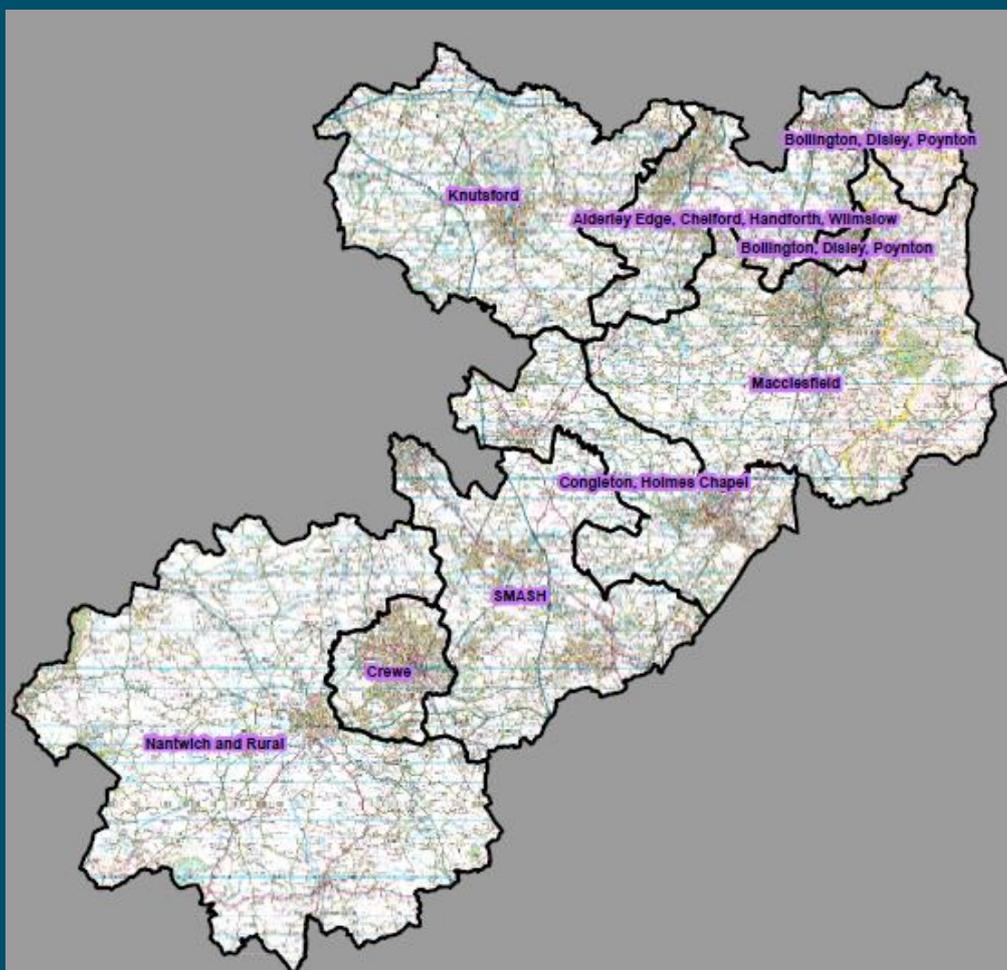


**Public Views on Health and Care during the Coronavirus  
(COVID-19) Pandemic in the Care Communities of  
Cheshire East  
May - October 2020**



## Introduction

Since the beginning of May 2020, we have been asking Cheshire residents to tell us about their personal experiences during the Coronavirus (COVID-19) pandemic. People shared their views and concerns on a wide range of topics, including health, care, mental health, wellbeing, and wider concerns both now and for the future.

This report details the findings from the *Healthwatch Cheshire Health and Wellbeing During Coronavirus* survey, from 4<sup>th</sup> May up until 15<sup>th</sup> October 2020. Across Cheshire, we received 1,661 responses during this period, which equates to over 6,000 individual comments. This report focuses on the 729 responses from people in Cheshire East, and breaks down the information to a local level. By presenting the information in this way, it allows Care Communities to better understand the views and needs of their local population. There are 8 Care Communities in Cheshire East, which aim to bring together people living, working or involved in an area to improve the health and wellbeing of local residents:

- Alderley Edge, Chelford, Handforth and Wilmslow
- Bollington, Disley and Poynton
- Congleton and Holmes Chapel
- Crewe
- Knutsford
- Macclesfield
- Nantwich, Wrenbury or Audlem
- Sandbach, Middlewich, Alsager, Scholar Green and Haslington.

The findings of this survey are reviewed regularly in order to provide up to date information to partners including Local Authorities, NHS Cheshire Clinical Commissioning Group (CCG), Hospital Trusts, voluntary sector organisations, the Care Quality Commission and Healthwatch England. The survey is ongoing and is updated regularly so that we can capture experiences over time. You can access the survey at:

<https://www.surveymonkey.co.uk/r/7LN6VYS>

### What is Healthwatch?

Healthwatch Cheshire, consisting of Healthwatch Cheshire East and Healthwatch Cheshire West, is an independent consumer champion for health and care across Cheshire East and Cheshire West and Chester, forming part of the national network of local Healthwatch across England. Our role is to make sure that those who run health and care services understand and act on what really matters to local people.

Healthwatch Cheshire East and Healthwatch Cheshire West undertake continuous engagement activities with the public to hear about concerns and compliments regarding health and care services. The information we gather is then analysed so that we can identify and act upon trends and common themes by presenting our findings to decision makers in order to improve the services people use. We also share people's views locally with Healthwatch England who strive to ensure that the government put people at the heart of care nationally.

## Overview of Findings

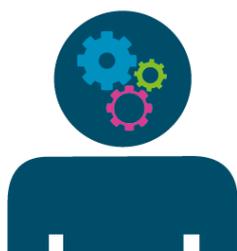
The following provides an overview of the main themes and trends in Cheshire East, before providing the key findings broken down by each of the 8 Care Communities.

### Healthcare



- A significant number of people reported not feeling comfortable either making, travelling to, or attending appointments, or feel that they would be overburdening healthcare services if they did.
- The most common differences people experienced in accessing healthcare due to Coronavirus was people's GP appointments taking place over the telephone or by video call, increased waiting times for prescriptions, and being unable to find the over-the-counter medication required in shops and pharmacies.
- Changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures, were also commonly mentioned.
- Dependent on what the appointment was to discuss, the majority of people would be happy using phone or video calls for hospital-based appointments, GP appointments, other healthcare appointments, or social care assessments in the future.
- 77% of people in Cheshire East who had tried to access their GP Practice rated their experience as 'Good' or 'Excellent' (4 or 5 out of 5). The average rating was 4.02 out of 5.
- Of those who had tried to access Hospital during this time, 77% rated their experience as 'Good' or 'Excellent' (4 or 5 out of 5) in Cheshire East, with an average rating of 4.16 out of 5.
- There was praise for Pharmacies, with 81.6% of respondents in Cheshire East rating their experience as 'Good' or 'Excellent' (4 or 5 out of 5). The average rating was 4.19 out of 5.
- Communication around changes of services due to COVID-19 was mixed according to our respondents, in some cases it was clear what changes were being made either due to signage, online information, or the service contacting individuals, but in other cases people reported no contact or unclear information.

### Mental Health and Wellbeing



- In the most part people generally felt that they were coping well. However, respondents also talked about the stress and anxiety they felt, confusion over national guidance and missing family and friends.
- The top 3 things that people told us had affected their mental health during the pandemic were feeling sad about not seeing family or friends, worrying about the health of friends or family, and feeling sad about not being able to do leisure activities.

- The number of respondents who reported declining mental health decreased over time, which could in part be due to the easing of lockdown measures.
- People's current concerns mainly related to other people not observing social distancing rules, money or economic concerns, education, concerns about their mental and physical health, worries about the availability of food, and concerns about using public transport.
- Most people looked to their family and friends for mental health support, rather than from a mental health provider.
- In terms of what would help people maintain better physical and mental health, there was frequent mention of clearer information being provided, in particular relating to national government messages.
- Respondents also talked about the importance of family and friends, support from the community and the workplace, hobbies and exercise including access to parks and gyms, technology such as Zoom, and better access to services.

## Care



47 people across Cheshire East provided responses specifically to the Care section of the survey. Below is a sample of their responses and the richness of views, experience and individual stories they provide. In addition, during December 2020 and January 2021, Healthwatch are conducting a separate survey to capture the experiences of residents of care homes and their friends and families, the results of which will be published in another report.

### Experiences of care during the coronavirus pandemic

We asked people to tell us if their experiences of care had been affected by the coronavirus pandemic. Many people's responses broadly talk about delays or reductions in care across Cheshire during the Coronavirus pandemic. People talk about postponements in the implementation of care packages and assessments, and in some cases, concerns were raised about care packages not being implemented at all or being brought to an end due to the effects of the pandemic.

There was an appreciation that a change in visits from Personal Assistants is an understandable measure during the pandemic to reduce potential spread and infection. However, some respondents who receive care or assistance at home talked about visits from Carers and Personal Assistants being stopped or reduced, which has led to difficulties. Some people reported struggling to do things such as cleaning or shopping by themselves, creating risks in having to leave the house. Where care had been provided, people commonly described it as having been a 'good' or 'excellent' service.

Others have had to rely more upon friends and family to fill the role of caring support, which has created concerns for people having to go out for shopping and prescriptions, and the impact that has upon them or the person they are helping if they are supposed to be shielding.

All respondents who commented upon Care Homes talked about not being able to visit their relative or friend, which again was deemed to be an understandable measure. We are now conducting two surveys with questionnaires for residents of care homes and their friends and families, the results of which will be published separately.

Overleaf provides further details of the experiences people told us about.

Respondents who received care told us about changes and experiences relating to assistance with care at home, Care Homes and Personal Assistants.

Respondents told us about **assistance at home**, in particular in relation to visits from carers being stopped or reduced, and also about the excellent care they had received even with reduced visits. Example comments included:

- *“I cancelled the provider of care that my daughter had in her own home as I was concerned for my daughter who is vulnerable due to complex health needs. I am 69 and coping on my own... Disabled people and their families I feel are being ignored and not given enough support and advice on how to get back to some normality and parents are frightened of the consequences of having in-house care... I have had hardly any contact with a social worker.”*
- *“My helper has stopped coming since the lockdown. She helps me clean as I am disabled.”*
- *“Change in carers and their use of PPE, especially when COVID-19 was suspected.”*
- *“Access to social care for adults I support in my job, they just sent forms out and won’t help till the person has completed it. They are unable to do this!”*
- *“I visited a lady on a volunteer basis who kept falling, the ambulance crews were desperately trying to organise care but there was none available. It was a disgrace.”*
- *“Little contact. Poorly written letter received from carers organisation several weeks in to the situation. Not sure it had any status re priority of carers - not used it.”*
- *“Obviously the visits are massively reduced and unless people have internet/smart phone this is almost impossible to get support.”*
- *“For me personally it’s been very difficult. I haven’t been able to be cared for as I usually would. I’ve struggled. My daughter is also disabled and we haven’t been able to have her carer in.”*
- *“Have had to do shopping on my own rather than with support, which has been hard, especially with queues etc. I’m autistic.”*
- *“My helper has stopped coming since the lockdown. She helps me clean as I am disabled.”*
- *“My father-in-law hasn’t been able to go out with his carer to get his weekly shopping but we have just been providing it for him instead.”*
- *“I have to have the carer help with my everyday care. One social worker told me I should only shower once a week, so need help if it’s my appointment day. I have less normal care as she drives me to appointments and has to wait around for sometimes hours for me to be seen. I get home and the morning has gone. It’s hard being stuck indoors alone for hours on end because your scared to go out... Just simple little things tend to upset you. I’m normally of a strong character but recently I’ve noticed I cry easily over silly things. COVID-19 has impacted in a way I didn’t think it would.”*
- *“We’ve all taken a big hit in income to support my parents to stay in their own home. My sisters and I and close family friends give our time free so that the budget that my parents previously spent on care agencies is instead used to pay the carers decent wages.”*

There were also concerns about **services or packages of care not being implemented, delayed, or being ended**, due to the lockdown:

- *“My mum was due to have a social care package put in place after a 3-week hospital admission in December but this was put on hold and has only just been actioned this week. We have needed to pay for private care in the meantime.”*
- *“My husband’s daytime care package was ended as they wouldn’t put it on hold while he was shielding. His PA cannot come in at present due to him shielding so I am providing all his care unpaid.”*
- *“Respite for children with additional needs has stopped.”*
- *“Home visit from adult social care delayed.”*
- *“My initial assessment was postponed by mutual agreement - they would have still come if I had requested them to.”*

There were a number of comments relating to **Personal Assistants**, and comments about having to rely more upon **friends and family** for caring support:

- *“No PAs due to risk of infection. Relying on parents 100%.”*
- *“I have been kept up-to-date and involved in decision making throughout.”*
- *“Following the death of my husband and being a gay man with no immediate family, no one has been able to come into the house. You don’t know what the word isolation means.”*

Respondents to this question told us about their experiences of **Care Homes**. All referred to a relative or friend that they had in a Care Home and all comments related to accessibility and being unable to visit:

- *“Not visiting my sister-in-law at Care Home, which makes total sense at this time for all concerned as she receives excellent care.”*
- *“Unable to visit grandmother who suffers with dementia in her Care Home.”*
- *“I can’t visit my mum in a care home.”*
- *“My husband has not been able to come home and I have not been able to visit him due to lockdown in the care home... The care home has been very supportive.”*
- *“Particularly during periods of lockdown life in a care home has been very hard. I had only been there for 2 weeks when lockdown happened. Staffing has been affected badly and therefore care. Food quality has suffered. My mental health has been very badly affected. I feel claustrophobic as I cannot go out. I miss my old life, family and friends enormously. I am blind and my daughter was previously my carer and my eyes. Just being able to speak to her on the phone has been so frustrating. Life in a care home is not how I thought it would be - because of COVID-19. I am very unhappy.”*
- *“Not been able to visit my dad that went into care November 2019 and I have not been able to hug him since lockdown on 13<sup>th</sup> March, he has vascular dementia.”*
- *“Visiting my sister-in-law in care is difficult. It can only be done in the garden and must be booked in advance. Unwilling to make a 60+ mile journey to arrive and find it raining.”*

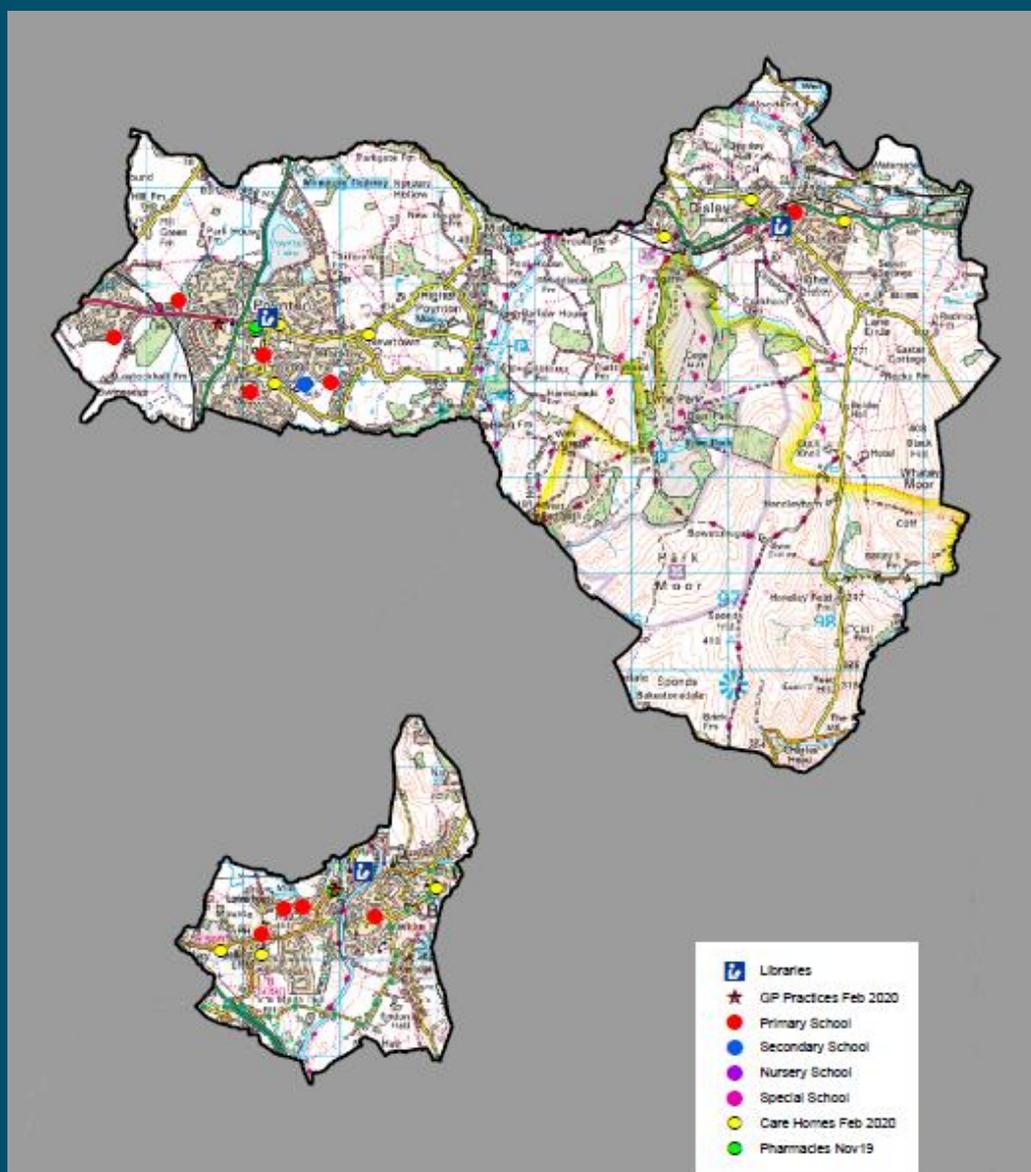
Comments also related to **other areas of care**, with some respondents commenting that nothing had changed for them regarding their care during the pandemic. People also talked about how other services had stopped, such as health services and weekly support groups:

- *“The charity running the paraplegic settlement shut the office, the administrator works from home, told the handy-men not to come in for 2 weeks and now they are at work part-time, but are not allowed in our homes. I have a broken toilet flush, a door hanging off its hinges, a broken side piece on my wheelchair - but no help. I am in total self-isolation and this is day 57. The Trustees of the charity have not even been in touch with the residents - 29 bungalows with disabled, vulnerable adults and children.”*
- *“As a Community Nurse with a local District Nursing Team, our caseload has increased by up to 40% and we are visiting a lot of patients that the GPs and Practice Nurses won't visit. If that's not supporting vulnerable people during the pandemic, then I don't know what is!”*

The following breaks down the findings from our survey by each of the 8 Care Communities in Cheshire East, which are organised as appendices.

# Appendix 1 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Bollington, Disley and Poynton Care Community

May - October 2020



## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 54 people who answered our survey from the Bollington, Disley and Poynton area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 51 people who told us about how health services had changed, most talked about their GP or Pharmacy. For example:

- *“Waiting for eye surgery and pre-op appointment. Not heard from hospital so assuming it’s been postponed.”*
- *“Dentists, orthodontists, opticians all cancelled appointments. Doctor’s surgery closed.”*
- *“General concern that local surgery closed, facilities no longer in walking distance if needed.”*
- *“Volunteer helpers and friends got my regular prescription medication for me.”*



20% told us their GP appointment was by telephone or video call

34% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients’ appointments, and planned treatments and procedures

24% told us that they either couldn’t get a prescription, experienced increased waiting times, or they couldn’t find over the counter medication they needed

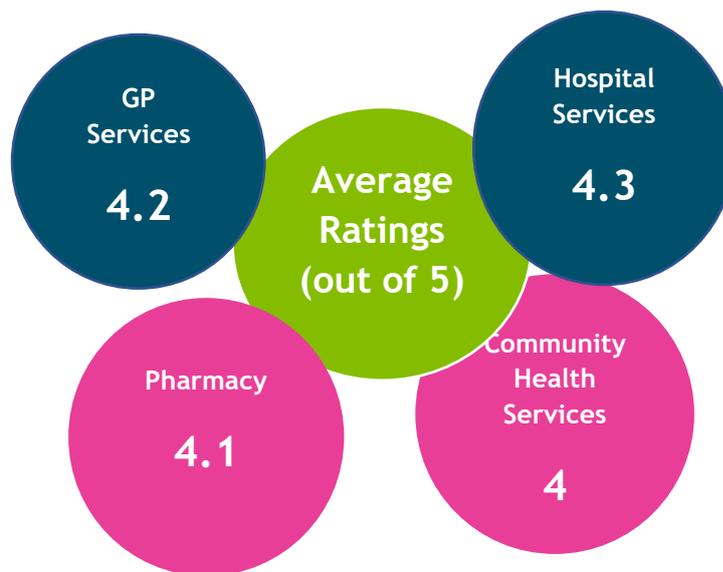
## People’s views on video/phone appointments

People were asked about their opinions on video and phone appointments for hospital-based appointments, GP appointments, other healthcare appointments, or social care assessments. For each type of appointment, the majority of people would be happy using phone or video appointments dependent on what the appointment was to discuss.

