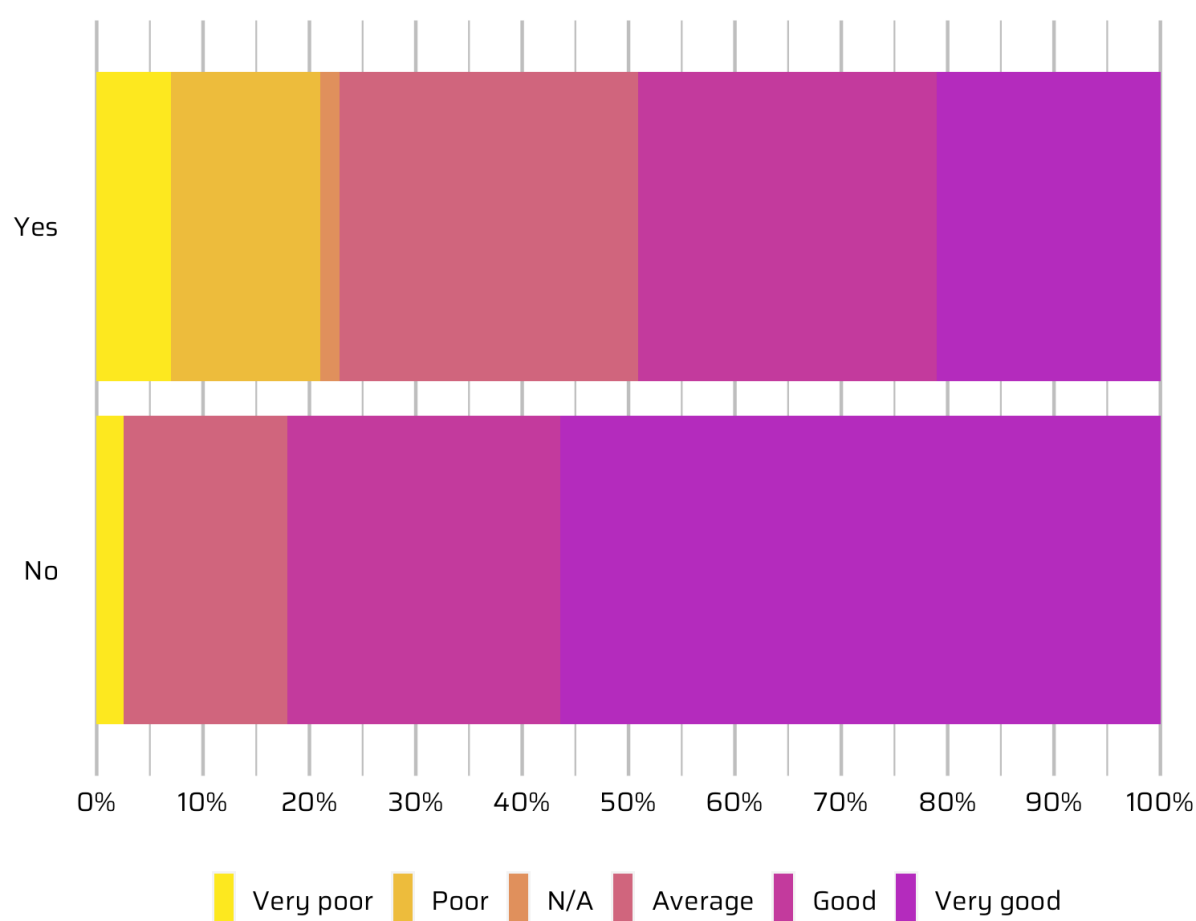


Figure 16: Experience of care and mental wellbeing.

Table 16: 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 or hopeless.

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	12	21
Yes	Good	16	28
Yes	Average	16	28
Yes	N/A	1	2
Yes	Poor	8	14
Yes	Very poor	4	7
No	Very good	22	56
No	Good	10	26
No	Average	6	15
No	N/A	0	0
No	Poor	0	0

Anxious or Hopeless	Experience	Respondents	Percentage
No	Very poor	1	3

Experience of care by cancellations of care

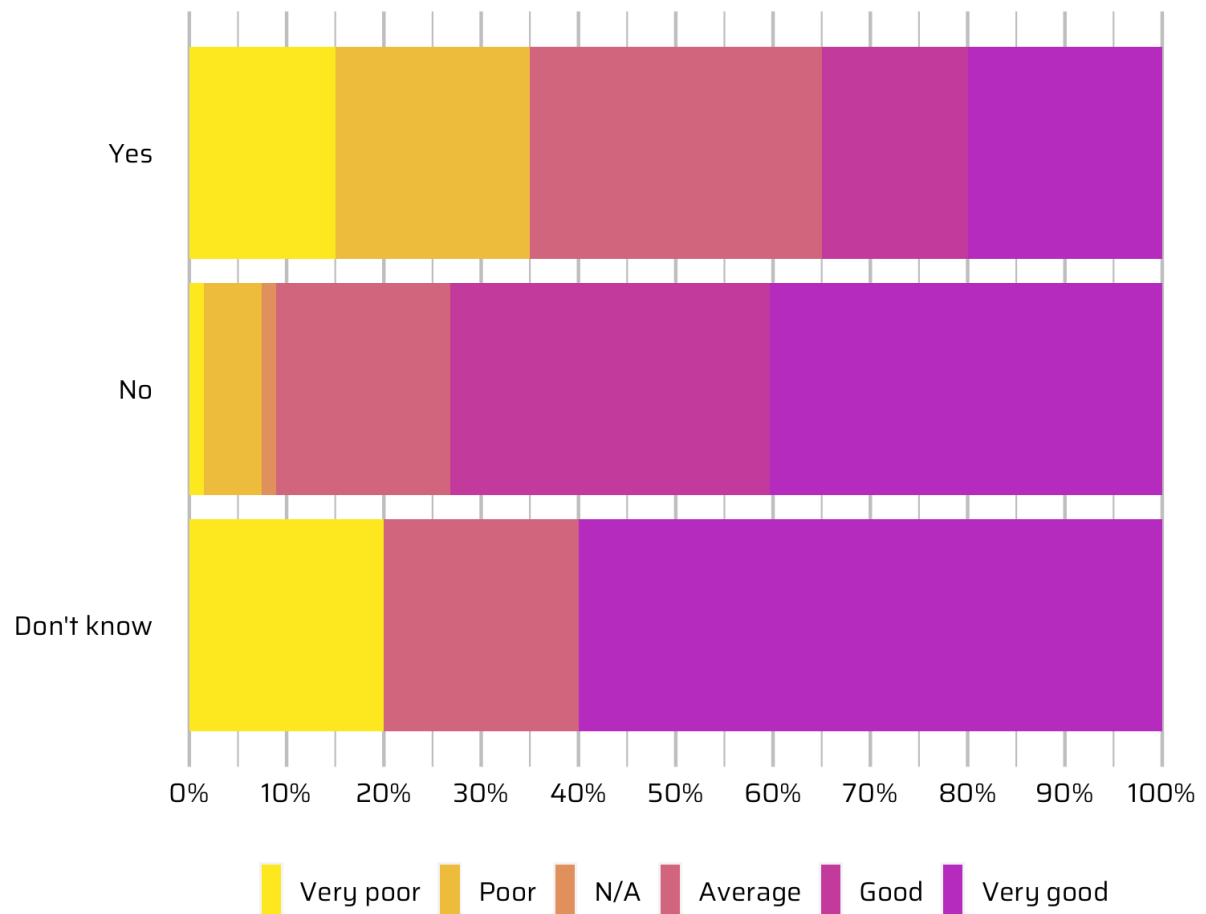


Figure 17: Experience of care by cancellations of care.

Table 17: 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	4	20
Yes	Good	3	15
Yes	Average	6	30
Yes	N/A	0	0
Yes	Poor	4	20
Yes	Very poor	3	15
No	Very good	27	40

Cancellation	Experience	Respondents	Percentage
No	Good	22	33
No	Average	12	18
No	N/A	1	1
No	Poor	4	6
No	Very poor	1	1
Don't know	Very good	3	60
Don't know	Good	0	0
Don't know	Average	1	20
Don't know	N/A	0	0
Don't know	Poor	0	0
Don't know	Very poor	1	20

Experience of care by financial status

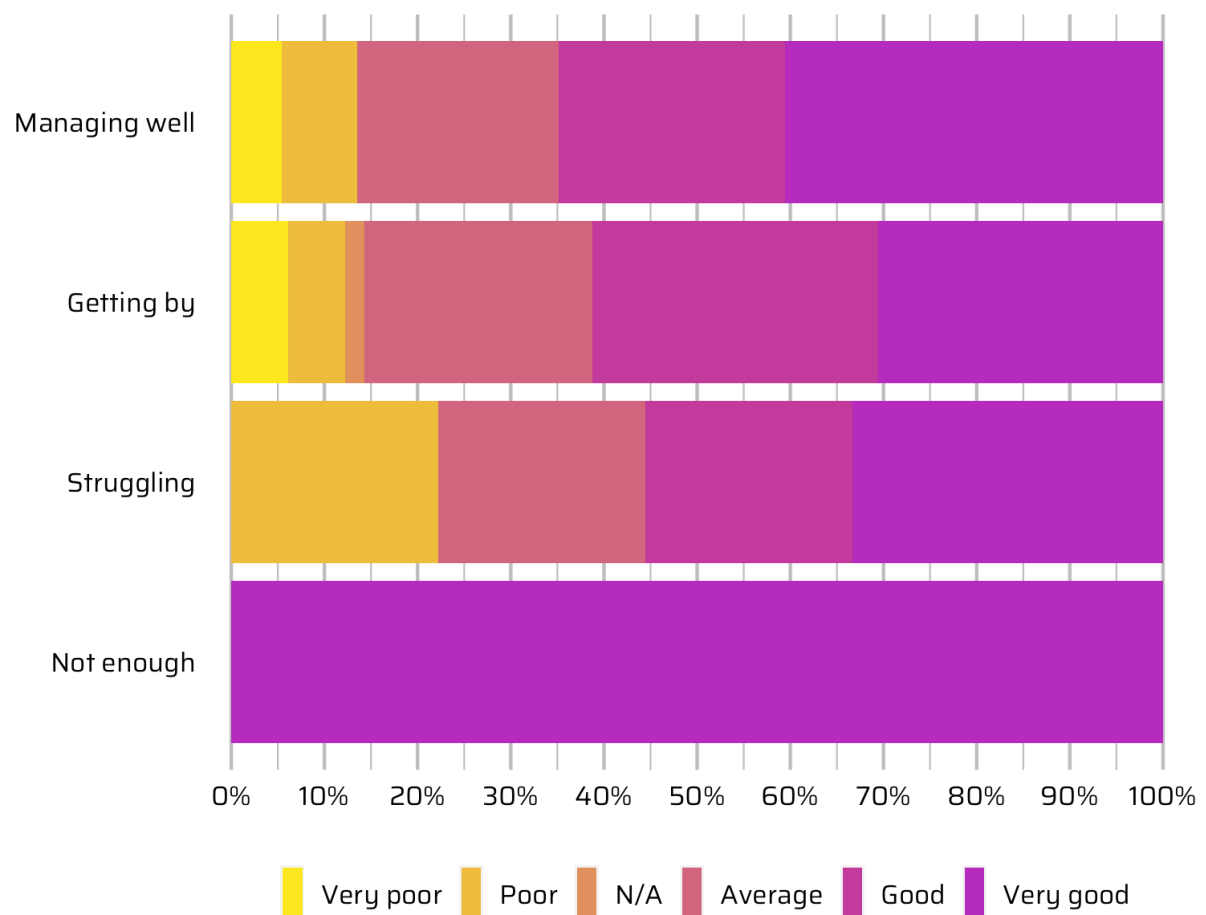


Figure 18: Experience of care by financial status.

Table 18: 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	15	41
Managing well	Good	9	24
Managing well	Average	8	22
Managing well	N/A	0	0
Managing well	Poor	3	8
Managing well	Very poor	2	5
Getting by	Very good	15	31
Getting by	Good	15	31
Getting by	Average	12	24
Getting by	N/A	1	2
Getting by	Poor	3	6
Getting by	Very poor	3	6
Struggling	Very good	3	33
Struggling	Good	2	22
Struggling	Average	2	22
Struggling	N/A	0	0
Struggling	Poor	2	22
Struggling	Very poor	0	0
Not enough	Very good	1	100
Not enough	Good	0	0
Not enough	Average	0	0
Not enough	N/A	0	0
Not enough	Poor	0	0
Not enough	Very poor	0	0

Experience of care by age group

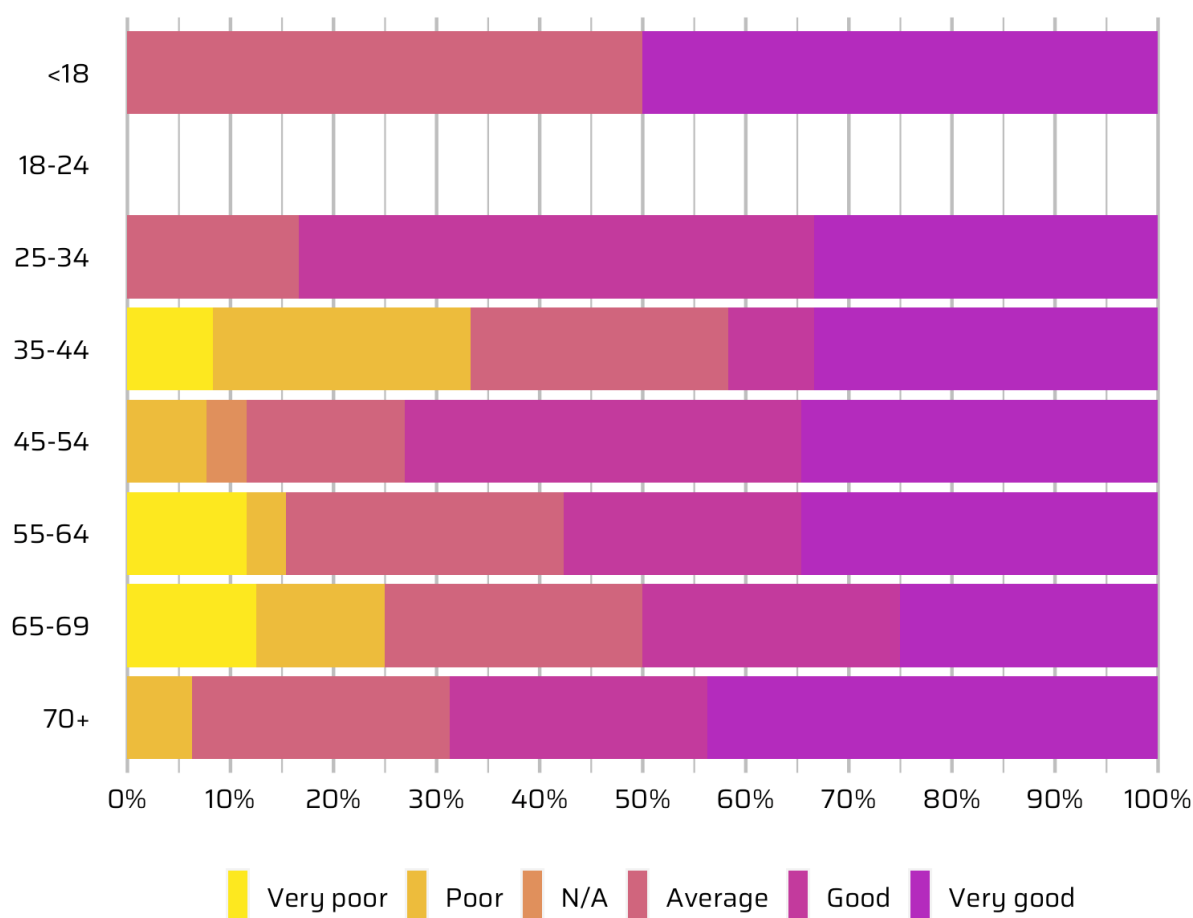


Figure 19: Experience of care by age group.

