

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

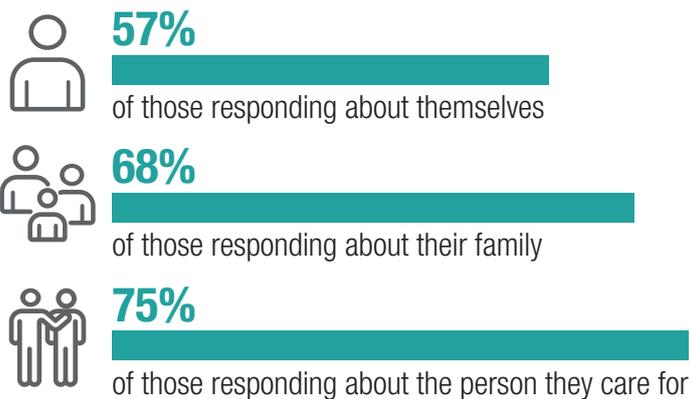
168
users of community services

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



Sub-group analysis

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



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

91%
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



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