- 50% of respondents would be happy using video calls for certain hospital appointments, 71% would for GP appointments, 40% for other healthcare appointments, and 75% for social care assessments.
- 33% of people told us they didn’t like the idea of video calls for hospital appointments, No one said they didn’t like it for GP appointments, 40% for other healthcare appointments, and 25% for social care assessments.

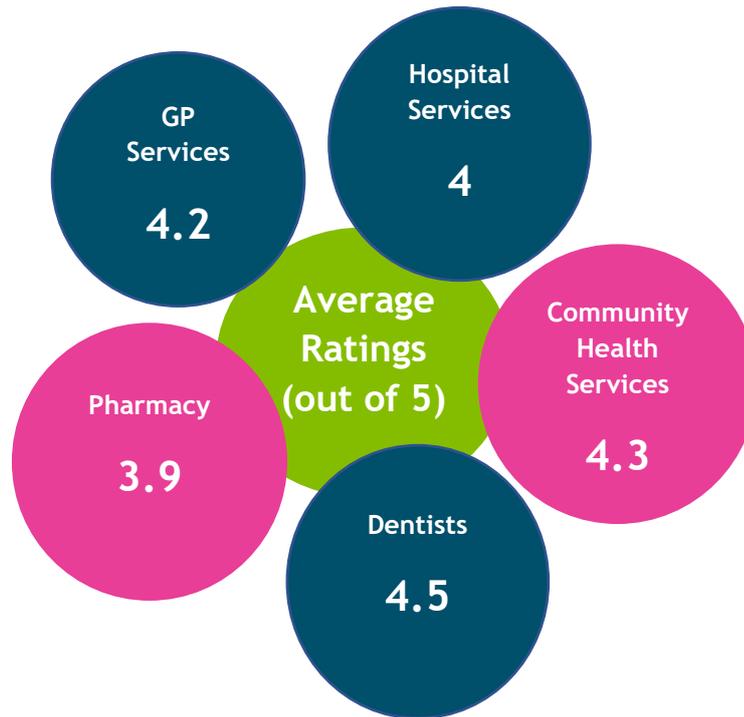
## How people rated their services

We asked people from the Bollington, Disley and Poynton area how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 16 people answered this question and rated their GP surgery, Hospital and Pharmacy services.



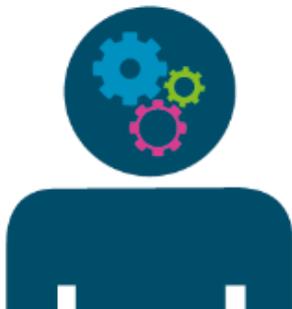
- *“I contacted my GP via MyGP and was called in to the surgery due to suffering chest pains. I felt safe in the surgery with all Covid secure measures in place - staff wearing PPE, social distancing where possible etc.”*
- *“Pharmacy has remained open face-to-face but other health settings have put in place very strict measures which others just have to work through. Not a very caring environment.”*
- *“Delay at pharmacy for prescription to be ready, otherwise good.”*
- *“The AskMyGP system enabled me to contact my surgery, although there was one occasion where my request didn't seem to get submitted so I had to do it again. There were also no options to ask for a named person to respond having selected this on the drop-down. The GP always responded online, even when I had asked to be contacted by phone, but she did ring me back when I asked her to in the comments after her original response. It was really useful to speak to her to understand what she was thinking and so we could discuss my options.”*

## How people rated communication from services



- “The information about the different zones in operation and different ways to contact my GP were comprehensive and reassuring on the Middlewood Partnership website.”
- “What to expect on attendance at the surgery was explained very clearly on the website and by the doctor who contacted me before my appointment.”
- “Clear information has been provided throughout in various formats.”

## How coronavirus has affected people’s mental health

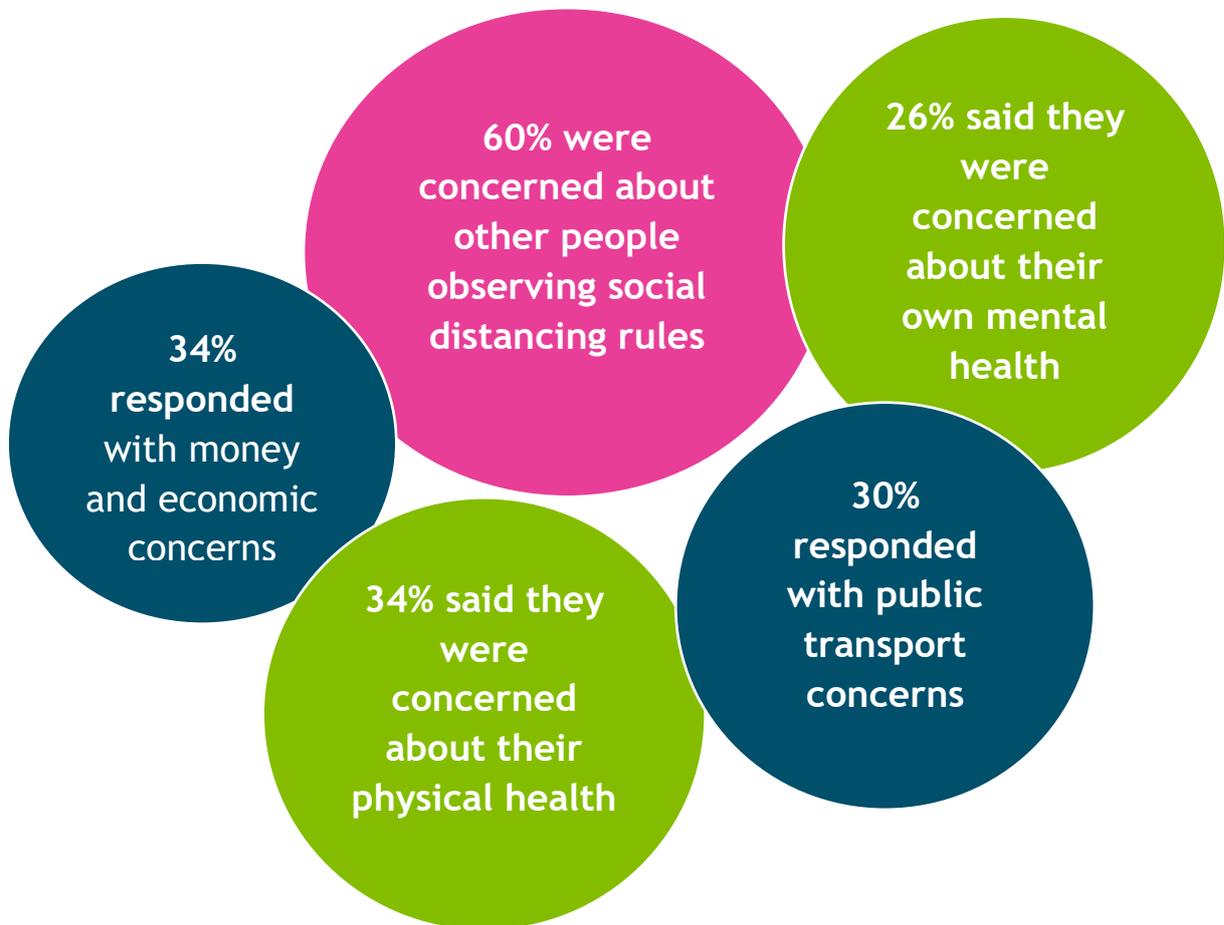


The top 3 things that the 52 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities.

- *“Now the lockdown is being lifted I worry that as a vulnerable elderly person my need for social distancing will not be recognised. Though in practice at the moment on our daily health walks everyone is being very careful.”*
- *“I am affected by the changes but feel able to cope well and my wellbeing is not suffering adversely.”*
- *“I feel sad about not being able to have physical contact with anybody, family or friends.”*
- *“I’m more worried about what might happen to my son if we became ill.”*
- *“Mother unwell in care home. Recent admission to hospital now discharged. Unable to visit, or speak to her (deaf).”*

**What are people’s current concerns or concerns about the future impact of the pandemic?**



- *“Concern about loss of or reduction in online access to networking, meetings, training as other people go back to face-to-face gatherings before I am comfortable with joining these.”*
- *“Concerns for family members at different stages of life, children, grandchildren siblings and partners etc.”*
- *“Concerns about being able to enjoy life.”*

## **What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?**

- *“Regular mindfulness meditation, working with a coach, daily exercise, cooking new recipes, reading more fiction, more regular phone calls with family.”*
- *“Having someone else in the household (husband) to talk through the issues of Covid. Being able to keep in touch with friends and family.”*
- *“Doctor’s Practice returning to its original, where we know most of the staff. Far too large and impersonal at the moment. Staff making unacceptable errors regarding gender of staff within the group.”*
- *“I think clear messages from the Health professionals for the elderly people who are obviously more seriously threatened (i.e. with death) due to the Coronavirus would have helped. This is especially important during the stages of lifting restrictions. And that message needs to be emphasised to others where the risk of serious effects is, I gather, much less.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

**You can contact us on:**

- **Tel:** 0300 323 0006
- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Tartan Rug

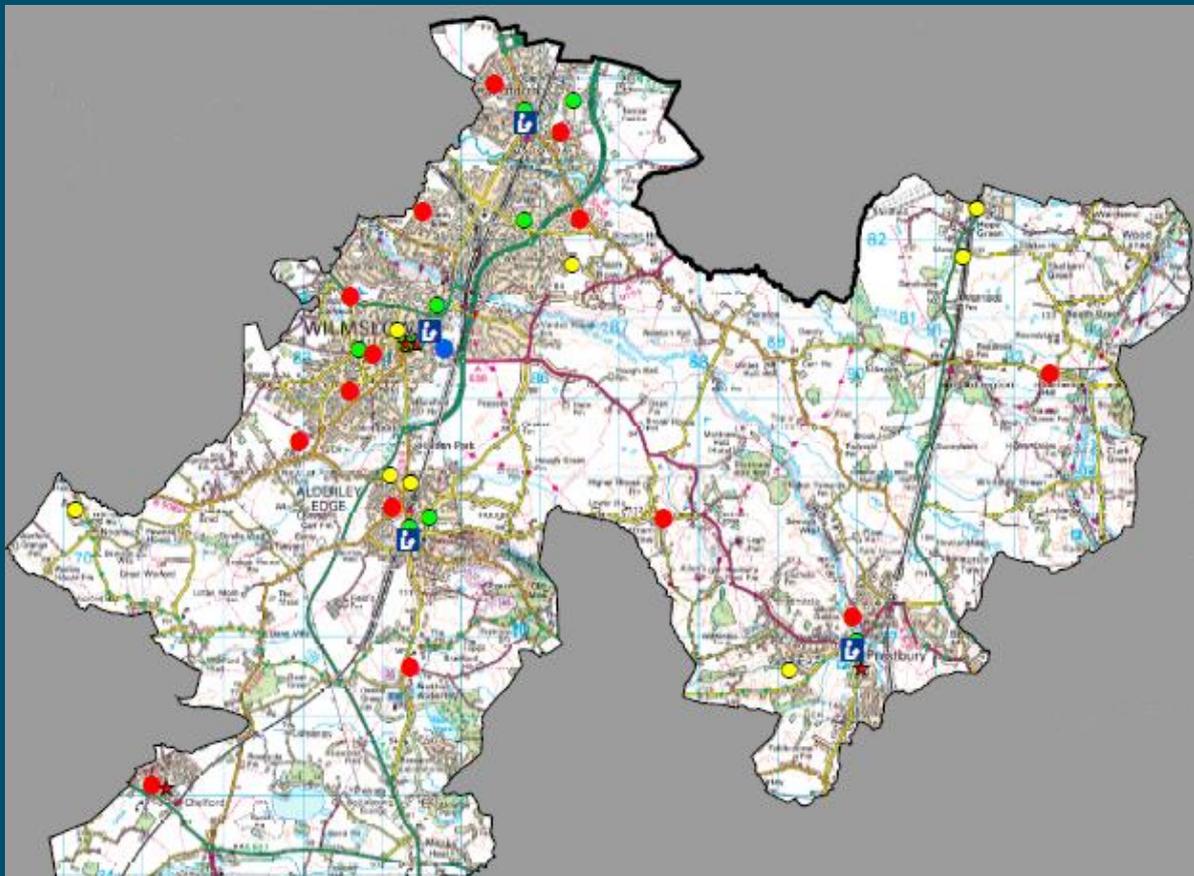
This is the Tartan Rug for the Bollington, Disley and Poynton Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Poynton				NHS Eastern Cheshire	Cheshire East LA	England		
		Bollington	Poynton West and Adlington	Poynton East and Pott Shrigley	Disley					
1	Total population	number	8342	8461	7697	4372	196525	375392	54786327	Population
2	BME population	%	1.6	2.3	1.4	2.1	3.7	3.3	14.6	
3	Proficiency in English	%	0.1	0.1	0.1	0.1	0.3	0.6	1.7	
4	Population under 16	%	17.3	17.2	14.8	14.7	17.3	17.6	19	
5	Population aged 65 and over	%	21.7	26.4	31.4	25.3	23.2	21.9	17.7	
6	Pensioners living alone	%	33.5	26.1	24.9	27.3	29.7	30.0	31.5	
7	Older people with low income	%	9.7	6.6	6.9	6.5	N/A	10.2	16.2	Income
8	People with low income	%	7.4	4.9	5.3	6.2	N/A	9.4	14.6	
9	Children in poverty	%	9.1	4.4	5.7	6.2	N/A	12.4	19.9	
10	Long term unemployment	rate					1.1	1.6	3.7	
11	Fertility rate	rate	58.3	50.4	52.7	63.4	75.2	60.8	63.2	Young People
12	Low birth weight	%	2.3	2.0	2.6	2.7	2.5	2.2	2.8	
13	Deliveries to teenage mothers	%	0.0	0.0	0.0		0.6	1.0	1.1	
14	A&E attendances age 0-4	rate	400.2	416.5	351.1	422.1	403.3	385.6	551.6	
15	Admissions for injury age 0-4	rate	213.5	129.7	147.3	146.8	166.7	168.1	138.8	
16	Emergency admissions age 0-4	rate	206.3	204.3	149.7	202.4	208.9	213.8	149.2	
17	Child development at age 5	%	63.8	72.1	73.1	67.2	64.3	61.8	60.4	
18	GCSE achievement	%	66.2	75.8	73.5	69.0	64.3	62.2	56.6	
19	Excess weight age 4-5	%	18.7	19.3	18.2	18.5	17.9	19.1	22.2	
20	Excess weight age 10-11	%	19.3	28.6	25.5	26.5	26.2	29.1	33.6	

21	Smokers age 11-15	%	3.6	3.0	3.3	3.0	N/A	3.2	3.1	Lifestyle
22	Smokers age 16-17	%	16.1	13.5	12.5	13.9	N/A	15.2	14.8	
23	Healthy eating (adults)	%	33.6	36.2	36.7	35.6	33.6	31.4	28.7	
24	Obese adults	%	20.0	19.6	20.5	20.5	20.0	21.5	24.1	
25	Binge drinking (adults)	%	28.3	21.1	20.5	25.0	22.4	22.3	20	
26	Admissions for alcohol	SAR	86.0	74.0	70.3	68.3	86.7	90.4	100	
27	Self-reported bad health	%	4.6	4.3	4.8	4.4	4.6	4.9	5.5	Illness
28	Self-reported illness	%	17.1	17.0	18.4	17.3	17.1	17.5	17.6	
29	Hospital stays for self-harm	SAR	74.7	70.4	61.8	57.5	109.7	104.9	100	
30	Emergency admissions heart attack	SAR	106.0	90.0	111.4	117.7	91.0	94.9	100	
31	Emergency admissions stroke	SAR	79.0	79.2	86.7	69.6	88.2	91.7	100	
32	Emergency admissions respiratory	SAR	72.3	58.0	52.6	79.1	71.2	80.2	100	
33	Emergency admissions hip fracture	SAR	88.8	91.7	84.8	94.9	94.0	97.9	100	Illness
34	Emergency admissions all causes	SAR	85.6	86.5	86.1	90.0	91.7	102.3	100	
35	New cases -breast cancer	SIR	96.4	122.9	82.2	108.9	105.3	103.1	100	Cancer
36	New cases -bowel cancer	SIR	55.3	97.9	114.2	113.9	104.0	101.7	100	
37	New cases -lung cancer	SIR	107.2	52.7	50.8	68.4	79.3	87.0	100	
38	New cases -prostate cancer	SIR	61.1	139.5	103.6	101.3	95.0	100.5	100	
39	All new cancer cases	SIR	84.8	95.5	88.8	91.6	95.3	99.1	100	
40	Cancer deaths under 75	SMR	69.6	66.5	70.1	66.2	79.9	88.3	100	Death
41	Heart deaths under 75	SMR	88.6	37.8	59.9	45.1	78.7	91.1	100	
42	All deaths under 75	SMR	73.8	59.0	64.6	65.6	81.2	89.9	100	
43	Deaths from respiratory disease	SMR	103.5	92.9	83.8	62.1	89.3	95.8	100	
44	All deaths all ages	SMR	90.3	88.4	97.6	79.9	89.9	93.9	100	
45	Female Life Expectancy	years	84.8	85.0	83.8	84.0	84.1	83.5	83.1	
46	Male Life Expectancy	years	81.5	81.7	80.9	83.3	81.0	80.3	79.4	

# Appendix 2 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in Chelford, Handforth, Alderley Edge and Wilmslow

May - October 2020



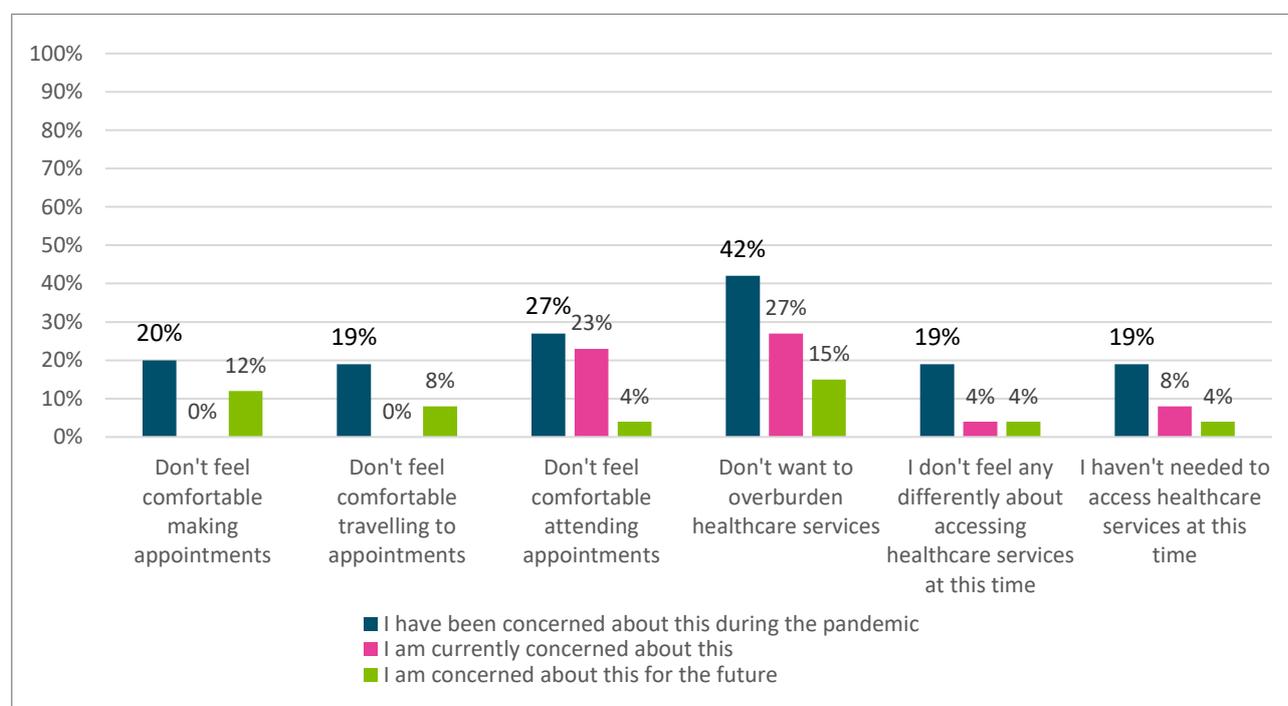
## Introduction

Between 4<sup>th</sup> May until 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 35 people who answered our survey from the Chelford, Handforth, Alderley Edge and Wilmslow area, to provide the residents and local service providers with a snapshot of the key findings.



## Accessing healthcare services during the pandemic

35 people told us how they feel about accessing services during the pandemic, with many people choosing more than one option. Similar to our findings across Cheshire, this demonstrates a trend of people feeling uncomfortable or apprehensive about accessing healthcare services during the height of the pandemic.



