March 2022 Questionnaire Responses

NeuroLifeNow

It's time to make your story heard

NeuroLifeNow

Analysis Report

March 2022 Questionnaire Responses

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"It is really difficult to get answers and support after diagnosis/medical treatment. I had a 6 minute phone call with my specialist 8 weeks after brain surgery. That is the only contact I have had and I have so many questions. I had no face to face contact with a specialist. After being classed as having a disability, I have had no support financially after having to leave my career due to my neurological condition."

Foreword

After years of neglect, and despite political turmoil, the issues facing people with neurological conditions are finally getting some attention at the highest levels of Government. At the end of 2021, Prime Minister Boris Johnson committed to a new strategy for people affected by Acquired Brain Injury (ABI) and other neurological conditions, and this month we wanted to hear from you about what you'd like to see in it.

Your message was clear – access to a specialist who understands your neurological condition and who listens and has time to talk through treatment and care, is absolutely paramount. We know that the UK workforce is stretched and that we simply don't have enough specialists or resources, at present, to ensure everyone accesses the right treatment at the right time. This has to change. Alongside NeuroLifeNow, the Government has put out a call for evidence too – we encourage you to respond to this and get your voice heard.

You can do this here: https://www.gov.uk/government/consultations/acquired-brain-injury-call-for-evidence

At the same time, waiting lists for elective care in England broke new, devastating records this month – in March 2022, nearly 182,000 people were waiting for a NHS

neurology treatment in England. Over 67,000 have been waiting more than the constitutional target of 18 weeks, and more 5,000 have been waiting more than a year.

Delays to care can have a devastating impact on mental wellbeing. This month, we found that those who experienced delays or cancellations of care, were more likely to report that their mental health needs were not being met, or only to a small extent.

When support is provided it can make all the difference. We are here for you. 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 free on **0808 808 1000** (Mon-Fri, 9am – 4pm) or email helpline@brainandspine.org.uk.

We continue to work closely with other organisations across the UK to help inform decision making, including the Neurological Alliance of Scotland, the Scottish Government and Northern Ireland Neurological Charities Alliance (NINCA).

Thank you.

Marc Smith, CEO Brain and Spine Foundation
Georgina Carr, CEO Neurological Alliance (England)

Background

There are more people in the UK living with a neurological condition than cancer, heart disease or diabetes. Change is needed urgently because the current system is under-funded, inadequately resourced, and fails individuals and families too often. NeuroLifeNow is a platform designed to support people with neurological conditions to share experiences of their care. Insights are shared with NHS Commissioners, UK Governments and clinicians to influence how neurological services are delivered and to drive positive change. The data in this report is derived from responses received between 1 – 31 March 2022. The full questionnaire and data tables are available in the appendices.

Key findings

- 152 people shared their experiences in March, with 75% female respondents and 24% male. 58 different neurological conditions and symptoms were represented in the survey. Subarachnoid hemorrhage (SAH), acquired brain injury (ABI) and multiple sclerosis were the top three represented.

- 58% of you reported that your mental health needs were not being met or were only met to a small extent. Those who experienced delays or cancellations to care were more likely to say this (79%).

- 71% of you accessed care in the past 8 weeks.

- Overall, 75% of the medical appointments evaluated were considered helpful. Everybody who had an appointment with a psychologist or psychiatrist, physiotherapist or occupational therapist said they were helpful.

- 50% of you said your experience of care was good or very good in the past 8 weeks – a decrease from 63% of respondents who said this in January and February.

Your input to the ABI strategy

In March we asked you to select three areas you felt the Government should focus on.

Nota bene: Each respondent was asked to select three areas for the government to focus on, therefore for this analysis the number of respondents per focus do not add up to the total number of respondents and the percentages do not add up to 100%.
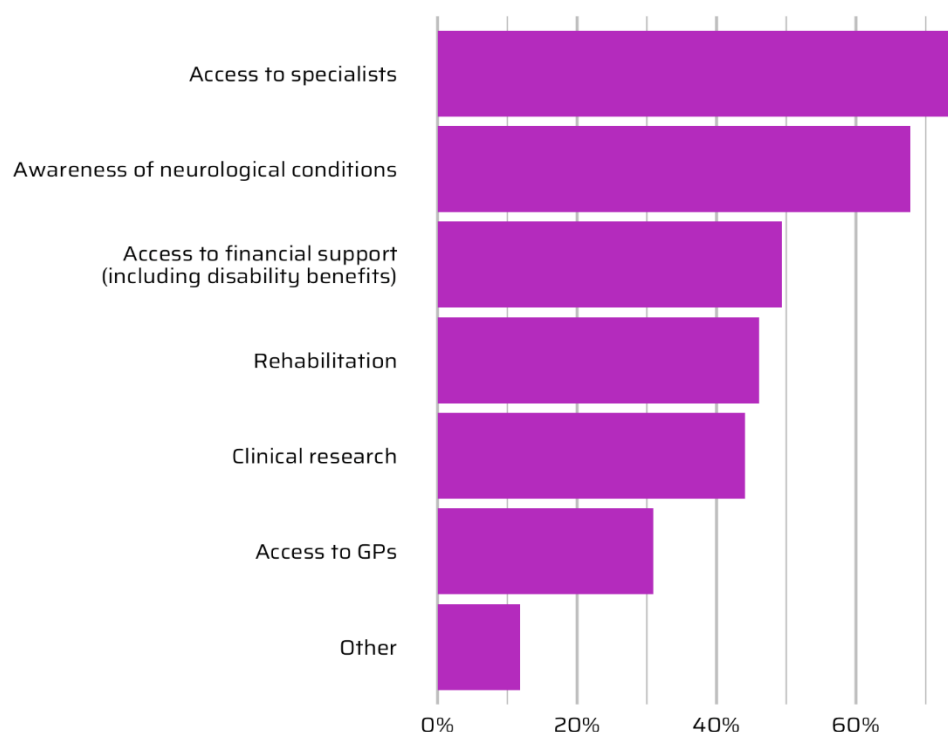
Figure 1: Priorities for the forthcoming ABI strategy

Table 1: Priorities for the forthcoming ABI strategy

Focus	Respondents	Percentage
Access to specialists	114	75
Awareness of neurological conditions	103	68
Access to financial support (including disability benefits)	75	49
Rehabilitation	70	46
Clinical research	67	44
Access to GPs	47	31
Other	18	12

There were three issues you felt to be most important:

1. Access to specialists

"I needed this support at different stages of my recovery"

"It is very difficult for people with rare conditions to find a relevant specialist. They are frequently discharged by their doctor with no diagnosis and no avenues for further support."

"It is really difficult to get answers and support after diagnosis/medical treatment. I had a 6 minute phone call with my specialist 8 weeks after brain surgery. That is the only contact I have had and I had/have so many questions. I had no face to face contact with a specialist"

2. Awareness

"Lack of awareness within all services how brain injury and epilepsy affects your life long term."

"[Awareness] would allow us to live in a more understanding and accepting community."

"No one understands my condition and because they don't understand you are left adrift"

3. Access to financial support

"Having the right help for both your neurological condition, help with any disability benefits you can get & how to get them, I think I can get more help but don't know where to get any help"

"I have been unable to work for the past year. I was nearly 2 years off pensionable age but couldn't claim unemployment benefit as I had savings which I had planned to to use for my retirement. I have not gone the disability route as I don't think I would qualify for that either as so many of the issues I suffer don't qualify."

"Continued support is what's needed the most, even if it is a package to say nothing further can be done for this patient. If you don't see a specialist the DWP stop your benefits."

Next steps

The forthcoming UK-wide ABI and other neurological condition strategy is a real and significant opportunity for change. Your lived experience will ensure this opportunity is maximized and we will be using your insights as part of our response to the Government's call for evidence, **which closes on 6th June.**

We would also encourage you to respond individually – every voice makes a difference. More information on how to do that is here: https://www.gov.uk/government/consultations/acquired-brain-injury-call-for-evidence

A new patient and public voice stakeholder group has been set up, and we are delighted that Georgina Carr, Chief Executive of the Neurological Alliance (England), has been appointed Co-Chair, alongside the UK Acquired Brain Injury Forum

(UKABIF). Together, we will ensure your voice is heard throughout the development of the strategy.

We continue to work closely with other organisations across the UK to help inform decision making, including the Neurological Alliance of Scotland, the Scottish Government and Northern Ireland Neurological Charities Alliance (NINCA). We have also connected with health partnerships to help influence further change at a local and regional level. These developments have reinforced the value of your insights and experiences – national and local governments, along with key organisations, are listening and together, we can make a positive change for people affected by neurological conditions.

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				
The UK Government is developing a new plan to improve services and support for people with acquired brain injury and other neurological conditions. What areas do you think they should focus on? (please pick 3):		Rehabilitation	Awareness of neurological conditions	Access to GPs	Clinical research	Access to specialists	Access to financial support (including disability benefits)	Something else (please specify)
Something else (please specify)		Other (please specify)						
Why did you choose these areas?								
To what extent do you feel your mental health		To a great extent	To a moderate extent	To a small extent	Not at all	Don't know		

needs are being met?								
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 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	6 or more times			
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	Services could include contact with a health	Very Good	Good	Average	Poor	Very Poor	Not applicable	

experience of your health and care services in the last eight weeks?	and care professional about treatment and support for your neurological condition. This could include contact by letter, phone, videoconference or face to face.							
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 first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
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				

Who was your first medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your first 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 first medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your second medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your second 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 second medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your first medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your first 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 first medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your second medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your second 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 second medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your third medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your third 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 third medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your first medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your first 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 first medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your second medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your second 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 second medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your third medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your third 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 third medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your fourth medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your fourth 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 fourth medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your first medical appointment with?	**Tell us which health or care professional you had your first appointment in the last 8 weeks with**	**Neurologist**	**Specialist nurse**	**Physiotherapist**	**Speech and language therapist**	**Occupational therapist**	**Psychologist/Psychiatrist**	GP
Other (please specify)		Other (please specify)						
How was your first 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 first medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your second medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your second 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 second medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your third medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your third 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 third medical appointment?		It was helpful	It was not helpful	Don't know				

Who was your fourth medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your fourth 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 fourth medical appointment?		It was helpful	It was not helpful	Don't know				
Who was your fifth medical appointment with?	Tell us which health or care professional you had your first appointment in the last 8 weeks with	Neurologist	Specialist nurse	Physiotherapist	Speech and language therapist	Occupational therapist	Psychologist/Psychiatrist	GP
Other (please specify)		Other (please specify)						
How was your fifth 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 fifth 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	6 or more times		

Appendix 2 – Data Tables

List of Figures

List of Tables

Demographics

Sample

Total number of respondents: 152

Gender
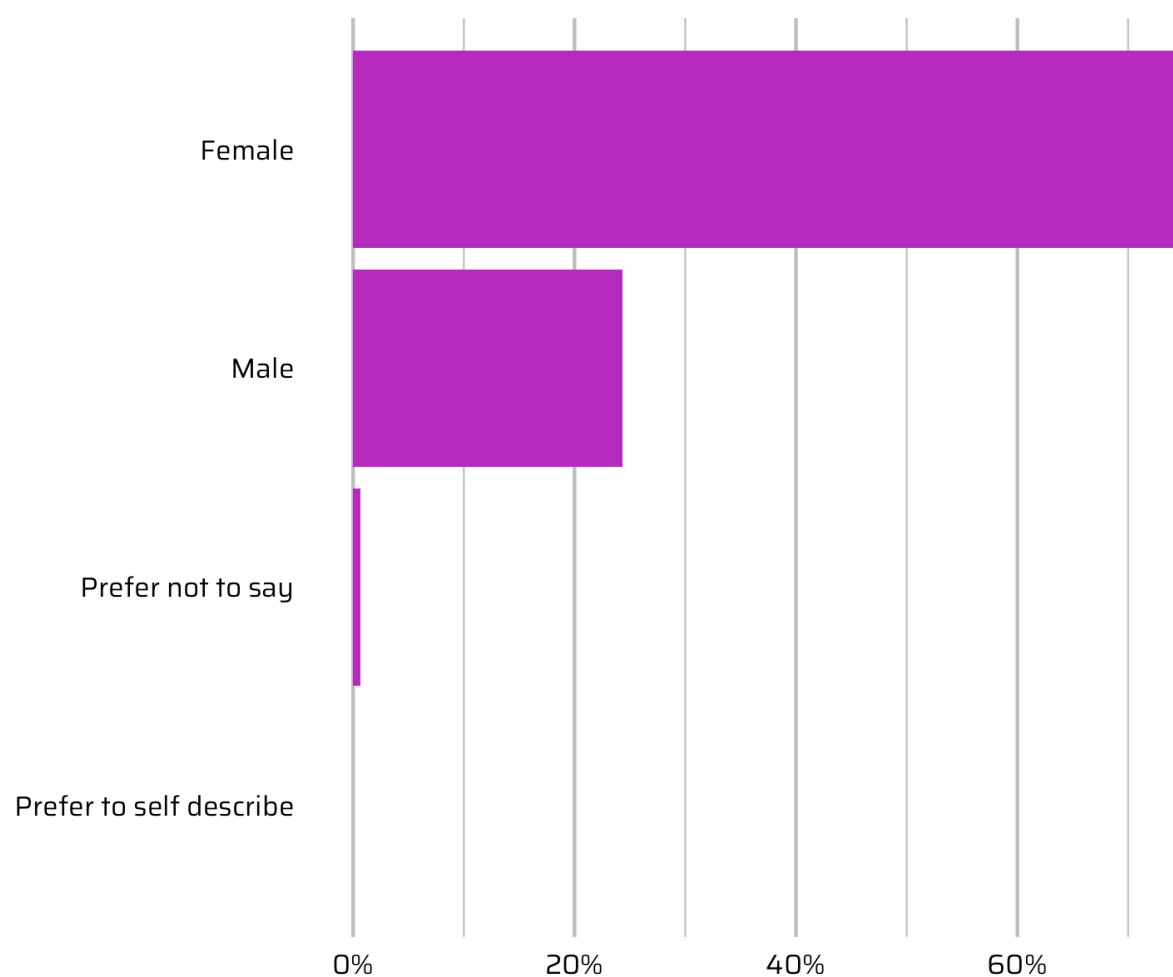
Figure 2: Gender of respondents

Table 2: Gender of respondents

Gender	Respondents	Percentage
Female	114	75
Male	37	24

Gender	Respondents	Percentage
Prefer not to say	1	1
Prefer to self describe	0	0

Age
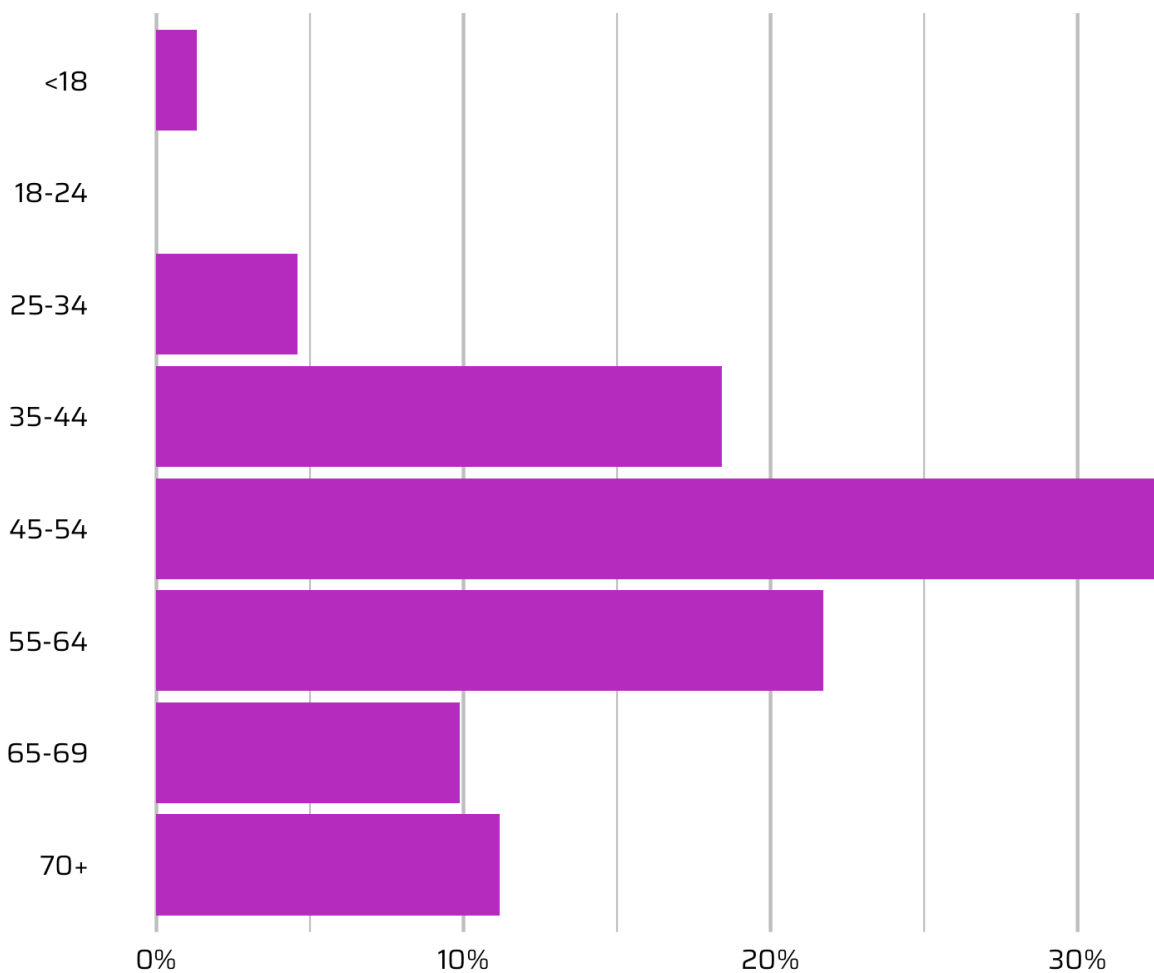
Figure 3: Age of respondents

Table 3: Age of respondents

Age	Respondents	Percentage
<18	2	1
18-24	0	0

Age	Respondents	Percentage
25-34	7	5
35-44	28	18
45-54	50	33
55-64	33	22
65-69	15	10
70+	17	11

Marital Status
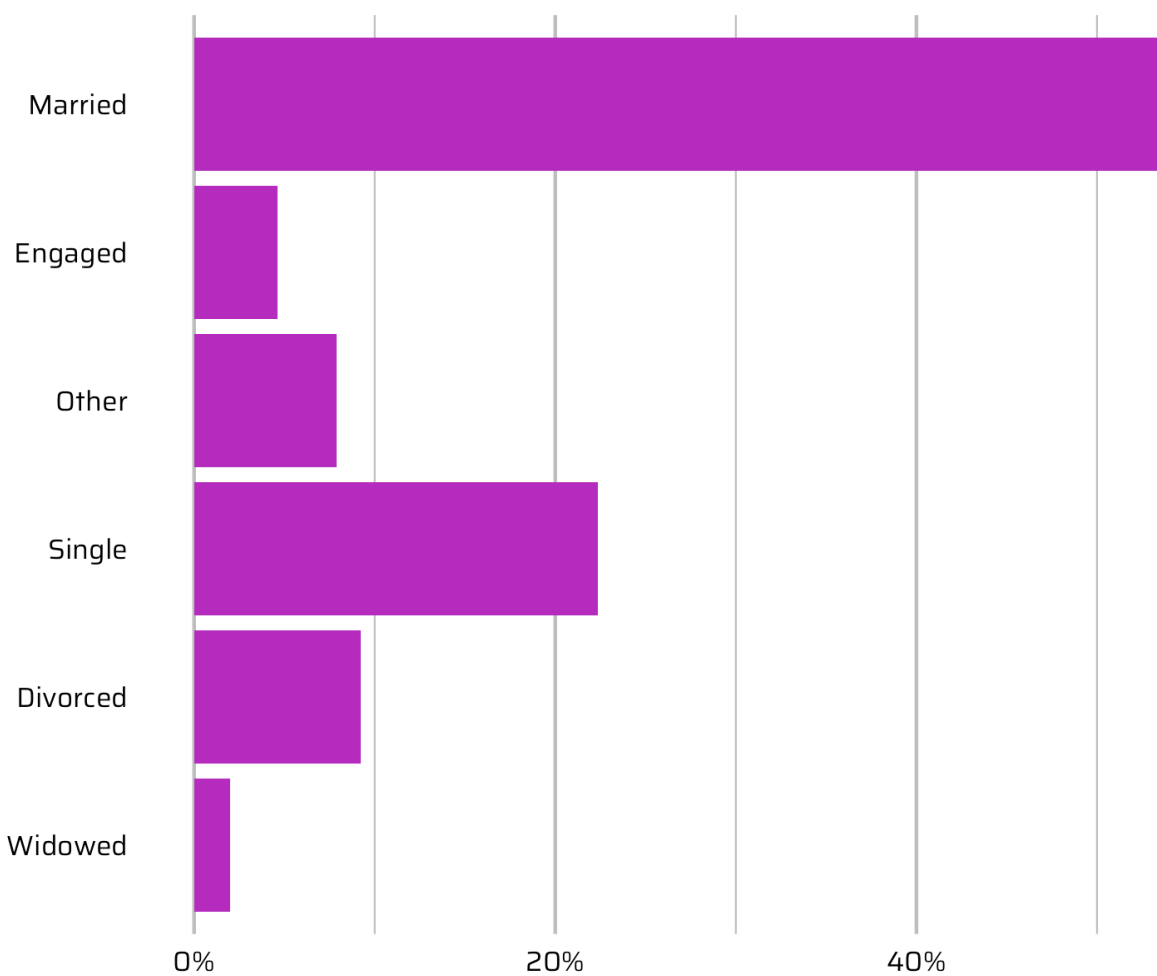
Figure 4: Marital status of respondents

Table 4: Marital status of respondents

Marital Status	Respondents	Percentage
Married	82	54
Engaged	7	5
Other	12	8
Single	34	22
Divorced	14	9
Widowed	3	2

Employment Status
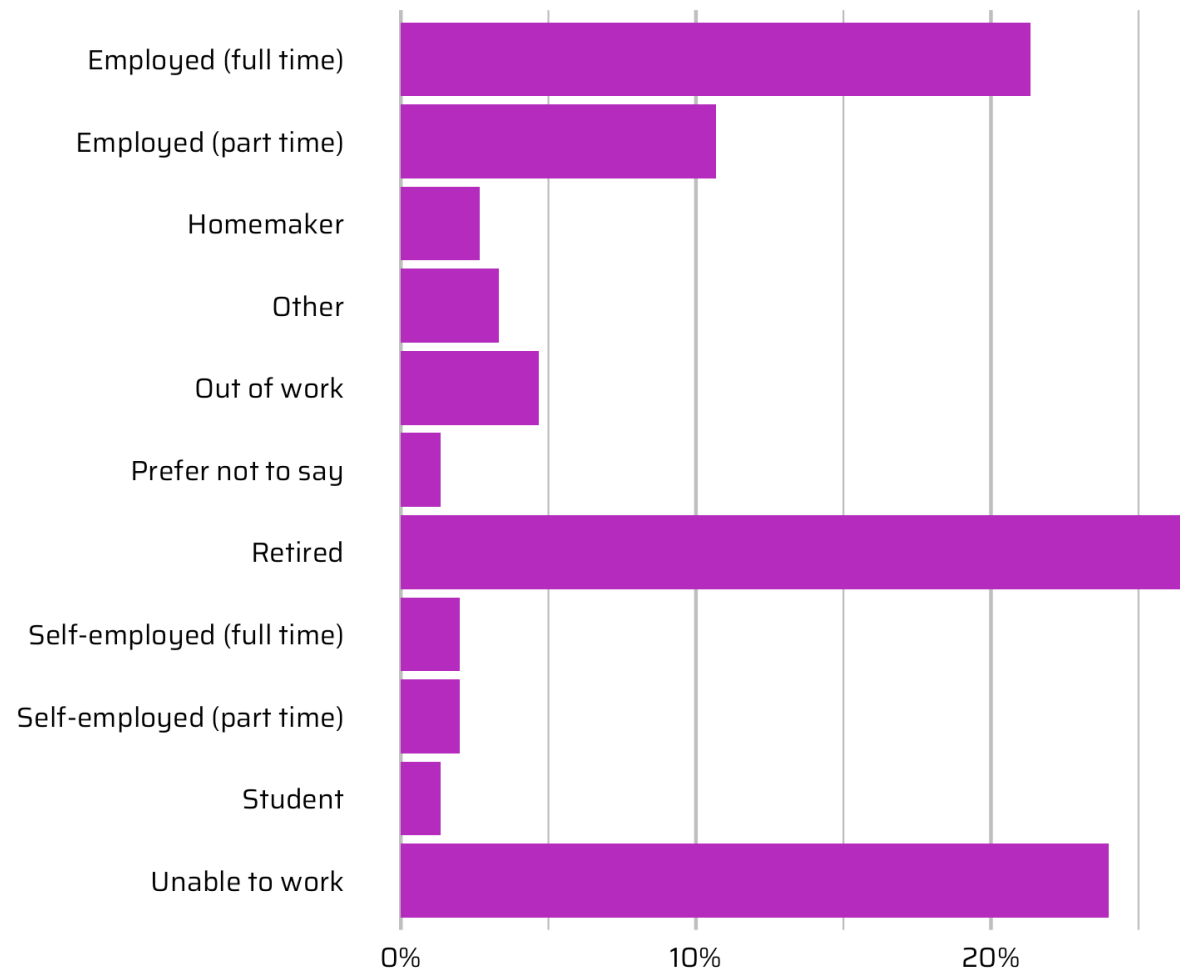
Figure 5: Employment status of respondents

Table 5: Employment status of respondents

Employment Status	Respondents	Percentage
Employed (full time)	32	21
Employed (part time)	16	11
Homemaker	4	3
Other	5	3
Out of work	7	5
Prefer not to say	2	1
Retired	40	27
Self-employed (full time)	3	2
Self-employed (part time)	3	2
Student	2	1
Unable to work	36	24

