

# The Health Foundation COVID-19 Survey

A report of survey findings

Ipsos MORI, Public Affairs

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# 1. Background, context and methodology

# Background, context and methodology

The Health Foundation commissioned Ipsos MORI to conduct a representative poll of the general public in Great Britain to understand opinion on a range of issues. This report looks at topics including:

- Experience of using NHS services during the pandemic and perceptions as to how services are managing;
- The impact of Coronavirus on people's health and wellbeing, including mental health;
- Levels of support or opposition to the government's handling of the Coronavirus pandemic;
- Attitudes towards a potential smartphone app to 'track and trace' Coronavirus outbreaks; and
- Trust towards certain professional groups, including those working in health and social care.

The survey was conducted by telephone on the Ipsos MORI CATI Omnibus survey, a weekly telephone omnibus survey of a representative sample of people aged 18 and over in Great Britain. Fieldwork took place between 1 and 10 May 2020. A total of 1983 people were interviewed. Quotas were set on age, gender, government office region and working status. Data has been weighted to the known offline population proportions for age within gender, government office region and working status and social grade.

Throughout the report findings will highlight, and make reference to, different sub-groups based on responses to certain questions. When interpreting the survey findings, it is important to remember that the results are based on a sample of the population, not the entire population. Consequently, results are subject to margins of error, and not all differences between sub-groups are statistically significant (i.e. a real difference).

**A follow-up report will be launched that explores how the findings differ based on ethnicity.**

# Summary of key insights

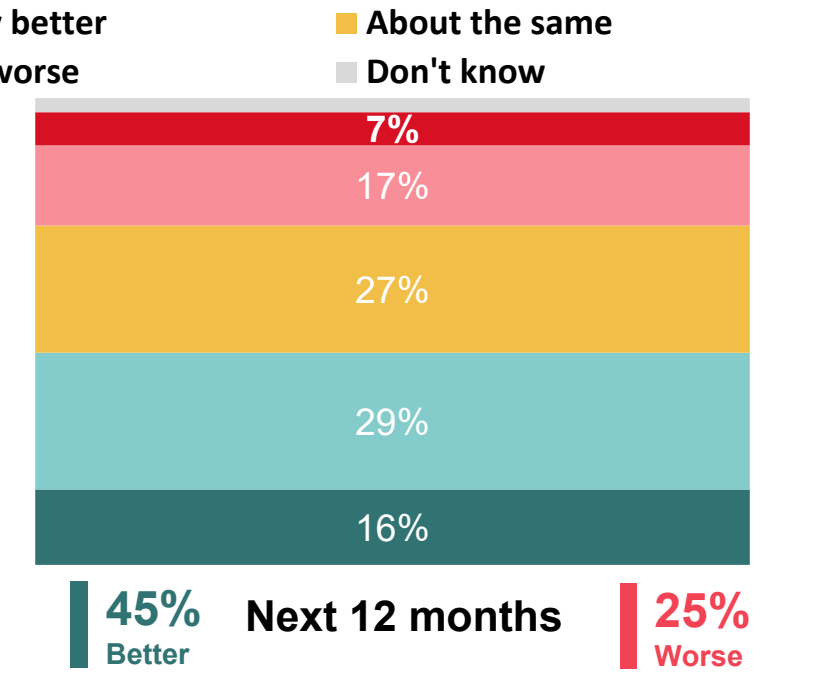
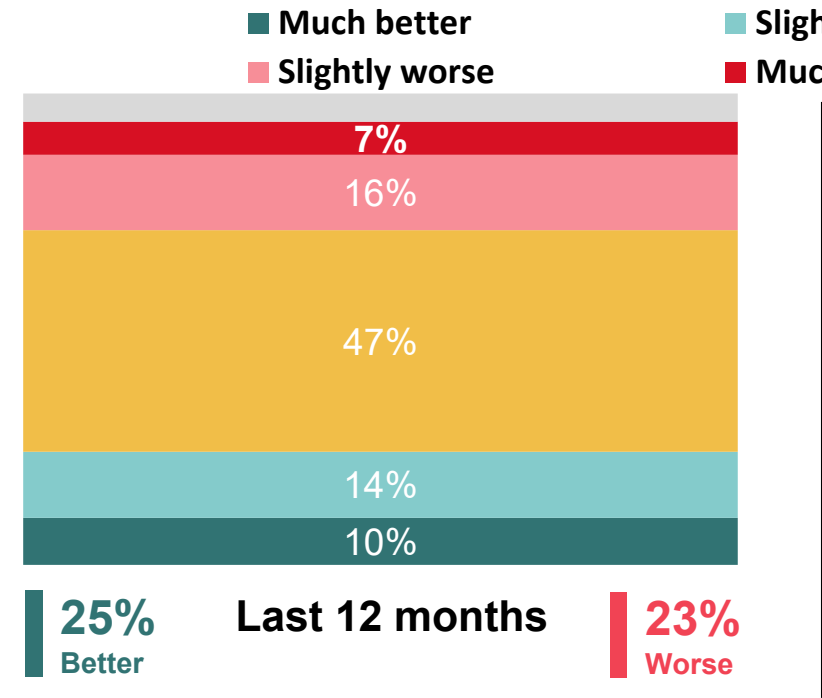
## 2. Perceptions of NHS care

# More think NHS care standards have remained consistent over last 12 months than got better or worse...and are optimistic they will improve in the future

In general, the public think that – prior to the coronavirus crisis – **the standard of NHS services had stayed about the same (47%)** over the last 12 months. Broadly equal proportions think the NHS had got better and worse (25% and 23% respectively). Looking to the future, **there is an expectation among approaching half (45%) that standards will get better**, although still sizeable minorities think they will stay about the same (27%) or get worse (25%).

Q. Prior to the coronavirus crisis, do you think the general standard of care provided by the NHS over the last 12 months has been getting...?

Q. And thinking about the future, do you think the general standard of care provided by the NHS over the next 12 months will get...?

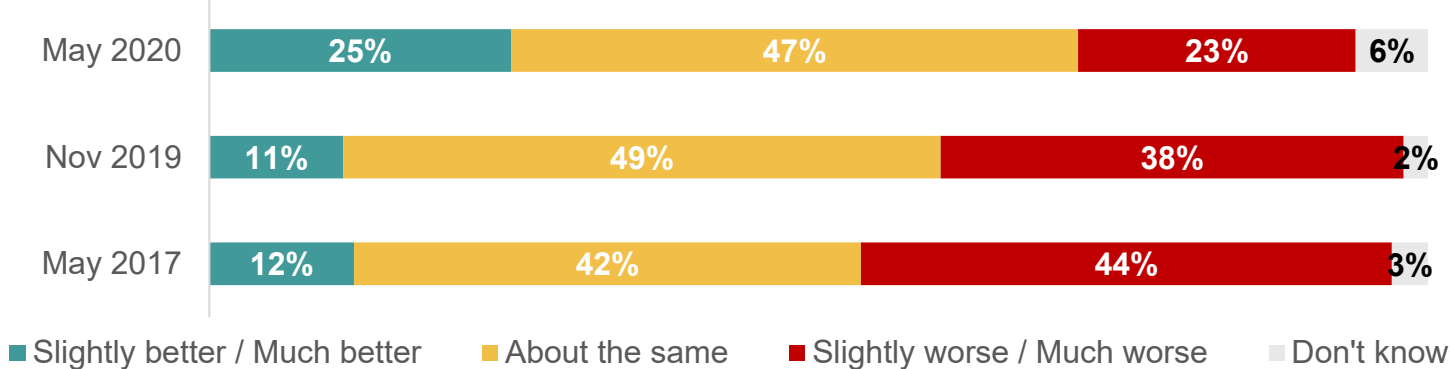


The youngest (18-24) and oldest (65+) people are more likely to agree that standards of care have got better in the last year (37% of 18-24 and 29% of 65+ year olds, compared with 25% overall), which given these groups access different services suggests improvements in care standards are not confined to one area. Young people (18-24) are also most optimistic that care will improve in the future (55%, compared with 45% overall) .

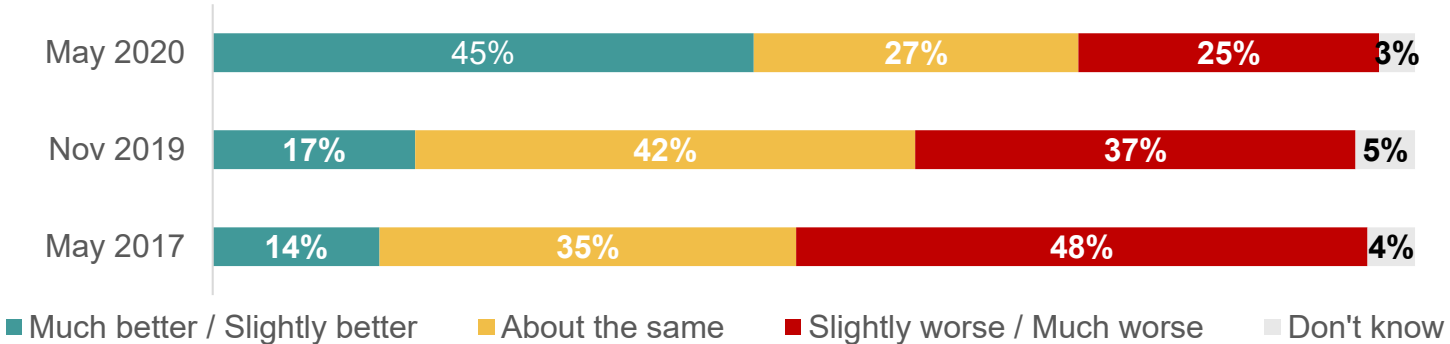
# The public continue to be more optimistic about NHS standards than in previous years, particularly looking forwards to the future

Nearly half (45%) think that the general standard of NHS care will get better over the next 12 months, compared with only 17% in 2019 and 14% in 2017. These views may be relative to the current situation with coronavirus. Thinking **prior to the coronavirus**, nearly half think standards of care in the NHS had been staying about the same (47%), although again the public are more optimistic than they were. One quarter think it had been getting better (25%), up from 11% in November 2019 (NB - Please note that the question wording changed slightly and the methodology moved online so these trends should be treated with caution).

\* Prior to the coronavirus crisis, do you think the general standard of care provided by the NHS over the last 12 months has been getting...



\* And thinking about the future, do you think the general standard of care provided by the NHS over the next 12 months will get...



\* I'd now like you to think about your own experience and everything you have seen, heard or read recently. Do you think the general standard of care provided by the NHS: (a) Over the last 12 months has been getting... (b) Over the next 12 months will get...



# Public use of NHS services during lockdown



The public were asked whether they had used a NHS service since the lockdown had begun and, if so, which service they had used. For each service they had used, they were then asked how comfortable or not they felt using that service.

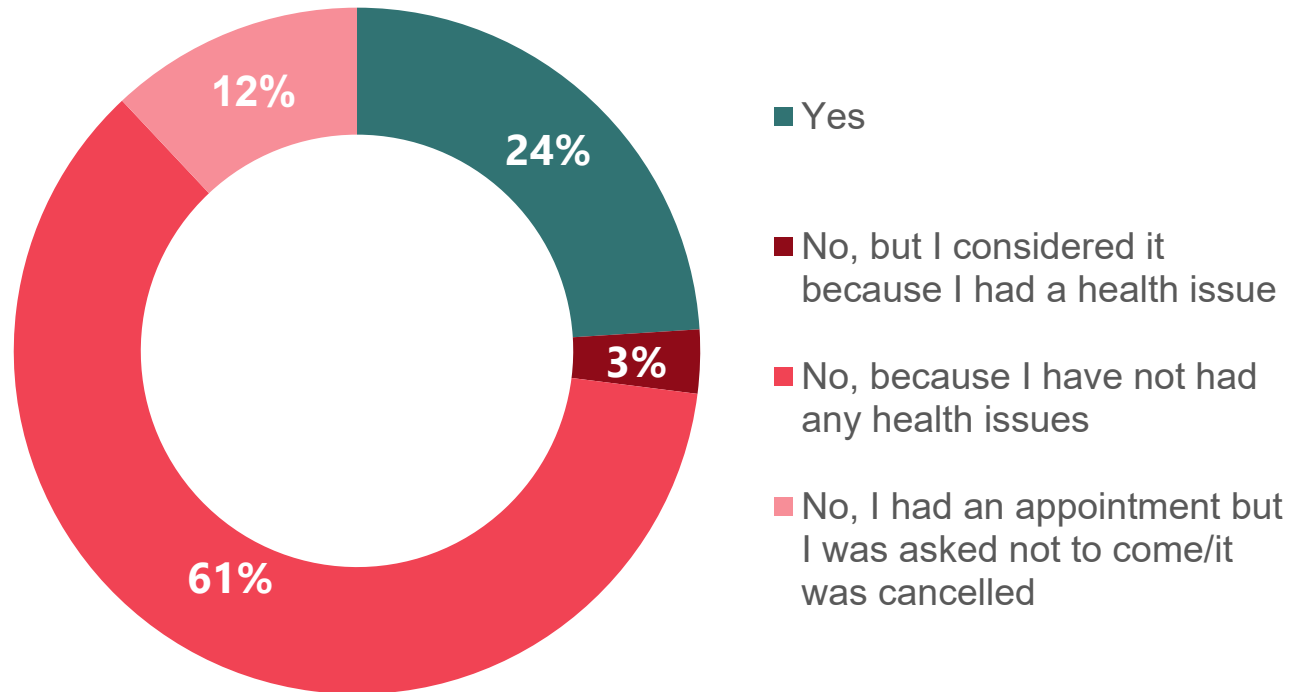
A quarter of the British population (24%) have used a NHS service since the government introduced a lockdown in response to the coronavirus epidemic. A further three per cent of the public considered using a service but did not end up doing so.

Just over one in ten (12%) have had a pre-arranged healthcare service cancelled.

Overall, people felt more comfortable than uncomfortable when accessing services, although this varied depending on the perceived risk of the service. For example, more were comfortable visiting their GP (84% comfortable, 15% uncomfortable) than visiting 'the frontline' A&E at their local hospital (70% comfortable, 28% uncomfortable) where the perceived 'risk' was greater.

# One-quarter have used a health service since lockdown started – only 3% had a health issue and considered doing so, but decided not to

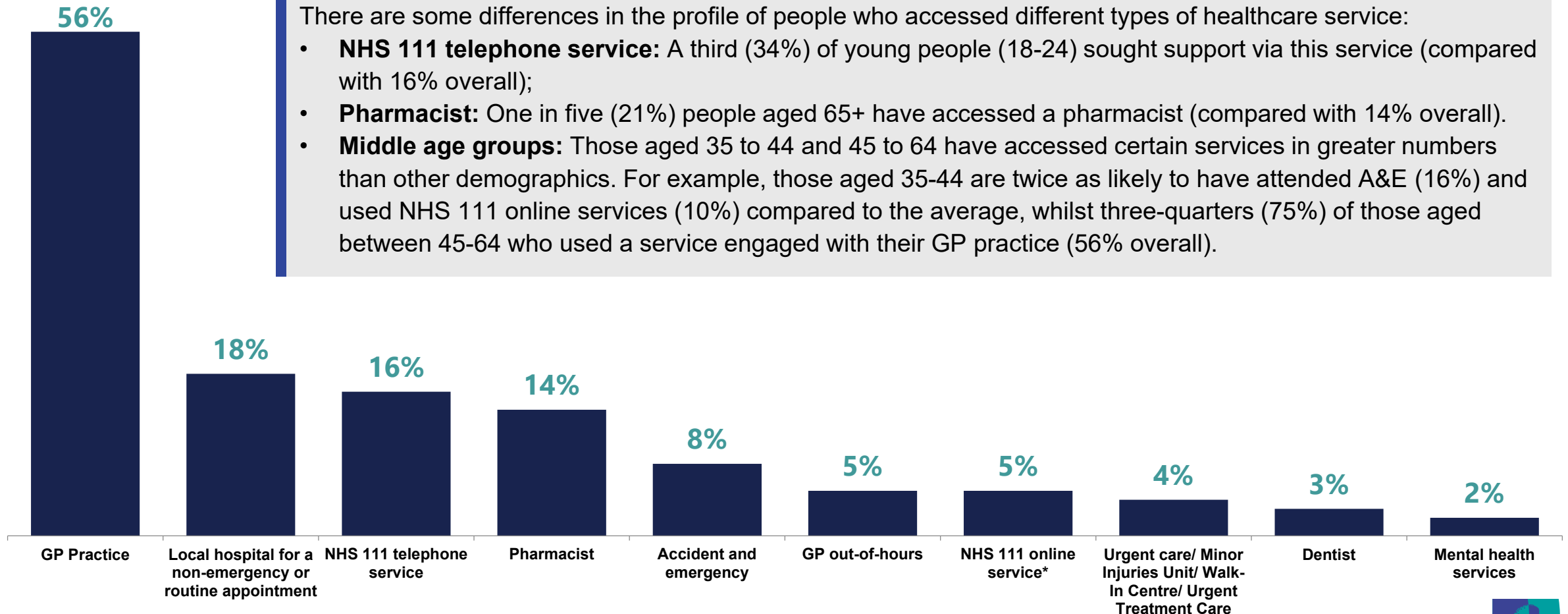
Q. Since the government introduced restrictions relating to coronavirus on people over the last few weeks, have you used a health service?



