

CTM UHB – A review of the impact of the UHB's digital response to covid-19 in regards to access and inequality

Number of CTM residents who 'attended' an Outpatient appointment in 2019/20 and 2020/21 by WIMD & by Age

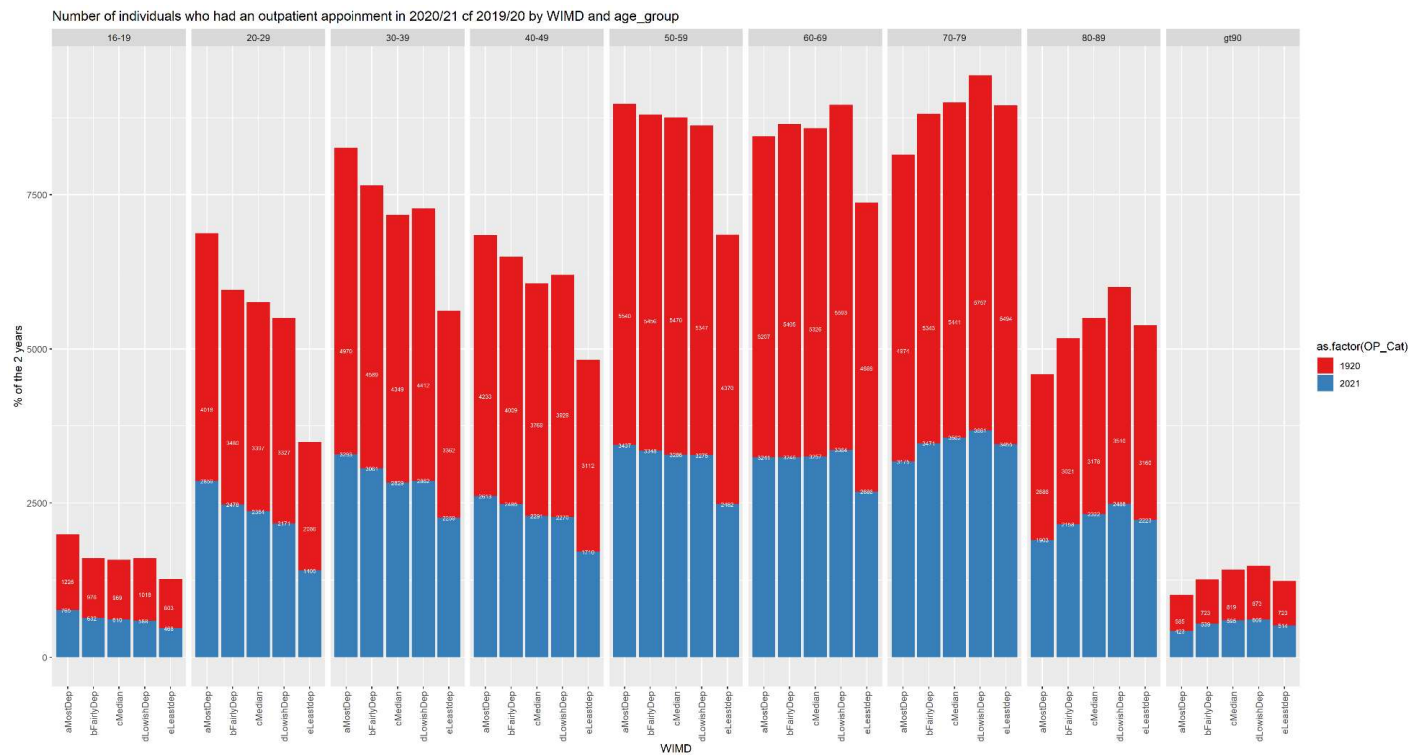
	1920	2021	% 19/20	% of 20/21	2021 as % of 1920 & 20/21
aMostDep	33439	21709	20.8%	21.1%	39.4%
bFairlyDep	33002	21418	20.5%	20.8%	39.4%
cMedian	32718	21116	20.4%	20.6%	39.2%
dLowishDep	33772	21308	21.0%	20.7%	38.7%
eLeastdep	27799	17202	17.3%	16.7%	38.2%
Total	160730	102753			39.0%

Test for independence of all factors:
Chisq = 20.766, df = 4, p-value = 0.0003524