Table 19: 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	50
<18	Good	0	0
<18	Average	1	50
<18	N/A	0	0
<18	Poor	0	0
<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

Age	Experience	Respondents	Percentage
25-34	Very good	2	33
25-34	Good	3	50
25-34	Average	1	17
25-34	N/A	0	0
25-34	Poor	0	0
25-34	Very poor	0	0
35-44	Very good	4	33
35-44	Good	1	8
35-44	Average	3	25
35-44	N/A	0	0
35-44	Poor	3	25
35-44	Very poor	1	8
45-54	Very good	9	35
45-54	Good	10	38
45-54	Average	4	15
45-54	N/A	1	4
45-54	Poor	2	8
45-54	Very poor	0	0
55-64	Very good	9	35
55-64	Good	6	23
55-64	Average	7	27
55-64	N/A	0	0
55-64	Poor	1	4
55-64	Very poor	3	12
65-69	Very good	2	25
65-69	Good	2	25
65-69	Average	2	25
65-69	N/A	0	0
65-69	Poor	1	12
65-69	Very poor	1	12
70+	Very good	7	44
70+	Good	4	25
70+	Average	4	25
70+	N/A	0	0
70+	Poor	1	6

Age	Experience	Respondents	Percentage
70+	Very poor	0	0

To what extent are mental health needs being met

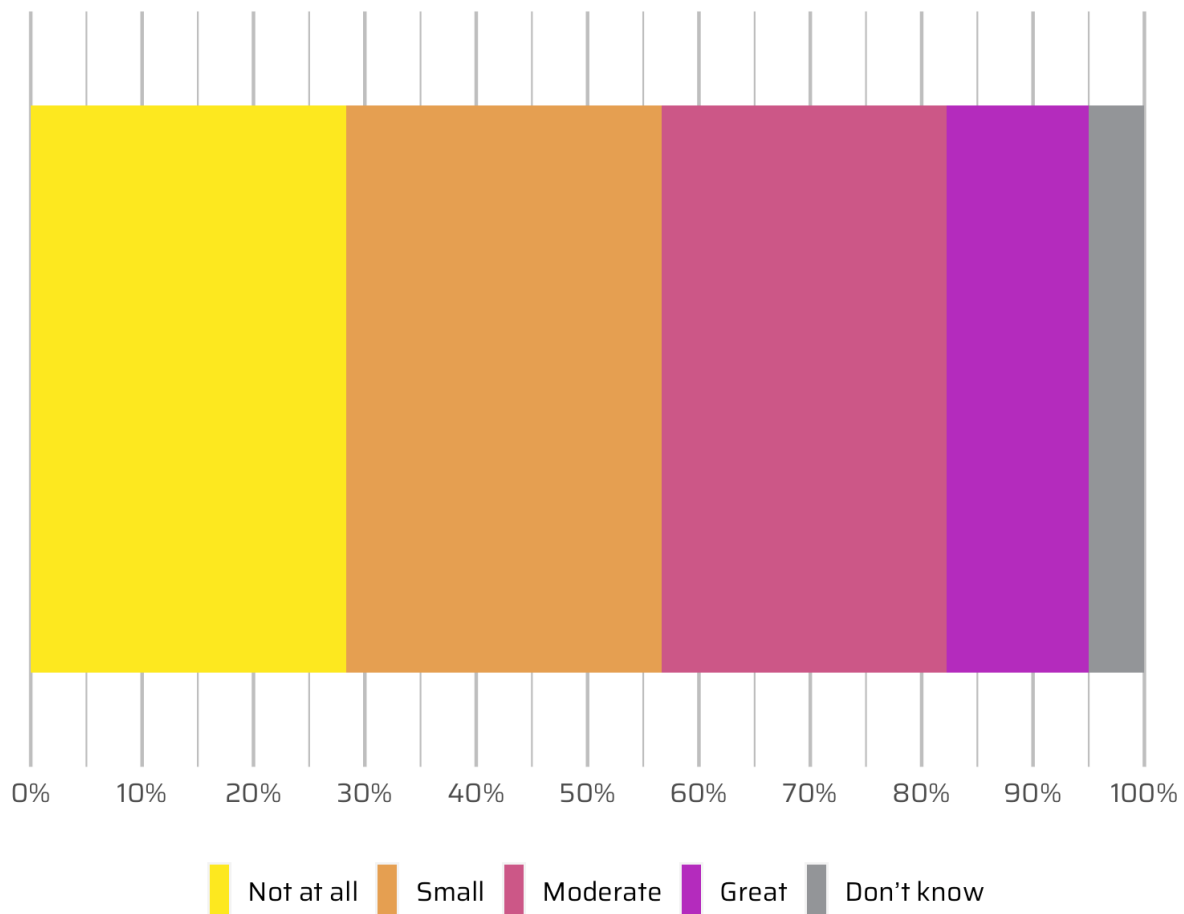


Figure 20: To what extent are your mental health needs being met?

Table 20: 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	23	13
Moderate	46	26
Small	51	28
Not at all	51	28
Don't know	9	5

To what extent are mental health needs being met by gender

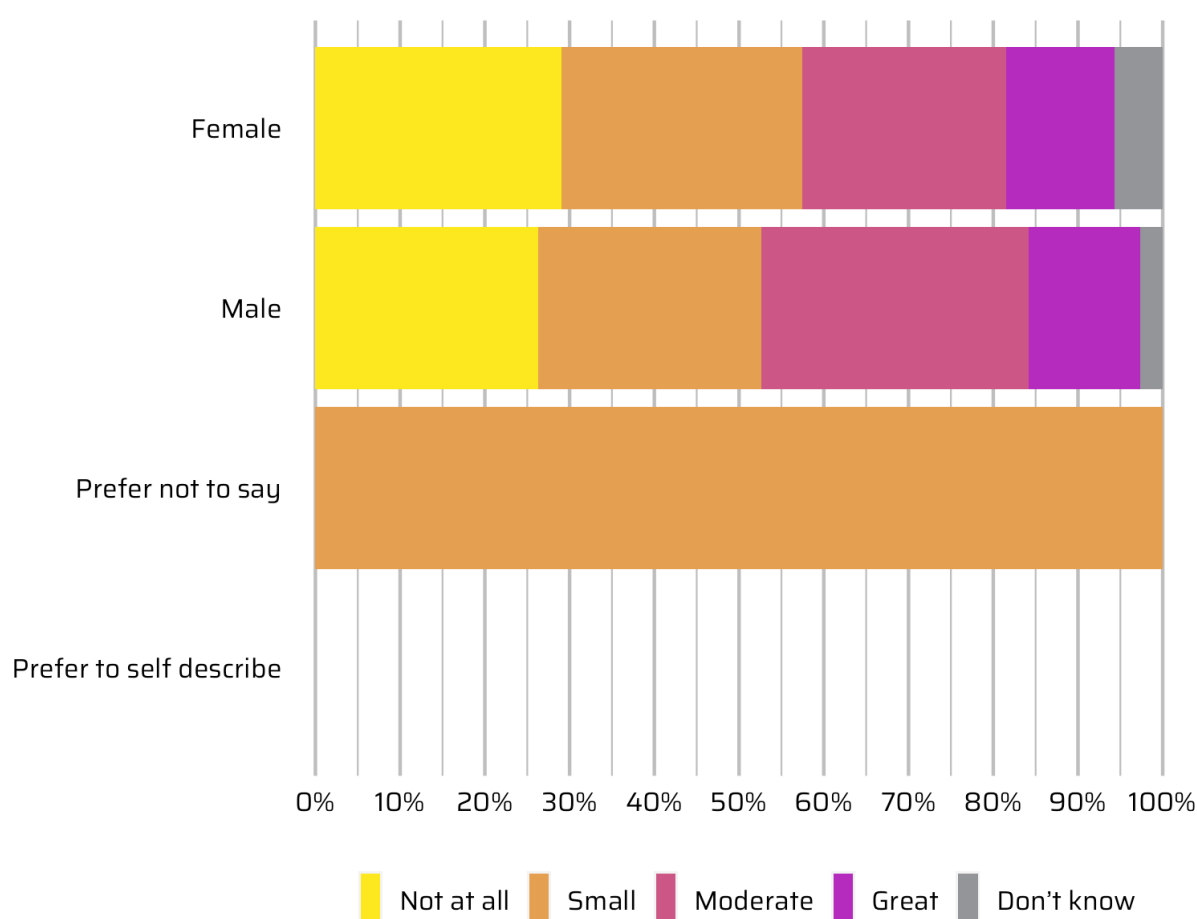


Figure 21: To what extent are your mental health needs being met by gender.

Table 21: 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	18	13
Female	Moderate	34	24
Female	Small	40	28
Female	Not at all	41	29
Female	Don't know	8	6
Male	Great	5	13
Male	Moderate	12	32
Male	Small	10	26
Male	Not at all	10	26
Male	Don't know	1	3
Prefer not to say	Great	0	0
Prefer not to say	Moderate	0	0
Prefer not to say	Small	1	100

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

To what extent are mental health needs being met by employment status

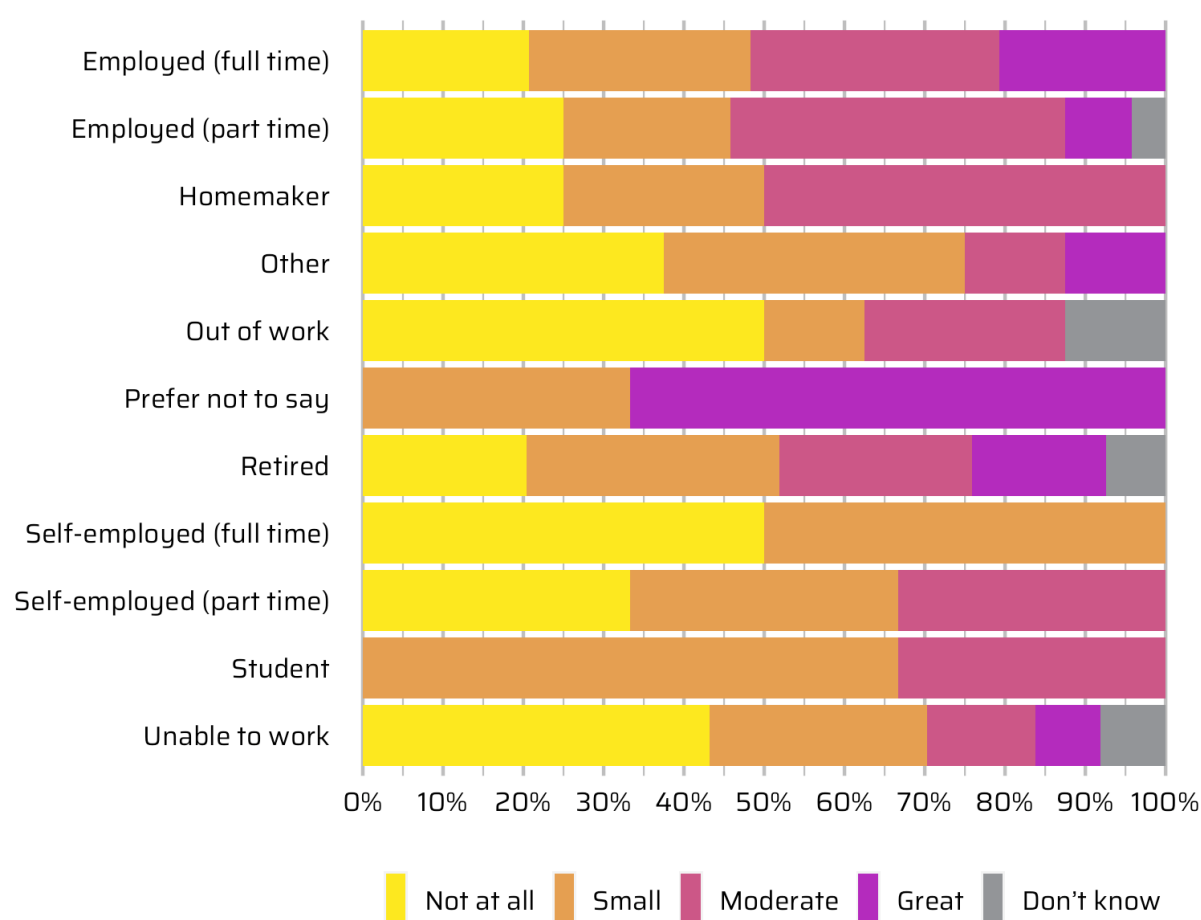


Figure 22: Mental health needs met by employment status.

Table 22: 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	6	21
Employed (full time)	Moderate	9	31

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Small	8	28
Employed (full time)	Not at all	6	21
Employed (full time)	Don't know	0	0
Employed (part time)	Great	2	8
Employed (part time)	Moderate	10	42
Employed (part time)	Small	5	21
Employed (part time)	Not at all	6	25
Employed (part time)	Don't know	1	4
Homemaker	Great	0	0
Homemaker	Moderate	2	50
Homemaker	Small	1	25
Homemaker	Not at all	1	25
Homemaker	Don't know	0	0
Other	Great	1	12
Other	Moderate	1	12
Other	Small	3	38
Other	Not at all	3	38
Other	Don't know	0	0
Out of work	Great	0	0
Out of work	Moderate	2	25
Out of work	Small	1	12
Out of work	Not at all	4	50
Out of work	Don't know	1	12
Prefer not to say	Great	2	67
Prefer not to say	Moderate	0	0
Prefer not to say	Small	1	33
Prefer not to say	Not at all	0	0
Prefer not to say	Don't know	0	0
Retired	Great	9	17
Retired	Moderate	13	24
Retired	Small	17	31
Retired	Not at all	11	20
Retired	Don't know	4	7
Self-employed (full time)	Great	0	0
Self-employed (full time)	Moderate	0	0

Employment Status	Extent	Respondents	Percentage
Self-employed (full time)	Small	2	50
Self-employed (full time)	Not at all	2	50
Self-employed (full time)	Don't know	0	0
Self-employed (part time)	Great	0	0
Self-employed (part time)	Moderate	1	33
Self-employed (part time)	Small	1	33
Self-employed (part time)	Not at all	1	33
Self-employed (part time)	Don't know	0	0
Student	Great	0	0
Student	Moderate	1	33
Student	Small	2	67
Student	Not at all	0	0
Student	Don't know	0	0
Unable to work	Great	3	8
Unable to work	Moderate	5	14
Unable to work	Small	10	27
Unable to work	Not at all	16	43
Unable to work	Don't know	3	8

To what extent are mental health needs being met by number of dependents

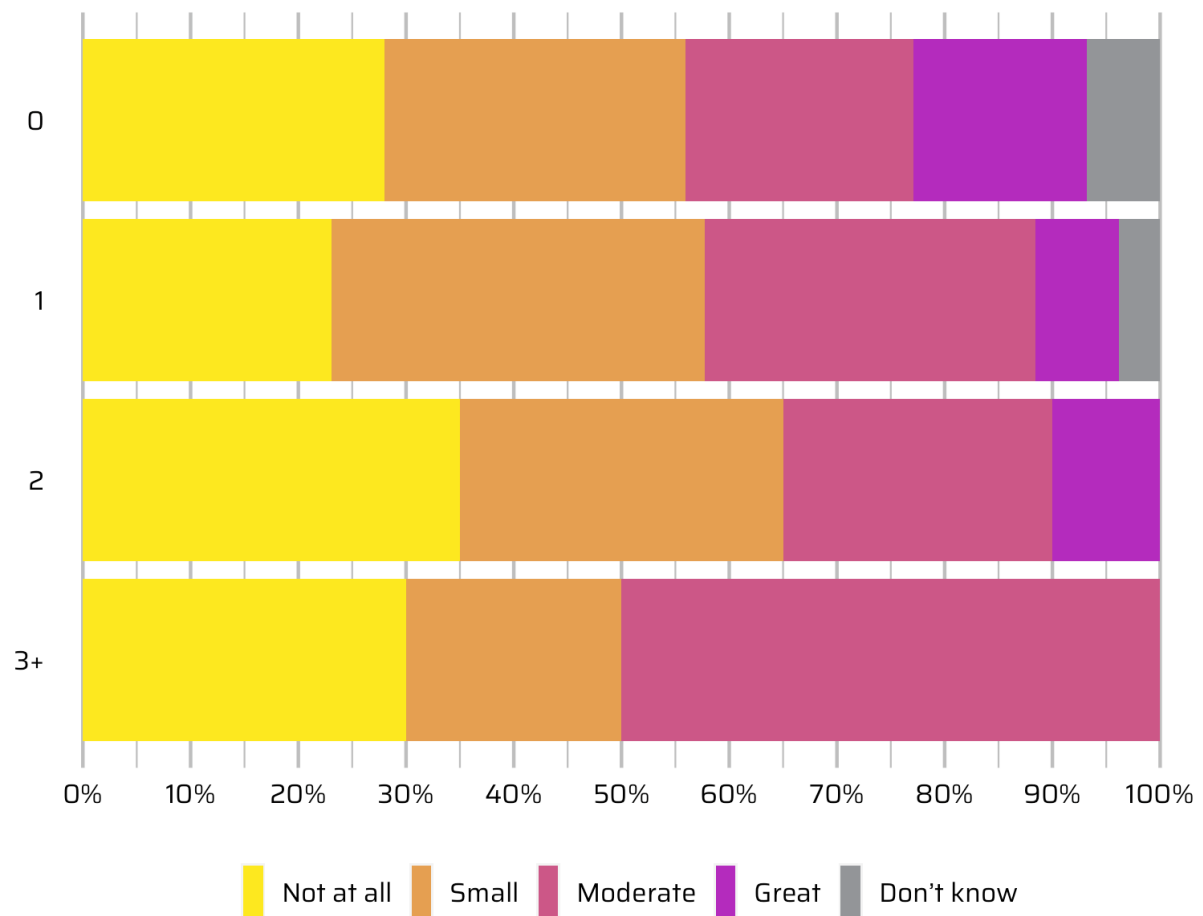


Figure 23: Number of dependents by mental health needs being met.

