

# ELL.O.K. COVID-19 and Cancer in Greece- 2<sup>nd</sup> wave

*Prepared by IQVIA  
PMR Consulting and Services*

May 2021



# Agenda

- + Survey Identity
- + Information on Covid-19
- + Dealing with the Health System
  - Patient on therapy during the last 12months
  - Cancer survivor
- + Use of digital apps
- + Covid-19 experience
- + Covid-19 Impact
- + Vaccination
- + Conclusion

# Ellok investigated COVID-19's impact on cancer patients in Greece during the 2<sup>nd</sup> and 3<sup>rd</sup> stage of the pandemic

## Survey Description

### COVID-19 Pandemic



After the first cases in late 2019, the new coronavirus that resembles the flu (with symptoms like fever, distorted taste and dry cough) that can cause serious respiratory complications and death was discovered. With the first cases in Greece recorded in late February, the newly defined COVID-19 had already spread worldwide and was recognized as a pandemic by WHO on March 11, 2020. The Greek Government and the Healthcare System implemented new measures for the control, prolepsis and containment of the virus and as a result of those measures a lot of social changes were observed

### ELLOK Initiative



The goal of the research was to depict the impact of COVID-19 in patients with cancer/survivors. The research records the impact of COVID-19, the stances of cancer patients/survivors towards COVID-19 and the impact of COVID-19 in their therapy during this period. This research is the 2<sup>nd</sup> part of a market research. Patients and their caregivers participated the survey in order to showcase the situation that patients faced when using public and private healthcare facilities during the 2<sup>nd</sup> and 3<sup>rd</sup> stage of the pandemic

