# Joint Programme for Patient, Carer and Public Involvement in COVID Recovery: Attitudes and behaviours telephone survey

For more information: (https://www.ipsos.com/ipsos-mori/en-uk/joint-programme-patient-carer-and-public-involvement-covid-recovery

### **About the survey**

1,501

responses received

#### Includes data on:

(Participants could be in more than one group)

495

users of outpatient services

494

users of inpatient services

344

users of accident and emergency/ urgent care services 168

users of community services

**431** parents

246 carers

## Levels of concern about coronavirus

There are still high levels of concern about coronavirus, particularly among carers about the people they care for



**57%** 



of those responding about themselves



68%

of those responding about their family



**75%** 

of those responding about the person they care for

#### Sub-group analysis

Levels of concern about coronavirus are higher amongst women, people from ethnic minority groups and some age groups



60%
WOMEN

68%

52%

WHITE

ETHNIC MINORITY GROUPS



YEAR OLDS

**65%** 

63%

60%

53%

36-50 51-65 YEAR OLDS YEAR OLDS

66-79 YEAR OLDS

80+ YEAR OLDS

Sub-group analysis was undertaken to understand potential differences across different groups of the population (including age, gender, ethnicity, deprivation).

# **Experience of using services**

The majority felt comfortable using services for themselves, particularly face-to-face services



said they felt comfortable attending a face-to-face appointment

## Sub-group analysis

Those from ethnic minority groups were less likely to say they felt comfortable

**84%** Ethnic minority groups

90% White participants

# Addressing concerns about using services



7%

were uncomfortable using a health service face-to-face



Concern about being exposed to/catching coronavirus at the health service was the most common reason for concern



Knowing the risks and the measures in place to reduce the risk of being exposed to coronavirus would help participants feel more comfortable

# Views about virtual appointments (phone or video appointments)



**6**%

reported using a virtual service



The majority of virtual appointments were conducted by telephone



When asked about what would make using virtual services easier, comfort and choice were important

# Comfort using services in the future

Patients reported high levels of comfort using services in the future if they needed to



91%

attending face-to-face GP appointments



90%

visiting a hospital or community service for a test



87%

visiting a hospital as an outpatient

Patients reported slightly lower levels of comfort using certain services



**78**%

using accident and emergency or urgent care services



**75%** 

staying as an inpatient

The Joint Programme for Patient, Carer and Public Involvement in COVID Recovery is a collaboration between Guy's and St Thomas' NHS Foundation Trust - including Evelina London Children's Hospital and Royal Brompton and Harefield hospitals - and King's College Hospital NHS Foundation Trust. This two-year programme is generously funded by Guy's and St Thomas' Charity together with King's College Hospital Charity.