Table 23 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	19	16
0	Moderate	25	21
0	Small	33	28
0	Not at all	33	28
0	Don't know	8	7
1	Great	2	8
1	Moderate	8	31
1	Small	9	35
1	Not at all	6	23
1	Don't know	1	4

Dependents	Extent	Respondents	Percentage
2	Great	2	10
2	Moderate	5	25
2	Small	6	30
2	Not at all	7	35
2	Don't know	0	0
3+	Great	0	0
3+	Moderate	5	50
3+	Small	2	20
3+	Not at all	3	30
3+	Don't know	0	0

To what extent are mental health needs being met by marital status

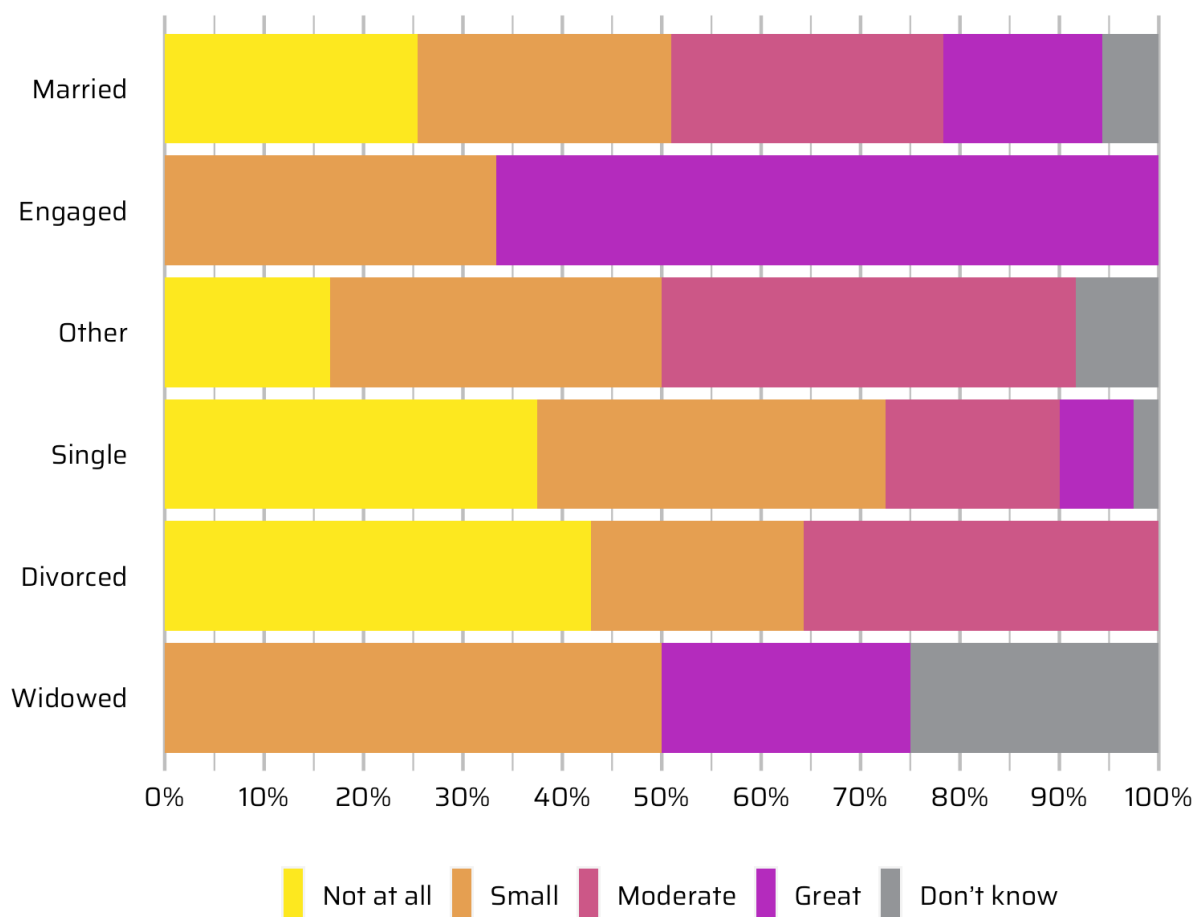


Figure 24: Mental health needs met by marital status.

Table 24: 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	17	16
Married	Moderate	29	27
Married	Small	27	25
Married	Not at all	27	25
Married	Don't know	6	6
Engaged	Great	2	67
Engaged	Moderate	0	0
Engaged	Small	1	33
Engaged	Not at all	0	0
Engaged	Don't know	0	0
Other	Great	0	0
Other	Moderate	5	42
Other	Small	4	33
Other	Not at all	2	17
Other	Don't know	1	8
Single	Great	3	8
Single	Moderate	7	18
Single	Small	14	35
Single	Not at all	15	38
Single	Don't know	1	2
Divorced	Great	0	0
Divorced	Moderate	5	36
Divorced	Small	3	21
Divorced	Not at all	6	43
Divorced	Don't know	0	0
Widowed	Great	1	25
Widowed	Moderate	0	0
Widowed	Small	2	50
Widowed	Not at all	0	0
Widowed	Don't know	1	25

To what extent are mental health needs being met and mental wellbeing

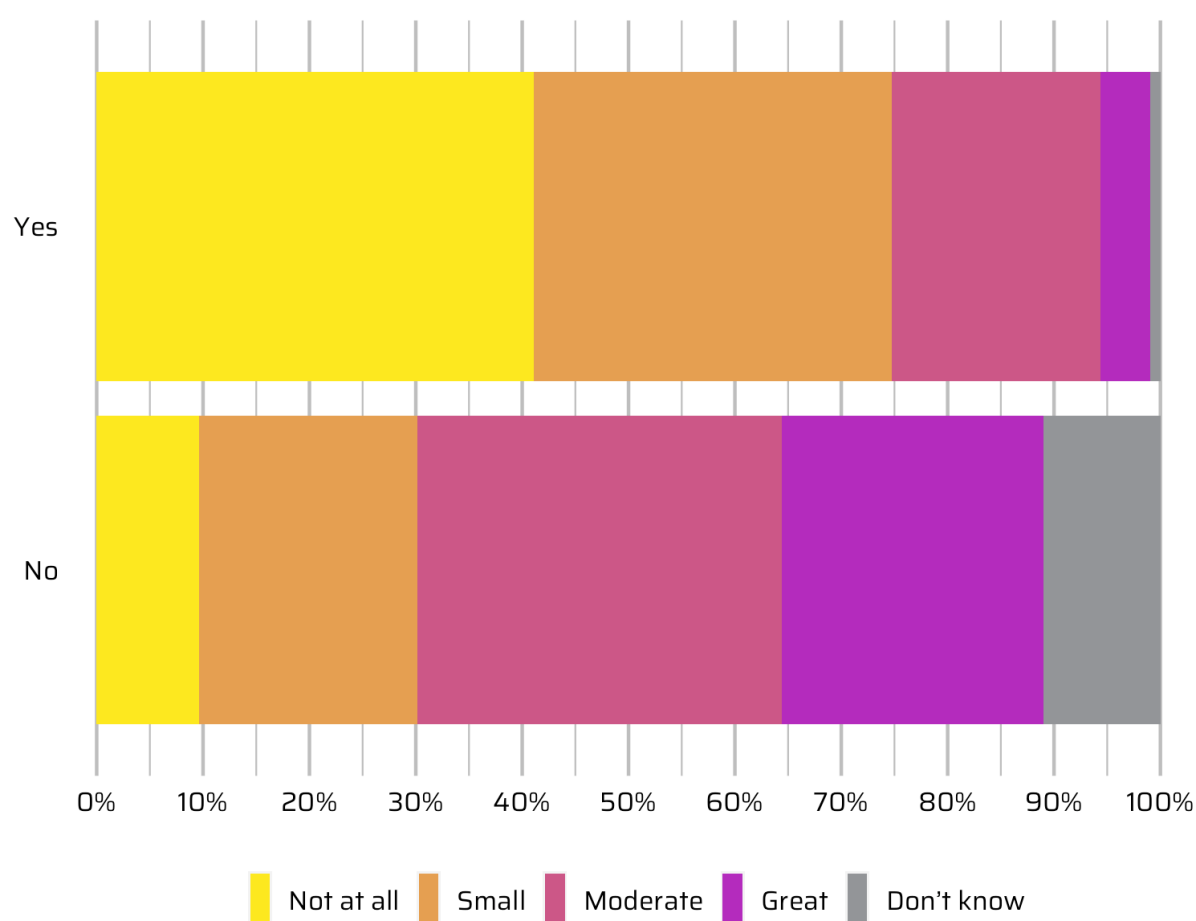


Figure 25: Anxious or Hopeless Feeling by Mental Health Need

Table 25: 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	5	5
Yes	Moderate	21	20
Yes	Small	36	34
Yes	Not at all	44	41
Yes	Don't know	1	1
No	Great	18	25
No	Moderate	25	34
No	Small	15	21
No	Not at all	7	10
No	Don't know	8	11

To what extent are mental health needs being met by cancellation of care

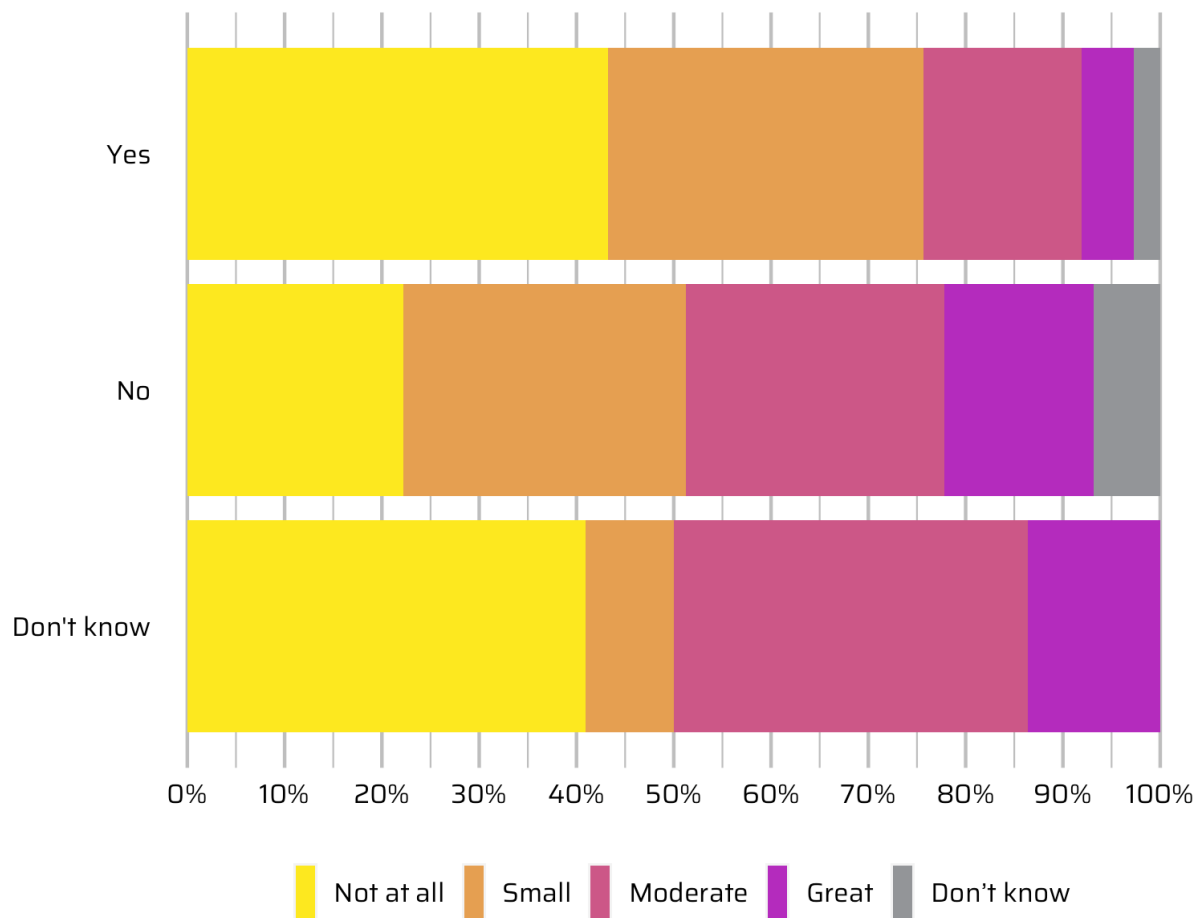


Figure 26: Cancellation of care by the Extent Mental Health Needs Met

Table 26: Number and type of responses to the question 'To what extent do you feel your mental health needs are being met?' by cancellations to care.

Cancellation	Extent	Respondents	Percentage
Yes	Great	2	5
Yes	Moderate	6	16
Yes	Small	12	32
Yes	Not at all	16	43
Yes	Don't know	1	3
No	Great	18	15
No	Moderate	31	26
No	Small	34	29
No	Not at all	26	22

Cancellation	Extent	Respondents	Percentage
No	Don't know	8	7
Don't know	Great	3	14
Don't know	Moderate	8	36
Don't know	Small	2	9
Don't know	Not at all	9	41
Don't know	Don't know	0	0

To what extent are mental health needs being met by financial status

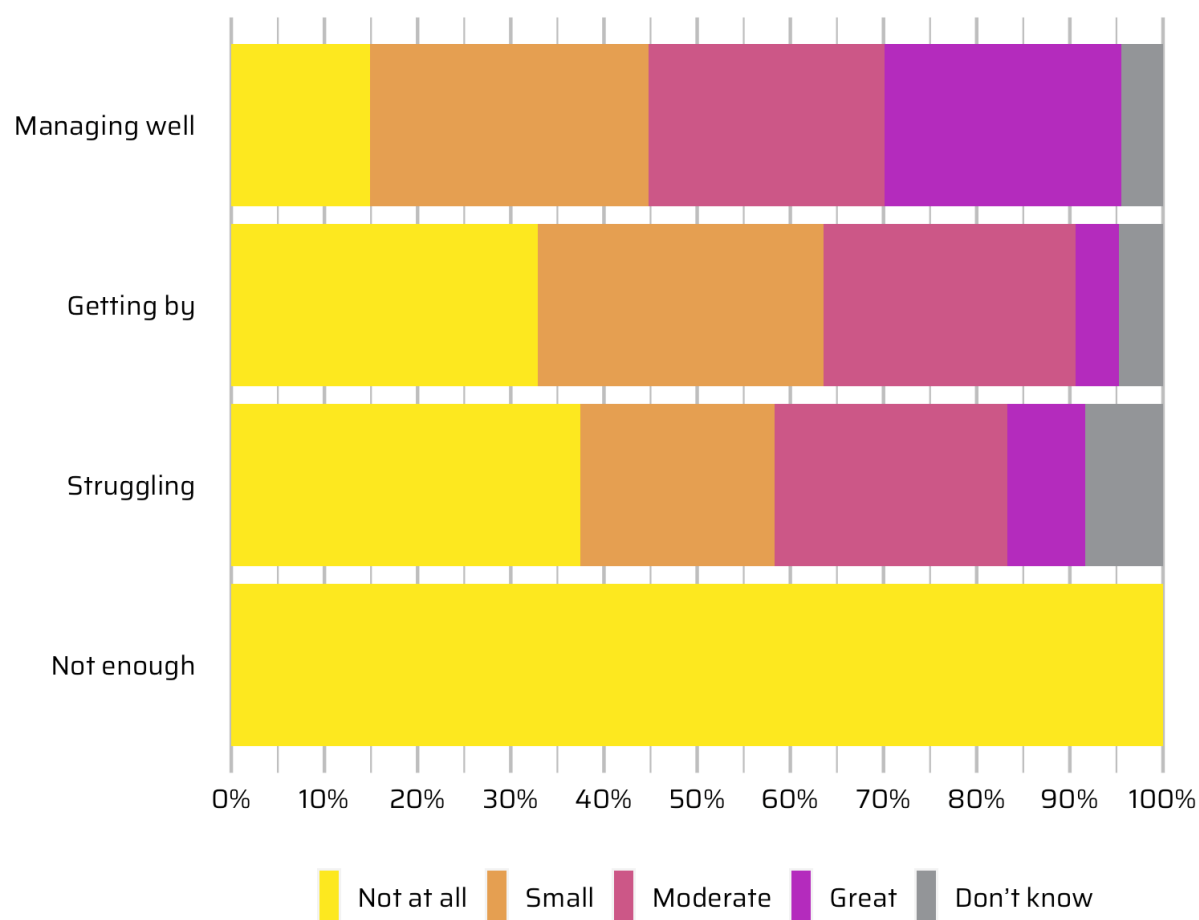


Figure 27: Financial Status by Extent Mental Health Needs Met

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

Financial Status	Extent	Respondents	Percentage
Managing well	Great	17	25
Managing well	Moderate	17	25
Managing well	Small	20	30

Financial Status	Extent	Respondents	Percentage
Managing well	Not at all	10	15
Managing well	Don't know	3	4
Getting by	Great	4	5
Getting by	Moderate	23	27
Getting by	Small	26	31
Getting by	Not at all	28	33
Getting by	Don't know	4	5
Struggling	Great	2	8
Struggling	Moderate	6	25
Struggling	Small	5	21
Struggling	Not at all	9	38
Struggling	Don't know	2	8
Not enough	Great	0	0
Not enough	Moderate	0	0
Not enough	Small	0	0
Not enough	Not at all	4	100
Not enough	Don't know	0	0

Extent Mental Health Needs Met by Age Group

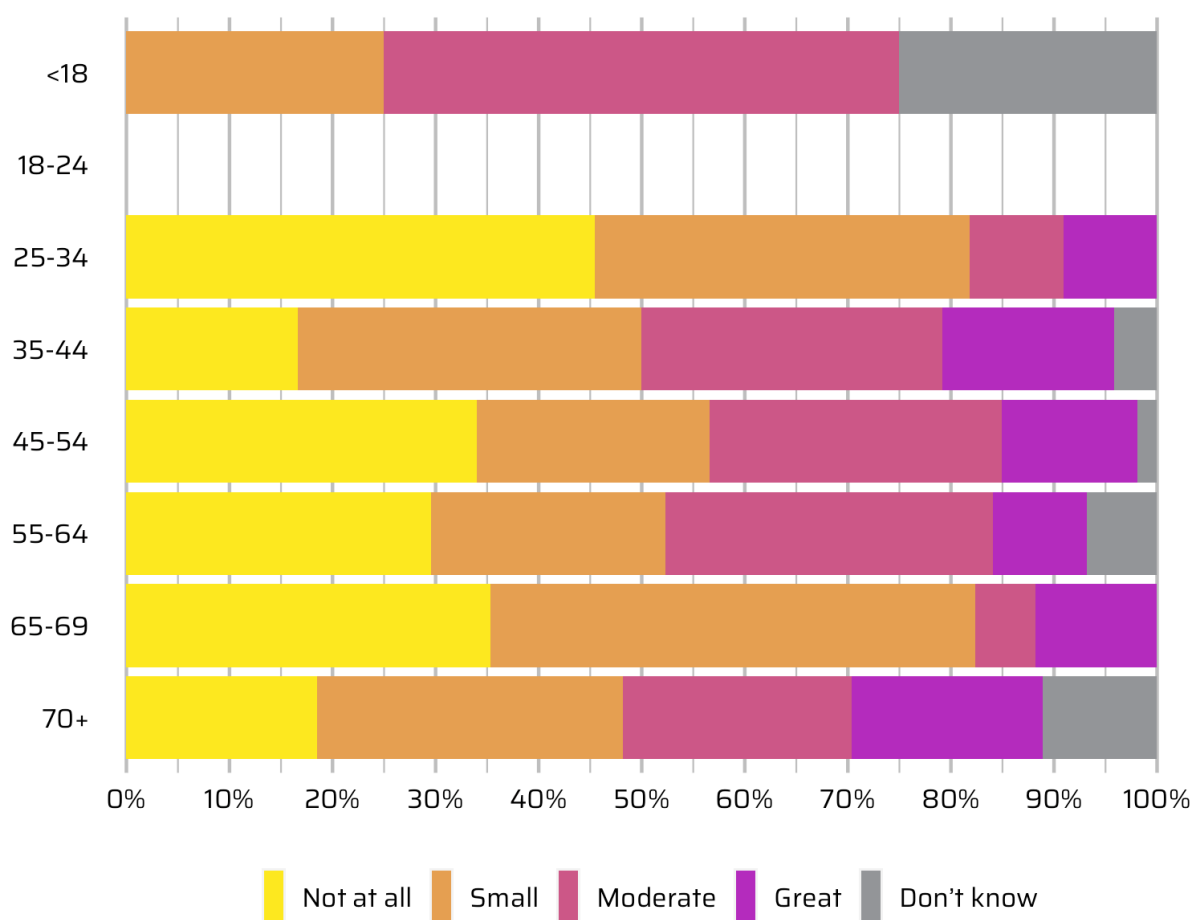


Figure 28: Age group and Extent Mental Health Needs Met.

