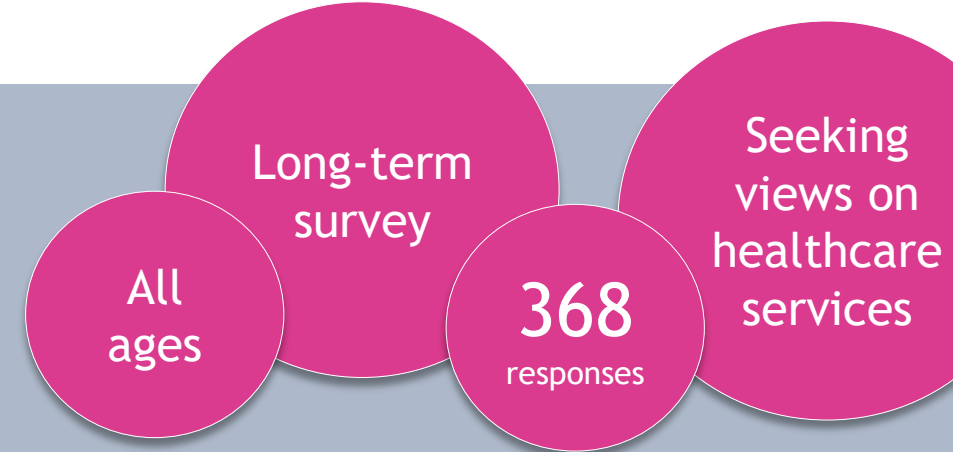


# Interim Survey Update 15<sup>th</sup> May 2020

An interim update on the Suffolk-wide findings, and the responses from people in Waveney.

## COVID-19 Survey

- Captures experience of service changes as a result of COVID-19
  - What is positive about these changes? What could be done differently?
- Words of thanks for key workers



## My Health, Our Future - At Home Survey

### 1. Young people Survey

For all young people in Suffolk aged 11 to 19 (up to age 25 for SEND)

### 2. Parents/Guardians Survey

For all parents, guardians and carers in Suffolk

### 3. Teachers & Education staff Survey

For anyone who works in a Suffolk education setting



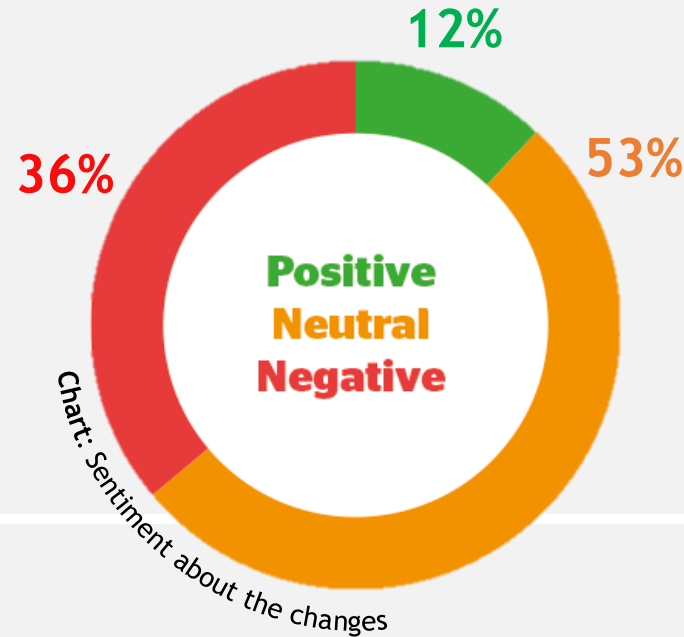
# COVID-19 Survey [ Suffolk-wide ]

368  
responses



## Positive changes

- ✓ GPs have more time
- ✓ Online consultations
- ✓ Fast online prescriptions
- ✓ Shorter hospital wait times



## What could be done differently?

- Communication around cancelled appointments
  - What to expect next
  - How to manage pain/anxiety in meantime
- Access to COVID-19 testing and PPE equipment

