

April & May 2020 – Dealing with the Coronavirus Outbreak

Why the survey is taking place and the purpose

We realise these are unusual times to be living in, and we want to check in and hear how you are doing so we can plan our services going forward. By answering the following questions you'll help us understand the best ways for us to help you during, and moving on from, this very frustrating and challenging time.

How many users took part in the survey

Total of surveys completed – 305

myGreenSquare – 239 Phone - 64 Unknown - 2

What you said

- 28% (86) of you said you had been advised to self-isolate (rather than social distance) for twelve weeks.
- For customers with any underlying health conditions, we asked you if you had any concerns about being able to get your medication? 66% of you said you did not have any concerns and 24% said this was not applicable to you.

We asked you who was getting your medication at this time. Of the 302 responses given the answers were as follows:

Answer choices	% of responses	No of responses
I'm getting it myself	40.40%	122
I've asked family/a neighbour/a friend to get it	18.54%	56
My support worker/carer/support provider gets it	7.62%	23
I don't need medication at this time	33.44%	101

- Almost 60% of you said you were self-isolating at home with your immediate family with 35% of you staying at home on your own. The remaining customers were either at home but required support, or staying with family/friends or declined to answer this.
- 79% of you said your family/friends were calling on you to make you feel less isolated.

The ways in which family and friends were using to keep in touch included the following:

Customers could tick all the choices that apply

Answer choices	% of responses	No of responses
Text Message	78.52%	234
Skype	10.40%	31
Snapchat	18.46%	55
Instagram	19.80%	59
Facebook	59.40%	177
Twitter	1.34%	4
WhatsApp	59.40%	177
FaceTime	41.28%	123
Houseparty	7.05%	21
Zoom	13.09%	39
Other	18.79%	56

We asked you how you were currently doing your food shopping. The responses given are shown below:

Answer choices	% of responses	No of responses
I go to the shops when absolutely necessary	63.04%	191
Family/friends do this for me	17.82%	54
I do it online	11.22%	34
I do a mix of the above	7.92%	24

GreenSquare has links on its website to services and support which might help you at this time. 60% of you said you were not aware of these links and the remaining 40% of you agreed they were aware of these services and support.

What we did

Outcomes/Changes made as a result of the survey – Available August 2020