- *“I am concerned that my son will not be able to see a GP, or have minor surgery, for some time to come.”*
- *“I am concerned that things are remaining closed down to some extent. I would not feel happy making an appointment unless matters were pretty serious.”*
- *“I have been fortunate to be well during this period.”*

## How health services have changed during the Coronavirus pandemic

Of the 11 people who told us about how health services had changed, most expressed concerns about the quality of care received by their relatives: For example:

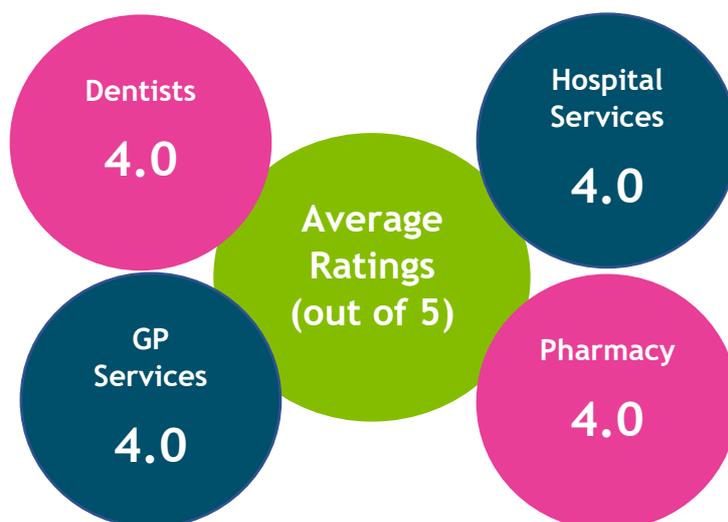
- *“I’ve found it much more difficult to get an appointment with my GP in the last few months.”*
- *“My hospital appointment has been postponed.”*
- *My appointment for a routine dental check-up was cancelled shortly before the scheduled date, with no explanation, apology or alternative date offered.”*
- *“At first my pharmacy would have someone deliver our medication for us, but now they won’t deliver anymore and we have to try and find someone to pick it up for*

## Opinions on telephone or video appointments

We asked people to tell us how they would feel about having their medical appointments via telephone or video in the future. 5 people who responded to this question said they would be happy with this going forward, but only for certain GP and hospital appointments, if they had the choice.

- *“For certain simple queries and maybe ongoing things this would be acceptable.”*
- *“The key phrase is ‘certain’ appointments. There are times when there is no substitute for Face-to-face and even if a phone call is appropriate, there is still a reduction in rapport between the patient and the practitioner.”*

## How people rated their services



## How people rated communication from services

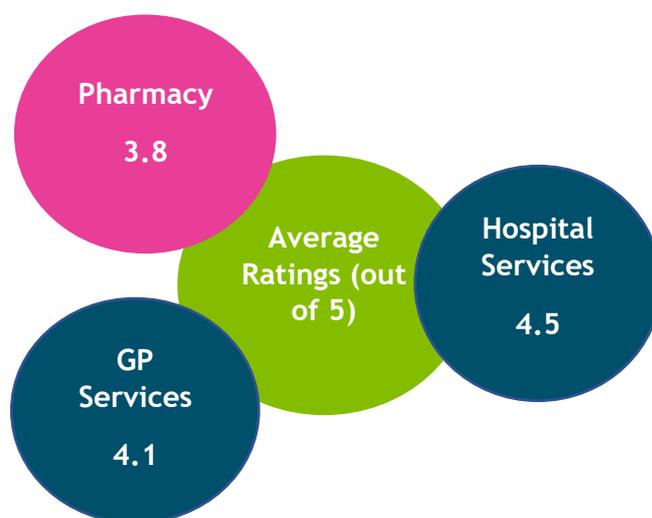
We asked people to tell us how they would rate their services, with 1 being very poor and 5 being excellent. Above are the most commonly mentioned services and their average ratings. All respondents consistently voted these services 4 out of 5 on our scale.

- *“Considering the impact of Covid-19 on society as a whole, the NHS has continued to provide an excellent service. I have also been very impressed by GPs, my dentist - who has extracted a tooth recently, GP Surgery and ancillary staff, not to forget Boots Pharmacy, who have not let us down. Well done everyone and thanks.”*

We asked people to rate what they thought of the communication they had received from their service, with 1 being very poor and 5 being excellent. Ratings related to the communication received from the most accessed services.

### Comments on GP and Pharmacies

- *“The GP and its pharmacy have not updated their website to say that they are closed at lunchtime.”*
- *“The relevant services I may have needed did keep me informed via email or text.”*
- *“The pharmacy delivered prescriptions to my home from the onset of the pandemic. The GP practice answered the phone promptly and were very helpful with my appointments, they fit me in for a video consultation very easily.”*

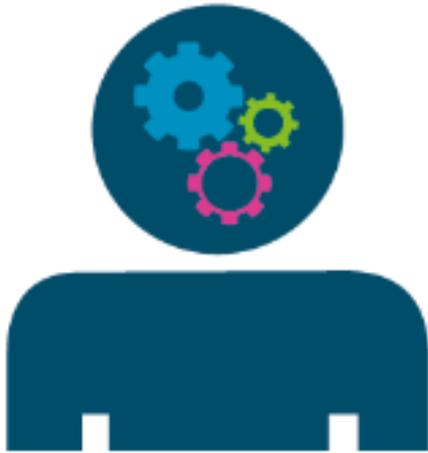


### Comments on Social Care

- *“I am concerned Coronavirus is being used as an excuse for poor care in some care homes.”*
- *“I’ve had little contact with my mother’s carers, only a poorly written letter about the situation.”*
- *I’ve been unable to visit my mother who is in a care home, this must be affecting her wellbeing.”*



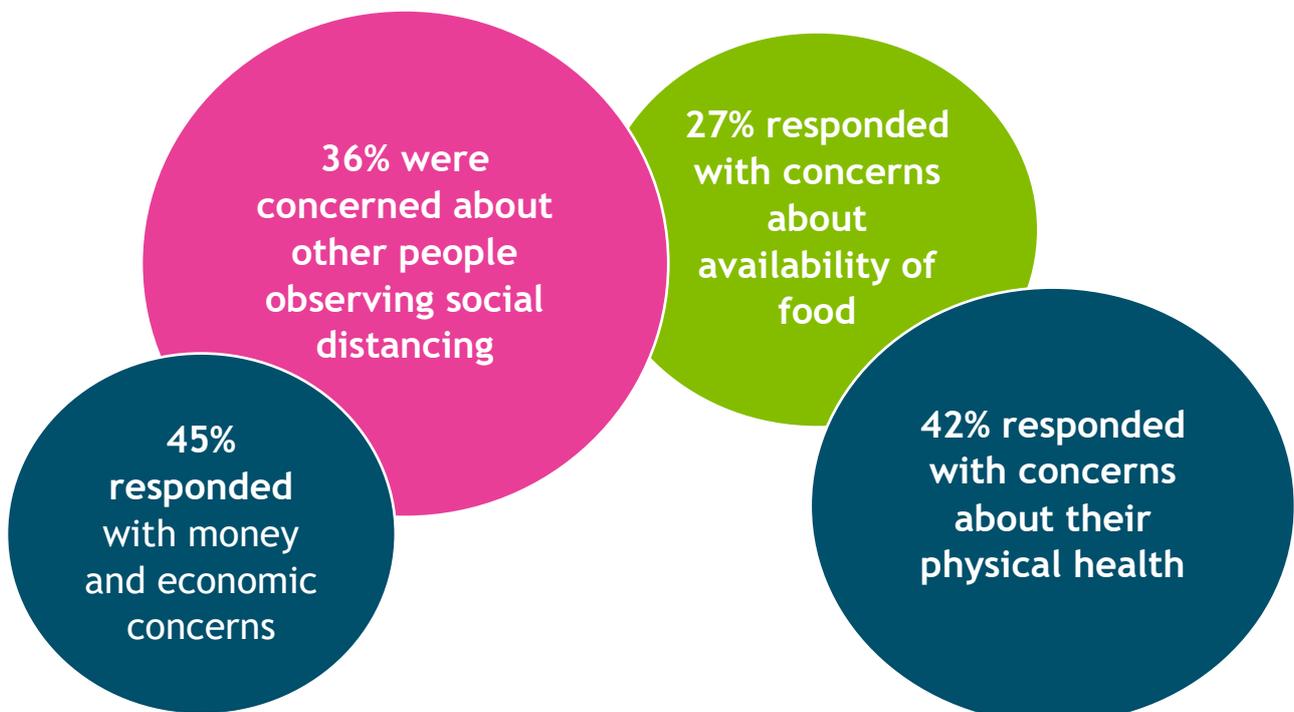
## How coronavirus has affected people's mental health



The top 3 things that the 35 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities

## What are people's current concerns or concerns about the future impact of the pandemic?



## What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?

- *“Not having to book everything well ahead of time, it’s awkward.”*
- *“Being able to see more of my family and friends.”*
- *“Having improved financial security, such as a more consistent income - especially for the self-employed.”*
- *“Clearer and more consistent guidelines from the government.”*
- *“Increased accessibility to public parks, and public spaces such as toilets, especially for those with disabilities.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

#### You can contact us on:

- **Tel:** 0300 323 0006
- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Tartan Rug

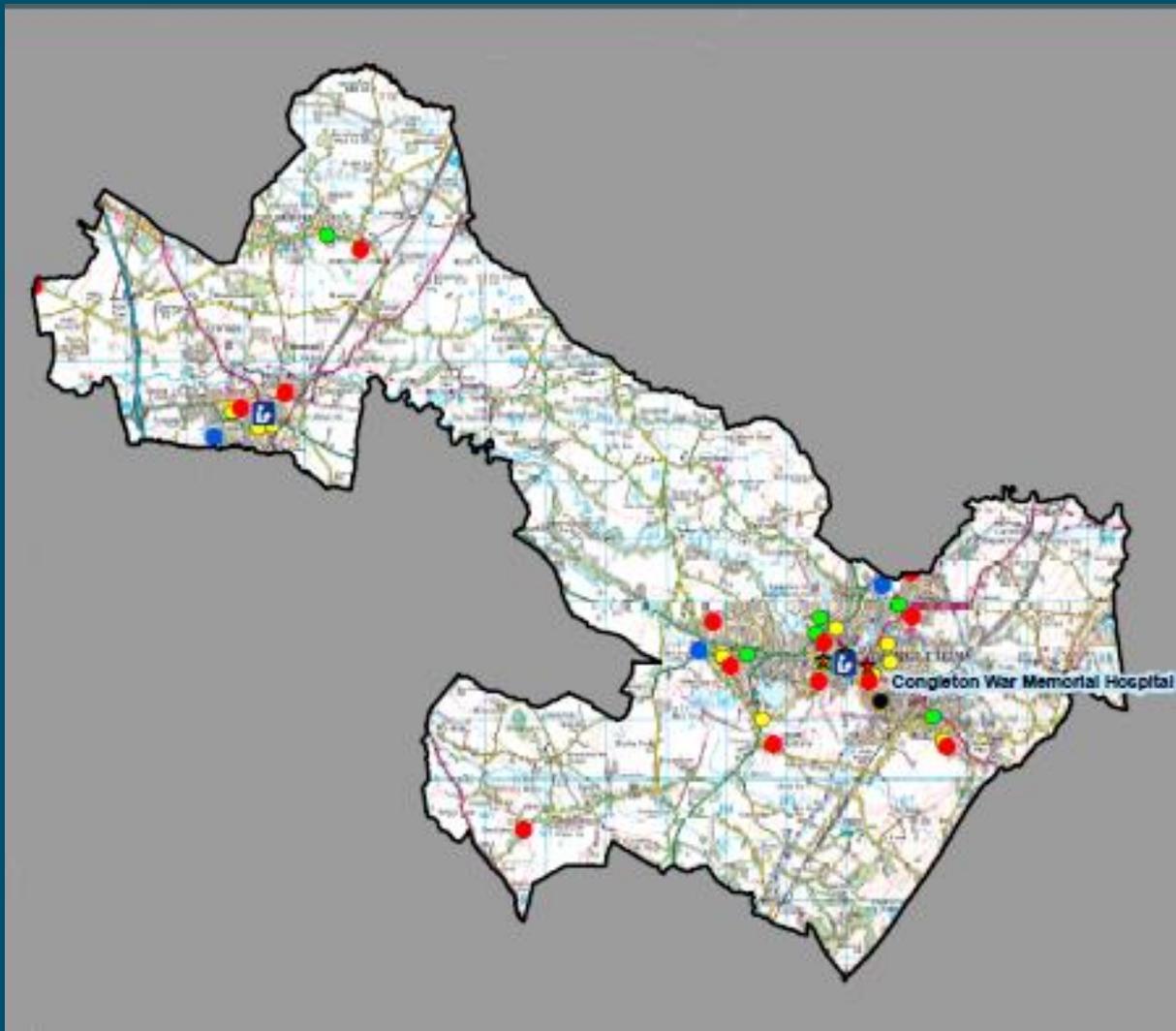
This is the Tartan Rug for the Chelford, Handforth, Alderley Edge and Wilmslow Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Wilmslow								NHS Eastern Cheshire	Cheshire EastLA	England		
		Chelford	Wilmslow West and Chorley	Wilmslow Lacey Green	Handforth	Wilmslow Dean Row	Wilmslow East	Alderley Edge	Prestbury					
1	Total population	number	3864	10134	4946	9377	4588	4441	4893	4349	196525	375392	54786327	Population
2	BME population	%	2.5	3.8	6.6	8.4	11.9	8.6	6.0	3.7	3.7	3.3	14.6	
3	Proficiency in English	%	0.1	0.4	0.5	0.3	0.6	0.6	0.3	0.1	0.3	0.6	1.7	
4	Population under 16	%	14.7	21.0	18.0	18.7	17.7	17.5	16.3	15.2	17.3	17.6	19	
5	Population aged 65 and over	%	28.3	20.4	19.4	20.1	15.9	26.2	25.4	31.4	23.2	21.9	17.7	
6	Pensioners living alone	%	27.9	31.5	28.6	39.6	22.5	30.2	34.0	24.0	29.7	30.0	31.5	
7	Older people with low income	%	7.5	7.4	15.2	18.0	5.8	2.5	7.9	3.3	N/A	10.2	16.2	Income
8	People with low income	%	6.2	4.3	12.3	16.5	4.2	2.2	5.2	2.9	N/A	9.4	14.6	
9	Children in poverty	%	4.8	3.9	16.0	20.7	4.3	1.9	4.0	3.4	N/A	12.4	19.9	
10	Long term unemployment	rate									1.1	1.6	3.7	Young People
11	Fertility rate	rate	56.2	73.5	58.1	68.8	56.4	59.3	56.6	48.6	75.2	60.8	63.2	
12	Low birth weight	%	2.4	1.8	2.7	3.0	3.0	2.1	3.3		2.5	2.2	2.8	
13	Deliveries to teenage mothers	%	0.0	0.0	0.0			0.0	0.0	0.0	0.6	1.0	1.1	
14	A&E attendances age 0-4	rate	391.2	377.3	423.6	474.5	445.1	380.4	377.0	379.8	403.3	385.6	551.6	
15	Admissions for injury age 0-4	rate	174.5	189.1	149.8	192.9	156.6	199.3	203.6	143.9	166.7	168.1	138.8	
16	Emergency admissions age 0-4	rate	188.0	174.9	166.3	210.7	178.2	169.6	195.2	141.9	208.9	213.8	149.2	
17	Child development at age 5	%	63.5	80.4	67.7	59.7	65.7	79.2	69.5	72.5	64.3	61.8	60.4	
18	GCSE achievement	%	72.3	74.5	56.6	52.2	51.9	73.0	73.7	80.9	64.3	62.2	56.6	
19	Excess weight age 4-5	%	16.6	12.5	13.9	18.1	15.6	11.9	20.5	20.2	17.9	19.1	22.2	
20	Excess weight age 10-11	%	22.4	17.8	23.7	29.3	25.6	19.2	22.4	16.3	26.2	29.1	33.6	

21	Smokers age 11-15	%	2.3	3.0	3.1	4.3	2.3	3.0	3.0	2.8	N/A	3.2	3.1	Lifestyle
22	Smokers age 16-17	%	14.4	13.0	15.4	16.8	11.5	12.0	14.0	12.9	N/A	15.2	14.8	
23	Healthy eating (adults)	%	37.9	39.3	35.9	29.6	32.1	40.2	38.2	40.8	33.6	31.4	28.7	
24	Obese adults	%	18.5	16.1	19.0	21.0	20.1	15.7	17.2	16.5	20.0	21.5	24.1	
25	Binge drinking (adults)	%	20.1	20.7	22.7	21.9	22.9	20.7	19.4	16.6	22.4	22.3	20	
26	Admissions for alcohol	SAR	74.4	65.2	70.1	112.5	86.7	67.5	73.8	57.9	86.7	90.4	100	Illness
27	Self-reported bad health	%	3.8	2.9	6.0	6.3	2.6	2.3	5.0	3.2	4.6	4.9	5.5	
28	Self-reported illness	%	14.8	13.2	19.0	19.8	11.6	13.5	17.4	14.9	17.1	17.5	17.6	
29	Hospital stays for self-harm	SAR	77.1	42.9	50.2	140.5	84.9	39.5	81.1	27.2	109.7	104.9	100	
30	Emergency admissions heart attac	SAR	77.7	63.3	97.4	92.3	100.1	60.8	58.0	53.2	91.0	94.9	100	
31	Emergency admissions stroke	SAR	89.6	83.0	91.5	108.0	94.4	89.2	77.4	86.1	88.2	91.7	100	
32	Emergency admissions respiratory	SAR	46.5	40.9	47.6	104.7	79.2	31.9	51.9	31.3	71.2	80.2	100	
33	Emergency admissions hip fracture	SAR	96.8	84.8	88.8	83.3	81.6	95.7	98.3	127.7	94.0	97.9	100	
34	Emergency admissions all causes	SAR	81.4	74.0	85.5	112.0	97.2	74.2	73.4	70.3	91.7	102.3	100	
35	New cases -breast cancer	SIR	101.7	98.2	98.5	132.2	112.4	101.0	106.4	95.3	105.3	103.1	100	
36	New cases -bowel cancer	SIR	104.6	91.3	129.2	138.1	143.5	94.5	102.9	133.8	104.0	101.7	100	
37	New cases -lung cancer	SIR	63.9	53.5	87.0	142.9	119.6	51.4	50.3	43.2	79.3	87.0	100	
38	New cases -prostate cancer	SIR	105.8	102.3	102.5	76.3	90.9	96.1	99.2	124.2	95.0	100.5	100	
39	All new cancer cases	SIR	92.7	91.1	94.3	108.2	99.3	93.2	88.5	89.2	95.3	99.1	100	
40	Cancer deaths under 75	SMR	61.8	70.6	97.6	86.9	77.9	46.2	74.0	60.7	79.9	88.3	100	Death
41	Heart deaths under 75	SMR	81.0	82.3	142.5	121.9	41.7	55.3	59.8	69.0	78.7	91.1	100	
42	All deaths under 75	SMR	68.0	64.1	110.1	101.6	64.5	49.0	71.8	52.6	81.2	89.9	100	
43	Deaths from respiratory disease	SMR	44.2	76.0	137.8	94.4	102.6	46.9	96.1	51.7	89.3	95.8	100	
44	All deaths all ages	SMR	70.6	70.2	122.0	92.3	99.2	55.2	95.1	63.7	89.9	93.9	100	
45	Female Life Expectancy	years	83.6	87.8	81.4	83.5	83.8	89.6	83.7	87.3	84.1	83.5	83.1	
46	Male Life Expectancy	years	85.3	82.4	78.8	79.8	81.4	84.7	82.1	84.1	81.0	80.3	79.4	

# Appendix 3 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in Congleton and Holmes Chapel

May - October 2020



## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the Coronavirus pandemic via our online survey. This information sheet uses the responses of the 61 people who responded to our survey from the Congleton and Holmes Chapel area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 52 people who told us about how health services had changed, most talked about their GP Practice or Pharmacy. For example:

- *“Not been able to get a doctor’s appointment for my husband - very unhelpful”*
- *“My husband needed a regular three-monthly B-12 injection but was told to take vitamin B tablets instead. I did not think that was appropriate!”*
- *“I was due to have a lung function test for possible asthma and it was cancelled.”*



41% of people told us about changes to pharmacy services, including not getting prescription medication, increased waiting times for prescriptions and not finding over the counter medication in shops or pharmacies.

34% told us their GP appointment was by telephone or video call

## How people rated their services



We asked people to tell us how they would rate their services, with 1 being very poor and 5 being excellent. Above are the most commonly mentioned services and their average ratings.

- *“The nurse took extra care with my case- above and beyond what was expected of her.”*
- *“Well Pharmacy was organised, staff pleasant, when an item wasn’t in stock they contacted me to advise availability.”*
- *“Operated as well as they could under the restrictions.”*
- *“Procedures in place to protect both themselves and the public.”*

## How people rated communication from service



We asked people to rate what they thought of the communication they had received from their service, with 1 being very poor and 5 being excellent. Ratings related to the communication received from the most accessed services.

