



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Westminster Health & Wellbeing Board

RBKC Health & Wellbeing Board

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| Date: | 9 th July 2020 |
| Classification: | General Release or Confidential – not for Publication |
| Title: | Patient Experience during Covid 19 |
| Report of: | Healthwatch Central West London (HWCWL) |
| Wards Involved: | All wards for both boroughs |
| Financial Summary: | N/A |
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1. Executive Summary

Since the beginning of the coronavirus outbreak Healthwatch Central West London's work has been focused on:

- providing clear and accurate information and advice to local people and
- gathering feedback from local people about their needs and experiences in relation to COVID-19 and other services.

This briefing provides an overview of our key findings from data collected from the following Healthwatch CWL engagement:

206 responses to “Your Experience Matters” survey, mainly from RBKC and the City of Westminster, and H&F. Our Corona Matters survey was designed based on over 200 comments initially received from local residents.

81 responses to “Young People’s Mental Health” from young people aged 11-25 who live, work or study in Westminster. The survey was designed by Young Healthwatch Westminster.

HWCWL are still receiving responses to the survey and as of 18th June the Young Peoples survey had reached over 150 responses.

2. Key Matters for the Board

- Carers, parents with children with learning disabilities, people with long term health conditions and BAME groups have been highly affected by the outbreak.
- The impact on mental health and wellbeing has been significant; especially for the groups listed above.
- For people living in small flats, with no outdoor space and under poor housing conditions the pandemic has put strains in their own wellbeing and relationships.
- The impact on relationships has been significant with most people saying that they worry about the health of family and friends, have no privacy and it has created tensions with loved ones within and outside the household.
- Many residents told us that they have financial concerns about the future; while in a lot of cases they had to pick up work from furlough colleagues, fell through the gaps for the self-employment criteria, and were not able to access benefits.
- Staying in touch with other people via online platforms, texts and over the phone was the main thing that people found helpful during this period, besides a variety of other activities such as gardening, online learning, cooking etc.
- It is not clear how people were selected by the Government to shield as some received shielding letters when they thought they shouldn’t and others with long term health conditions have not received a letter, although they believe they should.
- Most people told us that they turned to pharmacies for help while shielding or self-isolating, which they found helpful.
- Most planned NHS appointments (hospital, community services and mainly dental) were cancelled by the service provider with no communication for reschedule.

- The offer of alternative appointments in video consultation or phone format was well received.
- People delayed seeking help to not get infected and because there is a feeling of putting extra pressure to the NHS.

3. Background

Healthwatch nationally were directed by the Chair of Healthwatch England, Sir Robert Francis, to focus on listening to and sharing the experiences of people during the pandemic. HWCWL would like to thank the residents of Westminster and the Royal Borough of Kensington & Chelsea for their invaluable contributions.

HWCWL and have been asked to share the above with North West London CCGs, Public Health England (London Region) the Mayors Office and NHS E/I (London Region) so that the insight and intelligence this work captures can be used to support planning and policy for a possible second wave of the virus.

4. Options / Considerations

Healthwatch Central West London would ask the Health and Wellbeing Board to use this intelligence and insight to shape current and future action in regards to; Corona Virus and any second wave of the pandemic and in the consideration of inequalities and the wider determinants of health in bi borough.

5. Legal Implications

N/A

6. Financial Implications

Investment in your local Healthwatch in order that it can retain the staff and expertise to deliver under these circumstances and with this level of impact and range.

**If you have any queries about this Report or wish to inspect any of the
Background Papers please contact:**

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APPENDICES:

Item One: Healthwatch Central West London Engagement Data Briefing June 2020

Item Two: Healthwatch Central West London briefing coronavirus matters survey BAME comparison data June 2020

Item Three: Quotes for HWCWL Briefing

BACKGROUND PAPERS: