

Self care survey 2020

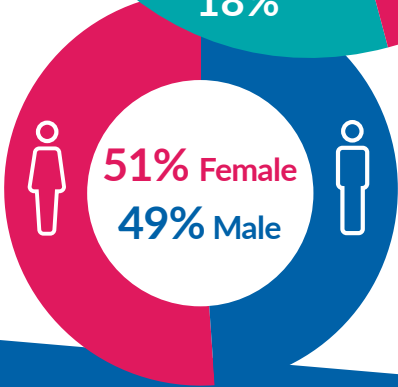
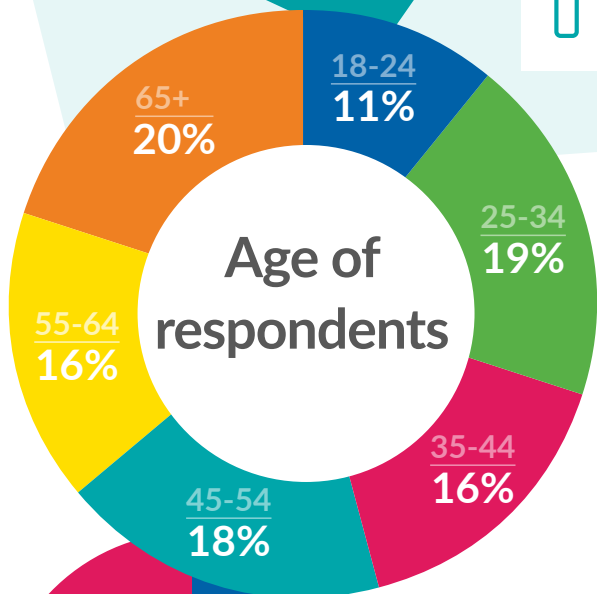
In June 2020, we polled 2,035 adults across the UK to ask about their attitudes to self care and accessing health services.

We wanted to find out whether the coronavirus pandemic had affected their behaviour, and if it would change their approach in future.