- *“Doctors sent messages through straight away to keep me up to date.”*
- *“They were concise easy to understand instructions, very easy to follow would imagine most people understood.”*
- *“Not had any communication from services.”*

## How coronavirus has affected people's mental health



The top 3 things that the 55 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities

## What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?



- *“More information relayed from GP Practice.”*
- *“Clearer instruction from the government, which might encourage the general public to behave better.”*
- *“More access to outdoor for wellbeing.”*
- *“Support from community healthcare.”*
- *“More online GP consultations.”*
- *“Clear communication and not constantly changing e.g. schools meant to open 1st June, Cheshire East council have now changed that to later in June. It causes anxiety and confusion.”*
- *“Opening leisure facilities and reducing the 2M safe distance rule.”*

### **What are people’s current concerns or concerns about the future impact of the pandemic?**



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

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**You can contact us on:**

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- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Tartan Rug

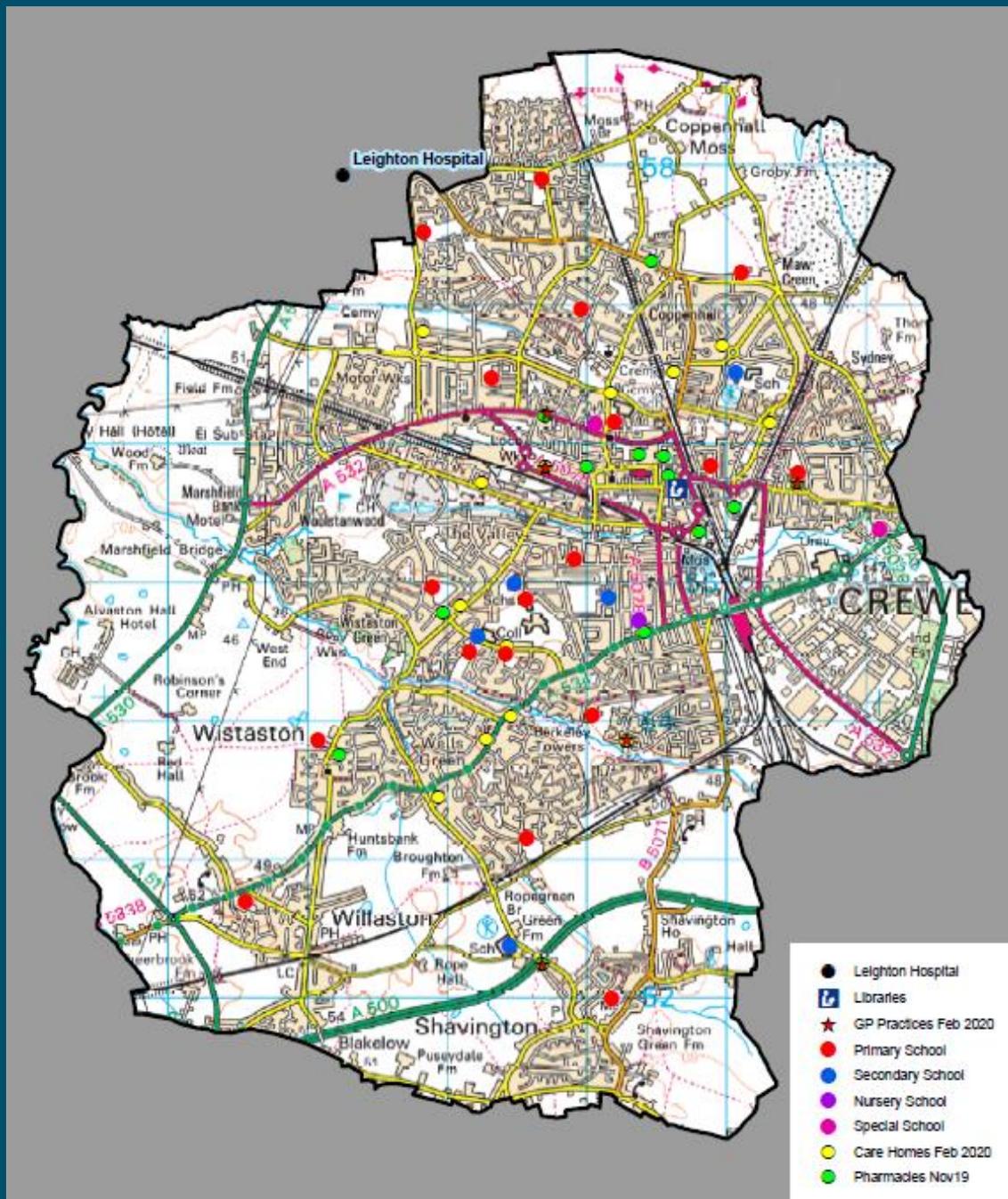
This is the Tartan Rug for the Bollington, Disley and Poynton Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Congleton			NHS Eastern Cheshire	Cheshire East L.A	England		
		Congleton West	Congleton East	Dane Valley					
1	Total population	number	13157	13674	9268	196525	375392	54786327	Population
2	BME population	%	2.3	1.7	1.9	3.7	3.3	14.6	
3	Proficiency in English	%	0.2	0.1	0.1	0.3	0.6	1.7	
4	Population under 18	%	16.1	18.7	16.3	17.3	17.6	19	
5	Population aged 65 and over	%	25.6	21.9	28.8	23.2	21.9	17.7	
6	Pensioners living alone	%	30.5	25.6	27.1	29.7	30.0	31.5	
7	Older people with low income	%	12.3	12.2	6.2	N/A	10.2	16.2	Income
8	People with low income	%	9.1	12.1	4.5	N/A	9.4	14.6	
9	Children in poverty	%	8.9	17.4	4.4	N/A	12.4	19.9	
10	Long term unemployment	rate				1.1	1.6	3.7	Young People
11	Fertility rate	rate	59.3	69.2	47.2	75.2	60.8	63.2	
12	Low birth weight	%	2.2	2.2	1.7	2.5	2.2	2.8	
13	Deliveries to teenage mothers	%		1.3	0.0	0.6	1.0	1.1	
14	A&E attendances age 0-4	rate	394.6	423.3	301.6	403.3	385.6	551.6	
15	Admissions for injury age 0-4	rate	189.4	181.3	124.1	166.7	168.1	138.8	
16	Emergency admissions age 0-4	rate	220.0	203.5	192.6	208.9	213.8	149.2	
17	Child development at age 5	%	53.0	57.7	68.4	64.3	61.8	60.4	Young People
18	GCSE achievement	%	64.6	56.5	69.5	64.3	62.2	56.6	

19	Excess weight age 4-5	%	18.7	18.6	18.6	17.9	19.1	22.2	Lifestyle
20	Excess weight age 10-11	%	31.1	31.3	24.8	26.2	29.1	33.6	
21	Smokers age 11-15	%	2.7	3.0	4.7	N/A	3.2	3.1	
22	Smokers age 16-17	%	15.4	15.9	21.1	N/A	15.2	14.8	
23	Healthy eating (adults)	%	30.2	29.5	37.0	33.6	31.4	28.7	
24	Obese adults	%	23.2	23.6	19.0	20.0	21.5	24.1	
25	Binge drinking (adults)	%	22.3	20.0	21.4	22.4	22.3	20	
26	Admissions for alcohol	SAR	87.5	94.3	61.1	86.7	90.4	100	
27	Self-reported bad health	%	5.6	5.0	3.7	4.6	4.9	5.5	
28	Self-reported illness	%	19.6	18.1	15.0	17.1	17.5	17.6	
29	Hospital stays for self-harm	SAR	116.3	149.6	63.4	109.7	104.9	100	
30	Emergency admissions heart attack	SAR	106.0	102.0	77.0	91.0	94.9	100	
31	Emergency admissions stroke	SAR	104.7	104.5	77.1	88.2	91.7	100	
32	Emergency admissions respiratory	SAR	62.7	86.8	40.7	71.2	80.2	100	
33	Emergency admissions hip fracture	SAR	86.8	123.2	75.8	94.0	97.9	100	
34	Emergency admissions all causes	SAR	90.6	98.6	78.6	91.7	102.3	100	
35	New cases -breast cancer	SIR	100.4	84.3	105.4	105.3	103.1	100	Cancer
36	New cases -bowel cancer	SIR	108.3	98.0	100.6	104.0	101.7	100	
37	New cases -lung cancer	SIR	100.7	94.7	61.6	79.3	87.0	100	
38	New cases -prostate cancer	SIR	94.5	99.4	89.6	95.0	100.5	100	
39	All new cancer cases	SIR	99.5	96.5	87.6	95.3	99.1	100	
40	Cancer deaths under 75	SMR	100.8	88.8	65.4	79.9	88.3	100	Death
41	Heart deaths under 75	SMR	103.7	91.9	54.6	78.7	91.1	100	
42	All deaths under 75	SMR	105.3	91.2	63.6	81.2	89.9	100	
43	Deaths from respiratory disease	SMR	103.4	115.0	69.8	89.3	95.8	100	
44	All deaths all ages	SMR	100.2	99.2	71.6	89.9	93.9	100	
45	Female Life Expectancy	years	83.2	83.2	86.5	84.1	83.5	83.1	Death
46	Male Life Expectancy	years	78.9	80.4	83.4	81.0	80.3	79.4	

# Appendix 4 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Crewe Care Community

May - October 2020



## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 185 people who answered our survey from the Crewe area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 173 people who told us about how health services had changed, most talked about their GP or Pharmacy. For example:

- *“I think has been impacted massively but not affected me as their fab triage phone service helped me as always.”*
- *“Prescription review appointment backlog; repeat prescription procedure changed without communication.”*
- *“No support from mental health hub as closed due to the virus. GP gave me websites to look at instead and stopped ringing to check on me once I said I never wanted tablets. No mental health support offered until this is over, told to re-try the hub.”*



44% told us their GP appointment was by telephone or video call

31% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures

42% told us that they either couldn't get a prescription, experienced increased waiting times, or they couldn't find over the counter medication they needed

72% said they either hadn't felt comfortable making, travelling to or attending appointments during the pandemic, or felt they would be overburdening the NHS

## People’s views on video/phone appointments

People were asked about their opinions on video and phone appointments for hospital-based appointments, GP appointments, other healthcare appointments, or social care assessments. For each type of appointment, the majority of people would be happy using phone or video appointments dependent on what the appointment was to discuss.

- 75% of respondents would be happy using video calls for certain hospital appointments, 74% would for GP appointments, 82% for other healthcare appointments, and 70% for social care assessments.
- 20% of people told us they didn’t like the idea of video calls for hospital appointments, 13% didn’t like it for GP appointments, 14% for other healthcare appointments, and 26% for social care assessments.

## How people rated their services

We asked people from the Crewe area how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 60 people answered this question and rated their GP surgery, Hospital and Pharmacy services.

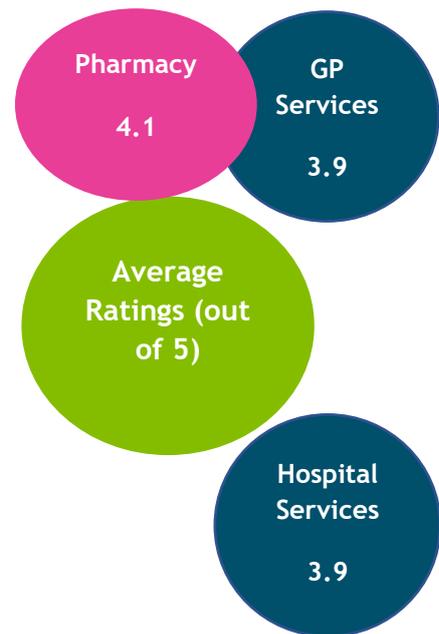


- *“Good repeat prescription service from GP once they got organised. Physio phone call was reasonable in the circumstances. I was unable to access my private podiatrist for 4 months and private dentist for 5 months.”*
- *“I have had nothing but exceptional service from all of these. I have felt safe at all times.”*
- *“Diabetic nurse review was good in difficult circumstances. GP Practice receptionist did not give me adequate information when I did not know what had happened to my repeat prescription but on another occasion was helpful in explaining the backlog of prescription review appointments.”*
- *“Health visitor visits do not happen and I understand why, but not even a phone call to check in with mother and child to ensure we are coping OK. Especially if the mother showed signs of mental health issues before lockdown. Mental health has practically stopped, I have been waiting for an appointment since baby was born (nearly 8.5 months) I was asked if I wanted them over the phone, this to me is not a service as how can the Counsellor determine how bad you are if they cannot see you and see your body language.*
- *“The automated pharmacy system was much smoother than the manual pre-lockdown method.”*

## How people rated communication from service

We asked people to rate what they thought of the communication they had received from their service, with 1 being very poor and 5 being excellent. Ratings related to the communication received from the most accessed services.

- *“Staff were helpful and we could obtain information there.”*
- *“It wasn’t until I needed to access the services I have marked as fair that I was finding out bit by bit what had changed and how things were going to be run. After saying that, when I did access the service needed it was explained as fully as possible.”*
- *“Received four letters telling me to shield as I was considered exceptionally vulnerable. I certainly got the message which I read as ‘we really don’t want to see you unless you’re dying.’ I’ve hidden away and continue to do so.”*
- *“Hard to find out what’s happening and what you’re supposed to do. Information given is*



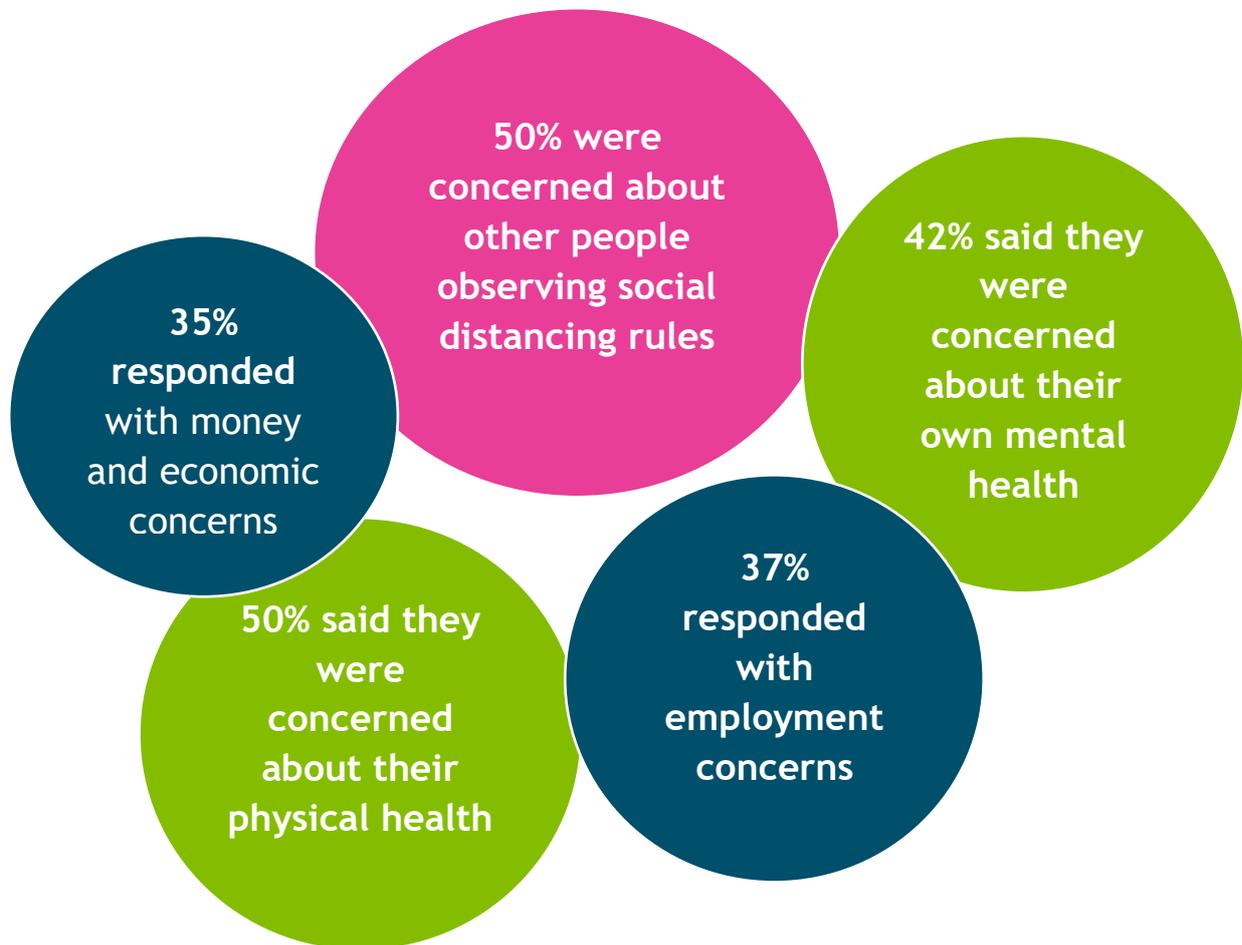
## How coronavirus has affected people’s mental health

The top 3 things that the 179 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities.

- *“Lockdown has been both unnecessary and a disaster, the damage from which will continue to be felt for years to come.”*
- *“Apart from a few isolated incidents, I’ve actually enjoyed Shielding. Living with a doctor has been a bit difficult but I’ve given myself time off over the past months.”*
- *“I feel, as part of the disabled category that the government, not including the food parcels, seem to have left us on the back burner and it makes you feel like an afterthought.”*
- *“I have a general anxiety disorder and this has been exacerbated by the current conditions.”*
- *“No one has ever offered assistance, even though I have to look after my wife.”*
- *“If it wasn’t for the Internet and face time, I would have missed the social side of my family far more. However, to be able to safely hug my children and grandchildren again will be amazing.”*

## What are people's current concerns or concerns about the future impact of the pandemic?



- *“Concern for future prospects of our young adult children.”*
- *“Concerned about impact on son as he goes in to sixth form in September. Hope his education won’t be disrupted.”*
- *“The impact of Covid-19 plus Brexit gives me cause for concern about both availability of food and rising costs of food.”*
- *“Other people disregarding social distancing rules.”*
- *“My daughter’s mental health - finished degree from home and now no hope of employment. Loss of self-esteem; loss of graduation ceremony and social events surrounding this.”*
- *“My husband is extremely high risk and I work in care so this concerns me. Also, too many people do not observe the social distancing rules.”*

## What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?

- *“Regular exercise, gardening chatting with and helping neighbours.”*
- *“Keeping in touch with friends and family. Telephone support from professionals. Meditation. Being kind to myself. Lowering my expectations. Playing with kids. Outside when nice weather.”*
- *“Maybe more information for disabled/vulnerable people. We do feel brushed aside somewhat.”*
- *“Knowing when the dentists would be offering appointments again and when I might be sent on the exercise and pain management programme.”*
- *“Concentrating on a high-level career while caring for two boisterous boys at home on my own as husband has a business to keep afloat has been impossible. I have been so resentful of people who are furloughed. I can’t as I work for a public body. I could cope with just work or kids but both together is too much.”*
- *“Not feeling I am putting extra pressure on the NHS so mustn’t bother them.”*
- *“Someone to talk to. Almost like a befriender service to have conversations that are not about Covid. Could be matched up to a few people of similar age who are also socially isolated due to living on their own. Provide free access to online exercise classes like Zumba, aerobics etc. Better availability of local mental health resources aimed particularly at stress, burnout and anxiety.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

**You can contact us on:**

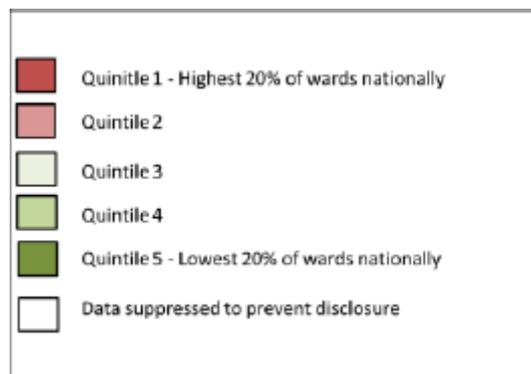
- **Tel:** 0300 323 0006
- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Tartan Rug