## Negative changes

- × Cancellations of hospital appointments, operations, routine treatments and mental health appointments
- × Delays to investigative procedures
- × Accessing pharmacies and online prescription services
- × Delays in prescription delivery
- × Lack of access to dentists
- × Restrictions on birth partners at appointments
- × Worries about having a baby during the pandemic

# COVID-19 Survey [ Waveney ]

Responses are from people between the ages of 18 and 90, living in Waveney

**41**  
responses



## Online access

“Phone consultation with Doctor very efficient and time saving”

“I actually prefer to write (filling in the online form) my problems/symptoms down rather than relay them orally”

“I was able to register for online services without the antiquated requirement to visit the surgery. That’s a massive step into the 21st century”

“I think online appointment and prescriptions are an improvement”

## Self-care

“People are thinking twice before running to the surgery with problems they can solve themselves”

## Access

“I got more help at hospital than I have in last 6 years at my GP surgery”

“I would like to say a big thank you to all the people working through the pandemic. You are all amazing”



## Cancellation of appointments and routine tests

“My mental health services cancelled my care in the first week of the pandemic. I had been waiting 6 months after slashing my wrists”

“My wait for hospital appointments have gone through the roof! I was due to have an MRI scan in March, but that was cancelled... I know that the work of the NHS is extremely difficult at the moment, and I would not want to take staff away from patients who desperately need them, but I am in a great deal of pain”

“My physiotherapy appointment has been cancelled that I have been waiting for over two months”

“My wife couldn't have her planned diabetes blood and urine tests”

## Chronic conditions

“Whilst I commend the efforts to help those officially classed as vulnerable, nothing has been done to help the next tier down of vulnerable people with life long health conditions (M.E.) like myself”

“It’s been much harder to get appointments for my chronic conditions”

## Repeat prescriptions

“Allow me to collect more than 28 days repeat prescription at one time. That would have cut my potential exposure to the virus by half”

# Young People [ Suffolk-wide ]

Responses are from a wide range of Suffolk young people - at secondary schools, colleges, universities, alternative provisions, special schools, those who are home educated, and those who have left the education system.

2,034  
responses



## I am worrying about:

Family or friends catching the virus	90%
The future	77%
My education	78%
Giving the virus to others	69%
Catching the virus myself	54%
Having enough household money	38%
Having enough household food	23%

## Education

- 14% said emotional support from school is poor (Compared to only 2% of teachers who rate student support as poor)
- 10% said school support with learning is poor
- 8% of secondary school pupils, say they are taking part in minimal or no education.

### Key worries about returning to education

Impossible to socially distance. It's still not safe. Missed so much learning. Learning will be delayed by classmates who haven't kept up. Happier at home. Unprepared to start new college/uni.

## Coping as a family

97% felt that as a family they are coping

### Those who aren't coping talked about:

- Being confined to a small space
- Parents being visibly stressed
- Family having frequent arguments
- Experiencing problems before lockdown
- Financial difficulties

## Poor Mental health (MH)

- 38% of girls and 23% of boys feel their mental health has got worse since the start of the pandemic.
- 45% feel more lonely since the lockdown

### Key reasons given for decline in mental health:

Exacerbated existing anxiety. Anxious about schoolwork. Not coping with uncertainty. No longer access support networks. Trapped inside with thoughts. Family conflict. Get less help at home than at school. Lacking purpose or motivation. Can't use normal coping mechanisms.

## What MH support could help?



- Nothing can help in lockdown
- Having a schedule
- Easy access to teachers
- Reduce schoolwork pressure
- Online therapy
- Getting clarity on future plans
- Having time away from family

## Changes to MH support

- 374 young people were either receiving MH support, or waiting to receive support before the lockdown
- 67% said this MH support had changed because of the lockdown
- 62% said this change had affected their MH



# Young People [ In Waveney ]

Responses are from young people aged 11 to 18. All attend a secondary school or college.

