Which, if any, healthcare services did you personally use or visit during the 12 months PRIOR TO the stay-at-home order resulting from the coronavirus (COVID-19) pandemic (that is, between the 22nd of March 2019 and the 22nd of March 2020)?

|  |  |
| --- | --- |
| Total respondents | 2152 |
| GP | 137764% |
| Dentist/orthodontist | 120356% |
| Pharmacy services (e.g. collecting prescription medicine, using stop smoking services or getting a flu jab etc.) | 117254% |
| Optician | 76936% |
| Outpatient services (going to hospital but not staying overnight) | 48422% |
| A&E/Urgent care | 28113% |
| Physiotherapy or other forms of physical/occupational therapy \*Chiropractor/ Osteopath | 21210% |
| Mental health services | 1849% |
| Social/community care | 613% |
| Maternity services | 10\* |
| Surgery | 10\* |
| Nurse / practice nurse | 9\* |
| Hospital inpatient | 5\* |
| Hearing / audiology | 5\* |
| Podiatrist | 4 |
| Clinic / polyclinic | 4 |
| Other healthcare service, please specify | 161% |
| Did not use any healthcare services during the 12 months prior to the stay-at-home-order | 21810% |
| Don’t know | 281% |
| Prefer not to say | 161% |
| Net: Accessed any healthcare services  | 189088% |

On a scale of 1 to 5 where 1 is “Not at all concerned” and 5 is “Very concerned”, how concerned or not are you that the coronavirus (COVID-19) pandemic will pose the following risks?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **A health risk to your community** | **A health risk to your family** | **An economic risk to your community** | **An economic risk to your family** |
|  | **(A)** | **(B)** | **(C)** | **(D)** |
| Total respondents | 2152 | 2152 | 2152 | 2152 |
| 1 - Not at all concerned (1)  | 109 | 98 | 83 | 162 |
| 5% | 5% | 4% | 8% |
| 2  | 216 | 211 | 139 | 279 |
| 10% | 10% | 6% | 13% |
| 3  | 543 | 464 | 517 | 532 |
| 25% | 22% | 24% | 25% |
| 4  | 677 | 610 | 681 | 552 |
| 31% | 28% | 32% | 26% |
| 5 - Very concerned (5)  | 553 | 730 | 665 | 572 |
| 26% | 34% | 31% | 27% |
| Don’t know  | 47 | 31 | 61 | 47 |
| 2% | 1% | 3% | 2% |
| Prefer not to say | 7 | 7 | 7 | 9 |
| Net: Not concerned  | 325 | 309 | 221 | 441 |
| 15% | 14% | 10% | 20% |
| Net: Concerned  | 1229 | 1340 | 1345 | 1124 |
| 57% | 62% | 63% | 52% |

Since the 23rd March, have you personally delayed getting any of the following types of treatment? Or have you had any of these types of treatment that were scheduled in between the 23rd March and now, delayed by the healthcare provider?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Routine healthcare (such as check-ups, screening tests, appointments about chronic conditions or pregnancy, or vaccinations)** | **Necessary healthcare for diagnosis or treatment of a new or recently changed condition** | **Dental check-up/treatment** |
| Total respondents | 2152 | 2152 | 2152 |
| I have personally delayed/cancelled this treatment  | 305 | 160 | 344 |
| 14% | 7% | 16% |
| This was delayed/cancelled by the healthcare provider  | 476 | 291 | 688 |
| 22% | 14% | 32% |
| I had this treatment as scheduled/originally planned  | 181 | 175 | 128 |
| 8% | 8% | 6% |
| I did not need this type of treatment  | 1152 | 1463 | 926 |
| 54% | 68% | 43% |
| Don’t know  | 50 | 53 | 68 |
| 2% | 2% | 3% |
| Prefer not to say  | 20 | 25 | 26 |
| 1% | 1% | 1% |
| Net: Any delayed  | 763 | 445 | 1009 |
| 35% | 21% | 47% |

NB: Discounting those that did not require treatment:

* 82% of respondents reported appointments for routine treatment related to ongoing conditions were postponed or cancelled during lockdown, either by a healthcare provider or the patient.
* 73% of respondents reported appointments for new or recently changed conditions were postponed or cancelled.
* 89% of respondents reported dental treatment was postponed or cancelled.