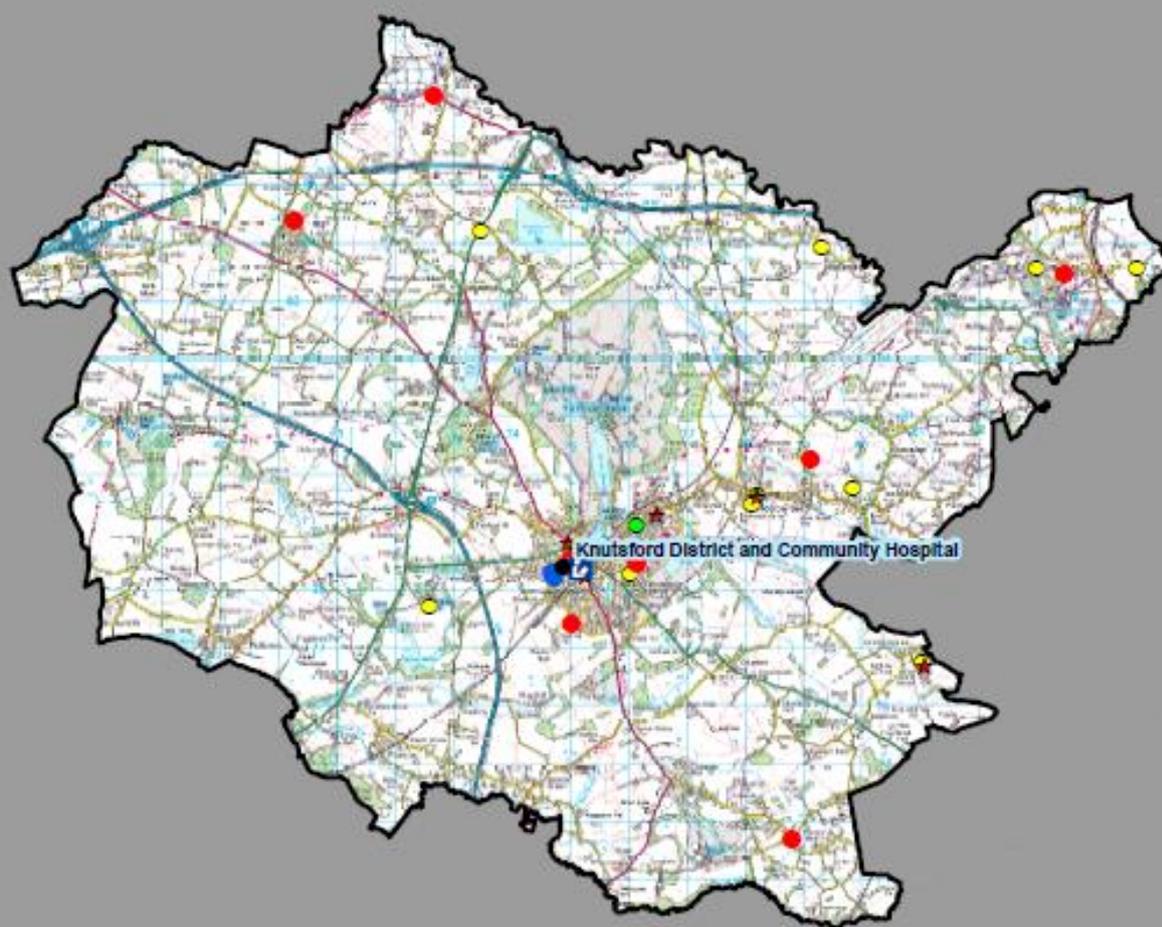
This is the Tartan Rug for the Crewe Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Crewe											NHS South Cheshire	Cheshire East LA	England		
		Wybunbury	Shavington	Willaston and Rope	Willaston	Crewe South	Crewe West	Crewe Central	Crewe St Barnabas	Crewe North	Crewe East	Leighton					
1	Total population	number	4626	3790	4688	8931	11941	10798	6178	5844	4788	15432	5365	178867	375392	54786327	Population
2	BME population	%	1.2	1.7	1.6	1.9	8.5	4.4	7.3	4.1	3.3	3.7	3.9	2.9	3.3	14.6	
3	Proficiency in English	%	0.1	0.2	0.2	0.3	4.9	2.1	5.3	2.5	1.6	1.0	0.7	0.9	0.6	1.7	
4	Population under 16	%	15.8	13.4	15.4	14.7	19.8	20.5	23.4	26.5	21.0	18.4	21.7	17.9	17.6	19	
5	Population aged 65 and over	%	24.9	28.9	24.2	26.2	12.2	15.7	10.3	12.9	18.2	18.4	8.5	20.4	21.9	17.7	
6	Pensioners living alone	%	22.6	31.5	24.4	26.5	35.6	34.3	46.4	39.4	32.7	33.6	15.7	30.4	30.0	31.5	
7	Older people with low income	%	8.3	6.8	5.3	7.5	17.7	15.4	27.5	30.6	13.5	15.0	5.6	N/A	10.2	16.2	Income
8	People with low income	%	6.8	5.0	4.1	6.2	16.9	15.7	24.1	28.8	18.9	15.3	4.0	N/A	9.4	14.6	
9	Children in poverty	%	8.0	5.2	4.5	7.4	23.4	23.4	32.4	36.6	31.6	26.0	5.5	N/A	12.4	19.9	
10	Long term unemployment	rate												2.1	1.6	3.7	
11	Fertility rate	rate	46.6	53.5	46.1	48.1	67.4	61.8	89.5	81.9	73.0	58.1	57.7	68.2	60.8	63.2	Young People
12	Low birth weight	%	1.0	2.2	1.8	1.7	2.3	2.4	2.7	1.4	2.5	2.5	2.1	2.1	2.2	2.8	
13	Deliveries to teenage mothers	%	1.2			3.1	1.7	2.2	2.3	3.0	2.4	3.8		1.4	1.0	1.1	
14	A&E attendances age 0-4	rate	251.5	298.2	305.3	345.2	364.4	394.9	414.4	423.1	406.0	435.4	361.4	357.2	385.6	551.6	
15	Admissions for injury age 0-4	rate	132.1	114.3	134.6	180.7	171.0	209.3	231.6	247.9	213.3	184.5	128.5	162.2	168.1	138.8	
16	Emergency admissions age 0-4	rate	138.5	188.0	209.7	226.0	221.6	222.7	217.7	223.5	212.3	253.0	201.5	216.6	213.8	149.2	
17	Child development at age 5	%	59.1	61.5	61.6	57.2	50.7	56.7	52.8	54.0	48.1	50.6	46.6	59.2	61.8	60.4	
18	GCSE achievement	%	77.5	53.5	66.1	64.5	49.7	45.6	41.0	31.7	48.1	49.4	67.0	60.2	62.2	56.6	
19	Excess weight age 4-5	%	18.5	14.2	13.0	17.0	18.7	20.7	21.1	23.4	21.1	22.0	16.4	20.2	19.1	22.2	
20	Excess weight age 10-11	%	29.7	22.0	21.4	27.1	35.0	35.5	39.1	39.2	39.7	34.5	32.1	31.9	29.1	33.6	
21	Smokers age 11-15	%	3.3	3.2	2.6	2.8	4.2	3.8	8.0	4.4	4.2	3.3	2.9	N/A	3.2	3.1	
22	Smokers age 16-17	%	15.9	13.4	12.9	12.6	17.6	16.7	24.3	23.2	16.1	16.0	12.1	N/A	15.2	14.8	
23	Healthy eating (adults)	%	34.4	31.9	32.3	29.1	25.0	24.3	22.5	20.7	23.6	24.0	28.2	28.8	31.4	28.7	
24	Obese adults	%	21.1	23.7	22.3	23.0	24.9	25.5	27.1	27.4	26.8	25.8	24.7	23.2	21.5	24.1	

25	Binge drinking (adults)	%	20.6	23.0	21.2	19.5	26.7	24.5	24.2	23.1	23.0	21.8	23.2	22.2	22.3	20	Lifestyle
26	Admissions for alcohol	SAR	61.0	70.9	64.9	70.9	130.3	119.7	147.0	131.8	129.3	122.1	76.1	94.7	90.4	100	
27	Self-reported bad health	%	4.4	5.4	3.6	4.6	5.0	6.9	6.7	7.9	6.2	6.0	2.3	5.2	4.9	5.5	Illness
28	Self-reported illness	%	16.1	20.8	16.4	18.2	15.6	19.5	19.0	19.1	19.2	19.9	9.9	17.9	17.5	17.6	
29	Hospital stays for self-harm	SAR	46.9	79.3	64.4	65.1	162.6	137.9	132.5	142.8	107.1	131.6	72.8	99.9	104.9	100	Illness
30	Emergency admissions heart attack	SAR	93.5	87.8	80.7	84.4	119.0	121.2	146.6	133.5	138.0	128.9	97.7	99.7	94.9	100	
31	Emergency admissions stroke	SAR	77.5	82.5	76.9	85.7	117.9	125.5	121.1	111.0	109.2	113.2	108.7	96.1	91.7	100	Illness
32	Emergency admissions respiratory	SAR	49.2	40.1	38.2	66.4	139.7	199.6	189.4	183.9	139.5	183.1	87.9	91.5	80.2	100	
33	Emergency admissions hip fracture	SAR	96.0	95.6	80.5	77.9	145.5	113.1	138.9	121.3	125.0	98.1	99.6	103.1	97.9	100	Illness
34	Emergency admissions all causes	SAR	86.7	100.7	94.5	102.6	132.8	141.9	152.4	155.7	141.4	141.1	112.7	114.8	102.3	100	
35	New cases -breast cancer	SIR	102.3	81.8	95.0	101.7	120.7	90.3	75.9	90.8	74.0	105.9	84.6	100.4	103.1	100	Cancer
36	New cases -bowel cancer	SIR	90.1	92.6	103.7	104.4	98.9	115.9	99.7	86.1	97.2	92.6	163.3	98.9	101.7	100	
37	New cases -lung cancer	SIR	70.2	101.4	80.8	78.9	109.5	131.3	170.9	141.0	154.7	146.7	76.5	96.6	87.0	100	Cancer
38	New cases -prostate cancer	SIR	105.7	108.9	122.9	120.6	117.4	83.9	102.3	80.0	115.3	98.2	125.7	107.3	100.5	100	
39	All new cancer cases	SIR	97.2	107.9	105.7	106.3	104.8	106.4	105.5	97.1	108.1	111.0	115.1	103.7	99.1	100	Cancer
40	Cancer deaths under 75	SMR	82.3	108.1	81.0	75.8	139.7	111.0	137.7	114.5	155.6	125.2	78.7	98.3	88.3	100	
41	Heart deaths under 75	SMR	104.0	113.4	85.5	118.0	157.2	117.5	207.3	124.3	180.3	144.4	73.2	105.7	91.1	100	Death
42	All deaths under 75	SMR	86.7	95.8	65.7	87.9	142.6	127.9	185.7	154.5	139.1	133.8	72.2	100.2	89.9	100	
43	Deaths from respiratory disease	SMR	99.3	79.4	88.0	76.3	117.3	117.9	203.9	183.8	126.3	132.6	87.4	104.6	95.8	100	Death
44	All deaths all ages	SMR	94.0	83.0	76.1	83.1	114.1	122.9	181.1	117.4	106.6	115.8	102.8	99.2	93.9	100	
45	Female Life Expectancy	years	83.6	86.5	87.1	85.5	80.2	80.0	77.3	81.2	82.0	81.0	81.4	82.8	83.5	83.1	Death
46	Male Life Expectancy	years	81.6	80.1	83.4	80.4	78.2	77.2	72.8	74.6	77.3	76.7	82.0	79.5	80.3	79.4	



# Appendix 5 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Knutsford Care Community



- Knutsford District and Community Hospital
- ▣ Libraries
- ★ GP Practices Feb 2020
- Primary School
- Secondary School
- Nursery School
- Special School
- Care Homes Feb 2020
- Pharmacies Nov19

## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 36 people who answered our survey from the Knutsford area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 32 people who told us about how health services had changed, most talked about their GP or Pharmacy. For example:

- *“All I needed was my prescription for tablets for high blood pressure and everything is fine. No problems.”*
- *“Cancelled appointments at GP and hospital.”*
- *“Cannot register with nearby GPs.”*
- *“Outpatient appointment just never happened.”*
- *“District nurses understaffed (more than usual).”*
- *“Physiotherapy appointment over the phone.”*



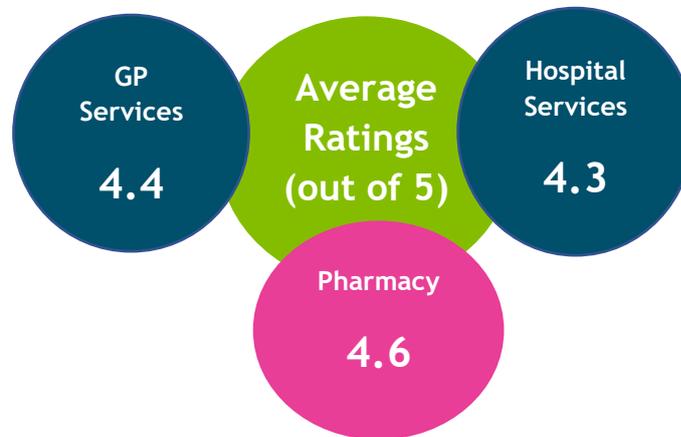
31% told us their GP appointment was by telephone or video call

50% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures

15% told us that they either couldn't get a prescription, experienced increased waiting times, or they couldn't find over the counter medication they needed

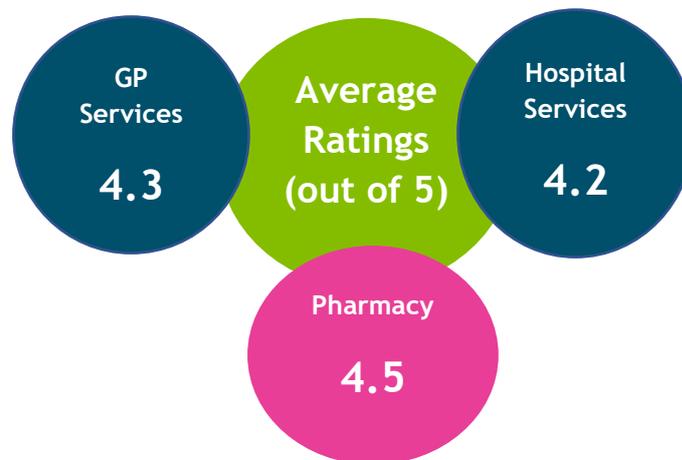
## How people rated their services

We asked people from the Knutsford area how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 36 people answered this question and rated their GP surgery, Hospital and Pharmacy services.



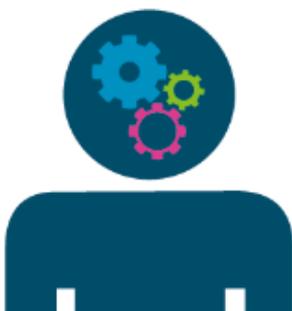
- “We have excellent support from my parents’ GP as always - we have a good working relationship and they recognise that we only call upon them when we have a problem that we can’t resolve. Ditto the independent pharmacy that works with the GP. Community nurses are very good in themselves, but they are clearly over-stretched and it is very hard at times to organise the regular necessary procedures that they have to undertake with her such that someone can be available to assist them at our end. My mother has significant communication issues and her responses can easily be misinterpreted by medical staff. We aim to be available to assist as it minimises the risk of things going wrong and an emergency return visit being necessary, as well as reduce my mother’s significant pain and distress that accompany these episodes. But, but, but - it continues to have a massive impact on the extended family’s employment and other activities in order to do this as we are unable to reliably obtain even a morning/afternoon slot. This has been exacerbated by lockdown and COVID-19.”*
- “Rang up and told them that I was struggling to get paracetamol - they ensured that some was put aside for me - Boots Knutsford.”*
- “GP - telephone appointment within 3 hours is good. Mostly unknown GP? Locum. Sometimes felt my concerns not fully answered. Feel this was because no face to face meeting. (Video would have been better than telephone). Felt all GPs were doing their best and not any way at fault, but not entirely satisfactory. Hospital appointments - views as above.”*
- “I was seen at A&E on a Sunday and given an outpatients’ appointment for further investigations on the next day. This was at the start of the pandemic in the UK, when services were almost normal. Cancellation of the follow-up outpatients’ appointment was understandable. The optician had scheduled a telephone consultation which didn’t take place.”*

## How people rated communication from service



- *"I had to initiate service check to find orthotics was still closed despite existing appointment."*
- *"I use Patient Access and it works very well."*
- *"Clear concise information given."*
- *"Text messages good and clear information."*
- *"Up to date texts on services offered and opening times."*
- *"Received text messages which are good and recorded phone messages which are excellent."*

## How coronavirus has affected people's mental health

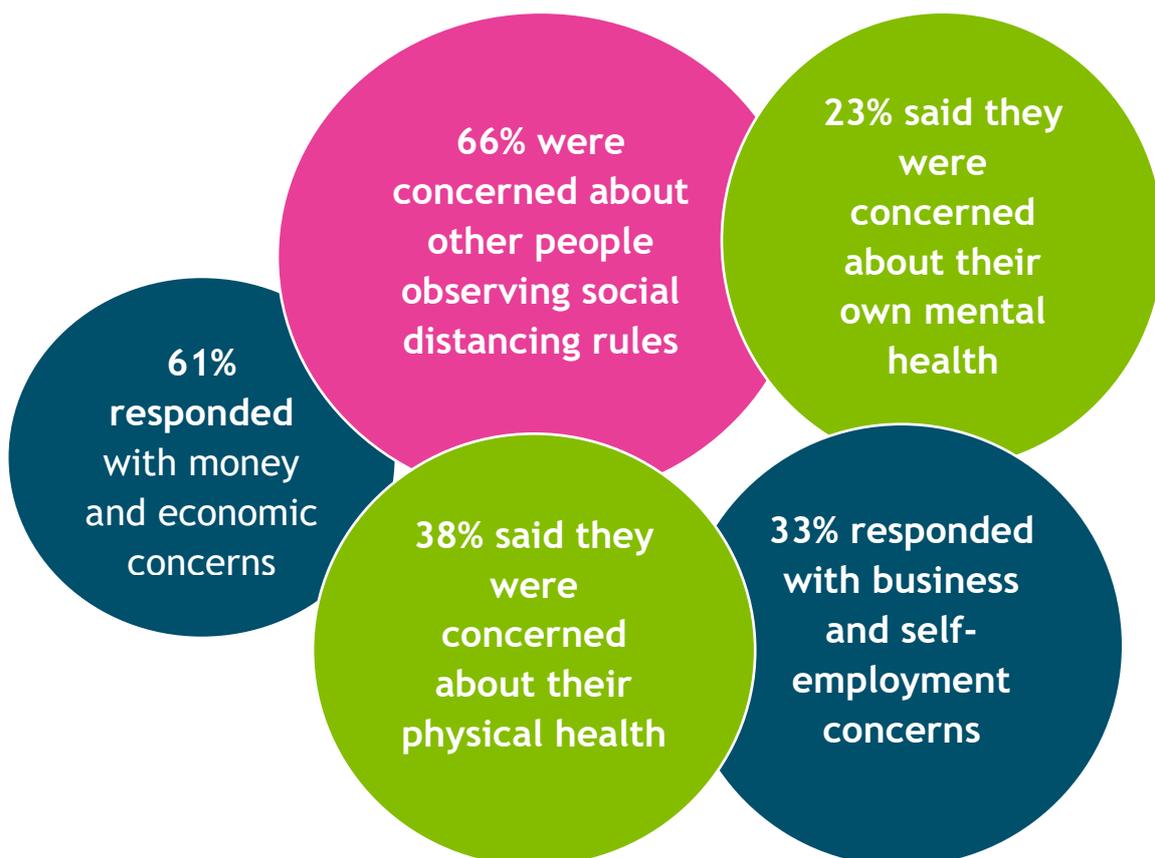


The top 3 things that the 36 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities.