**30**  
responses



## I am worrying about:

	Suffolk-wide	Waveney
Family or friends catching the virus	90%	93%
The future	77%	82%
My education	78%	79%
Giving the virus to others	69%	69%
Catching the virus myself	54%	57%
Having enough household money	38%	52%
Having enough household food	23%	38%

## School support

- 5 (19%) rated school emotional support as poor
- 4 (14%) rated school support with learning as poor

*“Hardly any check ups”*

*“The work is too hard and too much”*

## Returning to school

*“there is no way there will be distancing”*

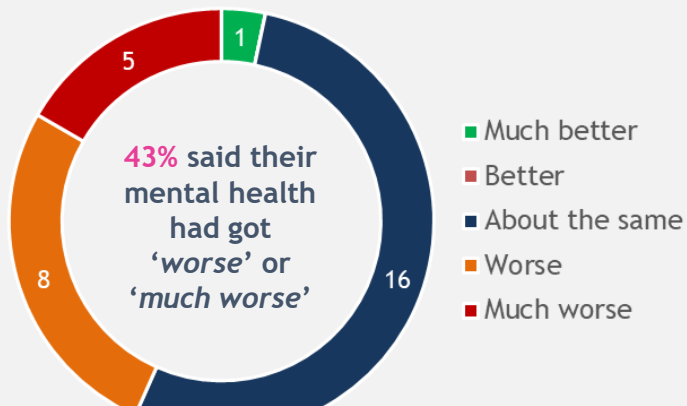
*“At home it is ok but when I go back I will have people shouting and being horrible to me”*

*“I’m scared, I wouldn’t feel safe going back”*

*“I’m honestly pretty excited, I’ll be starting college”*

*“I would feel happier going to school, because I would be able to see my friends”*

## Changes in mental health



## Changes to MH support

8 were receiving MH support before the lockdown. 7 said this support had now changed.

*“I’m not sleeping & more anxious”*

*“I do not receive support... can’t speak to people in person. I don’t like typing or calling my feelings”*

## Family in lockdown

11 are experiencing more conflict with siblings

*“It feels like the family has been split in half”*

*“Both my brothers fight with me. I cant do it back as its not their fault its their hidden disabilities”*

7 are experiencing more conflict with a parent

*“We started arguing more because apparently I don’t do enough work when all day I do”*

*“We are arguing more and getting annoyed with each other more easily”*

# Parents and guardians [ Suffolk-wide ]

969  
responses

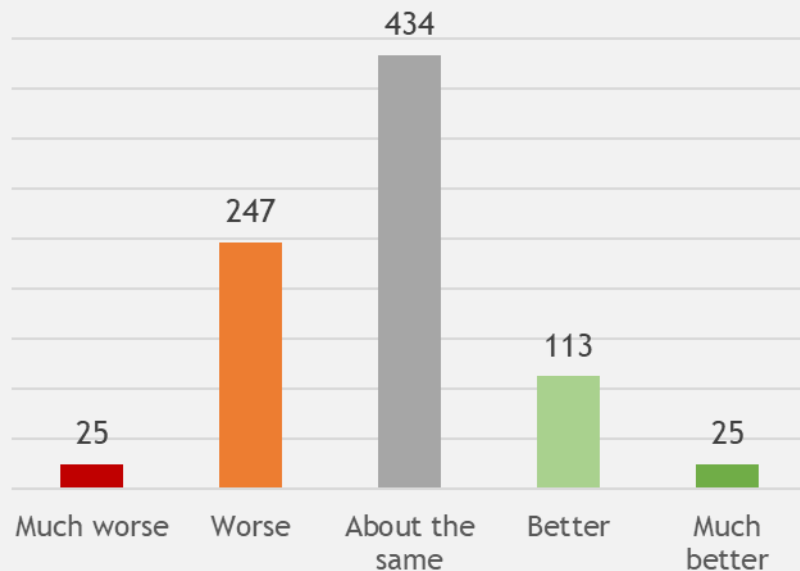


- 89% of responses are from females
- 55% live in a village or rural location
- 89% are White British

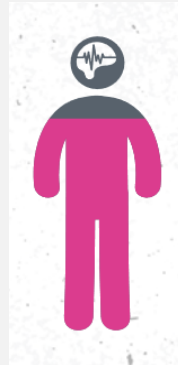
## Parent mental health

32% of parents said their mental health was worse

Some parents are experiencing anxiety, stress, and pressure from home schooling. Others referenced a positive impact, including spending more time together as a family.