Since the 23rd of March 2020, have you or anyone else in your household needed healthcare?

|  |  |
| --- | --- |
| Total respondents | 2152 |
| I or someone in my household needed healthcare for suspected or confirmed COVID-19  | 120 |
| 6% |
| I or someone in my household needed healthcare for another reason (i.e. NOT suspected or confirmed COVID-19)  | 668 |
| 31% |
| Did not need any healthcare  | 1321 |
| 61% |
| Prefer not to say  | 31 |
| 1% |
| Don’t know  | 27 |
| 1% |
| Net: Any healthcare needed  | 773 |
| 36% |

You said that since the 23rd of March 2020, you or somebody in your household needed healthcare for another reason (i.e. NOT suspected or confirmed COVID-19). What was the healthcare for? Please code all that apply

|  |  |
| --- | --- |
| Total respondents | 668 |
| Treatment or advice for a new illness or condition that is not necessarily serious  | 303 |
| 45% |
| Routine healthcare (such as check-ups, screening tests, appointments about chronic/ongoing conditions or pregnancy, or vaccinations)  | 278 |
| 42% |
| Serious illness or condition (such as heart disease, cancer, lung disease, serious mental illness or stroke)  | 96 |
| 14% |
| Injury (such as broken bones, sprains, or head injuries)  | 85 |
| 13% |
| Dental treatment / tooth problems  | 23 |
| 3% |
| Surgery (non urgent) / routine operation / hip replacement  | 5 |
| 1% |
| Mental health  | 4 |
| 1% |
| For something else  | 9 |
| 1% |
| Prefer not to say  | 10 |
| 2% |

Have you or your household member(s) been able to get the healthcare you/they needed since the 23rd of March 2020? If more than one person needed healthcare, or needed more than one type of healthcare, please think about if they were able to get all the healthcare they needed

|  |  |
| --- | --- |
| Total respondents | 668 |
| Yes – able to get all healthcare needed  | 324 |
| 49% |
| Able to get some of the healthcare needed, but not all  | 239 |
| 36% |
| No – was not able to get healthcare needed  | 97 |
| 15% |
| Prefer not to say  | 2 |
| \* |
| Don’t know  | 5 |
| 1% |

In which, if any, of the following ways did you or your household member(s) receive the healthcare they needed since the 23rd of March 2020? Please select any used

|  |  |
| --- | --- |
| Total respondents | 563 |
| Telephone consultation with a medical professional  | 379 |
| 67% |
| In-person consultation with a medical professional  | 249 |
| 44% |
| NHS 111/NHS 24  | 79 |
| 14% |
| NHS website  | 66 |
| 12% |
| Video consultation with a medical professional  | 65 |
| 12% |
| Other online consultation with a medical professional (e.g. email or live online chat)  | 34 |
| 6% |
| Other online services  | 18 |
| 3% |
| Chatbots or virtual agents  | 10 |
| 2% |
| In another way  | 31 |
| 5% |
| Don’t know  | 4 |
| 1% |
| Prefer not to say | 1 |
| Net: In person AND telephone consultation  | 136 |
| 24% |

Overall, how satisfied or dissatisfied were you/your household member(s) with your/their experience of getting healthcare since the 23rd of March 2020? Please think about overall satisfaction or dissatisfaction

|  |  |
| --- | --- |
| Total respondents | 563 |
| Very dissatisfied (1)  | 26 |
| 5% |
| Fairly dissatisfied (2)  | 61 |
| 11% |
| Neither satisfied nor dissatisfied (3)  | 60 |
| 11% |
| Fairly satisfied (4)  | 169 |
| 30% |
| Very satisfied (5)  | 243 |
| 43% |
| Don’t know  | 5 |
| 1% |
| Net: Dissatisfied  | 87 |
| 15% |
| Net: Satisfied  | 412 |
| 73% |
| Mean | 3.97 |

Since the 23rd of March 2020, which, if any, of the following healthcare services have you or anyone else in your household found harder to access?

|  |  |
| --- | --- |
| Total respondents | 2152 |
| Dentist  | 627 |
| 29% |
| GP  | 622 |
| 29% |
| Optician  | 291 |
| 14% |
| Outpatient services at a hospital  | 223 |
| 10% |
| Pharmacy services  | 223 |
| 10% |
| Mental health services  | 132 |
| 6% |
| Physiotherapy or other forms of physical occupational therapy  | 106 |
| 5% |
| A&E/Urgent care  | 90 |
| 4% |
| Social/community care  | 55 |
| 3% |
| Other  | 30 |
| 1% |
| Have not found any of these harder to access  | 184 |
| 9% |
| Have not needed these healthcare services | 658 |
|   | 31% |
| Don’t know  | 84 |
| 4% |
| Prefer not to say  | 22 |
| 1% |