Table 28: 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	1	25
<18	Not at all	0	0
<18	Don't know	1	25
18-24	Great	0	NaN
18-24	Moderate	0	NaN
18-24	Small	0	NaN
18-24	Not at all	0	NaN
18-24	Don't know	0	NaN
25-34	Great	1	9

Age	Extent	Respondents	Percentage
25-34	Moderate	1	9
25-34	Small	4	36
25-34	Not at all	5	45
25-34	Don't know	0	0
35-44	Great	4	17
35-44	Moderate	7	29
35-44	Small	8	33
35-44	Not at all	4	17
35-44	Don't know	1	4
45-54	Great	7	13
45-54	Moderate	15	28
45-54	Small	12	23
45-54	Not at all	18	34
45-54	Don't know	1	2
55-64	Great	4	9
55-64	Moderate	14	32
55-64	Small	10	23
55-64	Not at all	13	30
55-64	Don't know	3	7
65-69	Great	2	12
65-69	Moderate	1	6
65-69	Small	8	47
65-69	Not at all	6	35
65-69	Don't know	0	0
70+	Great	5	19
70+	Moderate	6	22
70+	Small	8	30
70+	Not at all	5	19
70+	Don't know	3	11

Mental Wellbeing

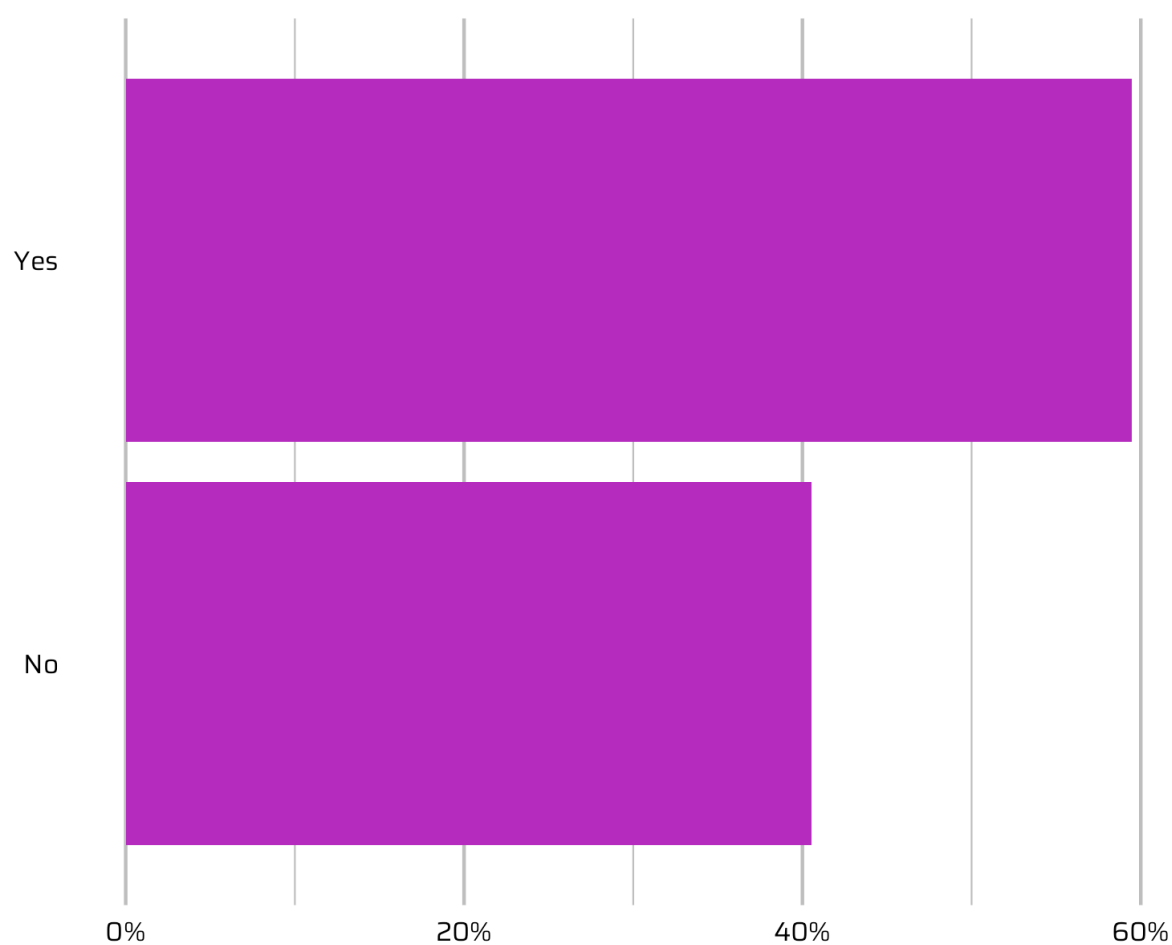


Figure 29: Anxious or hopeless feeling.

Table 29: Number and types of responses: Anxious or hopeless feeling.

Anxious or Hopeless	Respondents	Percentage
Yes	107	59
No	73	41

Mental wellbeing by cancellations or delays to care

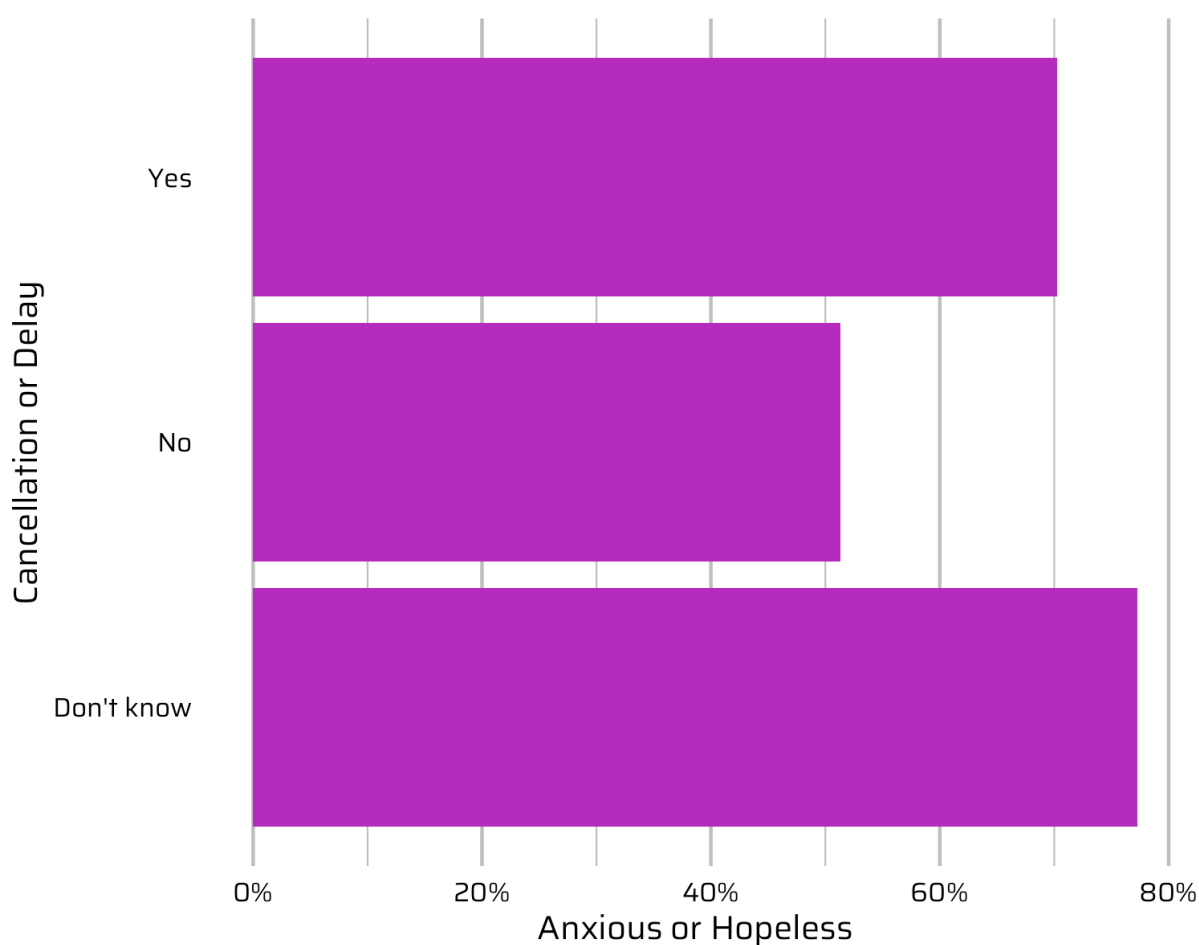


Figure 30: Cancellation or delays to care by feelings of anxiety or hopelessness.

Table 30: Number and type of responses to the question 'Did you experience cancellations/delays to your care?' by feelings of anxiety or hopelessness.

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	26	70
Yes	No	11	30
No	Yes	60	51
No	No	57	49
Don't know	Yes	17	77
Don't know	No	5	23

Mental wellbeing by marital status

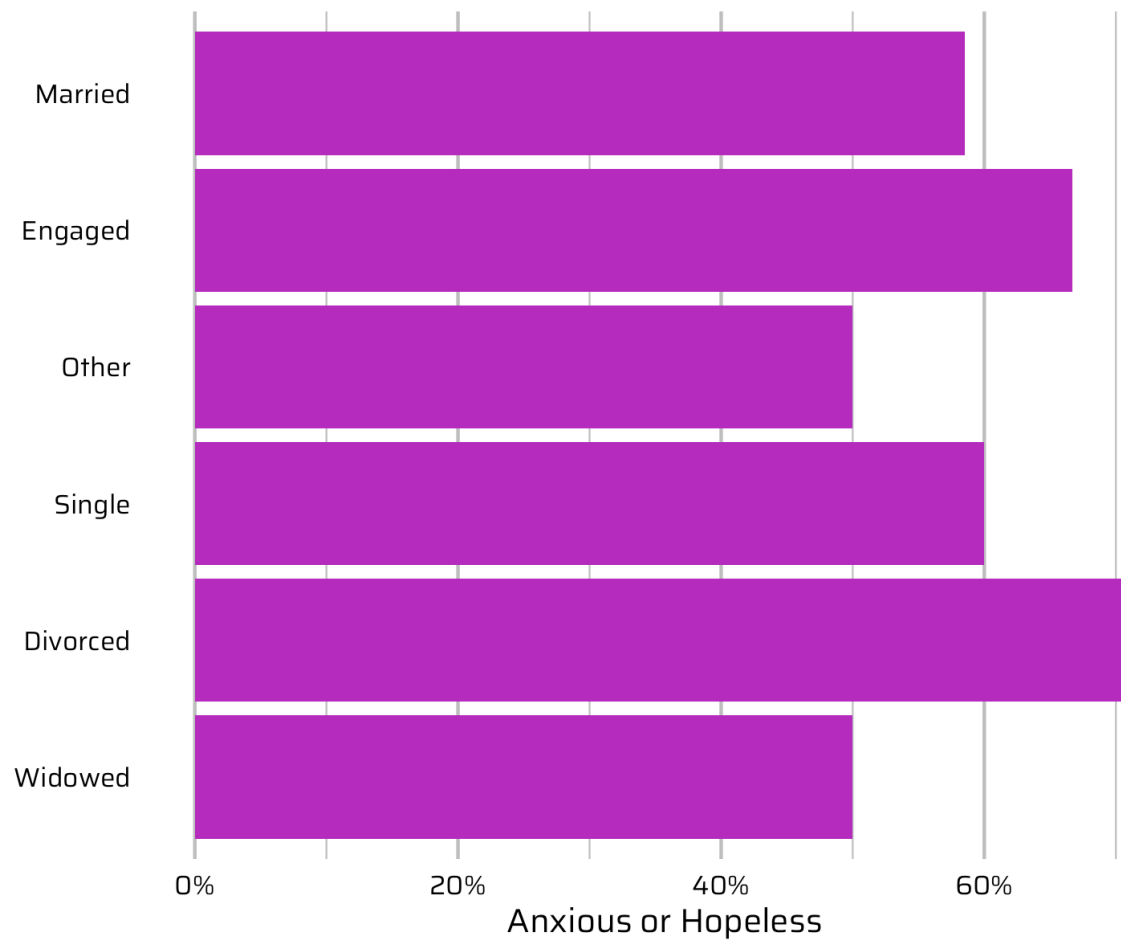


Figure 31: Anxious or hopelessness feeling by marital status

Table 31: Anxious or hopelessness feeling by marital status.

Marital Status	Anxious or Hopeless	Respondents	Percentage
Married	Yes	62	58
Married	No	44	42
Engaged	Yes	2	67
Engaged	No	1	33
Other	Yes	6	50
Other	No	6	50
Single	Yes	24	60
Single	No	16	40
Divorced	Yes	10	71
Divorced	No	4	29
Widowed	Yes	2	50

Marital Status	Anxious or Hopeless	Respondents	Percentage
Widowed	No	2	50

Mental wellbeing by employment status

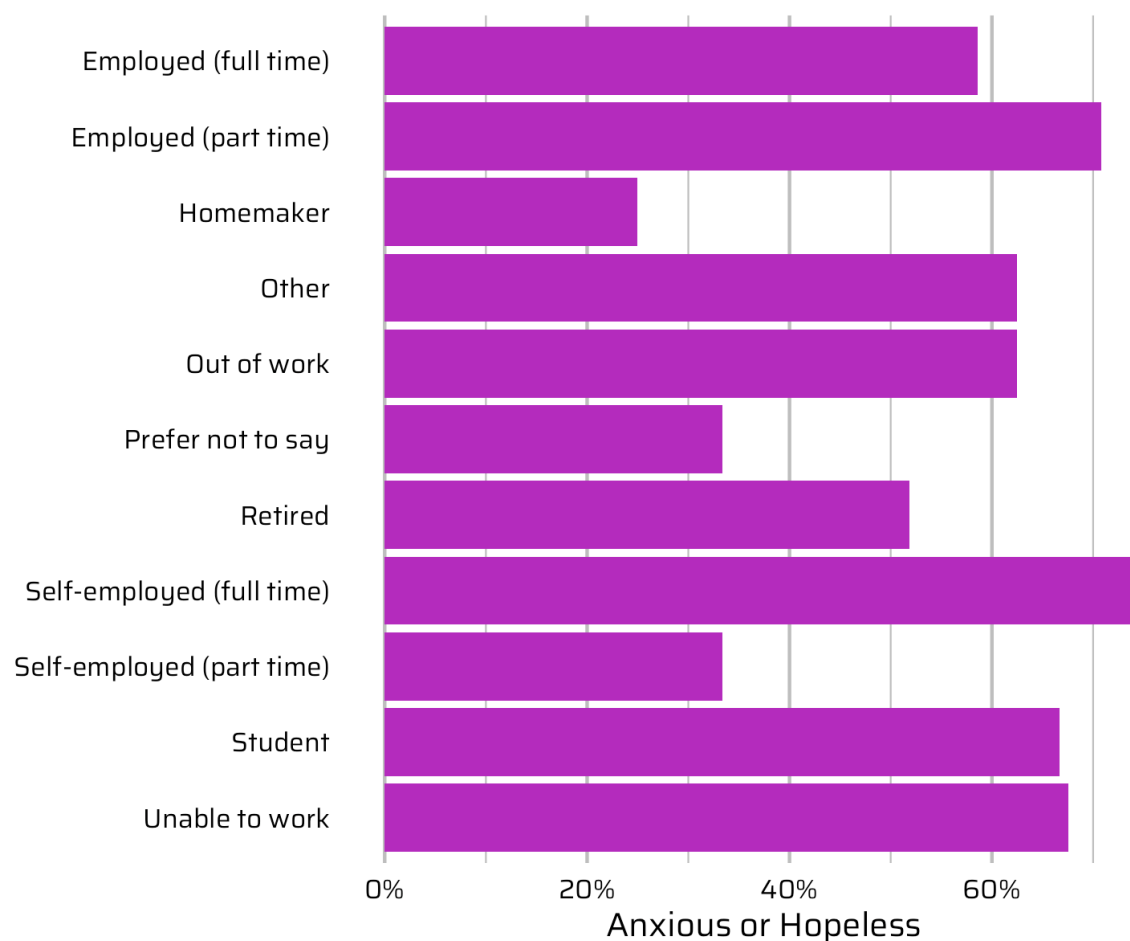


Figure 32: Anxious or hopeless feeling by employment status.