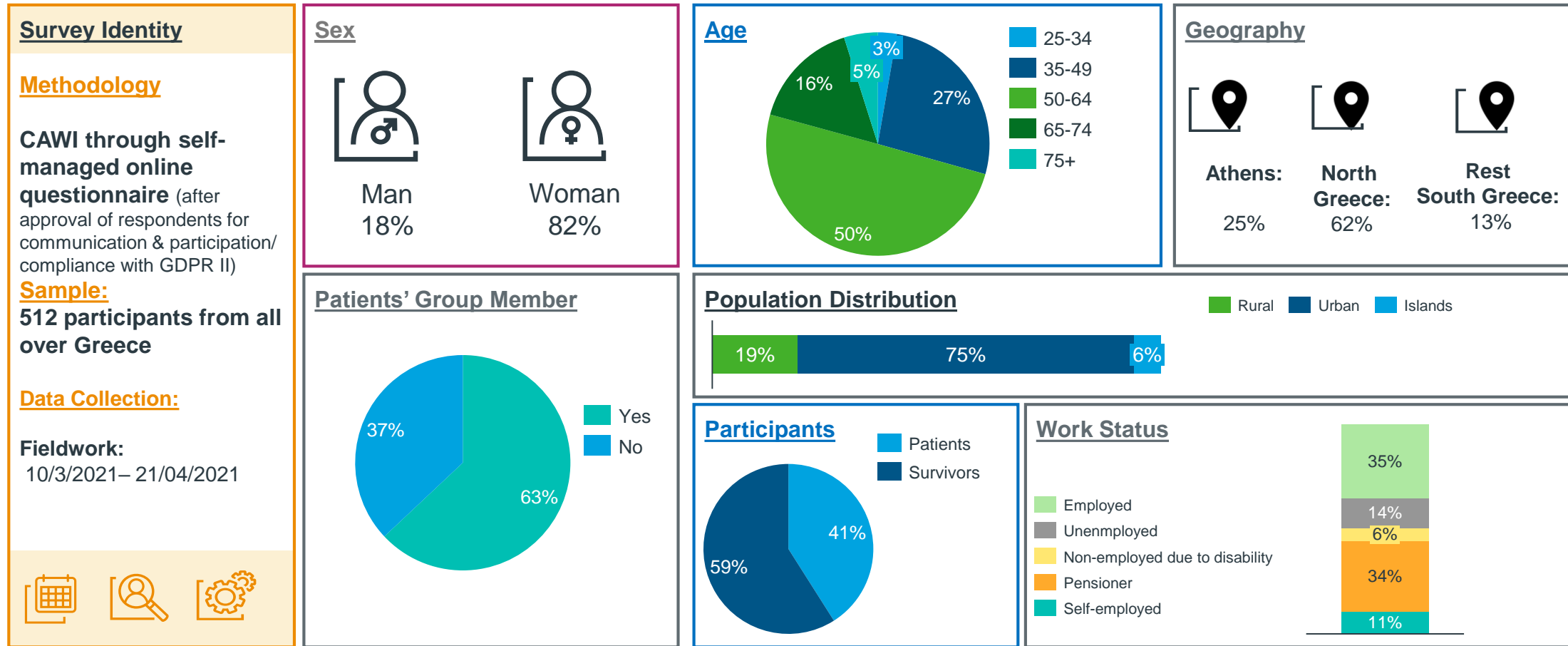
### Investigation Pillars



- Actions of prevention, information, response by the Greek state
- Access in Healthcare System Facilities during the COVID-19 pandemic
- Consequences in clinical practice during the COVID-19 pandemic
- Telemedicine and online services
- Attitudes and beliefs regarding dealing with the pandemic and vaccination intention

# Participants from all around Greece completed a CAWI questionnaire around COVID-19 & Cancer

## Survey Identity-Ellok COVID-19 & Cancer



# 42% of self-employed continued their job as before, while 33% of employees work from home

## Work status during the pandemic

|                       | Total | Employee | Self-employed |
|-----------------------|-------|----------|---------------|
| Work just like before | 32%   | 30%      | 42%           |
| Work from Home        | 30%   | 33%      | 22%           |
| Work suspension       | 19%   | 20%      | 16%           |
| Fired                 | 0%    | 1%       | 0%            |
| Other                 | 19%   | 16%      | 20%           |

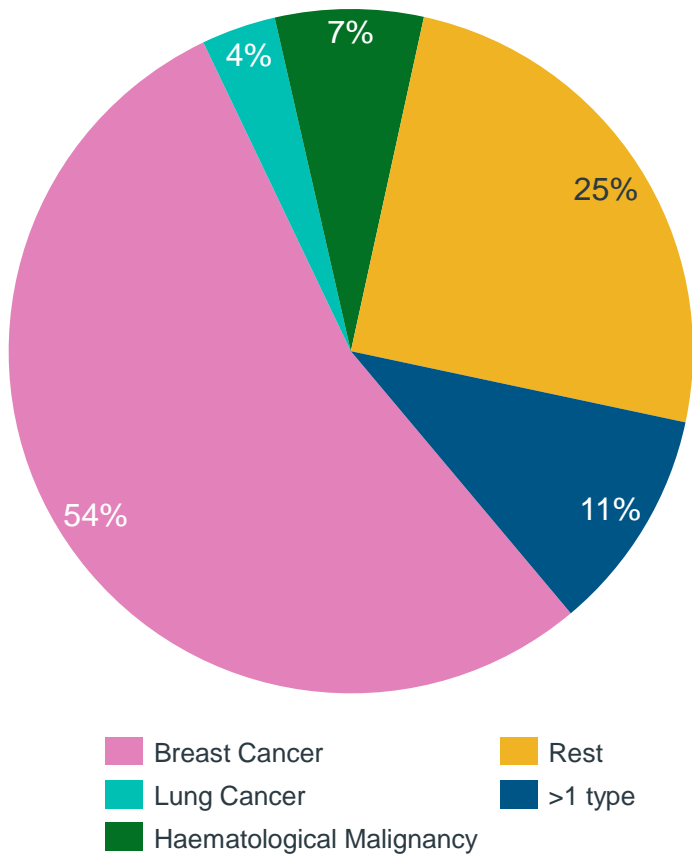
Q. What is your work status? Q. What is your work status during the pandemic?