Financial Status
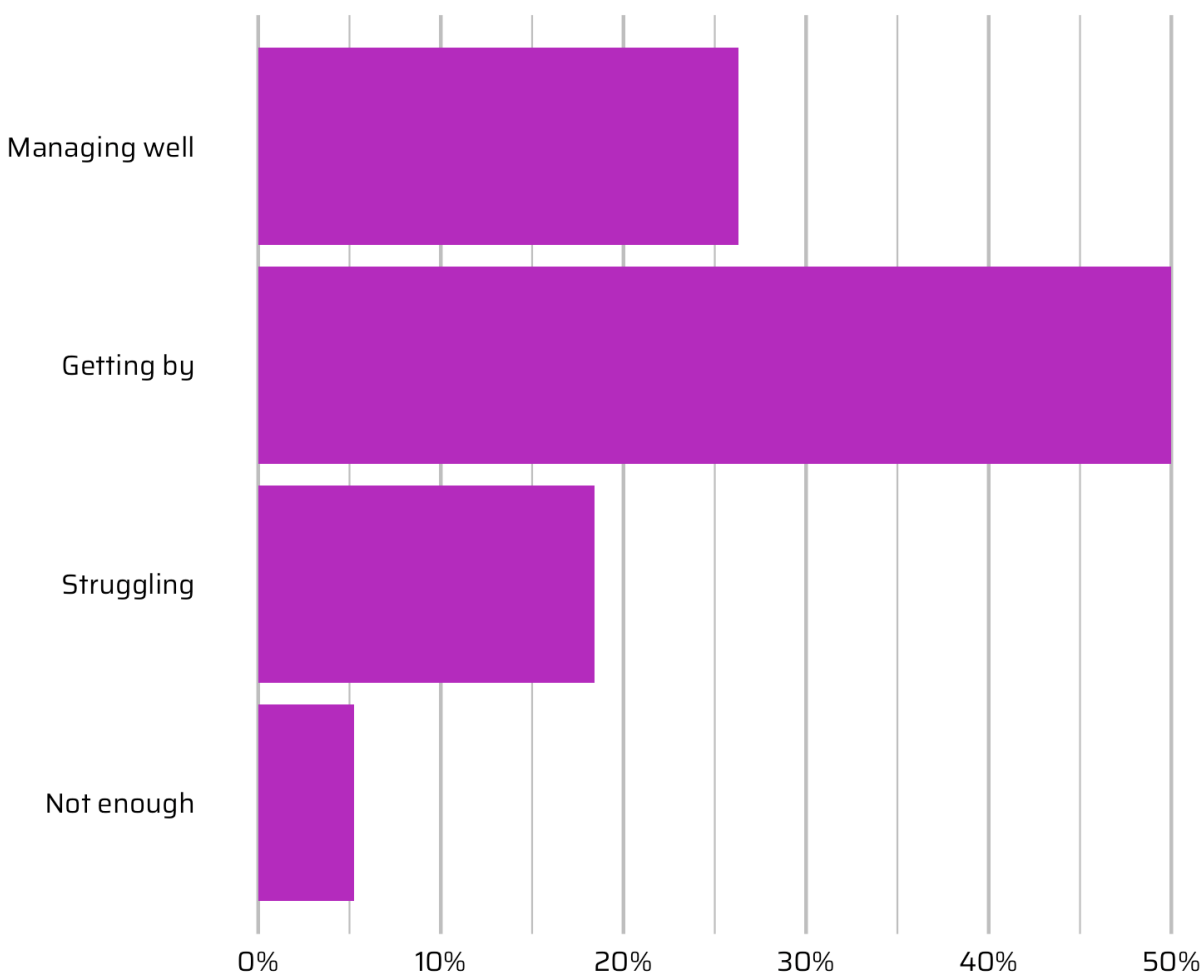
Figure 6: Financial status of respondents

Table 6: Financial status of respondents

Financial Status	Respondents	Percentage
Managing well	40	26
Getting by	76	50
Struggling	28	18
Not enough	8	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 55 respondents, equating to 36% of respondents, indicated that they have multiple neurological conditions.
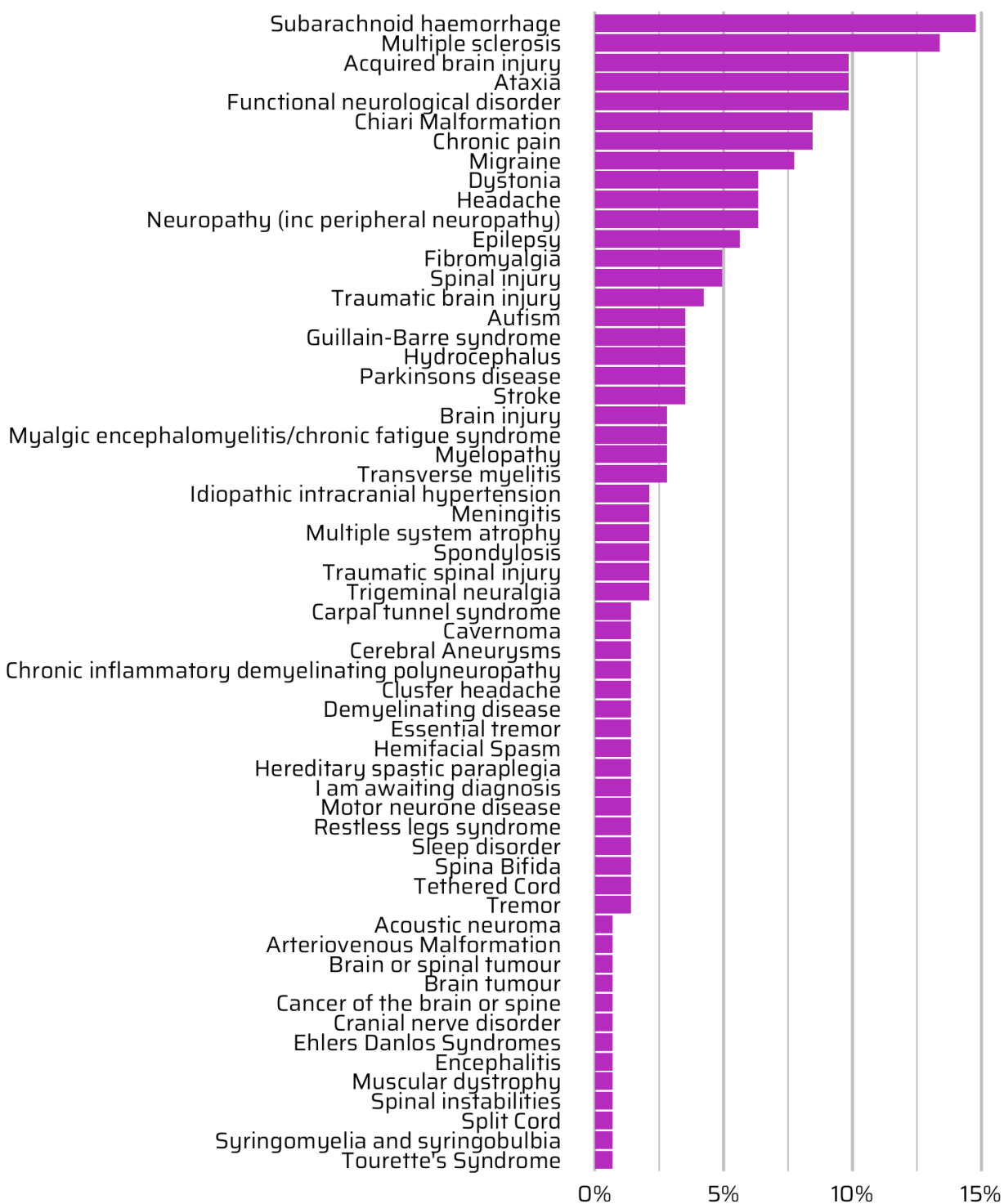
Figure 7: Neurological symptoms & conditions

Table 7: Neurological symptoms & conditions

Condition	Respondents	Percentage
Subarachnoid haemorrhage	21	15
Multiple sclerosis	19	13
Acquired brain injury	14	10
Ataxia	14	10
Functional neurological disorder	14	10
Chiari Malformation	12	8
Chronic pain	12	8
Migraine	11	8
Dystonia	9	6
Headache	9	6
Neuropathy (inc peripheral neuropathy)	9	6
Epilepsy	8	6
Fibromyalgia	7	5
Spinal injury	7	5
Traumatic brain injury	6	4
Autism	5	4
Guillain-Barre syndrome	5	4
Hydrocephalus	5	4
Parkinsons disease	5	4
Stroke	5	4
Brain injury	4	3
Myalgic encephalomyelitis/chronic fatigue syndrome	4	3
Myelopathy	4	3
Transverse myelitis	4	3
Idiopathic intracranial hypertension	3	2
Meningitis	3	2
Multiple system atrophy	3	2
Spondylosis	3	2
Traumatic spinal injury	3	2
Trigeminal neuralgia	3	2

Condition	Respondents	Percentage
Carpal tunnel syndrome	2	1
Cavernoma	2	1
Cerebral Aneurysms	2	1
Chronic inflammatory demyelinating polyneuropathy	2	1
Cluster headache	2	1
Demyelinating disease	2	1
Essential tremor	2	1
Hemifacial Spasm	2	1
Hereditary spastic paraplegia	2	1
I am awaiting diagnosis	2	1
Motor neurone disease	2	1
Restless legs syndrome	2	1
Sleep disorder	2	1
Spina Bifida	2	1
Tethered Cord	2	1
Tremor	2	1
Acoustic neuroma	1	1
Arteriovenous Malformation	1	1
Brain or spinal tumour	1	1
Brain tumour	1	1
Cancer of the brain or spine	1	1
Cranial nerve disorder	1	1
Ehlers Danlos Syndromes	1	1
Encephalitis	1	1
Muscular dystrophy	1	1
Spinal instabilities	1	1
Split Cord	1	1
Syringomyelia and syringobulbia	1	1
Tourette's Syndrome	1	1

Ethnicity
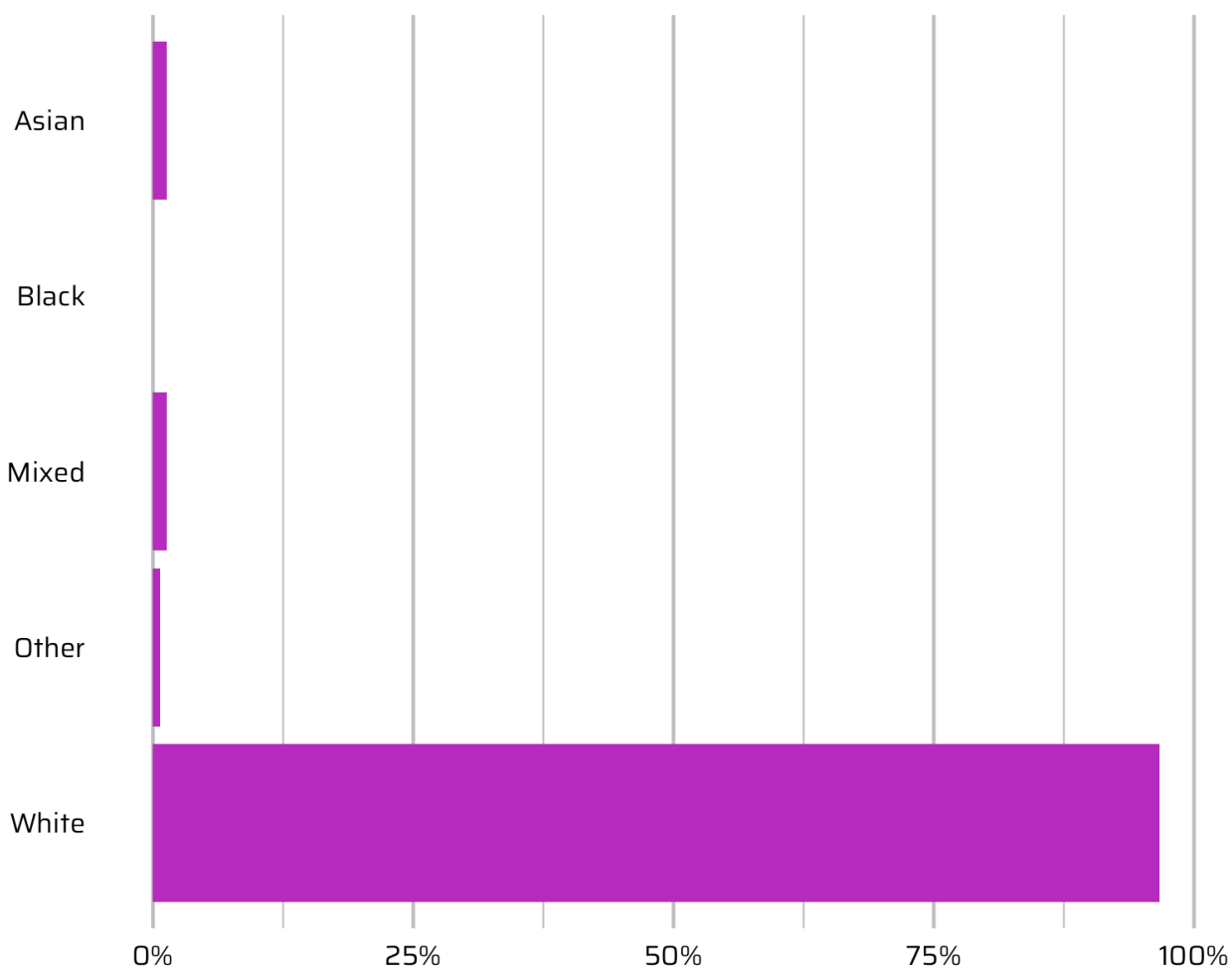
Figure 8: Ethnicity and/or race of respondents

Table 8: Ethnicity and/or race of respondents

Ethnicity	Respondents	Percentage
Asian	2	1
Black	0	0
Mixed	2	1
Other	1	1
White	147	97

Extent Mental Health Needs Met
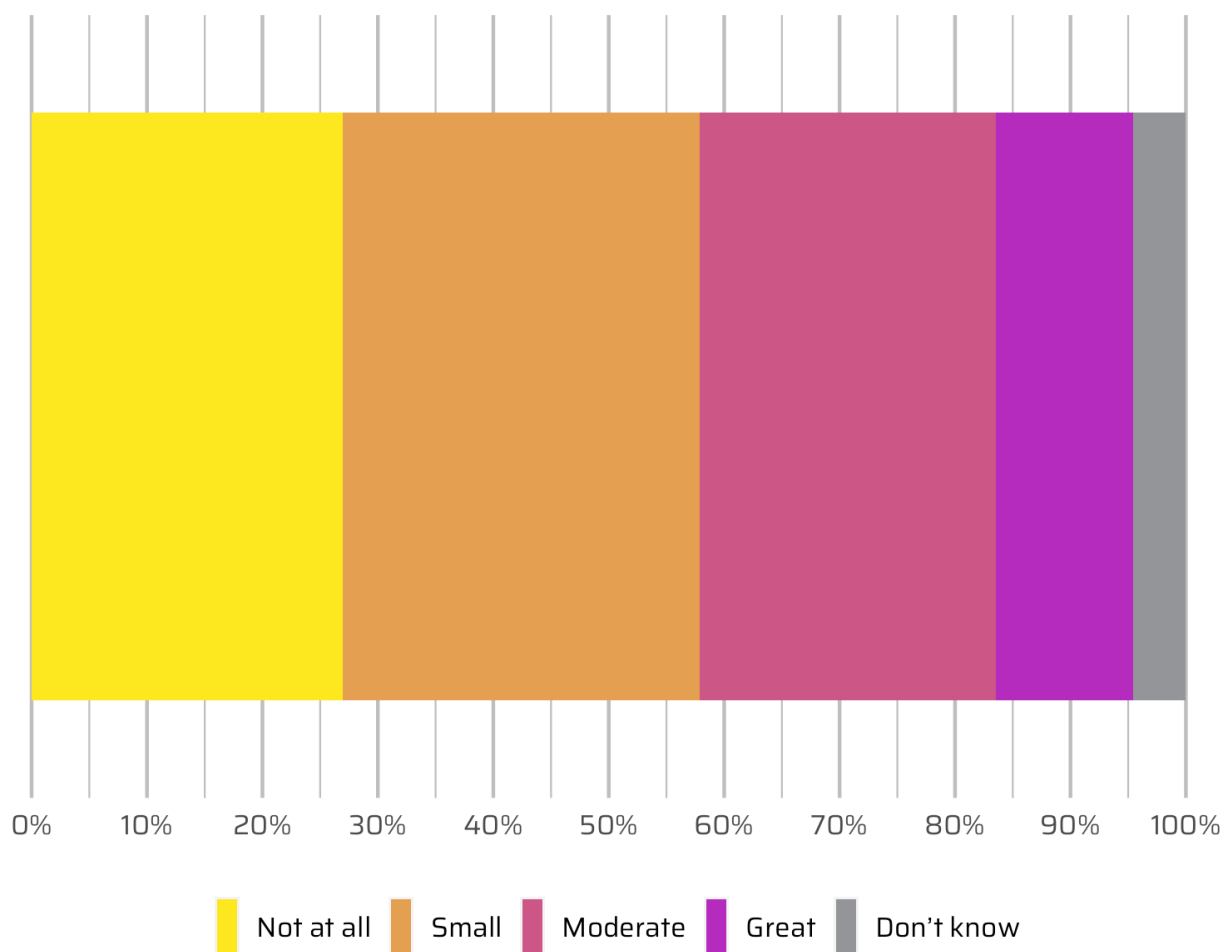
Figure 2: To what extent are your mental health needs being met?

Table 2: To what extent are your mental health needs being met?

Extent	Respondents	Percentage
Great	18	12
Moderate	39	26
Small	47	31
Not at all	41	27
Don't know	7	5

Gender : Extent Mental Health Needs Met

Figure 3: To what extent are mental health needs being met by gender.

Table 3: To what extent are mental health needs being met by gender.

Gender	Extent	Respondents	Percentage
Female	Great	12	11
Female	Moderate	28	25
Female	Small	40	35
Female	Not at all	29	25
Female	Don't know	5	4
Male	Great	6	16
Male	Moderate	11	30

Gender	Extent	Respondents	Percentage
Male	Small	6	16
Male	Not at all	12	32
Male	Don't know	2	5
Prefer not to say	Great	0	0
Prefer not to say	Moderate	0	0
Prefer not to say	Small	1	100
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

Employment Status : Extent Mental Health Needs Met
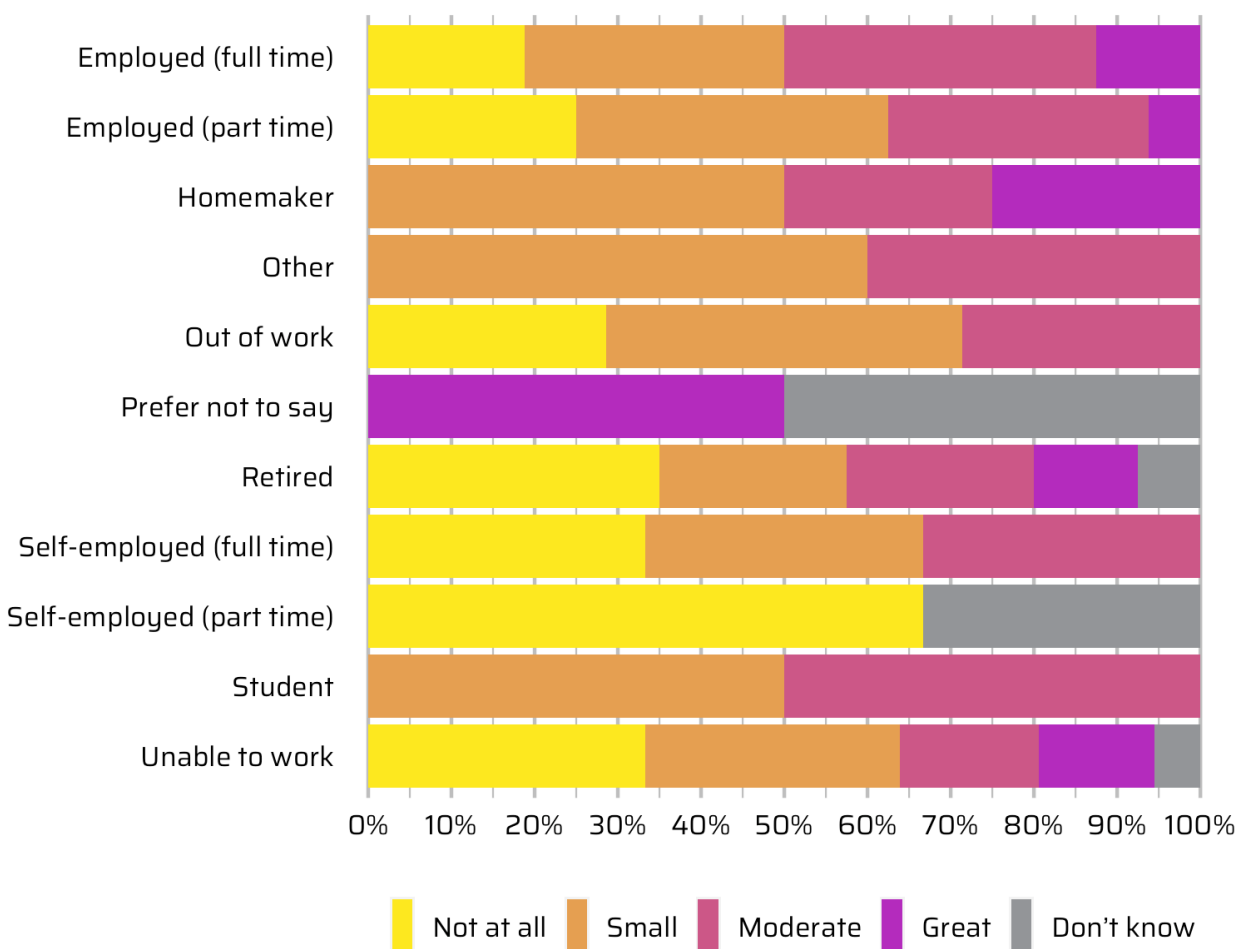
Figure 4: To what extent are mental health needs being met by employment status.

Table 4: To what extent are mental health needs being met by employment status.

Employment Status	Extent	Respondents	Percentage
Employed (full time)	Great	4	12
Employed (full time)	Moderate	12	38
Employed (full time)	Small	10	31
Employed (full time)	Not at all	6	19
Employed (full time)	Don't know	0	0
Employed (part time)	Great	1	6

Employment Status	Extent	Respondents	Percentage
Employed (part time)	Moderate	5	31
Employed (part time)	Small	6	38
Employed (part time)	Not at all	4	25
Employed (part time)	Don't know	0	0
Homemaker	Great	1	25
Homemaker	Moderate	1	25
Homemaker	Small	2	50
Homemaker	Not at all	0	0
Homemaker	Don't know	0	0
Other	Great	0	0
Other	Moderate	2	40
Other	Small	3	60
Other	Not at all	0	0
Other	Don't know	0	0
Out of work	Great	0	0
Out of work	Moderate	2	29
Out of work	Small	3	43
Out of work	Not at all	2	29
Out of work	Don't know	0	0
Prefer not to say	Great	1	50
Prefer not to say	Moderate	0	0
Prefer not to say	Small	0	0
Prefer not to say	Not at all	0	0
Prefer not to say	Don't know	1	50
Retired	Great	5	12
Retired	Moderate	9	22
Retired	Small	9	22
Retired	Not at all	14	35
Retired	Don't know	3	8
Self-employed (full time)	Great	0	0
Self-employed (full time)	Moderate	1	33
Self-employed (full time)	Small	1	33

Employment Status	Extent	Respondents	Percentage
Self-employed (full time)	Not at all	1	33
Self-employed (full time)	Don't know	0	0
Self-employed (part time)	Great	0	0
Self-employed (part time)	Moderate	0	0
Self-employed (part time)	Small	0	0
Self-employed (part time)	Not at all	2	67
Self-employed (part time)	Don't know	1	33
Student	Great	0	0
Student	Moderate	1	50
Student	Small	1	50
Student	Not at all	0	0
Student	Don't know	0	0
Unable to work	Great	5	14
Unable to work	Moderate	6	17
Unable to work	Small	11	31
Unable to work	Not at all	12	33
Unable to work	Don't know	2	6

Number of Dependents : Extent Mental Health Needs Met

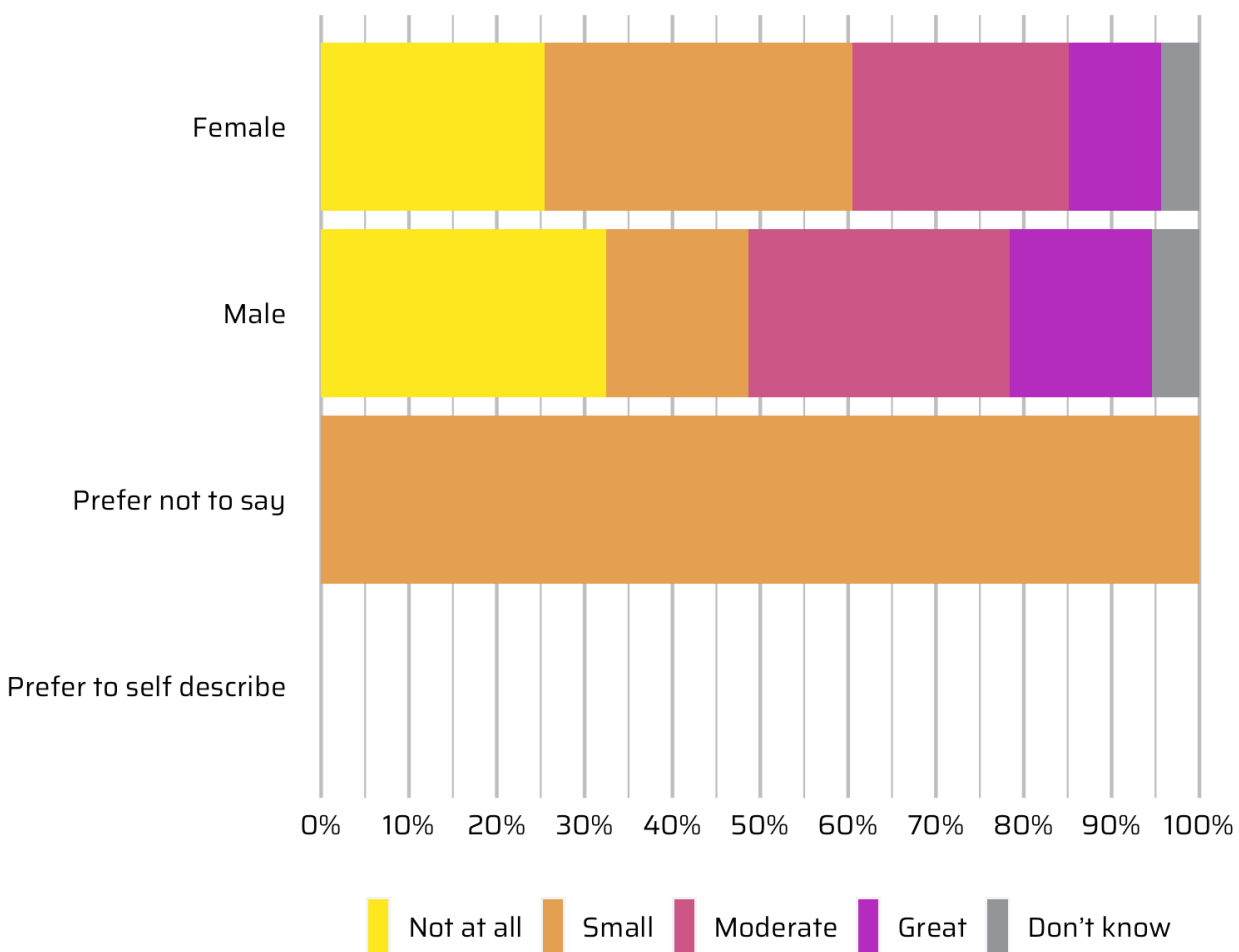*Figure 5: To what extent are mental health needs being met by number of dependents*

Table 5: To what extent are mental health needs being met by number of dependents

Dependents	Extent	Respondents	Percentage
0	Great	14	14
0	Moderate	26	25
0	Small	29	28
0	Not at all	29	28
0	Don't know	4	4

Dependents	Extent	Respondents	Percentage
1	Great	2	10
1	Moderate	2	10
1	Small	11	55
1	Not at all	3	15
1	Don't know	2	10
2	Great	1	5
2	Moderate	10	50
2	Small	2	10
2	Not at all	6	30
2	Don't know	1	5
3+	Great	0	0
3+	Moderate	1	14
3+	Small	3	43
3+	Not at all	3	43
3+	Don't know	0	0

Marital Status : Extent Mental Health Needs Met

Figure 6: To what extent are mental health needs being met by marital status.