Table 32: Anxious or hopeless feeling by employment status.

Employment Status	Anxious or Hopeless	Respondents	Percentage
Employed (full time)	Yes	17	59
Employed (full time)	No	12	41
Employed (part time)	Yes	17	71
Employed (part time)	No	7	29
Homemaker	Yes	1	25
Homemaker	No	3	75
Other	Yes	5	62
Other	No	3	38

Employment Status	Anxious or Hopeless	Respondents	Percentage
Out of work	Yes	5	62
Out of work	No	3	38
Prefer not to say	Yes	1	33
Prefer not to say	No	2	67
Retired	Yes	28	52
Retired	No	26	48
Self-employed (full time)	Yes	3	75
Self-employed (full time)	No	1	25
Self-employed (part time)	Yes	1	33
Self-employed (part time)	No	2	67
Student	Yes	2	67
Student	No	1	33
Unable to work	Yes	25	68
Unable to work	No	12	32

Mental wellbeing by financial status

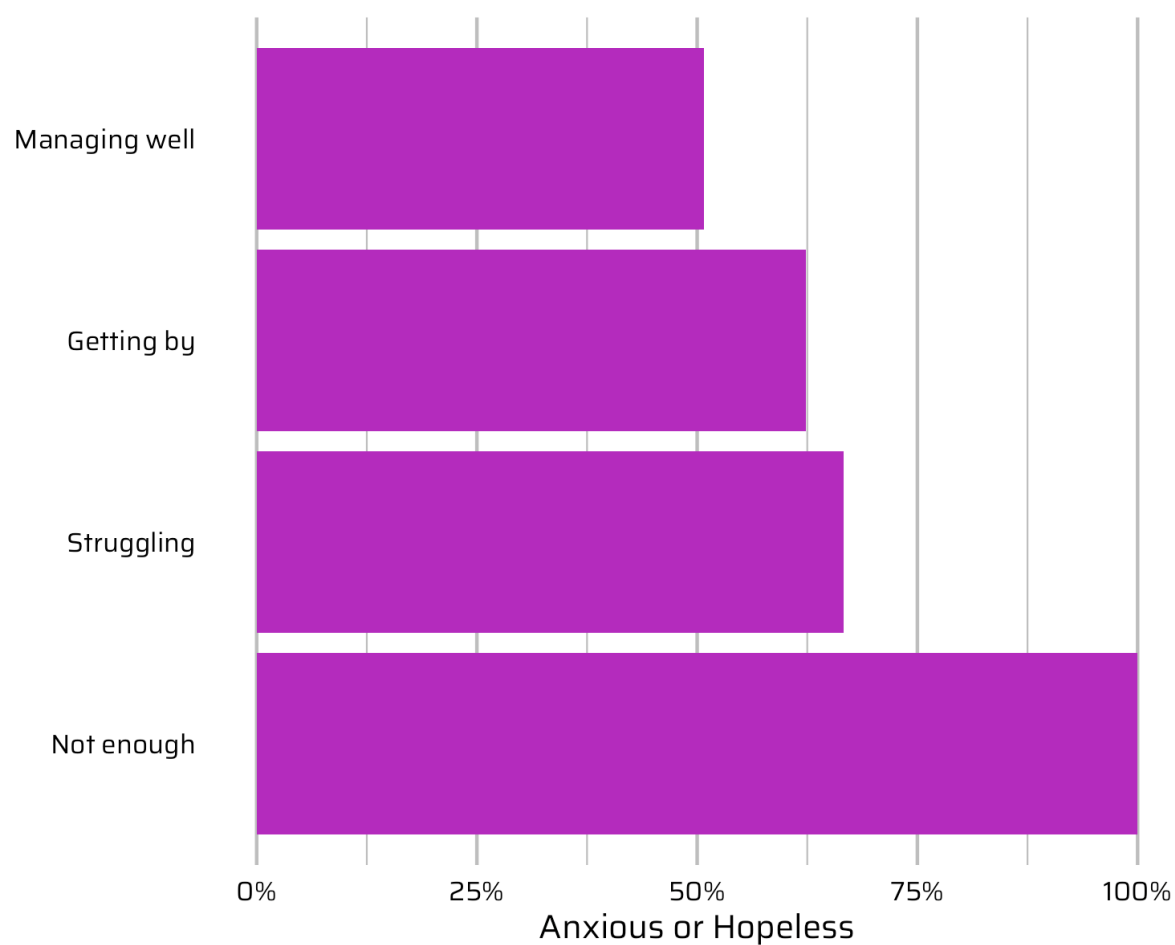


Figure 33: Anxious or hopeless feeling by financial status.

Table 33: Anxious or hopeless feeling by financial status.

Financial Status	Anxious or Hopeless	Respondents	Percentage
Managing well	Yes	34	51
Managing well	No	33	49
Getting by	Yes	53	62
Getting by	No	32	38
Struggling	Yes	16	67
Struggling	No	8	33
Not enough	Yes	4	100
Not enough	No	0	0

How times have emergency services been sought in the last 8 weeks

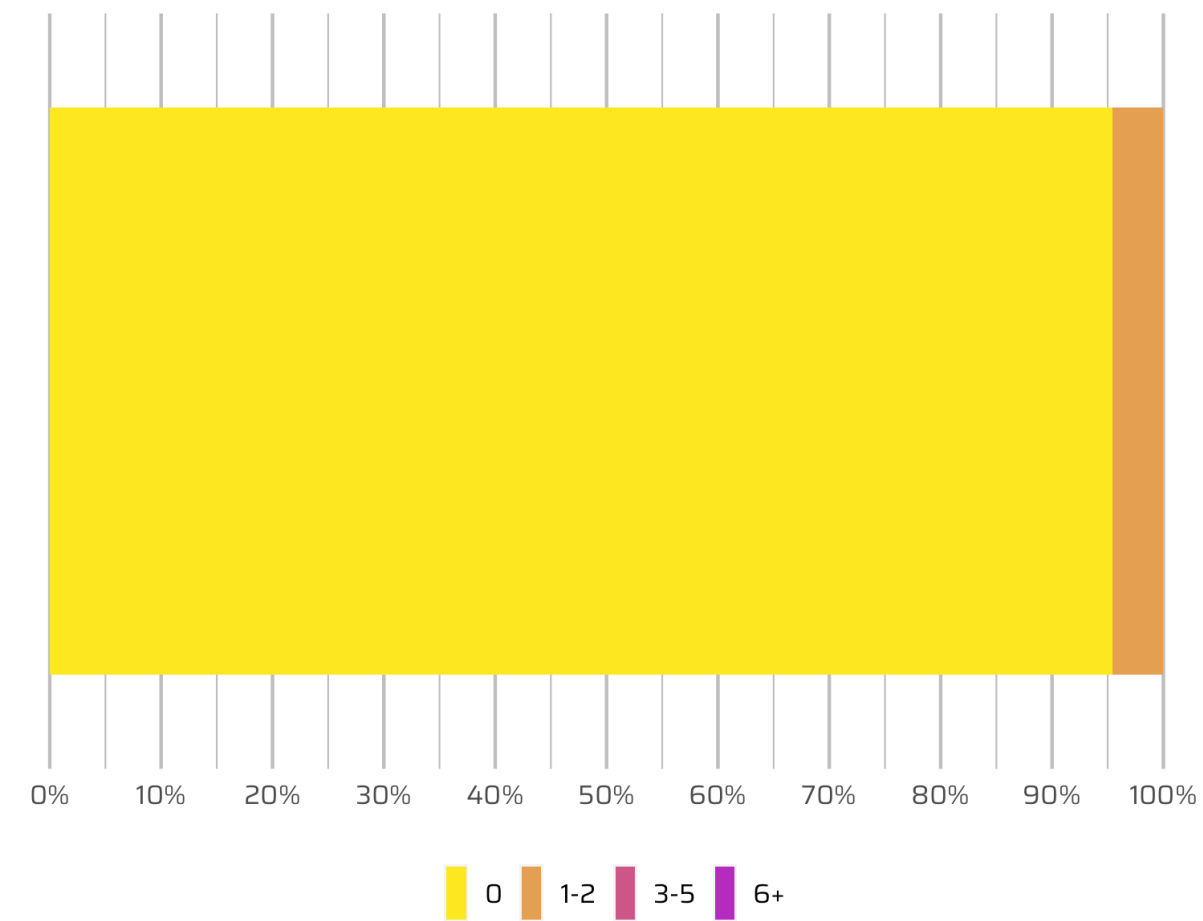


Figure 34: How many times have you sought emergency care in the last 8 weeks?

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

Frequency	Respondents	Percentage
6+	0	0
3-5	0	0
1-2	8	5
0	168	95

How times have emergency services been sought in the last 8 weeks by gender

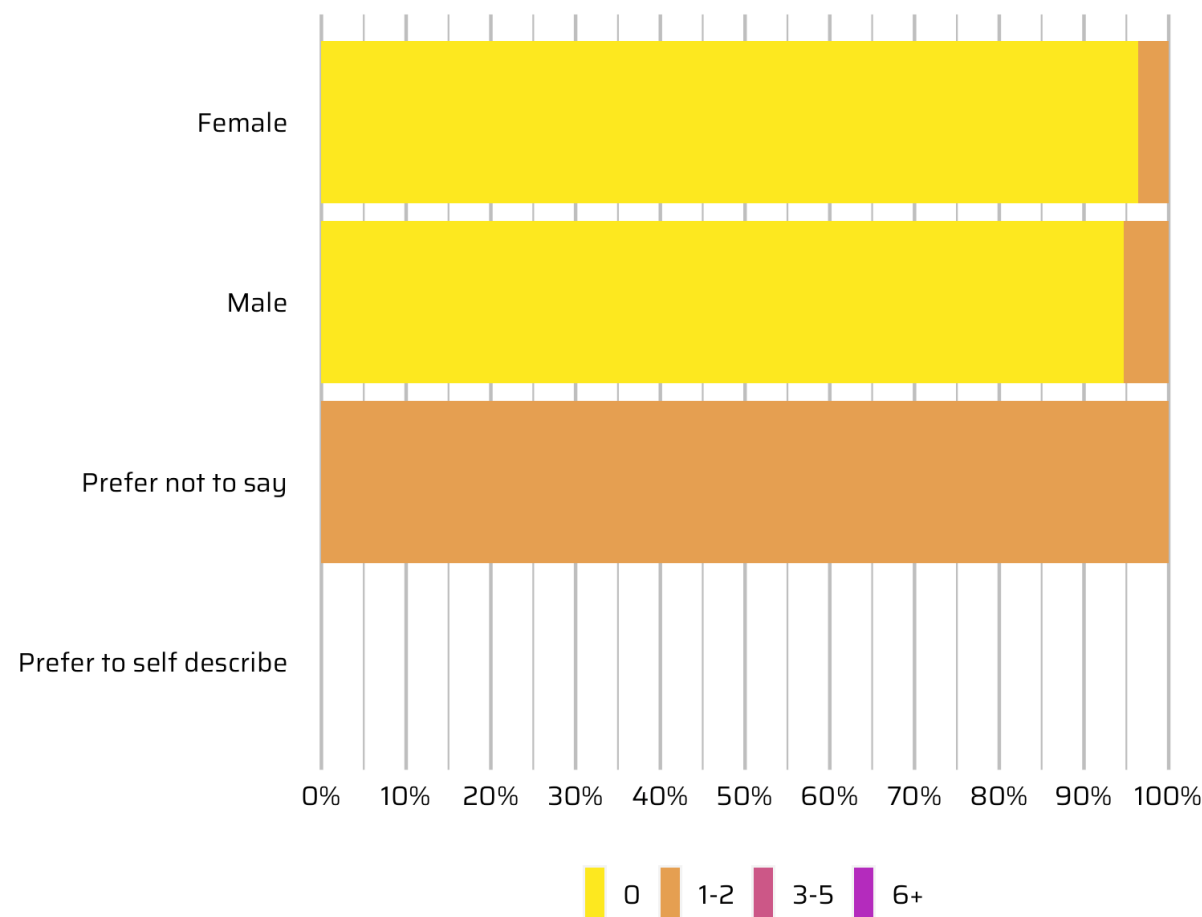


Figure 35: Emergency support by gender.

Table 35: 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	5	4
Female	0	132	96
Male	6+	0	0
Male	3-5	0	0
Male	1-2	2	5
Male	0	36	95
Prefer not to say	6+	0	0
Prefer not to say	3-5	0	0
Prefer not to say	1-2	1	100
Prefer not to say	0	0	0
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

How times have emergency services been sought in the last 8 weeks by employment status

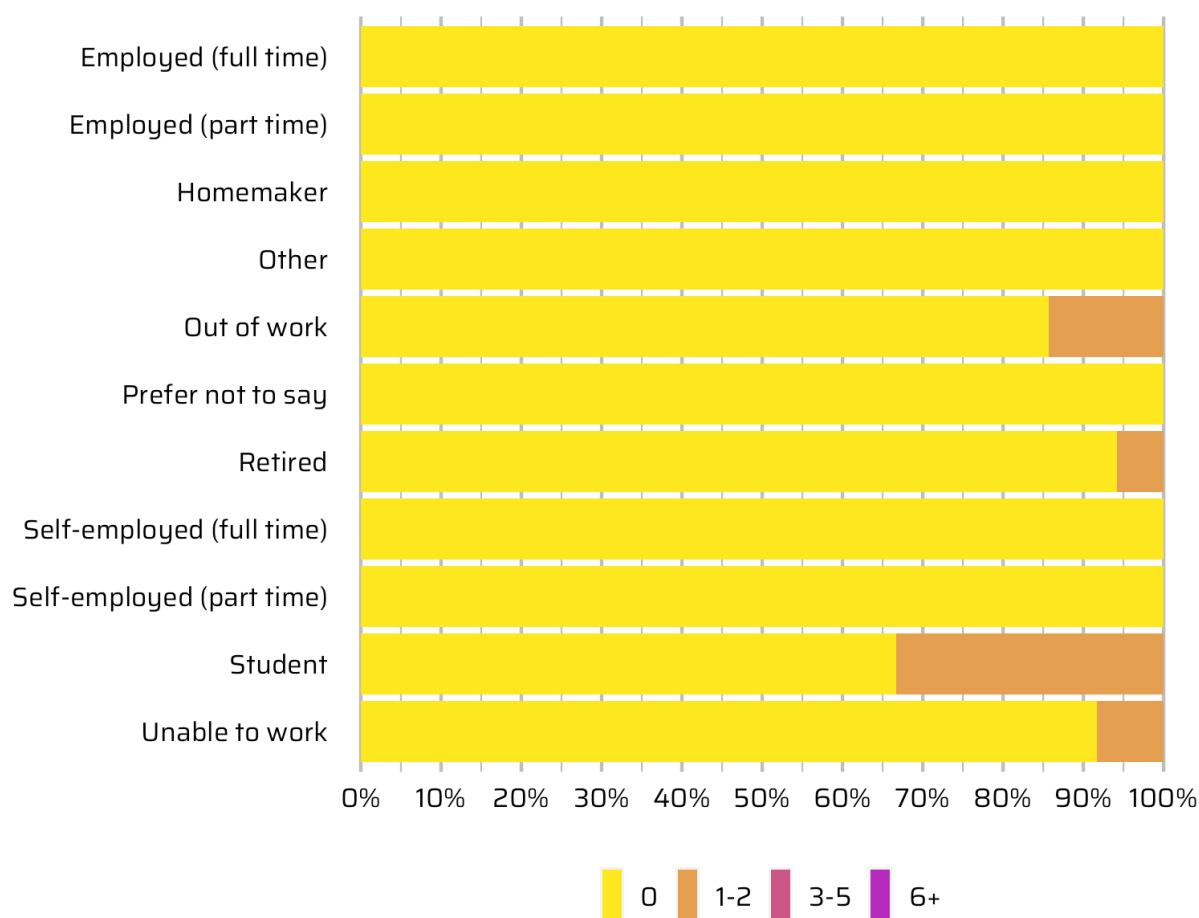


Figure 36: Emergency support by employment status.

