

**MEDIA RELEASE - Healthwatch Nottingham and Nottinghamshire report finds  
Coronavirus information is not always reaching the people who need it most.**

**28/05/2020 FOR IMMEDIATE RELEASE**

Healthwatch Nottingham and Nottinghamshire have published their report looking into local awareness of what people need to be doing during the current pandemic. The report has found that one in 5 people across Nottingham and Nottinghamshire were not correctly aware of which Coronavirus (COVID-19) risk group they were in.

Coronavirus (COVID-19) can make anyone seriously ill. But for some people, the risk is higher. There are 2 levels of higher risk:

**High risk** (clinically extremely vulnerable) - these people are commonly referred to as Shielded

**Moderate risk** (clinically vulnerable) - this group is for those who are at increased risk

In order to understand the impact of COVID-19 on vulnerable people, Healthwatch have been surveying people about the information which they have received.

Their report, which details responses from 87 residents of Nottingham City and 345 from Nottinghamshire County, found that 12.6% of people were not aware that they were in the highest risk group. A further 9.3% of people were not aware they were in the increased risk group.

"We find ourselves in challenging times. There have been some conflicting and confusing messages being shared at a national level during the current pandemic, which we are sure has not been helpful in providing clarity to the information people are seeking. Locally, there have been great efforts across the health and care system to work together, to share resource, and to provide clarity where possible. However, we are concerned that the findings of this report show that, in some cases, information is not reaching the people who need it most."

**Jane Laughton**

**Chief Executive Officer, Healthwatch Nottingham and Nottinghamshire**

Further information shared from respondents highlighted that almost half of people (42%) had unmet information needs. The most common of which was about how to people could manage their existing health conditions and how to access repeat prescriptions.

To download a copy of the report, or to share an experience of health or care services with Healthwatch, visit [www.hwnn.co.uk/reports](http://www.hwnn.co.uk/reports) or contact them on 0115 956 5313

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**Notes for editors:**

Healthwatch Nottingham and Nottinghamshire are the independent consumer champions for health and social care in Nottinghamshire.

We collect data and lived experiences of local health and care services from people across Nottingham and Nottinghamshire. We use this data and wider insight to inform providers, commissioners and the health and care system of key issues to improve services.

Healthwatch Nottingham and Nottinghamshire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping local services.

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