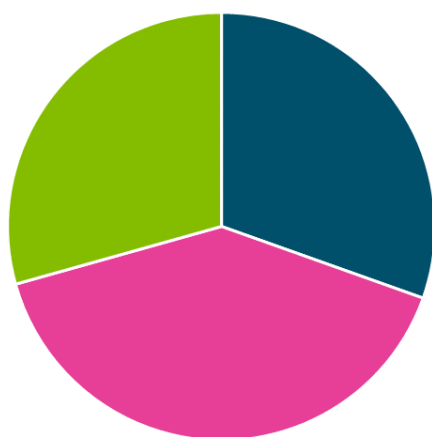


Between December 2022 and March 2023, we received 99 pieces of feedback from Warwickshire North residents on our 'Winter Outreach'. **92 of these pieces of feedback told us about the impact of experiencing delays on health and social care.**

On our website, online survey and at in person events, we asked:

Do you worry about the cost of treatment or transport? Is the rising cost of living affecting health or social care for you or someone you know? (For example: transport to services, prescription costs, cost of care or dental services) What affect is it having?

Do you worry about the cost of treatment or transport?

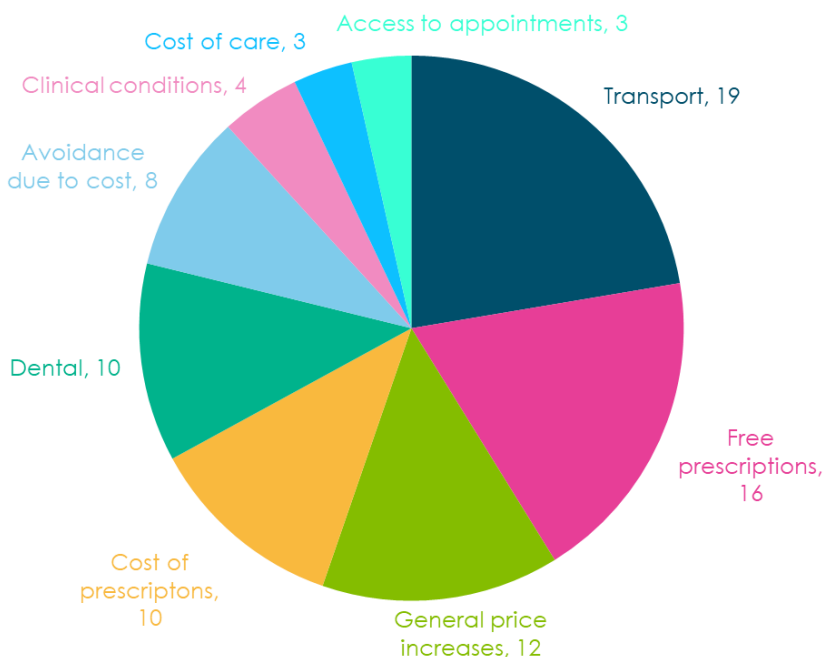


■ Yes ■ No ■ Did not say

Of the 92 people who told us whether they **worry** about the cost of treatment or transport, 28 said yes, they worry, 37 said no and 27 did not say.

We asked people to tell us the affects that rising costs were having on them or someone they know. We grouped the comments into 9 themes.

What effect does the rising cost of living have?





What did people tell us?

19 People told us their concerns about transport costs for themselves or others. This included parking costs, fuel, public transport, or taxis.

“Living in the far north of Warwickshire we have no public transport to any medical care. Due to the severity of my symptoms, I am unable to drive more than a couple of miles. GP surgery is 4-5 miles away. George Eliot Hospital is 30 min drive away (longer in busy traffic). UHCW is min 45 mins away. My spouse has to take unpaid time off work to take me to appointments.”

“I can’t afford to take the bus so have to walk to the hospital. Not all services are in walking distance, fortunately the hospital is.”

16 people told us that prescription costs were not a concern for them because they were entitled to free prescriptions, however, 10 people shared concerns about the cost of their medication.

“Cost of prescriptions is too much because I have complex conditions. I have purchased a prepayment certificate. It all adds to the worry.”

“The cost of prescriptions has an impact on me seeking support with the GP”

The survey took place over winter and 12 people mentioned concerns around heating their home or food prices impacting their health.

“Cost of energy is affecting health and equipment use. Heating isn't on as much as it should be and worry about use of equipment that I need for my condition.”