Thinking now about the time when all restrictions associated with the coronavirus (COVID-19) are lifted. Please think about situations when it would be possible to have a remote consultation about a health condition

|  |  |  |
| --- | --- | --- |
|  | **Primary healthcare (e.g. GPs, dentists, optometrist)** | **Secondary healthcare (e.g. hospital appointments, outpatient services)** |
| Total respondents | 2152 | 2152 |
| I would want to use in-person consultations only (no remote consultations)  | 730 | 819 |
| 34% | 38% |
| I would want to access healthcare using a mix of remote (e.g. online video consultation/telephone consultation) and in person consultations  | 695 | 649 |
| 32% | 30% |
| I would want to use mostly remote consultations (e.g. online video consultation/telephone consultation) with in-person appointments only if necessary  | 317 | 311 |
| 15% | 14% |
| Where possible, I would want to use remote consultations only (e.g. online video consultation/telephone consultation)  | 238 | 195 |
| 11% | 9% |
| Don’t know  | 154 | 160 |
| 7% | 7% |
| Prefer not say  | 18 | 18 |
| 1% | 1% |
| Net: Any remote consultation  | 1250 | 1156 |
| 58% | 54% |
| Net: Mostly remote consultations  | 555 | 506 |
| 26% | 24% |

Which, if any, of the following changes to healthcare would you most want to happen to healthcare in the UK in the next five years? Please select up to three

|  |  |
| --- | --- |
| Total respondents | 2152 |
| More flexible, 24/7 healthcare instead of Monday-to-Friday, 9-5 hours  | 1007 |
| 47% |
| More flexible appointment booking and admissions systems (with greater control over cancelling / rebooking appointments and administrative data)  | 797 |
| 37% |
| More joined-up health and care services, with better collaboration and communication across different services  | 698 |
| 32% |
| More healthcare delivered in the community through GPs and health centres versus the hospital  | 608 |
| 28% |
| More access to video consultations e.g. with healthcare professionals or community care  | 473 |
| 22% |
| More access to support services available remotely at home  | 371 |
| 17% |
| Use of online tools for diagnosis, which could be used remotely by patients  | 300 |
| 14% |
| A larger number of patient support communities e.g. self-help groups, support groups or advocacy groups  | 161 |
| 8% |
| Increased use of social media to access healthcare information  | 110 |
| 5% |
| None of these - I would not want any of these to happen in the next five years  | 95 |
| 4% |
| Don’t know  | 186 |
| 9% |
| Prefer not to say  | 15 |
| 1% |

Imagine you personally needed healthcare in the next month. How comfortable or uncomfortable would you be about visiting the following types of healthcare practitioners in person at this point in time during the coronavirus pandemic?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **GP (General Practitioner)** | **Optometrist or optician** | **Dentist** | **Secondary healthcare excluding A&E (hospital appointments, outpatient services etc.)** | **Accident and Emergency (A&E)** |
| Total respondents | 2152 | 2152 | 2152 | 2152 | 2152 |
| Very comfortable (5) | 485 | 425 | 393 | 379 | 386 |
|   | 23% | 20% | 18% | 18% | 18% |
| Fairly comfortable (4) | 803 | 739 | 629 | 675 | 579 |
|   | 37% | 34% | 29% | 31% | 27% |
| Neither comfortable or uncomfortable (3) | 293 | 356 | 336 | 362 | 338 |
|   | 14% | 17% | 16% | 17% | 16% |
| Fairly uncomfortable (2) | 380 | 375 | 418 | 458 | 446 |
|   | 18% | 17% | 19% | 21% | 21% |
| Very uncomfortable (1) | 152 | 173 | 297 | 218 | 335 |
|   | 7% | 8% | 14% | 10% | 16% |
| Don’t know | 30 | 72 | 67 | 47 | 58 |
|   | 1% | 3% | 3% | 2% | 3% |
| Prefer not to say | 9 | 11 | 12 | 13 | 11 |
|   | \* | 1% | 1% | 1% | 1% |
| Net: Comfortable | 1288 | 1165 | 1022 | 1054 | 965 |
|   | 60% | 54% | 47% | 49% | 45% |
| Net: Uncomfortable | 532 | 548 | 714 | 676 | 781 |
|   | 25% | 25% | 33% | 31% | 36% |
| Mean | 3.52 | 3.42 | 3.19 | 3.26 | 3.11 |

In your opinion, overall, how would you rate your online experience with companies and organisations in each of the following sectors?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Healthcare** | **Retail** | **Banking & finance** | **Education** | **Travel & tourism** | **Entertainment** |
|  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** |
| Total respondents  | 2152 | 2152 | 2152 | 2152 | 2152 | 2152 |
|   |   |   |   |   |   |   |
| Mean | 6.98 | 7.89 | 8.00 | 6.94 | 7.34 | 7.89 |