## Family



78% are worried about their child's wellbeing. This was often related to anxiety, low mood or behavioural changes.

50% are worried about having enough money as a household.

21% are worried about having enough food.



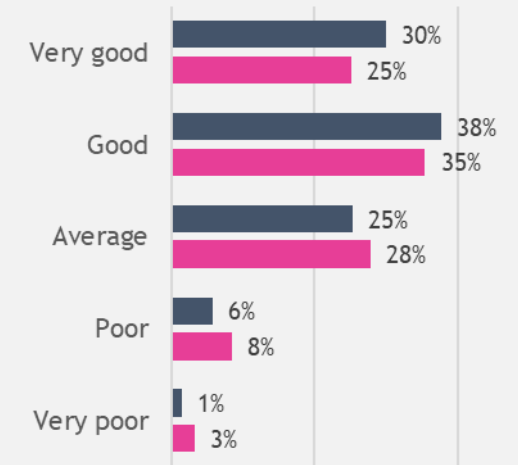
5% felt that their family was not coping. They referenced increased stress, anxiety and the impact on family members living with mental health difficulties.

“My partner's mental health isn't good as he is currently depressed so I feel like I am trying to support him more than usual”

“Daughter missing her last term at primary school and losing her school routine has caused her a lot of distress and we are dealing with the anxiety and depression”

## School support

- 12% rated emotional support from school as poor
- 7% rated learning and education support as poor



■ Education support  
■ Emotional support

49% said that their child(ren) would struggle with returning to school. Suggestions for support included a phased return and a focus on wellbeing.

# Parents and guardians [ In Waveney ]

38  
responses



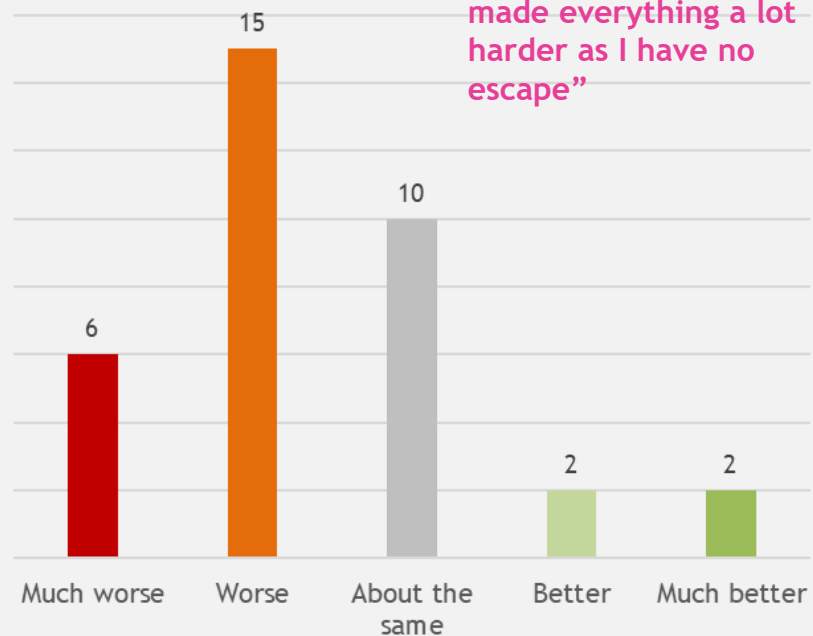
## Parent mental health

60% of parents said their mental health was worse

“I work in a care home, we have confirmed cases of the virus and lost residents, I worry I'll bring it home to my family”

“I'm taking on the role of keeping everything together”

“I already suffer from mental illnesses and this situation has made everything a lot harder as I have no escape”



## School support

- 23% rated emotional support from school as poor
- 7% rated learning and education support as poor