Table 6: To what extent are mental health needs being met by marital status.

Marital Status	Extent	Respondents	Percentage
Married	Great	14	17
Married	Moderate	25	30
Married	Small	22	27
Married	Not at all	18	22
Married	Don't know	3	4
Engaged	Great	1	14
Engaged	Moderate	1	14

Marital Status	Extent	Respondents	Percentage
Engaged	Small	1	14
Engaged	Not at all	3	43
Engaged	Don't know	1	14
Other	Great	1	8
Other	Moderate	2	17
Other	Small	6	50
Other	Not at all	2	17
Other	Don't know	1	8
Single	Great	1	3
Single	Moderate	7	21
Single	Small	15	44
Single	Not at all	10	29
Single	Don't know	1	3
Divorced	Great	1	7
Divorced	Moderate	4	29
Divorced	Small	2	14
Divorced	Not at all	7	50
Divorced	Don't know	0	0
Widowed	Great	0	0
Widowed	Moderate	0	0
Widowed	Small	1	33
Widowed	Not at all	1	33
Widowed	Don't know	1	33

Anxious or Hopeless Feeling : Extent Mental Health Needs Met

Figure 7: To what extent are mental health needs being met by anxious or hopeless feeling.

Table 7: To what extent are mental health needs being met by anxious or hopeless feeling.

Anxious or Hopeless	Extent	Respondents	Percentage
Yes	Great	3	3
Yes	Moderate	20	21
Yes	Small	36	38
Yes	Not at all	34	36
Yes	Don't know	2	2

Anxious or Hopeless	Extent	Respondents	Percentage
No	Great	15	26
No	Moderate	19	33
No	Small	11	19
No	Not at all	7	12
No	Don't know	5	9

Cancellation or Delay of Care : Extent Mental Health Needs Met
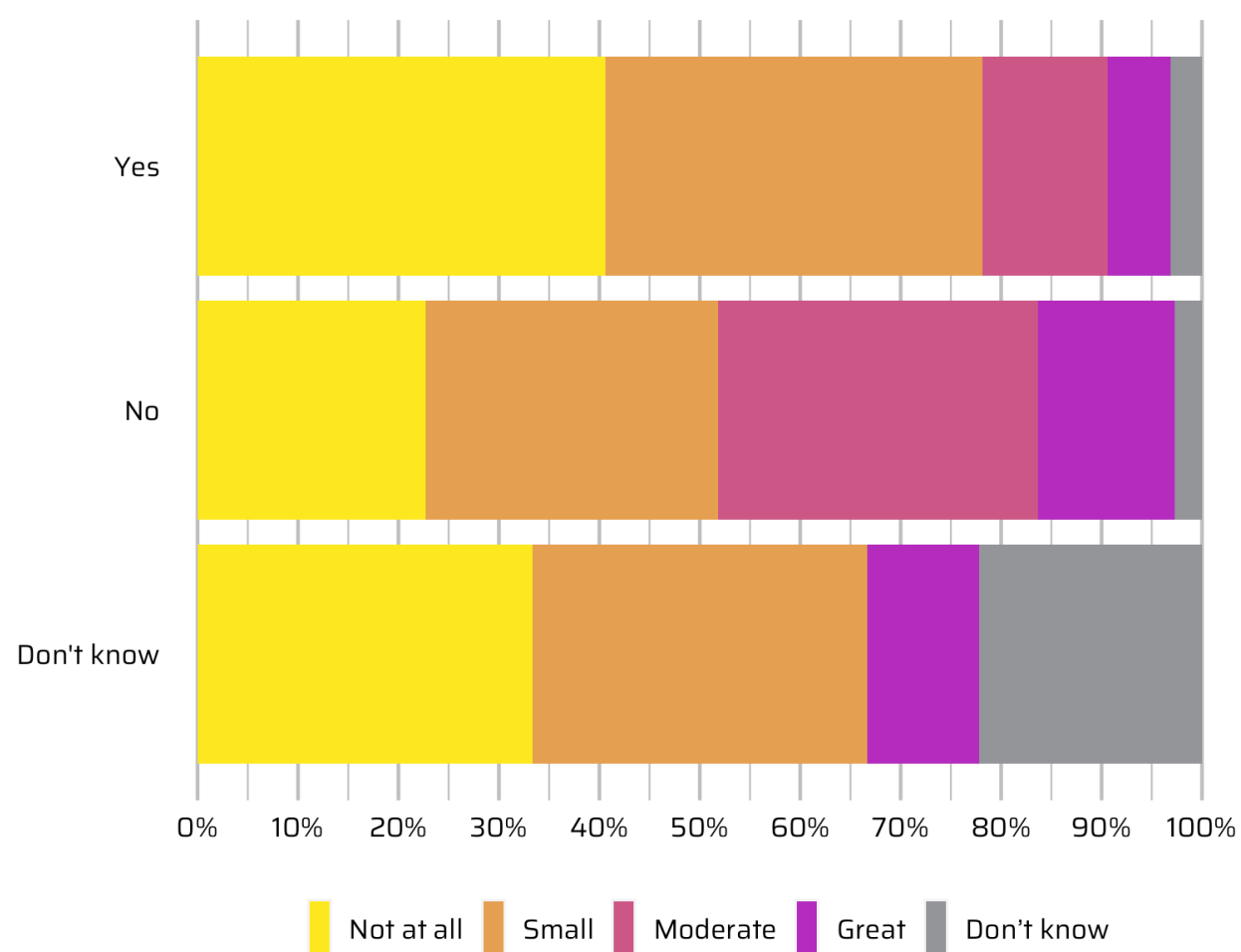
Figure 8: To what extent are mental health needs being met by cancellations or delays to care.

Table 8: To what extent are mental health needs being met by cancellations or delays to care.

Cancellation	Extent	Respondents	Percentage
Yes	Great	2	6
Yes	Moderate	4	12
Yes	Small	12	38
Yes	Not at all	13	41
Yes	Don't know	1	3
No	Great	15	14
No	Moderate	35	32
No	Small	32	29
No	Not at all	25	23
No	Don't know	3	3
Don't know	Great	1	11
Don't know	Moderate	0	0
Don't know	Small	3	33
Don't know	Not at all	3	33
Don't know	Don't know	2	22

Financial Status : Extent Mental Health Needs Met
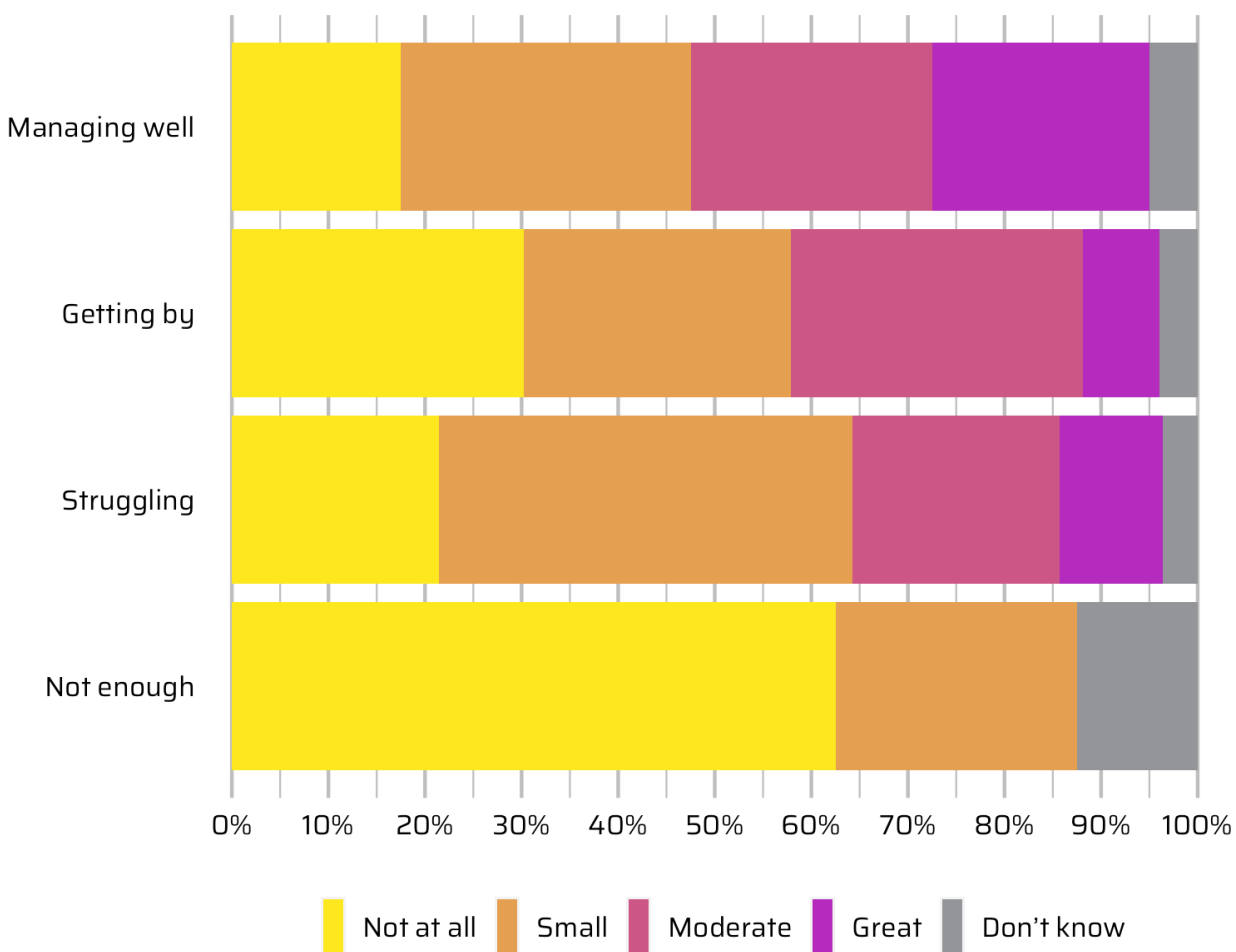
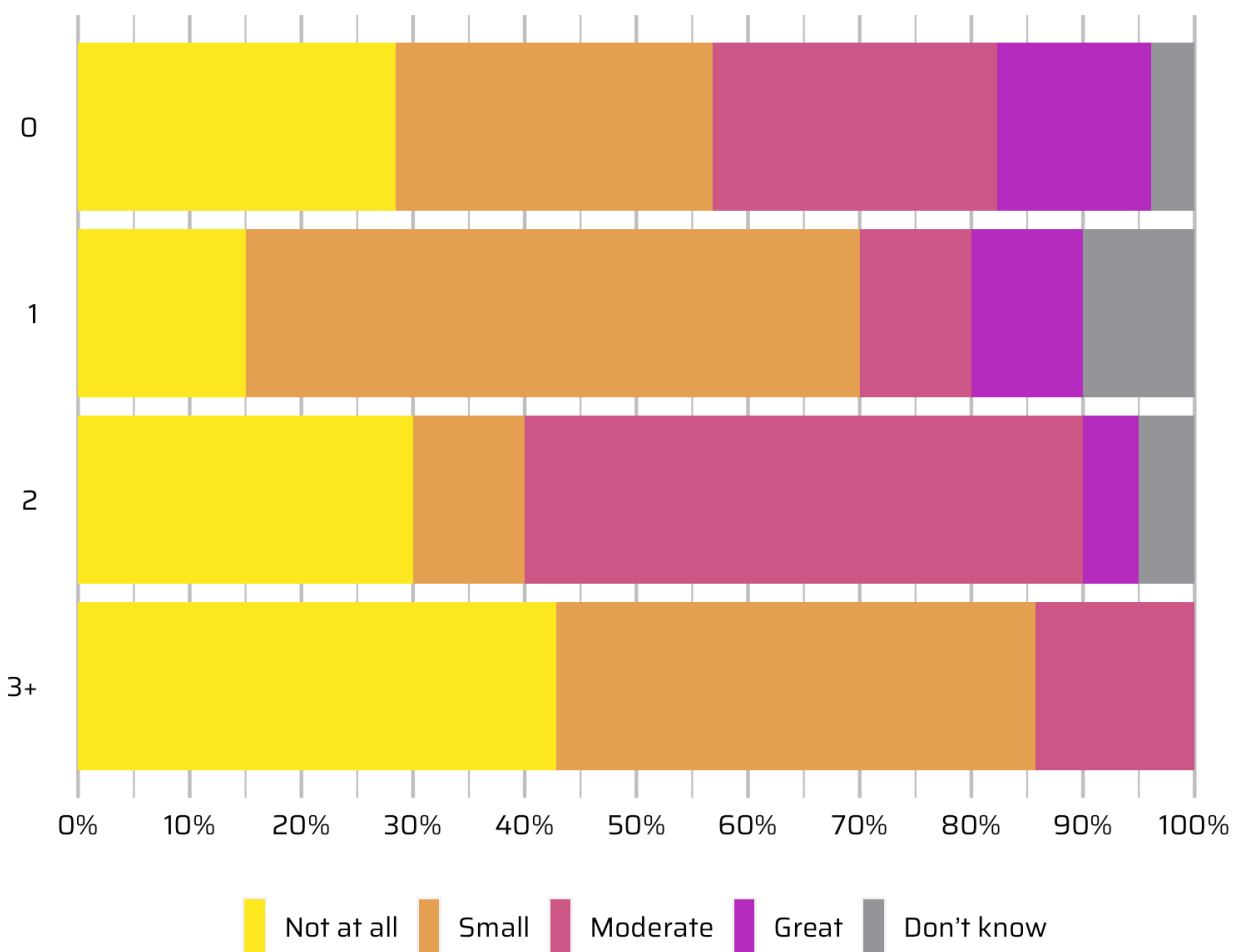*Figure 9: To what extent are mental health needs being met by financial status.*

Table 9: To what extent are mental health needs being met by financial status.

Financial Status	Extent	Respondents	Percentage
Managing well	Great	9	22
Managing well	Moderate	10	25
Managing well	Small	12	30
Managing well	Not at all	7	18
Managing well	Don't know	2	5
Getting by	Great	6	8
Getting by	Moderate	23	30

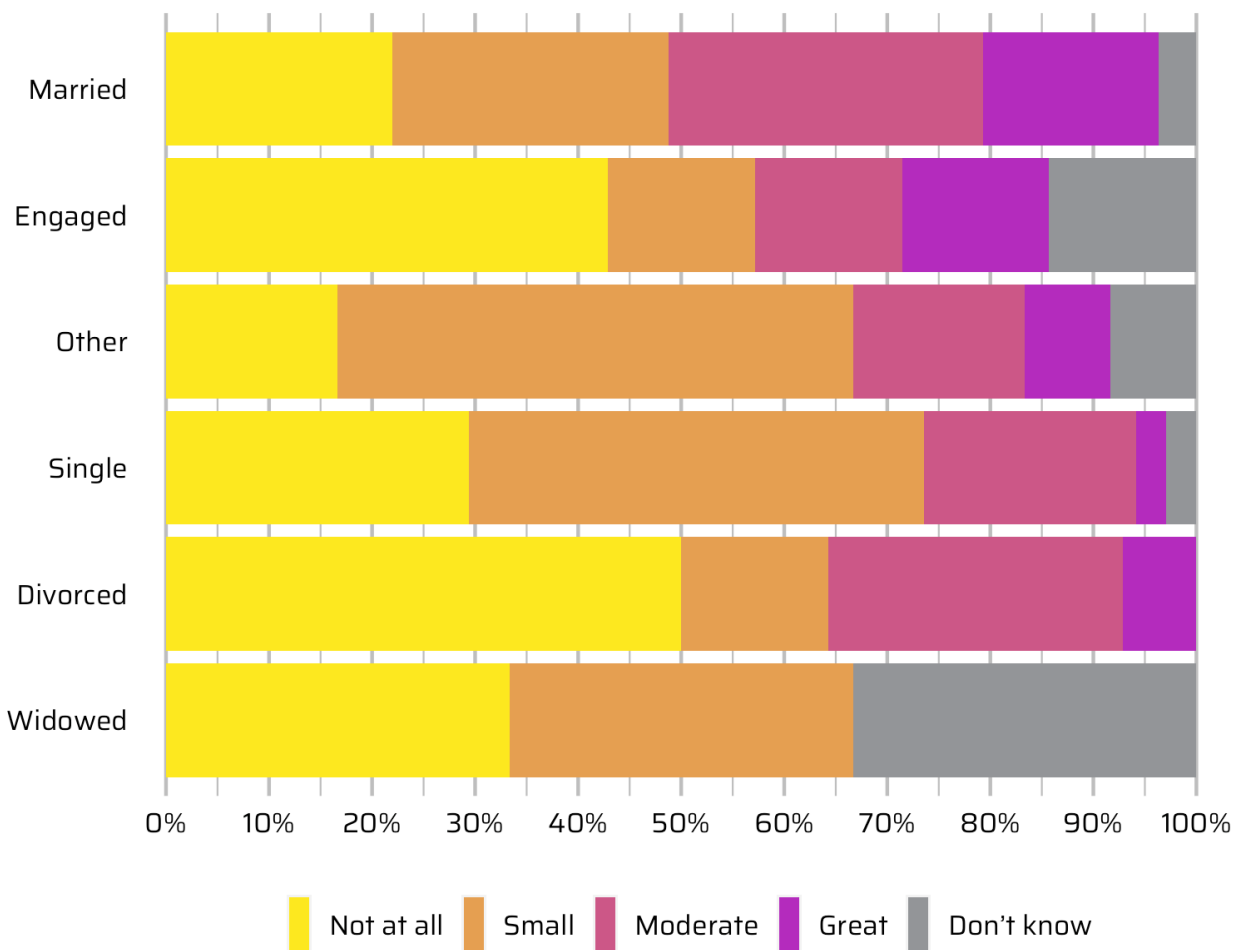| Financial Status	Extent	Respondents	Percentage
Getting by	Small	21	28
Getting by	Not at all	23	30
Getting by	Don't know	3	4
Struggling	Great	3	11
Struggling	Moderate	6	21
Struggling	Small	12	43
Struggling	Not at all	6	21
Struggling	Don't know	1	4
Not enough	Great	0	0
Not enough	Moderate	0	0
Not enough	Small	2	25
Not enough	Not at all	5	62
Not enough	Don't know	1	12

Age: Extent Mental Health Needs Met

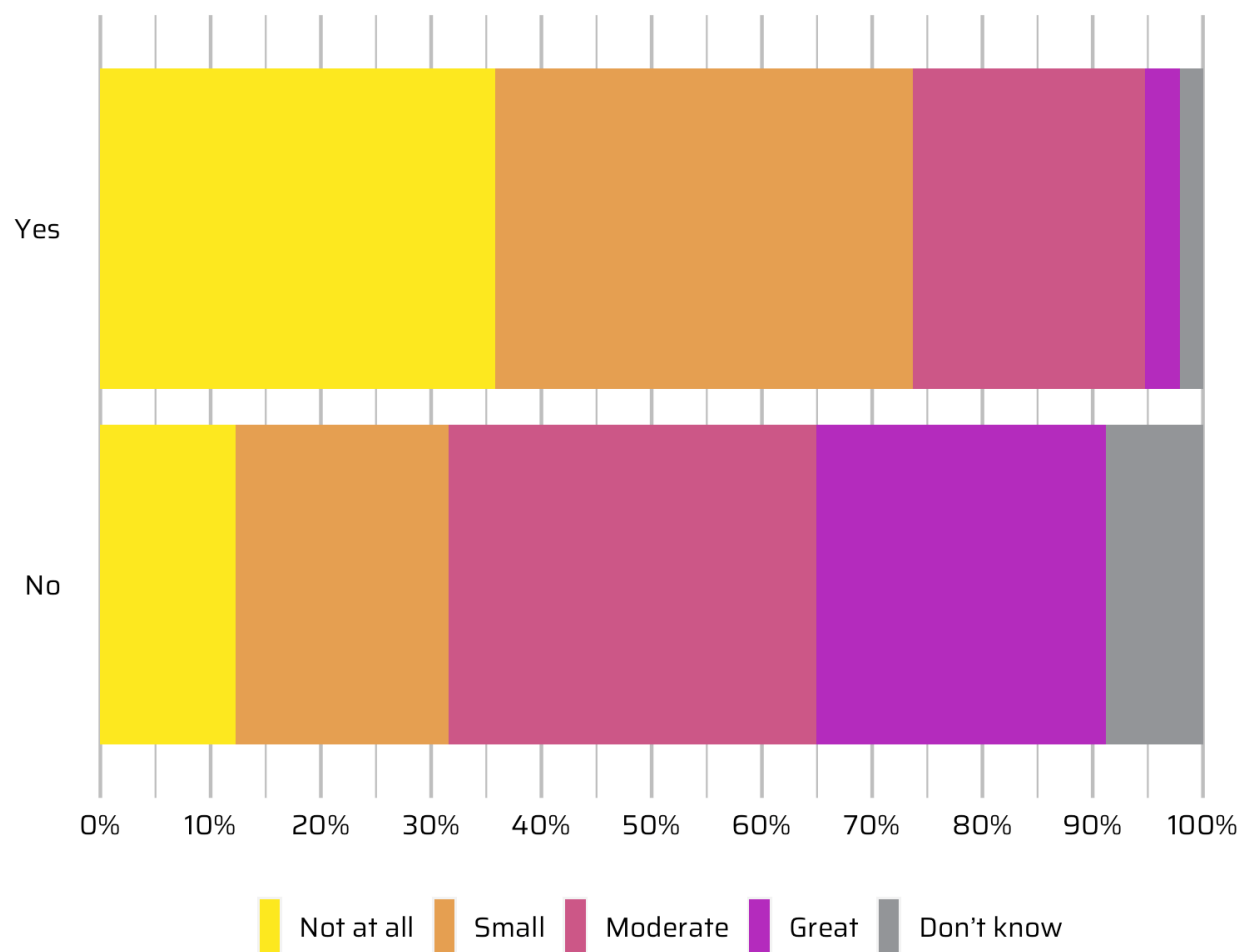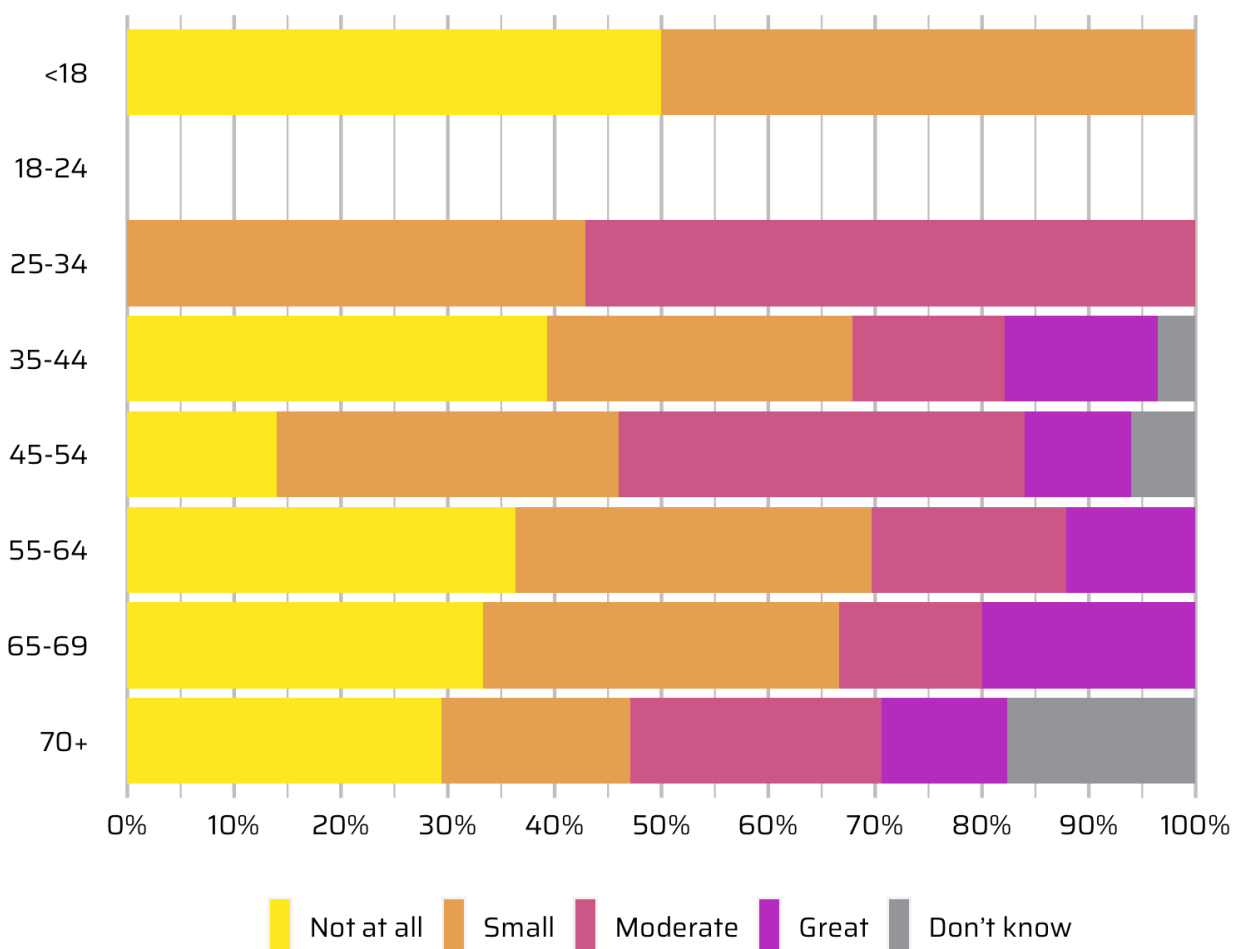*Figure 10: To what extent are mental health needs being met by age.*

Table 10: To what extent are mental health needs being met by age.

