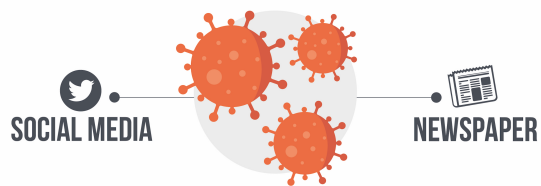


# COVID-19

## RAPID MEDIA ANALYSIS:

Rapid review of 150 newspaper articles and 146,000 social media posts from December 2019 to June 2020.



## TELEPHONE INTERVIEWS WITH FRONTLINE WORKERS



Purposive sample of 130 workers delivering care on the frontline to capture their experiences during the pandemic.

## RAPID POLICY REVIEW



REVIEW OF 70 UK POLICIES AND GOVERNMENT GUIDELINES IN RELATION TO COVID-19.

## COVID-19 EMERGING FINDINGS



### GUIDANCE

One source of concern included lack of guidance or rapidly changing guidance, particularly in relation to PPE.

### WORKERS AND FAMILY

Healthcare workers (HCWs) were afraid of being exposed to the virus due to lack of adequate PPE and potentially infecting family members.

### PPE

PPE was tiring, hot and uncomfortable and complicated communication with colleagues and patients.

### INEQUALITIES

The burden of working on the frontlines disproportionately impacted women because women are overrepresented in lower-ranking jobs that are more likely to be redeployed to the frontlines, sometimes without sufficient training & adequate protection.

### NEW ROLES IN RELATION TO DEATH

HCWs were forced to take on new roles accompanying patients at end of life due to family visiting restrictions and their desire to ensure patients did not die alone.

### MENTAL HEALTH SUPPORT

HCWs reported an increased availability of formal mental health support, however, understaffing or clashing schedules prevented them from participating in these activities.

### REDEPLOYMENT

Lack of training for redeployed staff and the failure to consider the skills of redeployed staff for new areas were identified as problems.

### RECOVERING PATIENTS

COVID-19 is producing long term impairments and disabilities in recovering patients, and HCWs are concerned patient recovery may be prolonged due to unequal access to rehabilitation services.



**POSITIVE ASPECTS OF DAILY WORK REPORTED BY HCWS INCLUDED SOLIDARITY BETWEEN COLLEAGUES, FEELING VALUED BY SOCIETY AND THE ABILITY TO PRODUCE RAPID CHANGES IN SERVICE DELIVERY (SUPPORTED BY HOSPITAL MANAGEMENT).**



The studies are coordinated by the Rapid Research Evaluation and Appraisal Lab (RREAL):

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