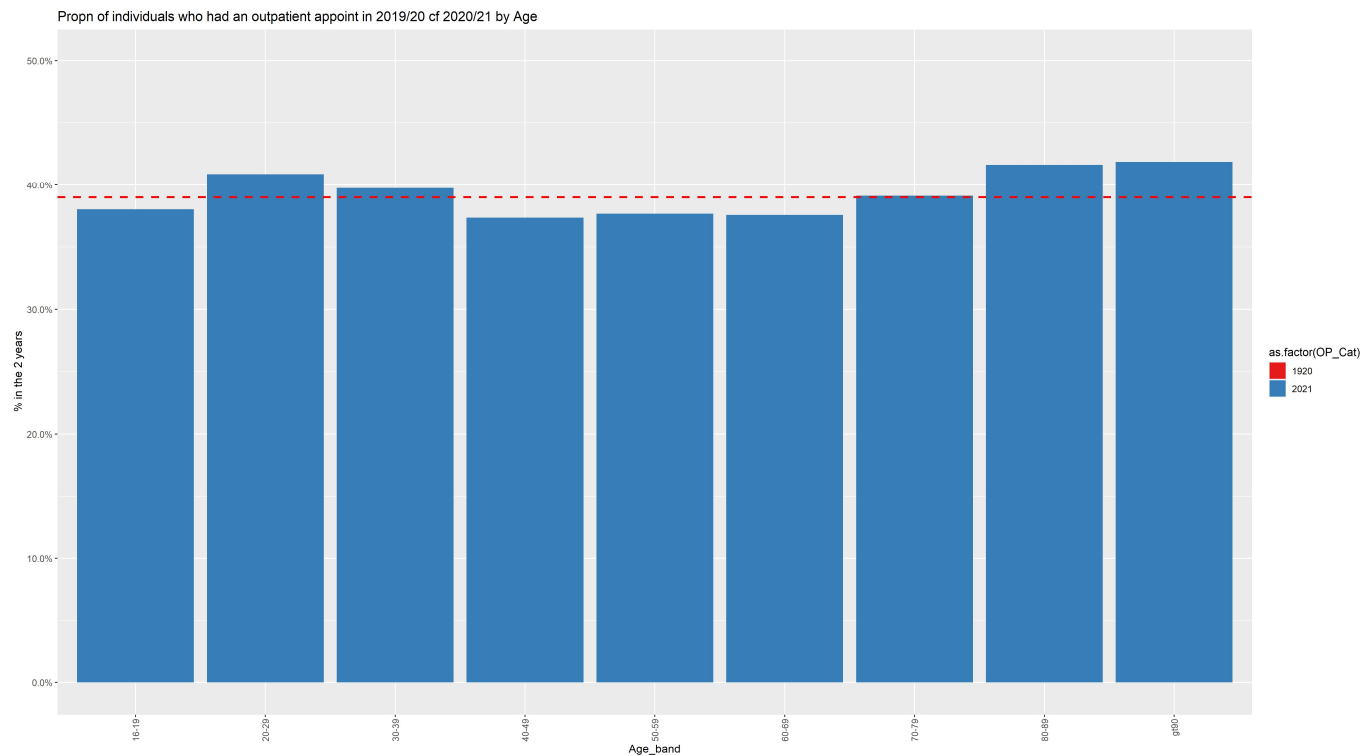
O/P attendances by age	`1920`	`2021`	% 19/20	% of 20/21	2021 as % of 1920 & 20/21
16-19	4992	3063	3.1%	3.0%	38.0%
20-29	16308	11277	10.1%	11.0%	40.9%
30-39	21682	14304	13.5%	13.9%	39.7%
40-49	19052	11369	11.9%	11.1%	37.4%
50-59	26183	15828	16.3%	15.4%	37.7%
60-69	26220	15794	16.3%	15.4%	37.6%
70-79	27009	17344	16.8%	16.9%	39.1%
80-89	15561	11094	9.7%	10.8%	41.6%
gt90	3723	2680	2.3%	2.6%	41.9%
Total	160730	102753			39.0%