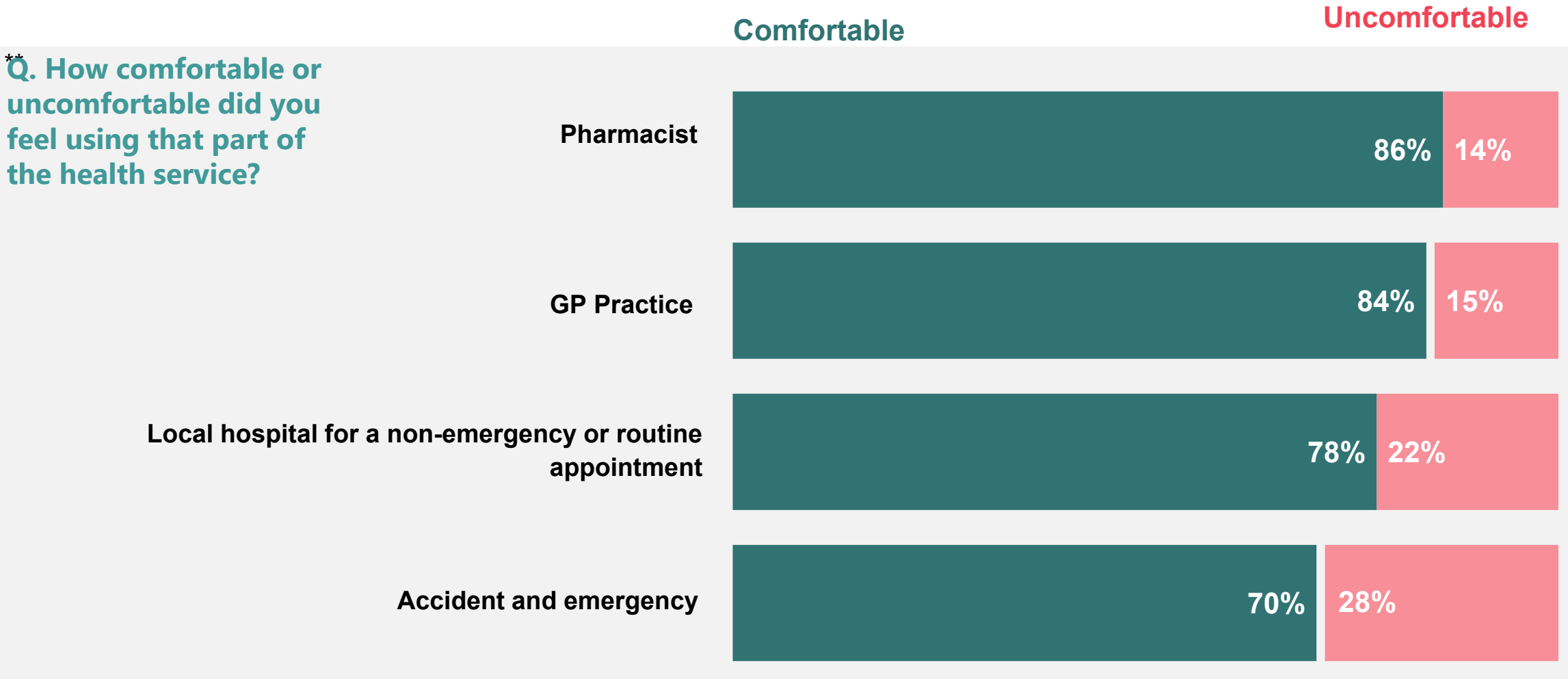
- **Gender difference:** Women are more likely to have accessed a healthcare service than men (29% compared with 19%);
- **Geographical variance:** Significantly more people living in Wales have accessed a service (36%). Whilst those who considered but did not access a service because of a health issue is low, those living in the South East of England were significantly more likely to have had such an issue and considered it (five per cent compared to three per cent overall);
- **Impact on older and/or those with a long-term condition:** Just under one in five (17%) older people aged 65+ had an appointment cancelled during lockdown (compared with 12% overall). A similar proportion (20%) of people with a long-term health problem or disability also had an appointment cancelled, suggesting that the treatment of existing conditions has been impacted by the coronavirus crisis.

# Of those who accessed a health service since lockdown began, over half used their GP practice and one in five accessed local hospitals

Q. [Those using a healthcare service since lockdown began...] Which health service did you use?



# Where people accessed services, the majority felt comfortable doing so, although they were less comfortable when visiting A&E



**CAUTION:** Please treat results with caution as they are based on small numbers of people (except for GP Practice)  
**CAUTION:** Some services removed due to low numbers of people answering

# Views of those who had a medical issue but did not access healthcare services



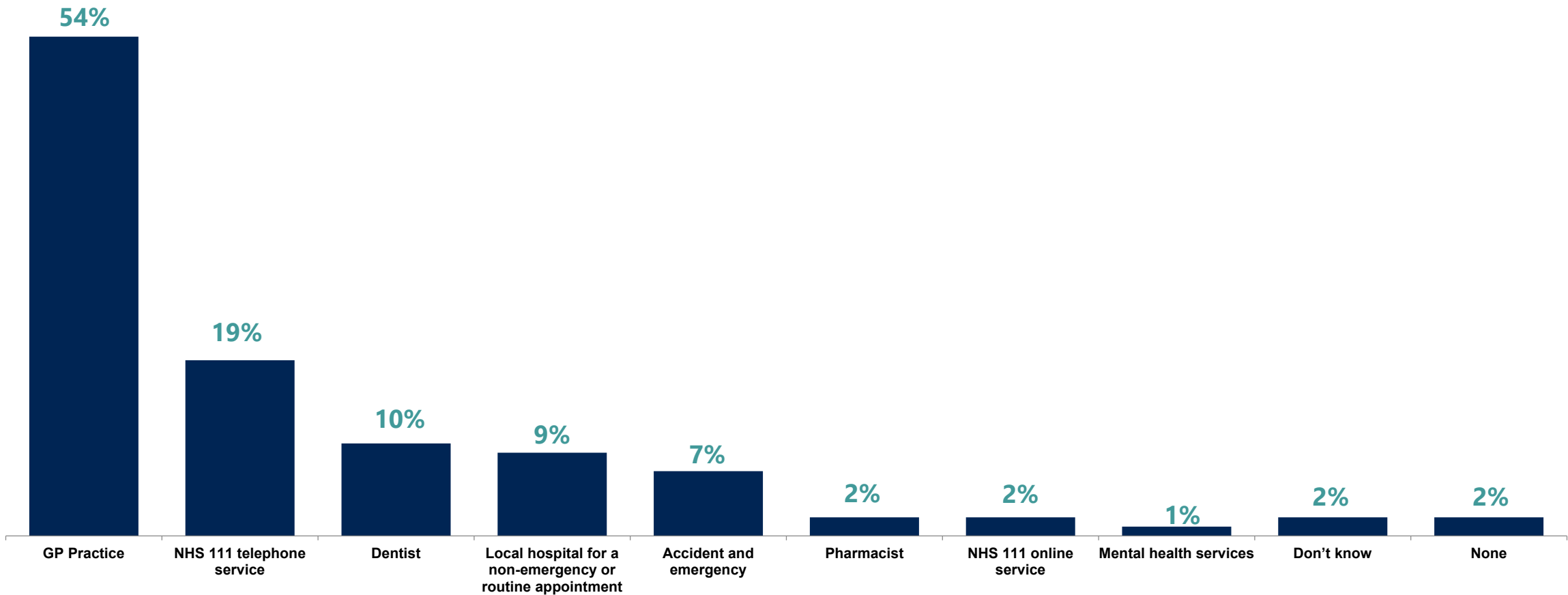
Those who had a medical condition but decided not to use a NHS service were asked which service they had considered using and why they ultimately did not use it.

A total of 3% of the population had a health issue which meant they considered using a NHS service but did not.

For over half (54%) this would have involved accessing their GP practice. One in five did not access NHS 111 via telephone (19%) and one in ten a dentist (10%). A further one in ten (nine per cent) did not visit their local hospital for a routine or non-emergency appointment, whilst seven per cent deferred a trip to A&E\*.

# Majority considered using a GP practice, whilst a fifth thought about dialing the NHS 111 telephone service

Q. Which health service did you consider using?



# Public use of NHS services in future



All respondents were asked how comfortable they would feel using their local GP or hospital in the next 3-4 weeks. Those who indicated they would feel uncomfortable were asked why they would feel this way.

A majority of the public (52%) would feel comfortable using their local hospital over the next few weeks if the need arose, although a sizeable minority would be uncomfortable (47%). People would feel much more comfortable visiting their GP (78%) – only one in five (20%) indicate they would feel uncomfortable.

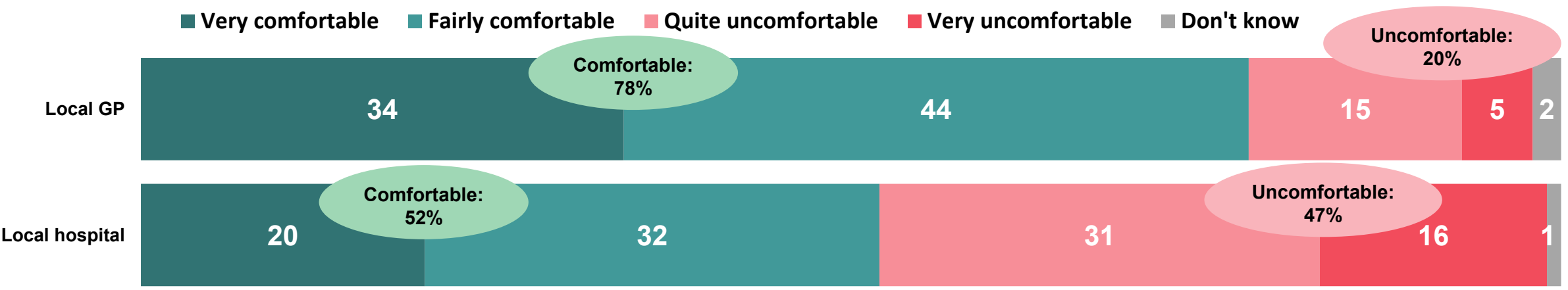
The overwhelming concern when considering a visit to both healthcare settings is fear of being exposed to coronavirus (76% for hospital, 63% for a GP practice). Around one in ten would feel uncomfortable because of the additional pressure placed on the health service (12% for hospitals and eight per cent for a GP practice). In addition, one in ten were not sure they would get an appointment at their GP practice (nine per cent).



# Four-fifths would feel comfortable visiting their local GP...those who might need to visit a hospital have greater apprehension

- **Older people (65+):** Encouragingly, older people (65+) are significantly more likely than average to say they would be comfortable visiting their local hospital (58% compared to 52% overall).
- **Gender:** There is also a clear gender divide in opinion – men are more likely to say they would feel comfortable visiting a hospital (56%) whilst women are more likely to say they would feel uncomfortable (51%).
- **Geographical variance:** There are also localised differences, with three in five (61%) of those living in London (the epicentre of the coronavirus epidemic) feeling uncomfortable about having to go to hospital. Contrast this with the south-west, where a similar proportion (62%) would feel comfortable doing so. Londoners remain significantly more wary of visiting a GP – three in ten (28%) would feel uncomfortable doing so. This is in contrast to Scotland, where nearly nine in ten (87%) would feel comfortable going to their GP.

Q. If you developed a health issue that you felt needed treatment over the next 3-4 weeks, how comfortable or not would you feel using your local GP/local hospital if necessary?





# Concern about coronavirus is the overwhelming reason why people would feel uncomfortable accessing local health services

Q. You said you would feel very/quite uncomfortable. Why is that?

## Local hospital

76%

12%

2%

1%

1%

1%

1%

1%

1%

1%

0%

0%

Concerned about being exposed to Coronavirus

Extra pressure on the health service

Condition doesn't warrant a visit

I don't like hospitals

Lack of confidence in standard of care

Don't want to risk getting ill

Not sure I'd get an appointment

I'm too nervous/anxious/fear of the unknown

They are too busy/too many patients/long wait

Lack of confidence in social distancing rules

They are rude/unprofessional

Don't like doing it by phone/online

## Local GP service

63%

8%

3%

\*0%

3%

2%

9%

0%

2%

0%

2%

2%

Concern about exposure to coronavirus is **consistent throughout the age ranges and regions**. There is significantly more concern amongst those working in supervisor or clerical and junior managerial, administrative or professional jobs (82%).

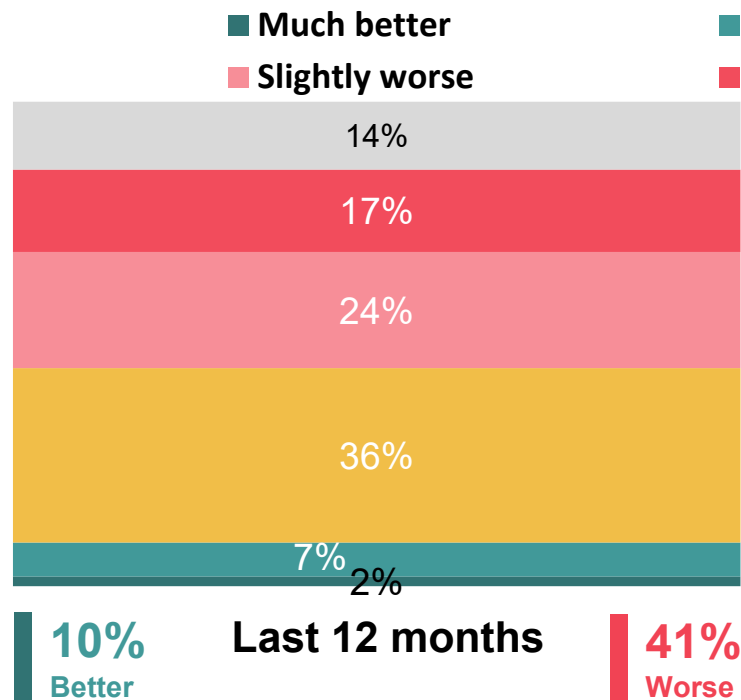
Compared to visiting hospital, there is **less concern about being exposed to coronavirus when visiting a local GP**. However, the concern is consistent across all demographics and regions in Great Britain.

# 3. Perceptions of social care

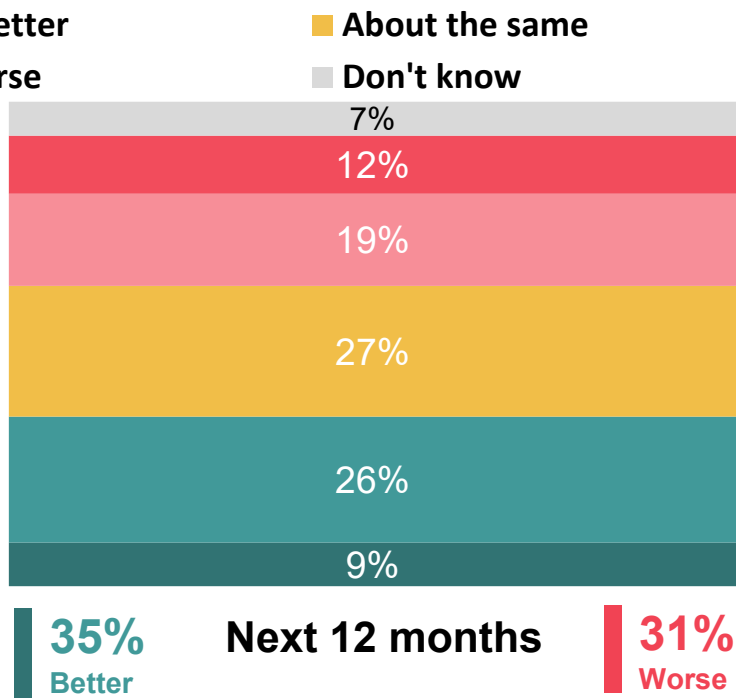
# More people think the standard of social care has got worse in the last 12 months than that it has got better, with expectations of the future more evenly divided

Thinking about the standard of social care in the last 12 months – prior to the coronavirus crisis – **two in five (41%) think standards had got worse and only one in ten (10%) that they had got better.** A further one in three (36%) think they had stayed about the same. **Expectations for the future are more evenly divided**, with 35% thinking standards will get better and 31% that they will get worse.

Q. Thinking specifically about social care, prior to the coronavirus crisis, do you think the general standard of care provided by the NHS over the last 12 months has been getting...?



Q. And looking towards the future, do you think the general standard of social care provided in the UK over the next 12 months will get...?



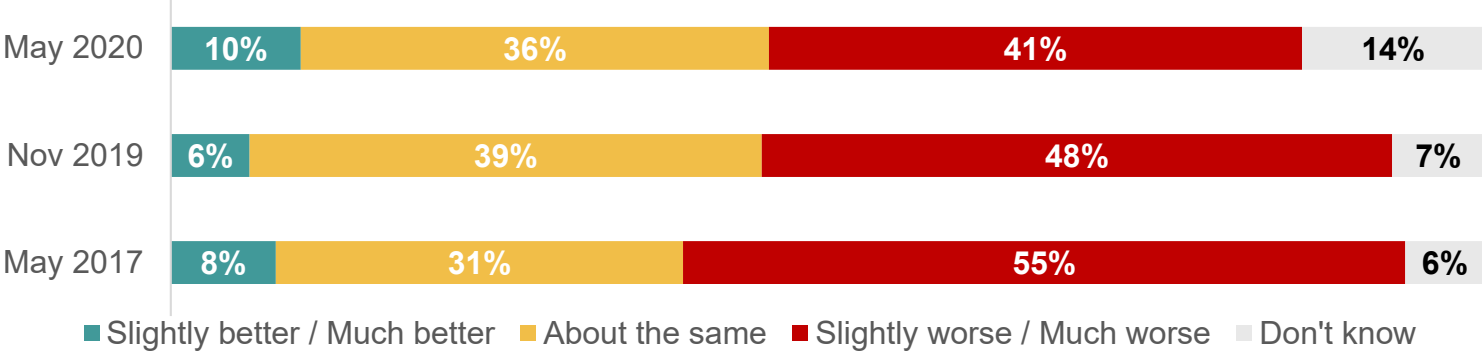
**Views of standards remain more pessimistic around social care than around the NHS.**

Older people (those aged 55+) are more likely to think standards of care have got worse over the last 12 months (49% of 55-64 and 44% of 65+ year olds, compared with 41% overall). Conversely, one in five young people aged 18-24 (19%) think they have actually improved. Looking forward, older people are more optimistic, with two in five (42%) of those aged 65+ thinking it will get better in the next 12 months (compared with 35% overall) .