Source: ELL.OK (April 2021)

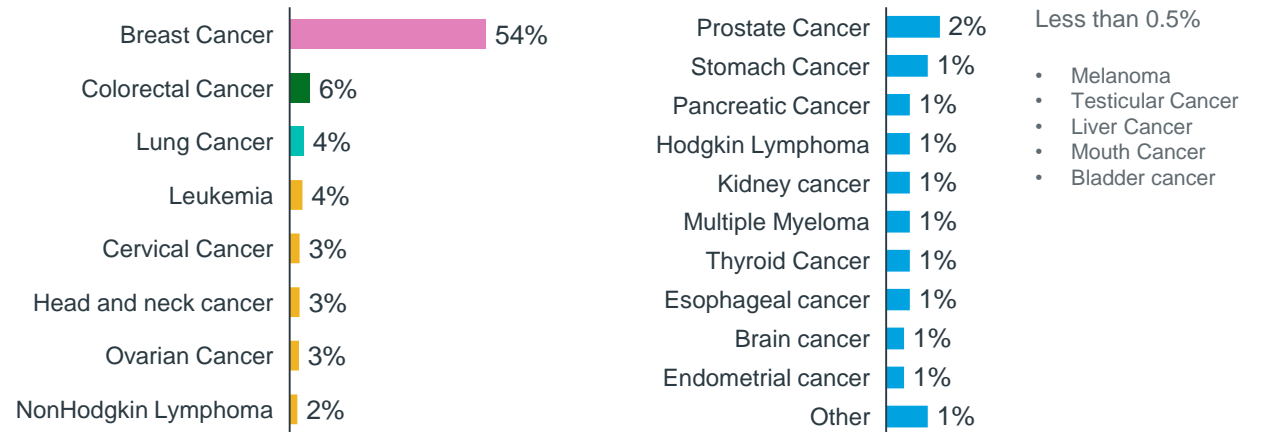
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# More than half of the participants have/had breast cancer; 11% stated having more than 1 type of cancer