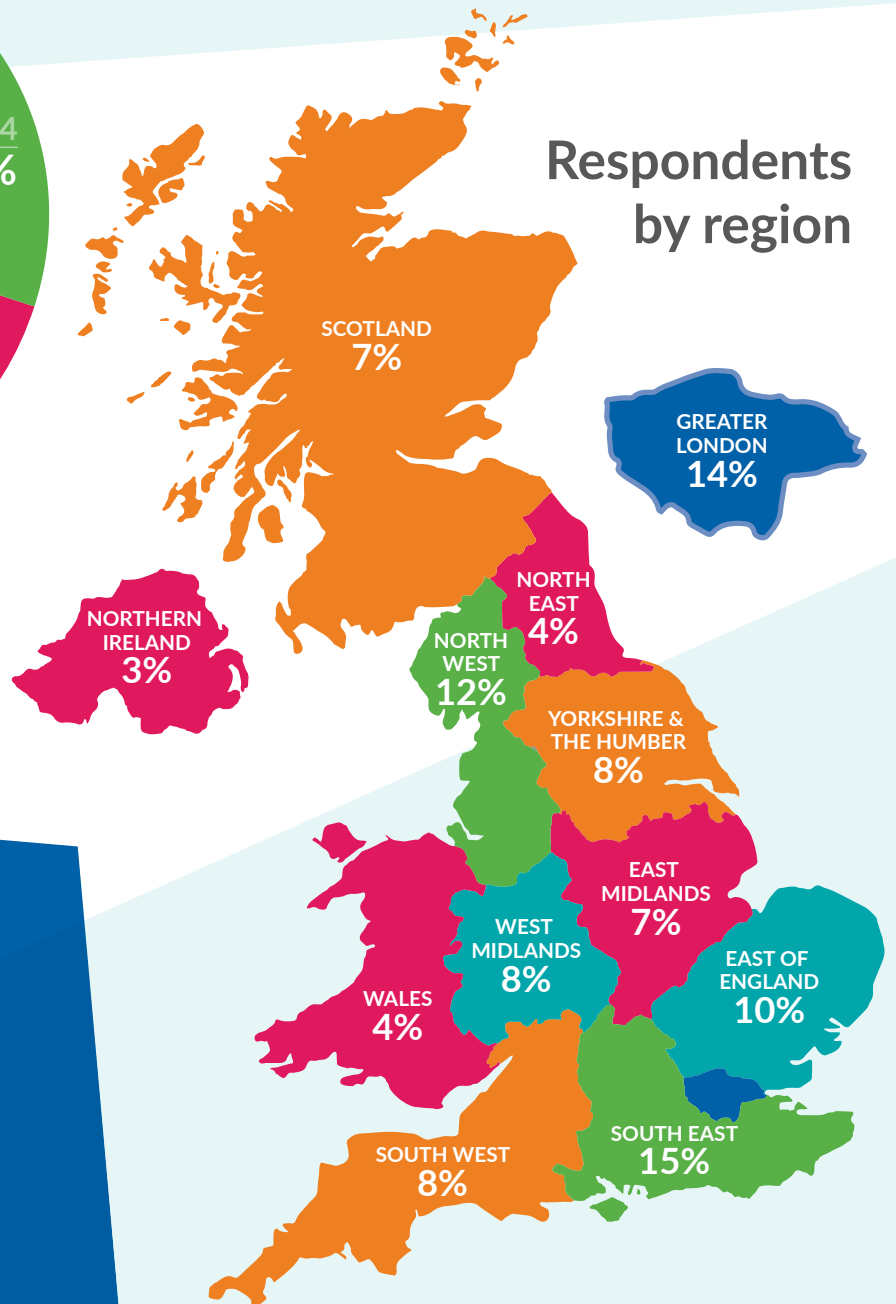
2,035 adults surveyed

The survey of 2,035 adults was carried out online by Pureprofile on behalf of PAGB between 22 June and 1 July.



Employment status

9%	Not currently employed
4%	Student
7%	Homemaker
19%	Retired
40%	Full time employed
14%	Part time employed
7%	Self employed