Test for independence of all factors:
Chisq = 251.7, df = 8, p-value = 7.6 e-50

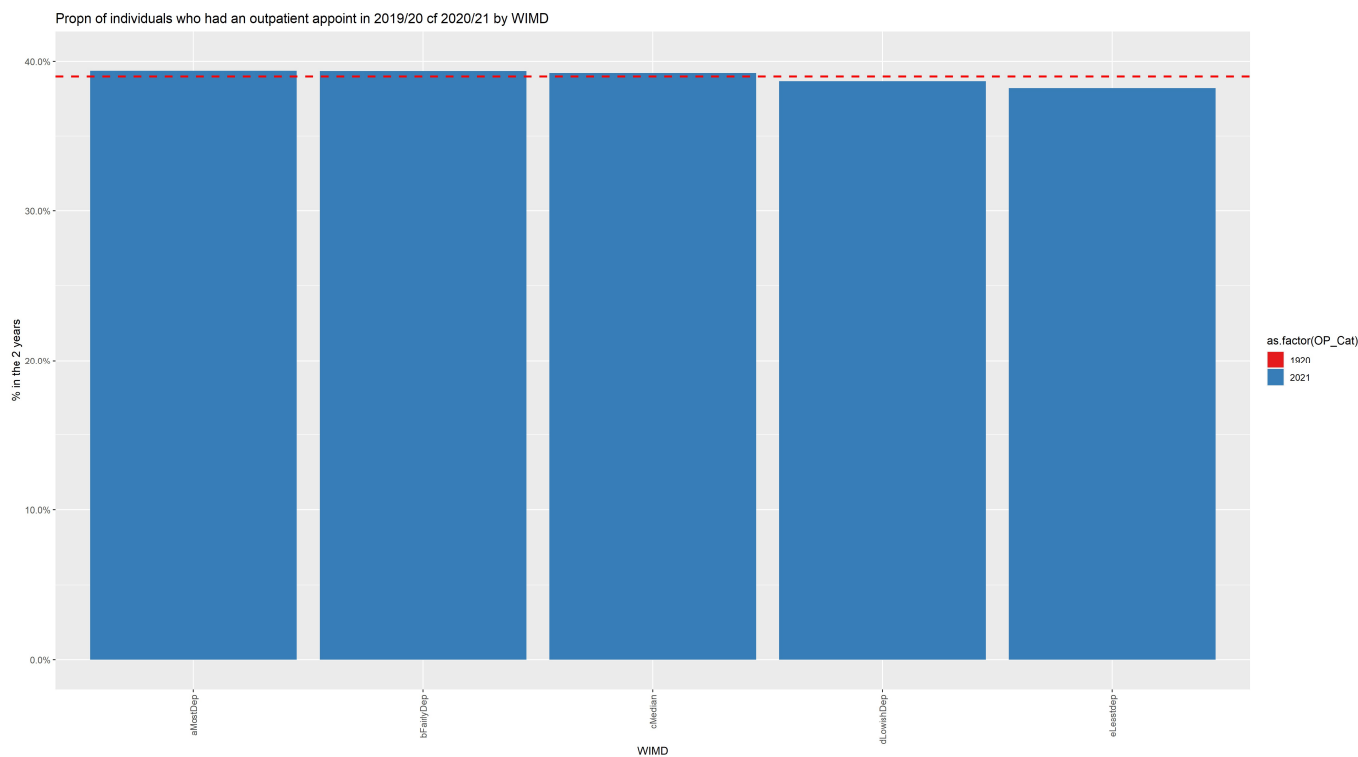
Chart shows the number of individuals who have attended over the past year and over 2 years (individuals who attended in both distinct years are counted in both years)



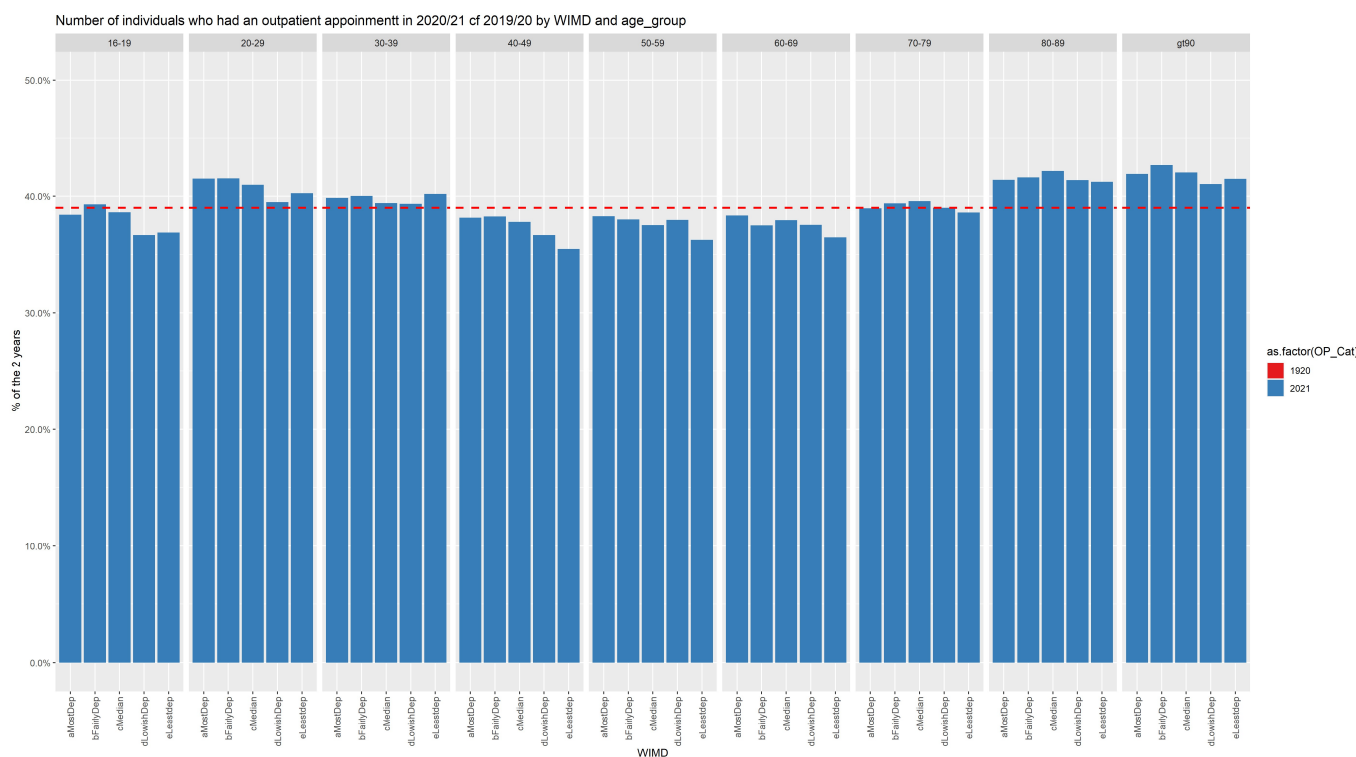
Individual who had an outpatient consult in 2020/21 was 39% (red line) of the total who had a consult in 2019/20 and 20/21 (where an individual is counted in both years) – this propn is shown by age below