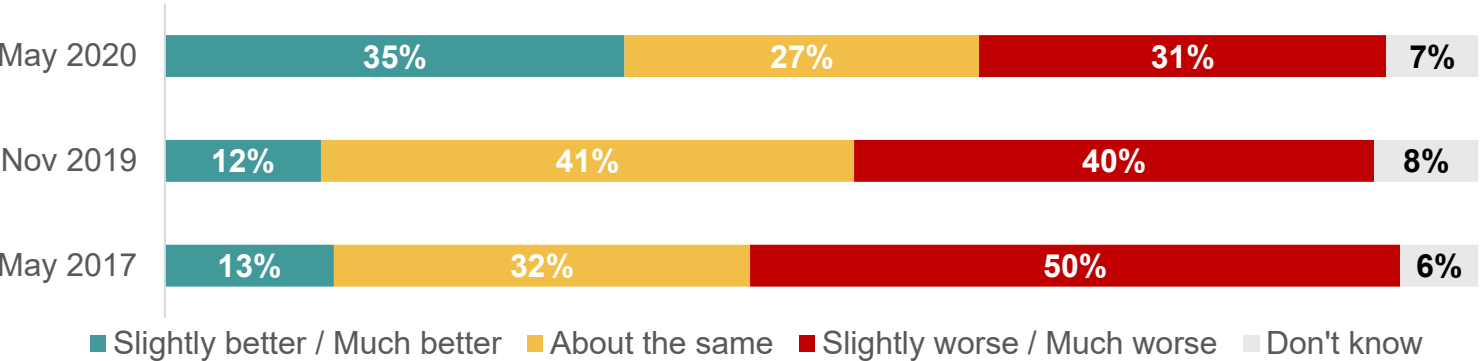
# The public continue to be more optimistic about standards of social care prior to the pandemic, and anticipate services getting better in the future

Thinking about standards of care prior to the coronavirus crisis, **the public continue to be more optimistic**, with 41% thinking standards were getting worse in 2020 compared with 48% in 2019 and 55% in 2017. **Looking toward the future, while views are fairly split the public are more optimistic than in the past.** Around one-third (35%) think standards will get better, a significant increase from 12% in November 2019. This is likely to be linked to perceptions of the impact of coronavirus on standards of care and expectations that will improve over the next 12 months. However, **a further one-third (31%) still think services will get worse** (NB - Please note that the question wording changed slightly and the methodology moved online so these trends should be treated with caution).

Thinking specifically about social care, prior to the coronavirus crisis, do you think the general standard of care provided by the NHS over the last 12 months has been getting...?



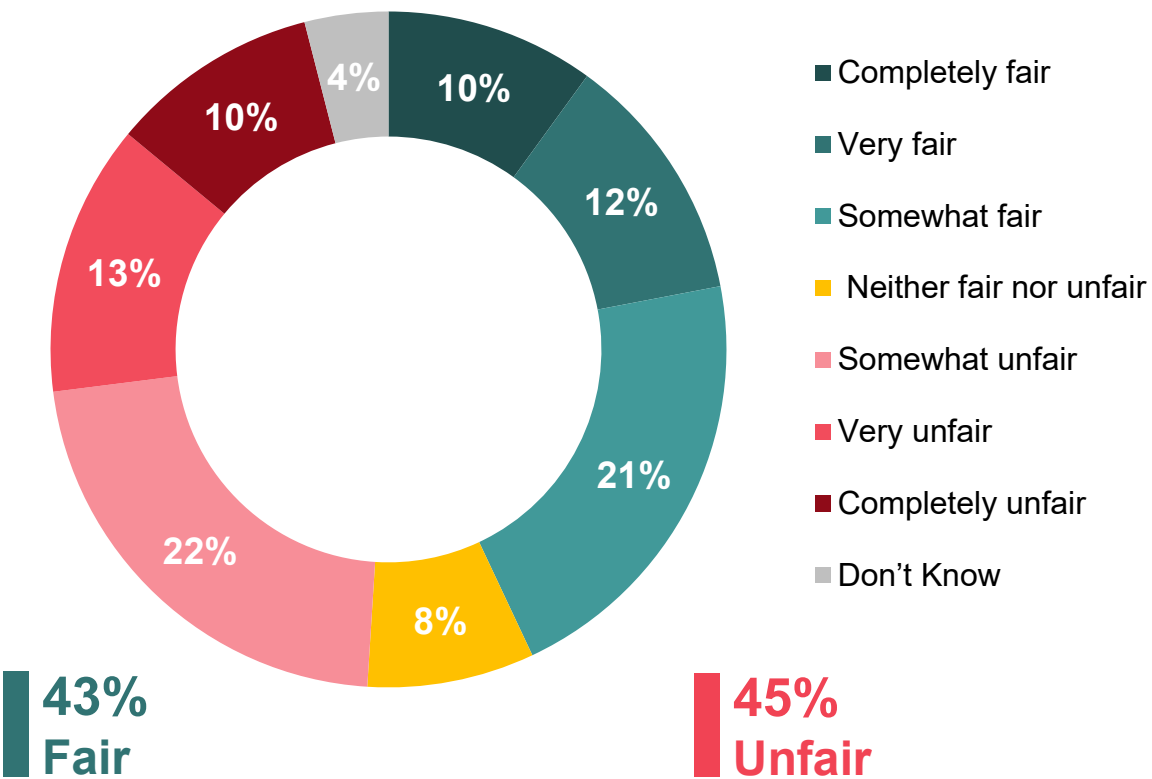
Q. And looking towards the future, do you think the general standard of social care provided in the UK over the next 12 months will get...?



**\* I'd now like you to think about your own experience and everything you have seen, heard or read recently. Do you think the general standard of social care: (a) Over the last 12 months has been getting... (b) Over the next 12 months will get...**

# Opinion is divided about the fairness of the means tested system for social care, with broadly equal proportions saying it is and is not fair...

Q. At the moment, most NHS services are free at the point of use, paid for by the government through taxation. Social care is largely means tested\*. How fair or unfair do you think this is?



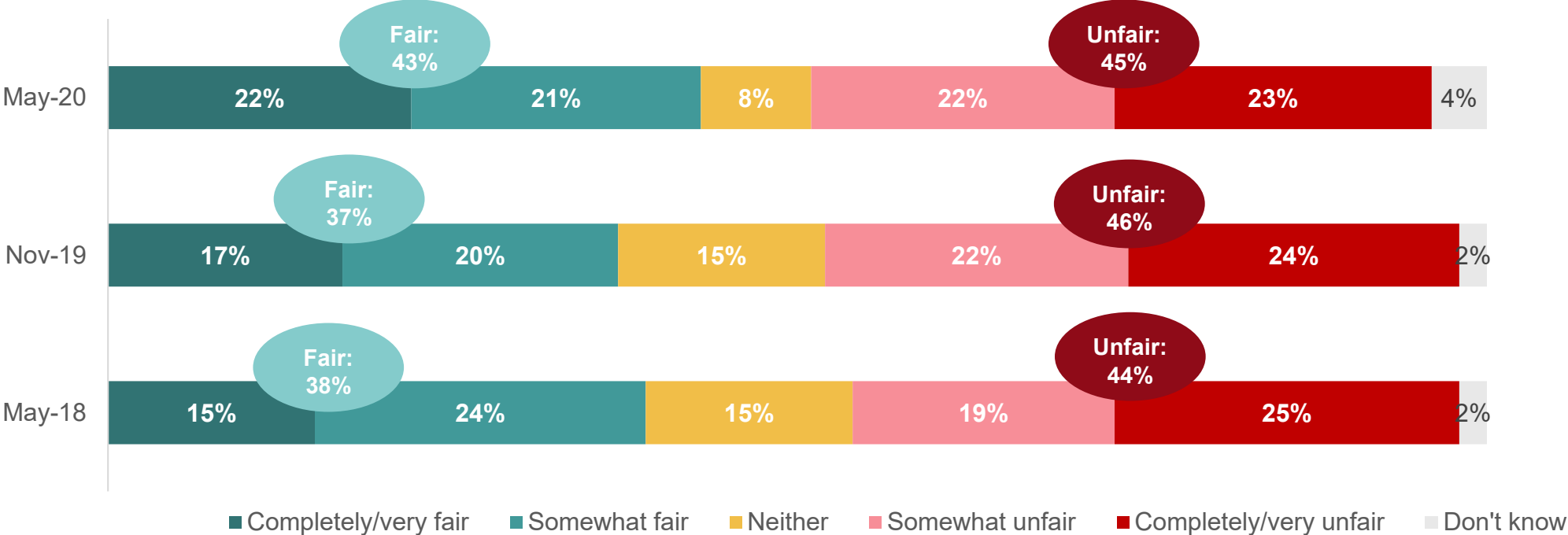
- **Older people are more likely to think the system is unfair:** Half of those aged 55+ think the social care means tested system is unfair (51% of 55-64 and 49% of 65+ year olds think this, compared with 45% overall);
- **Property tenure:** Views towards fairness of the social care system differ by property tenure. Those who no longer have a mortgage and outright own their property are more likely to consider it as unfair (50%, compared with 45% overall) whilst those who rent are more likely to consider it as fair (56%, compared with 43% overall);
- **Young people tend to not know:** Significantly more young people (18-24) say they do not know about the fairness of social care (nine per cent, compared with four per cent overall);
- **Political persuasion:** The apparent unfairness of the system is also of more concern to traditional Labour voters, with over half (53%) of those who would vote for the party considering it unfair (compared with 45% overall).

# ...though the public are more likely to think the means-tested system is fair than in previous years

Over two-fifths (43%) think that means-testing for social care is fair, up from 37% in November 2019. However, the public are equally likely as in 2019 to say the system is unfair (45% in 2020 and 46% in 2019).

At the moment, most NHS services are free at the point of use, paid for by the government through taxation.

Social care is largely means tested/Some elements of social care are means tested. How fair or unfair do you think this is?

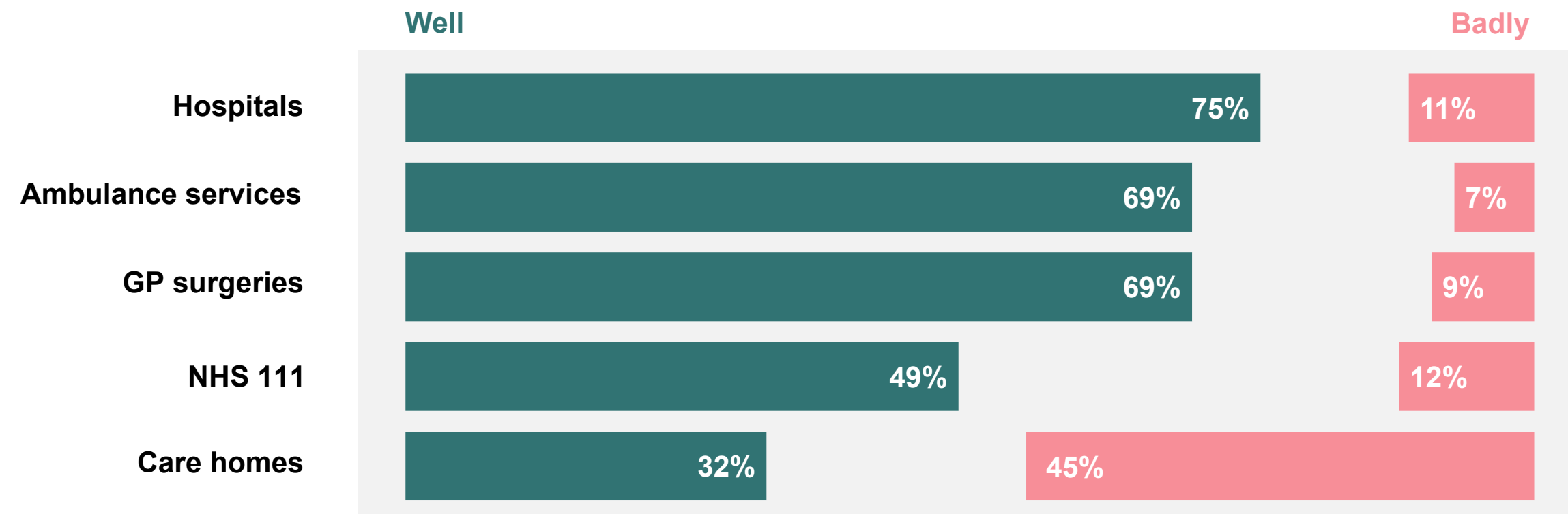


## 4. How well are health and care services managing coronavirus?

# Health services are perceived to be managing well overall, although less so for NHS 111 – care homes are not thought to be managing well

Taking everything into account, a majority of the public think that hospitals (75%), ambulance services (69%) and GP surgeries (69%) are managing well at the moment. Fewer think that NHS 111 is managing well (49%) although a large minority do not know (29%). The reported ‘crisis in care homes’ had fed through to the public consciousness, with just under half (45%) thinking that they are managing badly.

**Q. Taking into account everything you have seen, how well or badly are each of the following services managing at this moment in time?**





# Although views differ across a range of demographics and geographies

There are differences in perceptions :

- **Perceptions of how well services are managing amongst Londoners are lower:** Across most health services (excluding GP services), those living in London are more likely to think that services are managing badly at the moment, particularly care homes (53%, compared with 45% overall);
- **Women have a more optimistic view of some services:** Over a third (35%) think that care homes are managing well and almost three-quarters (72%) think the same about GP surgeries. Men disagree, with half thinking that care homes specifically are managing badly (49%);
- **Older people also have a more optimistic view of services:** As for other health services, older people (aged 65+) are consistently more likely to think they are managing well – this is the case for GP surgeries (75%, compared with 69% overall) and hospitals (81%, compared with 75% overall);
- **Socio-economic group:** Over half of people working in managerial, administrative or professional jobs think that care homes are managing badly (56%, compared with 45% overall) which is significantly higher than all other socio-economic groups;
- **Political differences:** Not unsurprisingly, Conservative voters are more likely than those of other political persuasions to think that health services across the board are managing well. This is in particular contrast with Labour voters.

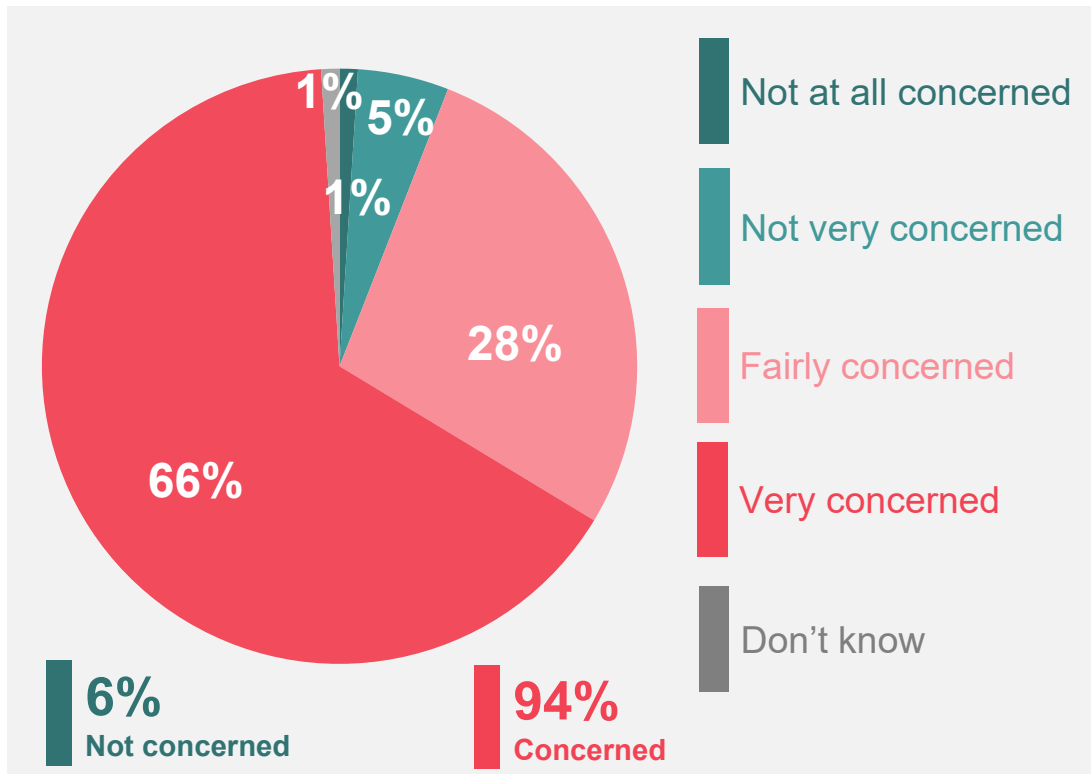
# 5. Impact of coronavirus and the public's response to it

