

COVID-19 COMMUNITY BRIEFING

We have analysed the views of 33 residents on social media.



Self-isolation at home is difficult for many local people

How long will this lockdown go on for? I didn't realise how hard it is for me to be at home with my family. We don't really get along that well so it's difficult to be in such close proximity for a long period. And I can only escape like for an hour. It's just really stressful.

I'm just pretty bored with this whole lockdown right now. I might actually apply to be an NHS volunteer - I live on my own so it won't be too bad.

Lots of people have kids and no outdoor space, and hardly any indoor space. They're going to go insane without parks. Yeah, some people aren't being careful enough, but it's not as simple

This can negatively impact mental and physical health.

I feel trapped my sense of liberty and freedom is gone. I can't see my friends and family I'm putting on weight, and I'm bored. I can't do the things I love like football. It's hard for me to be at home right now and what's worse the weather is beautiful and I really want to go out but I can't.

Honestly I'm more stressed at the not being able to go to the gym or workout. I've become so used to it as a way to manage my eating disorder and now there's rumours of a possible lockdown. I can feel myself put on weight and my muscles going and it's stressing me out because the thoughts are coming back so I don't know what to do.

Not only people will lose lives because of the virus, suicide might even go up [if we enforce a whole lockdown because current rules aren't observed].



Some residents are concerned that their neighbours are going out needlessly

To be honest, unless someone knows another person that is actually affected, they haven't been listening to the advice given. So yeah this makes it difficult for us because we're going to hospitals and homes with the chance of us being the ones passing it around or catching it.

*I don't want it to shut as go for walks (alone) there just to get some air and clear my mind! It was busy over the weekend with people gathering. Now I'll have to suffer for their greed and selfishness just like with the stockpiling. Please just stop f***ing gathering, people!*

I think the real emphasis needs to be on advising and educating people to not go out and spread the virus in the first place. If we become overwhelmed with deaths people may not get to choose their loved ones funerals. It's not only Muslims who don't agree with cremation, people of other faiths also do not agree but unfortunately if it's unsafe, unhygienic or simply not possible to arrange burials due to demand then that can not be helped. Please encourage everyone to stay home and stop the spread... save lives and you won't need to worry about funerals.

Being in lockdown is the right thing to do, but people aren't listening. I have at risk people in my family and it's just annoying seeing people going around still going on picnic and stuff. My one hour a day is difficult because of the people that are outside, I'm scared I might catch something and bring it home



Self-isolating is particularly difficult for those with poor links to neighbours and community

I have caught a cold and I am in self isolation. I have no one around that can help with with basics and essentials.



There may be unexpected obstacles for those receiving care at home

Can anyone help me to get hold of and fit a keysafe please? My concierge who usually hold my keys has closed for 3 weeks, and I need carer/PA easy access + for emergencies. When I had one before I had to go via an OT which takes time to refer, time to prescribe etc. I think it's quicker and easier to just purchase.



The homeless population is especially vulnerable

Iv jst reported a man sleeping rough that I see at West India Quay DLR station (just by the entrance) quite often. If anyone has a minute and you see him also can you pls report him. I spoke to him today and told him I would do my best to get him help, the poor man was so grateful ☹ it broke my heart ☹. I wished I could have helped him myself, it was so hard walking away knowing he could be at risk.



A few people felt they had an inadequate level of information

I'm pregnant and my husband is sickly, we don't know what it is, and I called NHS111 obviously they said all he need to do is stay at home, but I'm mainly worried for my baby. We don't know anything about this virus and the affect it can have on the baby. I just pray to God that this goes soon and it all calms down.

I'm confused at how serious this is. Everything we've been have been from other people telling us or from Whatsapp. There's some stuff on the news but there's not enough in our language. I watch the Somali news but that's basically that there's 1 or 2 cases in Somalia and nothing about the UK. Even if there was a video with a Somali person speak it would have helped us.

I don't know how serious this really is, I see all these other people doing as they want and actually going to different places and family house. So is the situation that problematic?

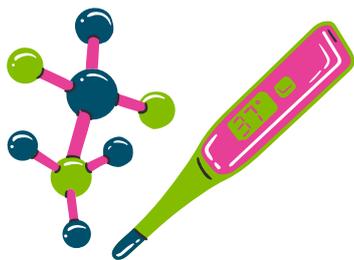


There were a few reports of price gouging for goods and services

As a frontline worker, my life insurance company has increased my monthly premium payment. Clearly they don't have much hope with my survival!

Pharmacy charging £5.99 for a pocket hand sanitiser and £1.99 for a single use mask. Where can I report them?

I can't believe some of this Asian shop selling stuff at extortionate prices it's ridiculous like have them not got any compassion!!!



Patients diagnosed with or suspected of COVID-19 have access to a limited level of healthcare remotely.

I have taken a steep dive today and am no longer working from home. Day 11. Haven't used any services other than the NHS website because advice has been to sit at home and wait it out. Haven't found NHS website particularly informative or engaging. Have mainly used Google to get the answers I want.

I'm now in day 11 of what has been diagnosed at COVID 19 by my GP. I've started developing kidney pain and was in sever pain when I needed to get up and wee in the night. I phoned the GP in the morning and was number 1 in the queue. The Dr phoned back within 20 minutes. They said that it seems to be that the virus can damage your kidneys and this might develop at the end stages. I should keep an eye on the pain and if things get worse I should phone them, rather than going to the hospital. The GP Practice have been really good. They said phone anytime. Apart from that I haven't had any symptoms in the last couple of days. The things that worries you is not really knowing what might happen next and you can't go and see your Dr. One of the Drs also phoned my neighbour to see how they were getting on, as they have a very vulnerable baby. They seem to be being very proactive with those at risk.

Local people are concerned about being able to access the healthcare they need for issues unrelated to COVID-19. Remote healthcare has its limitations and is less trusted by some than face-to-face.

I had an appointment with the GP and she was asking me weird stuff like "do you have a blood pressure machine at home?"- so I can take my own BP and send her the results. I get that everyone's doing social distancing but what I don't understand is why until yesterday she was saying it's okay for m to come into the GP Practice to only end up doing a telephone consultation that lasted seconds. Because I'm pregnant, she wanted me to do a urine test too but I'm waiting for her to call me back and see if they'll just refer me to the hospital or if I can actually go to them

It's actually crazy, I call my GP and they told me they can't come out to review my family relative who has a severe issue with her blood sugar, and the only thing she said was that it's because it's a Friday so she can't come. No other explanation now we have to wait for her to send paramedic, we really don't want her to go to the hospital but we will have to see I guess. This virus is making access to health services that much harder.



Local authorities, community organisations and NHS workers are organising to respond to the crisis.

Council officers are working on options to support hospital staff, visitors.

I am a social prescriber, I work for all GP practices on the island. I was just wondering what support you can offer for isolated patients on the island as I am getting loads of referrals for patients needing assistance.

Good news. I have just been told that if you get Discretionary Housing Payment to cover the bedroom tax in the current financial year, the council will not require a fresh claim. They will roll it over as long as you provide evidence of the 2020/21 rent level.



Some local people are expressing interest in volunteering to help their neighbours

Copying what Limehouse and Island Gardens have done we have set up for Canary Wharf unique emails, phone numbers (for voice mail only for now) and an online survey for people needing help and offering it. Website being worked on today.

Just spoken with the Royal Hospital, they are accepting volunteers but they have put on hold the in person befriending part, for safety reasons. We could still help by supporting discharged patients via telephone calls, general admin, making tea and coffees for staff.

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