Table 36: 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	0	0
Employed (full time)	0	28	100
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	0	0
Employed (part time)	0	25	100
Homemaker	6+	0	0
Homemaker	3-5	0	0
Homemaker	1-2	0	0

Employment Status	Frequency	Respondents	Percentage
Homemaker	0	4	100
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	8	100
Out of work	6+	0	0
Out of work	3-5	0	0
Out of work	1-2	1	14
Out of work	0	6	86
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	3	6
Retired	0	49	94
Self-employed (full time)	6+	0	0
Self-employed (full time)	3-5	0	0
Self-employed (full time)	1-2	0	0
Self-employed (full time)	0	4	100
Self-employed (part time)	6+	0	0
Self-employed (part time)	3-5	0	0
Self-employed (part time)	1-2	0	0
Self-employed (part time)	0	3	100
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	3	8
Unable to work	0	33	92

How times have emergency services been sought in the last 8 weeks by number of dependents

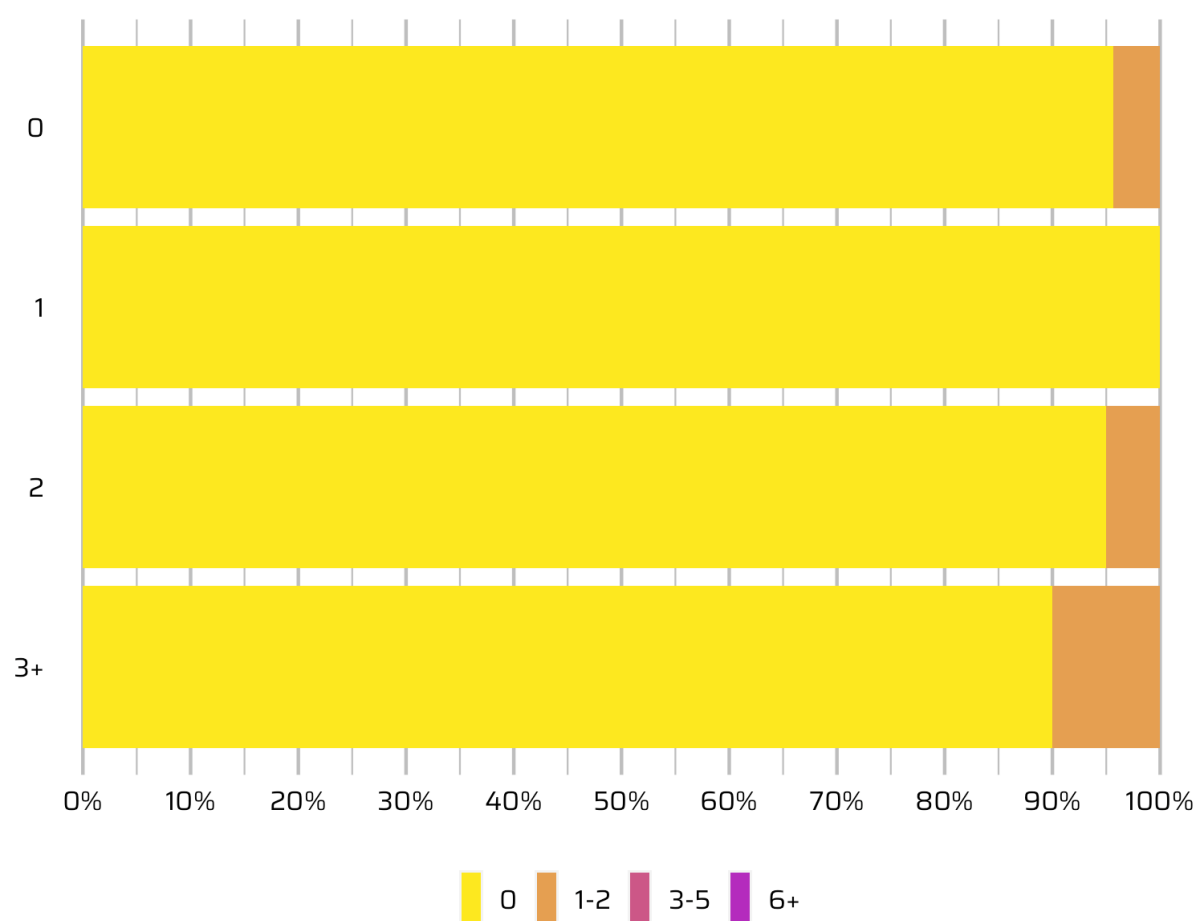


Figure 37: Number of dependents by frequency of emergency support.

Table 37: 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+	0	0
0	3-5	0	0
0	1-2	5	4
0	0	111	96
1	6+	0	0
1	3-5	0	0
1	1-2	0	0
1	0	24	100
2	6+	0	0
2	3-5	0	0
2	1-2	1	5

Dependents	Frequency	Respondents	Percentage
2	0	19	95
3+	6+	0	0
3+	3-5	0	0
3+	1-2	1	10
3+	0	9	90

How times have emergency services been sought in the last 8 weeks by marital status

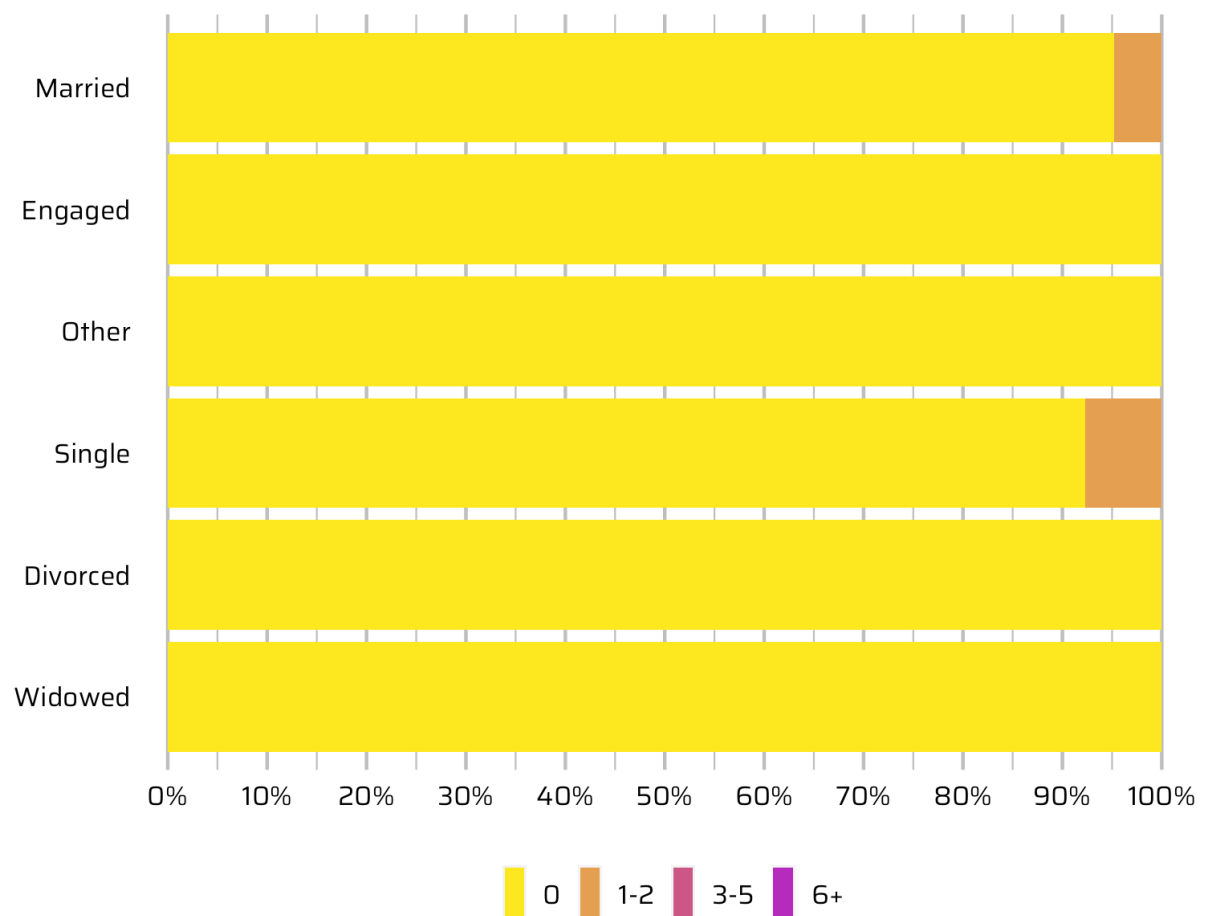


Figure 38: Marital status by frequency of emergency support.

Table 38: Number of responses to the question 'How many times have you sort emergency support im the past 8 weeks?' by marital status.

Marital Status	Frequency	Respondents	Percentage
Married	6+	0	0
Married	3-5	0	0
Married	1-2	5	5
Married	0	99	95

Marital Status	Frequency	Respondents	Percentage
Engaged	6+	0	0
Engaged	3-5	0	0
Engaged	1-2	0	0
Engaged	0	3	100
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	11	100
Single	6+	0	0
Single	3-5	0	0
Single	1-2	3	8
Single	0	36	92
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	0	0
Divorced	0	14	100
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	0	0
Widowed	0	4	100

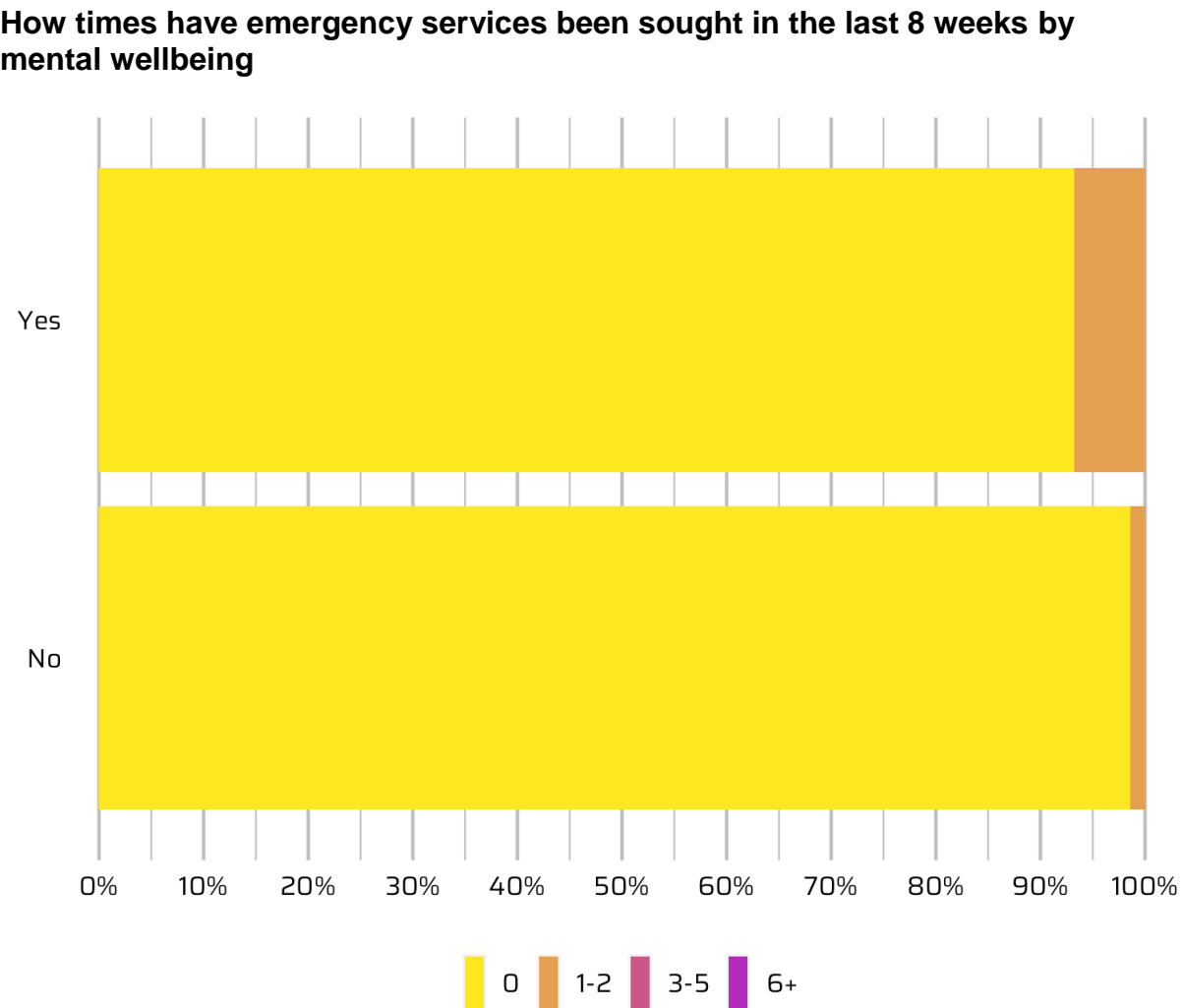


Figure 39: Anxious or hopeless feeling by frequency of emergency support.

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 feelings of anxiety and/or hopelessness.

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	7	7
Yes	0	96	93
No	6+	0	0
No	3-5	0	0
No	1-2	1	1
No	0	71	99

How times have emergency services been sought in the last 8 weeks by delays and cancellation to care

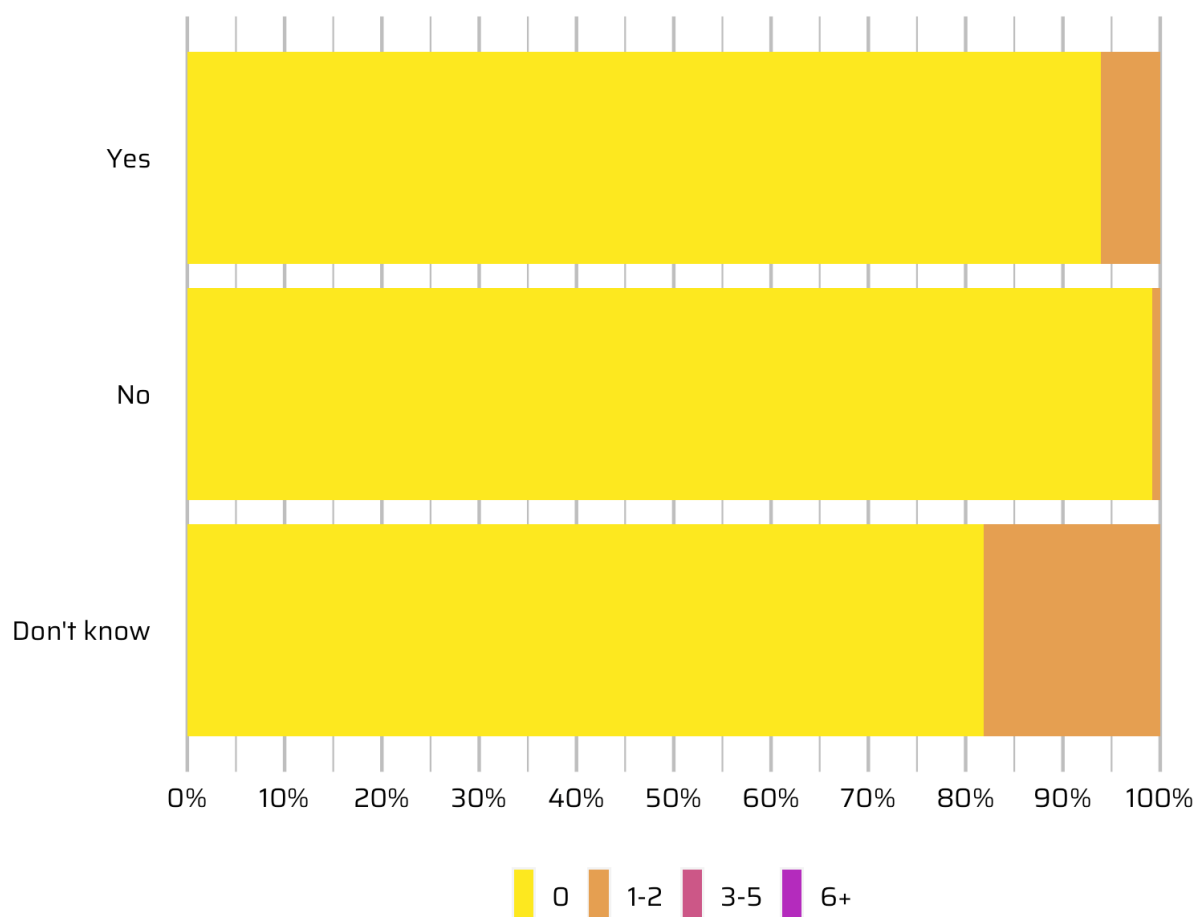


Figure 40: Delays and cancellations to care and frequency of emergency support.

Table 40: Number of responses to the question 'How many times have you sought emergency support in the past 8 weeks?' by those who reported delays or cancellations to care.

