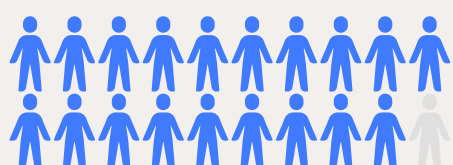


IMPACT OF THE COVID-19 PANDEMIC ON PATIENTS



95%

of patients surveyed experienced challenges due to the COVID-19 pandemic.



65%

of patients surveyed all experienced increased stress and anxiety.



56%

of patients surveyed all experienced social isolation



49%

of patients surveyed all experienced treatment delay

Access to Healthcare

MODERATELY DIFFICULT

51%

To obtain the healthcare and services needed since the beginning of the pandemic

DIFFICULT

19%

To obtain the healthcare and services needed since the beginning of the pandemic

DELAY/OBSTACLE

44%

When accessing an appointment with a healthcare professional (HCP)

REDUCED SENSE OF SAFETY

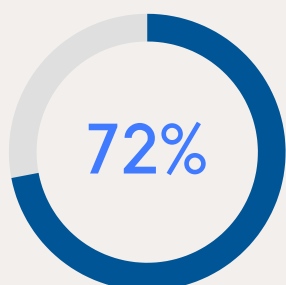
33%

When visiting healthcare facilities or HCPs

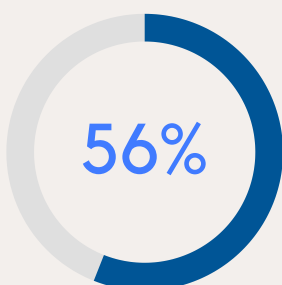


Patients' Concerns

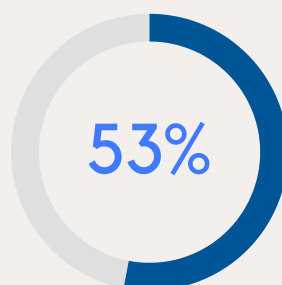
Personal Safety



Timely Access to HCPs



Mental Well-Being



Information to Patients

In terms of the clarity of information and communication from healthcare providers on the availability and accessibility of healthcare services and treatments:



35%

of patients said "Average"



30%

of patients said "Good or generally clear"

The results of this initial survey will be used by EPF to support its ongoing European initiatives and advocacy activities relating to COVID-19.

IMPACT OF THE COVID-19 PANDEMIC ON PATIENT ORGANISATIONS



69%

of patient organisations had to revise their 2020 work plan to survive during the COVID-19 pandemic.



50% of respondents were forced to change their organisation's focus



44% of patient organisations have concerns over their financial stability



50% of patient organisations think there will be a decrease in human resources

Protection Measures

EU governments tried to put in place some protection measures aimed at people with chronic conditions and/or vulnerable.



NOT APPROPRIATE

50%

of respondents replied that they had a negative impact on the patients they represent

PARTIALLY APPROPRIATE

38%

of the respondents considered them to have a mild to positive impact for the patients they represent

APPROPRIATE

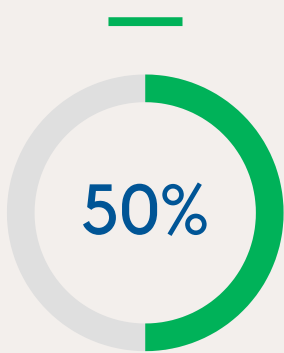
12%

of the respondents organisations considered them appreciated by their represented patients.

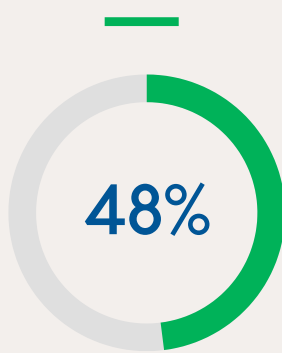


Most Important Focus Issues for Governments

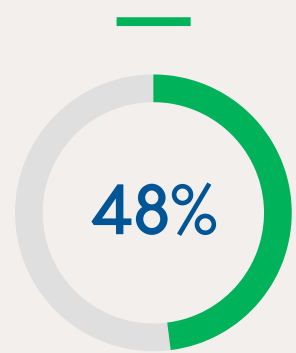
Provide Alternative Solutions to Disruption of Care



Secure Access to COVID-19 Vaccines



Easily Accessible COVID-19 Testing Facilities



Involvement of Patient Organisations

NO PATIENT INVOLVEMENT

63%

of patient organisations were not consulted at any stage, and people with chronic conditions were left aside from the pandemic management decision-making process

GOOD PATIENT INVOLVEMENT

12%

of patient organisations were represented within their country's crisis task force

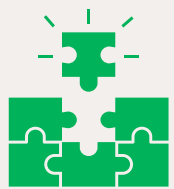


The results of this initial survey will be used by EPF to support its ongoing European initiatives and advocacy activities relating to COVID-19.

EPF RECOMMENDATIONS TO POLICY-MAKERS & HEALTHCARE PROVIDERS FOR FUTURE CRISIS PREPAREDNESS



Support for Patients with Chronic Diseases



Involve patients with chronic conditions and their carers in co-designing measures, including actions to reduce patients' stress, feelings of isolation, and protect their personal safety and mental health.



Ensure clarity, timeliness and accessibility of public health communications.



Establish clear and easy-to-follow communication channels to be used by patients for reaching out to their healthcare professionals.



National authorities should accelerate the ongoing digitalisation of their healthcare systems in co-creation with patients and ensure equity in access to digital services.



Healthcare systems' managers should do all that is possible to not delay treatment/interventions aimed at patients living with chronic diseases. These patients cannot put their diseases "on hold", as this would have devastating long-lasting effects for patients and often cannot be reversed.

Support for Patient Organisations



Ensure sustainable funding of European and national patient organisations. Their survival and ability to function is essential to enable meaningful patient input into improving health systems' quality and resilience.



Collaborate with patient organisations to better handle health crises in the aftermath of the COVID-19 pandemic. These organisations are well-positioned to channel patients' needs and expectations into policy-making and health management.

Even as funding opportunities decreased, and their activities became more difficult due to the ongoing pandemic, patient organisations continued working at the forefront of advocacy to advance the interests of patients and their carers.



The results of this initial survey will be used by EPF to support its ongoing European initiatives and advocacy activities relating to COVID-19.