

# **South Yorkshire and Bassetlaw Integrated Care System**

Insight into the experiences of BAME populations of services for COVID-19 and Long COVID-19

## **Evaluation Report**

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### **Summary**

South Yorkshire's Community Foundation (SYCF) was tasked with assisting the South Yorkshire and Bassetlaw Integrated Care System (ICS) to inform the setting up of a new Rehabilitation Service for those who have had the Covid-19 virus and received treatment for it. It is essential that the NHS receives the views of BAME communities to ensure it builds a service to meet everyone's needs.

SYCF as a local grant making organisation, utilised its extensive network of charitable groups and projects to access the communities least likely to typically participate in this type of research. Those included: asylum seekers, refugees and BAME communities.

In total, 80 individuals from Barnsley, Doncaster, Rotherham, Sheffield and one from London who had recently relocated but had agreed to take part in this review. 59 individuals completed the online survey and five place based focus groups were conducted in order to reach the desired number of participants.

As a result of this research we have now developed further relationship within the South Yorkshire community that will be useful for any future research projects.

### **Research limitations**

- Lack of institutional trust which makes it harder to engage BAME groups in particular. The groups often feel like their views are not truly valued and expressed concerns that they were only being asked to 'tick another box'. One support group said 'We only agreed to do this because it is yourself [SYCF] asking for help'.
- Most of the individuals consulted during this review were highly vulnerable for a variety of reasons. Many were not comfortable with an 'outsider' speaking to them. This was tackled by organising focus groups lead by a project manager familiar to those consulted to sit with them and talk them through everything we were doing. The project manager facilitated the questions and we took the notes and feedback.
- Engaging with the BAME community in Barnsley.
- Although we reached out to lots of known community organisations, engaging the Roma community across South Yorkshire was a significant challenge.