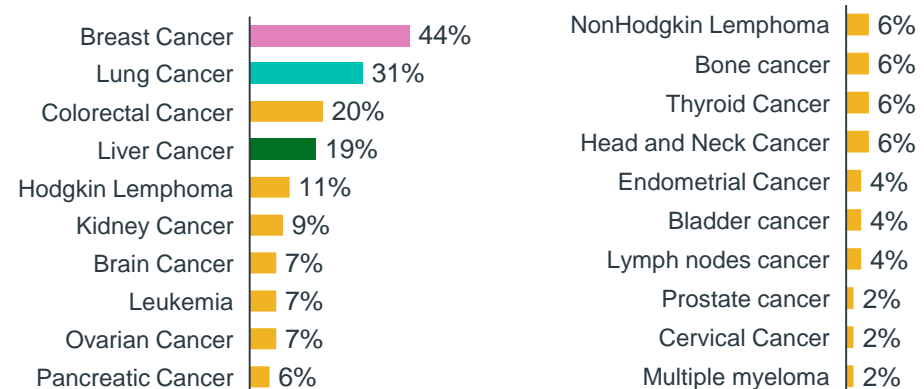
## Cancer type



## Cancer type (n=458)



## More than 1 type (n=54)



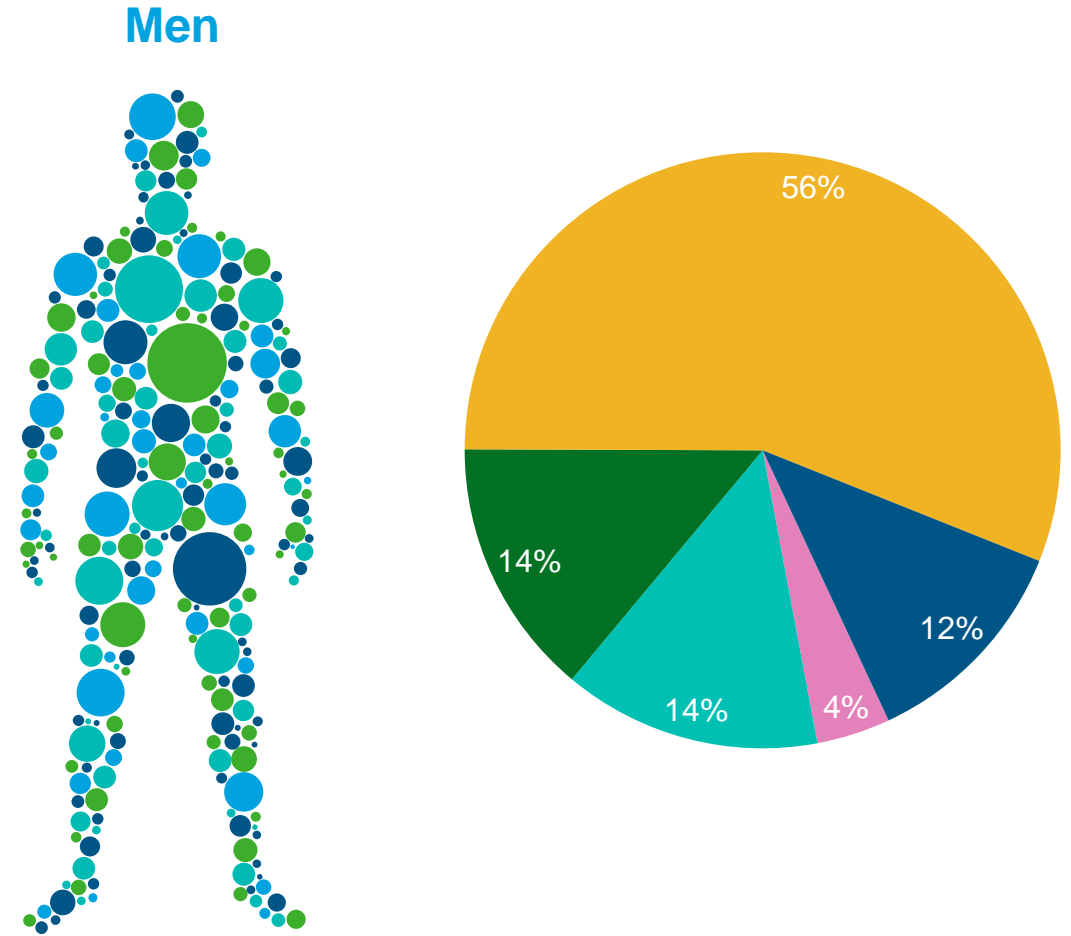
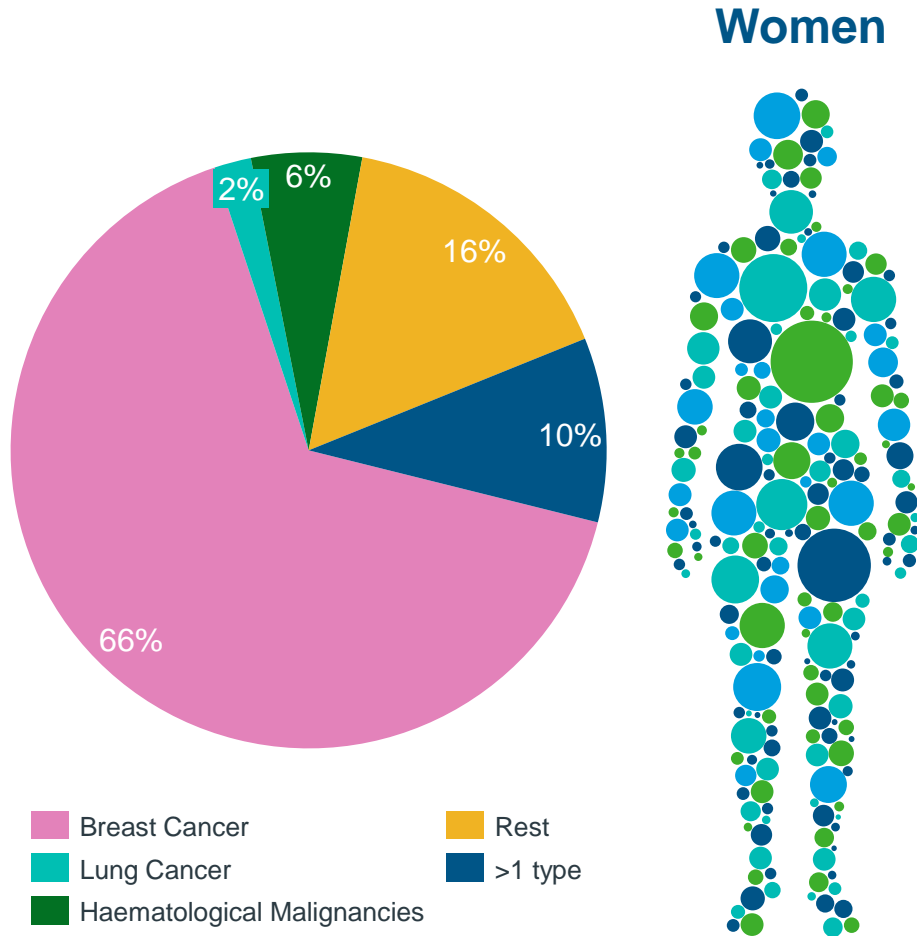
Q. If you are a cancer patient/survivor what type of cancer do you have/had?