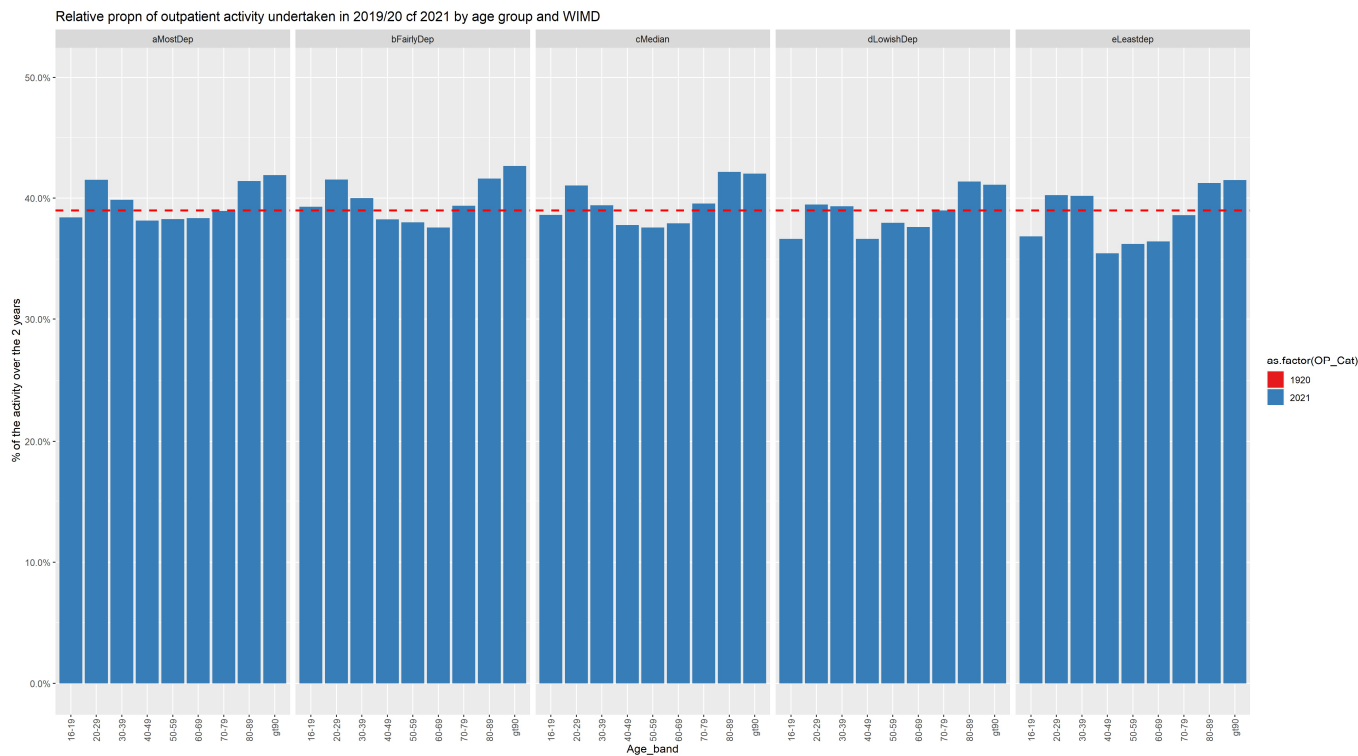
Individual who had an outpatient consult in 2020/21 was 39% (red line) of the total who had a consult in 2019/20 and 20/21 (where an individual is counted in both years) – this propn is shown by WIMD below



Individual who had an outpatient consult in 2020/21 was 39% (red line) of the total who had a consult in 2019/20 and 20/21 (where an individual is counted in both years) – this propn is shown by age & WIMD below