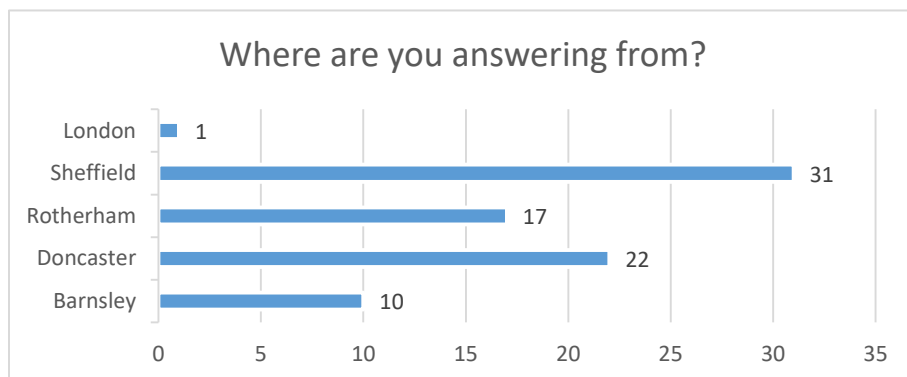
### **Research activities**

58 = online surveys completed

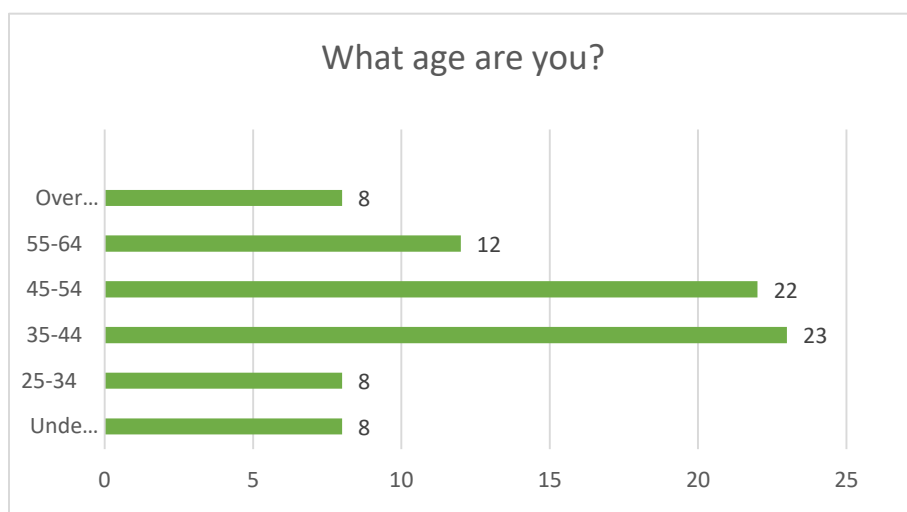
5 = group discussions, 23 individuals

Total = 81 individuals participating

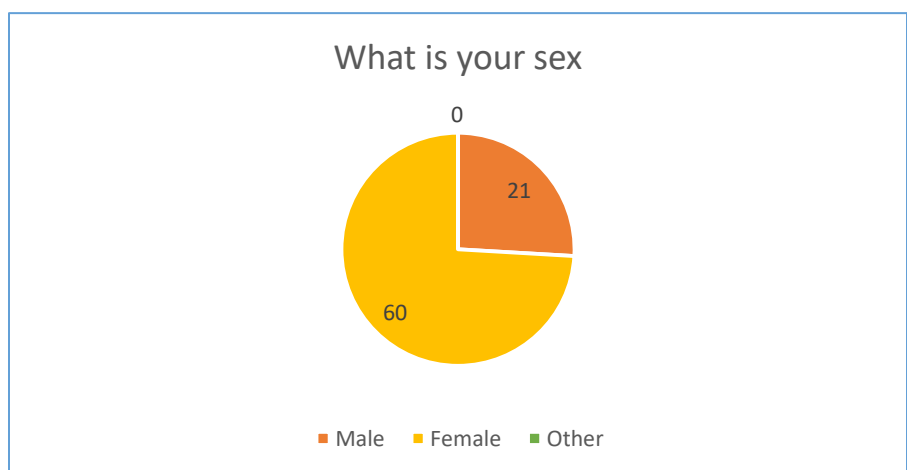
### Participant demographic



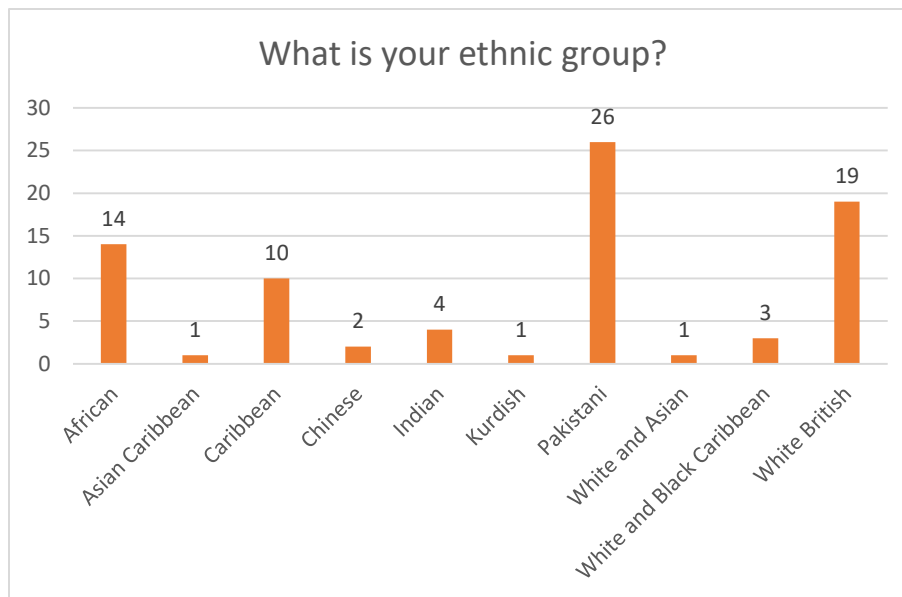
As requested by the ICS we focused our approach on South Yorkshire. Resultantly the biggest proportion of responses came from Doncaster and Sheffield. One from London due to relocating from Sheffield since agreeing to take part.



We wanted to make sure that all age groups had the opportunity to contribute to this review. The biggest proportion of respondents were between 34-44 and 45-54 years old.



60 respondents were female and 21 were male. We included the options of 'other'.



One of toughest goals was to ensure that ethnic minorities were given a voice. Despite the language barriers and difficulty of communication we are pleased to report that 62 respondents were represented the BAME community.