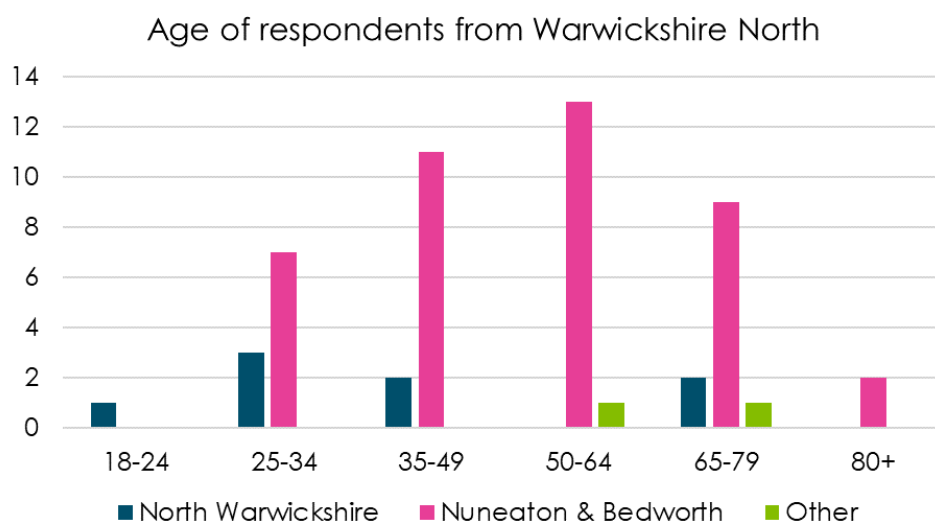
Who did we hear from?

To enable people to respond to our questions we used an online form which was shared on social media. All local councillors and Members of Parliament for the area were sent a copy and asked to share it with their contacts. We produced the questions in a leaflet which was given to VCSE organisations to distribute, and which could be returned by free post. It was shared by Family Information Services on the newsletter and to the Nuneaton and Bedworth Community Network contacts. BRANCAB (Bedworth, Rugby and Nuneaton Citizens Advice) and Citizens Advice North Warwickshire also had posters displayed and paper copies with SAE to distribute to people accessing their services. Our engagement officers visited community spaces and events such as warm hubs, community cafes, hospital waiting rooms and cost of living events to distribute the survey and to support people to fill it in. The library service gave us space to have information stands and present the survey to baby and toddler sessions, warm hubs and book clubs. Groups were visited in Coleshill, Nuneaton, Bedford and Atherstone, as well as leaflets and posters being distributed in other areas. As an incentive to share feedback we offered the opportunity to be entered into a £25 prize draw.

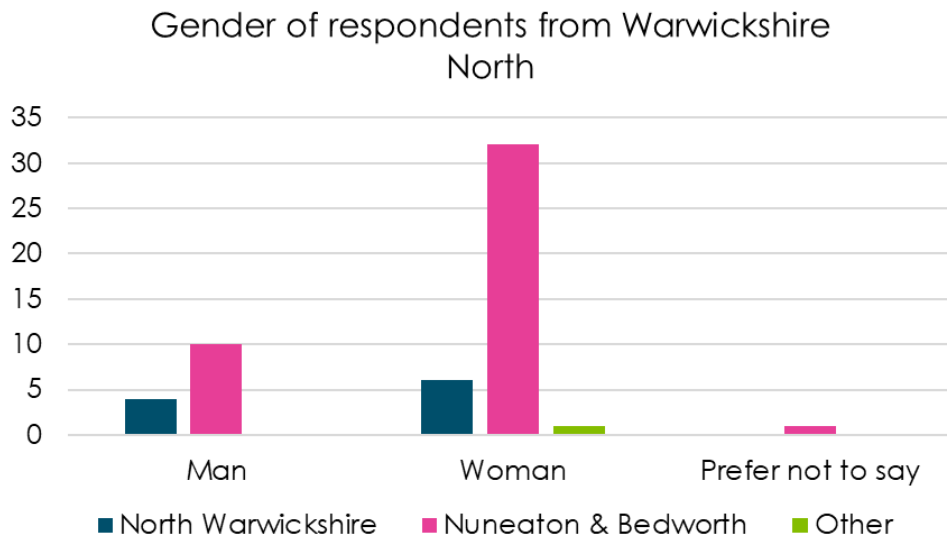
From the 99 people who responded to our winter outreach survey from Warwickshire North, 72 were from Nuneaton & Bedworth, 25 were from North Warwickshire and 2 said 'other'

In Nuneaton and Bedworth, the majority of respondents were between 50 and 64 years old. In North Warwickshire the majority of respondents were 25 to 34 years of age.

52 people from Warwickshire North shared their age with us.



For both areas we had a higher response rate from women than men.



46 people from Warwickshire North shared their ethnicity.