Individual who had an outpatient consult in 2020/21 was 39% (red line) of the total who had a consult in 2019/20 and 20/21 (where an individual is counted in both years) – this propn is shown by age & WIMD below



Summary

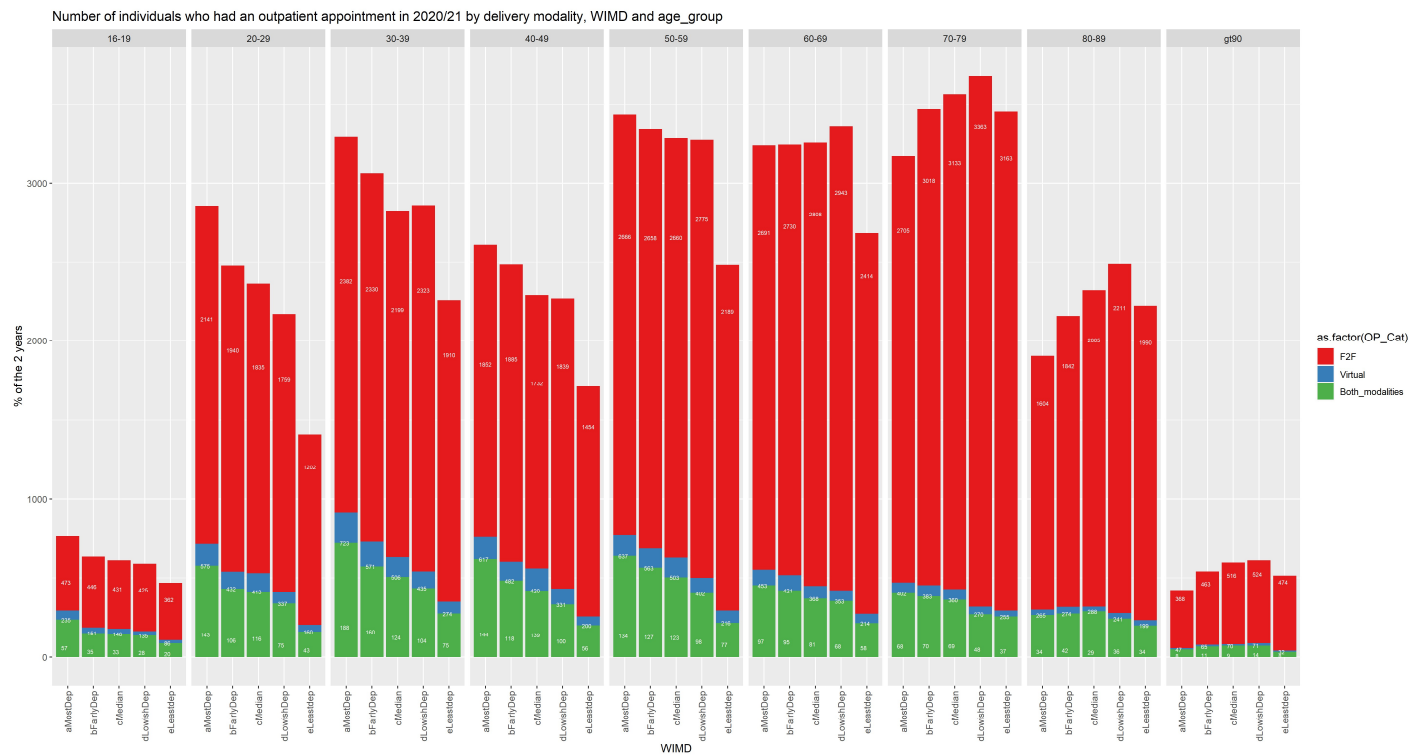
- Relatively fewer 40-70 year olds had an outpatient consult in 2020/21
- Relatively it was those from the least deprived areas who have an outpatient consult in 2020/21
- It would not appear from this very high level analysis that our management of outpatient attendances widened inequalities

These charts look at individuals who had an outpatient attendance in 2020/21 and see who accessed care by delivery modality (virtual only, Face to face & Virtual,, Face 2 Face only)