### Have you had Covid-19?

Yes = 40

Maybe, had symptoms but didn't get tested - 5

No = 36

### What specific services have you accessed since having Covid-19?

1 = 111 and ambulance service

1 = 119 and drive in test centre

2 = Accident and Emergency, GP

1 = Accident and Emergency, Non-emergency NHS helpline 111

1 = Accident and Emergency, Non-emergency NHS helpline 111, GP, I haven't used any services, ICU

1 = Accident and Emergency, Non-emergency NHS helpline 111, GP, Pharmacy

1 = Accident and Emergency, Non-emergency NHS helpline 111, NHS Walk in Centre, GP

3 = GP

1 = GP Collaborative Centre at Northern General Hospital

5 = GP, Pharmacy

1 = GP, Pharmacy, Dentist

1 = GP, Pharmacy, Hospital

7 = I haven't used any services

1 = NHS walk in centre for testing, called 119

2 = Non-emergency NHS helpline 111

1 = Non-emergency NHS helpline 111, GP, Pharmacy

1 = Non-emergency NHS helpline 111, NHS Walk in Centre, GP, Pharmacy

6 = Pharmacy

1 = Nurse (home visit)

3 = None

**Do you consider yourself as having a disability or a long-term health condition?**

- 24 – Yes
- 2 – Prefer not to say
- 55 – No

## **Results**

### **Common themes in regards to the service as a whole**

#### Overall positives:

- Fairly easy, just quite far away from where I live (no access to car, it was about a 50 minute walk each way for testing centre)
- Straight forward, especially 111
- No problem - used regular pharmacy linked with medical practice
- It was easy to access, but some professionals didn't believe symptoms I was having was Long COVID
- GP quite time consuming, pharmacy easy
- Easy

#### Overall negatives:

- Can be very difficult speaking to a GP. I have had a number of telephone appointments with a GP now and each time I am told I have to speak to someone different which is very frustrating as I then spend 5 minutes going through what's happened/happening before
- I just took paracetamol at home. I live alone and was unable to access the services
- Hospital access was not an issue. Finding an appointment with the GP was an issue, couldn't get one when needed
- I am not happy with the service I received as it was not easy to discuss due to the language barrier.
- Some have been hard especially to access hospital appointments
- The only issue I had was booking in for A COVID test and getting my first result inaccurate and having it to redo again. The results were very late in getting back to me
- Long waiting but lastly spoke with my GP
- GP quite time consuming, pharmacy easy

### **What were/ are your experiences of accessing the health services you utilized when suffering from Covid-19?**

#### Overall positives:

- The people I needed to talk to were always very responsive

- It felt strange having to be put in a room far away from everyone else and watching staff have to wear extra PPE before coming to me. Other than that, it was just like any other visit to A&E
- The 999 service was faultless
- Everything was fine with NHS and I was very happy

**Overall negatives:**

- At the time I didn't access any services as it was April when I was confirmed to have Covid-19. I was very scared to access any services in case it meant I went into hospital.
- I was unable to contact the services required and I live alone.
- I had to go to the GP Collaboration centre at the Northern General Hospital, they did not give me any medication other than paracetamol. I was expecting them to help me when I was unable to breathe and they did not admit me to hospital. They did not offer me oxygen. I had a very high fever.
- Limited understanding of my health requirements. Treated generically like an assembly line.
- I have contacted the GP numerous times since contracting the virus in March. They have done blood tests but nothing showed up, I am now being treated for CFS. Though I am not satisfied with the level of care given.
- Can be very difficult speaking to a GP. I have had a number of telephone appointments with a GP now and each time I am told I have to speak to someone different which is very frustrating as I then spend 5 minutes going through what's happened/happening before we can discuss the reason for my call.

**What services would have been helpful for you since having/ recovering from having Covid-19? How would you like to access these services?**

- I have not accessed any services. I would have liked someone to help me as I live alone and didn't know where to ask for help with the language barrier.
- I have had a another Covid-19 test however this was negative. The only text messages I received advised me to stay at home.
- Support groups would have been helpful as the last few months have been hard on my mental health as well as physical health. Unfortunately I don't know anyone else that has had issues since to talk it through with. As much as people try and be understanding I find it's difficult to truly understand unless you've had it yourself.
- At the time I didn't access any services as it was April when I was confirmed to have Covid-19. I was very scared to access any services in case it meant I went into hospital.
- Faster pharmacy services. My prescription for my eczema was delayed very much as I could not leave to get it in person and getting it online meant I had to book a non-urgent appointment from my GP.
- I have not accessed any services. I would have liked someone to help me as I live alone and didn't know where to ask for help with the language barrier.
- Support from Community Groups.