- *“I am very concerned about readiness for the inevitable second wave. Government information is confused and laggardly. Given the moribund state of both the NHS and the social care sector, and the lack of contingency planning and poor decision making up until now, I do not have much optimism that the correct decisions in preparation are being made.”*
- *“Rural internet is very poor excludes me from Zoom or Skype groups. No mobile phone signal for calls makes it worse.”*
- *“I am very lucky and am very independent, but my family all keep in touch regularly.”*
- *“With all the modern gadgets we have today it is easy to keep in touch with family and friends. I have an iPad and do FaceTime and Zoom.”*
- *“I miss my grandchildren, FaceTime does not do hugs.”*

### **What are people’s current concerns or concerns about the future impact of the pandemic?**



- *“Continuing poor communication from UK government. I’ve taken to listening to Nicola Sturgeon’s daily briefing. Much better and definitely more grown up.”*
- *“As a widow it is very lonely self-isolating despite being able to talk to family and friends via technology. I wonder when I will have the confidence to go out again!”*
- *“Selling my late Mother’s apartment now a concern. My return to rented housing a worry.”*
- *“How to fund care costs for my husband out of our meagre savings.”*

### **What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?**

- *“A common goal to keep my parents safe. Looking after each other in our care bubble. Confidence in our care team and their decisions about isolating etc. Regular exercise. Making scrubs for the NHS/care sector early on in lockdown via the FTLOS Facebook group. Feeling that I was able to make a small contribution to helping our fabulous health and social care frontline staff in a very small way.”*
- *“Community have offered help through We Are Knutsford which is great and I have volunteered as a befriender. Zoom meetings and preparation re community commitments. Gardening. FaceTime with grandchildren. Regular online shopping from Tesco as I must be dairy free which could have been very stressful if not available. Book group reading and zoom meetings to chat about the books.”*
- *“Support to help make informed and sensible decisions that protect myself and the people I care for on how to move forward with on-going care from support workers coming into the home.”*
- *“Access to a GP for conditions unrelated to Covid-19.”*



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**You can contact us on:**

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- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
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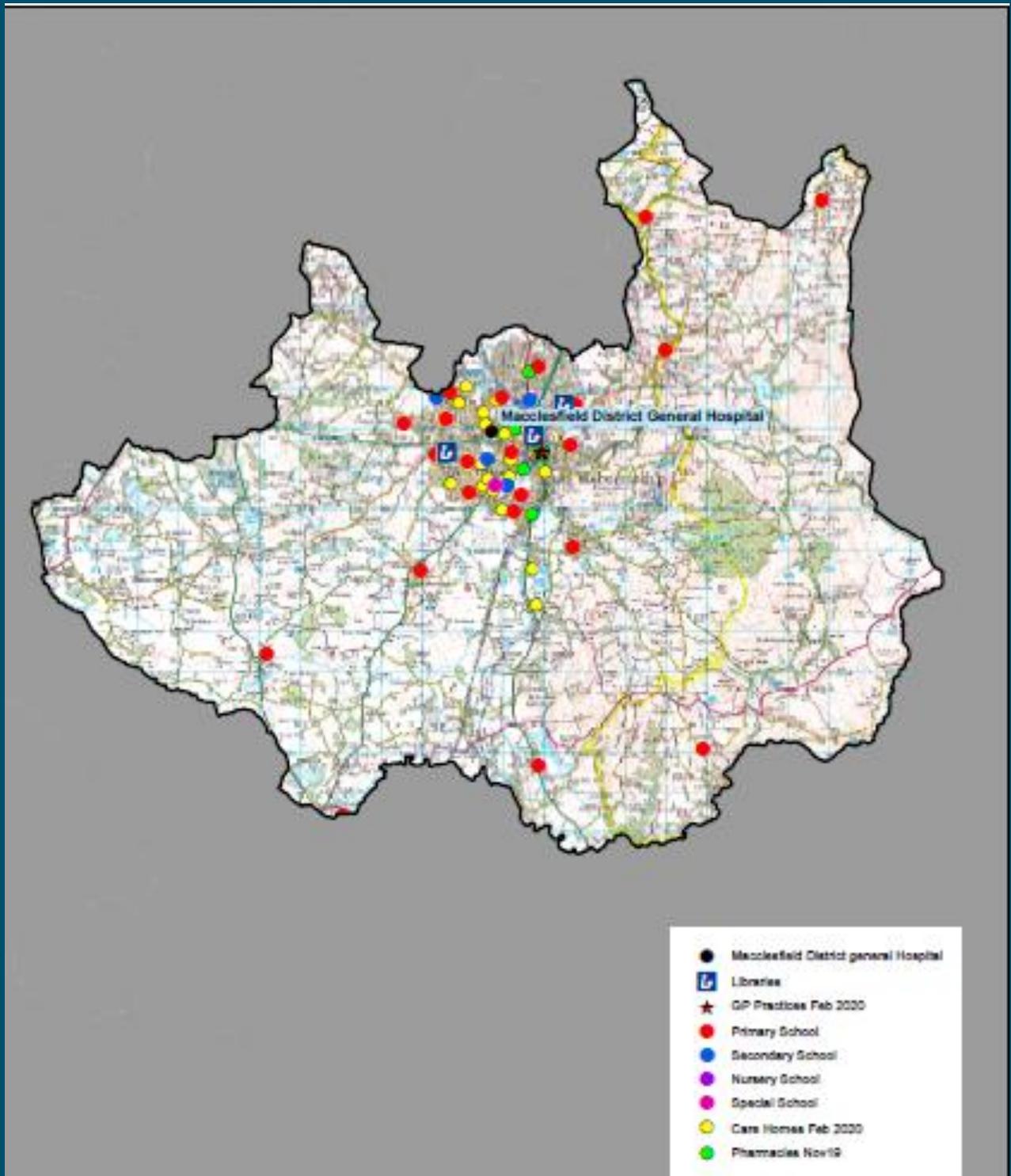
## Tartan Rug

This is the Tartan Rug for the Knutsford Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Knutsford			NHS Eastern Cheshire	Cheshire East LA	England		
		Knutsford	High Legh	Mobberley					
1	Total population	number	13216	4391	4678	196525	375392	54786327	Population
2	BME population	%	3.5	3.2	2.5	3.7	3.3	14.6	
3	Proficiency in English	%	0.2	0.2	0.5	0.3	0.6	1.7	
4	Population under 16	%	19.3	16.3	14.3	17.3	17.6	19	
5	Population aged 65 and over	%	24.1	26.1	29.5	23.2	21.9	17.7	
6	Pensioners living alone	%	32.6	21.7	23.7	29.7	30.0	31.5	
7	Older people with low income	%	10.5	7.5	6.5	N/A	10.2	16.2	Income
8	People with low income	%	9.3	5.2	4.6	N/A	9.4	14.6	
9	Children in poverty	%	11.2	4.4	4.1	N/A	12.4	19.9	
10	Long term unemployment	rate				1.1	1.6	3.7	
11	Fertility rate	rate	77.2	73.6	69.0	75.2	60.8	63.2	Young People
12	Low birth weight	%	1.4	1.6	1.8	2.5	2.2	2.8	
13	Deliveries to teenage mothers	%	0.0	0.0	0.0	0.6	1.0	1.1	
14	A&E attendances age 0-4	rate	327.6	402.7	399.8	403.3	385.6	551.6	
15	Admissions for injury age 0-4	rate	182.8	151.0	157.0	166.7	168.1	138.8	
16	Emergency admissions age 0-4	rate	171.3	182.1	183.6	208.9	213.8	149.2	
17	Child development at age 5	%	64.0	60.2	61.3	64.3	61.8	60.4	
18	GCSE achievement	%	66.1	71.1	71.5	64.3	62.2	56.6	
19	Excess weight age 4-5	%	12.8	15.0	15.5	17.9	19.1	22.2	
20	Excess weight age 10-11	%	24.5	22.5	22.5	26.2	29.1	33.6	

21	Smokers age 11-15	%	4.2	2.9	2.5	N/A	3.2	3.1	Lifestyle
22	Smokers age 18-17	%	15.5	15.3	14.7	N/A	15.2	14.8	
23	Healthy eating (adults)	%	34.5	37.7	37.7	33.6	31.4	28.7	
24	Obese adults	%	17.9	19.9	19.5	20.0	21.5	24.1	
25	Binge drinking (adults)	%	20.9	20.8	20.6	22.4	22.3	20	
26	Admissions for alcohol	SAR	78.4	75.0	74.8	86.7	90.4	100	
27	Self-reported bad health	%	4.4	4.7	5.8	4.6	4.9	5.5	Illness
28	Self-reported illness	%	17.2	15.7	21.5	17.1	17.5	17.6	
29	Hospital stays for self-harm	SAR	69.0	72.8	74.1	109.7	104.9	100	
30	Emergency admissions heart attack	SAR	90.9	100.4	93.1	91.0	94.9	100	
31	Emergency admissions stroke	SAR	81.5	104.4	99.5	88.2	91.7	100	
32	Emergency admissions respiratory	SAR	67.6	40.5	42.4	71.2	80.2	100	
33	Emergency admissions hip fracture	SAR	77.5	94.8	95.6	94.0	97.9	100	Cancer
34	Emergency admissions all causes	SAR	82.6	90.4	87.5	91.7	102.3	100	
35	New cases -breast cancer	SIR	117.1	96.6	98.3	105.3	103.1	100	
36	New cases -bowel cancer	SIR	125.6	106.5	105.9	104.0	101.7	100	
37	New cases -lung cancer	SIR	92.6	78.8	74.1	79.3	87.0	100	
38	New cases -prostate cancer	SIR	104.9	112.6	110.6	95.0	100.5	100	
39	All new cancer cases	SIR	104.2	97.3	95.8	95.3	99.1	100	Death
40	Cancer deaths under 75	SMR	77.6	67.4	88.6	79.9	88.3	100	
41	Heart deaths under 75	SMR	94.4	30.2	72.3	78.7	91.1	100	
42	All deaths under 75	SMR	75.9	63.7	97.0	81.2	89.9	100	
43	Deaths from respiratory disease	SMR	75.8	56.7	95.4	89.3	95.8	100	
44	All deaths all ages	SMR	73.8	113.2	109.8	89.9	93.9	100	
45	Female Life Expectancy	years	86.6	82.7	81.1	84.1	83.5	83.1	
46	Male Life Expectancy	years	82.1	81.7	78.4	81.0	80.3	79.4	

# Appendix 6 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Macclesfield Care Community



## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 107 people who answered our survey from the Macclesfield area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 98 people who told us about how health services had changed, most talked about their GP or hospital. For example:

- *“My daughter could only have a telephone appointment with her GP and my Dad has stage 4 heart failure and has had 2 hospital appointments cancelled which I have found stressful.”*



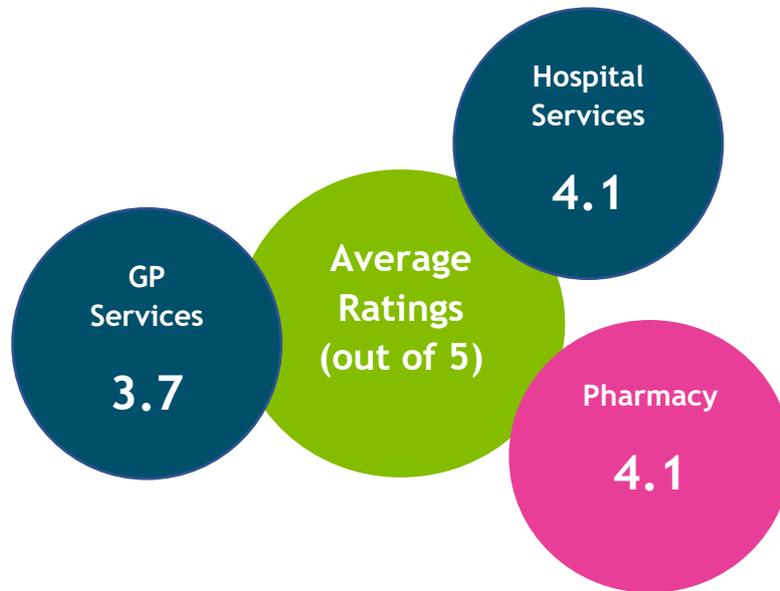
41% told us their GP appointment was by telephone or video call or that they couldn't get an appointment at all.

29% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures.

35% told us that they couldn't get a prescription, that there was increased waiting times and they couldn't find over the counter medication.

## How people rated their services

We asked people from the Macclesfield area, how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 33 people answered this question and rated their GP surgery, Hospital and Pharmacy services.

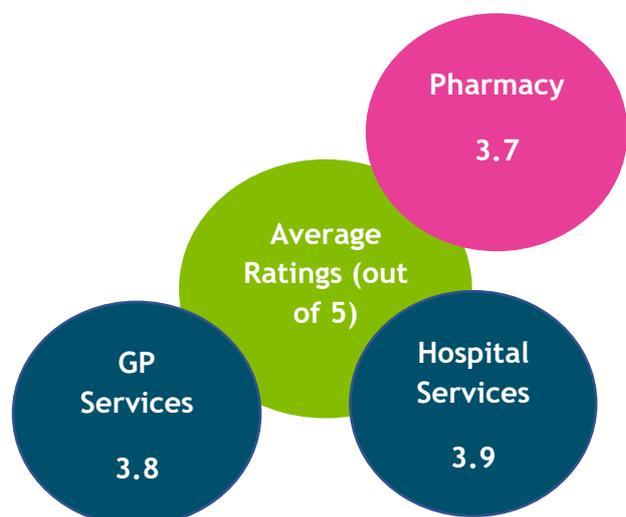


- *“For my appointment with my GP, was fully advised of the requirements regarding a mask and was given clear instructions from arrival to leaving the practice. The pharmacy is in a supermarket so the mask is worn anyway but the prescription is done electronically so I get a text from the pharmacy when it is ready. Must admit, they have been much quicker over the course of this pandemic. I have been getting the text just 24 hours after requesting the prescription on patient access!”*
- *“Have had no problems with GP Practice have been seen promptly and referred on for a Hospital appointment which I am still waiting for 6 weeks later.”*

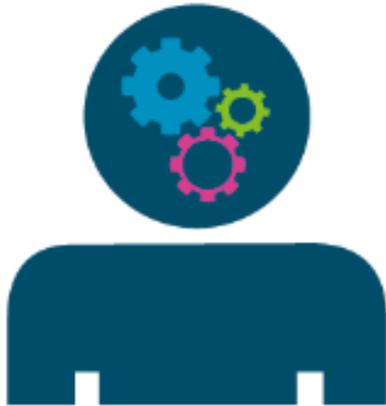
## How people rated communication from service

We asked people to rate what they thought of the communication they had received from their service, with 1 being very poor and 5 being excellent. Ratings related to the communication received from the most accessed services.

- *“The practice provided helpful pre-recorded advice when I rang to order a repeat prescription, then the person I spoke to gave me instructions and help to access Patient Online Services at High Street Surgery so I can now order online.”*



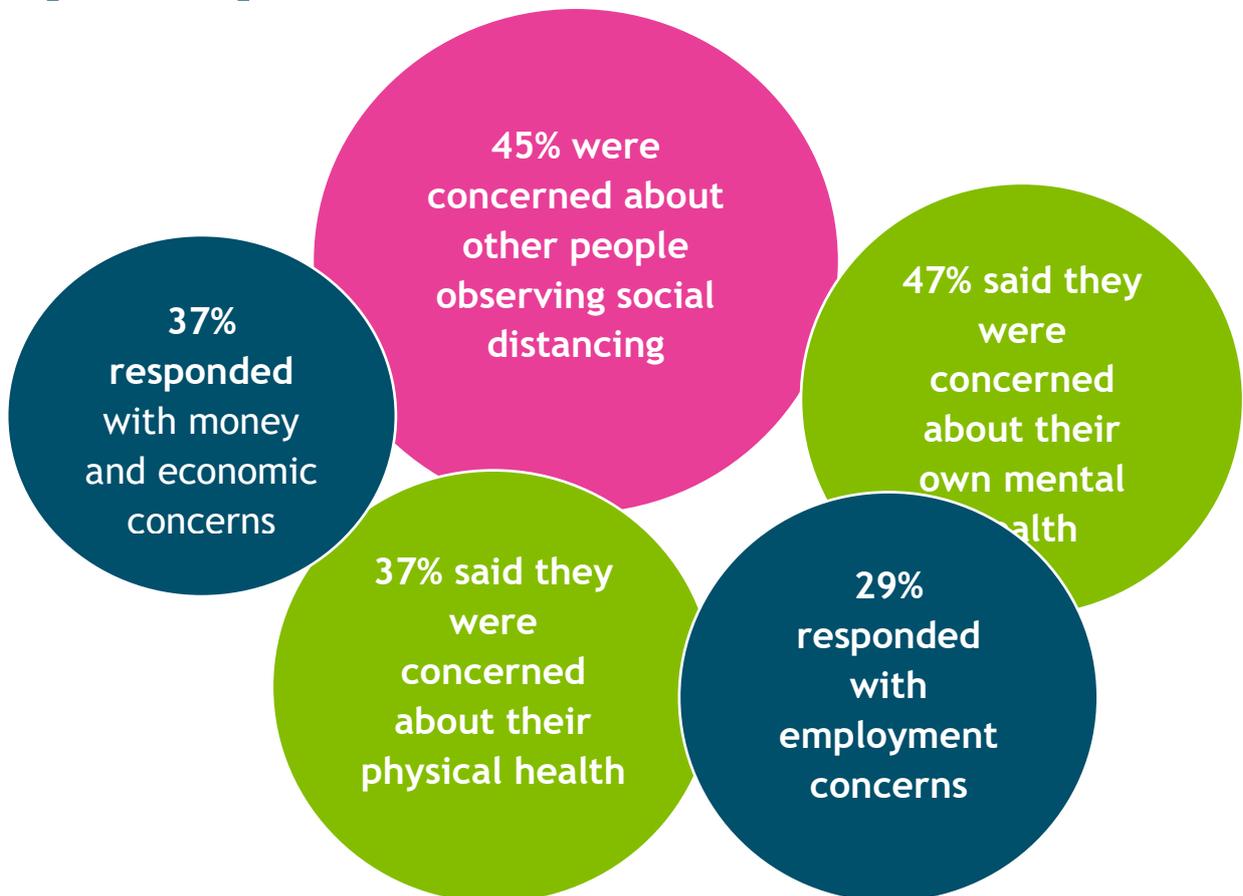
## How coronavirus has affected people's mental health



The top 3 things that the 102 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities

## What are people's current concerns or concerns about the future impact of the pandemic?



## What has been helping or would help people to maintain a better level of physical and mental wellbeing during the

- *“A support group where I could talk to people who have gone through this.”*
- *“Exercise, family and friends contact especially Zoom meetings as it is delightful to “see” people that I miss so much.”*
- *“Better access to local information for those isolated at home.”*
- *“Access to my registered GP for continuity of care, face to face appointments, the reopening of leisure facilities.”*
- *“Gardening and the good weather. Gone a bit downhill since it started raining and can’t get out in the garden.”*
- *“More support/contact from my employer to know what’s happening at work.”*
- *“Someone actually checking up that we are OK. CEC have put me and a volunteer in touch for shopping occasionally for me. I need the bed clothes changing, I need jobs doing in the house, but as I am self-isolating, this is not possible.”*

