How has delayed surgery due to COVID-19 affected our patients?

1. Which patients did we survey?
   - On waiting list: 3929
   - Surveys sent: 1380
   - Replied: 888*
   - *64 more than needed for representative sample (3% margin of error)

2. What are your thoughts about surgery?
   - 79% do not want to delay until after COVID-19
   - 94% wish to proceed
   - 36% anxious about coming into hospital

3. 3Cs
   - Leicester Action Plan
   - How we can help you better
     - Easier ways to reach us
       - Contact us if you need help
     - Keeping you informed
       - Waiting list dashboard
     - Helping you manage better
       - Self-help website: pain, mobility, mental health
     - Helping you cope
       - Virtual consultations

4. How are you feeling?
   - Pain: Average score 6.3
     - No pain: 0
     - Decreasing pain: 2-3
     - Excruciating pain: 6-7
   - Mood: Average score 5.1
     - Good: 0-2
     - OK: 3
     - Bad: 4-6
   - Anxiety: Average score 3.9
   - 3 to 4: Very mild anxiety
   - 4 to 5: Mild anxiety
   - 5 to 6: Moderate anxiety
   - 6: Severe anxiety

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