- Honest conversations and greater acceptance that BAME communities suffering from Covid-19 rather than whitewashing and sweeping our health inequality under the carpet.
- It would have been better to have spoken to my own Doctor because I struggled at first getting any response from 111, the line was very busy and the people on the other end were not very helpful. More advice and support should have been given especially through the testing and receiving results. The whole process was very frustrating and stressful. It would have helped if someone kept in touch and checked on the symptoms because I did not get any help for 12 days. It was after 12 days I was prescribed antibiotics and anti-sickness tablets and this had to be done by a 111 initial assessment and this could have been given days before from the GP. The GP should have given me this instead of being told to ring 999 and saying they do not handle COVID patients, as a nurse I felt very neglected and upset, I was left to cope with my symptoms for 12 days where I lost so much weight and not been given anything further for my temperature and feeling nausea. I am a qualified nurse and this happened to me whilst Covid-19 I cannot imagine how other people feel who are not health professionals and not being able to advocate for yourself.
- Home visiting nurses or the GP available at any time. By calling them.
- The GP, Rotherham mental health, Out of Hours surgery at Rotherham, The Fatigue clinic.
- Someone who could check on Covid-19 patients regularly so that they don't waste time home and get treated on time then going to hospital with very low oxygen.
- Weekly checks. X-rays tests etc

**Are you aware of Long COVID and the symptoms of this?**

39 = No

42 = Yes

**Do you feel you have any long lasting symptoms of Covid-19?**

- I have Long COVID as it was confirmed by my GP and visits to A&E
- I have difficulty breathing when exercising - used to be quite fit and well
- Anxiety more than physical symptoms and slight change in taste maybe
- Not anymore ( I'm currently approximately 1 and a half months post symptoms)
- Feeling tired with throat cough
- Never got rid of the cough fully
- I still feel pain in my body. I received the plasma message after from the NHS. No I refused this offer due to problems with the language barrier
- Acute deafness, mood swings, tinnitus, fatigue
- Back ache and shortness of breath
- Yes I have been suffering for 10 months now. I have given up work and use a mobility scooter to go out and get fresh air
- Breathing and taste and smell

**How would you like to be informed about Long COVID and the accessible services being planned to manage it?**

- 7 = Email, via the GP or Pharmacy



- 15 = Via the GP or Pharmacy
- 2 = Email, phone
- 37 = Email
- 10 = Text
- 2 = Phone
- 1 = Not interested
- 6 = Post
- 1 = Email, Post, via the GP or Pharmacy

### **Further notes from specific demographic groups**

The following community organisations organised group discussions:

#### **1. One Voice Group - 19<sup>th</sup> January 2021**

Number of participants = 9

Location = Rotherham

Covid-19 Positive Test = 4

Covid-19 Negative Test = 1 (I had 3 tests in the last year all of which came back negative, I had an asthma attack last week which was the reason for having the test last week).

Not had a test = 4

### **Which Health Services Were Accessed**

2 = 111

2 = 119

0 = A&E

0 = GP

0 = Pharmacy

### **How Easy Was It to Access These Services?**

- When I rang 119, I was told that I did not need to go to A&E unless I struggled with my breathing, then I need to ring 999.
- When I rang 111, I was told that I did not need to be admitted to A&E unless I struggled with my breathing then I had to ring 99.
- It was easy to do the home testing kit.
- I had a home kit, however I did not believe the result, so I went to the drive through testing centre. The test I had at the drive through did come back positive.
- I preferred to do the test myself as I can judge how far back to push the testing device into my nose.
- When the people who delivered my prescriptions asked me if I had any family or friends that could do this instead. I felt that this was due to them not wanting to help me. If I did want to contact my family and friends, I could do this but used the pharmacy dropping off facility.