Age	Extent	Respondents	Percentage
<18	Great	0	0
<18	Moderate	0	0
<18	Small	1	50
<18	Not at all	1	50
<18	Don't know	0	0
18-24	Great	0	NaN
18-24	Moderate	0	NaN

Age	Extent	Respondents	Percentage
18-24	Small	0	NaN
18-24	Not at all	0	NaN
18-24	Don't know	0	NaN
25-34	Great	0	0
25-34	Moderate	4	57
25-34	Small	3	43
25-34	Not at all	0	0
25-34	Don't know	0	0
35-44	Great	4	14
35-44	Moderate	4	14
35-44	Small	8	29
35-44	Not at all	11	39
35-44	Don't know	1	4
45-54	Great	5	10
45-54	Moderate	19	38
45-54	Small	16	32
45-54	Not at all	7	14
45-54	Don't know	3	6
55-64	Great	4	12
55-64	Moderate	6	18
55-64	Small	11	33
55-64	Not at all	12	36
55-64	Don't know	0	0
65-69	Great	3	20
65-69	Moderate	2	13
65-69	Small	5	33
65-69	Not at all	5	33
65-69	Don't know	0	0
70+	Great	2	12
70+	Moderate	4	24
70+	Small	3	18
70+	Not at all	5	29

Age	Extent	Respondents	Percentage
70+	Don't know	3	18

Anxious or Hopeless Feeling
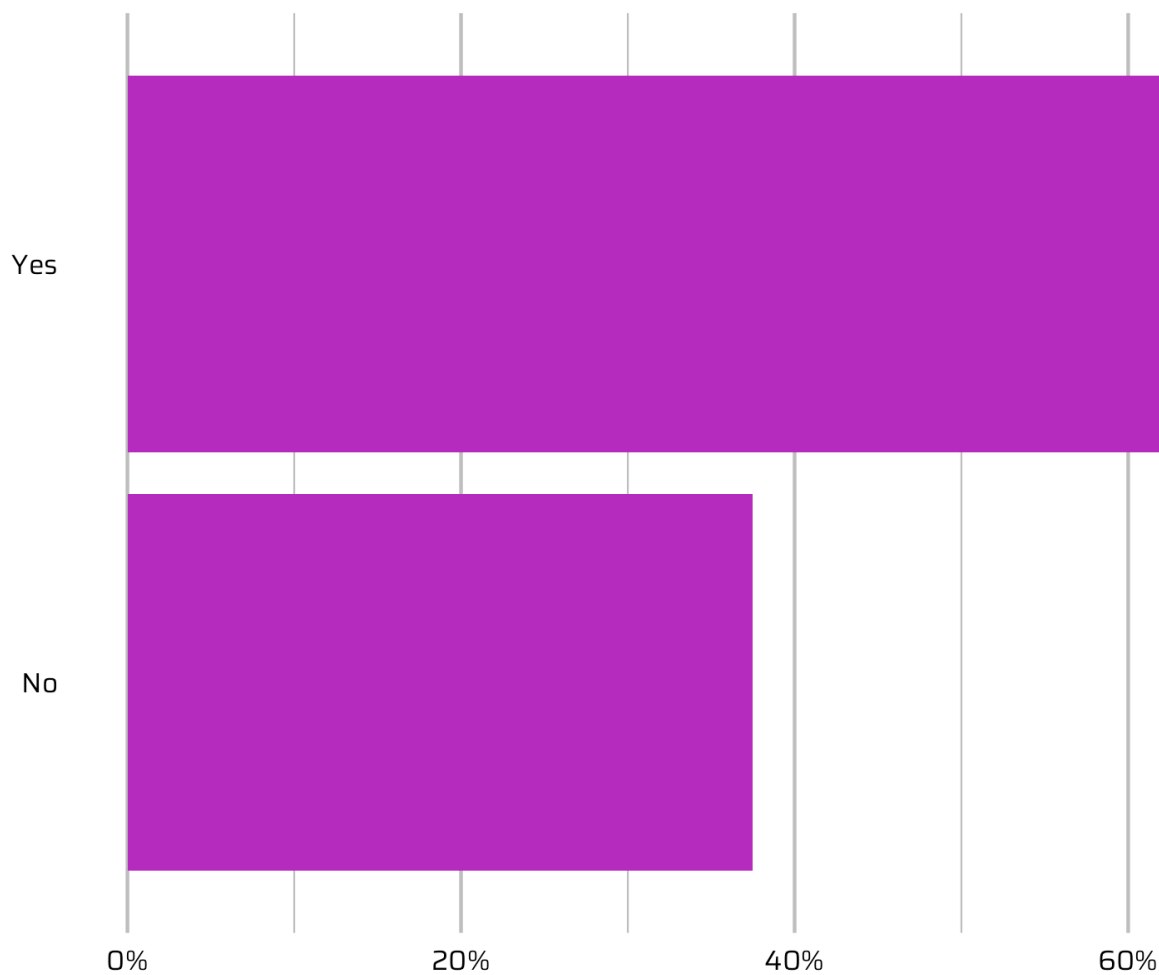
Figure 11: Anxious or hopeless feelings.

Table 11: Anxious or hopeless feelings.

Anxious or Hopeless	Respondents	Percentage
Yes	95	62
No	57	38

Cancellation or Delay of Care : Anxious or Hopeless Feeling
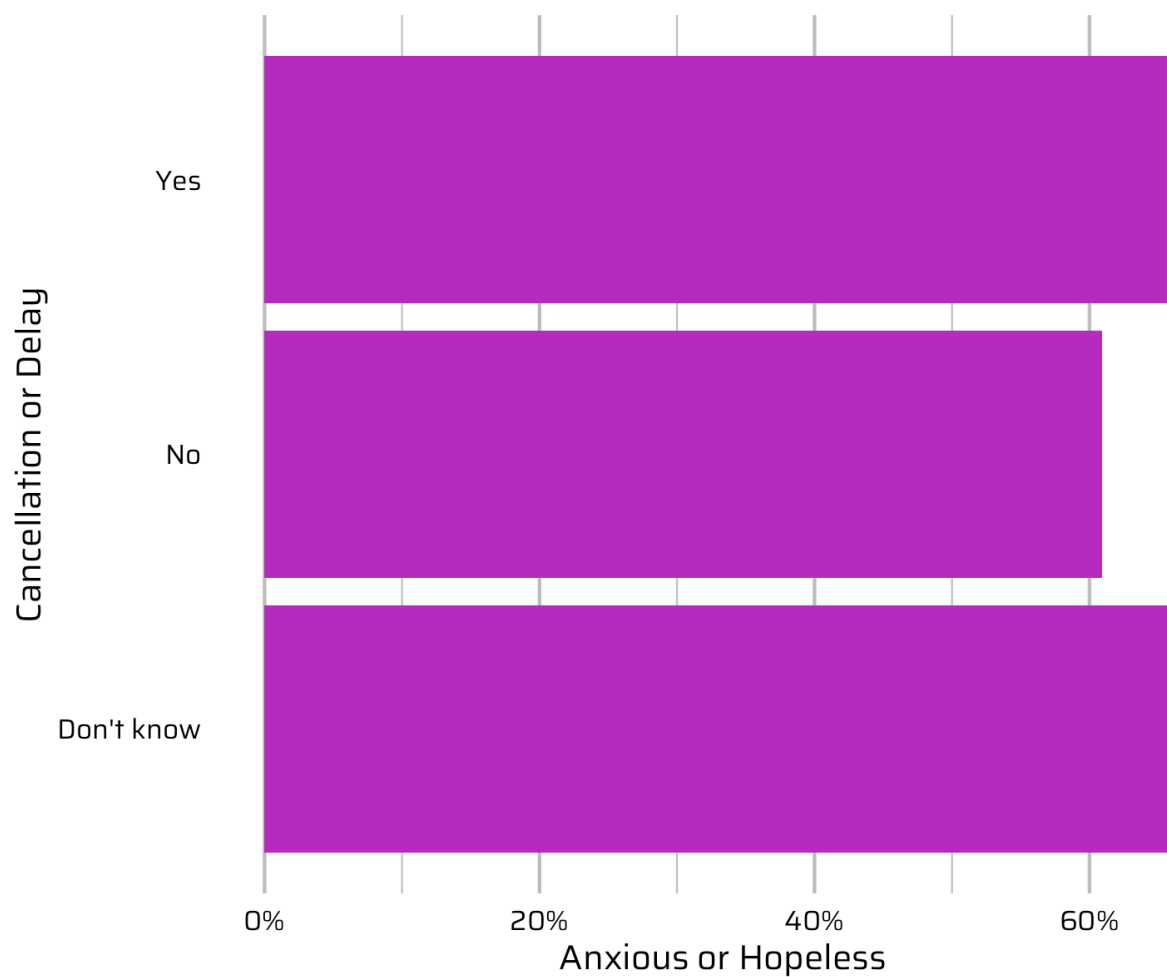
Figure 12: Anxious or hopeless feelings by cancellation/delays to care

Table 12: Anxious or hopeless feelings by cancellation/delays to care

Cancellation	Anxious or Hopeless	Respondents	Percentage
Yes	Yes	21	66
Yes	No	11	34
No	Yes	67	61
No	No	43	39
Don't know	Yes	6	67
Don't know	No	3	33

Marital Status : Anxious or Hopeless Feeling
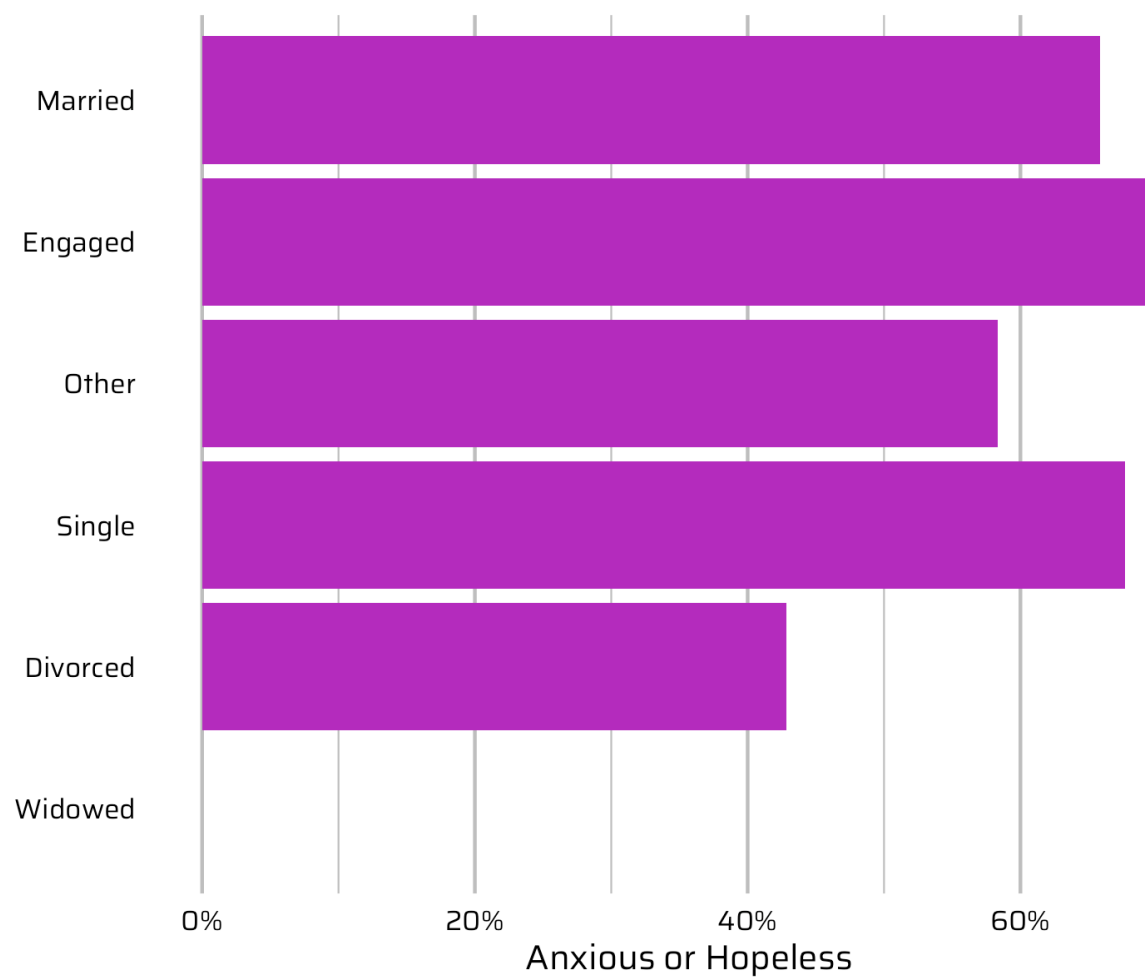
Figure 13: Anxious or hopeless feelings by marital status

Table 13: Anxious or hopeless feelings by marital status

Marital Status	Anxious or Hopeless	Respondents	Percentage
Married	Yes	54	66
Married	No	28	34
Engaged	Yes	5	71
Engaged	No	2	29
Other	Yes	7	58
Other	No	5	42
Single	Yes	23	68

Marital Status	Anxious or Hopeless	Respondents	Percentage
Single	No	11	32
Divorced	Yes	6	43
Divorced	No	8	57
Widowed	Yes	0	0
Widowed	No	3	100

Employment Status : Anxious or Hopeless Feeling
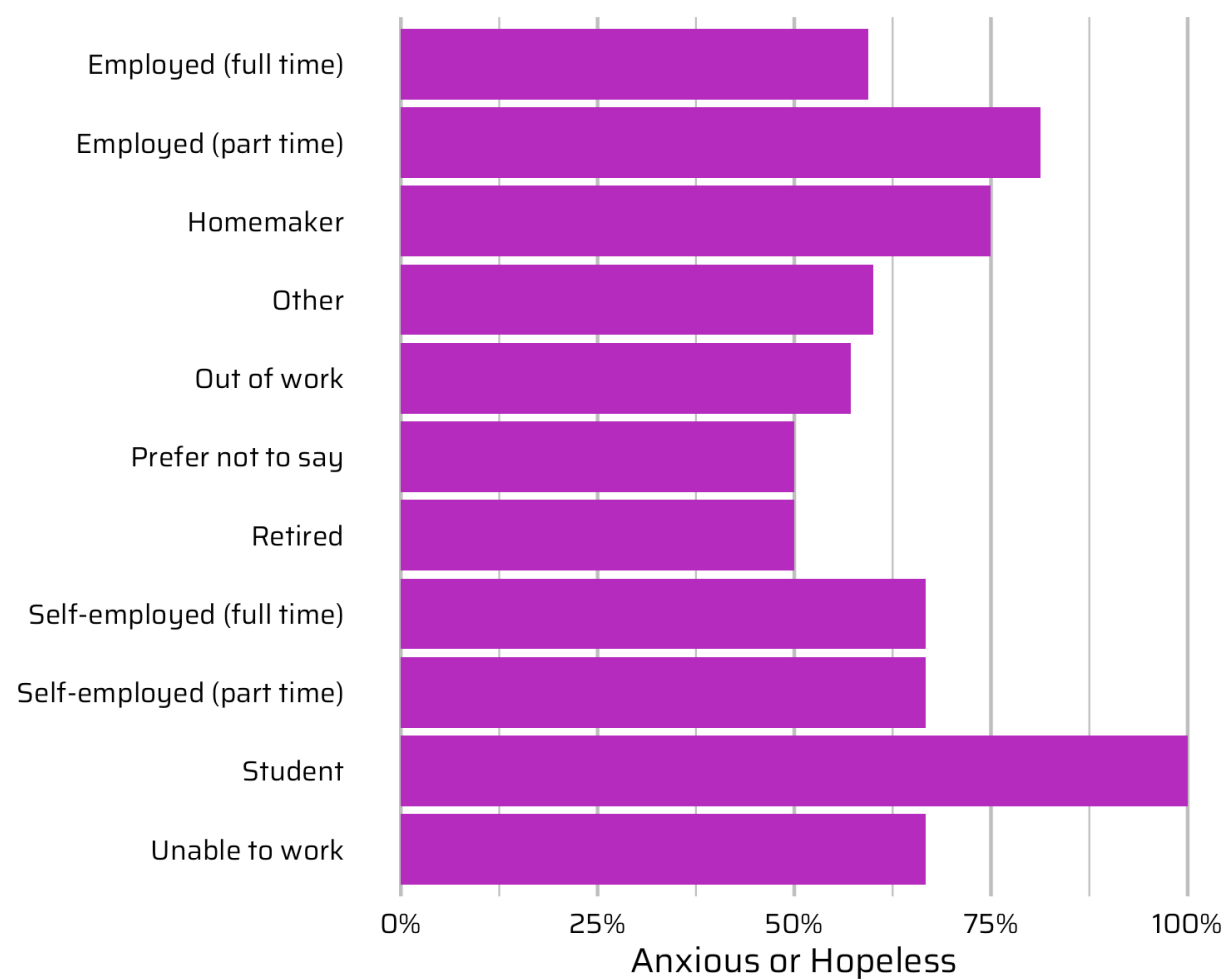
Figure 14: Anxious or hopeless feelings by employment status.

Table 14: Anxious or hopeless feelings by employment status.

Employment Status	Anxious or Hopeless	Respondents	Percentage
Employed (full time)	Yes	19	59
Employed (full time)	No	13	41
Employed (part time)	Yes	13	81
Employed (part time)	No	3	19
Homemaker	Yes	3	75
Homemaker	No	1	25
Other	Yes	3	60
Other	No	2	40
Out of work	Yes	4	57
Out of work	No	3	43
Prefer not to say	Yes	1	50
Prefer not to say	No	1	50
Retired	Yes	20	50
Retired	No	20	50
Self-employed (full time)	Yes	2	67
Self-employed (full time)	No	1	33
Self-employed (part time)	Yes	2	67
Self-employed (part time)	No	1	33
Student	Yes	2	100
Student	No	0	0
Unable to work	Yes	24	67
Unable to work	No	12	33

Financial Status : Anxious or Hopeless Feeling
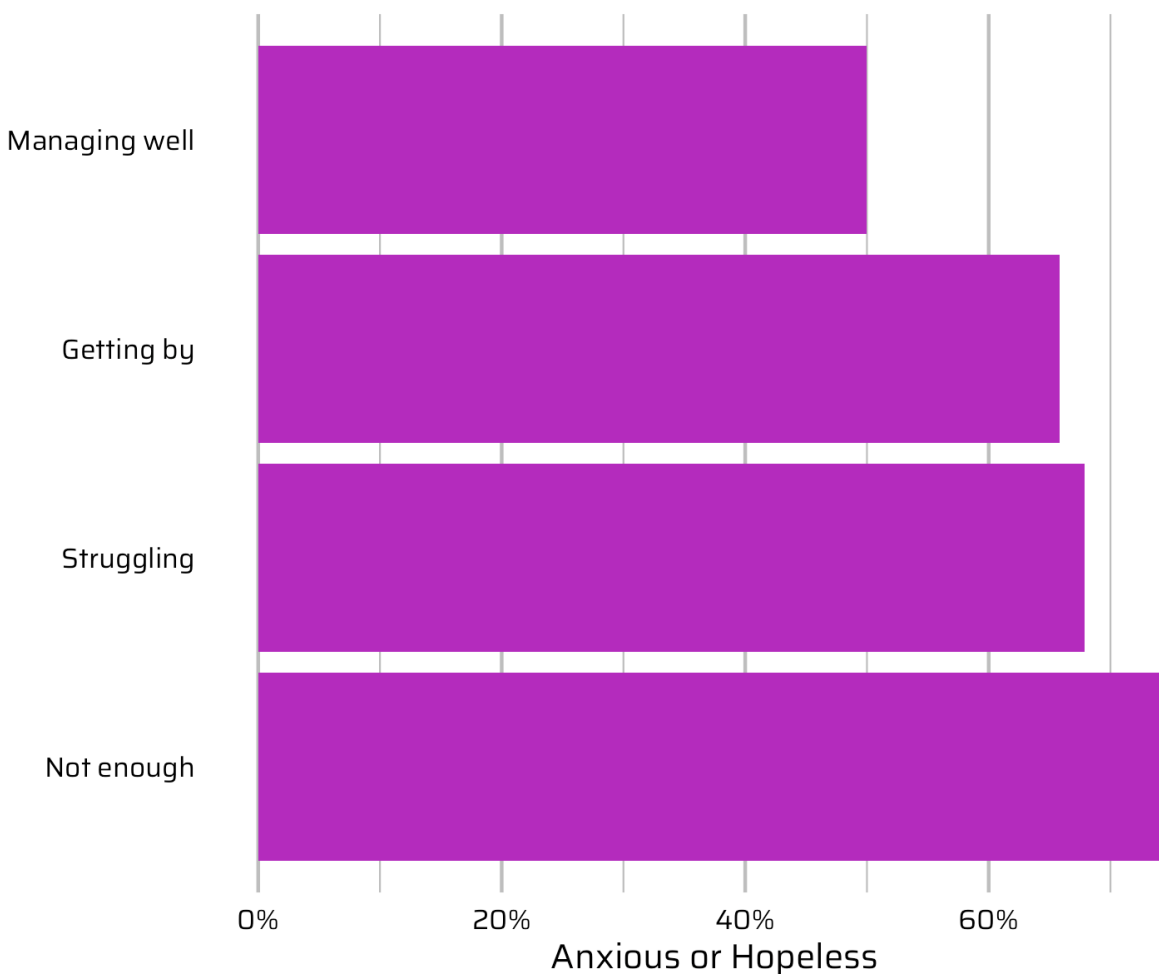
Figure 15: Anxious or hopeless feelings by financial status.

Table 15: Anxious or hopeless feelings by financial status.

Financial Status	Anxious or Hopeless	Respondents	Percentage
Managing well	Yes	20	50
Managing well	No	20	50
Getting by	Yes	50	66
Getting by	No	26	34
Struggling	Yes	19	68
Struggling	No	9	32
Not enough	Yes	6	75
Not enough	No	2	25

Frequency NHS A&E/Emergency Support Sought
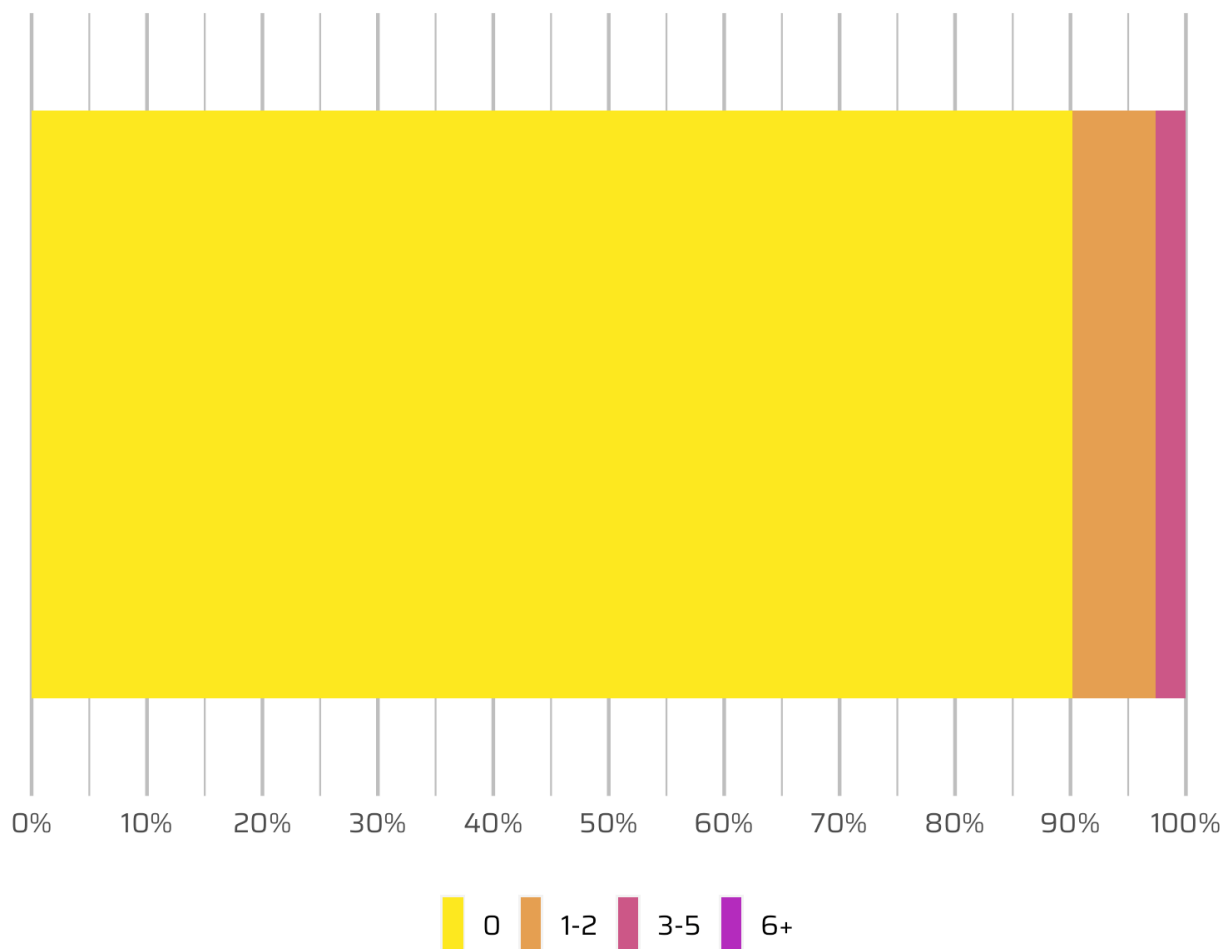
Figure 16: How many times have you sought emergency care in the last 8 weeks?

Table 16: How many times have you sought emergency care in the last 8 weeks?