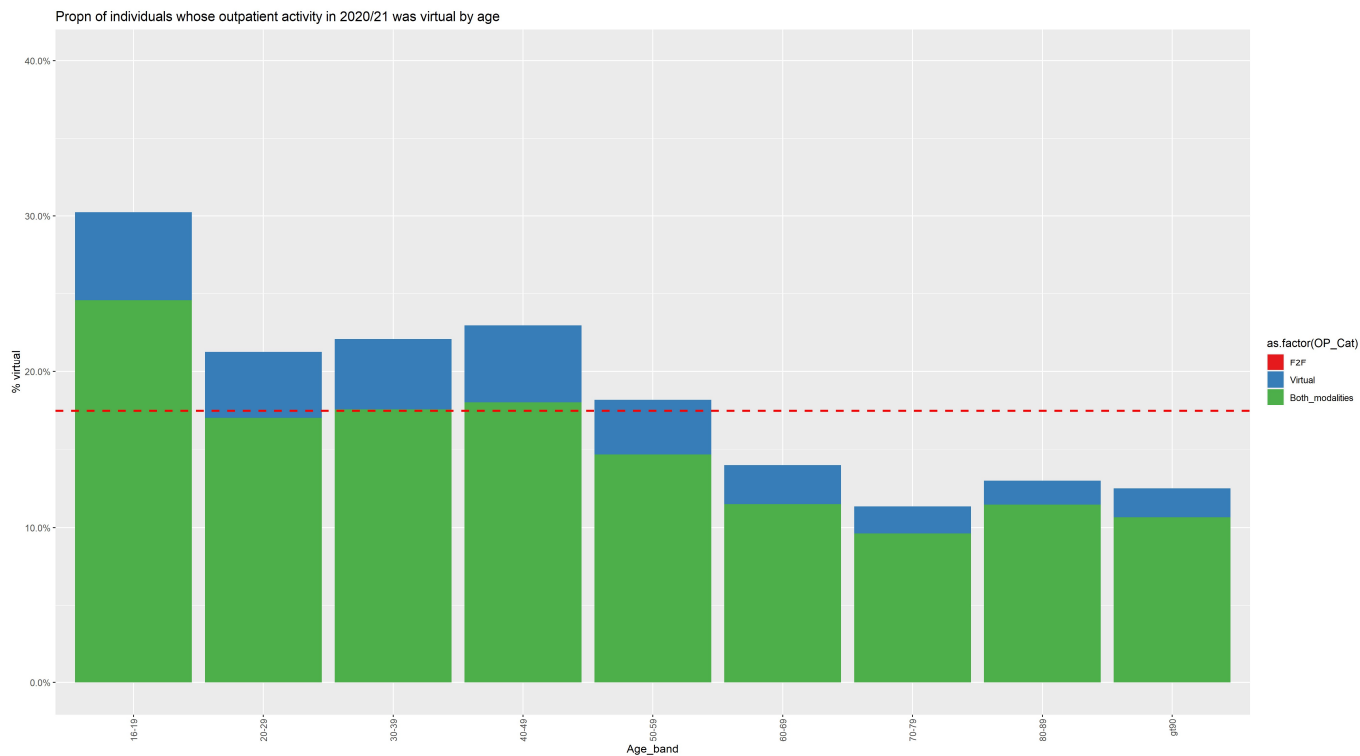
AVN note: add in population sizes

	Both_modalities	F2F	Virtual	Total	%_of_both	%_of_F2F	%_of_Virtual	%Both_of_Total	%Virtual_of_Total
aMostDep	3954	16882	873	21709	27%	20%	26%	18%	4.0%
bFairlyDep	3342	17312	764	21418	23%	20%	23%	16%	3.6%
cMedian	3074	17319	723	21116	21%	20%	22%	15%	3.4%
dLowishDep	2575	18162	571	21308	18%	21%	17%	12%	2.7%
eLeastdep	1636	15158	408	17202	11%	18%	12%	10%	2.4%
Total	14581	84833	3339	102753				14%	3.2%