### What Services Would Have Been Helpful In Addition?

- It is hard to access the pharmacy, so we ordered everything online and our pharmacy was very helpful. They delivered them, knocked on the door and walked away when we answered the door.
- I think there it is a difficult situation when families have lost people due to Covid-19 and are supporting each other even though they have Covid-19 too or are having to self-isolate. Due to the distressing time, they are not self-isolating as they need their support network.
- In terms of trauma and bereavement guidelines when a family member has died, I feel that official guidance needs to be announced.
- When my mum was in hospital who does not speak very good English, I was allowed into the hospital to visit. The sister on the ward allowed me in to see my mum but I do believe that people are dying of fear.
- For those individuals that do not speak very good English and especially the older generation it is a very worrying time.
- When I called 999 and the ambulance crew arrived. I was told by the ambulance staff that Rotherham hospital is one of the best for Covid-19 treatment, they did a great job in getting my mum there. It was a very worrying time as in line with visiting restrictions my mum does now know how to use a mobile or know which button to press to answer if someone was to call her. On the ward nobody was answering the phone, they could do with an operator to answer the calls from friends and family. I experienced being shouted at by the staff on the wards, asking me why I was there.
- Communication is a massive issue here. Members of family and friends are trying to find out information.
- I went into hospital not with Covid-19, but I had concussion. I collapsed in my living room, and I was unconscious for three hours. I had just had a very vigorous massage from the physiotherapist. I could not hold myself up and I could not drive so myself and my daughter had to get a taxi to the hospital. Due to Covid-19 restrictions my daughter was unable to come into the A&E department with me. When I arrived, I was just put in a wheelchair in the waiting area and was told I had a 7 hour wait with no friends or family. When they called my name to go into the triage room, they were just shouting my name as nobody was able to come in with me and they did not realise I was too ill to walk. A member of the public also waiting pushed me into the required room. I have a severe bladder condition which I am required to have an operation twice a year, I have not had this done due to all non-urgent operations being cancelled. My condition requires me to empty my bladder every 15 minutes however the staff in the A&E department said that they could not help me. I was not able to go the toilet on my own. I was also being sick due to the concussion and I need to keep going to the toilet which made this situation terrible without my daughter or any other family member being there. I ended up discharging myself as I was really struggling to wait for so long without any help. I rang my husband and told him to come back and fetch me. My physiotherapist rang me the next day to check on me and when I explained my symptoms she was really concerned. She spoke to my GP and when she rang me back, she said it could have been a stroke. I was sent by my GP back to A&E and within half an hour I was seen. I was taken onto a ward within half an hour and I was in for a week. I can speak English however I was so ill I needed extra help to do everyday things. I needed somebody with me, however in line with Covid-19 I was unable to have anyone there, due to shielding my Covid-19 test came back negative.

- When my sister was in hospital, I was only able to speak to her once.
- I would have liked less calls from The Track and Trace system and more calls and back up from 111 or my GP surgery. I tested my own oxygen levels which were at 90. I had that many phone calls from Track and Trace for the whole family, in the end I just put my phone on mute. I would have felt more supported dealing with my anxiety receiving less calls from Track and Trace. Being the mother of the house, I have my children and husband to look after. We all caught Covid-19 during the same time so in terms of receiving the calls from Track and Trace these were all at the same time too which was very stressful.

### Long COVID

- Everyone understands the term long Covid-19 and some people have had symptoms.
- I had the virus at the end of September/ beginning of October, I lost my taste and sense of smell. I am still suffering with breathlessness and I have a lot of muscle pain. I get tired easily, I have arthritis however the joint pain I experience is different.
- When my husband got Covid-19, my automatic thought was what are the neighbors going to think.
- I also thought the same, as my neighbor living across the road was speaking to me about 4 meters away, his wife then shouted at him to put his face mask on.
- The fear of the unknown as to how people's behavior towards those in the BAMER community are heavily influenced by the media as the media have been portraying that those in the BAMER community are more at risk or catching Covid-19.
- I had Covid-19 however my husband and children did not get Covid-19. There are different levels, if you do the general things in terms or not doing things you normally do socially and not seeing family then it can be controlled. Nobody helped us and nobody helped me. The worst thing was the track and trace system, and they keep ringing up all the time.
- When I got covid-19 I found myself very vulnerable. I was unable to see my parents, I used to call my mum every day and I was really upset.
- I got it and I did not believe I had it.
- I am very active and when I got Covid-19 I was very shocked.
- The NHS needs a lot of funding being put into it. They have put more money into track and trace than people's welfare.
- In the Muslim community when someone has died, it is extremely important to get the body back to the family for the funeral. There are 3 days of mourning. If the body is released back to the family quickly then this saves cost in terms of mortuary costs.
- When families can visit their loved ones in hospital, they take care of tasks such as toileting their family members, I feel that other patients get agitated that we are helping our own loved ones, but this frees staff up to be able to care for other people in hospital that do not have any family members to visit.
- Being a Muslim woman, I feel we get blamed for lots of things.
- In another situation for example the world of work, if somebody is struggling, we always help where needed.
- My mother-in-law was too scared to have the vaccine, I do not know a lot about the vaccine, I had to ring and cancel her appointment. I think the GP should be able to provide further information. There is a Urologist based in Bradford who breaks down all the information into easy-to-understand steps.