# Concern about coronavirus and social distancing restrictions is extremely high

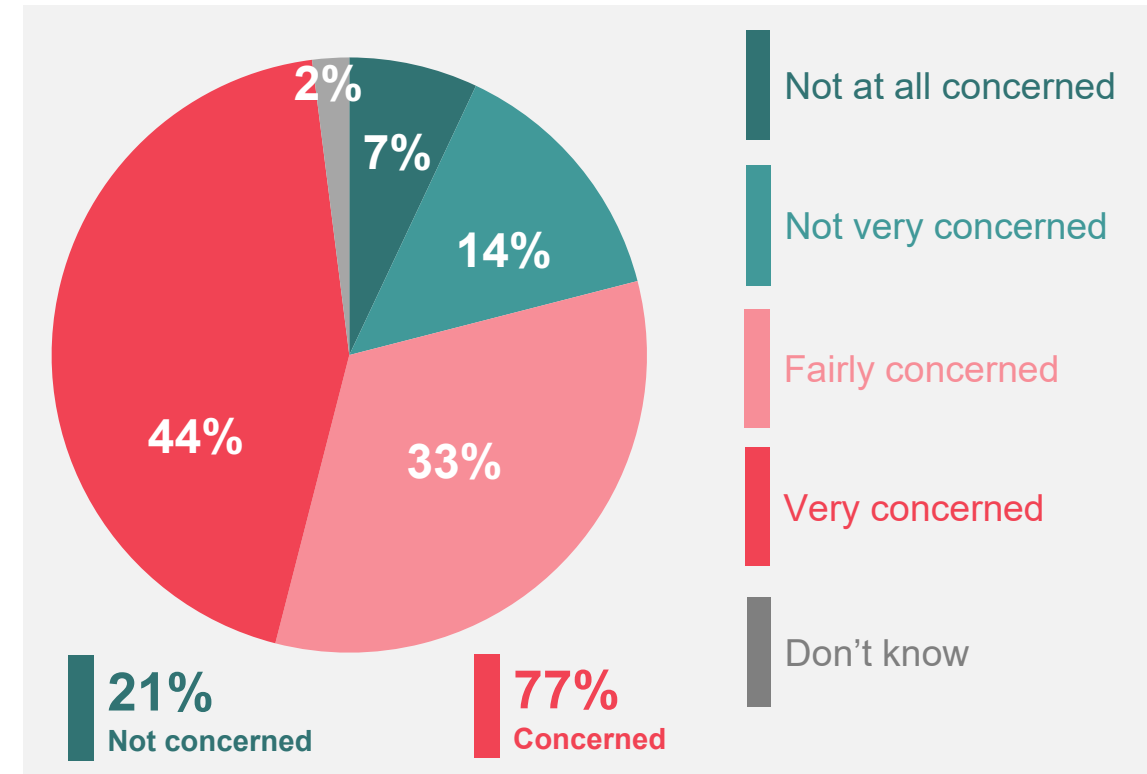
Two-thirds (66%) of people are 'very concerned' about coronavirus, with **nearly everyone (98%) in the older age groups (65+) either very or fairly concerned**. A majority (77%) are also concerned about the mitigating measures of social distancing, although the concern is less acute than towards coronavirus itself. **Older people (65+) are significantly more concerned (83%) about the restrictions.**

**Q. How concerned are you, if at all, about the risk that each of the following poses to the health and wellbeing of the nation?**

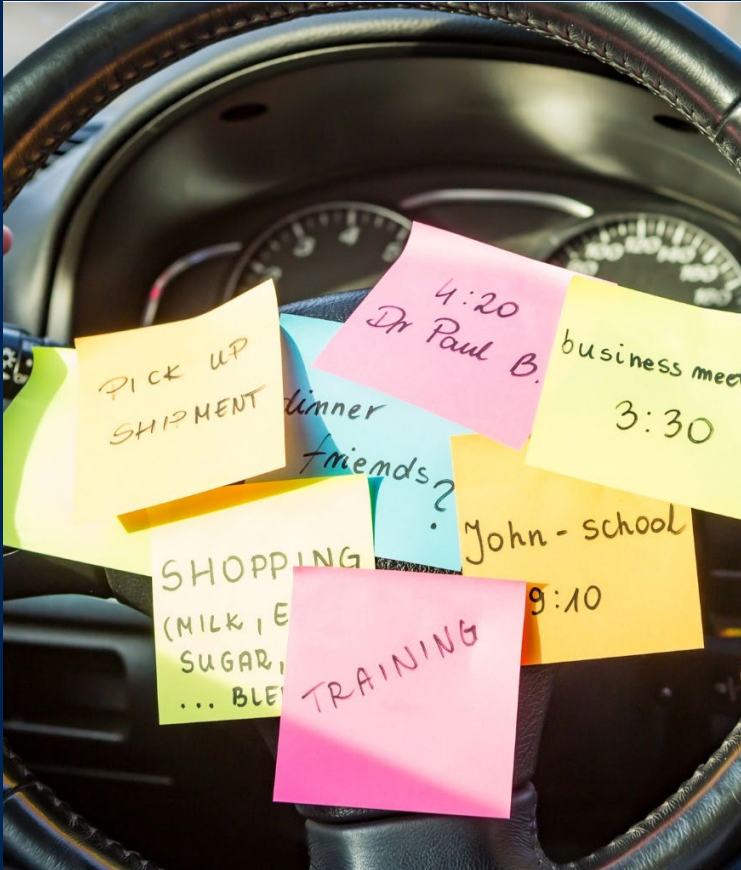
## Coronavirus (COVID-19)



## Social distancing restrictions



# The challenge of everyday tasks



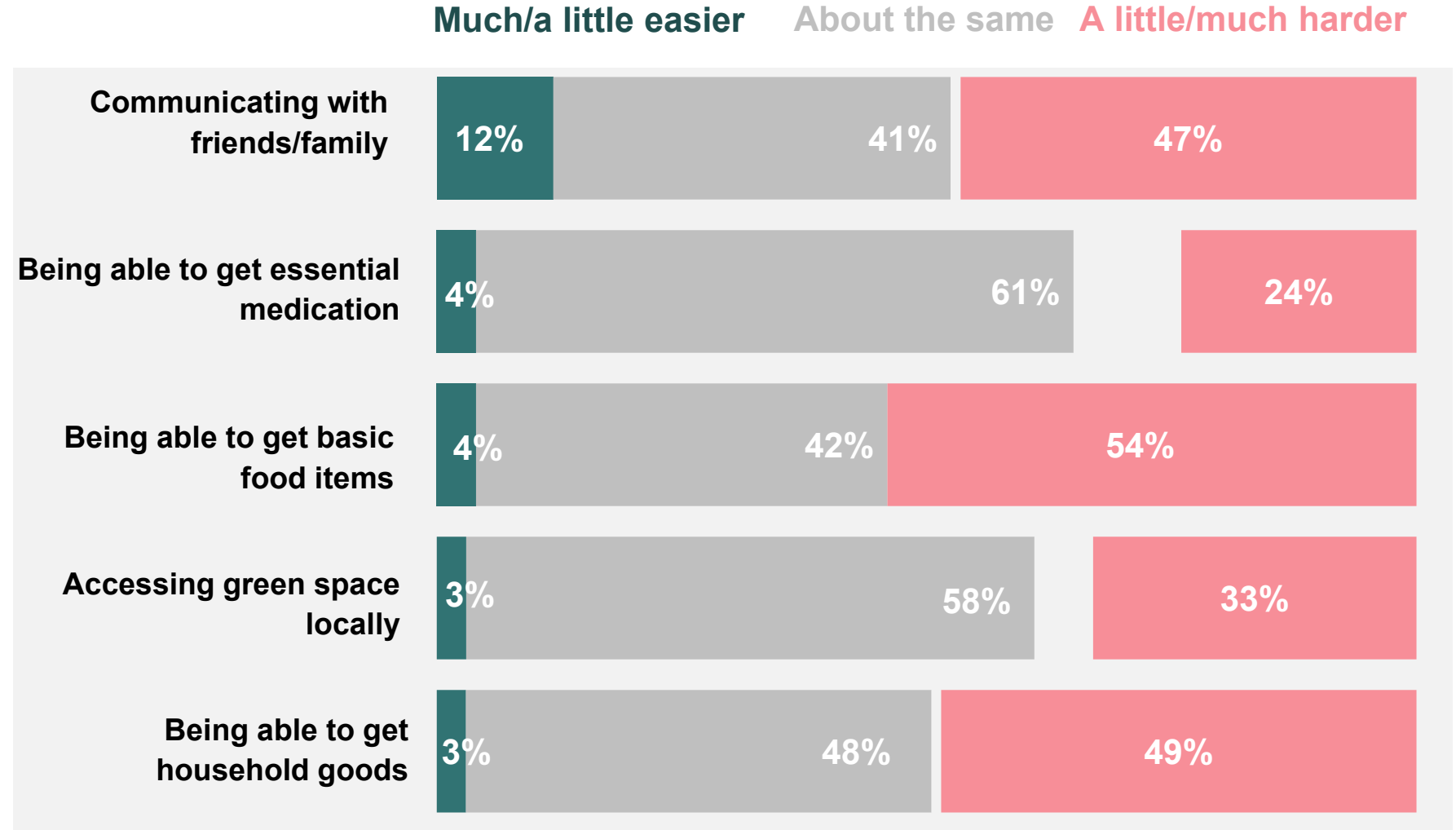
Questions were posed as to how challenging people were finding everyday tasks, such as communicating with friends and family, obtaining basic goods and medication and accessing green spaces.

On the whole, people are more likely to be finding everyday tasks more challenging during the pandemic. Around half of people have struggled to obtain everyday items such as as basic food (54% have found it harder, only four per cent easier) and households goods (49% found it harder, only three per cent easier).

The challenge of not being able to see friends and family in person is reflected in the data with just under half (47%) finding it harder to communicate with them. However, just over one in ten (12%) have found it easier, whilst two in five (41%) have not experienced a change.

# More are finding everyday tasks harder rather than easier compared to before the coronavirus outbreak

Q. At the moment, are you finding each of the following easier, harder or about the same compared with before the Coronavirus outbreak?



# With certain groups finding some tasks harder than others

## **Communicating with friends and family:**

This is difficult for all demographics, but women in particular are finding it 'much harder' than men (25% of women compared to 19% of men, who are significantly more likely to find communication 'about the same')

## **Being able to get basic food items:**

As with medication, older people (65+) have found it easier to access basic food items (5% compared to 4% overall). Three-fifths (60%) of routine and manual workers, state pensioners and the unemployed have found this harder since the outbreak (compared with 54% overall).

**Accessing green space:** Those under the age of 34 have found it significantly harder to access green space (48% of 18-24 and 44% of 25-34 year olds). Older people have not experienced a change, with around two-thirds of 55-64 year olds (68%) and 65+ year olds (64%) finding access 'about the same'.

## **Being able to get essential medication:**

Older people (65+) have found it easier to access their medication since the outbreak of the (5% of over 65s compared to 4% overall), with a further seven in ten (71%) finding it 'the same' as before the crisis. Conversely, two in five 18-24 year olds (41%) have found it harder to access the medication they require (compared with 24% overall).

## **Being able to get household goods:**

Three in five 18-24 year olds (58%) have found it more difficult to get basic household goods since the start of the coronavirus crisis (compared with 49% overall). As with basic food items, significantly more routine and manual workers, state pensioners and the unemployed (19%) have found it 'much harder' to get the household goods they need as well (13% overall).

# The financial impact of coronavirus



The public were asked about the impact of coronavirus on personal incomes, and what financial mitigation measures they had already taken, or were considering taking.

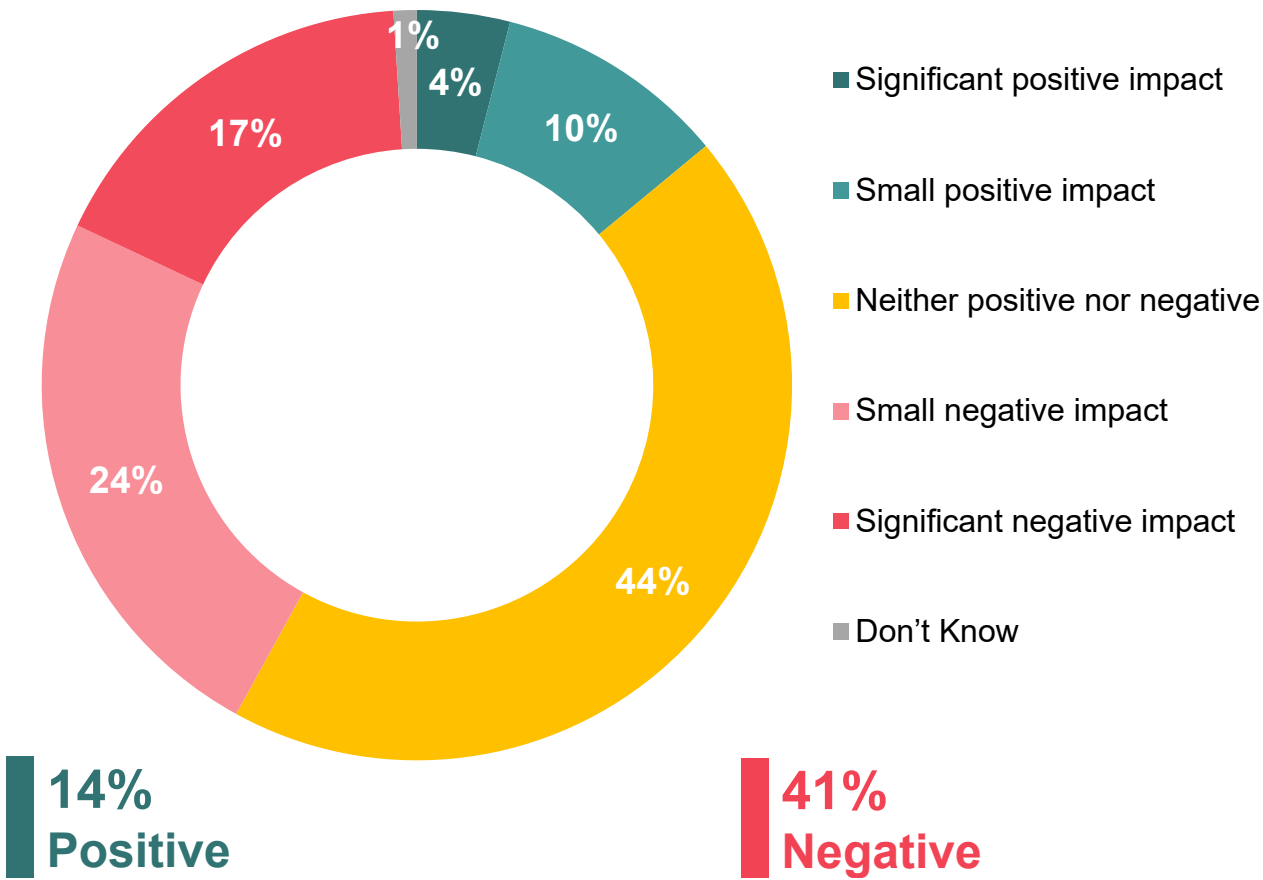
Coronavirus has had more of a negative than positive impact on people's finances (14% positive, 41% negative), although fewer than one in five (17%) say it has had a 'significant negative impact'.

However, 44% of people are yet to see an impact of the crisis on their finances.



# For the most part, the public has seen either a neutral or a negative impact on their finances

Q. What impact has the coronavirus outbreak had on your income, if any?



- **Full/part time workers:** They are more likely to have seen a negative impact of the coronavirus outbreak on their finances – around half of both groups (48% full time and 51% part time) said this (compared with 41% overall), which suggests that a number of companies have implemented revenue saving measures on employees;
- **Socio-economic group:** Over a fifth (22%) of skilled manual workers have also seen a significant negative impact (compared with 17% overall), which suggests that there has been a particularly marked impact on this group of workers;
- **Key workers:** Encouragingly, one in five (20%) key workers think that the coronavirus has had a positive impact on their income (compared with 14% overall).



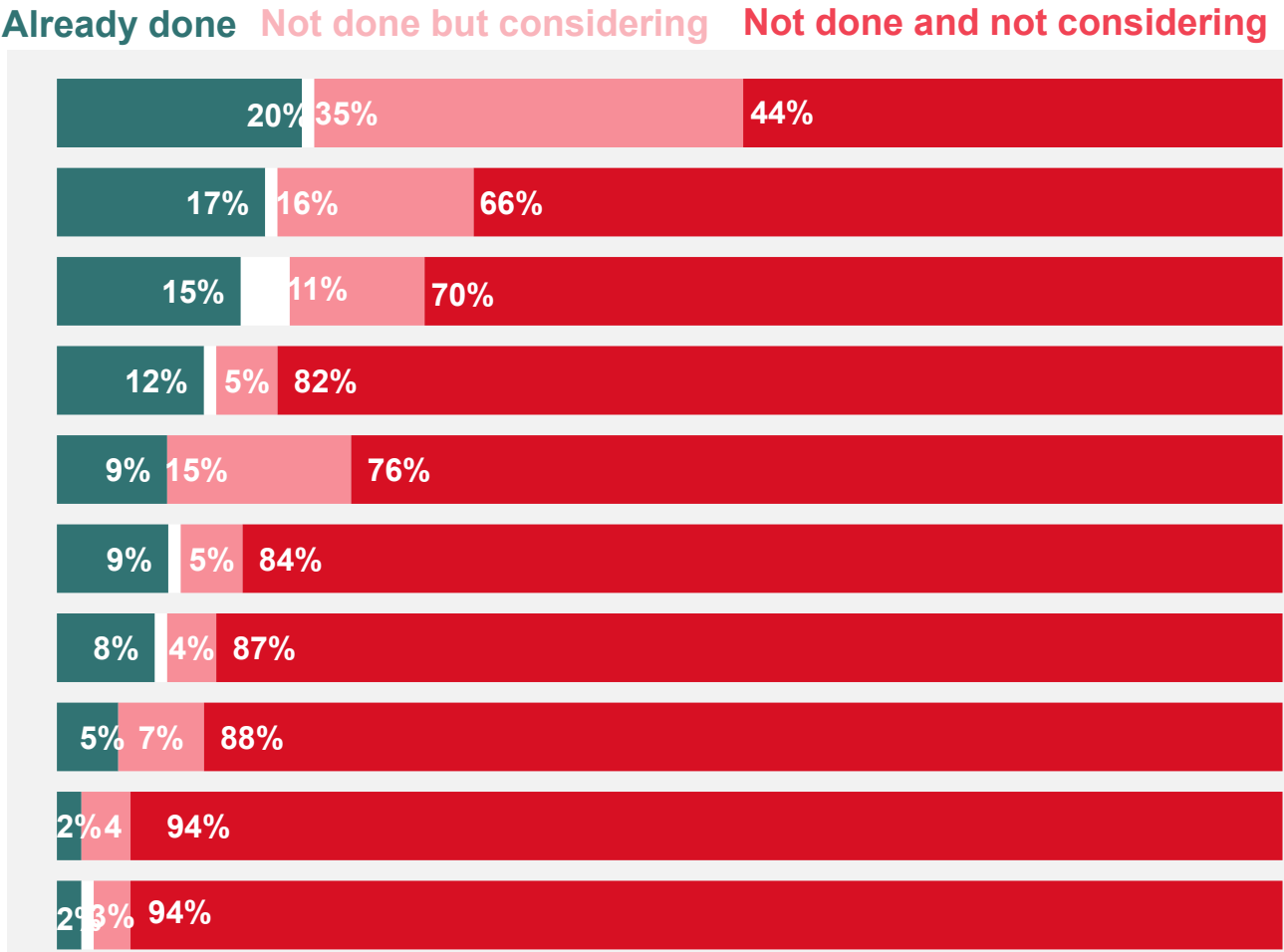
# There is evidence that some people are resorting to a range of financial mitigation measures because of the coronavirus outbreak

Q. Thinking about your current financial situation, have you done or are you considering any of the following due to the coronavirus outbreak?