Frequency	Respondents	Percentage
6+	0	0
3-5	4	3
1-2	11	7
0	137	90

Gender: Frequency NHS A&E/Emergency Support Sought
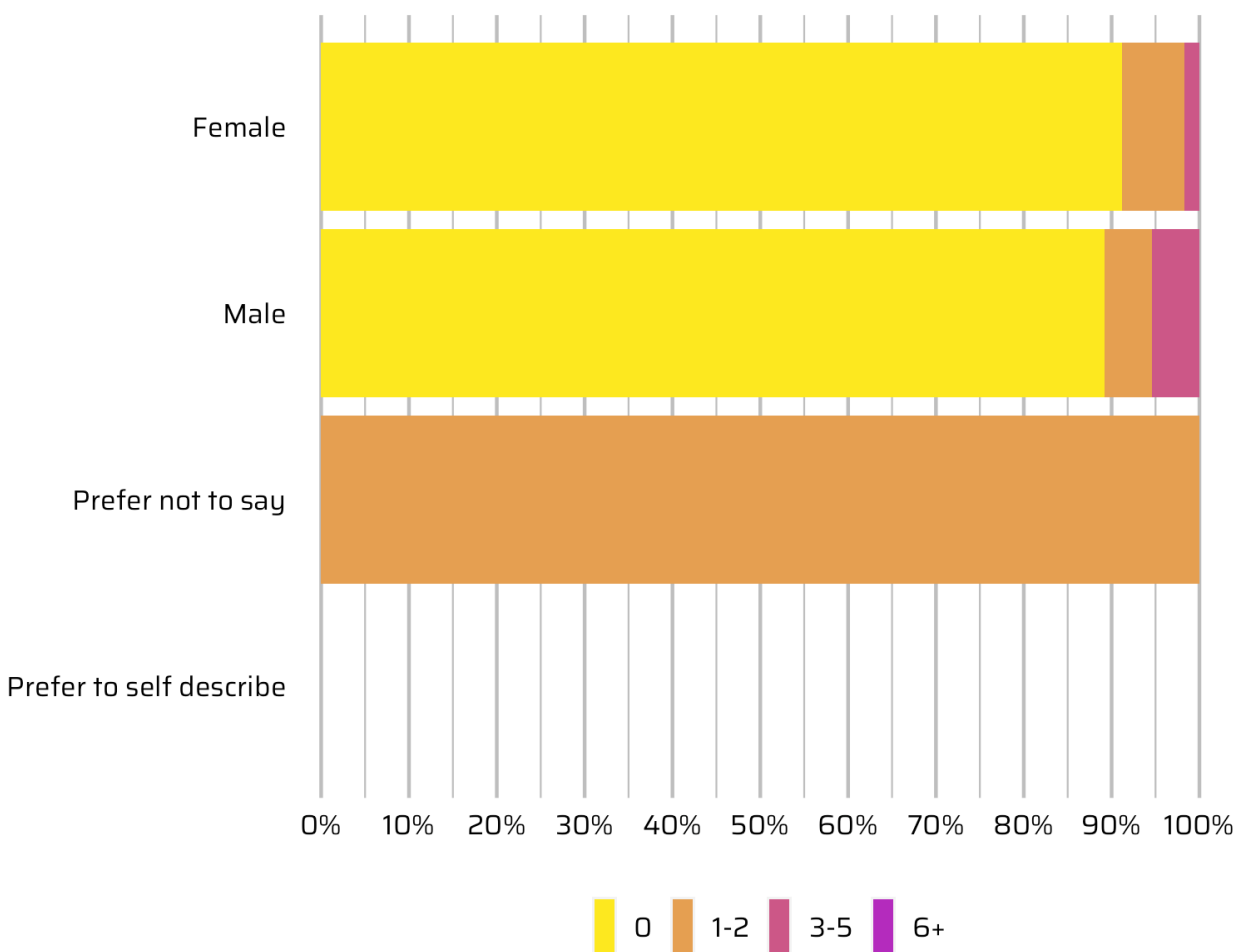
Figure 17: How many times have you sought emergency care in the last 8 weeks by gender.

Table 17: How many times have you sought emergency care in the last 8 weeks by gender.

Gender	Frequency	Respondents	Percentage
Female	6+	0	0
Female	3-5	2	2
Female	1-2	8	7
Female	0	104	91
Male	6+	0	0

Gender	Frequency	Respondents	Percentage
Male	3-5	2	5
Male	1-2	2	5
Male	0	33	89
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

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

Figure 18: How many times have you sought emergency care in the last 8 weeks by employment status.

Table 18: How many times have you sought emergency care in the last 8 weeks by employment status.

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	6+	0	0
Employed (full time)	3-5	1	3
Employed (full time)	1-2	2	6

Employment Status	Frequency	Respondents	Percentage
Employed (full time)	0	29	91
Employed (part time)	6+	0	0
Employed (part time)	3-5	0	0
Employed (part time)	1-2	1	6
Employed (part time)	0	15	94
Homemaker	6+	0	0
Homemaker	3-5	0	0
Homemaker	1-2	1	25
Homemaker	0	3	75
Other	6+	0	0
Other	3-5	0	0
Other	1-2	0	0
Other	0	5	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	2	100
Retired	6+	0	0
Retired	3-5	2	5
Retired	1-2	0	0
Retired	0	38	95
Self-employed (full time)	6+	0	0
Self-employed (full time)	3-5	0	0
Self-employed (full time)	1-2	0	0
Self-employed (full time)	0	3	100
Self-employed (part time)	6+	0	0
Self-employed (part time)	3-5	0	0
Self-employed (part time)	1-2	0	0

Employment Status	Frequency	Respondents	Percentage
Self-employed (part time)	0	3	100
Student	6+	0	0
Student	3-5	0	0
Student	1-2	1	50
Student	0	1	50
Unable to work	6+	0	0
Unable to work	3-5	1	3
Unable to work	1-2	5	14
Unable to work	0	30	83

## Number of Dependents : Frequency NHS A&E/Emergency Support Sought
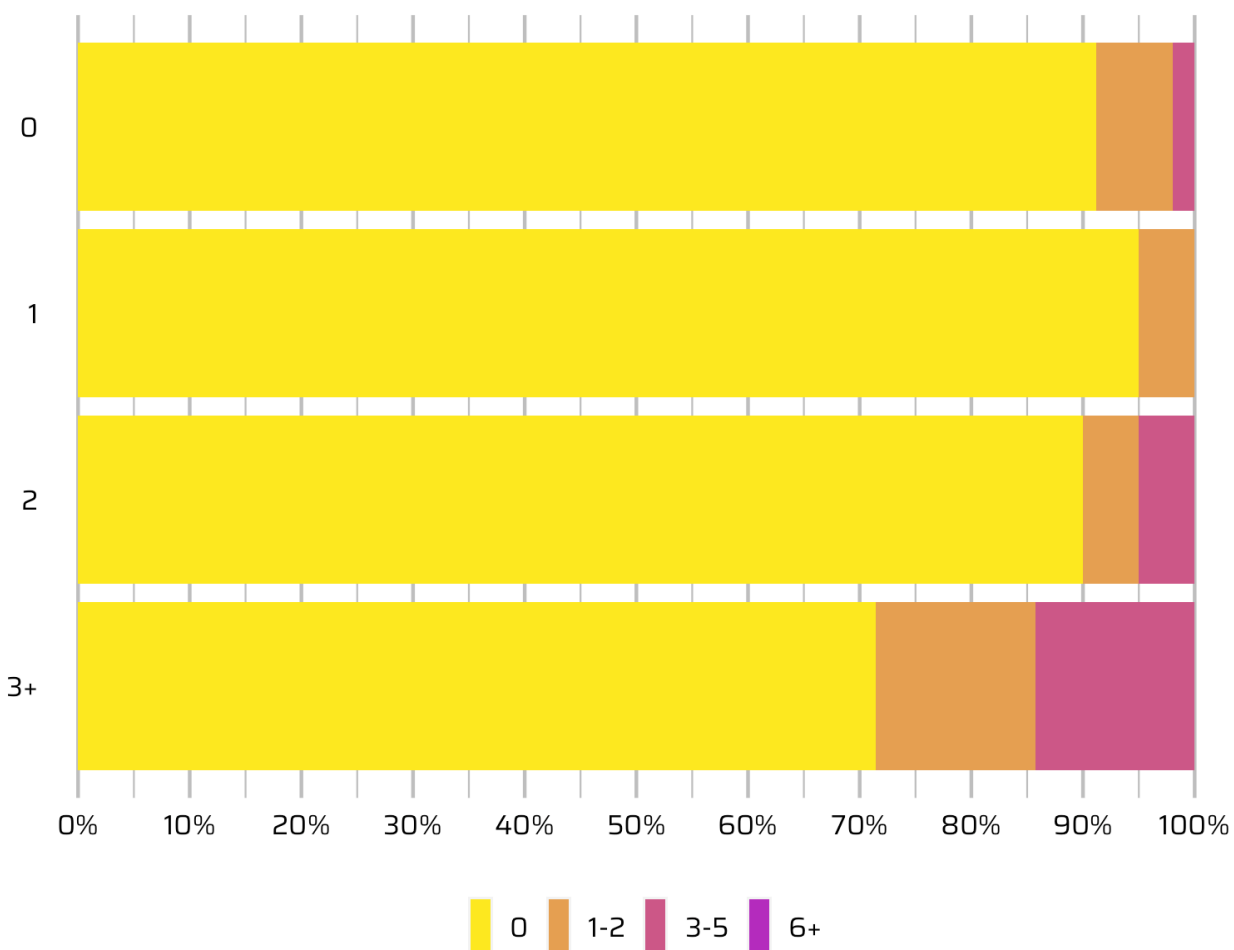
Figure 19: How many times have you sought emergency care in the last 8 weeks by number of dependents.

Table 19: How many times have you sought emergency care in the last 8 weeks by number of dependents.

Dependents	Frequency	Respondents	Percentage
0	6+	0	0
0	3-5	2	2
0	1-2	7	7
0	0	93	91
1	6+	0	0
1	3-5	0	0
1	1-2	1	5
1	0	19	95
2	6+	0	0
2	3-5	1	5
2	1-2	1	5
2	0	18	90
3+	6+	0	0
3+	3-5	1	14
3+	1-2	1	14
3+	0	5	71

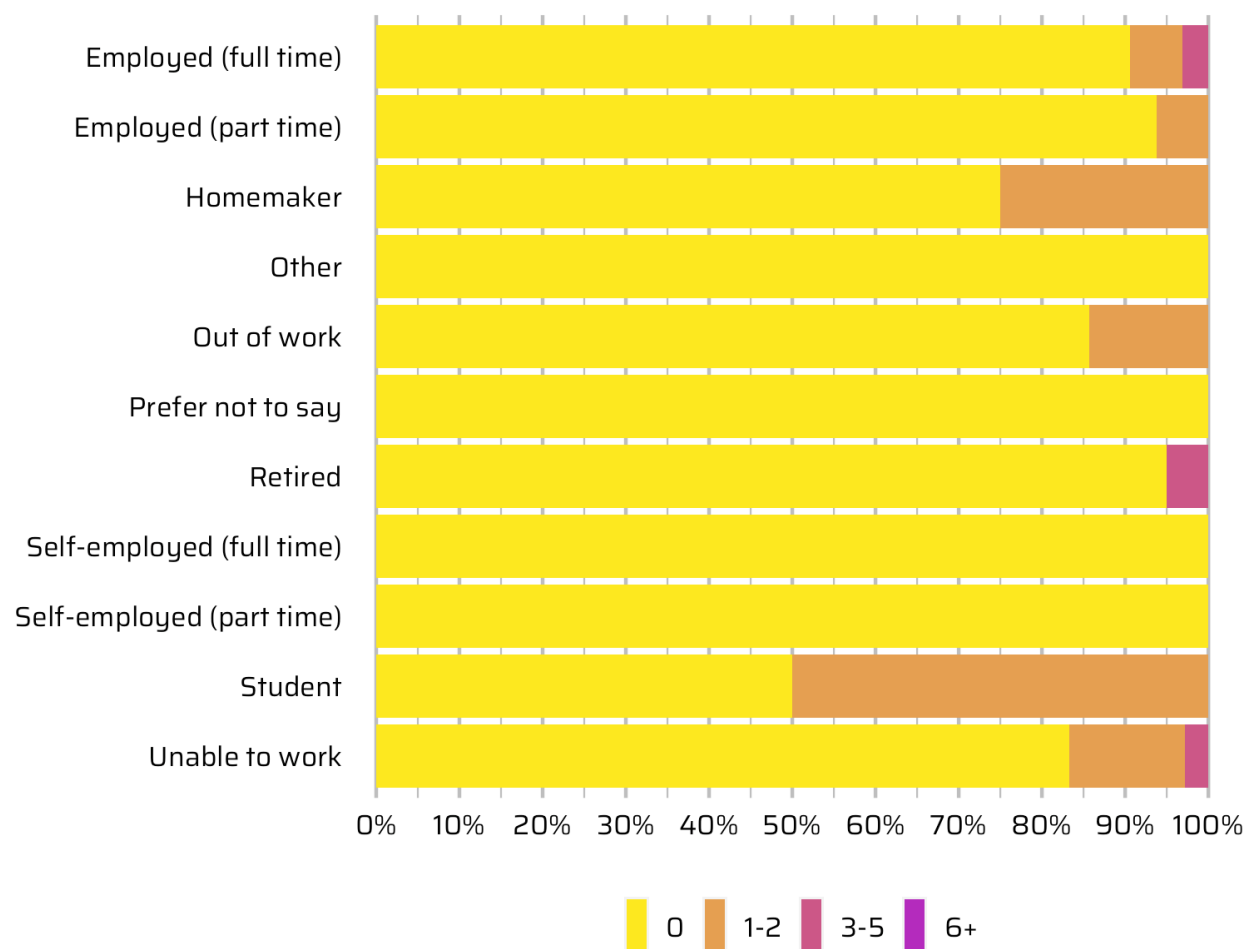**Marital Status : Frequency NHS A&E/Emergency Support Sought**

Figure 20: How many times have you sought emergency care in the last 8 weeks by marital status.

Table 20: How many times have you sought emergency care in the last 8 weeks by marital status.

Marital Status	Frequency	Respondents	Percentage
Married	6+	0	0
Married	3-5	2	2
Married	1-2	5	6
Married	0	75	91
Engaged	6+	0	0

Marital Status	Frequency	Respondents	Percentage
Engaged	3-5	0	0
Engaged	1-2	1	14
Engaged	0	6	86
Other	6+	0	0
Other	3-5	1	8
Other	1-2	2	17
Other	0	9	75
Single	6+	0	0
Single	3-5	1	3
Single	1-2	2	6
Single	0	31	91
Divorced	6+	0	0
Divorced	3-5	0	0
Divorced	1-2	1	7
Divorced	0	13	93
Widowed	6+	0	0
Widowed	3-5	0	0
Widowed	1-2	0	0
Widowed	0	3	100

Anxious or Hopless Feeling : Frequency NHS A&E/Emergency Support Sought

Figure 21: How many times have you sought emergency care in the last 8 weeks by feeling anxiousness & hopelessness.

Table 21: How many times have you sought emergency care in the last 8 weeks by feeling anxiousness & hopelessness.

Anxious or Hopeless	Frequency	Respondents	Percentage
Yes	6+	0	0
Yes	3-5	1	1
Yes	1-2	8	8
Yes	0	86	91
No	6+	0	0

Anxious or Hopeless	Frequency	Respondents	Percentage
No	3-5	3	5
No	1-2	3	5
No	0	51	89

Cancellation or Delay of Care : Frequency NHS A&E/Emergency Support Sought

Figure 22: How many times have you sought emergency care in the last 8 weeks by cancellations or delays of care.

Table 22: How many times have you sought emergency care in the last 8 weeks by cancellations or delays of care.

Cancellation	Frequency	Respondents	Percentage
Yes	6+	0	0

Cancellation	Frequency	Respondents	Percentage
Yes	3-5	0	0
Yes	1-2	2	6
Yes	0	30	94
No	6+	0	0
No	3-5	3	3
No	1-2	8	7
No	0	99	90
Don't know	6+	0	0
Don't know	3-5	1	11
Don't know	1-2	1	11
Don't know	0	7	78

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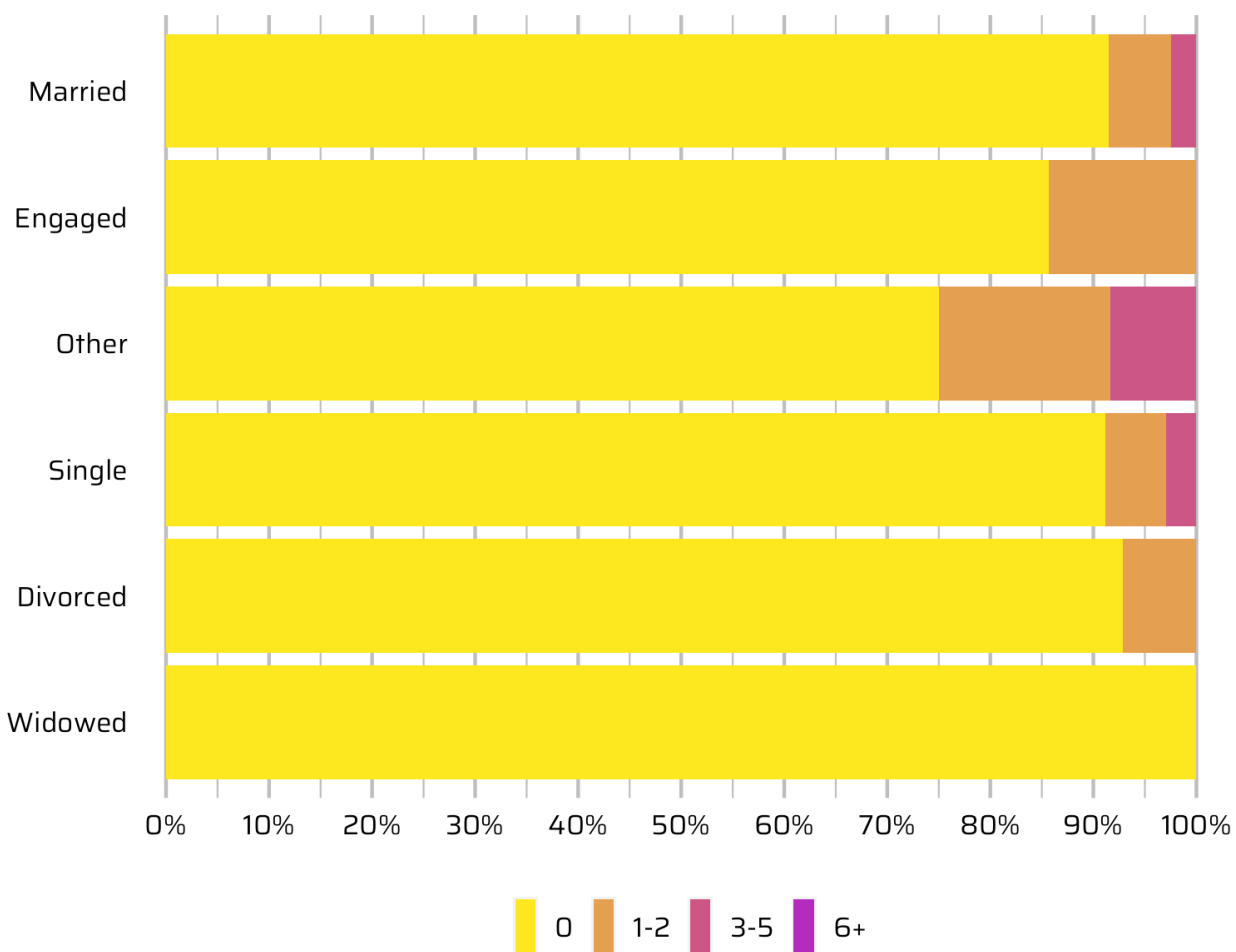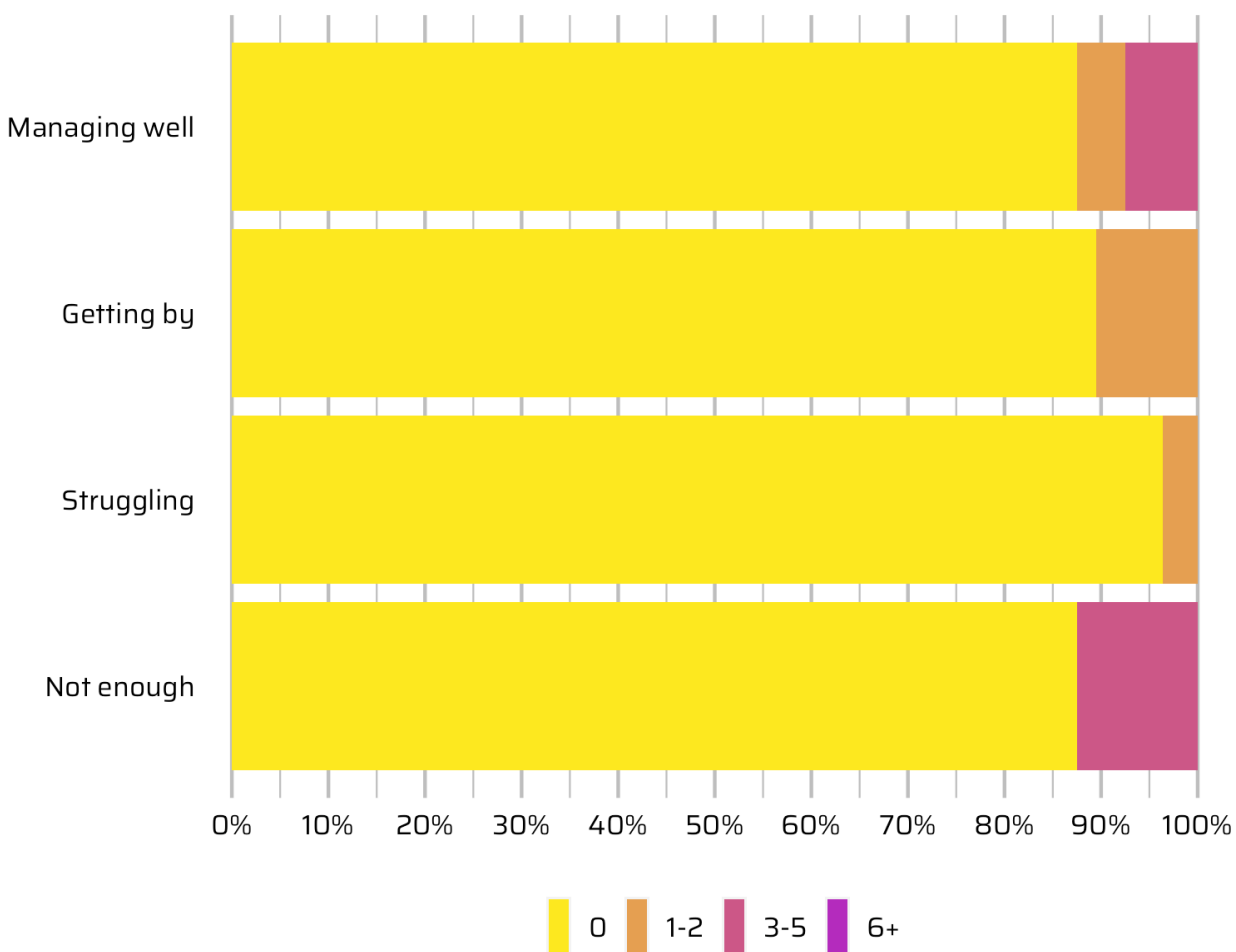

Figure 23: How many times have you sought emergency care in the last 8 weeks by financial status.

Table 23: How many times have you sought emergency care in the last 8 weeks by financial status.