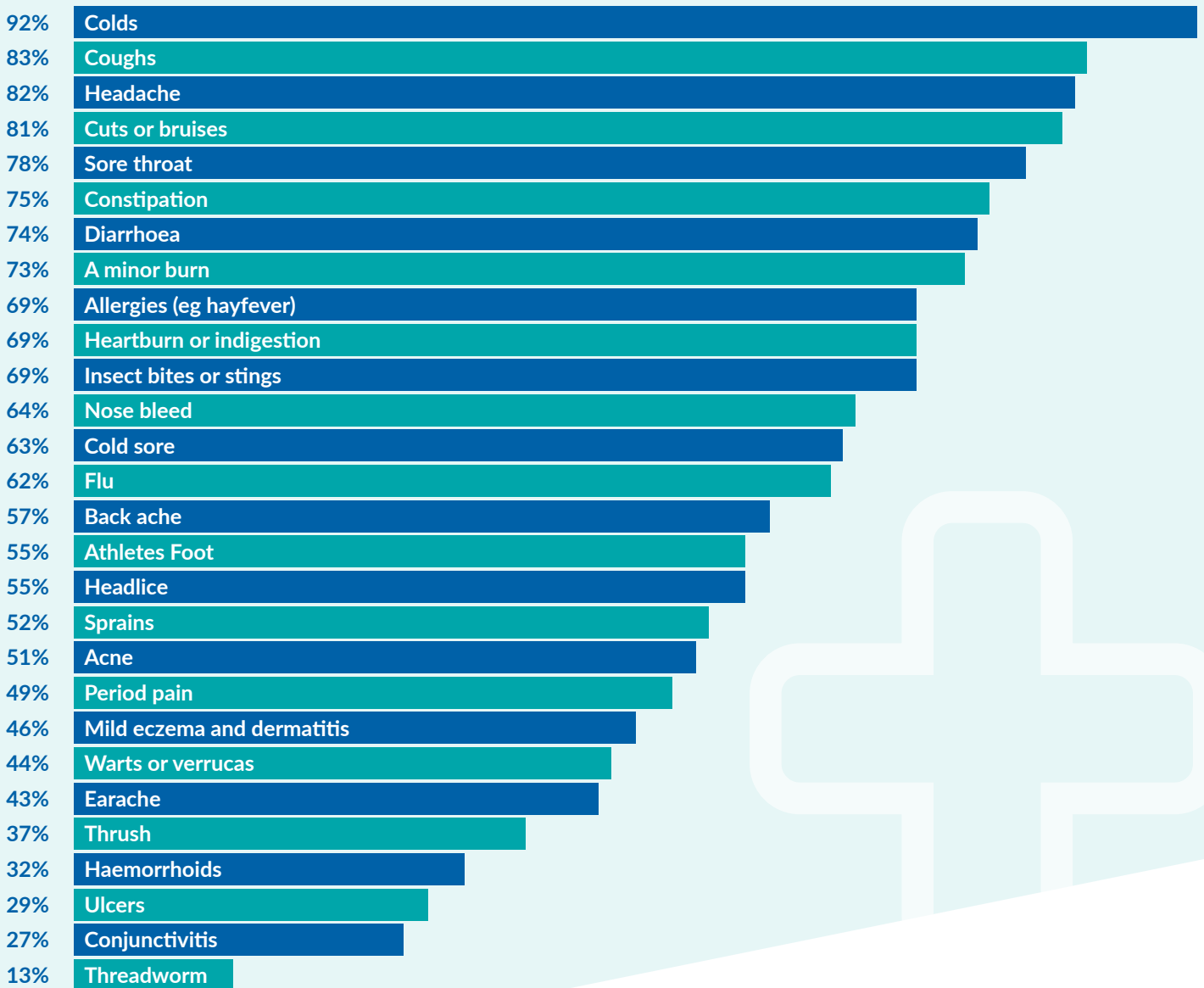


PAGB defines self care as the actions people take for themselves and their families to promote and maintain good health and wellbeing and to take care of their self-treatable conditions.

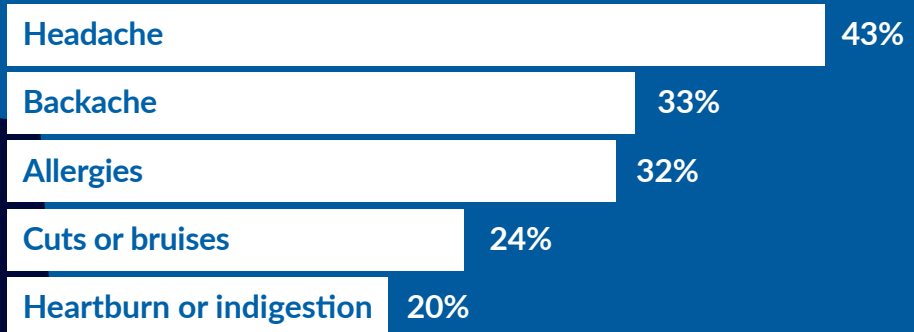
We asked people what conditions they felt confident treating by themselves and then what they had actually done at the time they experienced symptoms.



Which of the following self-treatable conditions do you feel confident treating by yourself?



Since the beginning of the coronavirus lockdown on 23 March, have you suffered with any of the following conditions? (Top five)