The most common measure being taken at the moment is lending or giving money to a friend or family member. One in five (20%) have already done this, while a further one in three (35%) are considering it.

Some of the public have needed to take financial action due to coronavirus. For example, 17% have accessed money from savings (with a further 16% considering this), while 15% have requested a temporary mortgage holiday (with a further 11% considering this). Fewer have taken out a loan or accessed a new credit card (both two per cent).

- Lend or give money to a friend or family member
- Access money from savings you may have
- Request a temporary mortgage holiday
- Access money using the overdraft from your bank account
- Asking a landlord about deferring rent
- Applying for statutory sick pay, UC and or employment and support allowance
- Spend more than usual on a credit card you already have
- Borrow money from friends/family
- Take out a personal loan through a bank
- Access a new credit card



# There are some key groups who have had to access financial market solutions to manage their situation

Generally, people have turned to other forms of finance before seeking to take out new credit. Only two per cent have taken out a new credit card to manage their situation, whilst fewer than one in ten (eight per cent) have increased spending on an existing credit card. People are also having to dip into finance beyond their normal income, with just over one in ten (12%) making use of the overdraft on their account.

## **Spend more on an existing credit card:**

Young people are significantly more likely to be thinking about spending more on a credit card to cope with their financial situation – one in ten 18-24 year olds (nine per cent) and a similar proportion of 25-34 year olds (eight per cent) are considering taking this mitigating action (compared with four per cent overall). Conversely, the vast majority of 65+ year olds (91%) and those not currently working (90%) have no plans to build up debt in this way (compared with 87% overall). Regionally, one in ten people (10%) living in the North East are planning to spend more on an existing credit card.

**Access a new credit card:** Whilst not a large proportion of people overall, significantly more people working in a full time position have had to take out a new credit card (three per cent compared to two per cent overall). A further four per cent of working people have not yet resorted to this action but are actively considering it (three per cent overall).

## **Accessing account overdrafts:**

Significantly more full time workers have had to access their account overdrafts (14% compared to 12% overall). Such action is also particularly affecting those who are slightly older, with significantly more 25-34 and 35-44 year olds having already done this. In addition, one in ten 18-24 year olds (10%) have not yet had cause to do this but are considering doing so. Older people are slightly more immune to having to dip into their overdrafts, with significantly more 55+ year olds not considering doing this in the future (86% of 55-64 year olds and 94% of 65+ year olds, compared with 82% overall).

# Some groups have also had to seek help to pay for property, be that for a mortgage or for a property they rent – or apply for state aid

A total of 15% have taken advantage of lenders' mortgage holidays, with one in ten (11%) planning to do so in the near future. One in ten (nine per cent) have asked for a rent deferral from a landlord, with a further 15% considering this course of action. In terms of state support, one in ten (nine per cent) have applied for statutory sick pay, universal credit or employment and support allowance.

## **Requesting a temporary mortgage holiday:**

Those working full-time are more likely to have requested a temporary payment holiday from their mortgage lender (18%, compared with 15% overall). A similar proportion (18%) of those residing in South East England have not yet sought a mortgage holiday but are considering it (compared with 11% overall). People in managerial, administrative or professional jobs seem to be more financially resilient when it comes to paying the mortgage, with four in five (81%) not considering taking a temporary holiday (compared with 70% overall). Contrast this with skilled manual workers, just over a fifth (22%) of whom are considering this (compared with 15% overall).

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## **Asking a landlord about deferring rent:**

One in three (28%) Londoners are considering having to ask their landlord for a rent deferral in the near future (compared with 15% overall), which highlights the greater number of people renting in the capital.

## **Applying for statutory sick pay, UC and or employment and support allowance:**

One in five (19%) of routine and manual workers, state pensioners and the unemployed have had to apply for some form of state aid, which is double the average for GB as a whole (nine per cent). As with other financial mitigation measures, young people are significantly more likely to have also made such applications (16%, compared with nine per cent overall).

## Other groups borrowed from friends or from savings

People have already taken a range of measures to mitigate against their financial situation as a result of the coronavirus outbreak. One in five (20%) have lent money to friends and/or family to date, whilst over a third (35%) are considering doing this in the near future. People are also having to dip into other pots of money, with just under one in five (17%) accessing money from their savings.

**Borrowing from friends and family:** Just over one in ten young people aged 18-24 (12%) have already borrowed money from friends and/or family (compared with five per cent overall), with a similar proportion (11%) planning to do so (compared with seven per cent overall), as are 13% of 25-34 year olds. Significantly more people currently out of work have also borrowed money (six per cent, compared with five per cent overall) whilst just under one in ten (eight per cent) currently working full time are considering asking for help as they struggle to make ends meet (compared with seven per cent overall). Nearly all (96%) of those aged over 65 have not and are not considering such borrowing (compared with 88% overall).

**Lend money to friends/family:** Around a quarter (26%) of routine and manual workers, state pensioners and the unemployed have already had to lend money to friends and family to assist them financially since the start of the coronavirus crisis (compared with 20% overall). Also, nearly half (47%) of 18-24 year olds are considering lending money to friends or family (compared with 35% overall).

**Access money from savings:** One in three (30%) 18-24 year olds are considering accessing savings in the near future whilst one in five (18%) of those working full time are also considering this (compared with 16% overall). A similar proportion (21%) of part time workers are considering the same action. Accessing savings is not something which those not working are considering – seven in ten (71%) are not considering this as an option (compared with 66% overall).

# Impact of coronavirus on the public's mental health



The public were asked about concerns that the coronavirus crisis is affecting mental health and in what ways it was affecting people.

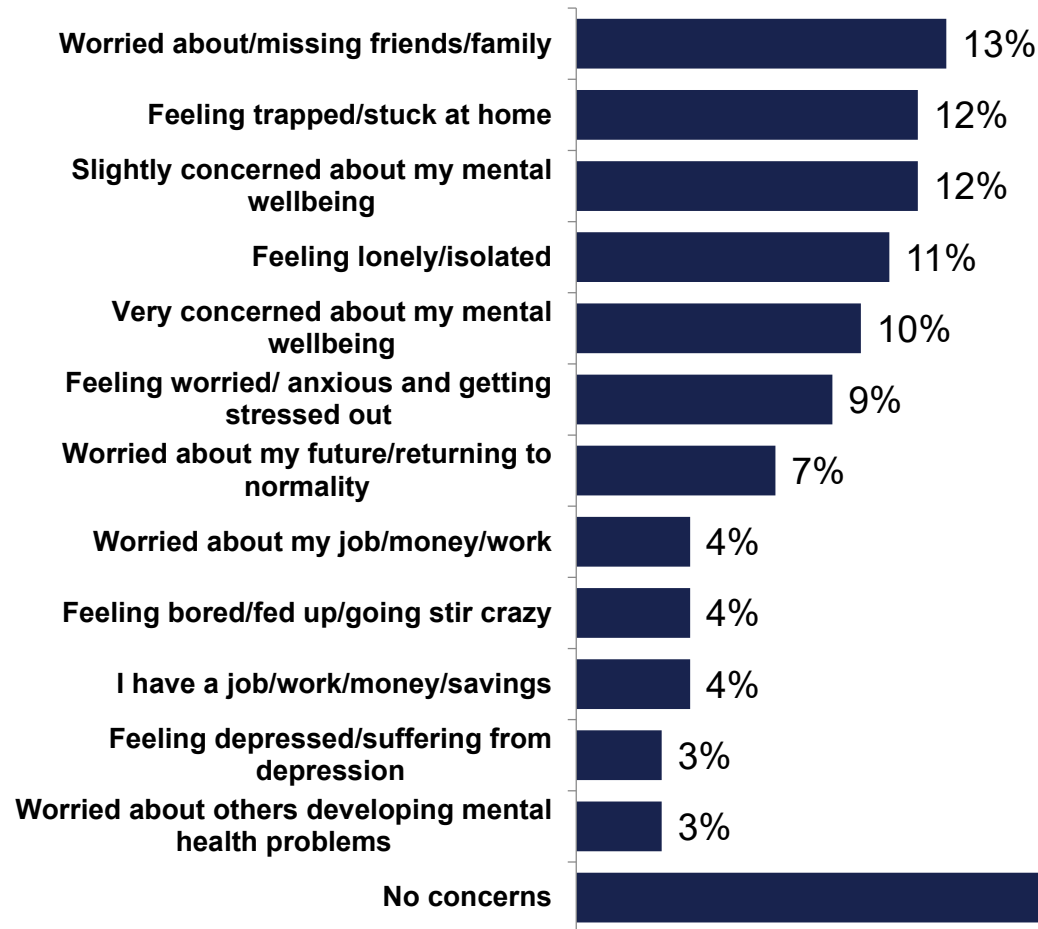
The crisis is affecting around half of the GB population's mental health (46%) in one way or another.

The range of issues vary considerably, with some concerned for their friends' and families' (13%) wellbeing, whilst others feel trapped or isolated at home (12%) or just generally feel lonely and isolated (11%).

Specific concerns about employment or money appear to be having slightly less impact at the moment, with four per cent being concerned about their job situation.

# Half of GB population have concerns about the impact of the pandemic on their mental health

Q. Thinking about the current coronavirus (COVID-19) pandemic, what, if any concerns do you have about the impact on your mental wellbeing?



- **Gender:** There are clear gender differences when it comes to the impact of coronavirus on people's mental health – women are significantly more likely to say they:
  - Miss friends and family (17%);
  - Feel lonely and isolated (13%);
  - Feel worried and anxious and get stressed out (12%); and
  - Feel concerned about their mental health wellbeing generally (12%)
- **Socio-economic groups:** Routine and manual workers, state pensioners and the unemployed are also more likely to have general concerns about their mental health – 15% said it was an issue (compared to 10% overall).

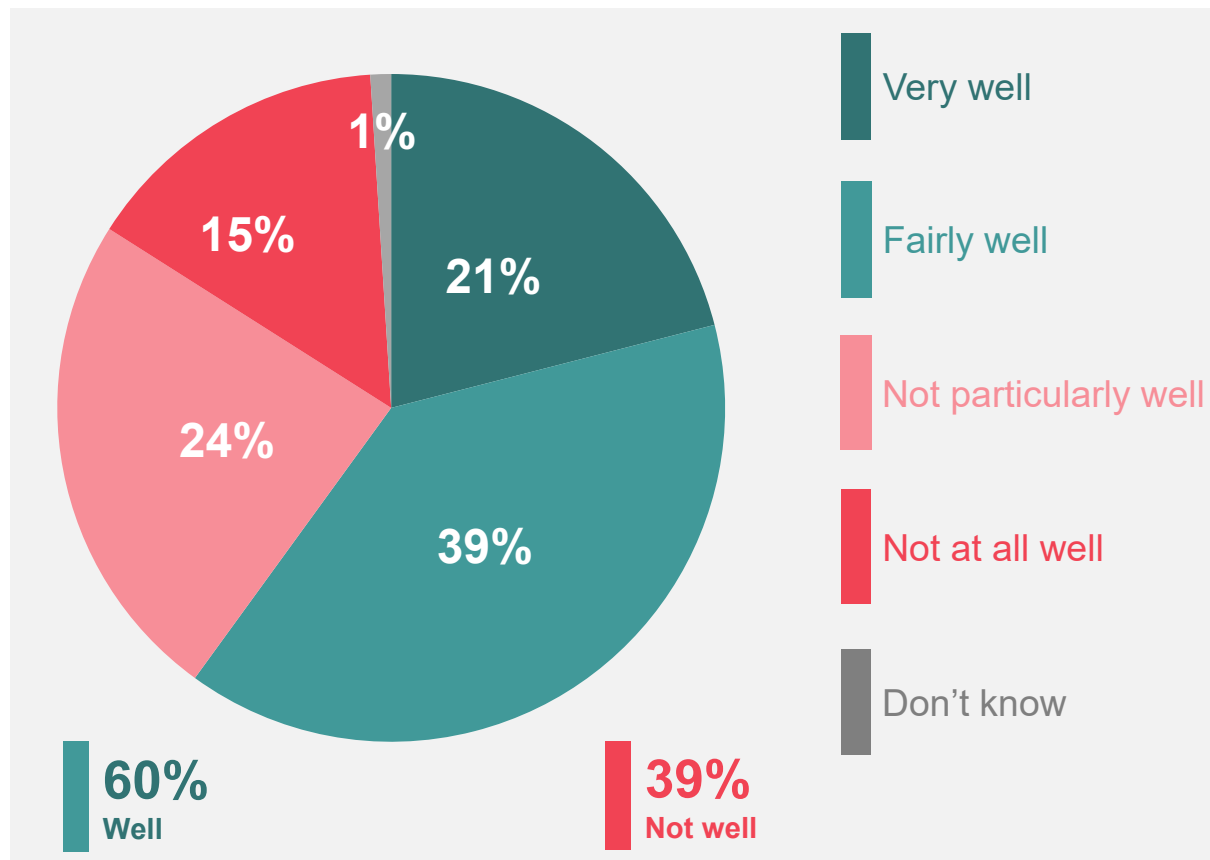
# 6. The government's handling of the coronavirus crisis



# A majority of the public approves of the government's handling of the coronavirus outbreak, although a significant minority disagree

Three in five (60%) think the UK government has handled the coronavirus outbreak well so far. However, a significant minority of two in five (39%) think it has not handled the outbreak well.

**Q. Overall, how well, if at all do you think the UK government has handled the coronavirus outbreak so far?**



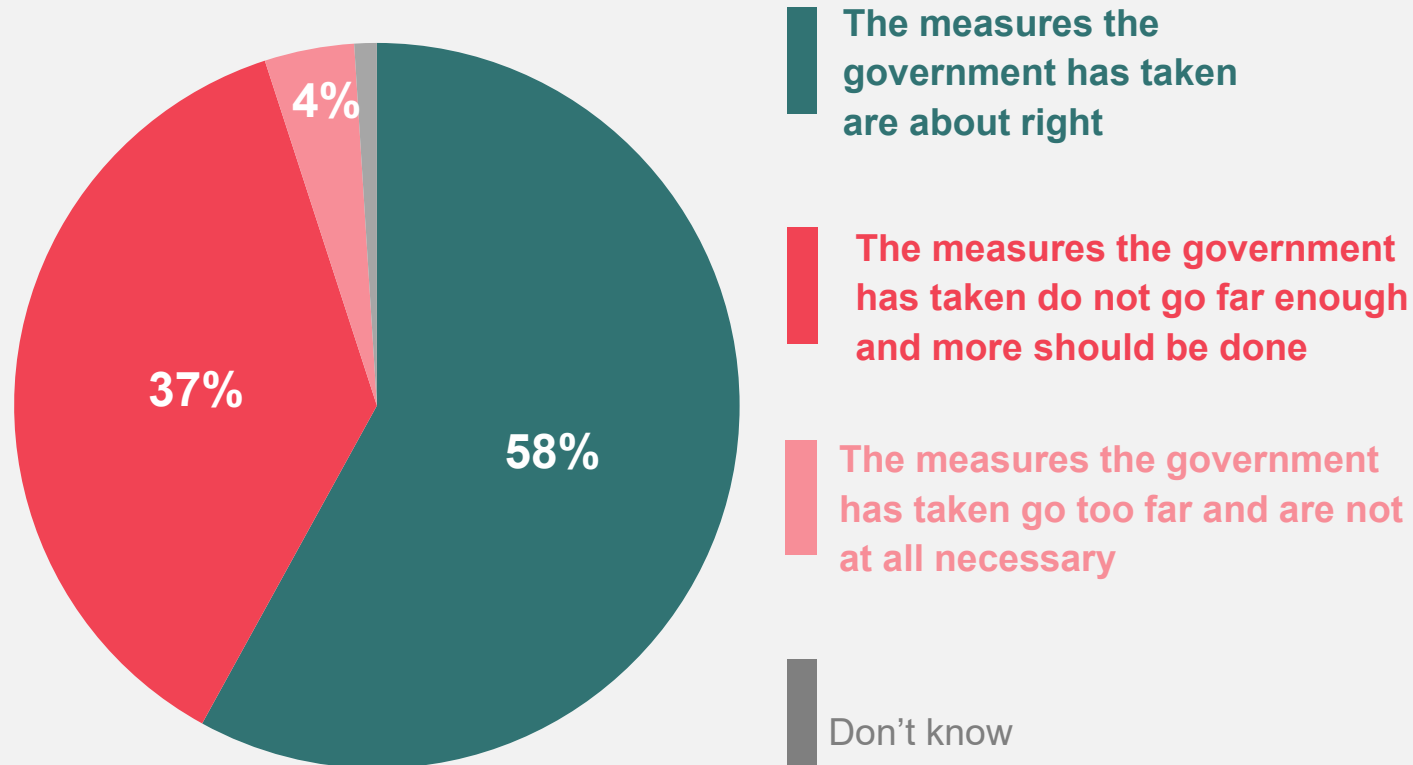
- **Age and gender:** Both women (63%) and those aged 65+ (65%) are significantly more likely than other groups to think the government has handled the coronavirus outbreak well (compared with 60% overall). On the other hand men are significantly more likely to say the government has handled things badly (42%);
- **London and Scotland:** Nearly half (47%) of people living in London, the city which has been most adversely affected by the pandemic, think it has been handled well (compared with 60% overall). A similar proportion (50%) of those living in Scotland also think the outbreak has not been handled well by the UK government (compared with 39% overall);
- **Political persuasion:** Politically, nine in ten Conservative voters (88%) think the government has handled the outbreak well (compared with 60% overall), whilst seven in ten (69%) Labour voters think it has not been handled well (compared with 39% overall).