Financial Status	Frequency	Respondents	Percentage
Managing well	6+	0	0
Managing well	3-5	3	8
Managing well	1-2	2	5
Managing well	0	35	88
Getting by	6+	0	0

Financial Status	Frequency	Respondents	Percentage
Getting by	3-5	0	0
Getting by	1-2	8	11
Getting by	0	68	89
Struggling	6+	0	0
Struggling	3-5	0	0
Struggling	1-2	1	4
Struggling	0	27	96
Not enough	6+	0	0
Not enough	3-5	1	12
Not enough	1-2	0	0
Not enough	0	7	88

Age : Frequency NHS A&E/Emergency Support Sought

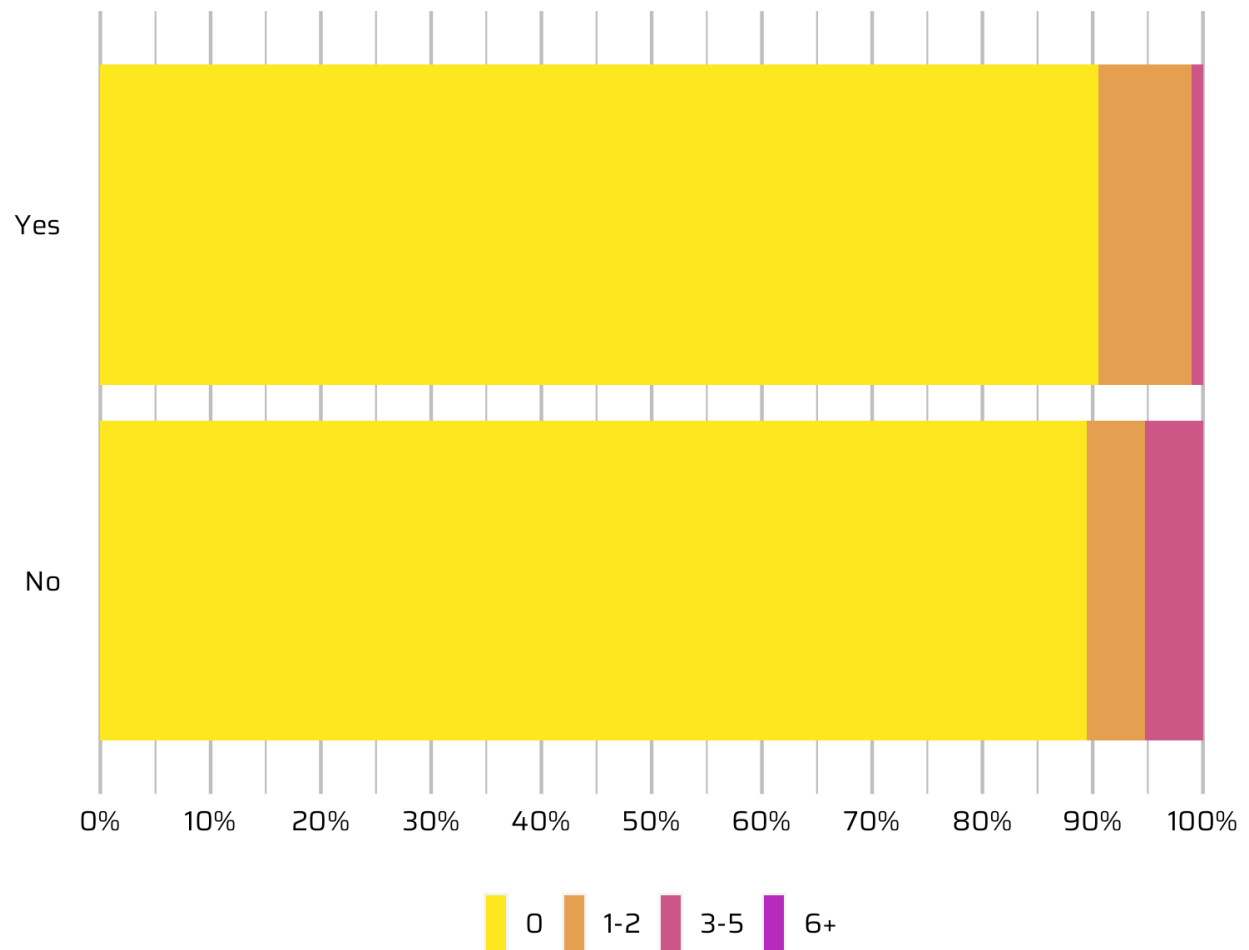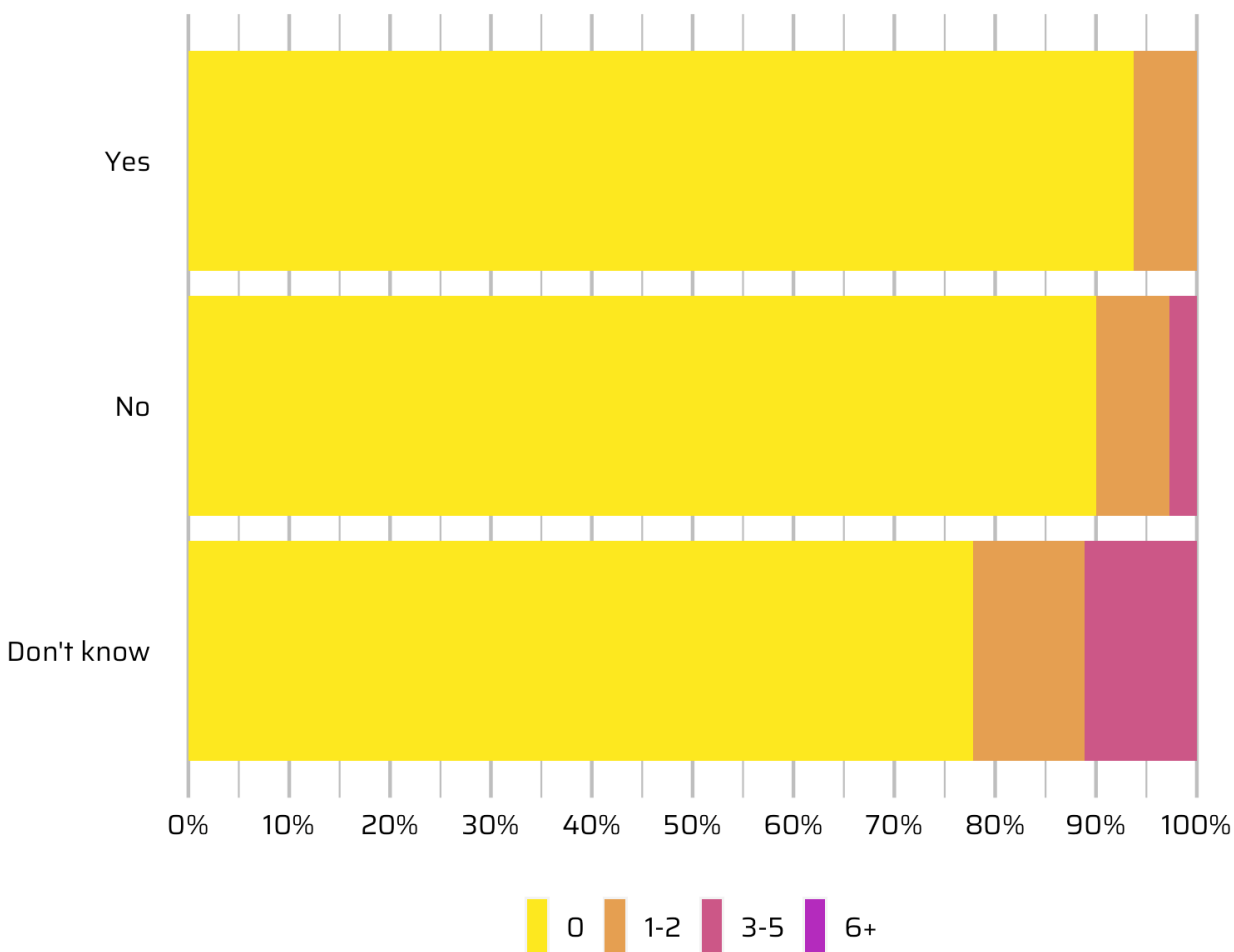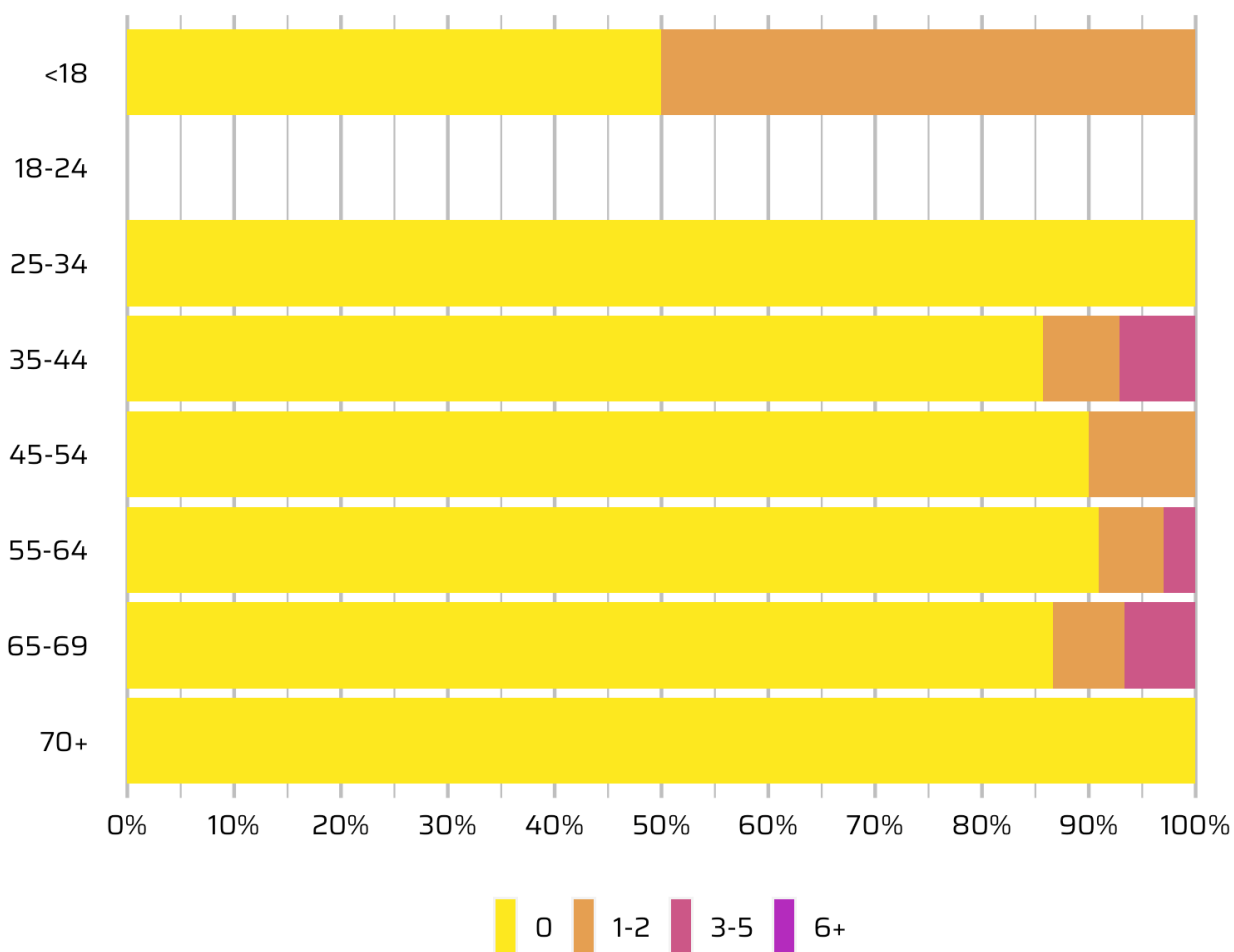*Figure 24: How many times have you sought emergency care in the last 8 weeks by age.*

Table 24: How many times have you sought emergency care in the last 8 weeks by age.

Age	Frequency	Respondents	Percentage
<18	6+	0	0
<18	3-5	0	0
<18	1-2	1	50
<18	0	1	50
18-24	6+	0	NaN

Age	Frequency	Respondents	Percentage
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	7	100
35-44	6+	0	0
35-44	3-5	2	7
35-44	1-2	2	7
35-44	0	24	86
45-54	6+	0	0
45-54	3-5	0	0
45-54	1-2	5	10
45-54	0	45	90
55-64	6+	0	0
55-64	3-5	1	3
55-64	1-2	2	6
55-64	0	30	91
65-69	6+	0	0
65-69	3-5	1	7
65-69	1-2	1	7
65-69	0	13	87
70+	6+	0	0
70+	3-5	0	0
70+	1-2	0	0
70+	0	17	100

Treatment, Care, or Support Accessed
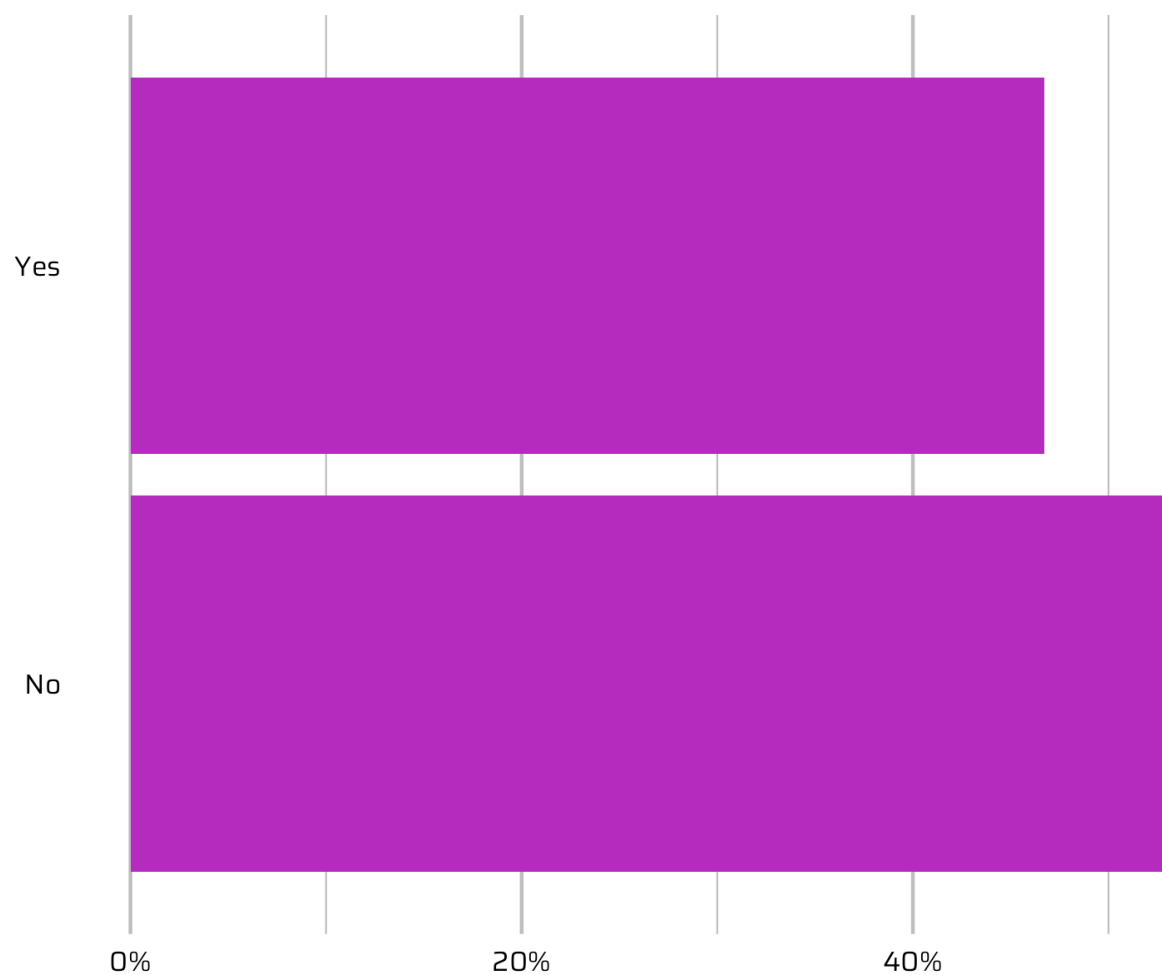
Figure 25: Number that accessed treatment, care or support in the past 8 weeks.

Table 25: Number that accessed treatment, care or support in the past 8 weeks.

Access	Respondents	Percentage
Yes	71	47
No	81	53

Experience of care overall
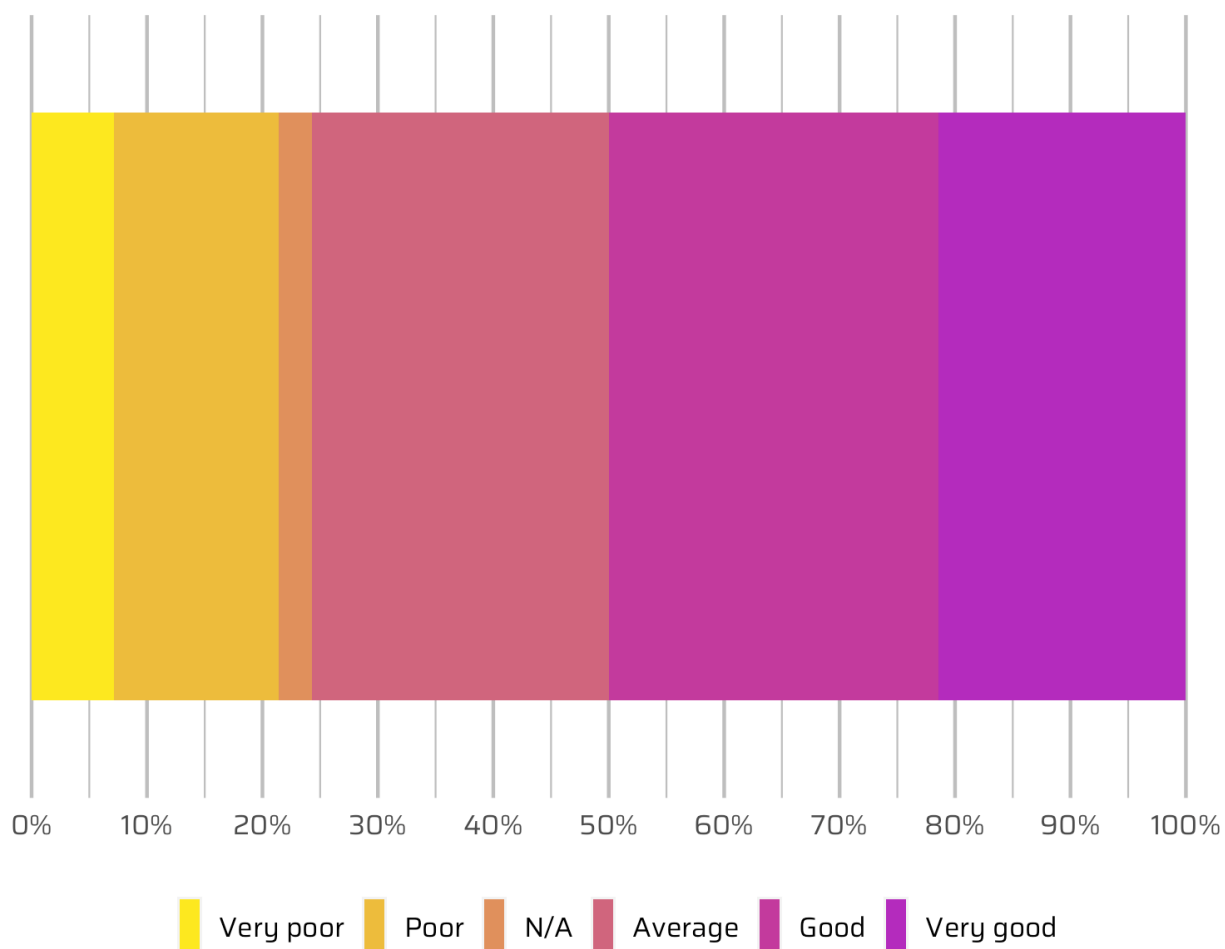
Figure 26: Overall what has your experience of care been like the past 8 weeks?

Table 26: Overall what has your experience of care been like the past 8 weeks?

Experience	Respondents	Percentage
Very good	15	21
Good	20	29
Average	18	26
N/A	2	3
Poor	10	14
Very poor	5	7

Gender : Experience Overall

Very poor · Poor · N/A · Average · Good · Very good
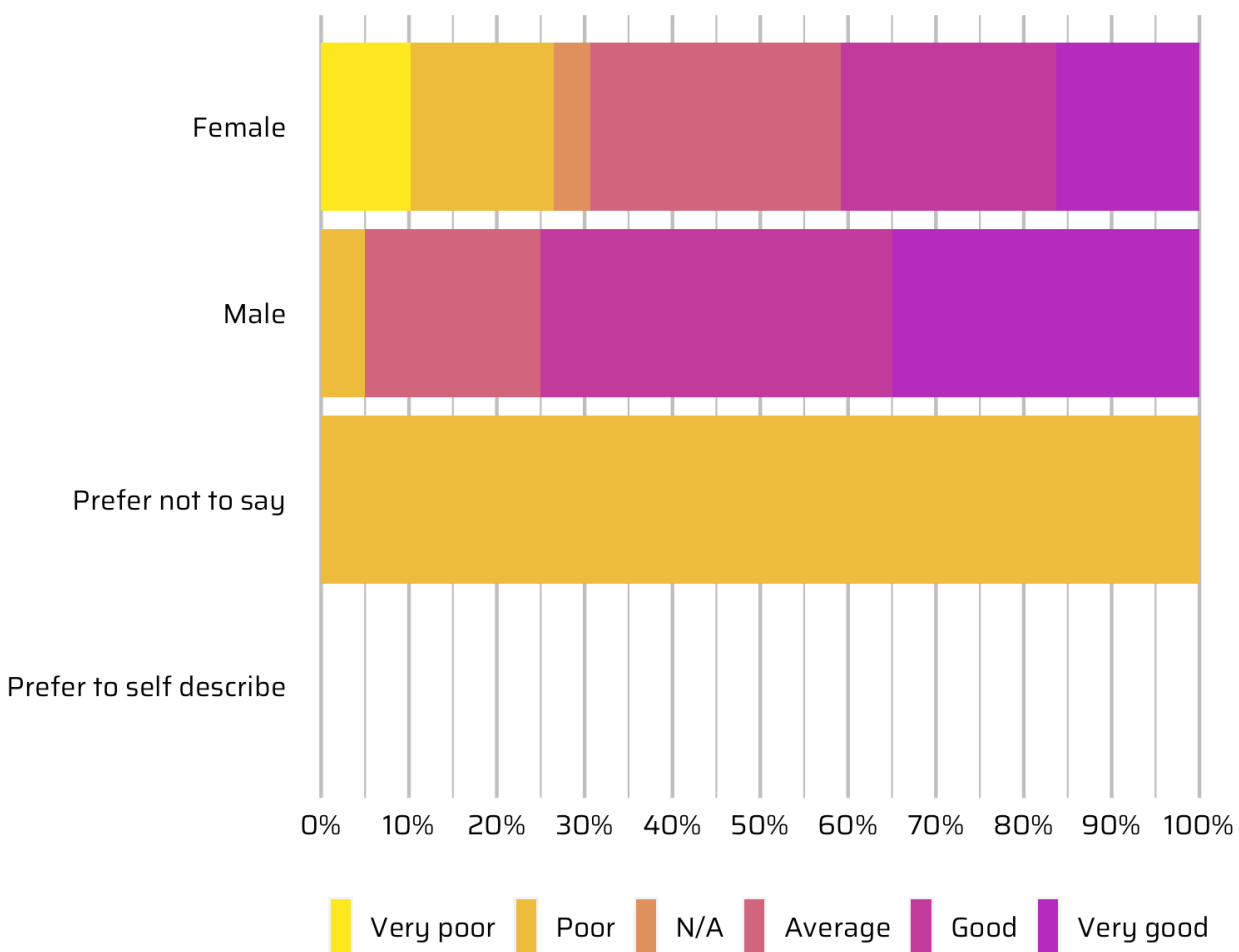
Figure 27: Experience of care by gender.

Table 27: Experience of care by gender.

Gender	Experience	Respondents	Percentage
Female	Very good	8	16
Female	Good	12	24
Female	Average	14	29
Female	N/A	2	4
Female	Poor	8	16
Female	Very poor	5	10
Male	Very good	7	35

Gender	Experience	Respondents	Percentage
Male	Good	8	40
Male	Average	4	20
Male	N/A	0	0
Male	Poor	1	5
Male	Very poor	0	0
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	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

Employment Status : Experience Overall
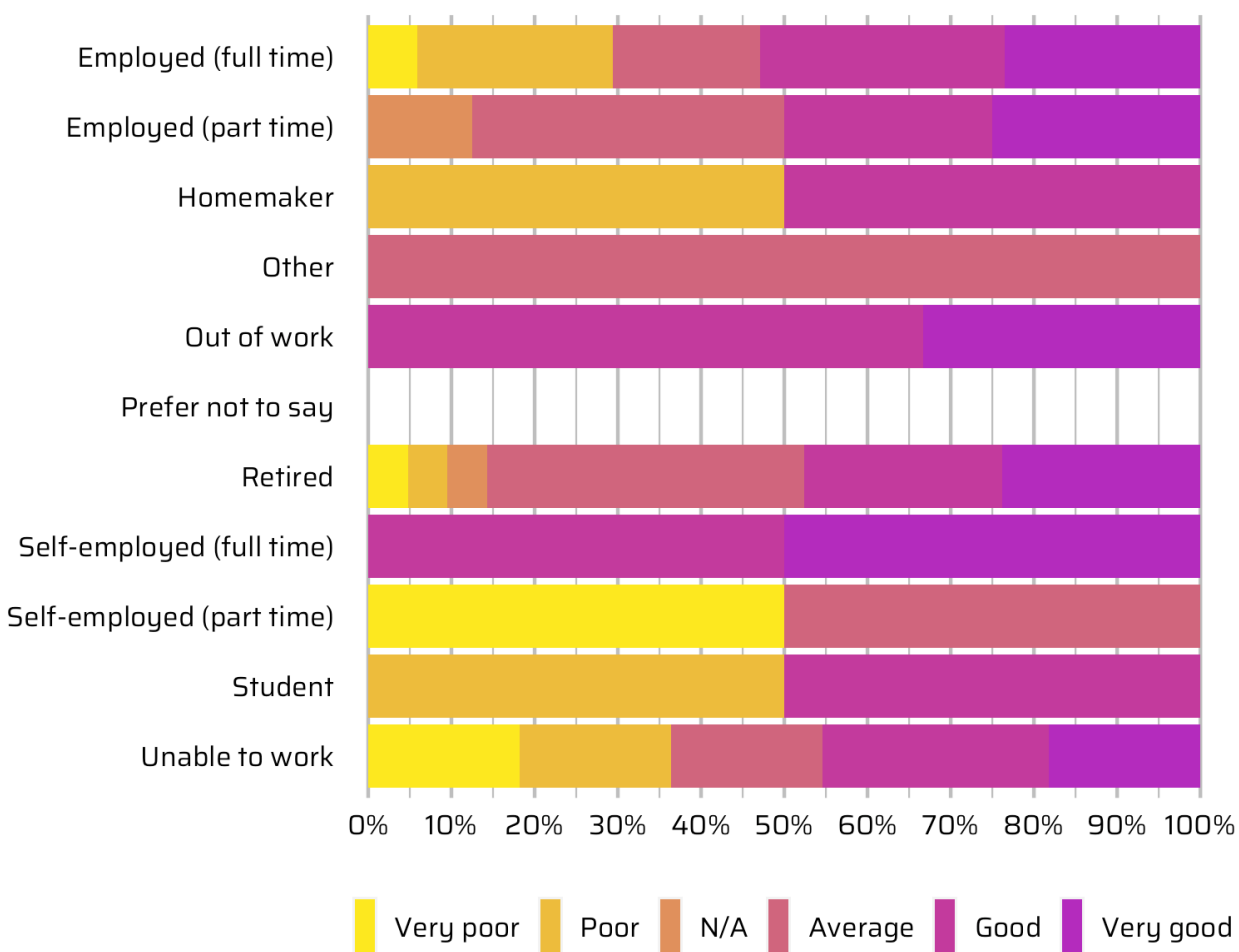
Figure 28: Experience of care by employment status.

Table 28: Experience of care by employment status.

