

Staff

EQUIPMENT



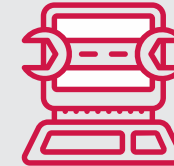
79%

have sufficient office equipment to work from home



79%

have sufficient IT equipment to work from home



77%

have needed IT support

MANAGEMENT SUPPORT



99%

felt your manager has kept you informed during the pandemic?



99%

have functioned well as a team

REMOTE WORKING



97%

adjusted well to working from home



99%

have adapted well to working from home



93%

working from home would be good VFM moving forward.



83%

emotional health and wellbeing has been supported (where needed)

COMMUNICATION



84%

aware of dedicated intranet resource for staff support.



98%

felt decision to move to home working clearly communicated?

Identifying and managing risk

123
returns

Staff and practice managers



56%

Been involved in identifying/managing risks during COVID-19

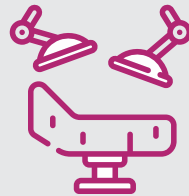
TOP RISKS IDENTIFIED



Reduced access / avoidance of services



Mental health due to social isolation



Cessation of elective services

SUPPORT RECEIVED DURING PANDEMIC

Clear direction and support received from:	Yes	No	To some extent	NA
Your line manager	93	5	6	19
Incident Control Centre	56	7	23	37
Integrated Care System	29	11	46	37
NHS England and NHS Improvement	41	10	39	33

NEW WAYS OF WORKING IDENTIFIED

Altered Hours

Photograph triage

myGP app

Contingency Planning

Collaborative Working

Paper free

Remote Assessments

Virtual Ward rounds

Cisco Jabber

Home Working

Virtual MDTs
Virtual Consultation

Flexible Hours

Zoom Meetings

Less mileage

System-wide

Sharing screens

Daily huddle

ICs representation working

Skype

Microsoft Teams

Electronic Communication

Telephone triage

Enhanced co-operation



96%

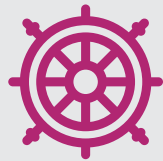
think new ways of working identified should be retained long term

Managing the emergency

168
returns

Staff
Practice managers
GPs
Council
Providers
Integrated Care System

INCIDENT CONTROL CENTRE



97%
Understand the need for an incident control centre



88%
understand their relationship to the incident control centre



58%
look to the incident control centre for latest info and guidance



67% 31% don't know
Think the incident control centre has been effective



83%
felt incident control centre has been clear in its messaging.



87%
felt incident control centre effective in managing partner/provider questions

EMERGENCY PLANNING



46% 50% don't know
Felt support and direction from ICS cells was supportive



57% 39% don't know
Felt the emergency plan has been invoked effectively

CCG



97%
felt there's been sufficient support and direction from CCG clinical leaders



98%
felt CCG has been responsive to changing national approaches and guidance



81%
know about any commissioning/service changes

OUTPUTS



100%
found the PM teleconference useful



96%
found the GP teleconference useful



96%
found the primary care bulletin useful



97%
found the Fylde Coast system call useful



91%
found the influence stakeholder bulletin useful



100%
found the weekly GB update useful

Patient and public response

776
returns



85%

copied well during the pandemic

What would help people cope better



better government response, clear and consistent advice



other people following the guidance and adhering to restrictions



seeing family and friends



80%

identified as female



52%

over 55 years old

Community support



38%

have wanted to access local community support



40%

who had accessed community support were satisfied

Accessing services



45%

have accessed health services during the crisis.



80%

satisfied with the service they received



29%

wouldn't seek health care support - concerned about catching COVID-19



26%

wouldn't seek health care support - don't want to burden NHS

Communication



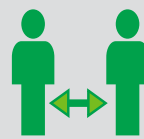
94%

getting the information needed to feel safe during the crisis



99%

clear what to do if they develop symptoms of COVID-19



96%

understand the Government's advice about social distancing



95%

know who to contact for any urgent non-covid related health conditions