- There has been so much scare mongering on the news, conversation that people have heard. It is the mixed messages we are getting that makes it difficult to understand how we feel.

### **Being Informed About Long COVID**

- Text messages were agreed the best form of communication. Look North was also mentioned if something could be put on there that would be better. If there could be a small bulletin, then that would be easier to access as many people watch the 6pm and 10pm slot.
- All the group agreed not to have phone calls as an option due to the number of high calls from The Track and Trace system.

### **Feedback on the Track & Trace System**

- I had so many calls from this system that it became a nuisance. When you are ill you do not need multiple calls per day.
- I would have liked less calls from The Track and Trace system and more calls and back up from 111 or my GP surgery. I tested my own oxygen levels which were at 90. I had that many phone calls from Track and Trace for the whole family, in the end I just put my phone on mute. I would have felt more supported dealing with my anxiety receiving less calls from Track and Trace. Being the mother of the house, I have my children and husband to look after. We all caught Covid-19 during the same time so in terms of receiving the calls from Track and Trace these were all at the same time too which was very stressful.

#### **Gender**

Male = 0  
Female = 9

#### **Do you consider yourself as having a disability?**

Yes = 3  
No = 5

#### **Age Groups**

Under 25 = 1  
25 -34 = 2  
35-44 = 2  
45 – 54 = 4  
55-64 = 0  
65 or over = 0

#### **Ethnicity**

Pakistani Muslim = 9

## **2. SACMHA Health & Social Care - 12<sup>th</sup> January 2021**

Number of participants = 5                      Location = South Yorkshire

Have received a positive Covid-19 test = 2

Have received a positive Covid-19 antibody test = 1

Have received a negative Covid-19 test = 1

I did not have a test, but I did get very severe symptoms in 2019 = 1

### **Which Health Services Were Accessed**

2 = GP (via phone call)

2 = Pharmacy

1 = No service accessed

### **How Easy Was It to Access These Services?**

- It was quite hard, I really did not want to go to A&E, I did not want to go as I was scared and being black made me worry more. My GP did not give me a sick note, so I had to leave and go to a different practice, this made things very difficult for me. The situation in A&E was very positive. Within being tested I received my result back within a day.
- As I was working in a care home, we were having a lot of admissions into the care homes from hospitals that had not been tested. This was very high profile, and the staff and residents were then tested very quickly. I lost my taste and smell. The results came back very quick.
- I used the NHS app that was very helpful.
- The Sheffield Covid-19 testing centre was very efficient.

### **What Services Would Have Been Helpful In Addition?**

- I cannot think of any services that could have been any more helpful however as my symptoms were only very mild it could have been a different story if my symptoms were more severe.
- Having a Covid-19 clinic earlier would have been beneficial, in hindsight this is all good to say after the event. The long Covid-19 clinic is a great idea. We were just left to be at home and manage on our own.

### **Long COVID**

- I still have Long COVID, I went to A&E and then I went to my GP who refereed me to respiratory services. I now use cardio rehab. I had chest pain, nerve damage, my balance is still very off, I get joint pain, I've got arthritis in my lower back, my heart rate is out of control and resting heart rate is well over 100 and the fatigue I experience is the worst thing. When I first became ill, I thought I had flu, it then became worse and we are 8/9 months into this now. The brain fog was really bad, to the point I could hardly put a sentence together, I really struggle to multi-task now. I think my husband had Covid-19 in December 2019. I then had a cough for 6 weeks and pain in my esophagus. I feel like I had it in 2019 and then got it again in March 2020. You can get Covid-19 a second time and there are documented cases.
- I am very much aware of the symptoms that are discussed all the time. It is going to be quite unique for each person.
- I was cooking Christmas dinner on Christmas Day 2019 and had to go to bed as I felt very ill. Once I did get out of bed, I felt ok.
- I had been putting my symptoms down to the menopause and did not put this down to long Covid-19. I just thought it was age.