Source: ELL.OK (April 2021)

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# 2 out of 3 women had breast cancer

## Cancer type per gender



Q. If you are a cancer patient/survivor what type of cancer do you have/had??

Source: ELL.OK (April 2021)

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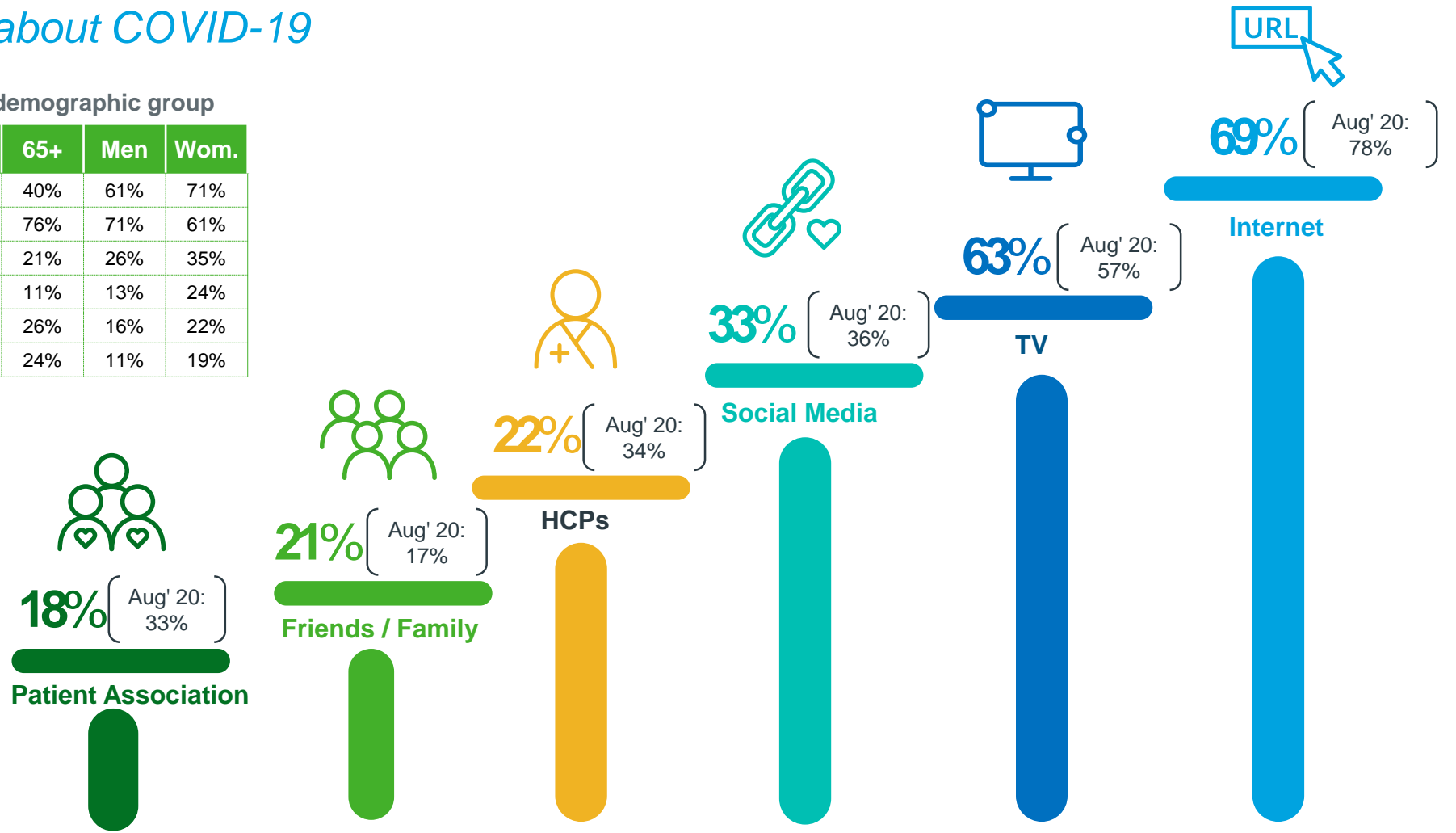