Employment Status	Experience	Respondents	Percentage
Employed (full time)	Very good	4	24
Employed (full time)	Good	5	29
Employed (full time)	Average	3	18
Employed (full time)	N/A	0	0
Employed (full time)	Poor	4	24
Employed (full time)	Very poor	1	6
Employed (part time)	Very good	2	25

Employment Status	Experience	Respondents	Percentage
Employed (part time)	Good	2	25
Employed (part time)	Average	3	38
Employed (part time)	N/A	1	12
Employed (part time)	Poor	0	0
Employed (part time)	Very poor	0	0
Homemaker	Very good	0	0
Homemaker	Good	1	50
Homemaker	Average	0	0
Homemaker	N/A	0	0
Homemaker	Poor	1	50
Homemaker	Very poor	0	0
Other	Very good	0	0
Other	Good	0	0
Other	Average	1	100
Other	N/A	0	0
Other	Poor	0	0
Other	Very poor	0	0
Out of work	Very good	1	33
Out of work	Good	2	67
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	NaN
Prefer not to say	Good	0	NaN
Prefer not to say	Average	0	NaN
Prefer not to say	N/A	0	NaN
Prefer not to say	Poor	0	NaN
Prefer not to say	Very poor	0	NaN
Retired	Very good	5	24
Retired	Good	5	24
Retired	Average	8	38

Employment Status	Experience	Respondents	Percentage
Retired	N/A	1	5
Retired	Poor	1	5
Retired	Very poor	1	5
Self-employed (full time)	Very good	1	50
Self-employed (full time)	Good	1	50
Self-employed (full time)	Average	0	0
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	0	0
Self-employed (part time)	Average	1	50
Self-employed (part time)	N/A	0	0
Self-employed (part time)	Poor	0	0
Self-employed (part time)	Very poor	1	50
Student	Very good	0	0
Student	Good	1	50
Student	Average	0	0
Student	N/A	0	0
Student	Poor	1	50
Student	Very poor	0	0
Unable to work	Very good	2	18
Unable to work	Good	3	27
Unable to work	Average	2	18
Unable to work	N/A	0	0
Unable to work	Poor	2	18
Unable to work	Very poor	2	18

Number of Dependents: Experience Overall
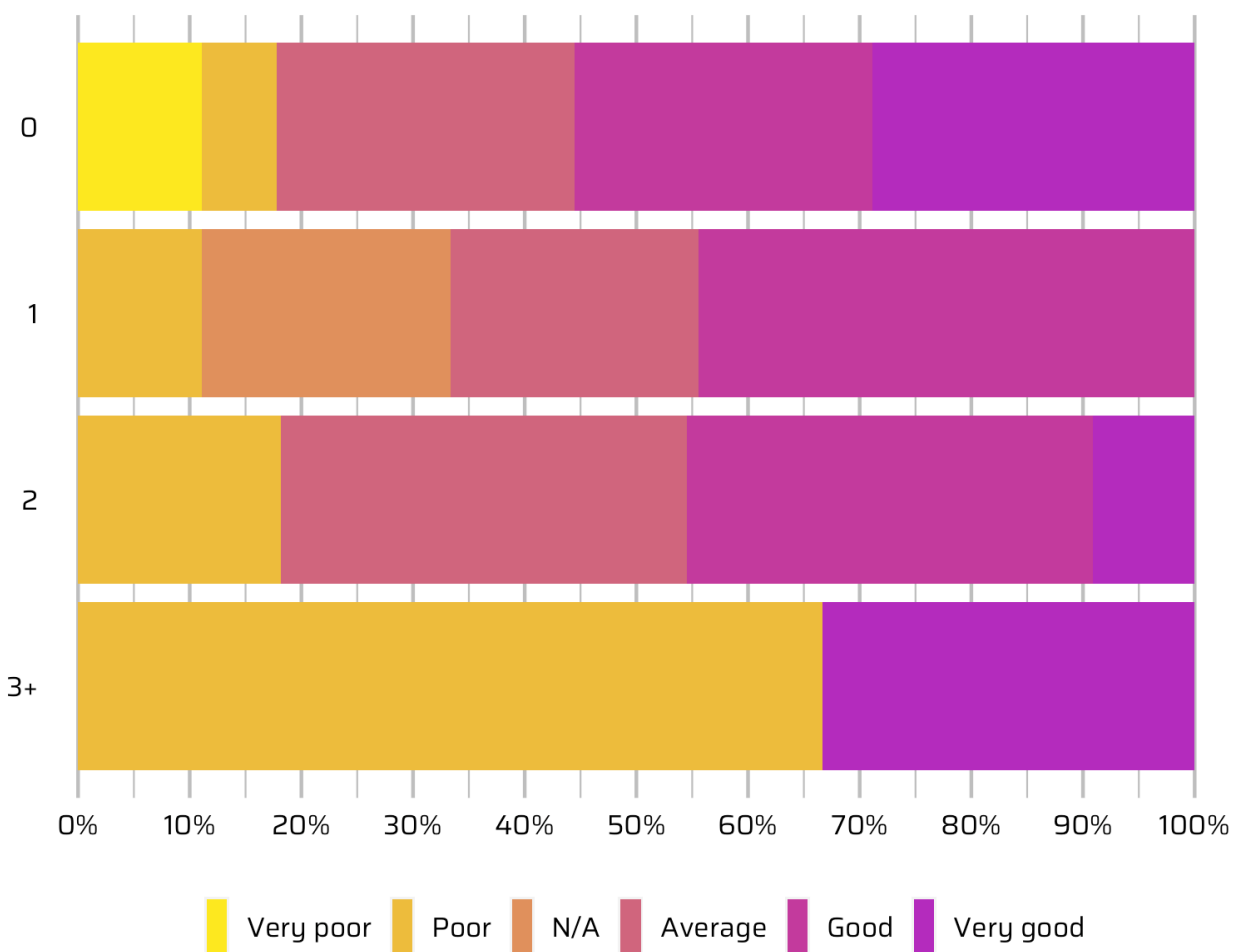
Figure 29: Experience of care by number of dependents.

Table 29: Experience of care by number of dependents.

Dependents	Experience	Respondents	Percentage
0	Very good	13	29
0	Good	12	27
0	Average	12	27
0	N/A	0	0
0	Poor	3	7
0	Very poor	5	11
1	Very good	0	0

Dependents	Experience	Respondents	Percentage
1	Good	4	44
1	Average	2	22
1	N/A	2	22
1	Poor	1	11
1	Very poor	0	0
2	Very good	1	9
2	Good	4	36
2	Average	4	36
2	N/A	0	0
2	Poor	2	18
2	Very poor	0	0
3+	Very good	1	33
3+	Good	0	0
3+	Average	0	0
3+	N/A	0	0
3+	Poor	2	67
3+	Very poor	0	0

Marital Status : Experience Overall
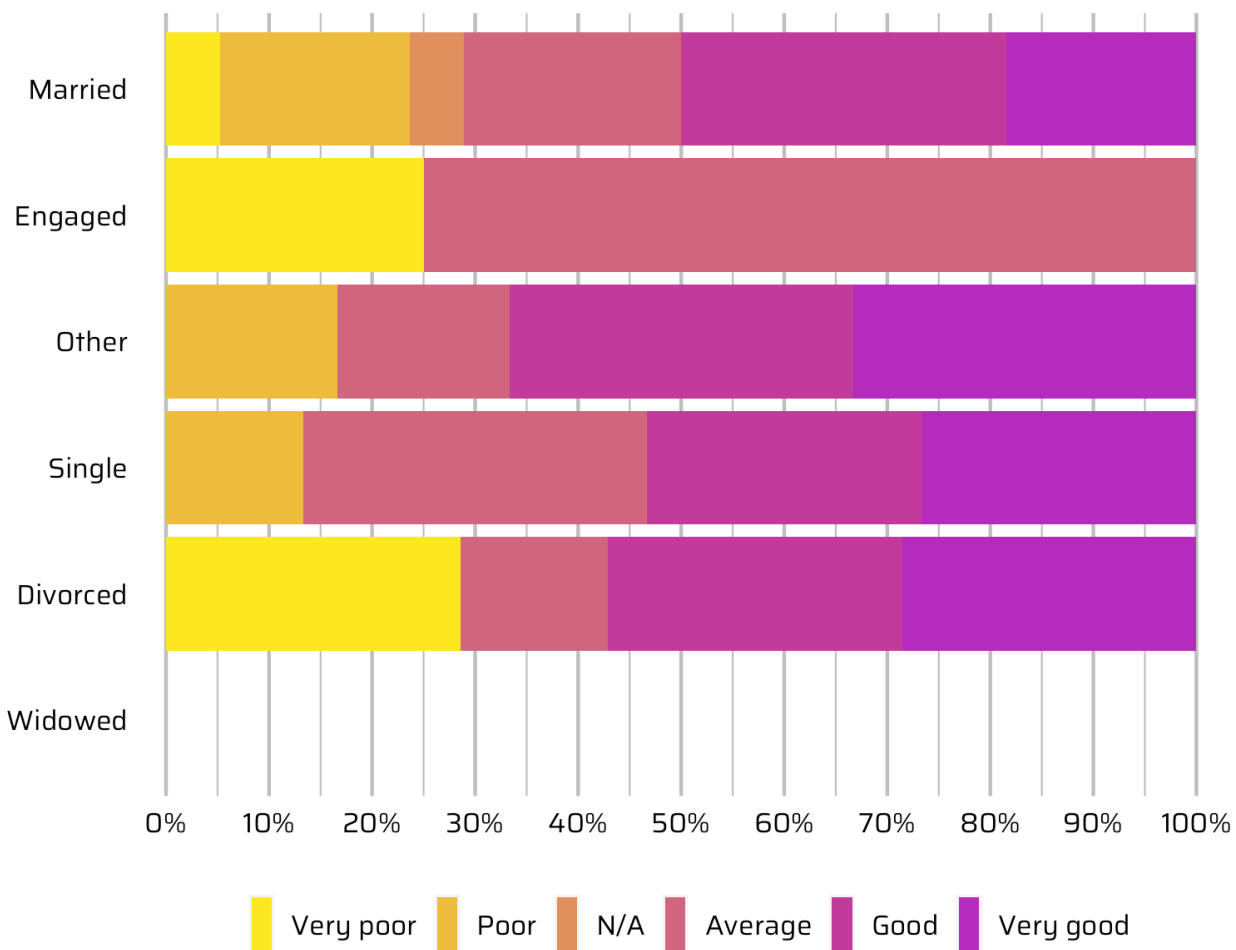

Figure 30: Experience of care by marital status.

Table 30: Experience of care by marital status.

Marital Status	Experience	Respondents	Percentage
Married	Very good	7	18
Married	Good	12	32
Married	Average	8	21
Married	N/A	2	5
Married	Poor	7	18
Married	Very poor	2	5
Engaged	Very good	0	0

Marital Status	Experience	Respondents	Percentage
Engaged	Good	0	0
Engaged	Average	3	75
Engaged	N/A	0	0
Engaged	Poor	0	0
Engaged	Very poor	1	25
Other	Very good	2	33
Other	Good	2	33
Other	Average	1	17
Other	N/A	0	0
Other	Poor	1	17
Other	Very poor	0	0
Single	Very good	4	27
Single	Good	4	27
Single	Average	5	33
Single	N/A	0	0
Single	Poor	2	13
Single	Very poor	0	0
Divorced	Very good	2	29
Divorced	Good	2	29
Divorced	Average	1	14
Divorced	N/A	0	0
Divorced	Poor	0	0
Divorced	Very poor	2	29
Widowed	Very good	0	NaN
Widowed	Good	0	NaN
Widowed	Average	0	NaN
Widowed	N/A	0	NaN
Widowed	Poor	0	NaN
Widowed	Very poor	0	NaN

Anxious or Hopeless Feeling : Experience Overall

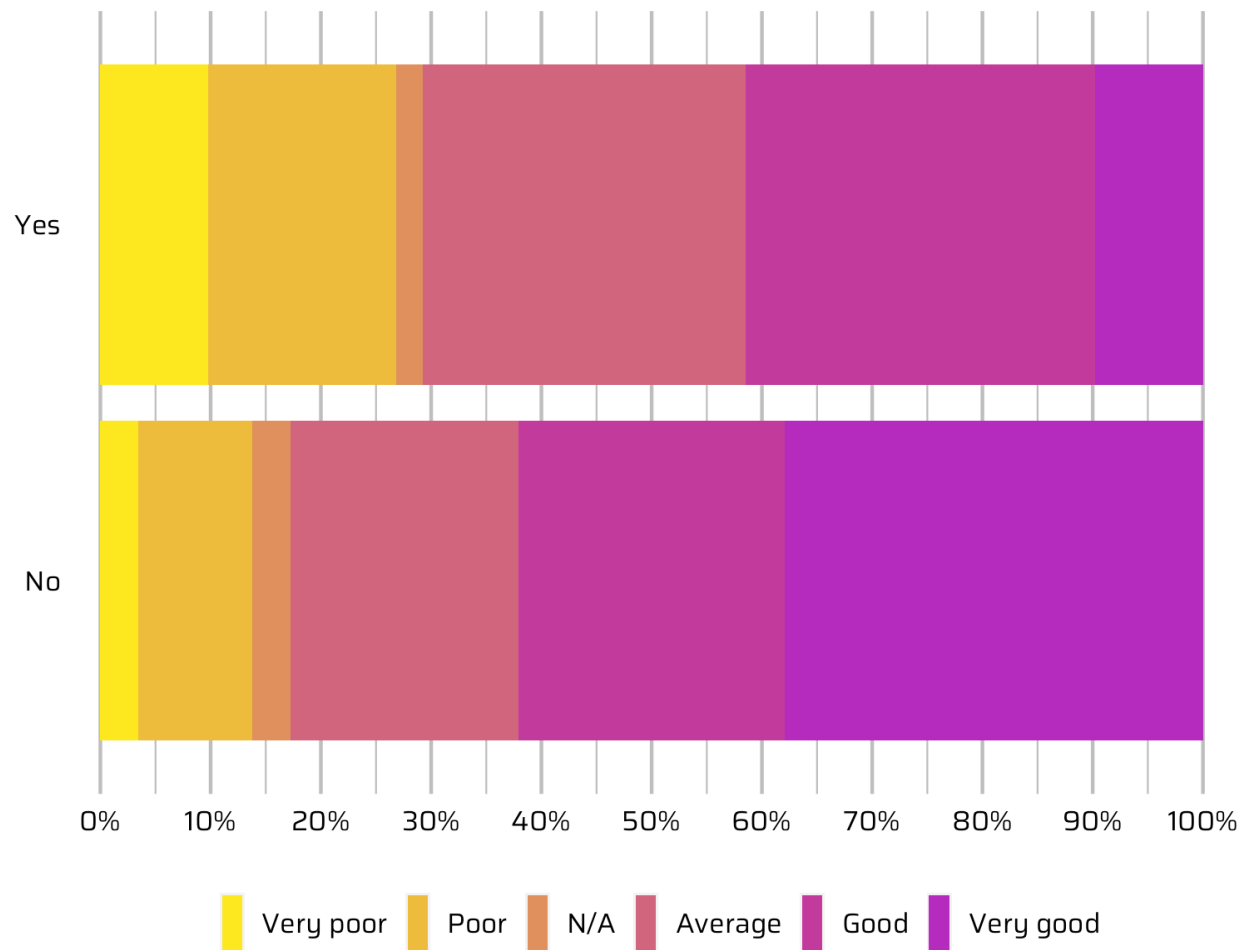*Figure 31: Experience of care by feeling anxious or hopeless.*

Table 31: Experience of care by feeling anxious or hopeless.

Anxious or Hopeless	Experience	Respondents	Percentage
Yes	Very good	4	10
Yes	Good	13	32
Yes	Average	12	29
Yes	N/A	1	2
Yes	Poor	7	17
Yes	Very poor	4	10
No	Very good	11	38

Anxious or Hopeless	Experience	Respondents	Percentage
No	Good	7	24
No	Average	6	21
No	N/A	1	3
No	Poor	3	10
No	Very poor	1	3

Cancellation or Delay of Care : Experience Overall
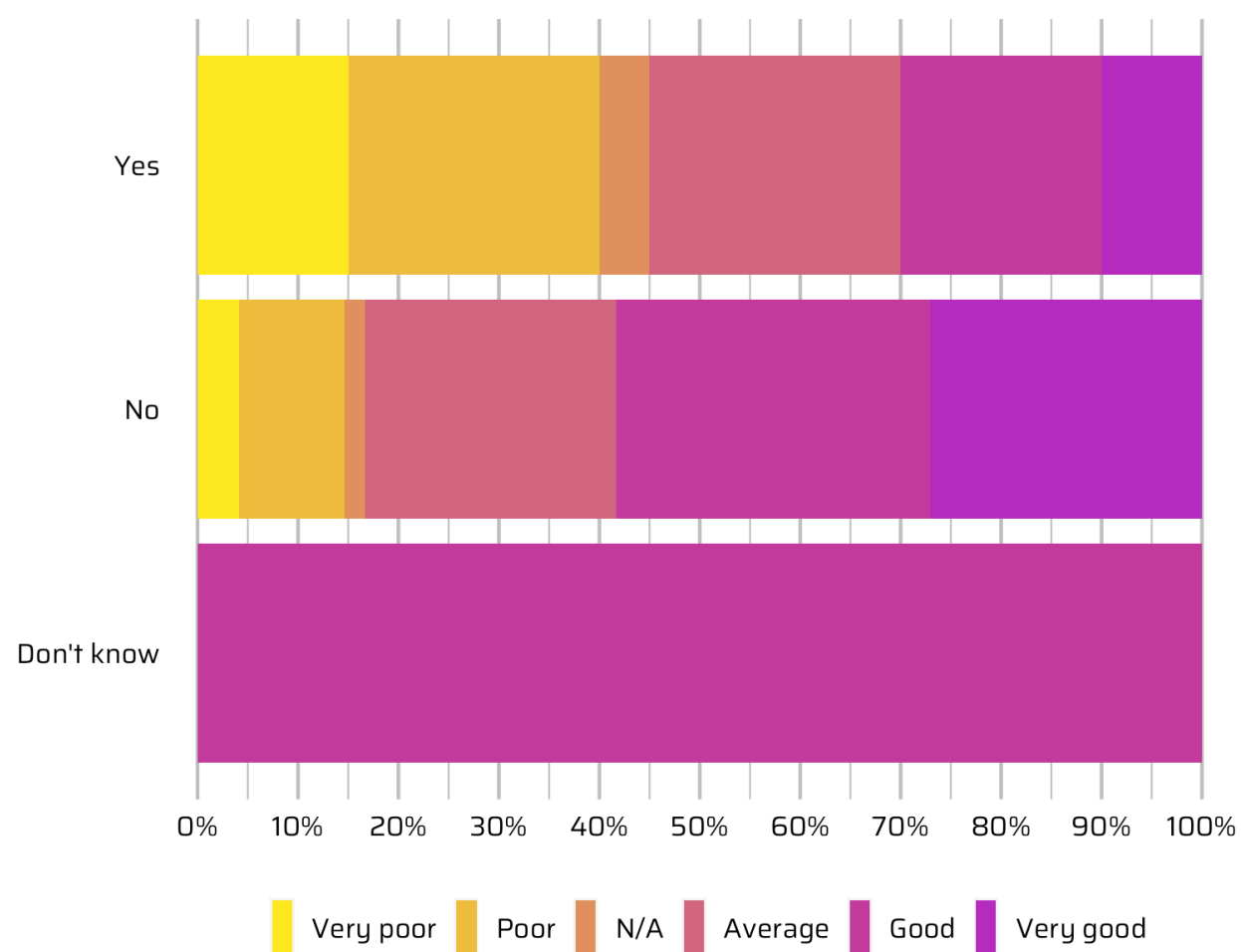

Figure 32: Experience of care by cancellations or delays of care.

Table 32: Experience of care by cancellations or delays of care.

Cancellation	Experience	Respondents	Percentage
Yes	Very good	2	10
Yes	Good	4	20
Yes	Average	5	25
Yes	N/A	1	5
Yes	Poor	5	25
Yes	Very poor	3	15
No	Very good	13	27
No	Good	15	31
No	Average	12	25
No	N/A	1	2
No	Poor	5	10
No	Very poor	2	4
Don't know	Very good	0	0
Don't know	Good	1	100
Don't know	Average	0	0
Don't know	N/A	0	0
Don't know	Poor	0	0
Don't know	Very poor	0	0

Financial Status : Experience Overall

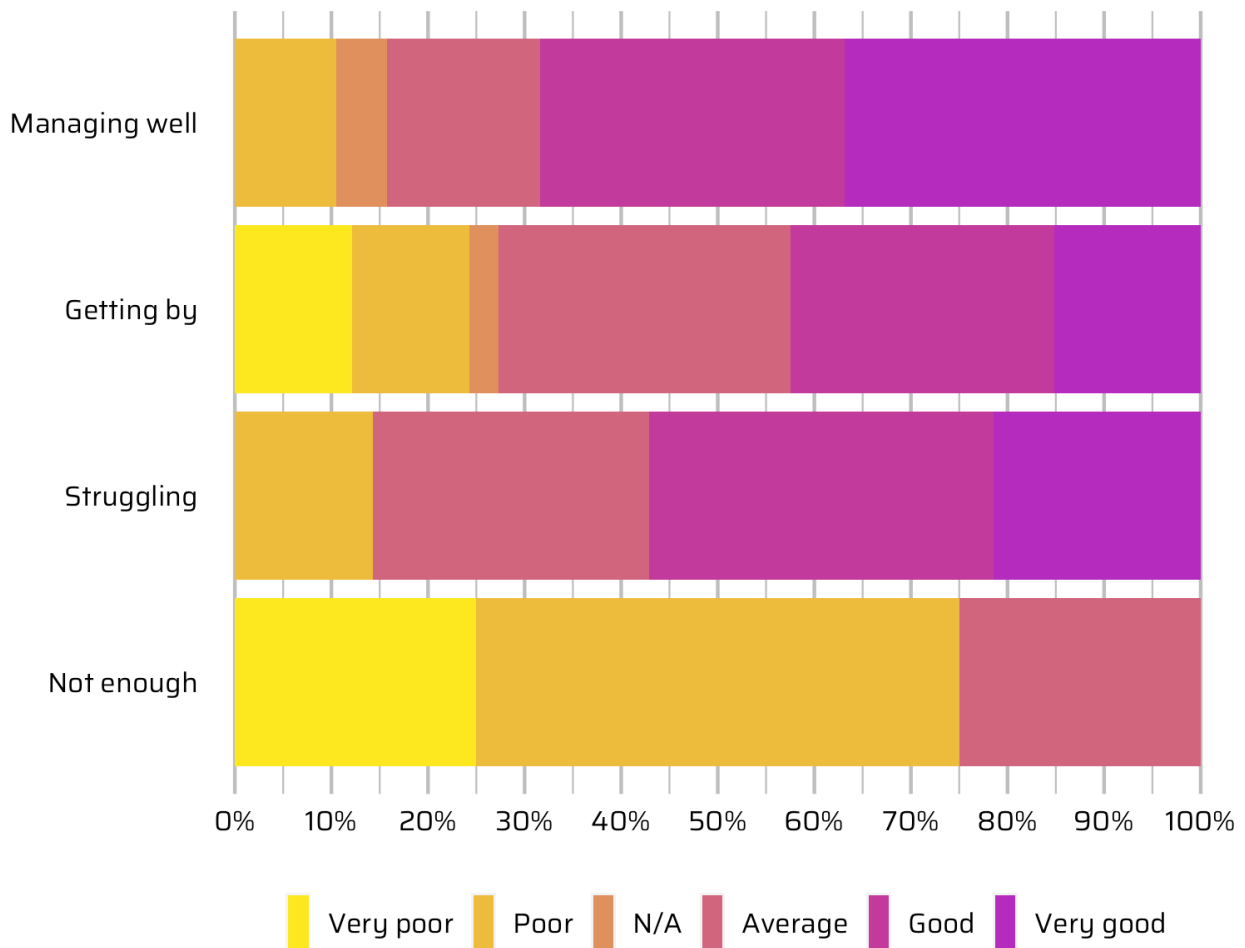*Figure 33: Experience of care by financial status.*

Table 33: Experience of care by financial status.

Financial Status	Experience	Respondents	Percentage
Managing well	Very good	7	37
Managing well	Good	6	32
Managing well	Average	3	16
Managing well	N/A	1	5
Managing well	Poor	2	11
Managing well	Very poor	0	0

Financial Status	Experience	Respondents	Percentage
Getting by	Very good	5	15
Getting by	Good	9	27
Getting by	Average	10	30
Getting by	N/A	1	3
Getting by	Poor	4	12
Getting by	Very poor	4	12
Struggling	Very good	3	21
Struggling	Good	5	36
Struggling	Average	4	29
Struggling	N/A	0	0
Struggling	Poor	2	14
Struggling	Very poor	0	0
Not enough	Very good	0	0
Not enough	Good	0	0
Not enough	Average	1	25
Not enough	N/A	0	0
Not enough	Poor	2	50
Not enough	Very poor	1	25

Age : Experience Overall
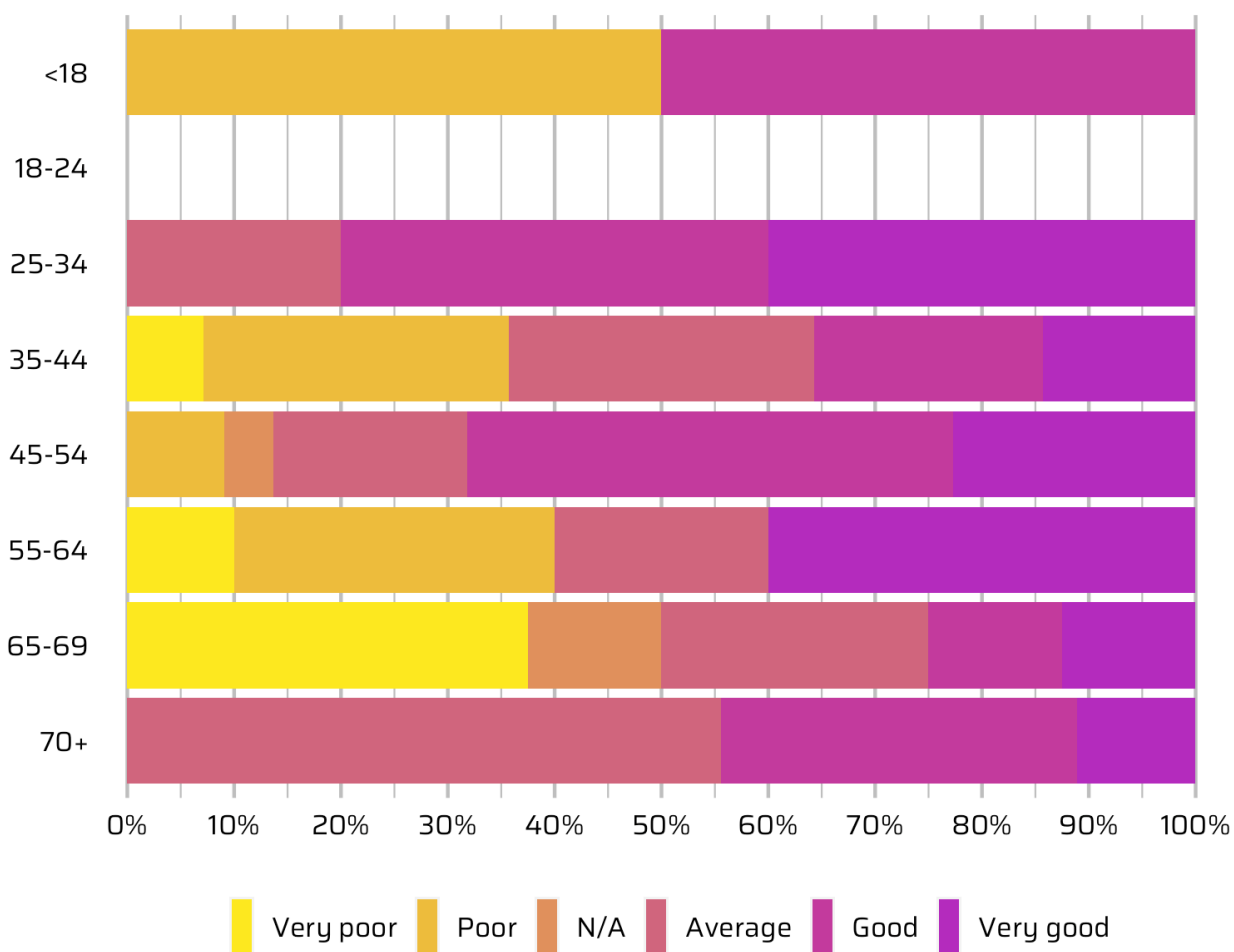
Figure 34: Experience of care by age.