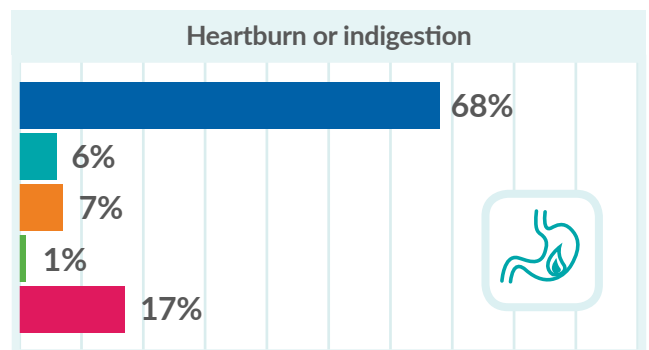
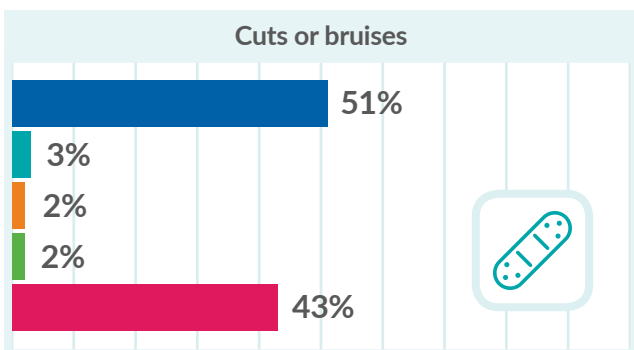
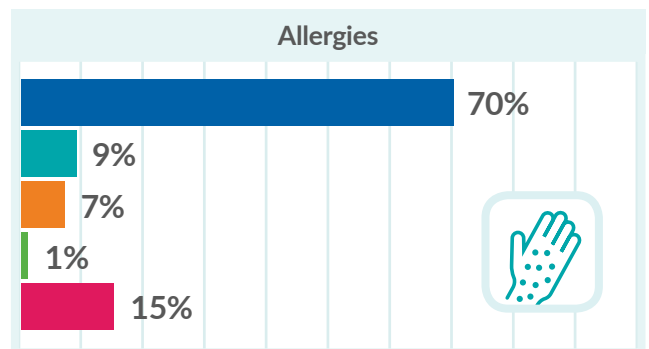
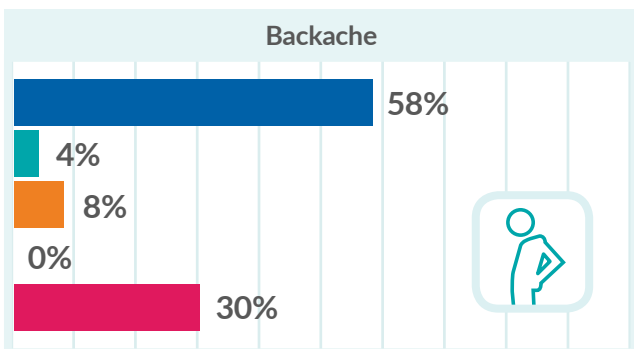
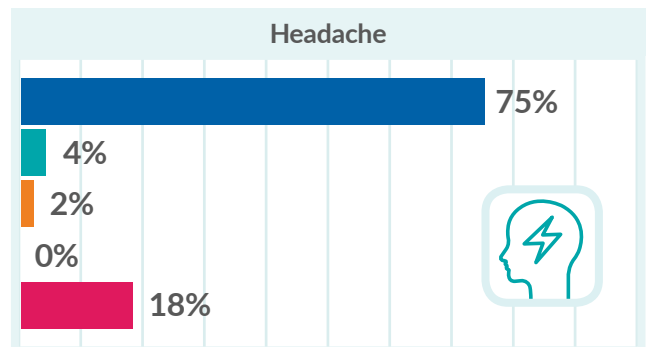


Our survey found a significant number of people did not actively self care when they developed a minor ailment but hoped it would clear up without any intervention.



We found that, even during the strictest period of lockdown, some people turned to GP or A&E services for health problems that are generally self-treatable.

Did you seek advice or treatment for these conditions?*

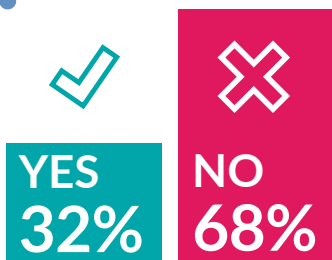


* respondents chose all that applied

COVID-19 – the impact on self care and access to health services

Following the global outbreak of coronavirus in early 2020, the UK was placed in lockdown measures, restricting people’s movement and social interaction. The UK Government’s core message was ‘stay at home, protect the NHS, save lives’. People were asked not to access healthcare services unless it was an emergency. Those with mild-to-moderate coronavirus symptoms were asked to stay at home and treat their symptoms with over-the-counter products.

We wanted to find out whether this experience of practising self care for self-treatable conditions had changed people’s attitudes.



Has the coronavirus pandemic changed your attitude to the way you access healthcare services?