### pandemic?



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

**You can contact us on:**

- **Tel:** 0300 323 0006
- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

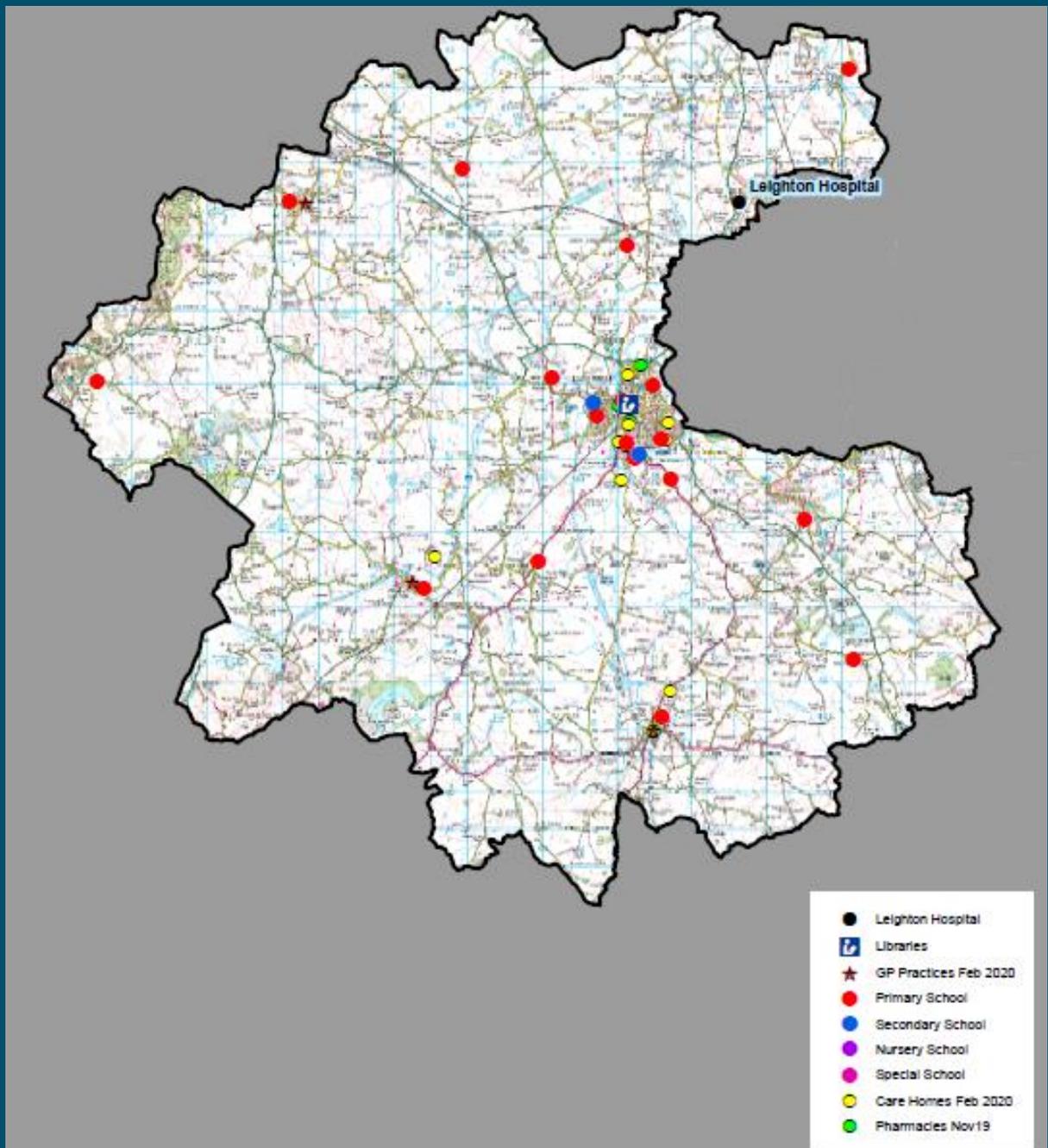
## Tartan Rug

This is the Tartan Rug for the Macclesfield Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Macclesfield													
		Osne worth	Stanton	Broken Cross and Upton	Macclesfield West and Ivy	Macclesfield South	Macclesfield Central	Macclesfield East	Macclesfield H andfield	Macclesfield Tytheington	NHS Eastern Cheshire	Cheshire East LLA	England		
1	Total population	number	3797	4316	2993	3187	3346	3248	4429	4475	8578	146525	375382	54796327	Population
2	BME population	%	1.4	1.1	5.9	2.8	1.7	6.3	2.3	3.2	3.5	1.7	3.3	14.6	
3	Proficiency in English	%	0.1	0.1	0.3	0.3	0.6	0.5	0.3	0.5	0.3	0.3	0.6	1.7	
4	Population under 18	%	13.4	15.3	19.8	17.5	18.8	16.8	17.4	17.7	16.6	17.3	17.6	19	
5	Population aged 65 and over	%	28.6	27.0	18.4	21.8	18.8	14.8	19.2	18.7	22.6	23.2	21.9	17.7	
6	Penalons living alone	%	21.8	25.2	28.4	35.6	28.1	42.3	34.9	45.2	29.4	28.7	30.0	31.5	
7	Older people with low income	%	5.8	6.9	8.6	16.2	16.8	17.3	10.2	19.3	6.7	N/A	10.2	16.2	
8	People with low income	%	4.7	4.8	8.3	13.7	14.3	10.9	9.8	16.6	4.9	N/A	9.4	14.6	
9	Children in poverty	%	6.5	2.4	9.8	15.8	17.1	12.9	12.6	20.1	4.9	N/A	12.4	19.9	Income
10	Long term unemployment	rate										1.1	1.6	1.7	
11	Fertility rate	rate	40.9	49.9	62.3	66.4	76.3	68.4	78.0	61.8	45.5	75.2	60.8	63.2	Young People
12	Low birth weight	%		2.7	2.6	1.9	2.7	3.1	4.0	4.1	2.5	2.5	2.3	2.8	
13	Deliveries to teenage mothers	%	0.0	0.4	0.0	0.0	1.8	1.4	1.3	1.3	0.0	0.6	1.0	1.1	
14	A&E attendances age 0-4	rate	384.6	397.0	480.3	500.6	454.3	429.7	460.6	463.9	364.5	403.3	385.6	551.6	
15	Admissions for injury age 0-4	rate	123.1	134.3	166.6	193.0	182.9	156.2	177.6	179.9	79.0	166.7	168.1	138.8	
16	Emergency admissions age 0-4	rate	295.4	215.5	263.9	294.9	263.8	249.8	274.1	276.8	186.7	208.9	213.8	148.2	
17	Child development at age 5	%	60.7	59.0	64.1	60.5	55.2	56.1	60.8	61.1	78.0	64.3	61.8	60.4	
18	GCSE achievement	%	68.1	63.3	74.7	51.9	46.2	60.6	48.4	46.7	76.1	64.3	62.2	56.6	
19	Excess weight age 4-5	%	16.0	17.7	18.2	21.7	24.7	20.6	22.2	22.3	16.3	17.9	19.1	22.2	
20	Excess weight age 10-11	%	23.3	24.9	29.0	27.6	26.5	27.3	26.2	27.3	19.7	26.2	29.1	23.6	
21	Smokers age 11-15	%	3.2	5.1	3.1	3.7	4.6	6.0	3.4	4.8	2.1	N/A	3.2	3.1	

22	Smokers age 16-17	%	15.4	18.5	11.7	17.2	17.7	17.2	16.0	20.8	13.1	N/A	15.2	14.8	Lifestyle
23	Healthy eating (adults)	%	38.3	36.2	31.5	27.2	26.9	30.4	28.6	28.3	36.9	33.6	31.4	28.7	
24	Obese adults	%	19.2	19.7	20.2	22.8	21.9	20.3	21.6	21.8	18.2	20.0	21.5	24.1	
25	Binge drinking (adults)	%	17.9	19.2	24.9	23.4	25.5	21.2	25.6	24.7	21.8	22.4	22.2	20	
26	Admissions for alcohol	SAR	63.3	78.1	85.6	119.3	145.6	114.6	145.2	148.2	65.4	86.7	90.4	100	
27	Self-reported bad health	%	3.6	4.3	4.4	6.3	5.9	4.7	4.8	7.2	3.3	4.6	4.9	5.5	Illness
28	Self-reported illness	%	17.2	17.8	15.0	21.6	19.4	15.5	15.9	21.7	14.6	17.1	17.5	17.6	
29	Hospital stays for self-harm	SAR	72.1	81.2	87.3	184.5	178.0	182.3	205.0	221.3	85.3	108.7	104.9	100	
30	Emergency admissions heart attack	SAR	72.4	82.7	81.7	98.1	137.3	108.7	77.0	73.1	76.4	91.0	94.9	100	
31	Emergency admissions stroke	SAR	78.8	85.1	87.3	87.0	116.7	96.3	82.2	81.6	55.5	88.2	91.7	100	
32	Emergency admissions respiratory	SAR	40.4	51.0	66.0	144.4	141.3	128.5	145.5	147.1	58.7	71.2	80.2	100	Illness
33	Emergency admissions hip fracture	SAR	78.8	88.9	96.8	81.3	138.5	94.3	100.2	101.2	87.6	94.0	87.9	100	
34	Emergency admissions all causes	SAR	75.2	81.9	100.1	118.3	125.6	111.5	126.5	127.1	80.7	91.7	102.3	100	
35	New cases -breast cancer	SIR	122.8	118.1	130.4	107.8	94.6	112.3	101.6	100.2	97.5	105.3	103.1	100	
36	New cases -bowel cancer	SIR	100.8	99.6	97.9	100.0	92.5	94.7	97.1	97.2	89.5	104.0	101.7	100	Cancer
37	New cases -lung cancer	SIR	48.6	55.3	71.6	133.0	104.6	71.7	80.1	81.1	59.7	79.3	87.0	100	
38	New cases -prostate cancer	SIR	85.4	84.0	81.1	86.3	74.6	57.9	96.2	100.7	64.8	95.0	100.5	100	
39	All new cancer cases	SIR	91.1	92.9	95.3	105.9	103.2	87.8	103.4	105.2	87.8	95.3	99.1	100	
40	Cancer deaths under 75	SMR	70.9	67.1	78.5	116.4	112.8	84.4	62.7	128.7	81.5	79.9	88.2	100	Death
41	Heart deaths under 75	SMR	54.9	48.9	100.8	67.8	125.4	98.7	66.2	116.0	63.7	78.7	91.1	100	
42	All deaths under 75	SMR	54.2	79.0	101.7	107.9	116.2	106.9	85.6	123.7	68.2	81.2	89.9	100	
43	Deaths from respiratory disease	SMR	62.5	93.4	97.6	84.9	120.9	114.8	93.6	118.7	89.5	89.3	95.8	100	
44	All deaths all ages	SMR	66.4	95.6	116.3	87.4	122.9	103.7	82.7	90.8	82.2	89.9	93.9	100	
45	Female Life Expectancy	years	86.1	84.9	81.4	84.1	81.7	82.4	84.1	84.1	85.1	84.1	83.5	83.1	Death
46	Male Life Expectancy	years	84.9	80.7	79.8	79.9	77.4	79.4	80.6	78.2	82.5	81.0	80.2	79.4	

# Appendix 7 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in the Nantwich Care Community



## Introduction

Between 4<sup>th</sup> May and 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 105 people who answered our survey from the Nantwich area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

Of the 97 people who told us about how health services had changed, most talked about their GP or Pharmacy. For example:

- *“My 8 weekly Hospital Eye clinic appointment was cancelled indefinitely. No dental service for my broken tooth - not in pain.”*
- *“Had no contact re hospital appointment been waiting since 9<sup>th</sup> Jan for appointment.”*
- *“Ongoing treatment was not impacted, still continue to have monthly injections at Macmillan, had mammogram and consultant appointments.”*
- *“Labour and postnatal care excellent but no visitors on postnatal ward.”*



31% told us their GP appointment was by telephone or video call

26% told us about changes to hospital services, including changes to treatment, delays and cancellations of outpatients' appointments, and planned treatments and procedures

48% told us that they either couldn't get a prescription, experienced increased waiting times, or they couldn't find over the counter medication they needed

76% said they either hadn't felt comfortable making, travelling to or attending appointments during the pandemic, or felt they would be overburdening the NHS

## People’s views on video/phone appointments

People were asked about their opinions on video and phone appointments for hospital-based appointments, GP appointments, other healthcare appointments, or social care assessments. For each type of appointment, the majority of people would be happy using phone or video appointments dependent on what the appointment was to discuss.

- 71% of respondents would be happy using video calls for certain hospital appointments, 70% would for GP appointments, 61% for other healthcare appointments, and 45% for social care assessments.
- 19% of people told us they didn’t like the idea of video calls for hospital appointments, 18% didn’t like it for GP appointments, 27% for other healthcare appointments, and 36% for social care assessments.

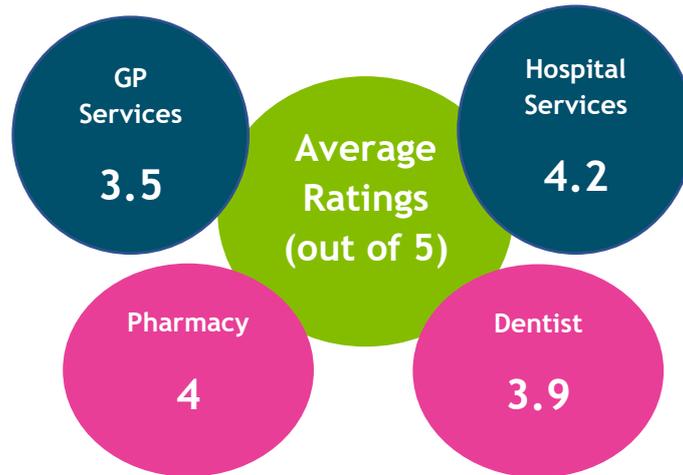
## How people rated their services

We asked people from the Nantwich area how they would rate the services they have accessed, with 1 being very poor and 5 being excellent. 37 people answered this question and rated their GP surgery, Hospital and Pharmacy services.



- *“Pharmacy - the turnaround on prescriptions is ridiculously long and the staff quite rude.”*
- *“Dentist and Opticians have been closed. Hospital was excellent, good social distancing well thought through and continuing to deal with ongoing issues. GP appointment was ok but could only get on the day appointments - they seem unable to get beyond crisis management, at some point they will have to start seeing people again or the hospitals will get overwhelmed. Why is it ok for them to say they can’t see anyone and send everything up to the hospital for other people to deal with?”*
- *“Phone call from doctors on time, very patient and understanding. Hospital appointment on time and very quick, I was only there for about fifteen minutes.”*
- *“No negative impact for me at GP practice. The service feels different as numbers of patients accessing the surgery seem to be being managed but the few services I have needed have been available.”*

## How people rated communication from service



- *“Nothing from my GP practice/dentist/opticians at all.”*
- *“GP: the answer phone message was good, didn't look online as practice website not immediately obvious. Dentist: website has good info and easy to find.”*
- *“GP practice. Had no communications whatever. Hospital out patients. Information eczema a few days before the appointment after weeks of worrying about it and having written to the hospital.”*
- *“They have communicated to different levels the impact of services. However not a personal response to emails.”*
- *“Pharmacy was particularly poor with poor signage when you turned up and had been waiting for best part of 15 minutes to find out that there were times now when not open but this was not easily visible.”*
- *“Haven't needed to use most services, but feel I could access in an alternative way if necessary.”*

## How coronavirus has affected people's mental health



The top 3 things that the 96 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends
- Worrying about the health of friends or family
- Feeling sad about not being able to do leisure activities.

- *“I am really concerned about young people to whom social relationships outside the home are key.”*
- *“Worried is probably too strong a word, but I am concerned being of a certain age with a couple of health conditions, but generally just get on with things.”*
- *“I miss socialising with friends over morning coffee and eating out.”*
- *“I feel concerned, (not worry) about my health, and friends and family.”*
- *“I have enjoyed being able to dedicate time to things that I didn't give enough attention to in the past.”*
- *“Stress of other people's response to COVID-19”*
- *“Finding it really difficult to work from home whilst trying to home school my 12 year old son and having to download lots of different apps on my personal phone to get access to work meetings.”*
- *“Generally coping well and keeping busy.”*

### **What are people's current concerns or concerns about the future impact of the pandemic?**



- *“Concerns about my husband’s health due to postponed operation.”*
- *“Concern about new-born’s development, socialisation and developing immune system to all other 'normal' germs etc. before he needs to start childcare and I return to work.”*
- *“Concerned about my son’s mental health and his access to what will be helping him.”*
- *“Concerned about the availability of PPE like gloves.”*

### **What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?**

- *“People following the rules so I would feel safe going outside for a walk. Socially distancing, wearing masks.”*
- *“Access to information about the progress of the pandemic, to enable me to make informed decisions about how to proceed. Or clear intelligent guidance from government, which I feel is totally absent. I no longer believe any information dished out by the health secretary as he has clearly adjusted the figures to suit his own ends.”*
- *“I’ve had much more opportunity to exercise and have been doing 4 online HIIT sessions per week plus started cycling to work. I also walk a couple of times a week.”*
- *“Spending quality time with family in my household. Having pets. Gardening. Keeping in touch with extended family online.”*
- *“Being outdoors, crocheting projects for charity makes me feel useful & gainfully employed.”*
- *“FaceTime essential as we have grandchildren abroad. Walking, garden, craft activities. Zoom quiz every Saturday with 6 groups of family.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

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## Tartan Rug

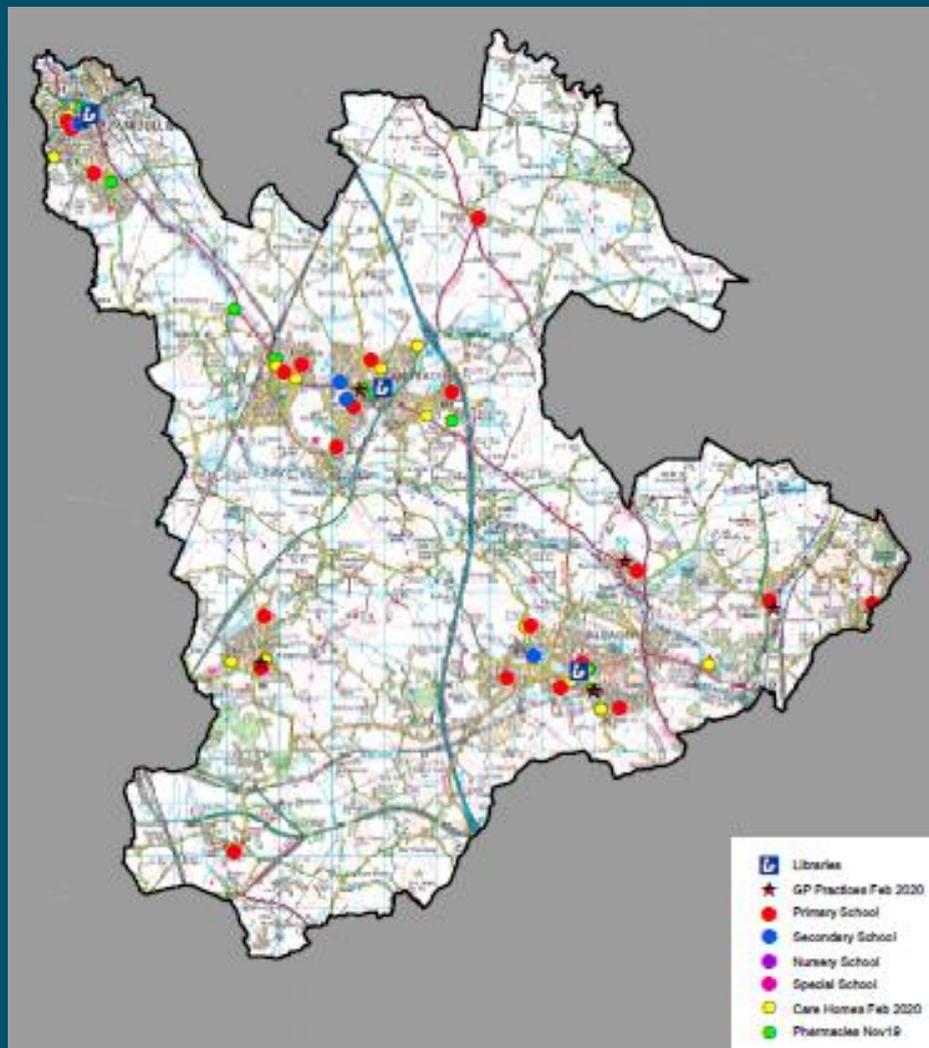
This is the Tartan Rug for the Bollington, Disley and Poynton Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		Nantwich									
		Wrenbury	Bunbury	Audlem	Nantwich South and Stapleley	Nantwich North and West	NHS South Cheshire	Cheshire East LA	England		
1	Total population	number	4626	4979	4908	9174	8737	178867	375392	54786327	Population
2	BME population	%	1.2	0.9	1.4	2.4	1.8	2.9	3.3	14.6	
3	Proficiency in English	%	0.1	0.2	0.1	0.1	0.2	0.9	0.6	1.7	
4	Population under 16	%	15.8	16.0	15.1	19.5	16.0	17.9	17.6	19	
5	Population aged 65 and over	%	24.9	20.3	28.2	22.1	24.7	20.4	21.9	17.7	
6	Pensioners living alone	%	22.6	28.5	23.3	30.0	40.4	30.4	30.0	31.5	
7	Older people with low income	%	8.3	7.4	8.1	8.5	13.0	N/A	10.2	16.2	Income
8	People with low income	%	6.8	6.2	5.8	6.0	12.2	N/A	9.4	14.6	
9	Children in poverty	%	8.0	8.0	5.0	6.5	15.3	N/A	12.4	19.9	
10	Long term unemployment	rate						2.1	1.6	3.7	
11	Fertility rate	rate	46.6	45.5	45.3	54.7	63.5	68.2	60.8	63.2	Young People
12	Low birth weight	%	1.0	0.8	0.9	1.7	2.6	2.1	2.2	2.8	
13	Deliveries to teenage mothers	%	1.2	1.2	1.2	1.2		1.4	1.0	1.1	
14	A&E attendances age 0-4	rate	251.5	273.5	256.6	324.7	365.5	357.2	385.6	551.6	
15	Admissions for injury age 0-4	rate	132.1	150.4	136.3	168.4	170.3	162.2	168.1	138.8	
16	Emergency admissions age 0-4	rate	138.5	167.1	145.1	222.5	257.1	216.6	213.8	149.2	
17	Child development at age 5	%	59.1	62.6	59.2	63.8	61.8	59.2	61.8	60.4	
18	GCSE achievement	%	77.5	77.8	77.6	64.8	54.0	60.2	62.2	56.6	
19	Excess weight age 4-5	%	18.5	19.4	18.6	21.8	22.6	20.2	19.1	22.2	

20	Excess weight age 10-11	%	29.7	26.7	29.3	26.4	31.9	31.9	29.1	33.6	Lifestyle
21	Smokers age 11-15	%	3.3	1.8	2.6	4.3	3.2	N/A	3.2	3.1	
22	Smokers age 16-17	%	15.9	15.9	14.5	15.0	18.1	N/A	15.2	14.8	
23	Healthy eating (adults)	%	34.4	33.9	34.3	30.7	30.3	28.8	31.4	28.7	
24	Obese adults	%	21.1	20.9	21.1	22.0	22.5	23.2	21.5	24.1	
25	Binge drinking (adults)	%	20.6	20.8	20.6	21.0	21.1	22.2	22.3	20	
26	Admissions for alcohol	SAR	61.0	64.8	61.4	87.6	97.7	94.7	90.4	100	
27	Self-reported bad health	%	4.4	4.0	5.4	4.3	6.5	5.2	4.9	5.5	Illness
28	Self-reported illness	%	16.1	14.9	18.6	16.6	21.4	17.9	17.5	17.6	
29	Hospital stays for self-harm	SAR	46.9	43.0	46.4	89.7	128.1	99.9	104.9	100	
30	Emergency admissions heart attack	SAR	93.5	93.1	93.5	86.6	88.6	99.7	94.9	100	
31	Emergency admissions stroke	SAR	77.5	77.0	77.4	96.6	102.6	96.1	91.7	100	
32	Emergency admissions respiratory	SAR	49.2	46.6	48.9	61.2	73.6	91.5	80.2	100	
33	Emergency admissions hip fracture	SAR	96.0	93.3	95.9	85.2	90.6	103.1	97.9	100	
34	Emergency admissions all causes	SAR	86.7	89.9	87.1	112.0	120.4	114.8	102.3	100	
35	New cases -breast cancer	SIR	102.3	104.7	102.6	109.1	123.3	100.4	103.1	100	Cancer
36	New cases -bowel cancer	SIR	90.1	93.0	90.4	92.5	94.3	98.9	101.7	100	
37	New cases -lung cancer	SIR	70.2	63.6	69.5	74.0	73.0	96.6	87.0	100	
38	New cases -prostate cancer	SIR	105.7	103.9	105.5	91.0	84.7	107.3	100.5	100	
39	All new cancer cases	SIR	97.2	97.5	97.2	100.1	100.6	103.7	99.1	100	
40	Cancer deaths under 75	SMR	82.3	83.0	101.5	101.6	98.1	98.3	88.3	100	Death
41	Heart deaths under 75	SMR	104.0	48.2	78.8	64.8	92.9	105.7	91.1	100	
42	All deaths under 75	SMR	86.7	71.8	91.9	75.8	99.2	100.2	89.9	100	
43	Deaths from respiratory disease	SMR	99.3	91.7	122.3	80.4	101.9	104.6	95.8	100	
44	All deaths all ages	SMR	94.0	78.8	114.1	94.4	95.6	99.2	93.9	100	
45	Female Life Expectancy	years	83.6	85.8	80.4	83.7	82.6	82.8	83.5	83.1	
46	Male Life Expectancy	years	81.6	82.3	80.5	81.1	79.5	79.5	80.3	79.4	

# Appendix 8 - Public Views on Health and Care during the Coronavirus (COVID-19) Pandemic in Sandbach, Middlewich, Alsager, Scholar Green & Haslington (SMASH)

May - October 2020



## Introduction

Between 4<sup>th</sup> May until 15<sup>th</sup> October 2020, 1,661 people across Cheshire told Healthwatch Cheshire about their views and experiences and their health and wellbeing during the coronavirus pandemic via our online survey. This information sheet uses the responses of the 141 people who answered our survey from the Sandbach, Middlewich, Alsager, Scholar Green and Haslington (SMASH) area, to provide the residents and local service providers with a snapshot of the key findings.