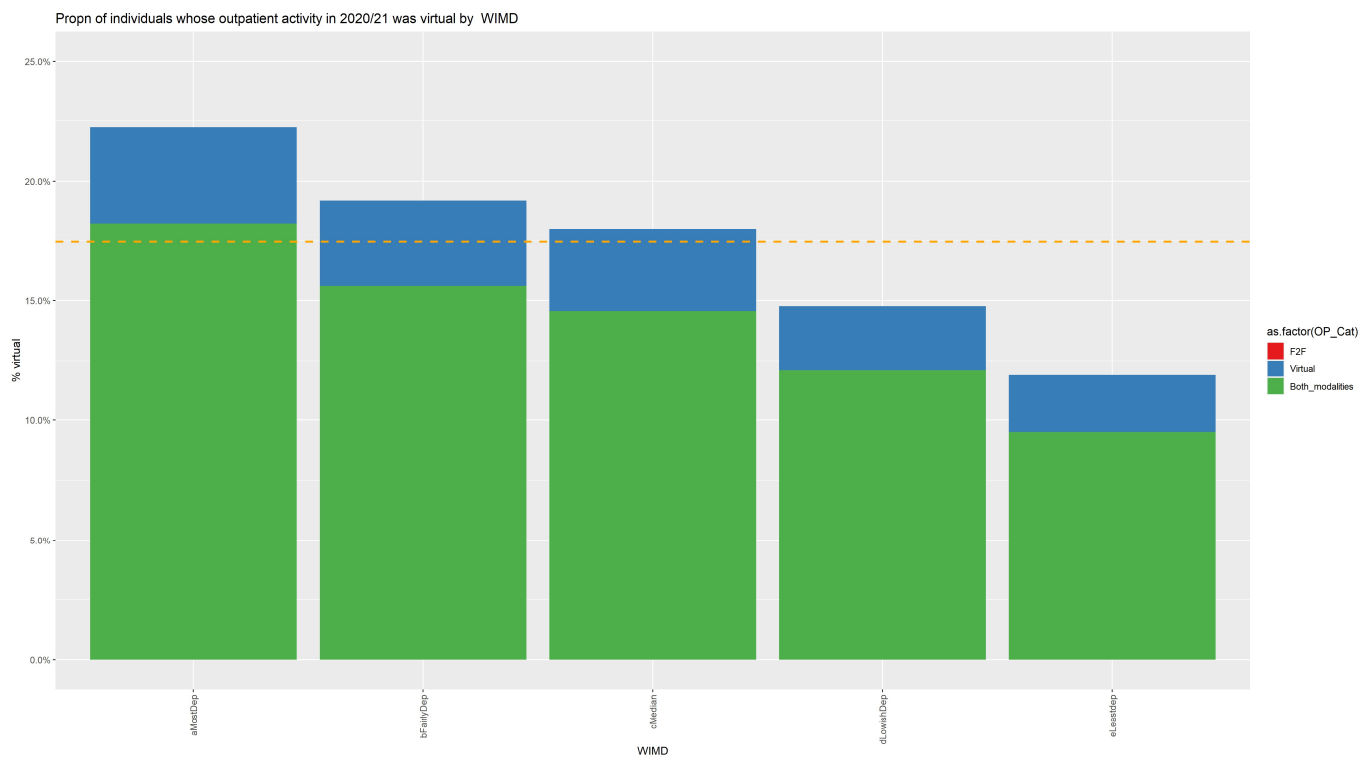
These charts look at individuals who had an outpatient attendance in 2020/21 and see who accessed care by delivery modality (virtual only, Face to face & Virtual,, Face 2 Face only) – The chart below show numbers of CTM individuals who had an appointment by age, WIMD and delivery modality



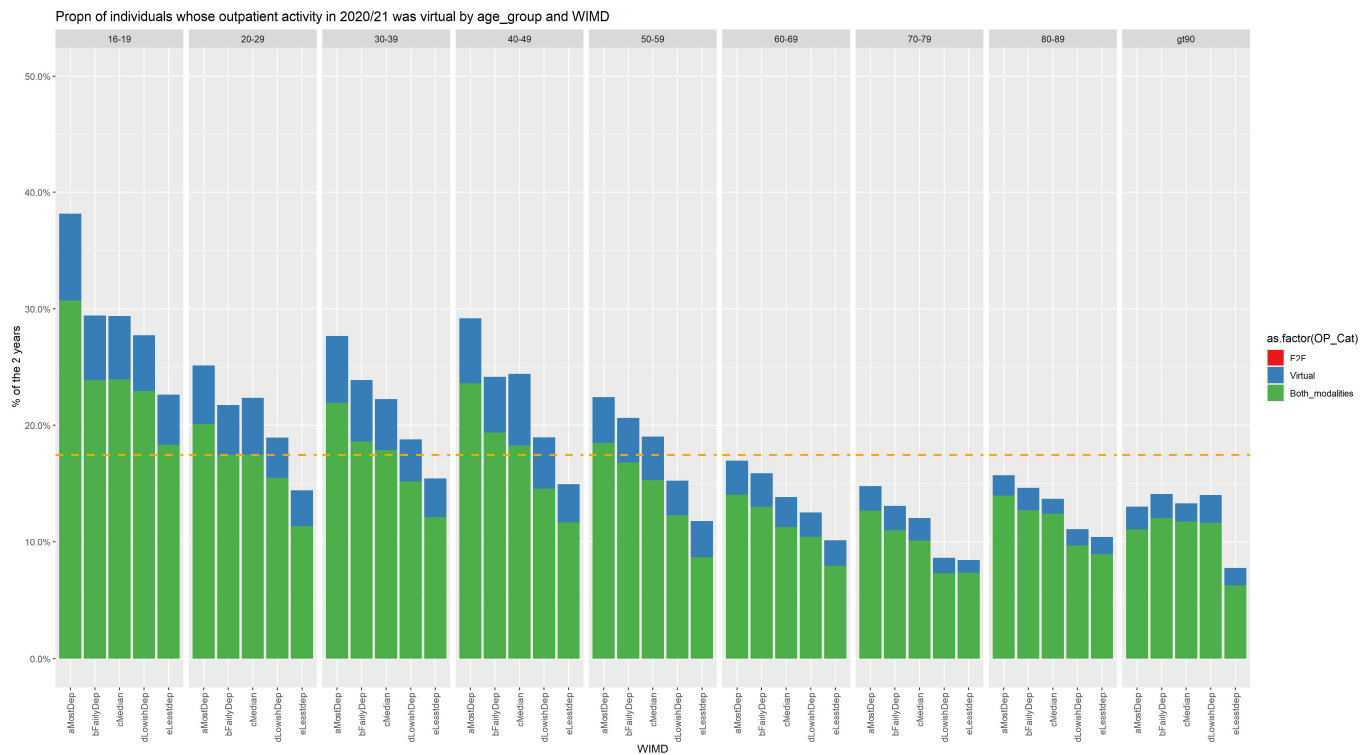
The chart below show numbers of CTM individuals who had an appointment virtually by Age. The overall propn of adults who had their appointments delivered virtually or by both modalities was 17.4% (orange line)