# A majority think the government has taken the right measures, although just under two in five think more could have been done

Approaching three in five (58%) think the measures the government has taken are about right, although two in five (37%) think the measures do not go far enough. Just four per cent think the government's measures have gone too far.

**Q. When thinking about the different measures the government has taken so far in order to tackle the coronavirus outbreak, which of the following statements comes closest to your view?**

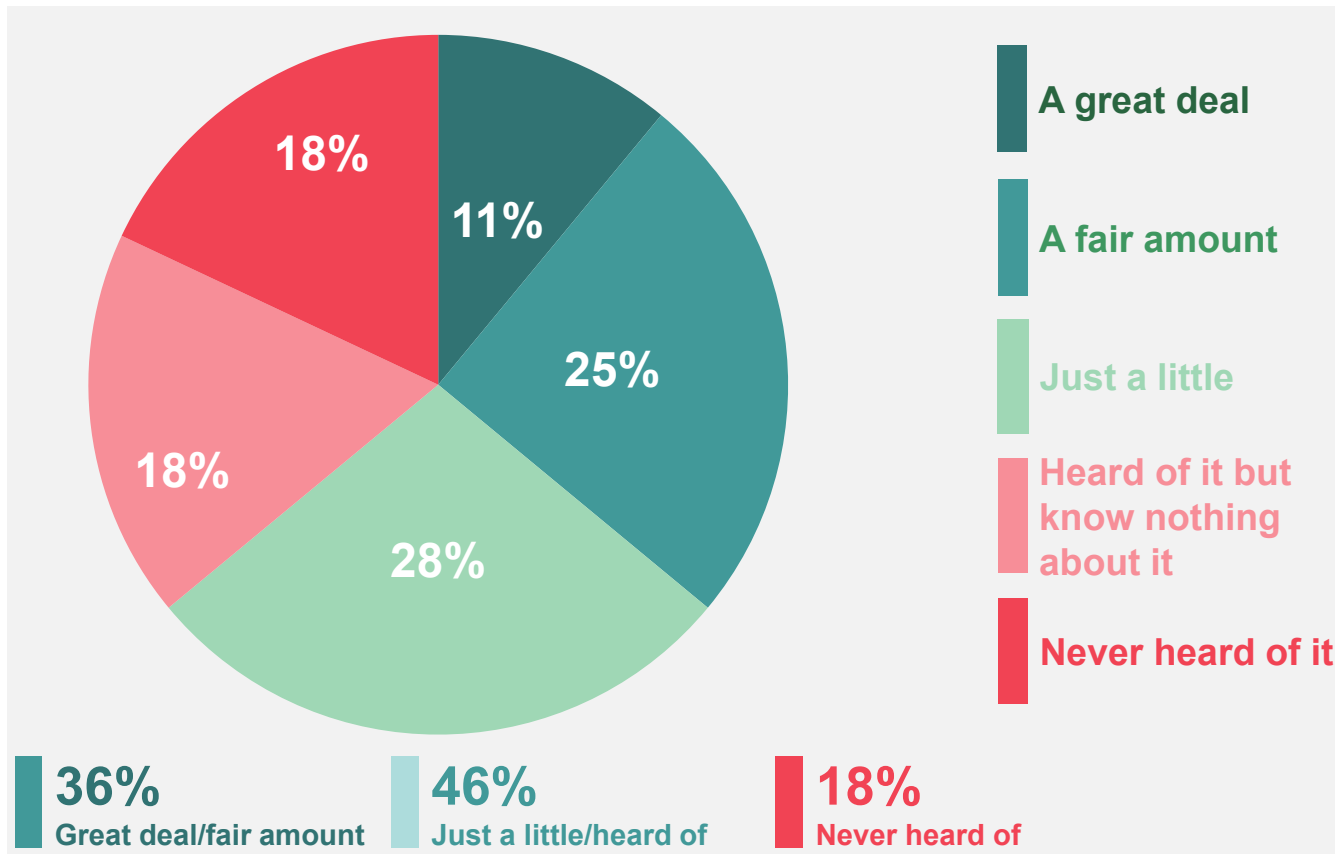


- **Age and gender:** Significantly more women (60%) and older people aged 65 and over (66%) think that the measures the government has taken are about right (compared with 58% overall). Men are more likely to think the government has gone too far (six per cent, compared with two per cent of women);
- **Socio-economic group:** People in managerial, administrative or professional jobs are also more likely to think the measures have been about right (62%, compared with 58% overall).
- **Political persuasion:** Conservative voters are significantly more likely to agree that the measures taken are about right (73%, compared with 58% overall), whilst Labour voters more likely to think they do not go far enough (55%, compared with 37% overall).

# 7. Use of a smartphone app in addressing the coronavirus epidemic

# A majority of the public have at least heard of plans to launch a smartphone app, although not a great deal is known about it at the moment

Q. The government has recently announced plans to introduce a smartphone app to identify people who have reported Coronavirus symptoms and alert others who have been near them. You may have heard this referred to as 'contact tracing'. The smartphone app could use mobile phone data, which would be anonymised. Before now, how much did you know about the government plans to use a smartphone app in this way?



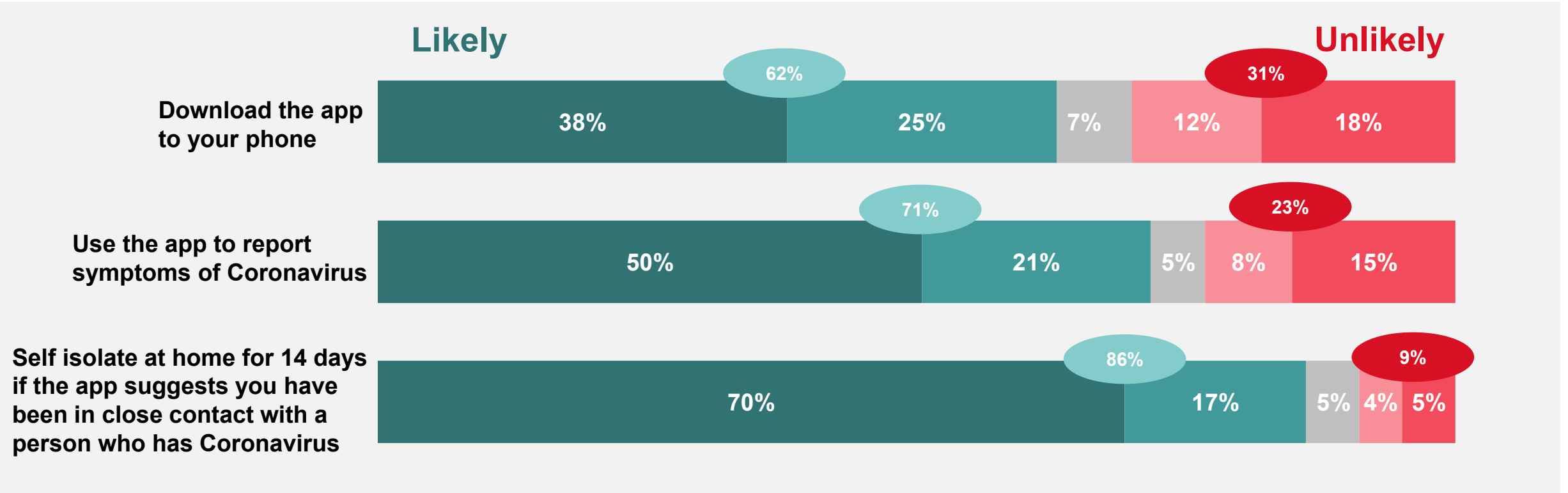
Over four in five of the public (82%) have heard at least a fair amount about the app, although only around one-third (36%) say they know a great deal or fair amount about it.

- **Gender:** Two in five men (40%) say they have heard a great deal or fair amount about plans to use an app;
- **Age:** Young people are least likely to have heard about the app – two in five 18-24 year olds (41%) and three in ten 25-34 year olds (28%) have never heard of it (compared with 18% overall);
- **Socio-economic group:** A similar proportion (28%) of routine and manual workers, state pensioners and the unemployed have also not heard about the app. Contrast this with those working in managerial, administrative or professional jobs, who are more likely to know something about the plans (43% say they have heard a great deal or a fair amount).

# Most say they would self isolate if the smartphone app informed them of close contact with coronavirus, although not everyone would download the app

Over three in five (62%) indicate they would be likely to download a smartphone app, which is in line with what analysts have said would be necessary to make it effective. Encouragingly, nearly nine in ten (86%) say they would self isolate if the app advised them they had been in contact with an infected person, while 71% would be likely to use the app to report symptoms of coronavirus.

## Q. How likely or unlikely would you be to...?



# Overall, three in five say they would be likely to download a smartphone app, but this varies among different groups within the population

## By age

Only just over half (55%) of those aged 65 and over say they would be likely to download the app (compared with 62% overall). Smartphone ownership is an issue for this age group, with nearly one in five 65+ year olds (17%) not being in a position to download it because they do not have a device (compared with 5% overall).

## By socio-economic group

When it comes to downloading the smartphone app, those among the routine and manual workers, state pensioners and the unemployed are significantly less likely to say they would download it (50% say they are likely to). In contrast, people in managerial, administrative or professional jobs are much more likely to say they would download it (73%).

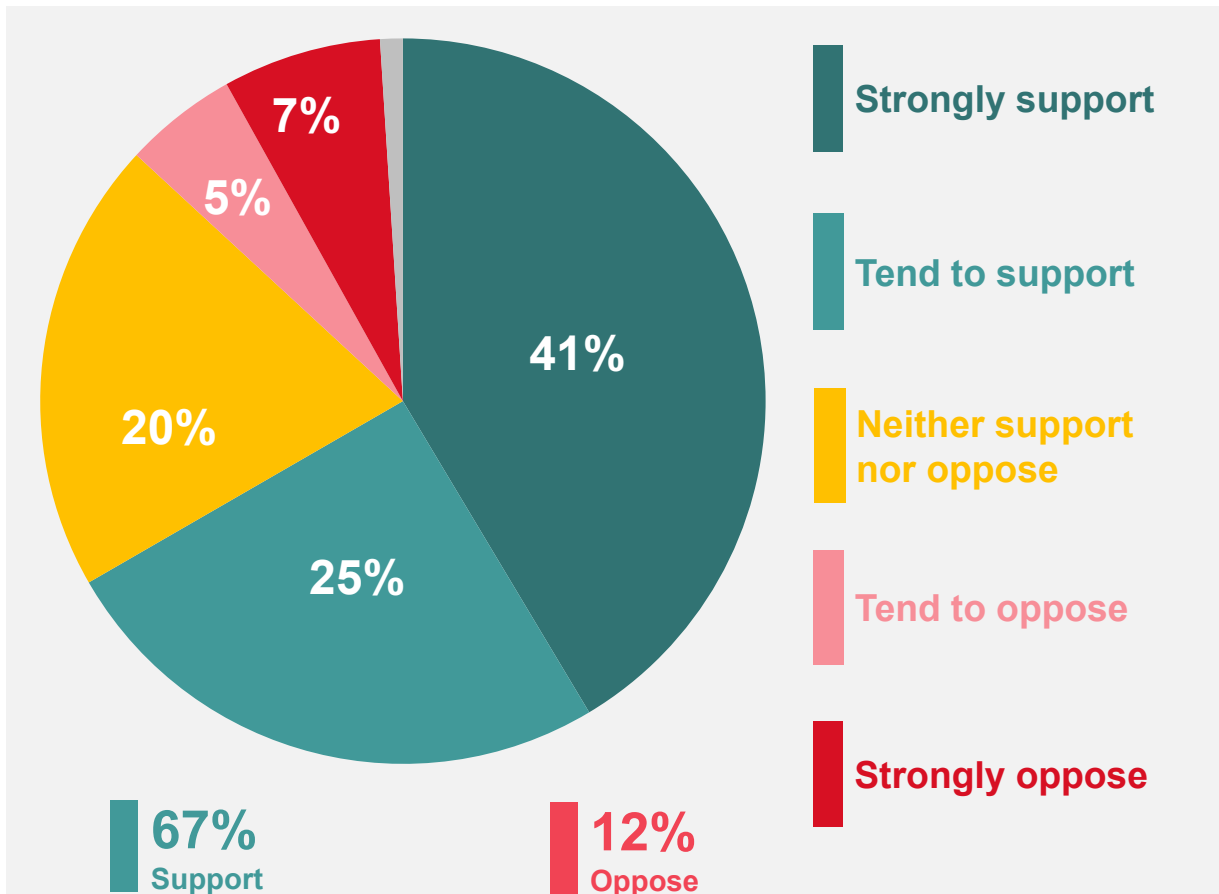
## By education

People with a degree, Masters or PhD are particularly likely to say they would download the app (71%). This falls to 63% among those with A Levels or equivalent and 59% among those with GCSEs or equivalent.

In contrast, only 38% of people with no formal qualifications say they would download the app – with one-quarter (25%) saying they do not have a smartphone.

# Two-thirds support government plans to use a smartphone app although one in five do not have a view either way at the moment

Q. To what extent do you support or oppose government plans to use a smartphone app in this way?



**Two-thirds (67%) of people support government plans to use a smartphone app** to track and trace new cases of Coronavirus, with a majority of these 'strongly' supporting it. Only 12% oppose it. However, **one in five (20%) are 'on the fence'**, which suggests that some may need convincing as to the merits of the plan.

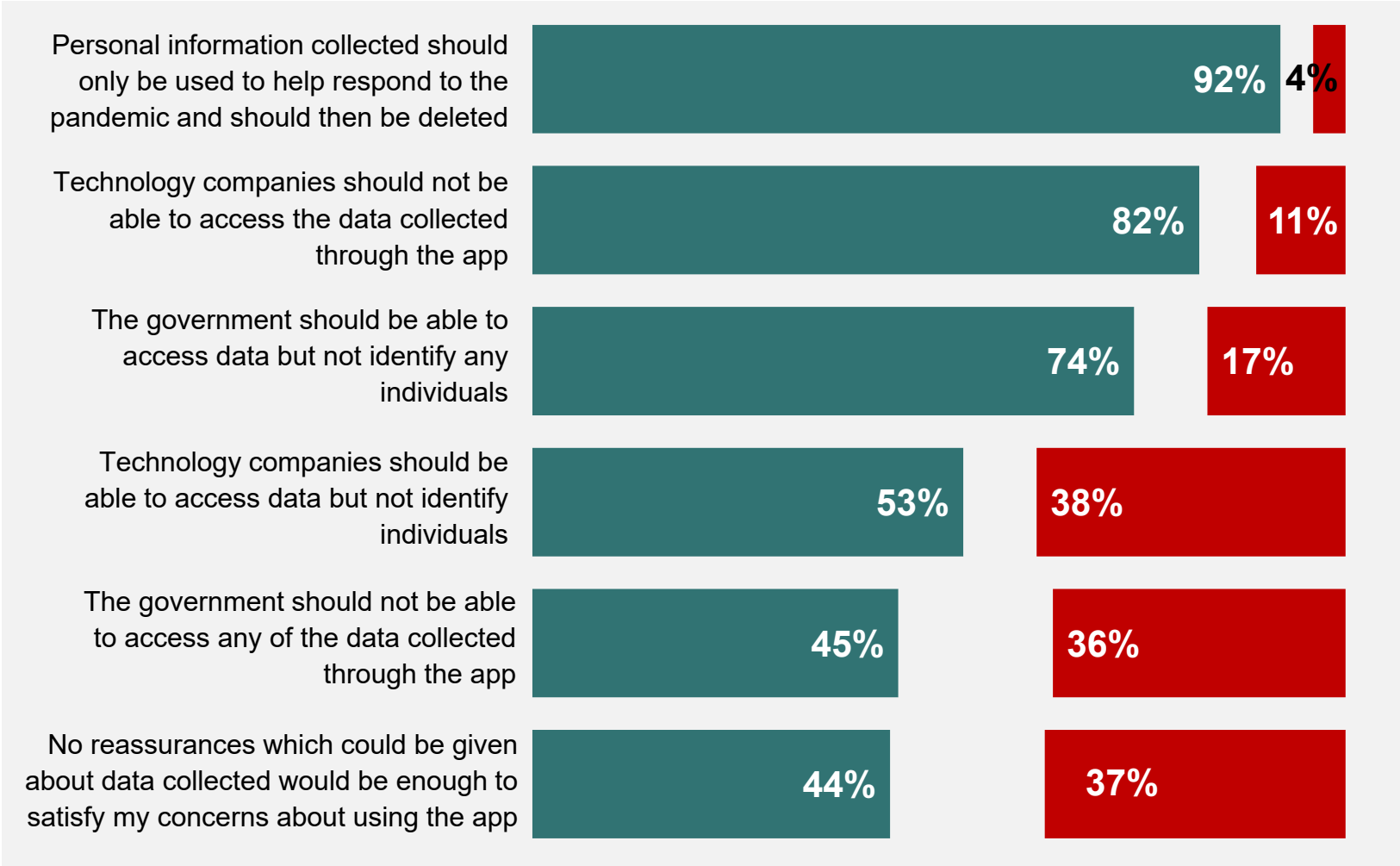
- **Gender:** Men are significantly more opposed to plans to use a smartphone app in this way (14% compared to 10% of women);
- **Age:** Older people aged 55 and over are more supportive (71%, compared with 67% overall), while younger people aged 18-34 are more likely to neither support nor oppose it (27%, compared with 20% overall);
- **Socio-economic group:** Those in managerial, administrative or professional jobs are significantly more supportive of the plan (74%, compared with 59% of skilled, routine and manual workers, state pensioners and the unemployed);
- **Education:** People who have a degree are more supportive (72%, compared with 67% overall);
- **Political persuasion:** Three-quarters (73%) of Conservative voters support the plan (compared with 67% overall).