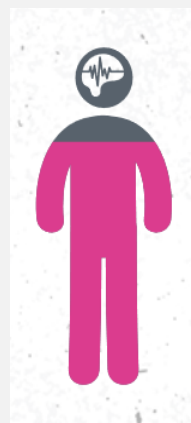
## Returning to school

“I am concerned when my child returns to school that he will have a lot of separation anxiety having been with me constantly”

“I worry that when this is over my son will struggle to go back to normal”

## Family

8 parents (21%) said that they were not coping as a family



“My 2 daughters don't get on (at all). The eldest has returned from university which has caused great distress to the youngest”

“My 16 year old is staying in his room all day and night”

“My children are no longer visiting their dad which has an impact”

“There have been arguments. There have been very difficult mental health triggers as well as physical arguing (Objects being thrown)”



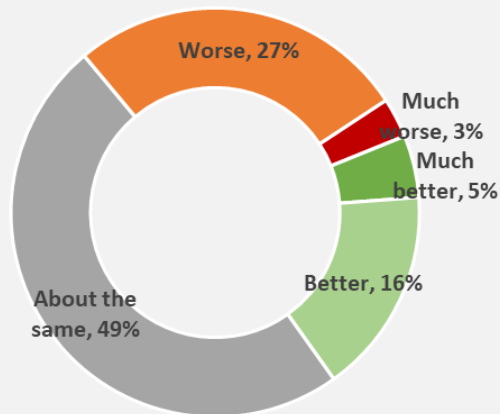
# Education staff [ In Suffolk ]

Responses are from staff at Primary schools, Secondary schools, Middle Schools, Colleges and Special schools.

501  
responses



## Staff mental health since the start of the pandemic

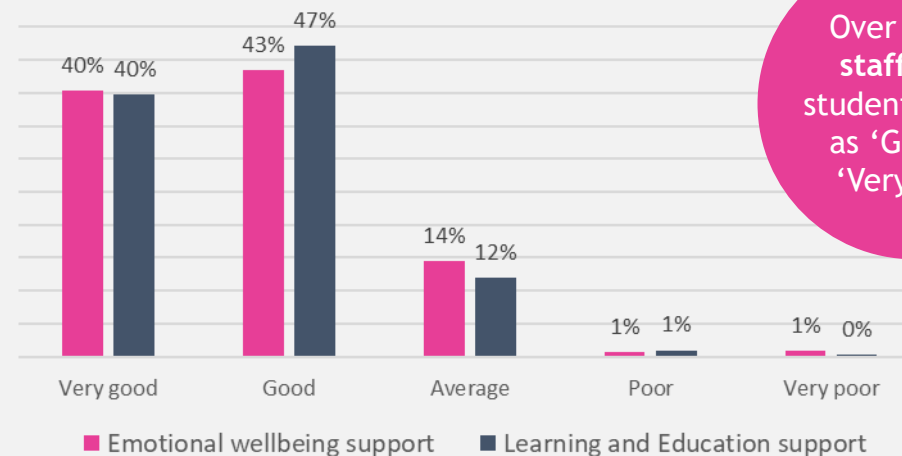


## Reasons for worsening mental health include:

- Lack of social contact
- Balancing work and childcare
- Worried about own health
- Concerns for other family members
- Concerns about personal safety when returning to work
- Loss of routine

90% of staff said they felt that their household was coping with the current situation

## Staff rating of support provided to students



Over 80% of staff rated student support as 'Good' or 'Very good'

## What support is needed once education settings re-open?

### Support for staff

- Reassurance about their own safety  
How will social distancing can be enforced?  
Will there be access to PPE?
- Help with managing increased workloads.  
Concerned they will need to provide additional support to help students 'catch up', and additional demands around supporting students mental wellbeing

*"Daughter upset and crying that I might have to go back to school on the 1st June, she doesn't want me to die or to bring the virus back home..."*

### Support for students and families

74% of staff feel that students and families will require some support:

- Supporting students to return to structured routines
- Addressing anxieties raised about gaps in learning
- Access to specific support (e.g bereavement counselling/separation anxiety)
- Providing coping strategies and the time to put these techniques into practice
- Reassuring parents about how children will be kept safe at school
- Clear communication about what support is available