- In November 2019, my daughter became ill and I was ill, and I do think I have long Covid-19. I also have pain in my hands.
- For me my taste and smell are still not 100%, I have tried to remain very positive.

#### **Being Informed About Long COVID**

- Emails are good, I am subscribed to the Sheffield City Council newsletter, so emails or texts are good. Phone is also a good option.
- Videos
- Following the news
- SACMHA post updates from Sheffield City Council on their social media and website.

#### **Vaccine View**

- I would not have the vaccine; it is where I am now, I have never had flu or a flu vaccine either. If it restricts travel, then I may rethink but may rethink before.
- This is the 3<sup>rd</sup> lockdown, and it feels we are in the eye of the storm, I am all ears if there is an alternative. Yes, it is very quick for a vaccine to be produced.
- I have refused the flu jab when they rang. I like to sit back and wait to see what happens.
- I have had my first dose of the vaccine and I have read up about it. It is still regulated even though it was a quick turnaround.
- If I am offered it, I would have it. I have really struggled emotionally with this recent lockdown. I have felt caged in. I can go out as I am a keyworker however where can we go in line with restrictions. I have also had flu once.
- Looking back over history there is a cause for concern. I have noticed that a lot of the number 10 briefings that the government are doing, are doing all they can to reach out to the BAMER community. The issue I have is when people have the antivax views.
- Antivax views, I do not think people have all the information they can to decide around whether to have the vaccine or not.

#### **Gender**

Male = 2

Female = 3

#### **Age Groups**

45-54 = 2

55-64 = 3

#### **Do you consider yourself as having a disability?**

Yes = 2 (Long COVID & heart condition)

No = 3

#### **Ethnicity**

Caribbean = 5

### **3. SADACCA - 11<sup>th</sup> January 2021**

Number of participants = 3

Please note comments towards the end of the survey include x2 extra participants (both from Sheffield)

Location = 2 from Sheffield and 1 from London

All 3 participants received a positive Covid-19 test.

#### **Which Health Services Were Accessed**

111 = 1

GP = 1

Pharmacy = 1

None = 2

#### **How Easy Was It to Access These Services?**

- My family members rang the GP who then sent the First Responders. The First Responders did lots of observations including blood pressure checks, they made me eat manuka honey, they were not concerned about me going to hospital however they were here a while and they thought things had settled enough for me to stay at home. I felt confused.
- I feel quite slow from the Covid-19, I cannot focus, and I am not very motivated. I was not in any state to contact my GP, my family contacted the GP on my behalf, and the First Responders were quick to get here. They left me some written correspondence about how they found me, and they were concerns over my temperature. I was told to take lots of fluids and get plenty of rest. I was advised to ring back if I experienced any chest pains, an uncontrollable temperature or was uncomfortable and to call 999 if things were not going well such as experiencing chest pains.

#### **What Services Would Have Been Helpful In Addition?**

- If you are isolating and you are feeling confused, then being on your own without any help would be a risk.
- I did not feel confused at all, my symptoms included headaches, I still have a bit of a cough now.
- As I had family around me this made the experience better however as I have diabetes and if I would have been on my own then it would have been terrible. I do not know if I still have Covid-19 as I still have a persistent cough. At first when I got symptoms, my husband and granddaughter are fine and did not develop symptoms, I have not heard the words long Covid-19 until 2 days ago and I would like reassurance that the other things I am still feeling such as tiredness and lethargy are still effects of Covid-19. I never experienced anything like this before.

The 3 participants tested positive for Covid-19 on the following dates:

- 9<sup>th</sup> December

- 22<sup>nd</sup> December
- 27<sup>th</sup> December

I did not test positive for Covid-19 however my resting heartbeat was 124 and I had a racing heart.  
(Feedback from additional participant)

### **Long COVID**

All 3 participants are aware of long Covid-19, although they have not received much information around this which would have been beneficial.

### **Being Informed About Long COVID**

- I would be happy receiving an email however to make this information more accessible some people might need more detail from their GP. Maybe there might come a time when you might need a bit of counselling, I am very demotivated and looking at services to help people with this would be beneficial.
- A range of different options, so any of the contact options would be ok, however if you are not using emails, other options are useful.
- I prefer methods where I can opt in and opt out, for example the track and trace method. It would be helpful if GPs were more contactable. In terms of confusion for example being abler to speak to them would help.