## Accessing healthcare services during the pandemic

We had 130 responses regarding how access to healthcare services has changed during the response to the pandemic, with some respondents giving more than one reply.



Some comments regarding how health services had changed included:

- *“Due to photographic evidence GP couldn’t see clearly and made me an appointment that needed a referral, still waiting.”*
- *“I had a filling that came out but cannot go to the Dentist so have to order temporary filling online.”*
- *“Blood test, CT scan and follow up appointments were cancelled, now being rearranged, follow-up after Lung Cancer.”*
- *“I decided not to go to the doctor’s during the current pandemic.”*
- *“I believe I have suffered some health problems due to not being examined.”*
- *“I did get a home visit as well.”*
- *“Mine isn’t impacted but patients are having difficulty getting face-to-face reviews with GPs.”*
- *“Had blood test at surgery.”*

26% told us that their GP appointment was by telephone or video call

28% of responses related to changes to hospital services; outpatients’ appointments being either via video/phone call, postponed or cancelled, or planned procedures cancelled

26% told us that they experienced longer waiting times for prescriptions or couldn’t get their prescription

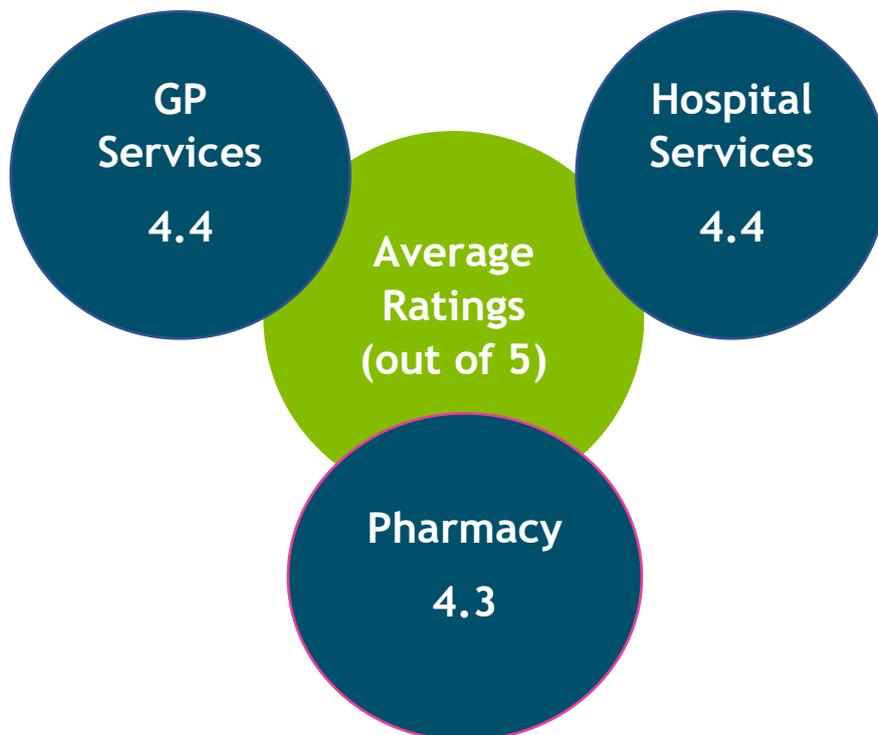
## Opinions on telephone or video appointments

We asked people to tell us how they would feel about having their medical appointments via telephone or video in the future. 5 of the 13 people who answered this question in relation to GP appointments said they would be happy with this continuing in the future, and 8 out of 14 for hospital-based appointments. Comments included:

- *“I feel that certain healthcare issues require a face-to-face appointment.”*
- *“I’ve had phone appointments at my previous practice before moving to Sandbach last year. My appointments this year were part of ongoing consultations, but I think I’d prefer initial consultations to remain face-to-face.”*
- *“Not had one but worth saying they would be fine with me - I use zoom a lot for business meetings.”*

## How people rated their services

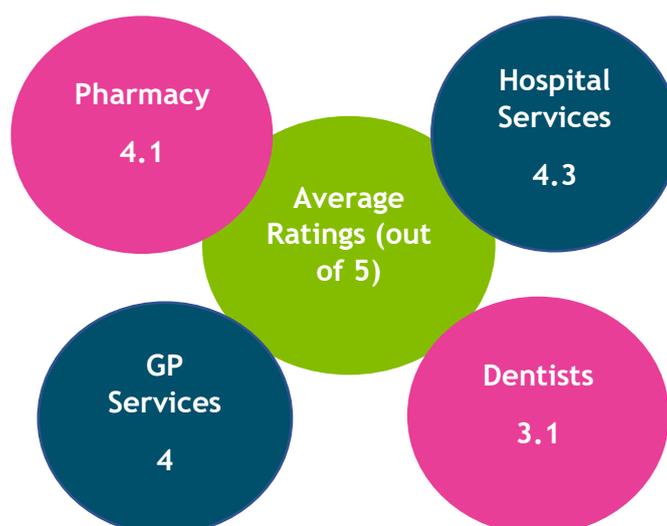
We asked people to tell us how they would rate their services, with 1 being very poor and 5 being excellent. Below are the most commonly mentioned services and their average ratings.



The below are comments relating to why services were rated this way:

- *“Well organised, good doctor, quickly and thoroughly resolved issue.”*
- *“Waiting over 15 minutes on phone to make appointment for blood test at surgery.”*
- *“Swift service, social distancing and protective equipment used. Felt safe.” (GP and Pharmacy)*
- *“Was given medical help within 5 minutes of arriving at A&E, staff were very helpful and caring.”*
- *“GP Practice was quick and easy to do telephone assessment for my toddler - much easier in fact than taking toddlers/small children into the practice where waiting times vary and ‘entertainment’ for kids whilst waiting is limited. Only downside was attached pharmacy (for ‘prescriptions’) waiting times/queues were so long I had to leave and come back later in the day.”*

### How people rated communication from services



The below are comments relating to why communication from services were rated this way:

- *“Although GP appointments have been restricted to telephone conversations the information received has been clear and concise. The same also applies to Dental services, Pharmacy and Opticians.”*
- *“In some cases, have heard nothing; GP Practice have sent out emails and have rung my home. Hospital sent a letter cancelling appointment and have heard nothing since.”*
- *“Communication could’ve been better.”*

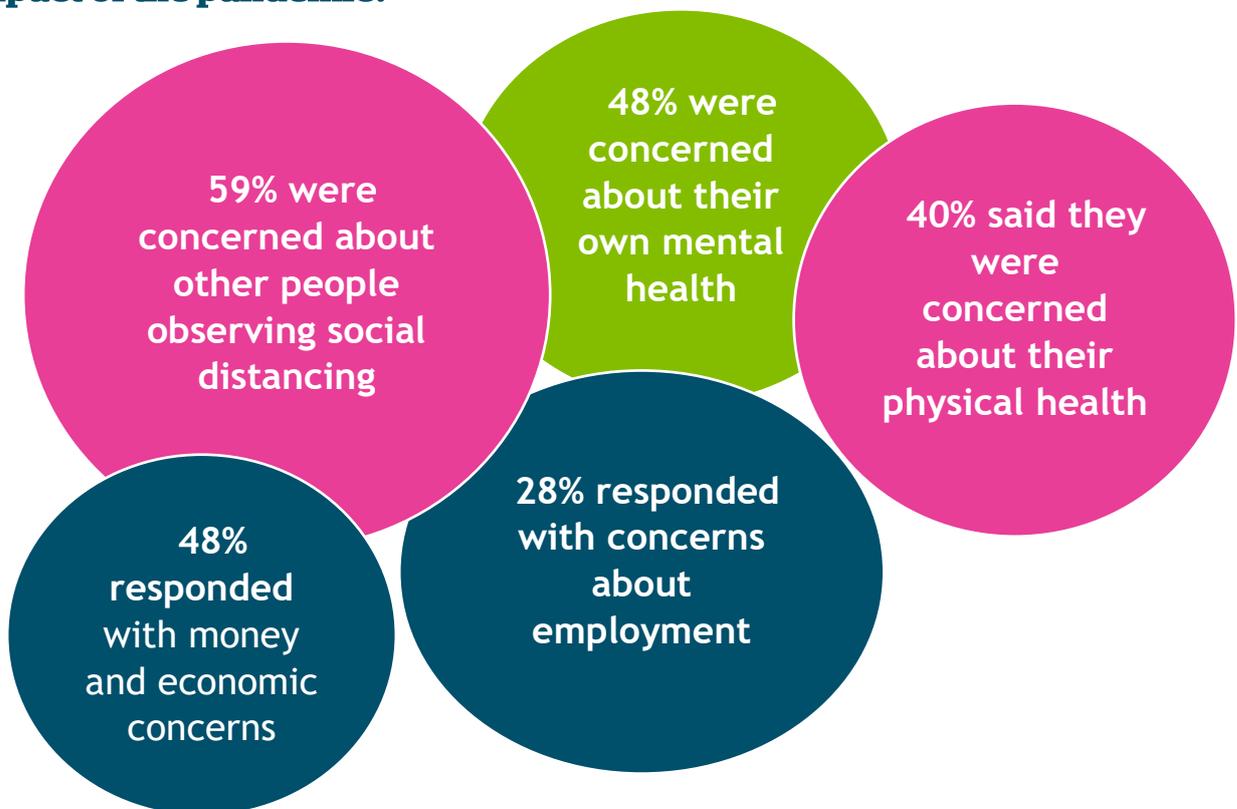
## How coronavirus has affected people's mental health



The top 3 things that the 134 respondents to this question told us had affected their mental health during the pandemic were:

- Feeling sad about not seeing family or friends (85 responses)
- Worrying about the health of friends or family members (73 responses).
- Feeling sad about not having access to leisure activities, e.g. going out, going on holiday (72 responses)

## What are people's current concerns or concerns about the future impact of the pandemic?



## What has been helping or would help people to maintain a better level of physical and mental wellbeing during the pandemic?

- *“Sensible advice from the government, which seems sadly lacking.”*
- *“Some assistance for mum to talk through what happened and how she is feeling now. To be sure that the carers will be in attendance like they are supposed to be. Also contact with her family is vital and the portal we bought her has helped with this.”*
- *“Easy access to someone professional to talk to. Better information from NHS.”*
- *“I am able to go for regular walks in the countryside and don't need any additional support, thank you.”*
- *“If the pandemic was managed better and if I felt there was going to be an end to it soon.”*
- *“To see my friends, go to the gym.”*
- *“I do my usual Thai Chi via Zoom with my tutor.”*
- *“Because of support from our neighbour and daughter I feel we have all the support we need.”*
- *“I wish others would keep 2 metres apart.”*
- *“Clearer communication from local services and NOT just volunteers.”*



Thank you for taking the time to read this snapshot report. We hope that the findings will assist the response in the next phase of the pandemic. The survey remains ongoing and we will continue to provide up to date information to partners and publish further reports on our websites. Your continued help in promoting the survey is much appreciated. You can complete a copy of the survey, and read our reports on what people across Cheshire have told us about their experiences by visiting our website:

[www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

#### You can contact us on:

- **Tel:** 0300 323 0006
- **Email:** [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)
- **Facebook and Twitter:** @HealthwatchCW and @HealthwatchCE
- **Post:** Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

## Tartan Rug

This is the Tartan Rug for the Sandbach, Middlewich, Alsager, Scholar Green and Haslington Care Community (Cheshire East Council, November 2017). The health profile or ‘tartan rug’ shows how each ward within Cheshire East compares with all other wards in England across a range of health indicators and outcomes. Although the rug only includes a limited number of indicators, it does provide an overview of local health need and a tool to aid discussions about local priorities. Healthwatch Cheshire used this resource when planning our activity.

		SMASH										NHS South Cheshire	Cheshire East LA	England		
		Leighton	Haslington	Sandbach Etbly Heath and Wheelock	Sandbach Elworth	Sandbach Town	Sandbach Heath and East	Middlewich	Breneton Rural	Alsager	Odd Rode					
1	Total population	number	5365	7954	4622	4722	4796	4455	14036	5056	11698	8271	178867	375392	54786327	Population
2	BME population	%	3.9	1.4	2.0	2.2	2.2	1.4	1.5	1.0	2.4	1.1	2.9	3.3	14.6	
3	Proficiency in English	%	0.7	0.1	0.3	0.1	0.1	0.0	0.3	0.1	0.2	0.1	0.9	0.6	1.7	
4	Population under 16	%	21.7	14.5	18.1	18.1	15.2	15.3	18.7	17.3	17.0	13.5	17.9	17.6	19	
5	Population aged 65 and over	%	8.5	23.8	16.2	19.9	27.6	26.2	17.7	21.8	26.8	28.1	20.4	21.9	17.7	
6	Pensioners living alone	%	15.7	25.1	28.2	27.4	28.8	37.7	30.2	21.8	32.1	24.7	30.4	30.0	31.5	
7	Older people with low income	%	5.6	7.6	7.9	7.3	7.5	13.5	12.2	7.9	8.2	7.5	N/A	10.2	16.2	
8	People with low income	%	4.0	5.3	4.7	7.3	7.1	10.8	9.2	7.3	9.1	6.3	N/A	9.4	14.6	
9	Children in poverty	%	5.5	6.5	4.9	11.7	9.6	13.6	11.2	10.4	12.0	8.1	N/A	12.4	19.9	
10	Long term unemployment	rate											2.1	1.6	3.7	Income
11	Fertility rate	rate	57.7	40.0	60.7	58.3	50.3	56.0	60.0	52.0	53.2	53.3	68.2	60.8	63.2	
12	Low birth weight	%	2.1	2.3	2.4	2.3	2.4	3.0	1.8	2.2	2.5	2.5	2.1	2.2	2.8	
13	Deliveries to teenage mothers	%							0.0	0.2	0.0	0.0	1.4	1.0	1.1	
14	A&E attendances age 0-4	rate	361.4	345.9	310.7	312.2	316.3	314.8	363.6	361.6	292.0	381.6	357.2	385.6	551.6	
15	Admissions for injury age 0-4	rate	128.5	142.1	121.5	125.1	135.7	133.9	125.0	153.8	109.9	167.7	162.2	168.1	138.8	
16	Emergency admissions age 0-4	rate	201.5	227.5	211.0	200.9	172.7	182.5	279.7	196.2	155.1	204.0	216.6	213.8	149.2	
17	Child development at age 5	%	46.6	68.9	69.5	72.2	75.2	66.7	62.4	63.9	59.3	65.3	59.2	61.8	60.4	
18	GCSE achievement	%	67.0	71.9	69.6	71.1	71.2	61.7	56.9	70.9	68.1	69.2	60.2	62.2	56.6	Young People

19	Excess weight age 4-5	%	16.4	18.5	19.5	19.0	18.5	20.3	18.7	21.6	23.1	23.4	20.2	19.1	22.2	Lifestyle
20	Excess weight age 10-11	%	32.1	31.7	27.8	27.7	28.9	32.4	35.6	30.3	31.0	31.5	31.9	29.1	33.6	
21	Smokers age 11-15	%	2.9	2.5	2.3	2.4	3.0	2.9	2.1	2.6	3.2	4.3	N/A	3.2	3.1	
22	Smokers age 16-17	%	12.1	13.9	14.2	13.6	15.3	16.5	15.3	14.5	14.8	14.5	N/A	15.2	14.8	
23	Healthy eating (adults)	%	28.2	31.5	29.0	30.5	32.2	29.3	28.6	32.0	32.4	29.9	28.8	31.4	28.7	
24	Obese adults	%	24.7	23.2	21.4	21.3	21.9	23.1	23.5	22.0	18.7	23.3	23.2	21.5	24.1	
25	Binge drinking (adults)	%	23.2	25.7	21.8	20.6	19.1	21.2	21.8	19.2	23.3	19.5	22.2	22.3	20	
26	Admissions for alcohol	SAR	76.1	68.8	100.6	95.4	90.2	101.5	94.2	71.9	95.2	76.5	94.7	90.4	100	
27	Self-reported bad health	%	2.3	4.9	4.2	3.4	5.3	6.4	5.3	3.4	5.0	5.3	5.2	4.9	5.5	
28	Self-reported illness	%	9.9	18.3	14.2	16.0	19.7	22.4	17.1	15.4	19.5	20.2	17.9	17.5	17.6	
29	Hospital stays for self-harm	SAR	72.8	43.6	82.9	75.8	78.0	116.9	103.0	60.7	130.3	61.6	99.9	104.9	100	
30	Emergency admissions heart attack	SAR	97.7	85.1	101.5	95.7	83.6	79.0	113.8	86.5	84.6	88.6	99.7	94.9	100	
31	Emergency admissions stroke	SAR	108.7	89.3	85.2	101.6	112.5	85.5	98.6	85.6	76.5	91.0	96.1	91.7	100	
32	Emergency admissions respiratory	SAR	87.9	67.8	54.1	57.4	69.2	81.3	116.2	57.9	56.6	59.9	91.5	80.2	100	
33	Emergency admissions hip fracture	SAR	99.6	114.2	96.6	101.2	108.4	110.5	132.3	87.1	98.8	97.2	103.1	97.9	100	
34	Emergency admissions all causes	SAR	112.7	94.2	106.2	103.1	102.7	113.6	135.0	85.0	92.7	89.3	114.8	102.3	100	
35	New cases -breast cancer	SIR	84.6	102.9	133.9	120.3	110.6	139.2	75.6	108.7	77.9	101.2	100.4	103.1	100	Cancer
36	New cases -bowel cancer	SIR	163.3	93.7	74.1	93.1	115.7	99.9	100.0	85.0	111.3	87.9	98.9	101.7	100	
37	New cases -lung cancer	SIR	76.5	75.6	86.1	87.5	102.1	125.2	127.9	69.8	76.6	70.9	96.6	87.0	100	
38	New cases -prostate cancer	SIR	125.7	104.9	113.7	116.9	118.8	112.6	124.9	104.9	120.8	104.3	107.3	100.5	100	
39	All new cancer cases	SIR	115.1	95.0	106.7	111.0	117.3	115.3	111.3	92.6	97.6	92.7	103.7	99.1	100	
40	Cancer deaths under 75	SMR	78.7	78.7	104.7	77.8	120.2	104.6	103.1	70.5	75.3	64.9	98.3	88.3	100	Death
41	Heart deaths under 75	SMR	73.2	73.4	89.9	94.2	66.9	135.2	132.4	93.2	81.6	90.1	105.7	91.1	100	
42	All deaths under 75	SMR	72.2	81.3	106.4	82.0	104.3	111.5	110.7	74.7	73.8	72.1	100.2	89.9	100	
43	Deaths from respiratory disease	SMR	87.4	111.1	117.5	116.7	86.8	93.1	108.4	95.0	67.8	111.1	104.6	95.8	100	
44	All deaths all ages	SMR	102.8	101.7	84.8	100.0	86.8	91.3	107.0	83.5	79.9	95.5	99.2	93.9	100	
45	Female Life Expectancy	years	81.4	81.9	86.6	84.0	83.9	86.9	81.6	84.8	85.8	83.5	82.8	83.5	83.1	Death
46	Male Life Expectancy	years	82.0	81.6	81.1	79.5	81.8	76.7	78.9	82.3	80.4	82.7	79.5	80.3	79.4	