# Internet is the most mentioned source for information related to the pandemic whilst TV is 2<sup>nd</sup> (63%) and social media 3<sup>rd</sup> (33%)

## Sources for information about COVID-19

Per demographic group

|                            | 18-49 | 50-64 | 65+ | Men | Wom. |
|----------------------------|-------|-------|-----|-----|------|
| <b>Internet</b>            | 79%   | 76%   | 40% | 61% | 71%  |
| <b>TV</b>                  | 55%   | 62%   | 76% | 71% | 61%  |
| <b>Social Media</b>        | 41%   | 34%   | 21% | 26% | 35%  |
| <b>HCPs</b>                | 30%   | 22%   | 11% | 13% | 24%  |
| <b>Friends / Family</b>    | 22%   | 18%   | 26% | 16% | 22%  |
| <b>Patient Association</b> | 10%   | 20%   | 24% | 11% | 19%  |



Q. What is your main source of information regarding the Pandemic? Please choose anything applicable

Source: ELL.OK (April 2021)

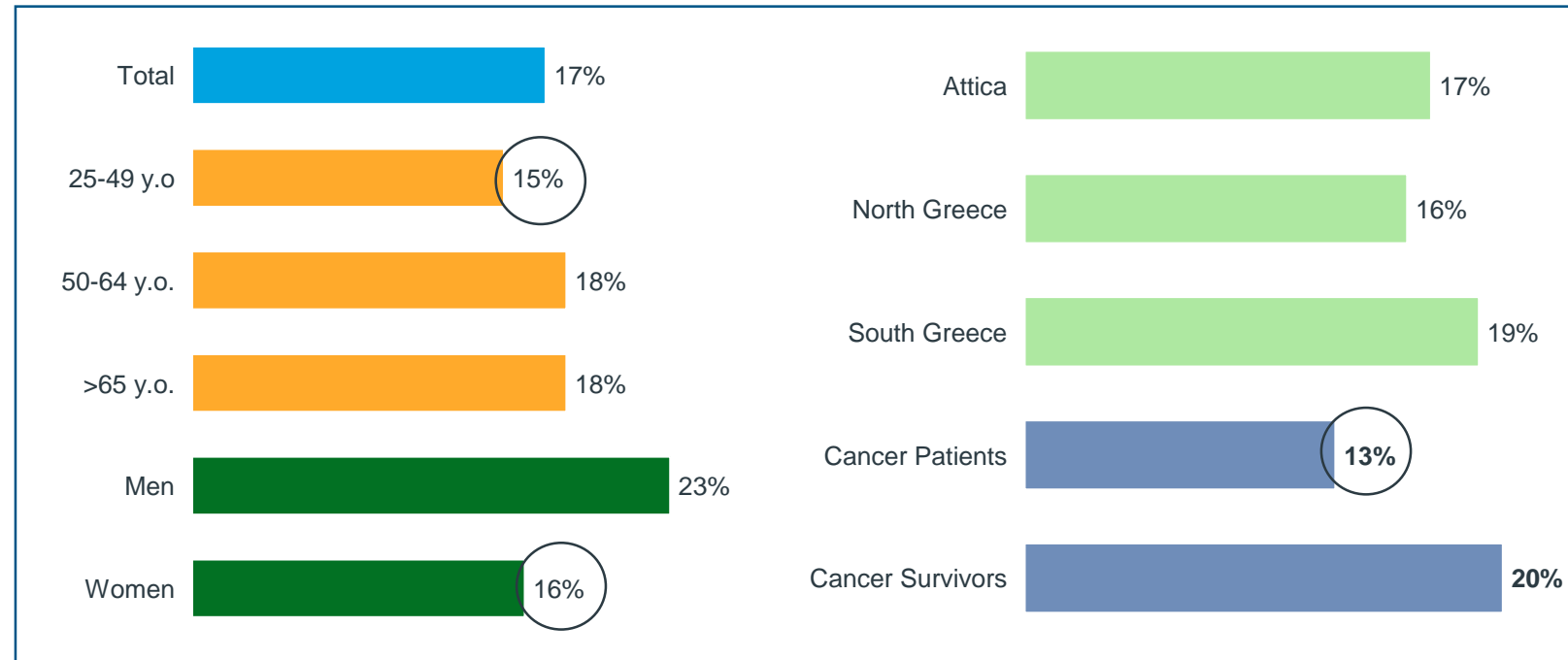
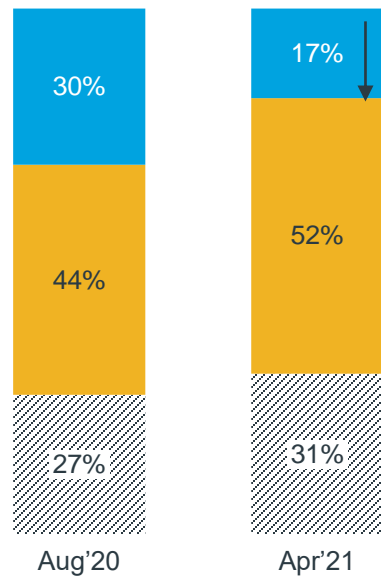
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# Compared to the 1<sup>st</sup> wave of the research, lower % of participants states on-time instructions/recommendations from the Ministry of Health

*On time instructions for cancer patients on COVID-19*



Yes No I don't know



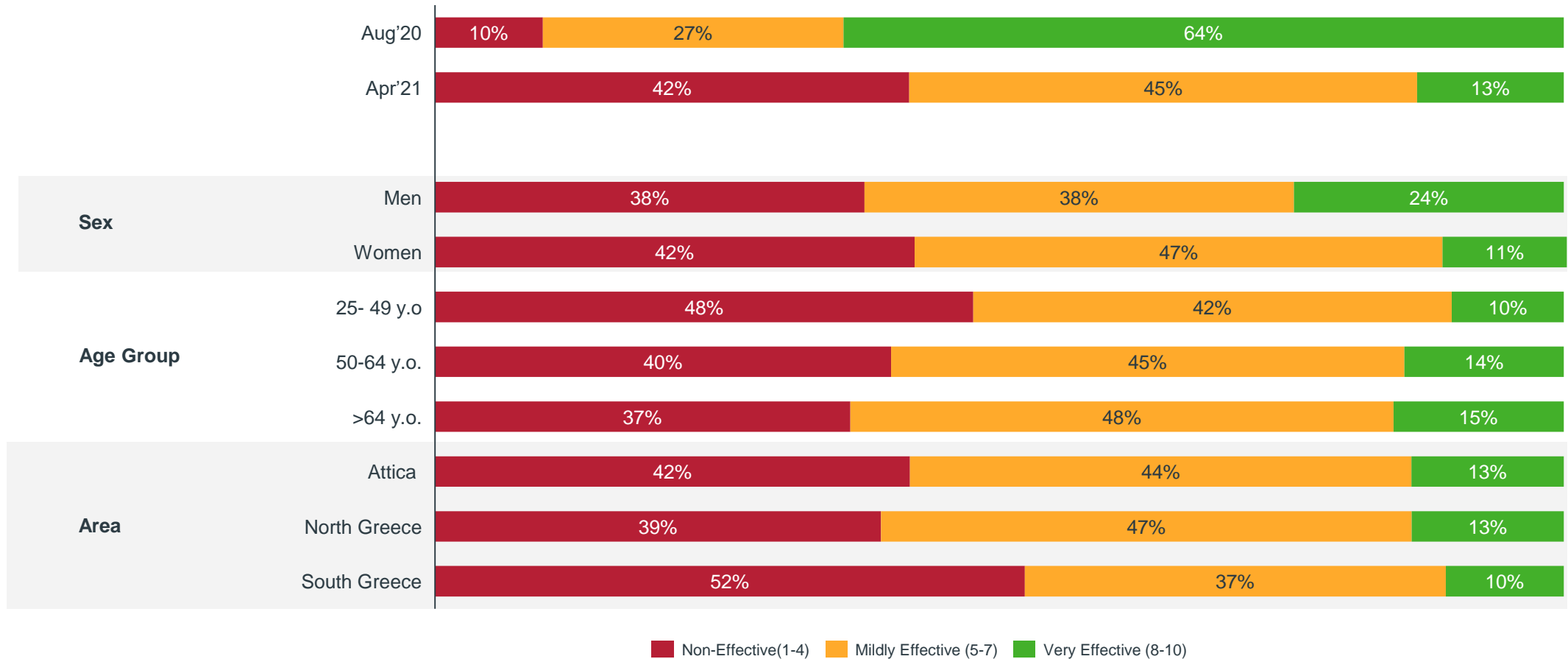
Q. Were there on-time instructions/recommendations from the Ministry of Health or other authorities on cancer patients?