Cancellation	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	0	0
Yes	1-2	2	6
Yes	0	31	94
No	6+	0	0
No	3-5	0	0
No	1-2	1	1
No	0	116	99
Don't know	6+	0	0
Don't know	3-5	0	0
Don't know	1-2	4	18
Don't know	0	18	82

How times have emergency services been sought in the last 8 weeks by financial status

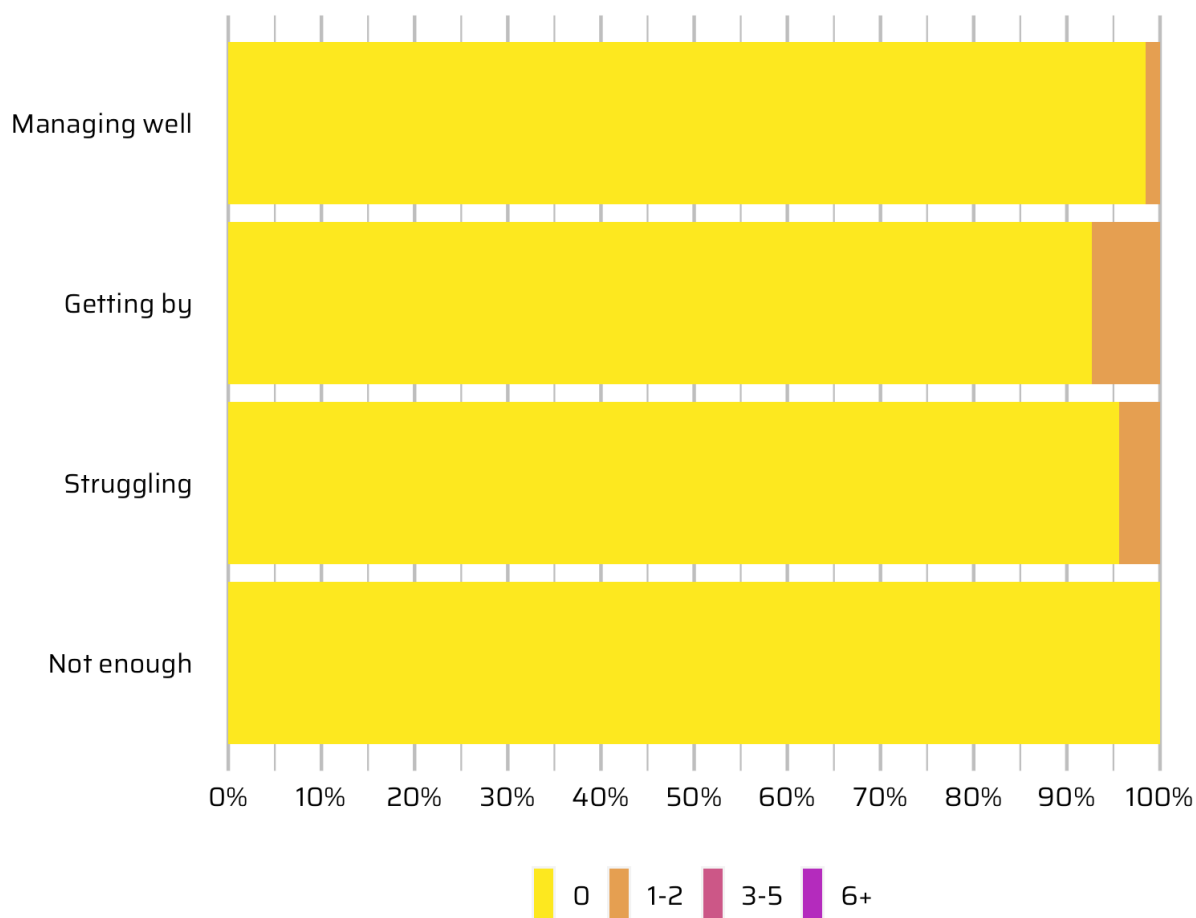


Figure 41: Financial status and frequency of emergency support.

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

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	0	0
Managing well	1-2	1	2
Managing well	0	65	98
Getting by	6+	0	0
Getting by	3-5	0	0
Getting by	1-2	6	7
Getting by	0	76	93
Struggling	6+	0	0
Struggling	3-5	0	0

Financial Status	Frequency	Respondents	Percentage
Struggling	1-2	1	4
Struggling	0	22	96
Not enough	6+	0	0
Not enough	3-5	0	0
Not enough	1-2	0	0
Not enough	0	4	100

How times have emergency services been sought in the last 8 week by age

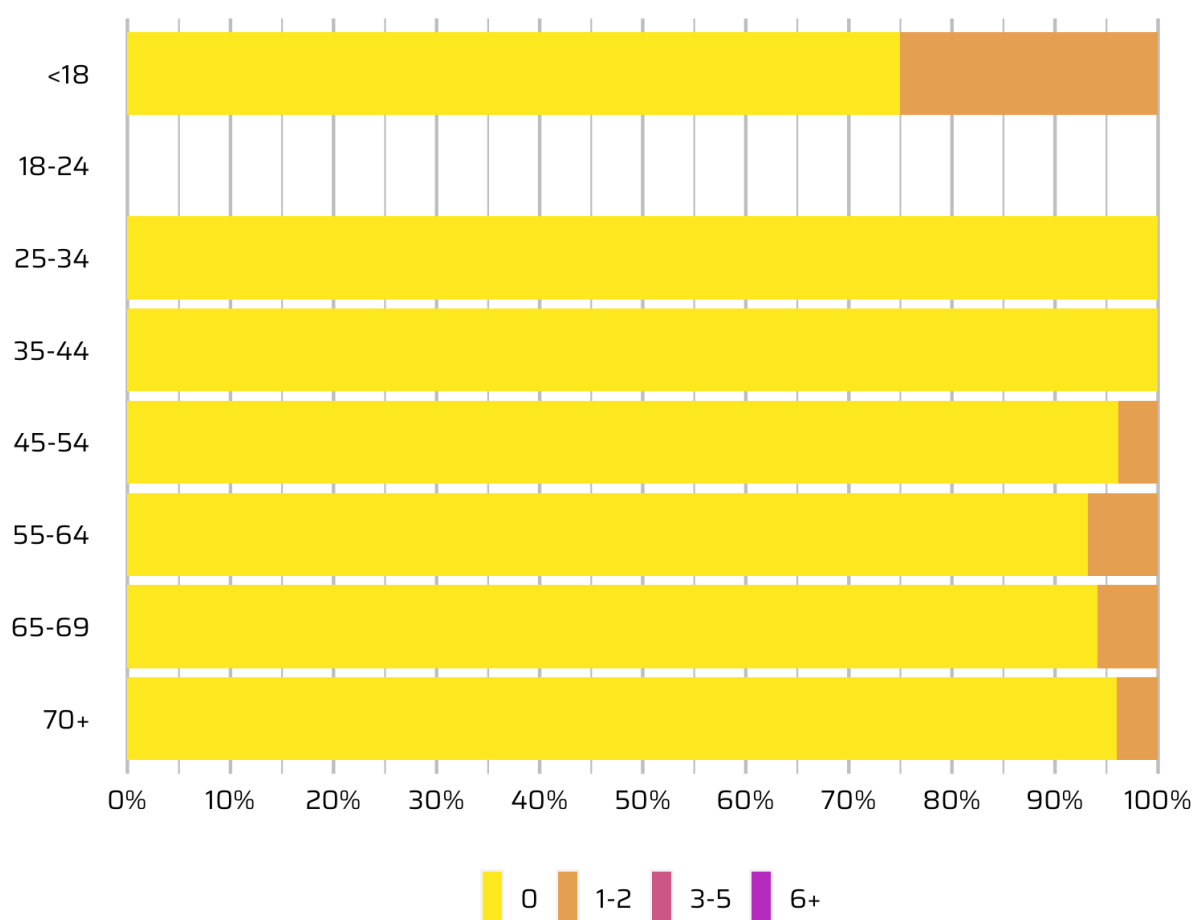


Figure 42: Age and frequency of emergency support.

Table 42: 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	NaN
18-24	3-5	0	NaN
18-24	1-2	0	NaN
18-24	0	0	NaN
25-34	6+	0	0
25-34	3-5	0	0
25-34	1-2	0	0
25-34	0	11	100

Age	Frequency	Respondents	Percentage
35-44	6+	0	0
35-44	3-5	0	0
35-44	1-2	0	0
35-44	0	23	100
45-54	6+	0	0
45-54	3-5	0	0
45-54	1-2	2	4
45-54	0	50	96
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	6
65-69	0	16	94
70+	6+	0	0
70+	3-5	0	0
70+	1-2	1	4
70+	0	24	96

Treatment, Care, or Support Accessed

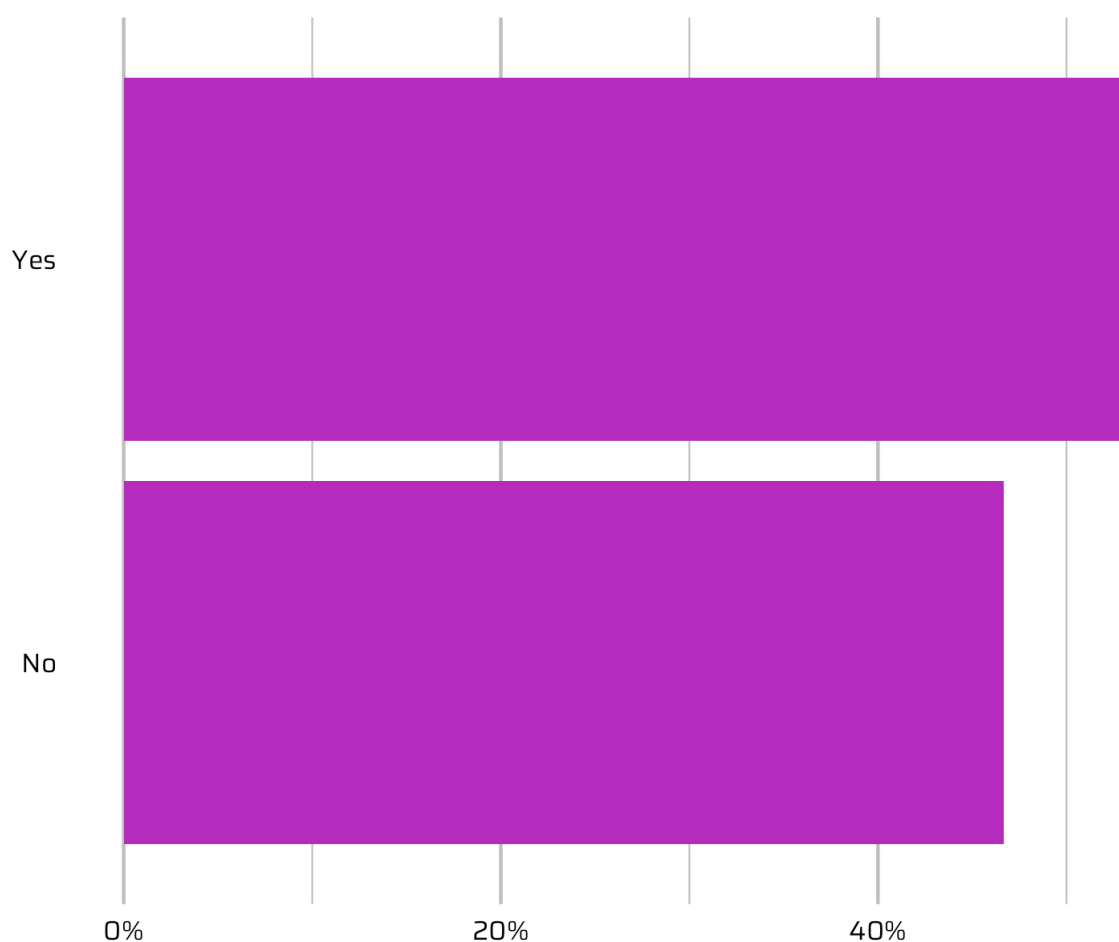


Figure 43: Proportion of respondents who had accessed support in the past 8 weeks.

Table 43: 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	96	53
No	84	47

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.

Number of Medical Appointments

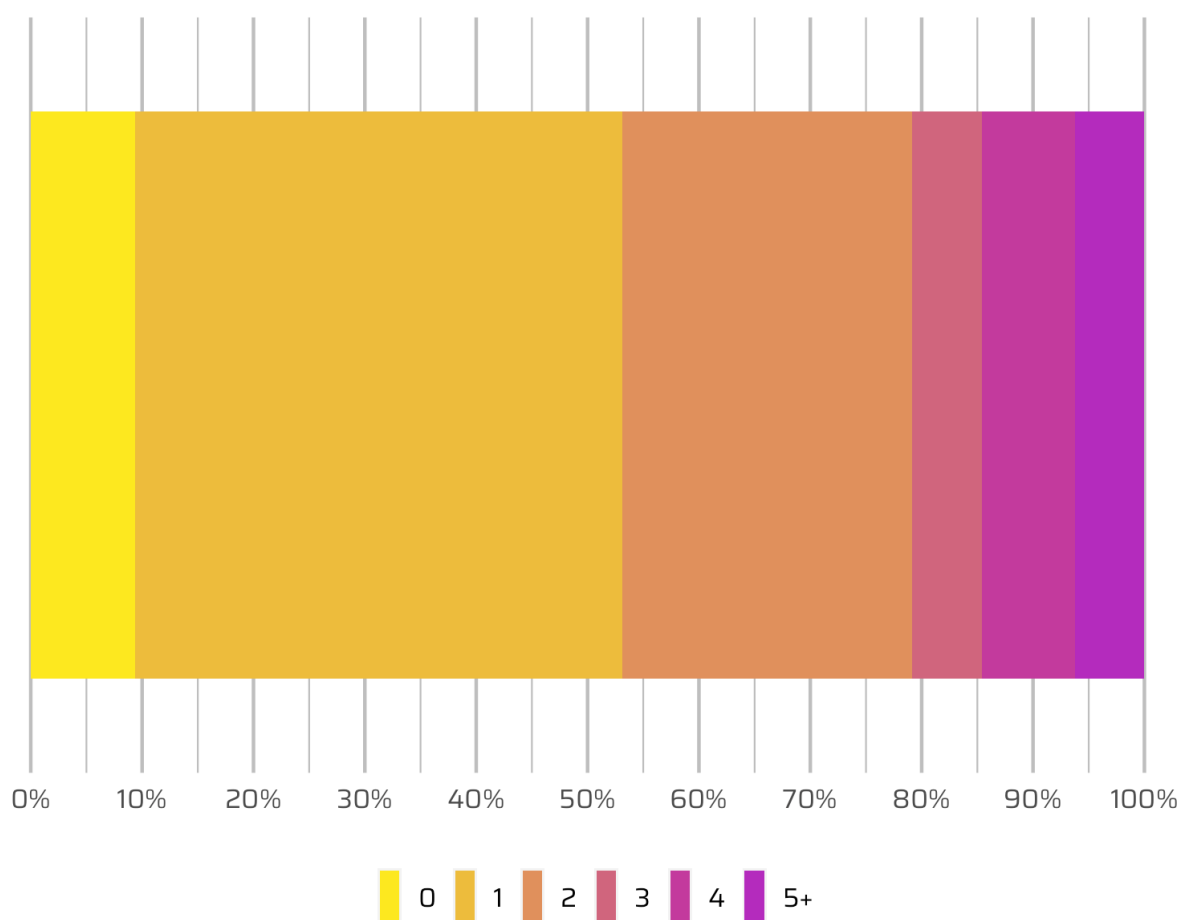


Figure 44: Number of Medical Appointments in the past 8 weeks.

Table 44: 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	6
4	8	8
3	6	6
2	25	26
1	42	44
0	9	9

Helpfulness Medical Appointments

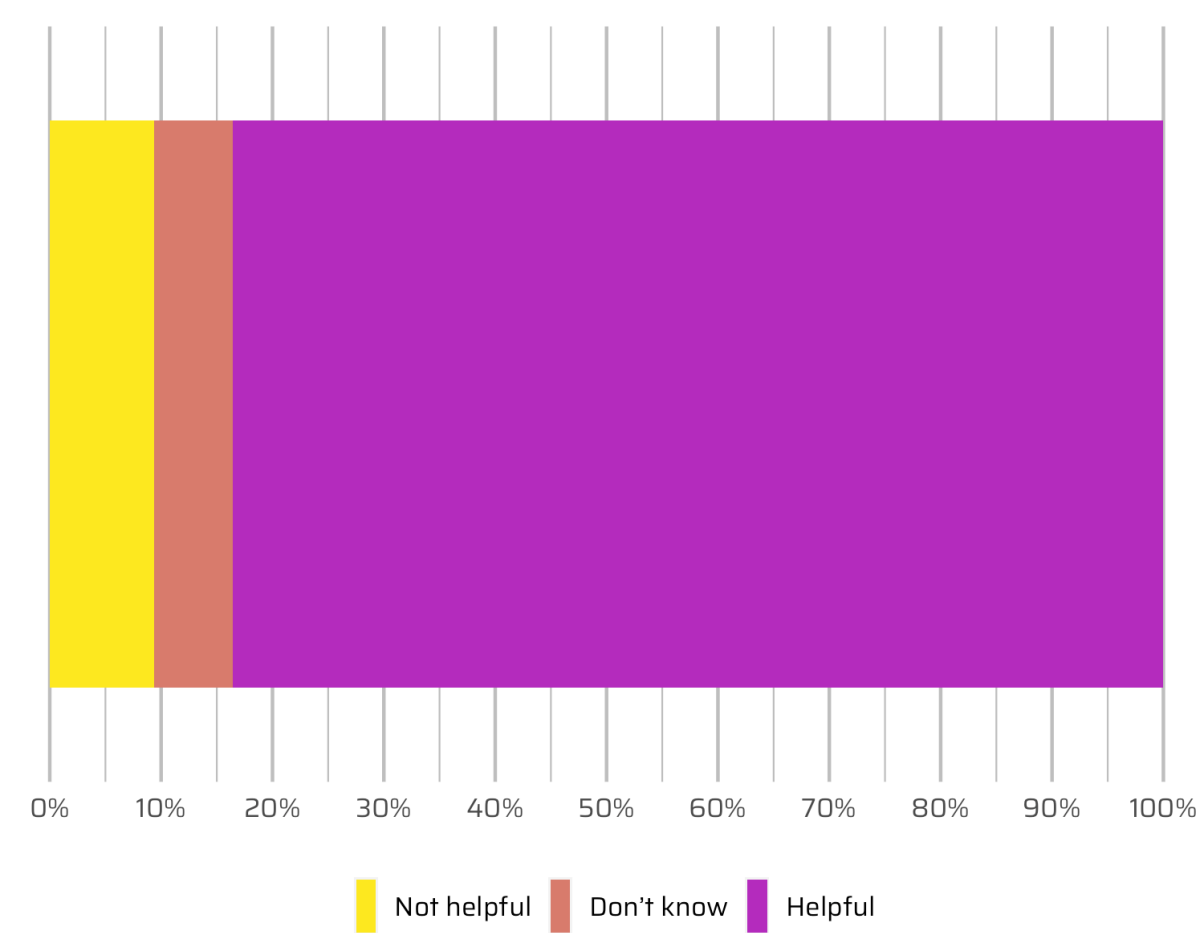


Figure 45: Helpfulness of medical appointments.