# Concern exists about access to personal information collected via the smartphone app

Q. Continuing to think about the smartphone app we have just been talking about, to what extent do you agree or disagree with each of the following statements

There is a clear expectation for safeguards over the data collected via the app. Nearly all (92%) think **personal information collected should only be used to respond to the pandemic and then deleted**. There is acceptance of the government **accessing de-personalised data** (74%), though the public is **less comfortable about technology companies** accessing it. Four in five (82%) think they should not be able to access any data, while around half (53%) think they should be able to access de-personalised data (with a significant minority of 38% disagreeing). More than two in five (44%) say **no reassurances would satisfy their concerns about the app**.

Strongly/tend to agree    Tend to/strongly disagree



# However, there were some differences, particularly for those with a long-term condition

**No reassurances which could be given about data collected would be enough to satisfy my concerns about using the app:**

Those working as supervisor or clerical and junior managerial, administrative or professional staff are more likely to not be satisfied when it comes to data collection (54%) as are over half of those living in London (52%) and have no formal qualifications (57%).

**Technology companies should not be able to access the data collected through the app:**

Those working in managerial, administrative or professional jobs (87%) are more likely to agree technology companies should not have access, as are those working full time (85%) and those with A level qualifications, a degree or more (85%).

**The government should be able to access data but not identify any individuals:**

Women are more likely than men to agree with this (77% compared to only 71% of men). Those working in routine and manual jobs, state pensioners and the unemployed are more likely to disagree (22%, compared with 17% overall).

**Technology companies should be able to access data but not identify individuals:**

Those aged 65+ are more likely to agree that tech companies should be able to access data without individuals being identified (57%, compared with 51% overall). Those currently working full time are more likely to disagree (40% compared with 38% overall).

**The government should not be able to access any of the data collected through the app:**

Men are more likely to hold this view (49%). Those living in London and Scotland are also significantly more likely to agree with the limits of what the government should be able to access (54% in London and 53% in Scotland). People with no formal qualifications are also less likely to think the government should be able to access data (56% think it should not).

**Personal information collected should only be used to help respond to the pandemic and should then be deleted:**

Women are more concerned about deleting personal information – 95% think it should be deleted, as do those aged 45+ (95%). Conservative voters are also more likely to agree (94%).



# Appendix

# Trust and telling the truth!



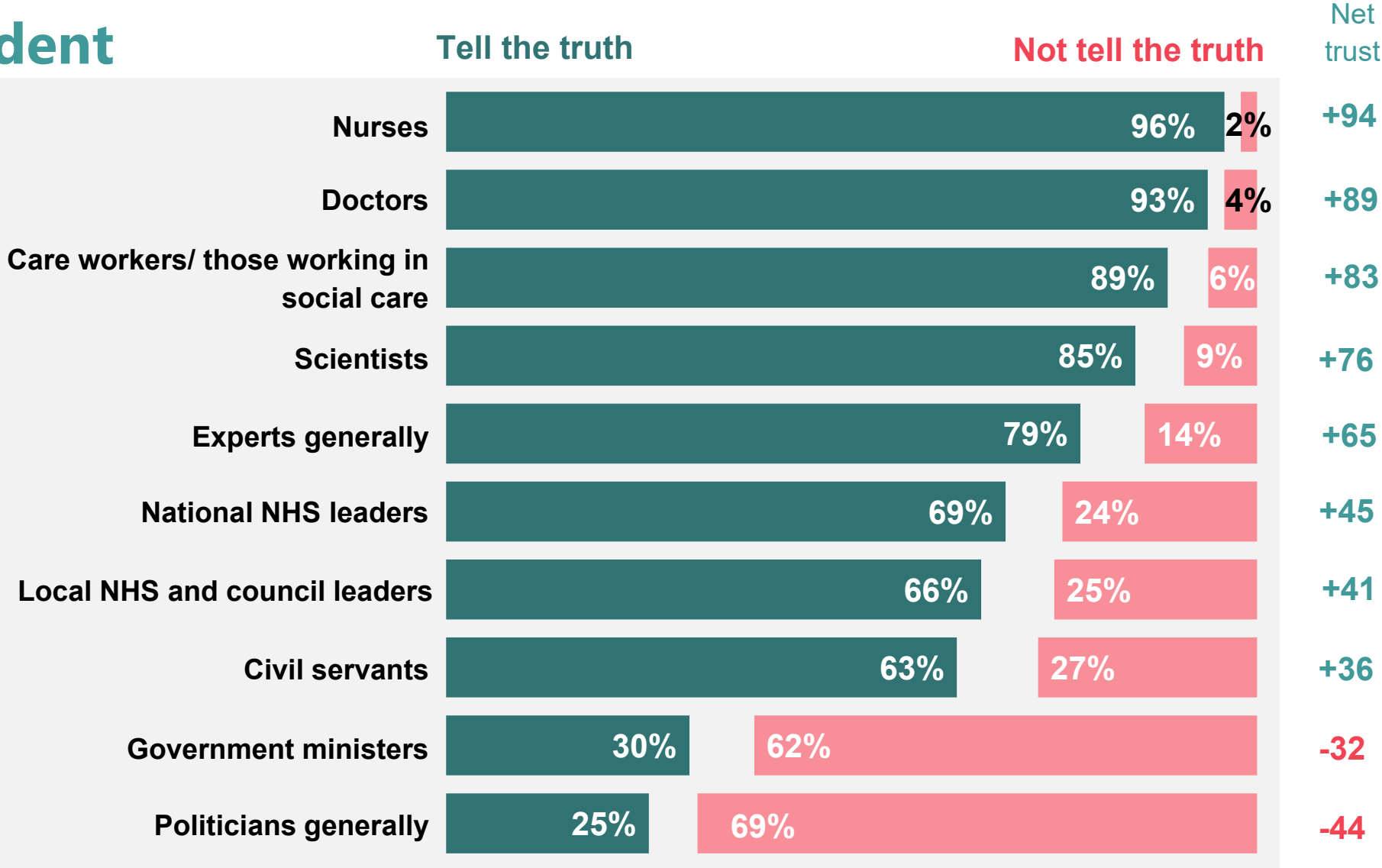
The vast majority of the British public trust nurses and doctors (96% and 93% respectively) to tell the truth, whilst nine in ten (89%) also trust care workers and those working in social care. Trust is also strong for scientists (85% trust) which highlights the importance of them appearing alongside politicians at the daily coronavirus press conferences.

However, there is a crisis of trust in national politics - trust in government ministers is low, with a net trust score of -32pp. Only politicians generally score lower (net trust score of -44pp).

On balance, the public are more likely to trust local politicians and NHS leaders (66%), as well as civil servants (63%) more than UK government politicians (30%) or ministers (25%).

# Greatest trust in healthcare frontline workers, whilst wide mistrust in politics also evident

Q. Now I will read you a list of different types of people. For each would you tell me if you generally trust them to tell the truth, or not?



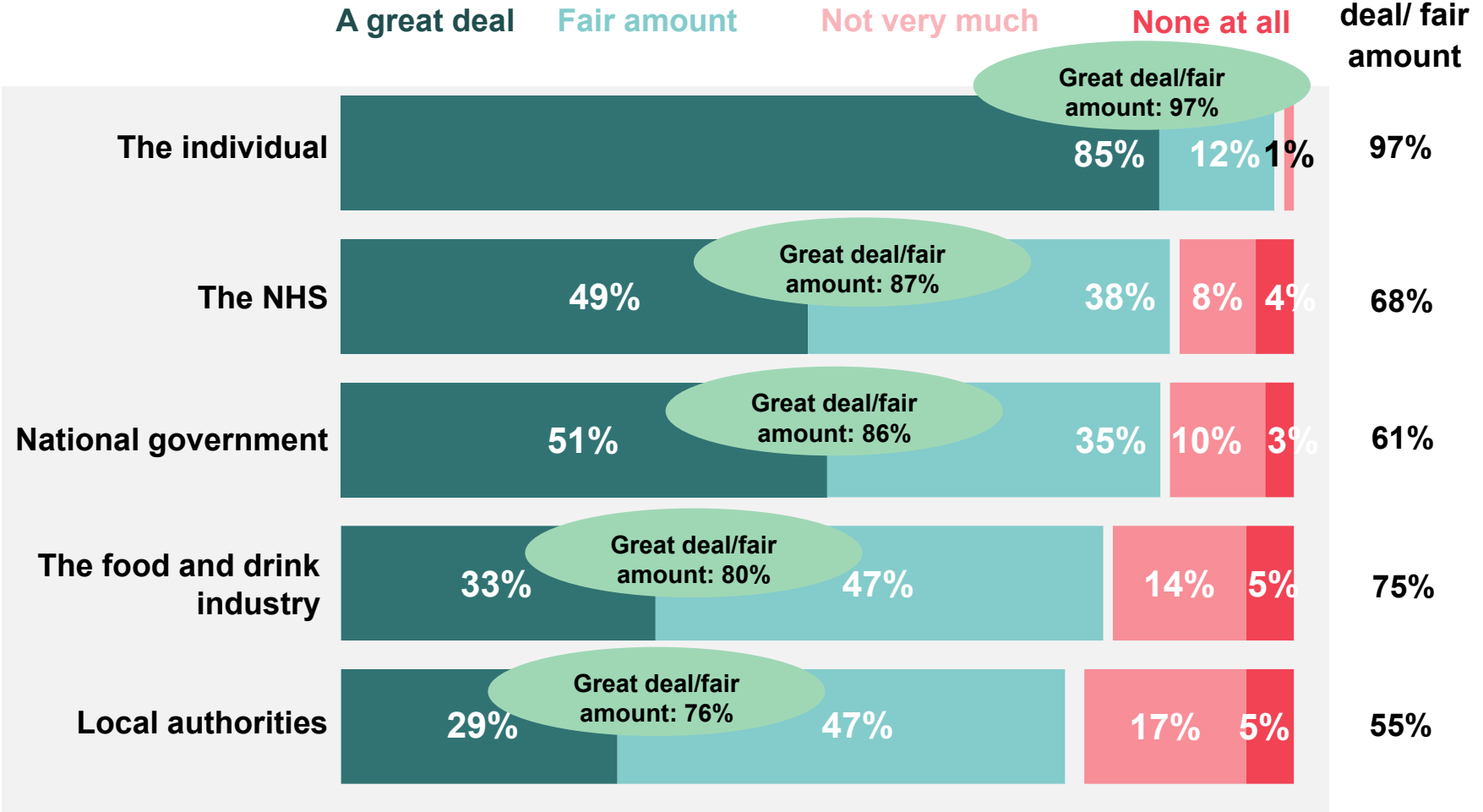
# A large majority think health is mostly the responsibility of an individual

Q. How much responsibility, if any, do you think that each of the following have for ensuring that people generally stay healthy?

The individual is seen as having most responsibility for staying healthy (97% say the individual has at least a fair amount of responsibility).

The NHS (87%) and national government (86%) are also seen as having a great deal or fair amount of responsibility for ensuring people stay healthy.

In comparison with 2018, all entities asked about are now seen as having more responsibility, except for the individual.

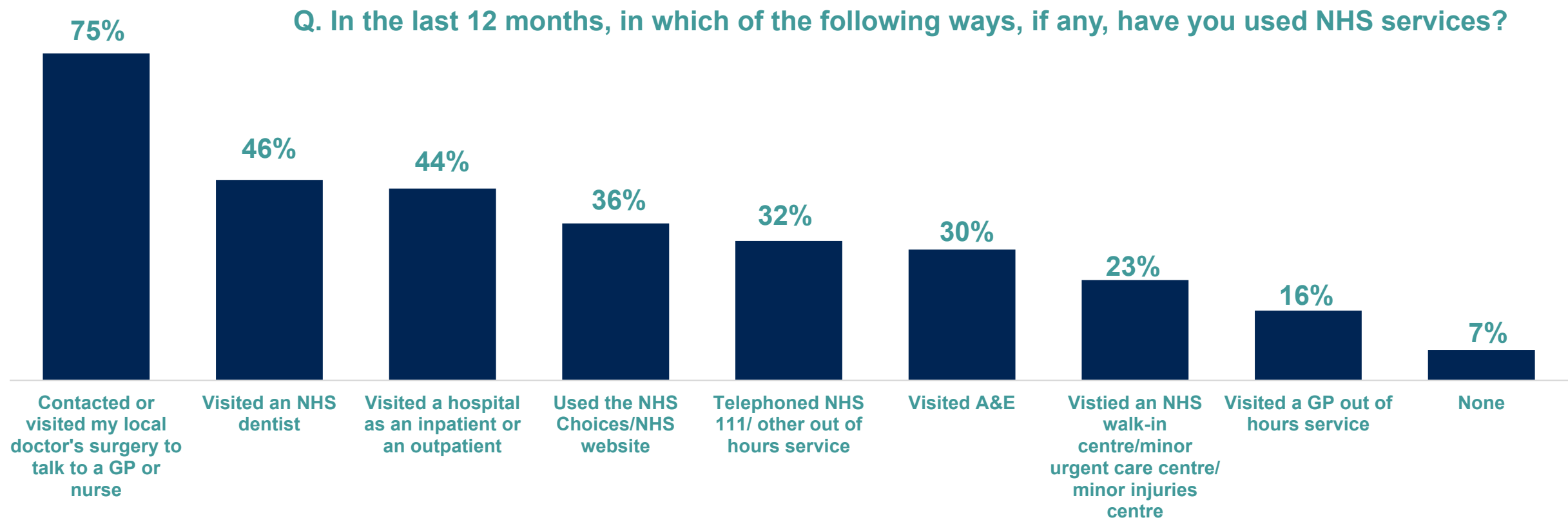


# There are differences in views of levels of responsibility

- There is broad agreement across the demographics that an individual is responsible for remaining healthy, although significantly more people in managerial, administrative or professional jobs think this (92% and 88% respectively say the individual has a great deal of responsibility, compared with 85% overall);
- In terms of the role of the state, young people (under 34) are more likely to thinking national government has a 'great deal of responsibility' (63% of 18-24 and 58% of 25-34 year olds, compared with 51% overall), as well as think the NHS plays a central role in keeping people healthy (94% of 18-24 year olds think the NHS has a great deal or fair amount of responsibility, compared with 87% overall);
- Over four in five people in Scotland (83%) think that local authorities have a great deal or fair amount of responsibility for citizens staying healthy (compared with 76% overall).

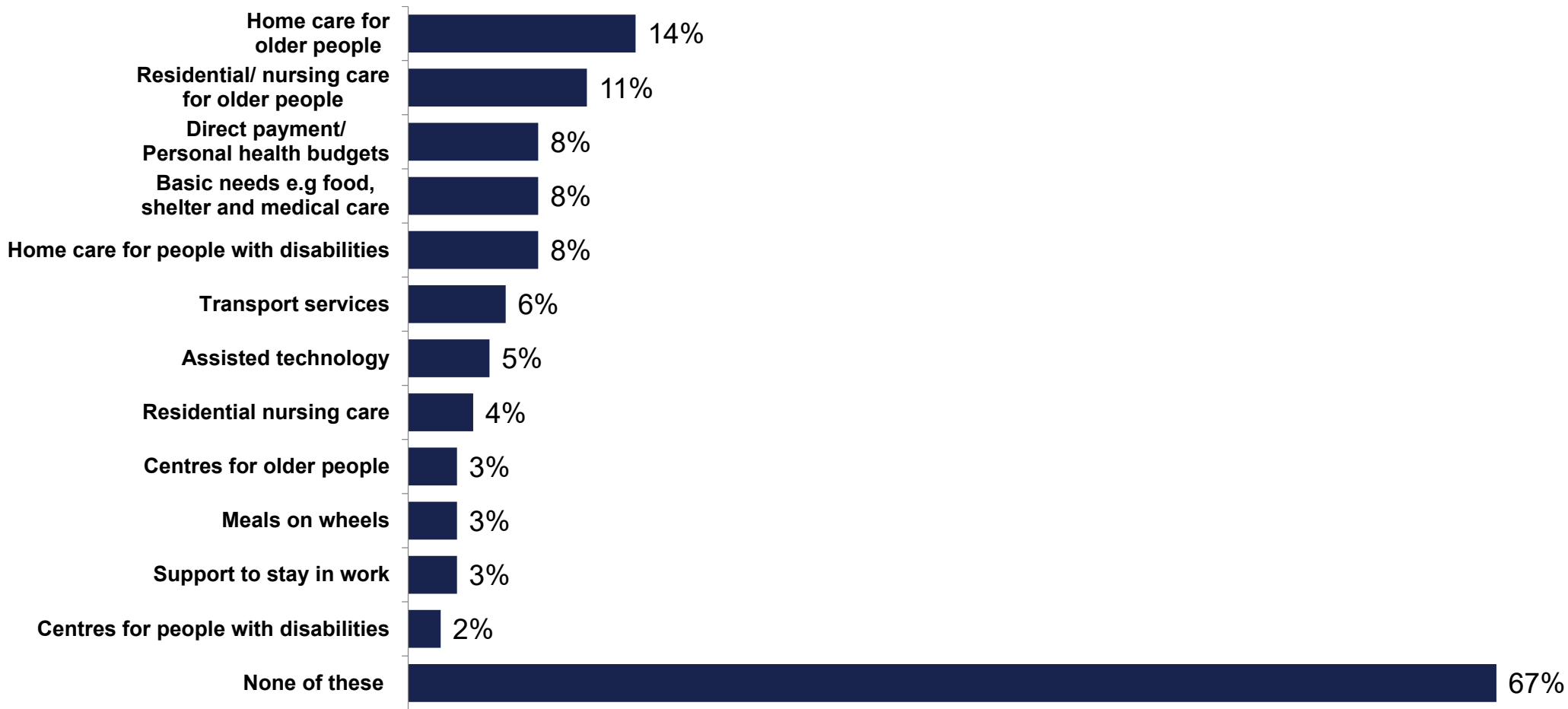
# Over nine in ten have accessed some sort of healthcare, with three-quarters consulting their local GP surgery over the last 12 months

For almost all healthcare services, women tend to access them more than men – the only two services where tis doesn't apply are A&E and NHS walk-in centres. There is a generational difference in how people interact with services – young people (18-24) tend to access services remotely, such as NHS Choices/website (46%), NHS 111 (41%), whilst older people (65+) are more likely to visit their local GP surgery.