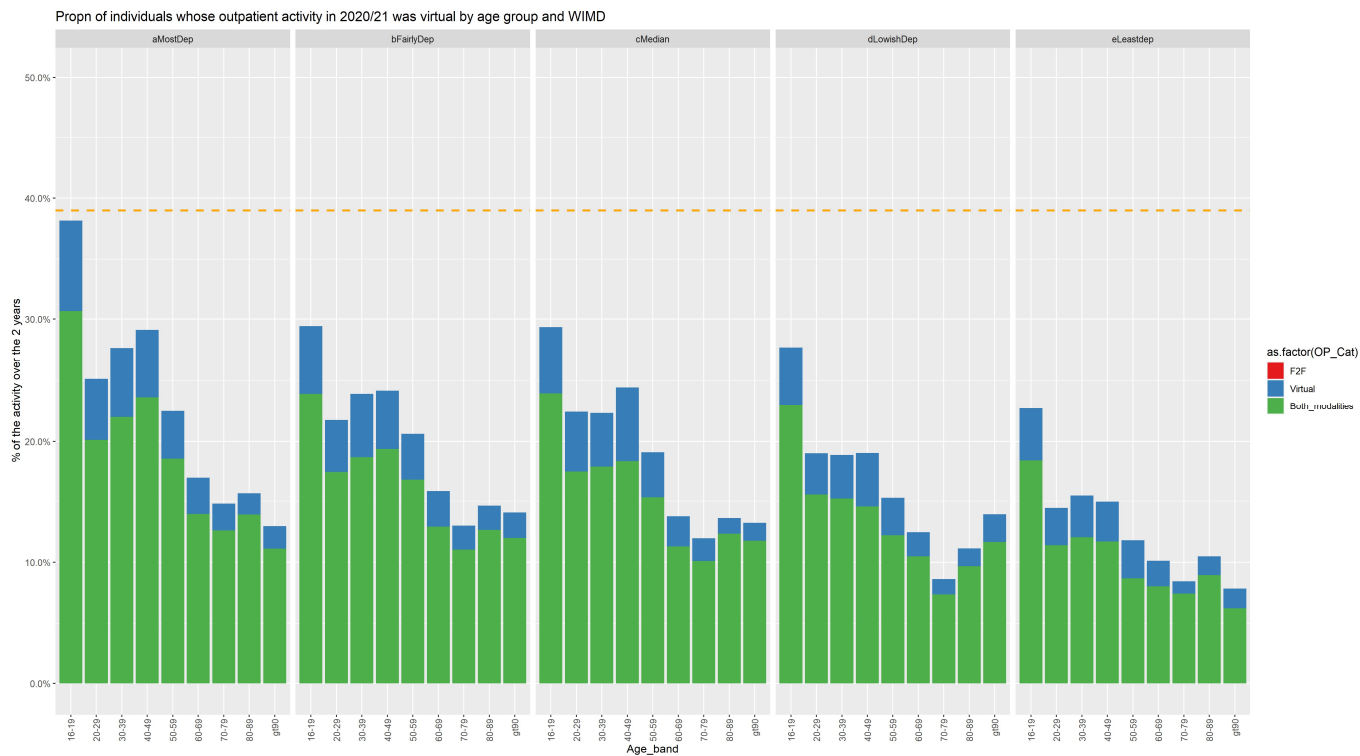
The chart below show numbers of CTM individuals who had an appointment virtually by WIMD. The overall propn of adults who had their appointments delivered virtually or by both modalities was 17.4% (orange line)



The chart below show numbers of CTM individuals who had an appointment virtually by Age & WIMD. The overall propn of adults who had their appointments delivered virtually or by both modalities was 17.4% (orange line)



The chart below show numbers of CTM individuals who had an appointment virtually by Age & WIMD. The overall propn of adults who had their appointments delivered virtually or by both modalities was 17.4% (orange line)



In summary

Older people and individuals residing in the lesser deprived areas had a greater proportion of their outpatient consults delivered Face 2 Face.