31%



of people who would not have consulted a pharmacist as their first option said they were more likely to do so after the pandemic

24%



of people said the pandemic had changed their attitude to self care

69%



of people who might not have considered self care as their first option before the pandemic said they were more likely to do so in future

81%



agreed that A&E and GP appointments should not be used for self-treatable conditions

- up from 69% in 2016

77%



agreed that the coronavirus pandemic should change the way we think about using GP appointment and A&E services

68%



agreed that the NHS should make it easier for people to care for themselves without using GP services or A&E

71%



of those who previously considered A&E as an option for self-treatable conditions said it was less likely to be their first port of call after the coronavirus pandemic

51%



of those who previously sought a GP appointment said they were less likely to do so as their first option after the pandemic

86%



of respondents in 2020 agreed that A&E and GP appointments should be used only when absolutely essential

- up from 81% in 2016

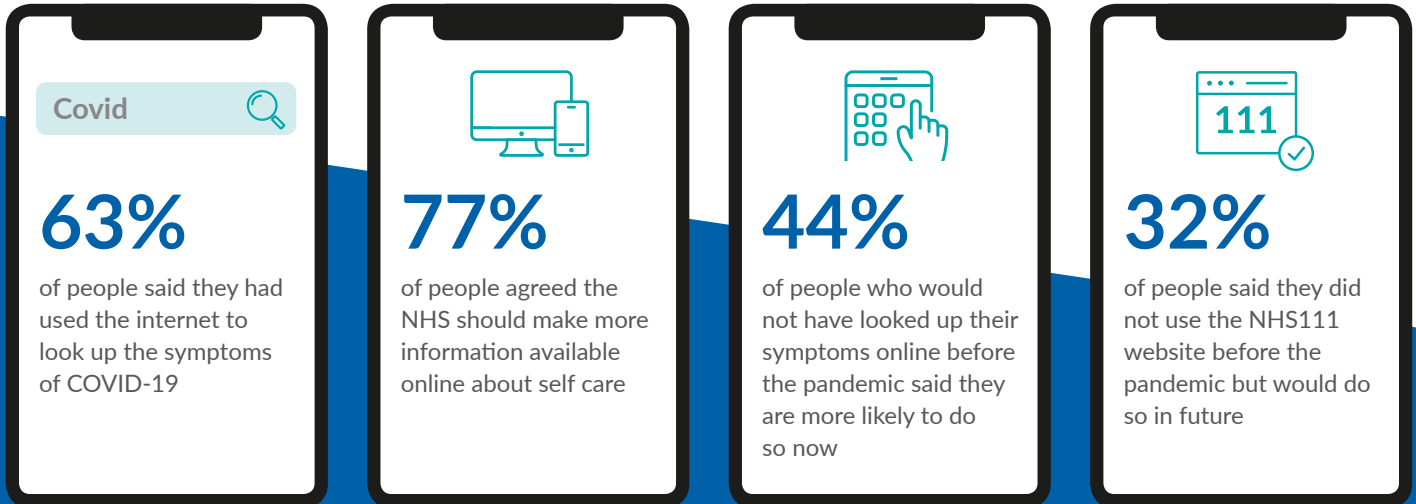


More than £780m saving each year

If those people who said they are now more likely to choose self care, instead of seeing their GP or going to A&E, actually do change their behaviour, the potential saving to the NHS is more than £780 million a year

Access to digital information about self care

PAGB is urging the NHS to develop an easily-accessible online gateway to reliable information about self care. We'd like to see a separate self care section on the NHS website and more NHS signposting to quality-assured self care apps.



How have attitudes to pharmacy changed since our Self Care Nation survey in 2016?

Community pharmacists play a key role in supporting people to self care, offering advice and support with over-the-counter products and treatments. Pharmacists and their teams have been on the frontline of the NHS response to the coronavirus pandemic and we wanted to find out whether this had changed people's perceptions about pharmacy.

2016

47% of people said they did not use their pharmacy first for self-treatable conditions

21% of these believed pharmacists were not as qualified as GPs or hospital staff

3% could not get to their local pharmacy

2020

54% of people said they did not use their pharmacy first for self-treatable conditions

11% of these believed pharmacists were not as qualified as GPs or hospital staff

6% could not get to their local pharmacy



PAGB is calling for the development of a national strategy for self care to support the health system to recover from the COVID-19 pandemic, empower community pharmacy and shift the NHS towards a sustainable, long term focus on self care.

Read more at www.pagb.co.uk/policy/self-care/

2020 survey of 2,035 adults carried out in June 2020 by Pureprofile on behalf of PAGB
2016 survey of 5,011 adults carried out in Sept 2016 by Pureprofile on behalf of PAGB