

# Because We All Care report Sept - Dec 2020

## Introduction

This report focusses on the feedback received from the Because We All Care survey from Swindon residents over the last quarter of 2020 (September - December).

Healthwatch Swindon received relatively low numbers of feedback from the community. However, there was a marked increase in December.

## Key findings

- On average 80% of the feedback was received was from women who were over 50 years old.
- The pandemic has caused a great deal of distrust with health services and concerns that COVID is being used as an excuse for poor service.  
**“Nothing went well. Abbeymeads Surgery has never recovered since the imh takeover and are now using COVID as an excuse for their poor service.”**  
*Swindon resident*
- Mental health issues are on the increase. Along with a deeper sense of fear and anxiety over the loss and reduction of services.  
**“As a first time expectant mother, having to do everything alone so far has had a detrimental impact on my mental and emotional health and well-being. The thought of my husband maybe not being allowed to be with me for the whole of labour and as long afterwards as we need is terrifying and is making the looming prospect of giving birth into a huge blot on the horizon instead of being able to enjoy looking forward to meeting our new baby!”**  
*Swindon resident, First time mother*
- Vulnerable and income challenged groups are feeling the effects of COVID the most i.e. expectant mothers, shielding individuals and NHS dental patients.
- In December, as the public saw first-hand the challenges that the NHS were experiencing and the vaccine rollout began, feedback became slightly more positive.  
**“Covid 19 Vaccination at Steam yesterday - full marks everything went well. Organisation excellent, staff knew exactly what to do, polite and helpful. Appointment for two at 1700 & 1705 only 10 mins. Late after a full day's work. No after effects can't see needle Mark!”**  
*Swindon resident*

## Conclusion

The public and the health service are in uncharted waters with the pandemic. Both are unable to predict the impact that the pandemic is going to have on services, and when things will return to normal. This uncertainty is naturally causing anxiety and stress for both the public and health workers. Therefore communication and a greater understanding / empathy for each other's situation is essential for success.