# Two-thirds have not accessed social care, whilst a mix of home and residential care are most commonly-accessed services for those who have

Q. Which of the following social care services if any, have you, members of the household, close family or friends used in the last year or so?

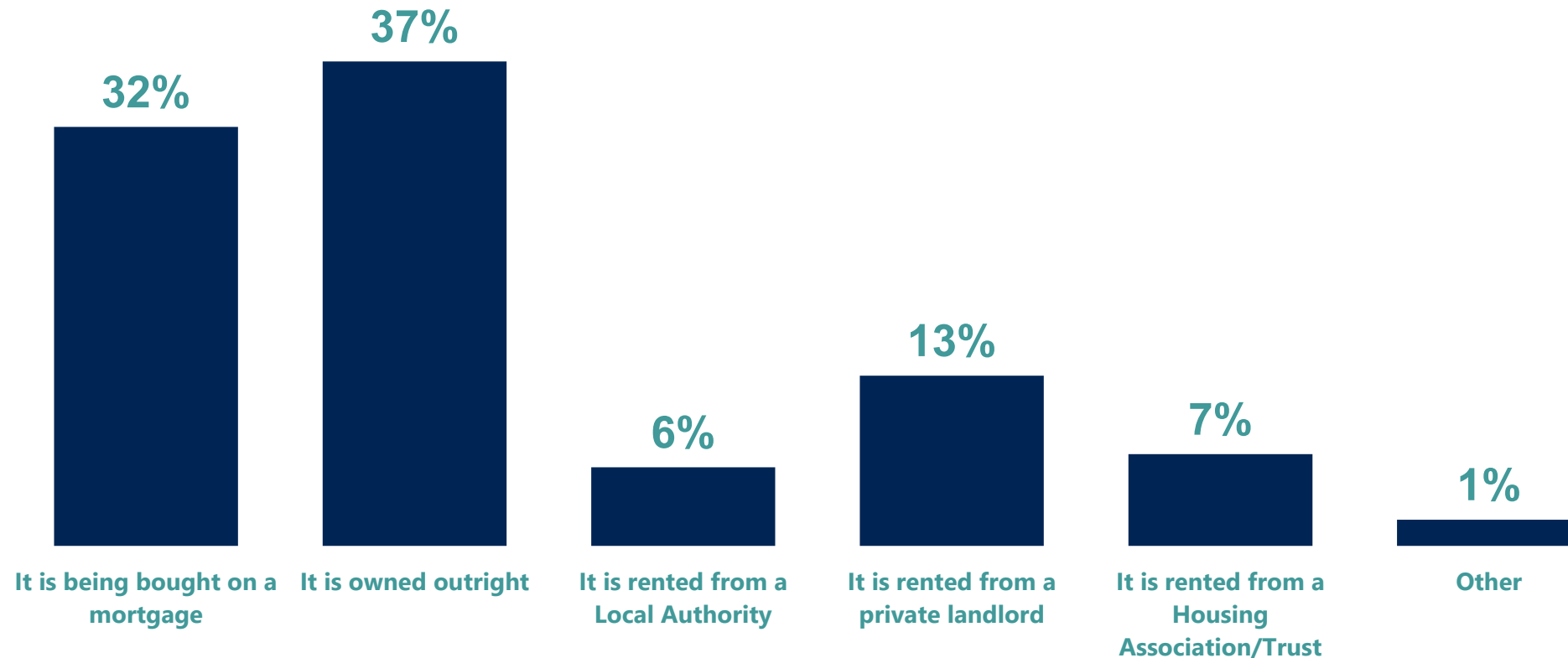


# Demographics



# A large majority of those surveyed own their house outright or are paying for a mortgage whilst fewer currently rent

Q. Which of these applies to your home?



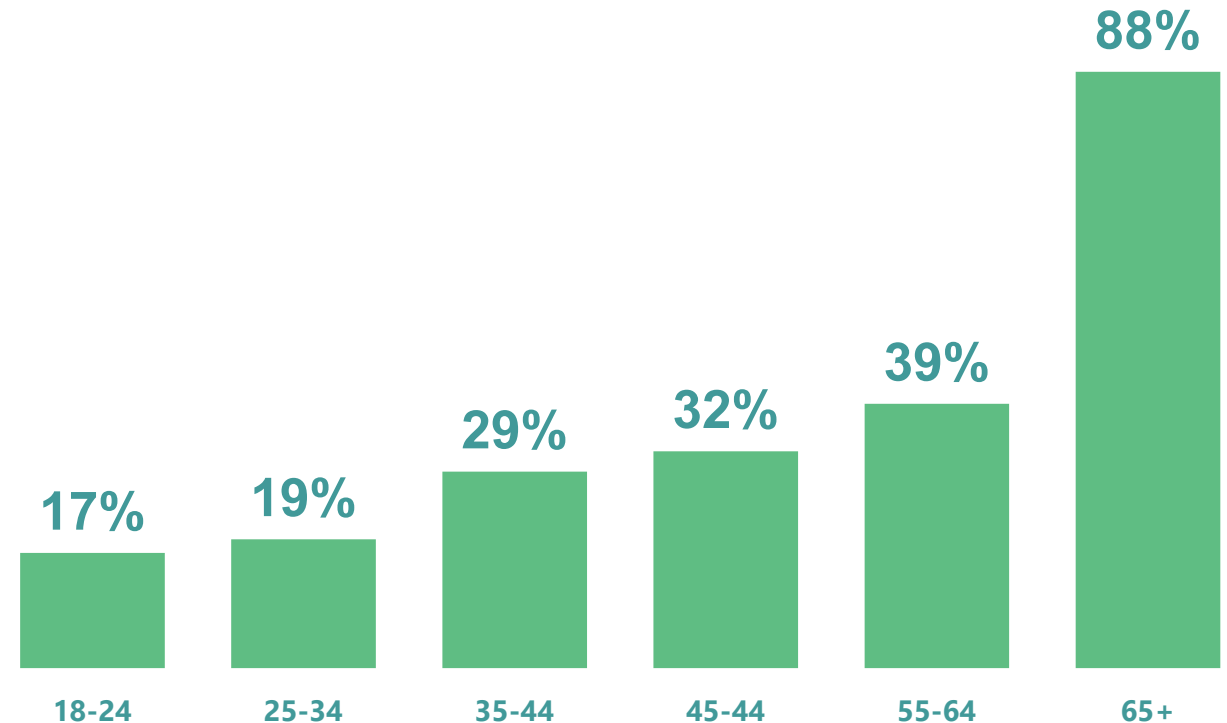
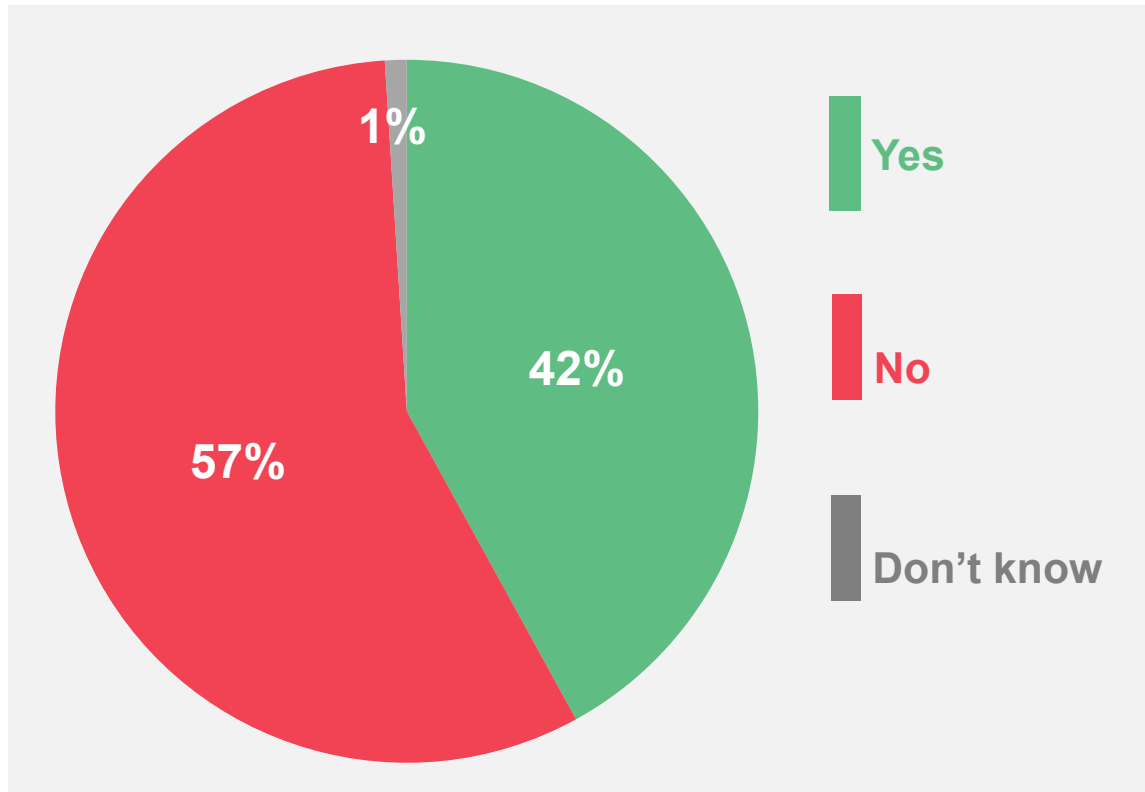
# Nearly one in five have a health condition which has lasted at least 12 months. However, a significant majority have no long-term health problem or disability

Q. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is it expected to last, at least 12 months?



# Two in five have been offered a flu jab in the past 12 months with a significant proportion offered to those over the age of 65

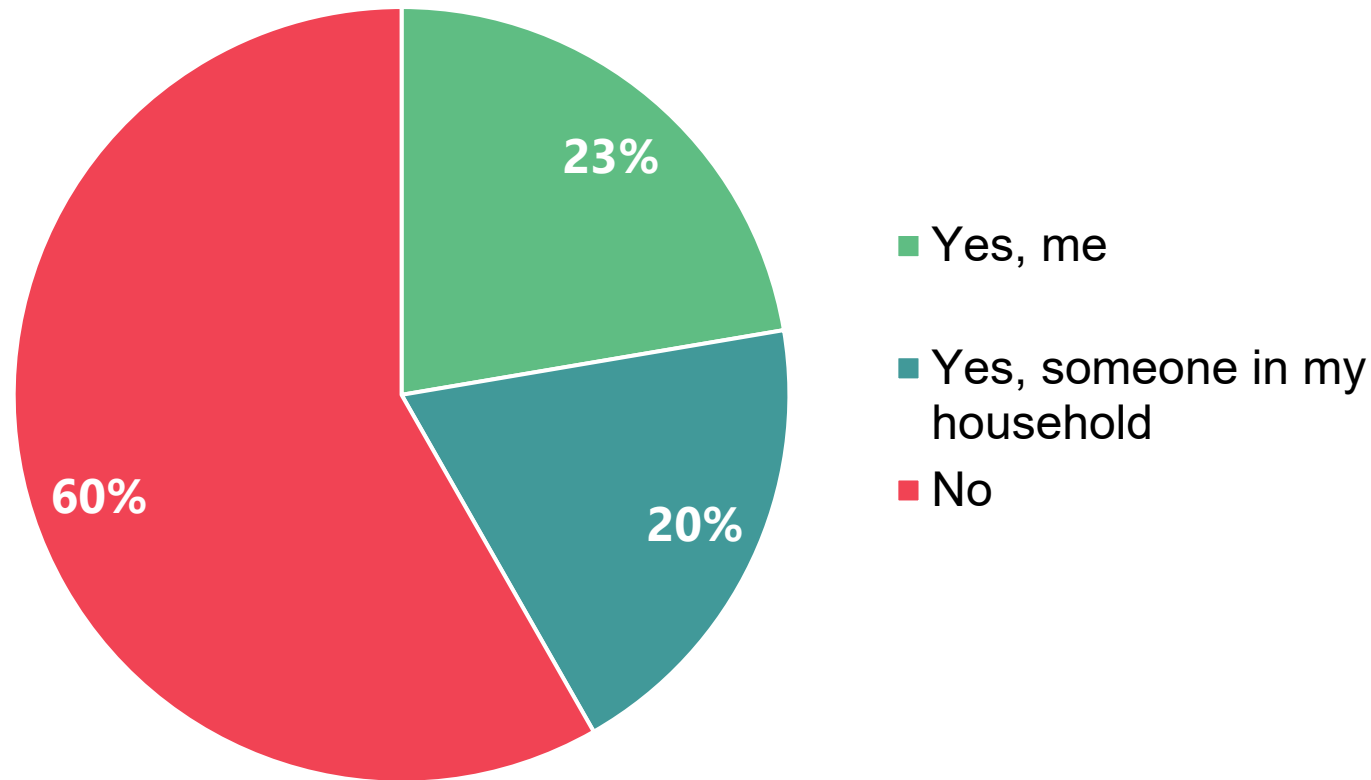
Q. In the past 12 months, have you been offered an influenza (flu) vaccine/jab because you have been identified as being at increased risk of flu?



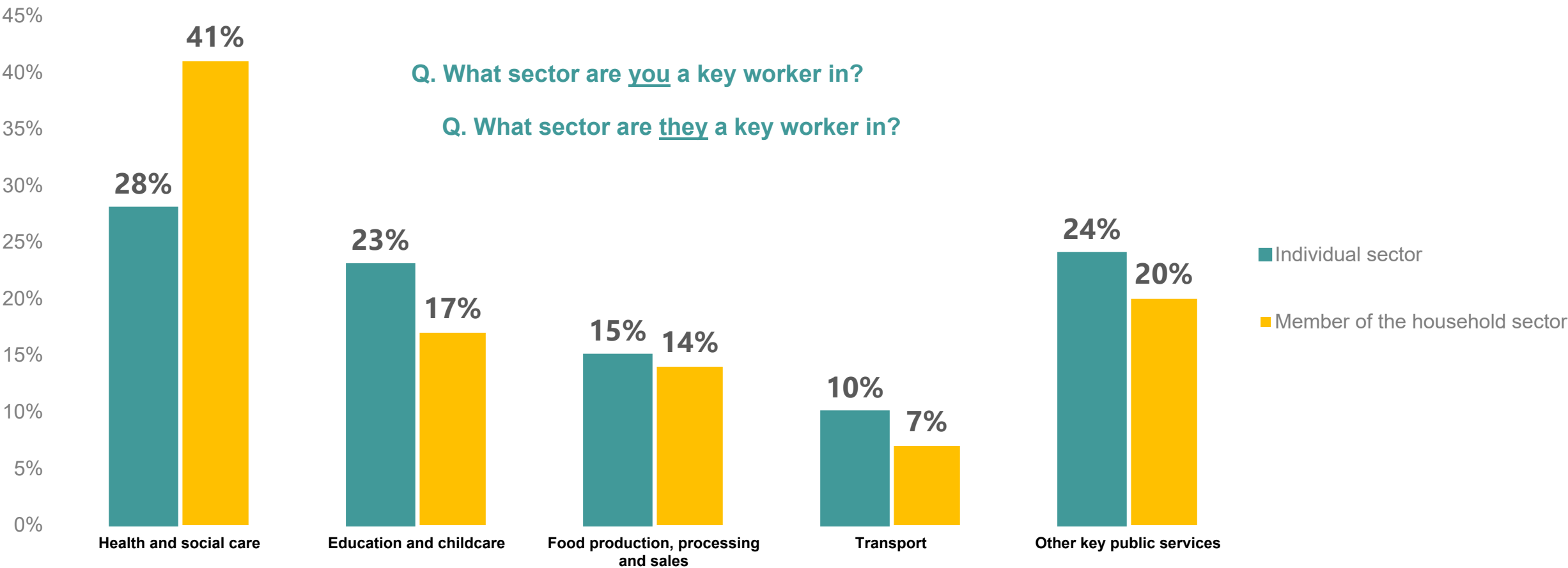
Base: All participants (1983), those who have been offered an influenza vaccine in the past 12 months (836) 1-10<sup>th</sup> May 2020

# Around a quarter of those surveyed are designated key workers with a further one in five living in the same household as one.

Q. Are you or someone in your household, a designated keyworker as identified in the UK Government's official guidance?



The majority of key workers are from the health and social care sector with two in five living with someone from that sector. Other key sectors includes education and childcare followed by food production, processing and sales and transport.



Three quarters were not claiming any of the following benefits in April 2020.  
However of those who were, the most common were Universal Credit, Tax Credits  
and the Personal Independent Payment.

Q. In April 2020, were you claiming any of the following benefits or tax credits? (Top 10 answers)

