

## Healthcare usage during the COVID-19 crisis

This survey has been conducted using an online interview administered to members of the YouGov Plc UK panel of 800,000+ individuals who have agreed to take part in surveys. The survey was designed and commissioned by the Resolution Foundation, in partnership with the Health Foundation. Total sample size was 6,005 adults. Fieldwork was undertaken between 6–11 May 2020. The survey was carried out online. The figures have been weighted and are representative of all GB adults (aged 18+) according to age, gender, region.

Questions were asked of people's health care usage since the end of February 2020, relating to the beginning of the coronavirus crisis in the UK. Respondents were asked about the presence of pre-existing conditions<sup>1</sup>. Those with pre-existing conditions were asked about their health care activity from the period of January 2020 to end of February 2020: whether they, at any point, accessed any health services to manage their condition(s) (e.g. NHS 111, pharmacist, GP practice, etc).

The same group were then asked if they had accessed any health services *for any reason* since the end of February 2020<sup>2</sup>. The following table compares the % who responded that they had accessed care and for what reason: it compares people with any condition(s), as well as for specified conditions.

**Table 1: The percentage of people with conditions that accessed care**

		Does have a condition	Asthma	Cancer	Diabetes	Heart disease	Mental health illness
Jan to end of Feb 2020	Total respondents	2,639	726	148	286	125	916
	Accessed care for pre-existing condition	1,351	380	89	181	80	540
	%	51%	52%	60%	63%	64%	59%
	Accessed care for pre-existing condition	810	235	57	119	55	314
	%	31%	32%	38%	42%	44%	34%
After end of Feb 2020	Accessed care for new condition	218	63	10	22	9	87
	%	8%	9%	7%	8%	7%	9%
	Accessed care for other / don't know	88	21	2	5	2	30
	<b>Accessed care for any reason</b>	<b>1,116</b>	<b>319</b>	<b>68</b>	<b>145</b>	<b>66</b>	<b>431</b>
	%	<b>42%</b>	<b>44%</b>	<b>46%</b>	<b>51%</b>	<b>53%</b>	<b>47%</b>

<sup>1</sup> Alzheimer's, Arthritis – Osteoarthritis, Arthritis - rheumatoid arthritis, Arthritis - other / unsure, which type, Asthma, Autism, Cancer, Cerebral Palsy, Cystic fibrosis, Dementia, Diabetes, Dyslexia, Epilepsy, Erectile dysfunction, Heart disease, Hearing impairment, High blood pressure, High cholesterol, HIV/ Aids, Incontinence, Mental health illness, Multiple Sclerosis, Osteoporosis, Parkinson's disease, Premature ejaculation, Stroke, Urinary difficulties, Vaginal dryness, Visual impairment, Prefer not to say

<sup>2</sup> This reflects that, while the pre-coronavirus period is in January/February and post-coronavirus period is March/April, the questions cover a similar length of time (~2 months).

N.B. Base: All UK adults 18 to 65 who have a health condition and are accessing services

The number of respondents with any pre-existing condition(s) accessing the health service for the management of their condition(s) was 20 percentage points lower (51% to 31%) from the end of February, when compared with the first few months of 2020. Some of the largest falls in access to the system in the management of their conditions is for mental health illness and cancer of 25 (59%-34%) and 22 (60%-38%) percentage points respectively.

Those patients with pre-existing conditions who have reported that they have not accessed care, were also asked the reason. The results for this question are summarised in table 2 below.

Table 2: reason given for not accessing health care since end of February 2020

	Does have a condition	Asthma	Cancer	Diabetes	Heart disease	Mental health illness
<i>Number</i>	1,480	396	76	138	59	469
<i>Couldn't get an appointment</i>	10%	9%	12%	15%	12%	14%
<i>Condition improved / didn't need to use it</i>	47%	54%	50%	35%	37%	36%
<i>Concerned about coronavirus/ breaking restrictions</i>	22%	19%	18%	27%	28%	30%
<i>Other</i>	20%	17%	16%	20%	22%	22%
<i>Don't know</i>	6%	5%	6%	11%	10%	6%

N.B. These figures do not add up to the total as respondents can give multiple answers. Base: All UK adults 18 to 65 who have a health condition and aren't accessing services

22% of patients with pre-existing conditions sighted concern about coronavirus or breaking restrictions as reasons for not accessing health services since the end of February 2020. Of the conditions presented, this number is highest for patients with diabetes (27%), heart disease (28%), arthritis<sup>3</sup> (28%) and mental health illness (30%).

**Note:**

The survey that these results are drawn from was designed and commissioned in partnership with the Resolution Foundation, but the views expressed are those of the authors and not necessarily the Resolution Foundation.

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<sup>3</sup> Not included in the table