### **Feedback on the Track & Trace System**

- Track and trace contacted me a lot and advised on lots of occasions to stay at home, they recommended lots of things to take and they provided advice and the focus was not on asking me to stay at home, I found this to be a reassurance.
- I found I was confused; they listed all the symptoms and a lot of them were not published in the media. I did feel very disorientated.
- I went for a test at a Covid-19 testing centre and afterwards as track and trace were in touch they were ringing and texting me far too much.
- The track and trace system, I don't know how I feel about it as they kept ringing me and as I was quite unwell. I found that the 111 service was very good, you got through to someone and they gave you advise.
- In terms of track and trace, I found this service very intrusive.
- I had a hoax call on Saturday night asking me to go to Leicester for a Covid-19 test.
- I was just checking my phone and in one day I had x3 texts and x2 phone calls.

### **Gender**

Male = 2

Female = 3

### **Age Groups**

Under 25 = 1

35-44 = 1

55-64 = 1



65 or over = 2

**Do you consider yourself as having a disability?**

Yes = 1

No = 4

**Ethnicity**

Caribbean = 4

White & Black Caribbean = 1

**4. DMBC - 11<sup>th</sup> January 2021**

Number of participants = 2

Location = Doncaster

One participant tested positive and one had a test that showed he had antibodies but no positive test.

**Which Health Services Were Accessed**

GP = 2

**How Easy Was It to Access These Services?**

- I did not access any NHS services other than receiving the Covid-19 test.
- Everybody is scared on Covid-19.
- I am an asylum seeker living in temporary accommodation, the council arranged with Mears Group for a nurse to come to the house to take a Covid-19 test.
- It was very easy to access the service as the nurse came to the house. It was very straightforward; the nurse took the sample and then the next day the nurse rang me with the positive result.

**What Services Would Have Been Helpful In Addition?**

- I never felt ill with Covid-19.
- My role within the NHS is working at the Mental Health Crisis Team in Doncaster. Since having the antibody test my caseload increased dramatically and I was really scared.
- Better access to GP.
- There used to be a Hub that linked BAMER to these services but that no longer exists.
- Everything was fine with NHS and I was very happy.

**Long COVID**

- I am aware of Long COVID, but I have not had any symptoms.

- I am not aware of Long COVID however after two or three months me and my wife developed body aches. We still have body aches today and we still feel very weak. I have a breathing problem too.
- After twelve days of receiving the positive test I started with a fever.

#### **Being Informed About Long COVID**

- I would like to receive emails or phone calls.
- I would like to receive information via the post.

#### **Feedback on the Track & Trace System**

- I found I was confused; they listed all the symptoms and a lot of them were not published in the media. I did feel very disorientated.
- In terms of track and trace, I found this service very intrusive.

#### **Gender**

Male = 2

Female = 0

#### **Age Groups**

35-44 = 2

#### **Do you consider yourself as having a disability?**

Yes = 1

No = 1

#### **Ethnicity**

African = 1

Indian = 1

### **5. MAAN Somali Mental Health Sheffield – 4<sup>th</sup> December 2020**

Number of participants = 2

Location = Sheffield

#### **Which Health Services Were Accessed**

GP Collaborative Centre at the Northern General Hospital = 1

None = 1

### **How Easy Was It to Access These Services?**

- I did not access any NHS services other than receiving the Covid-19 test.
- I am not happy with the service I received as it was not easy.
- I have had a another covid-19 test however this was negative. The only text messages I received advised me to stay at home.

### **What Services Would Have Been Helpful In Addition?**

- I had to go to the GP Collaborative Centre at the Northern General Hospital, they did not give me any medication other than paracetamol. I was expecting them to help me when I was unable to breathe and they did not admit me to hospital. They did not offer me oxygen.
- I was unable to contact the services required and I live alone.

### **Long COVID**

- I don't know about Long COVID, in April I had symptoms of fever and no long term symptoms. I have not been contacted by the NHS.
- I do know about Long COVID. I still feel pain in my body. I received the plasma message after from the NHS.

### **Being Informed About Long Covid-19**

- I would like to receive a phone call.
- I would like to receive information via the post.

### **Feedback on the Track & Trace System**

- I don't like this system, it confused me and didn't have all my symptoms.
- In terms of track and trace, I found this service very confusing.

### **Gender**

Male = 2

Female = 0

### **Age Groups**

55-64 = 2

**Do you consider yourself as having a disability?**

Yes = 0

No = 2

**Ethnicity**

African = 2