Table 34: Experience of care by age.

Age	Experience	Respondents	Percentage
<18	Very good	0	0
<18	Good	1	50
<18	Average	0	0
<18	N/A	0	0
<18	Poor	1	50
<18	Very poor	0	0
18-24	Very good	0	NaN

Age	Experience	Respondents	Percentage
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	40
25-34	Good	2	40
25-34	Average	1	20
25-34	N/A	0	0
25-34	Poor	0	0
25-34	Very poor	0	0
35-44	Very good	2	14
35-44	Good	3	21
35-44	Average	4	29
35-44	N/A	0	0
35-44	Poor	4	29
35-44	Very poor	1	7
45-54	Very good	5	23
45-54	Good	10	45
45-54	Average	4	18
45-54	N/A	1	5
45-54	Poor	2	9
45-54	Very poor	0	0
55-64	Very good	4	40
55-64	Good	0	0
55-64	Average	2	20
55-64	N/A	0	0
55-64	Poor	3	30
55-64	Very poor	1	10
65-69	Very good	1	12
65-69	Good	1	12
65-69	Average	2	25

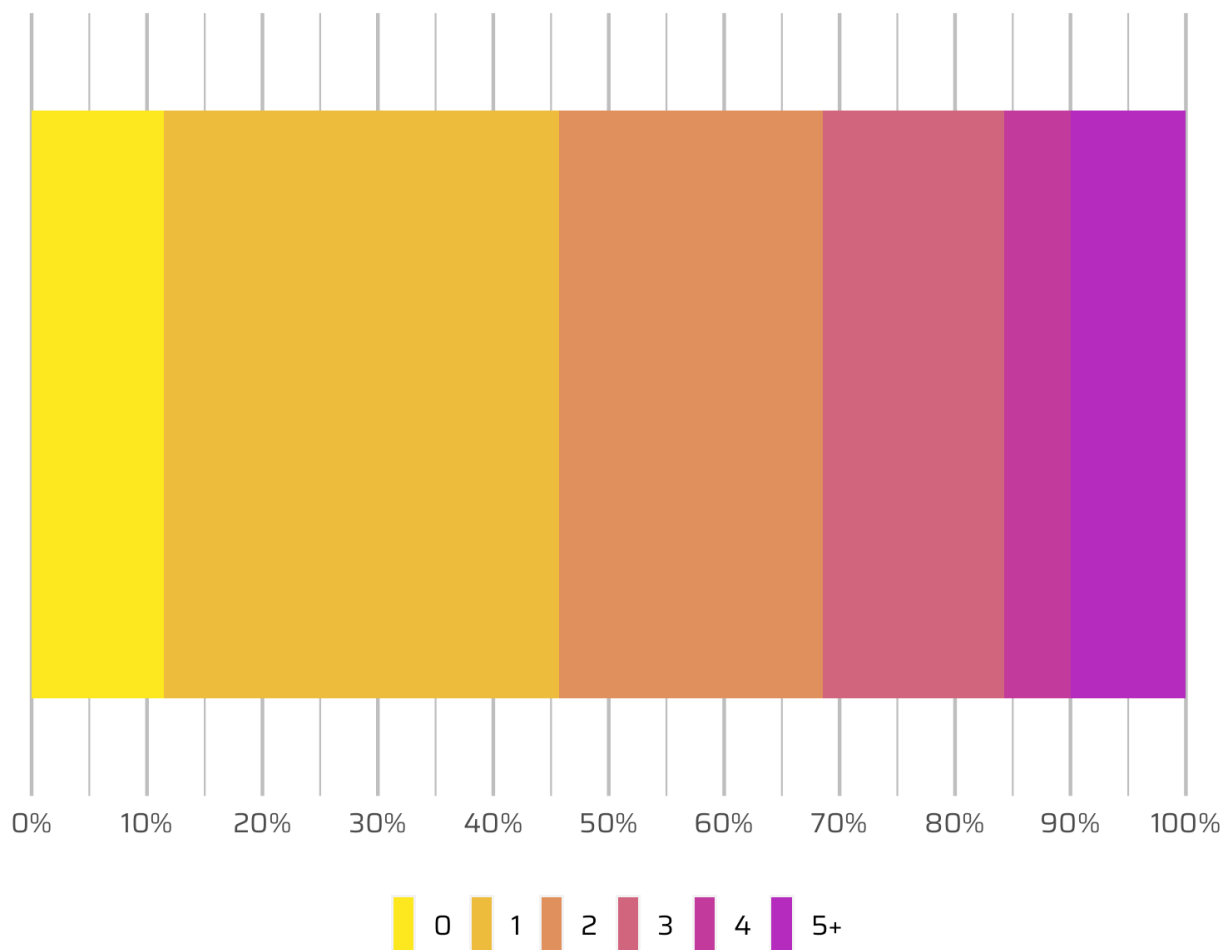| Age	Experience	Respondents	Percentage
65-69	N/A	1	12
65-69	Poor	0	0
65-69	Very poor	3	38
70+	Very good	1	11
70+	Good	3	33
70+	Average	5	56
70+	N/A	0	0
70+	Poor	0	0
70+	Very poor	0	0

Number of Medical Appointments

Figure 35: Number of Medical Appointments in the past 8 weeks.

Table 35: Number of Medical Appointments in the past 8 weeks.

Number	Respondents	Percentage
5+	7	10
4	4	6
3	11	16
2	16	23
1	24	34
0	8	11

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.
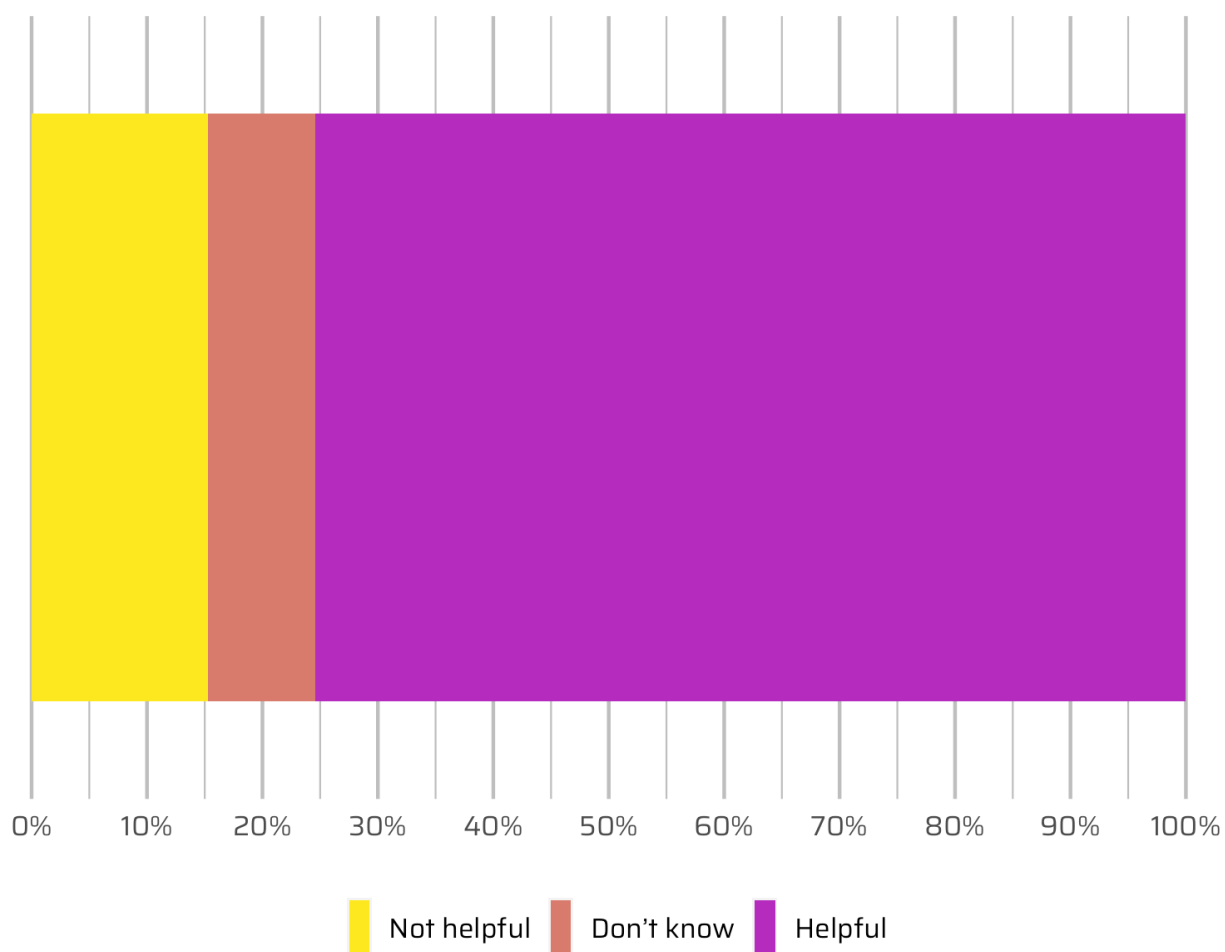
Helpfulness Medical Appointments

Figure 36: Helpfulness of medical appointments.

Table 36: Helpfulness of medical appointments.

Helpfulness	Observations	Percentage
Helpful	89	75
Don't know	11	9

Helpfulness	Observations	Percentage
Not helpful	18	15

Specialty of Medical Appointment.
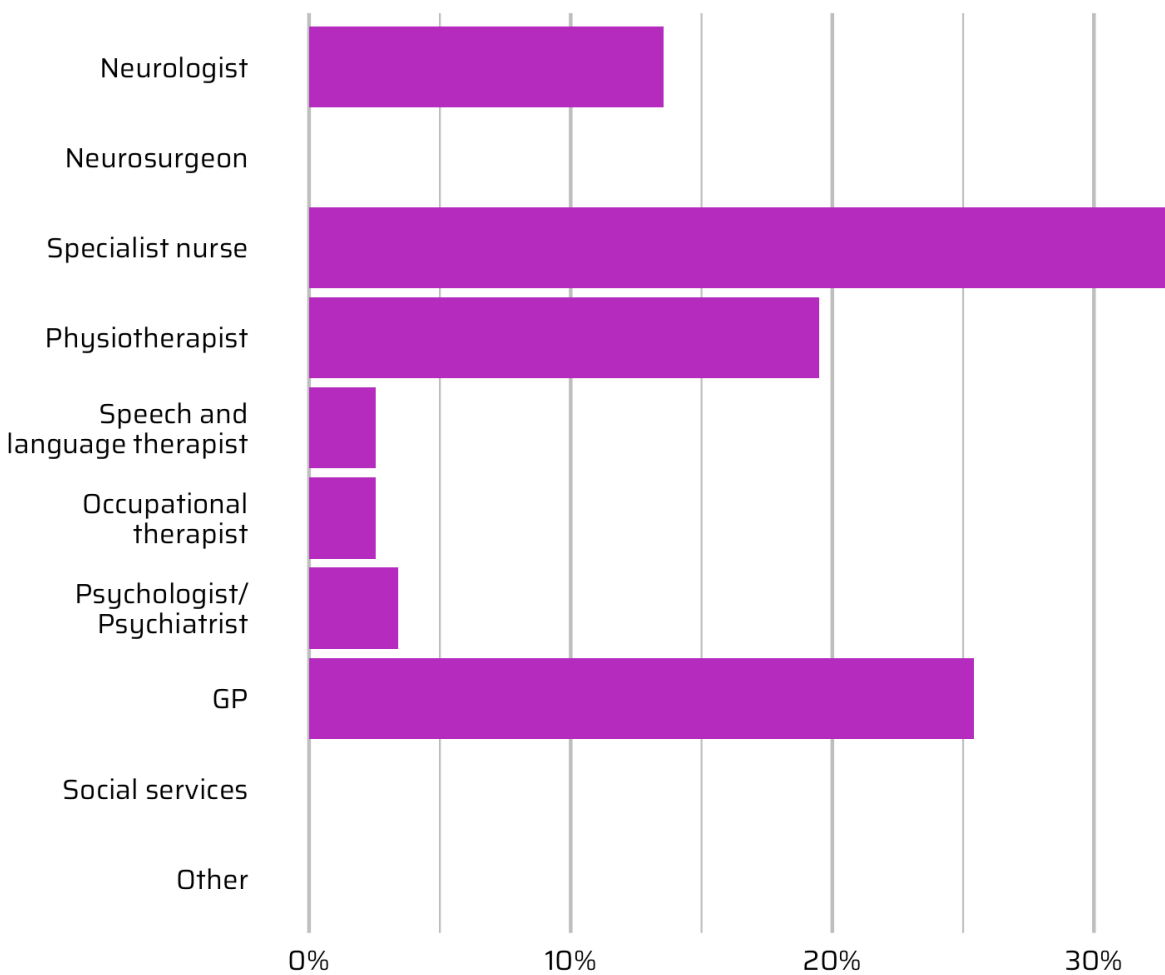
Figure 37: Type of medical appointment.

Table 37: Type of medical appointment.

Specialty	Observations	Percentage
Neurologist	16	14
Neurosurgeon	0	0
Specialist nurse	39	33

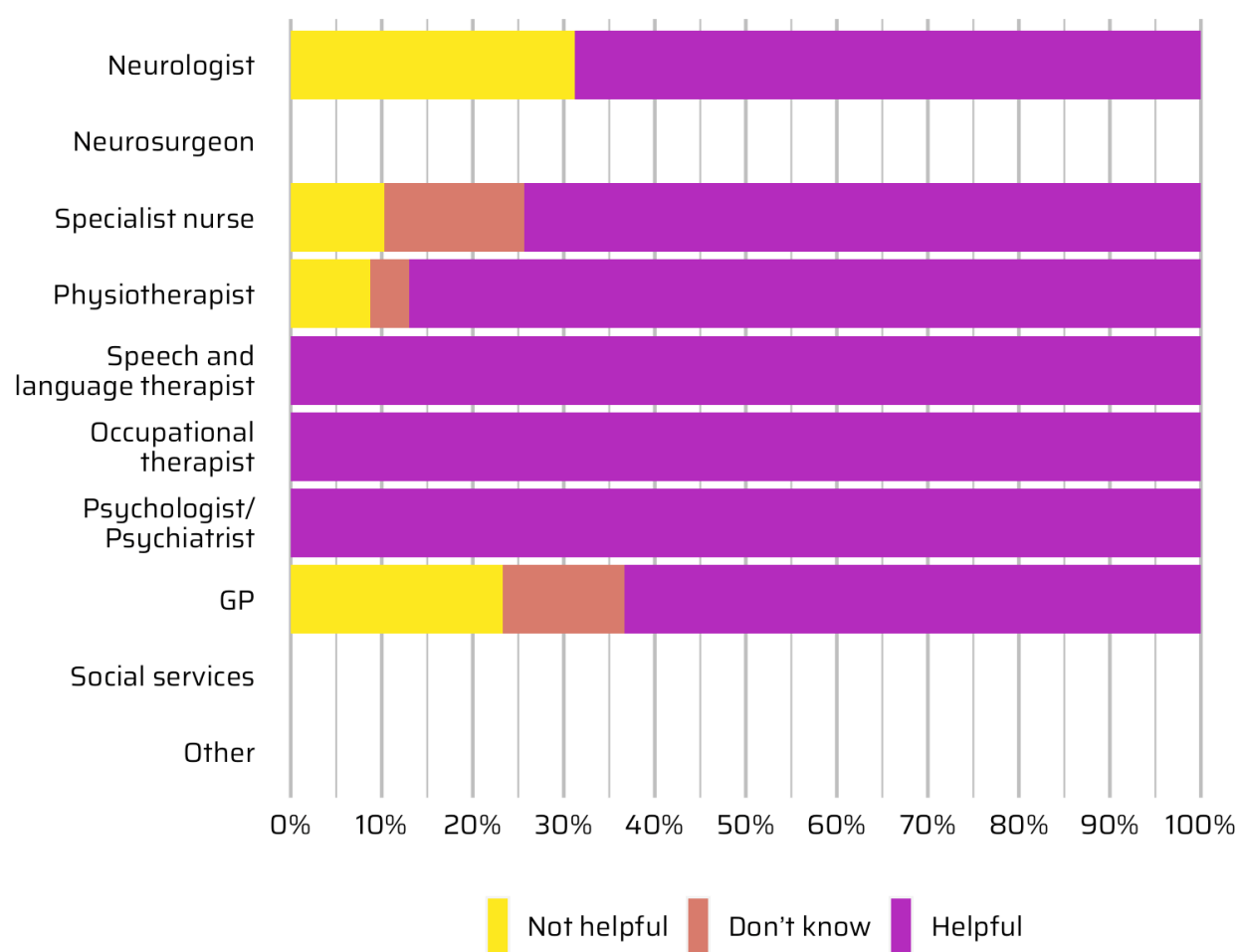| Specialty	Observations	Percentage
Physiotherapist	23	19
Speech and language therapist	3	3
Occupational therapist	3	3
Psychologist/Psychiatrist	4	3
GP	30	25
Social services	0	0
Other	0	0

Speciality : Helpfulness Medical Appointment

Figure 38: Helpfulness of medical appointment by specialty.

Table 38: Helpfulness of medical appointment by specialty.

Specialty	Helpfulness	Observations	Percentage
Neurologist	Helpful	11	69
Neurologist	Don't know	0	0
Neurologist	Not helpful	5	31
Neurosurgeon	Helpful	0	NaN
Neurosurgeon	Don't know	0	NaN
Neurosurgeon	Not helpful	0	NaN
Specialist nurse	Helpful	29	74
Specialist nurse	Don't know	6	15
Specialist nurse	Not helpful	4	10
Physiotherapist	Helpful	20	87
Physiotherapist	Don't know	1	4
Physiotherapist	Not helpful	2	9
Speech and language therapist	Helpful	3	100
Speech and language therapist	Don't know	0	0
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	4	100
Psychologist/Psychiatrist	Don't know	0	0
Psychologist/Psychiatrist	Not helpful	0	0
GP	Helpful	19	63
GP	Don't know	4	13
GP	Not helpful	7	23
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 of Medical Appointment Delivery.
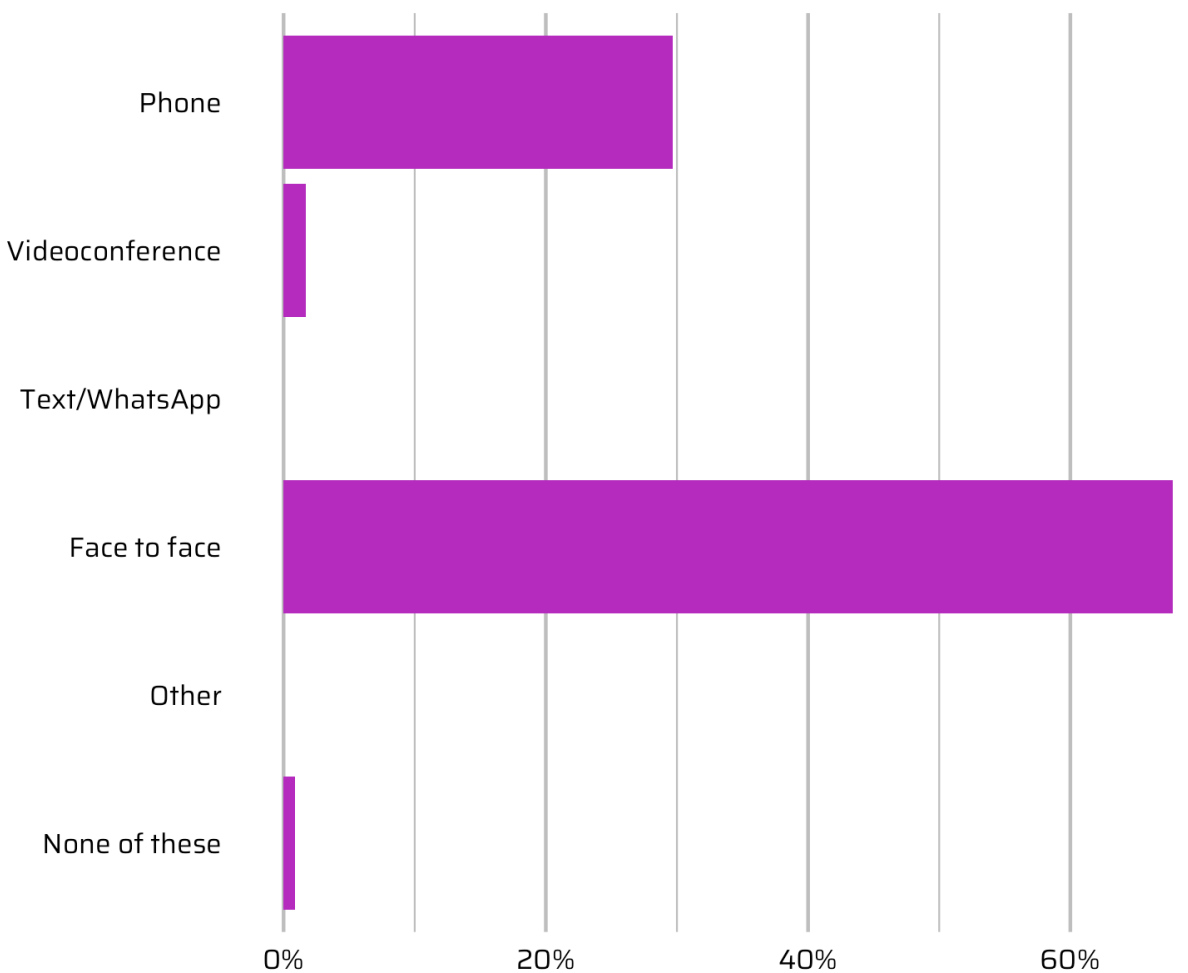
Figure 39: Mode of medical appointment.

Table 39: Mode of medical appointment.

Mode	Observations	Percentage
Phone	35	30
Videoconference	2	2
Text/WhatsApp	0	0
Face to face	80	68
Other	0	0
None of these	1	1

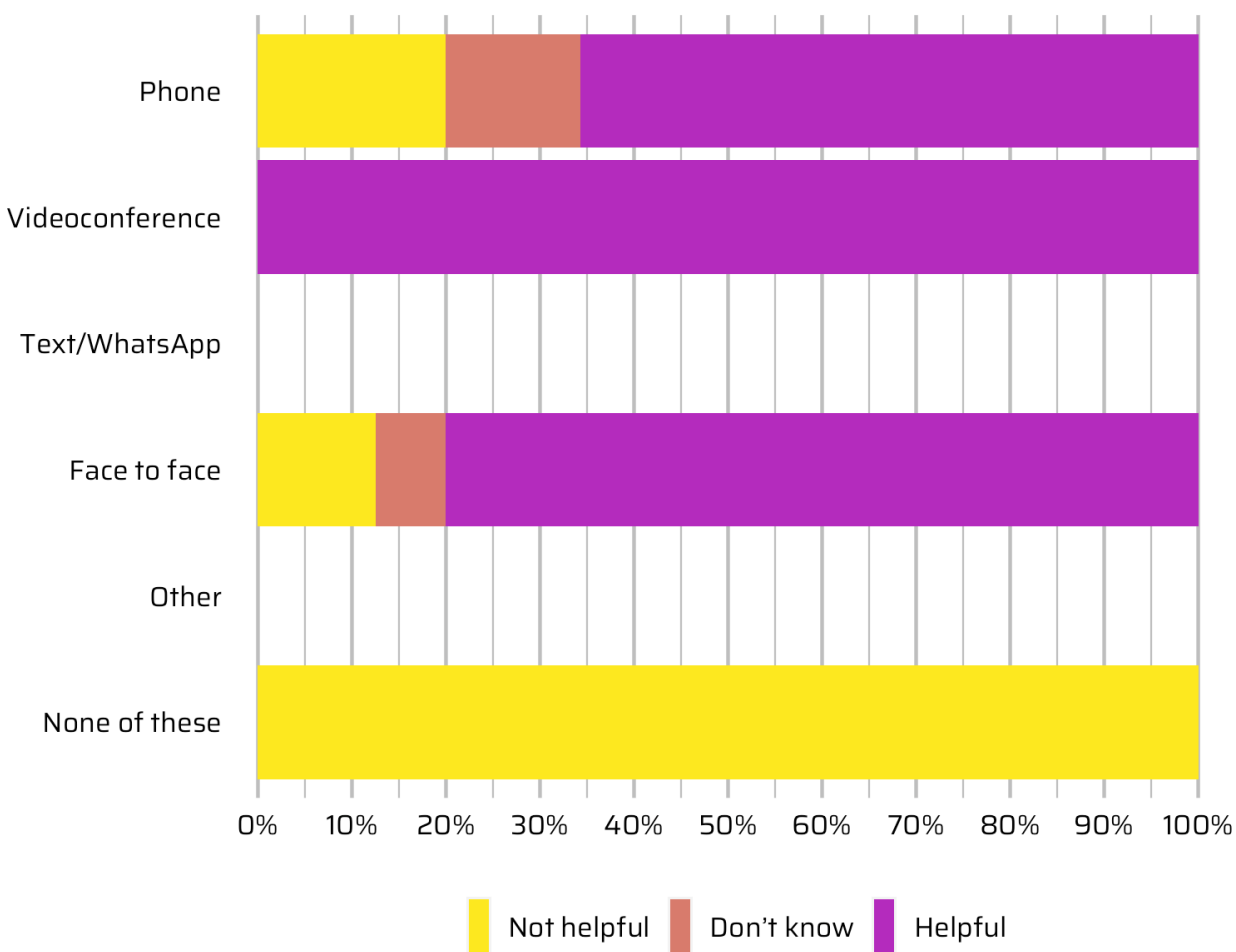## Mode of Delivery : Helpfulness Medical Appointment

Figure 40: Helpfulness of medical appointment by mode of delivery.

Table 40: Helpfulness of medical appointment by mode of delivery.

Mode	Helpfulness	Observations	Percentage
Phone	Helpful	23	66
Phone	Don't know	5	14
Phone	Not helpful	7	20
Videoconference	Helpful	2	100
Videoconference	Don't know	0	0
Videoconference	Not helpful	0	0
Text/WhatsApp	Helpful	0	NaN

Mode	Helpfulness	Observations	Percentage
Text/WhatsApp	Don't know	0	NaN
Text/WhatsApp	Not helpful	0	NaN
Face to face	Helpful	64	80
Face to face	Don't know	6	8
Face to face	Not helpful	10	12
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	0	0
None of these	Not helpful	1	100