Table 45: Helpfulness of medical appointments.

Helpfulness	Observations	Percentage
Helpful	107	84
Don't know	9	7
Not helpful	12	9

Type of appointment

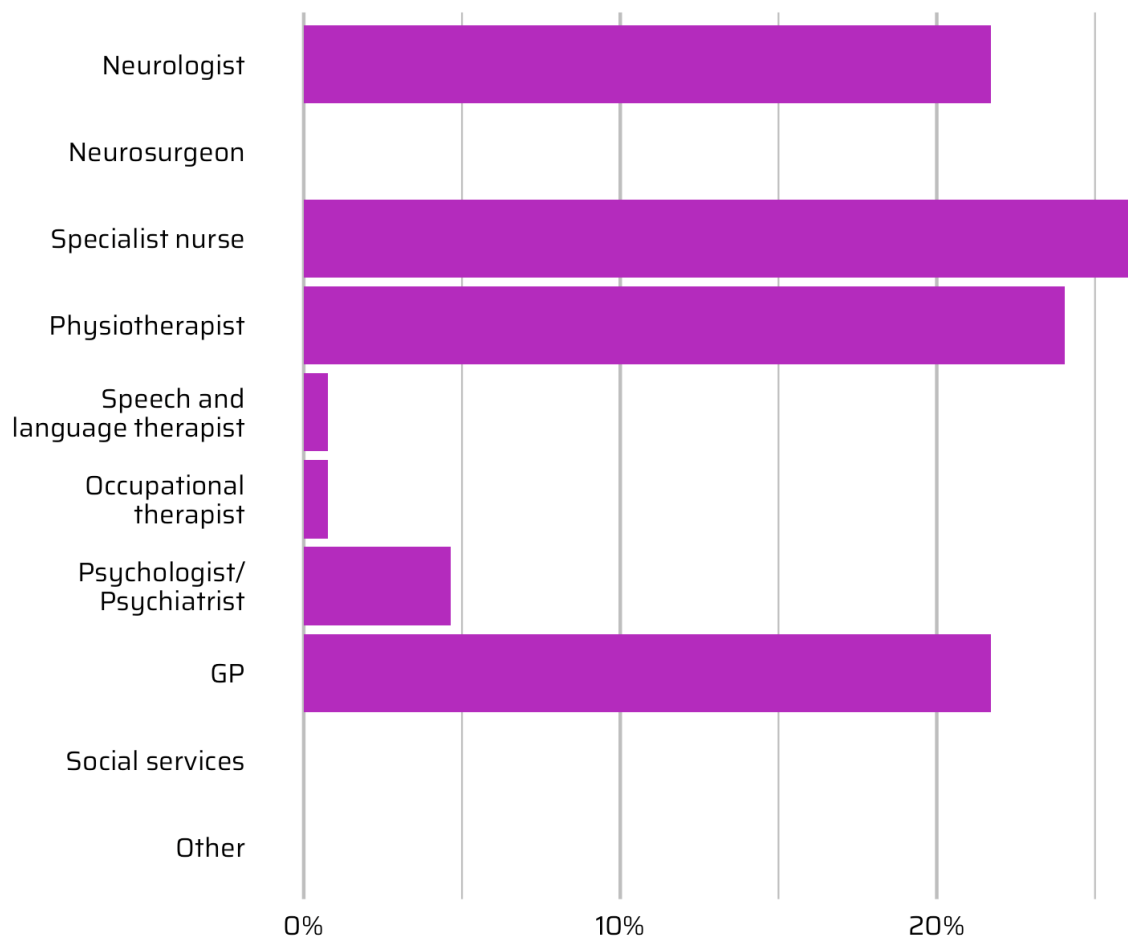


Figure 46: Type of appointment.

Table 46: Type of medical appointment.

Specialty	Observations	Percentage
Neurologist	28	22
Neurosurgeon	0	0
Specialist nurse	34	26
Physiotherapist	31	24
Speech and language therapist	1	1
Occupational therapist	1	1
Psychologist/Psychiatrist	6	5
GP	28	22
Social services	0	0
Other	0	0

Helpfulness medical appointments by type of appointment

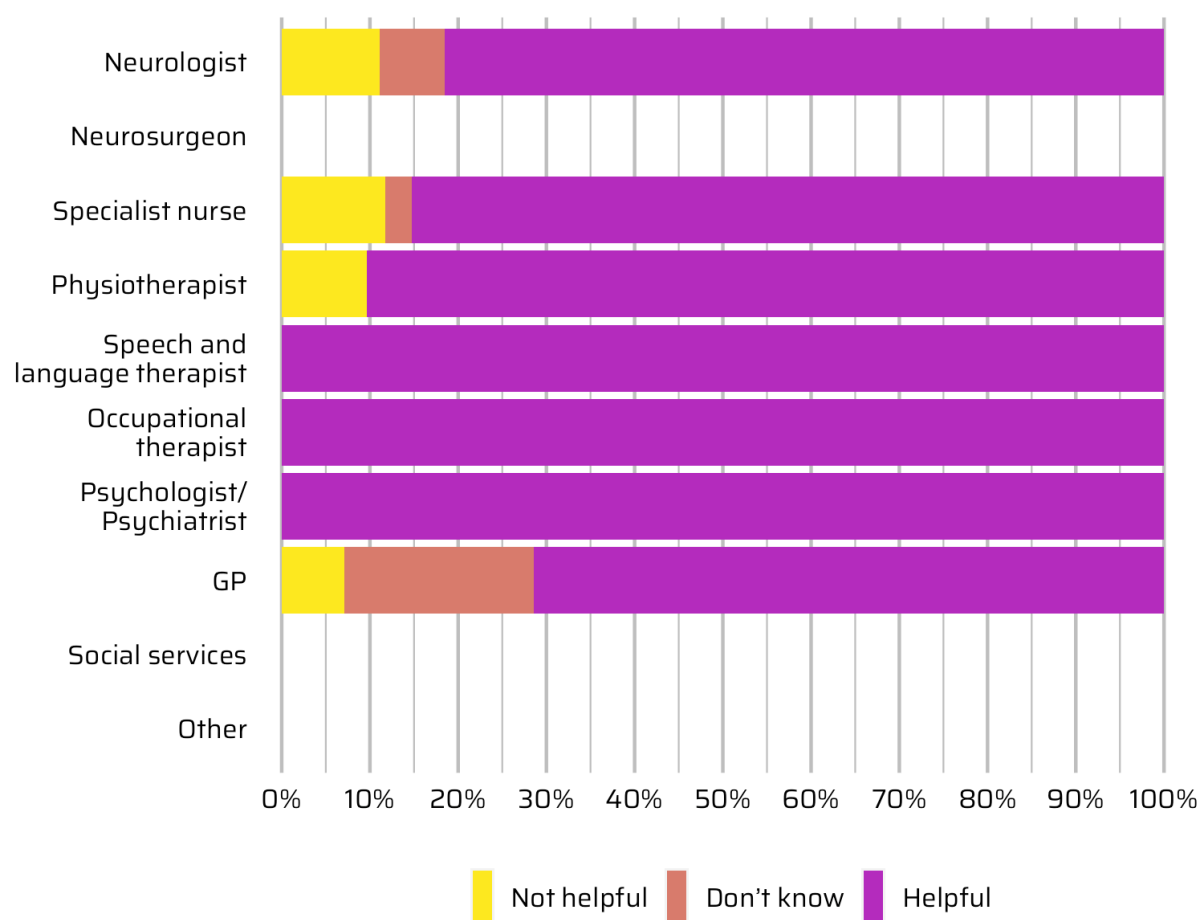


Figure 47: Helpfulness of appointment by specialty.

Table 47: Helpfulness of appointment by specialty.

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	22	81
Neurologist	Don't know	2	7
Neurologist	Not helpful	3	11
Neurosurgeon	Helpful	0	NaN
Neurosurgeon	Don't know	0	NaN
Neurosurgeon	Not helpful	0	NaN
Specialist nurse	Helpful	29	85
Specialist nurse	Don't know	1	3
Specialist nurse	Not helpful	4	12
Physiotherapist	Helpful	28	90
Physiotherapist	Don't know	0	0
Physiotherapist	Not helpful	3	10

Specialty	Helpfulness	Observations	Percentage
Speech and language therapist	Helpful	1	100
Speech and language therapist	Don't know	0	0
Speech and language therapist	Not helpful	0	0
Occupational therapist	Helpful	1	100
Occupational therapist	Don't know	0	0
Occupational therapist	Not helpful	0	0
Psychologist/Psychiatrist	Helpful	6	100
Psychologist/Psychiatrist	Don't know	0	0
Psychologist/Psychiatrist	Not helpful	0	0
GP	Helpful	20	71
GP	Don't know	6	21
GP	Not helpful	2	7
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

Mode appointments were delivered

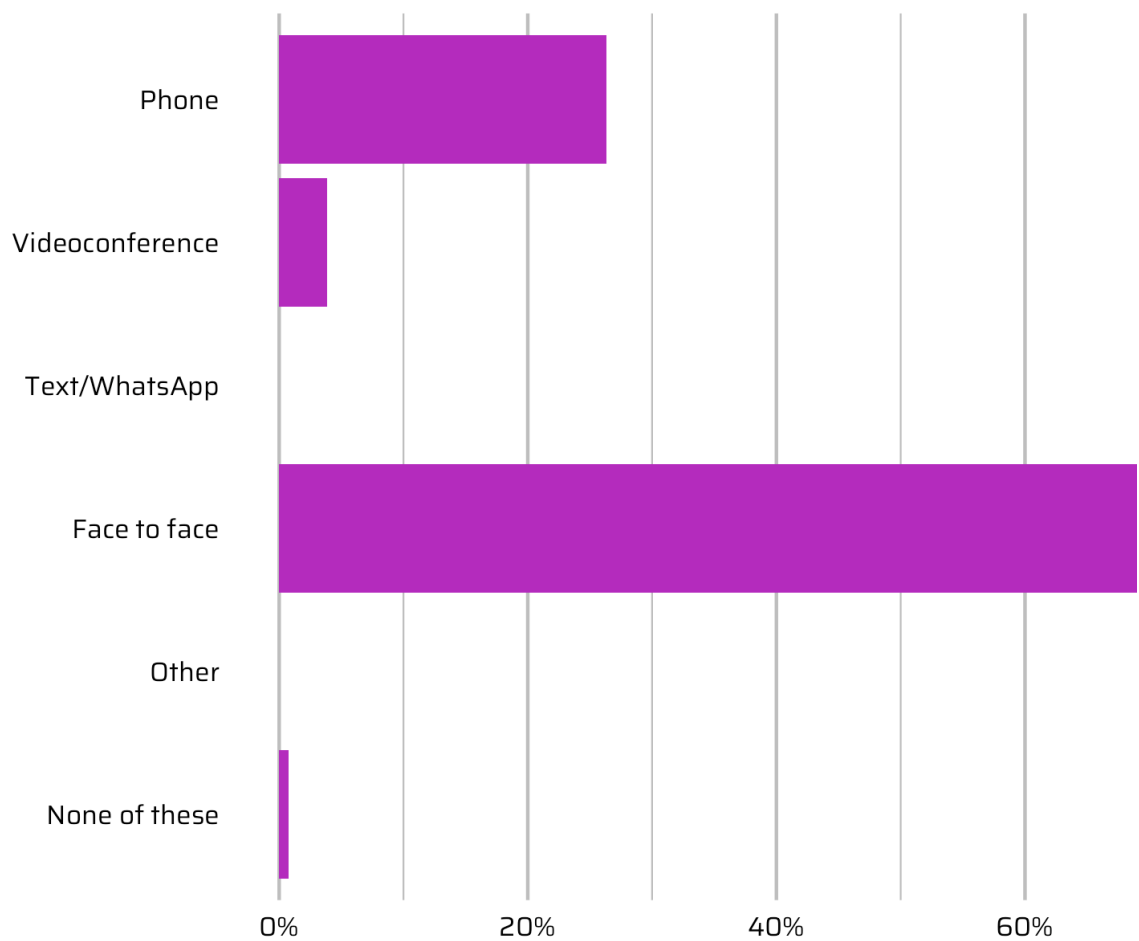


Figure 48: Mode of delivery.

Table 48: Mode of delivery.

Mode	Observations	Percentage
Phone	34	26
Videoconference	5	4
Text/WhatsApp	0	0
Face to face	89	69
Other	0	0
None of these	1	1

Helpfulness medical appointments by mode of delivery

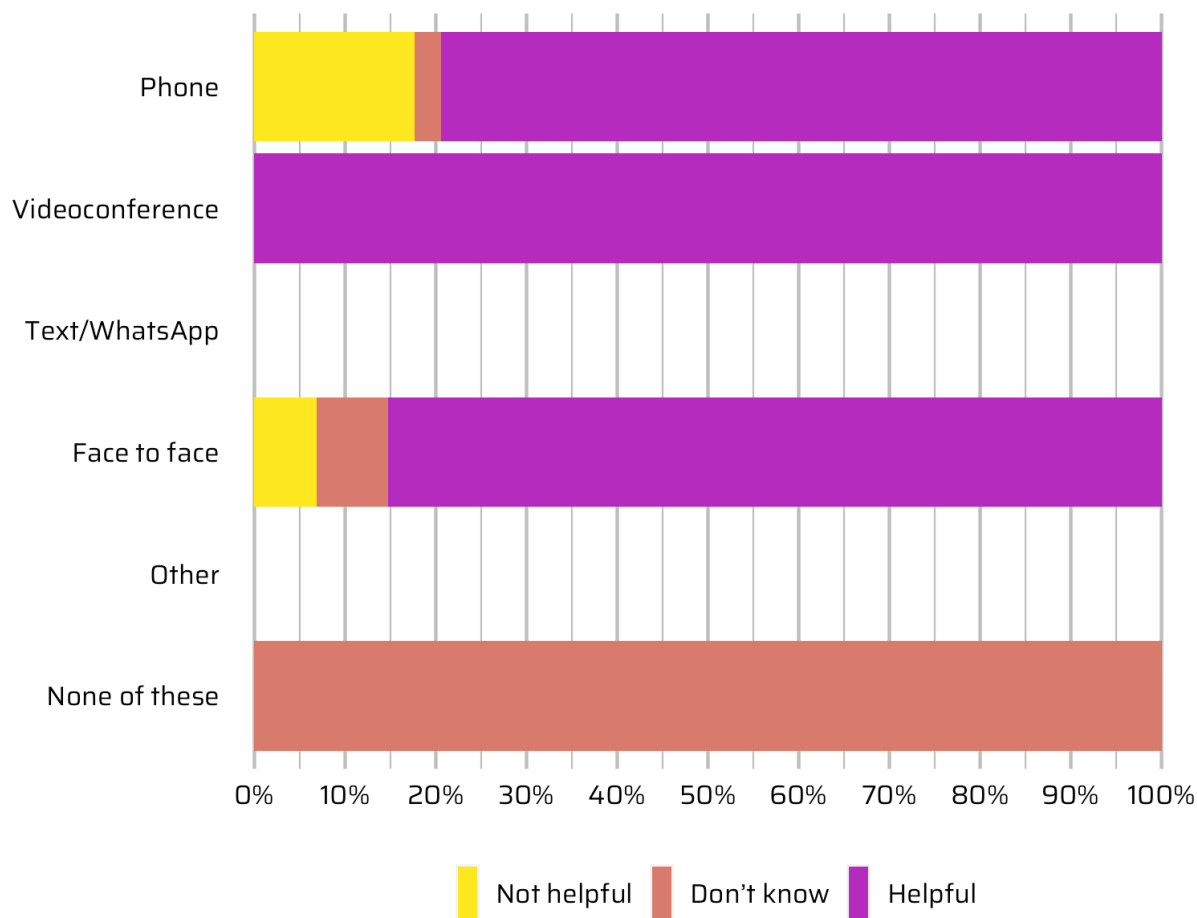


Figure 49: Helpfulness by mode of delivery.

Table 49: Helpfulness by mode of delivery.

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	27	79
Phone	Don't know	1	3
Phone	Not helpful	6	18
Videoconference	Helpful	5	100
Videoconference	Don't know	0	0
Videoconference	Not helpful	0	0
Text/WhatsApp	Helpful	0	NaN
Text/WhatsApp	Don't know	0	NaN
Text/WhatsApp	Not helpful	0	NaN
Face to face	Helpful	75	85
Face to face	Don't know	7	8

Mode	Helpfulness	Observations	Percentage
Face to face	Not helpful	6	7
Other	Helpful	0	NaN
Other	Don't know	0	NaN
Other	Not helpful	0	NaN
None of these	Helpful	0	0
None of these	Don't know	1	100
None of these	Not helpful	0	0