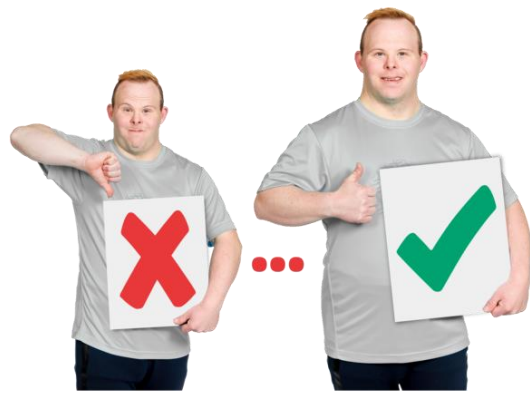


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# Wolverhampton Covid-19 Report

**March 2021**



Healthwatch is here to make care better for people like you.



We listen to peoples experiences of using **health and social care services**.



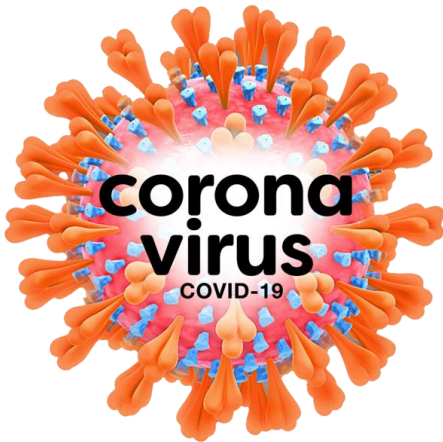
Health and social care services include GP surgeries, hospitals, pharmacies and care homes.



We share your views with professionals to improve the services.



People told us about their experiences during the **Coronavirus (Covid-19) pandemic.**



**Coronavirus or Covid-19 is a new illness. It is like the flu and people who are ill with the virus may have:**

- a high temperature
- A new, continuous cough
- A loss or change to your sense of taste or smell



We asked people how Coronavirus (Covid-19) was affecting their physical, mental and emotional health.

**Questions**

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure



We carried out **four surveys** and **six focus groups** online to collect the public's views.



Focus groups are used to collect research through group conversations.



The first two surveys were based generally on Covid-19. Following the responses we chose to research further topics on:

- **Cervical Cancer Screening**
- **Homelessness**
- **Young Carers**
- **Mental Health**





We carried out **Mental Health Focus Groups** with the following communities; Deaf, LGBTQ+, young people and the wider population.



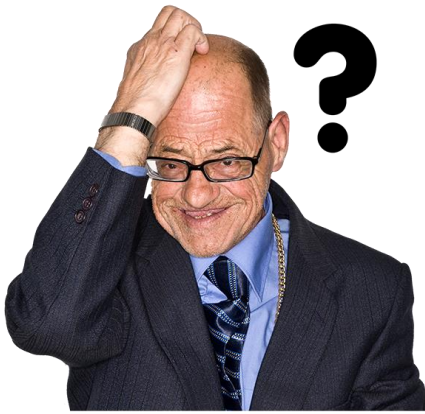
202 people took part in this project.



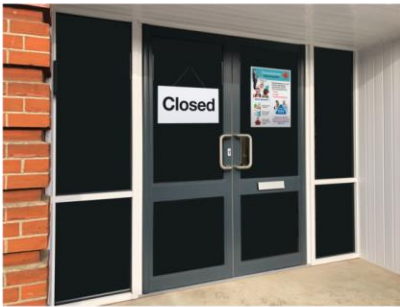
Lots of people told us it was **difficult** for them to **access and understand** information about the Coronavirus pandemic.



People found the constant news about the pandemic affected their **mental health**.



People told us they found it **difficult to access** health and social care services.



Some services had **closed** but patients weren't always told the changes.



Lots of people told us they felt more depressed, lonely and isolated because of the lockdown rules.



People also told us their lifestyle had changed. They were gaining weight and struggling to sleep.



Lots of people told us they have been **worrying** about their families keeping safe.

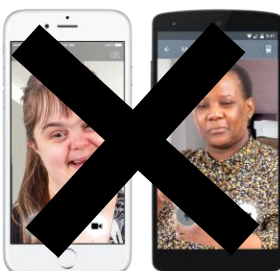
## Mental Health Focus Groups



People from the D/deaf community told us that those without technology felt **more isolated**.



D/deaf people **struggled** to use Zoom or Facetime to speak to loved ones or health professionals.



D/deaf people felt they weren't able to **access services** well using technology.



Young people told us that the Coronavirus pandemic made their mental health problems worse.



People who had family members die from Coronavirus were struggling as they weren't able to see friends or family to help them **grieve**.



People who have lost someone close will feel very **sad**. This is call **grief**.

People will grieve differently. They may feel sad or angry.

People that have lost someone can access support through **bereavement services**.





People from the **LGBTQ+** community told us that they were struggling with their mental health.

## Waiting List



They told us that they were struggling to access support for this as appointments were delayed.



**LGBTQ+** is short for **L**esbian, **G**ay, **B**isexual, **T**ransgender, **Q**ueer or **Q**uestioning.

The **+** includes everyone else that are part of the LGBTQ+ community.



During the pandemic, homeless people have been more **supported**. All homeless people were provided shelter in a **hotel**.



We were told that homeless people with mental health issues that **misuse substances** are not treated correctly.



**Young carers** also found the pandemic difficult as they were spending more time at home and had to spend more time supporting the people they care for.

This impacted on their **mental health negatively**.



Some people told us that they were due to have **cervical screening tests** but they were cancelled due to the pandemic.



One person had showed up for their appointment but the GP surgery was **closed**.

## Recommendations:



A list of recommendations were made around services communicating changes to patients.

We also recommended more joined up working to support patients mental health.

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