Source: ELL.OK (April 2021)

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# 90% rate the actions of the government from mediocre to not efficient at all, (significant difference compared to wave 1, where 64% stated satisfied)

## Efficacy of governmental measures



Q. Using a scale of 1 to 10, how effective do you think the government's actions were in preventing and / or reducing the spread of COVID-19 infection during the 2nd & 3rd phase of the pandemic?

Source: ELL.OK (April 2021)

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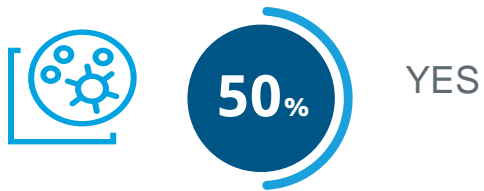
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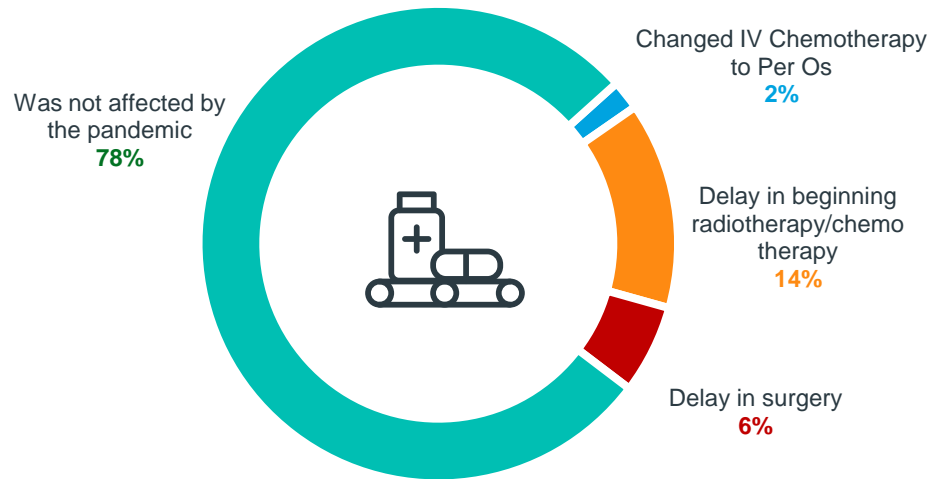
# 50% of patients were diagnosed during the pandemic; 22% state that its therapy was impacted from COVID-19

## Cancer diagnosis & communication with the HCP

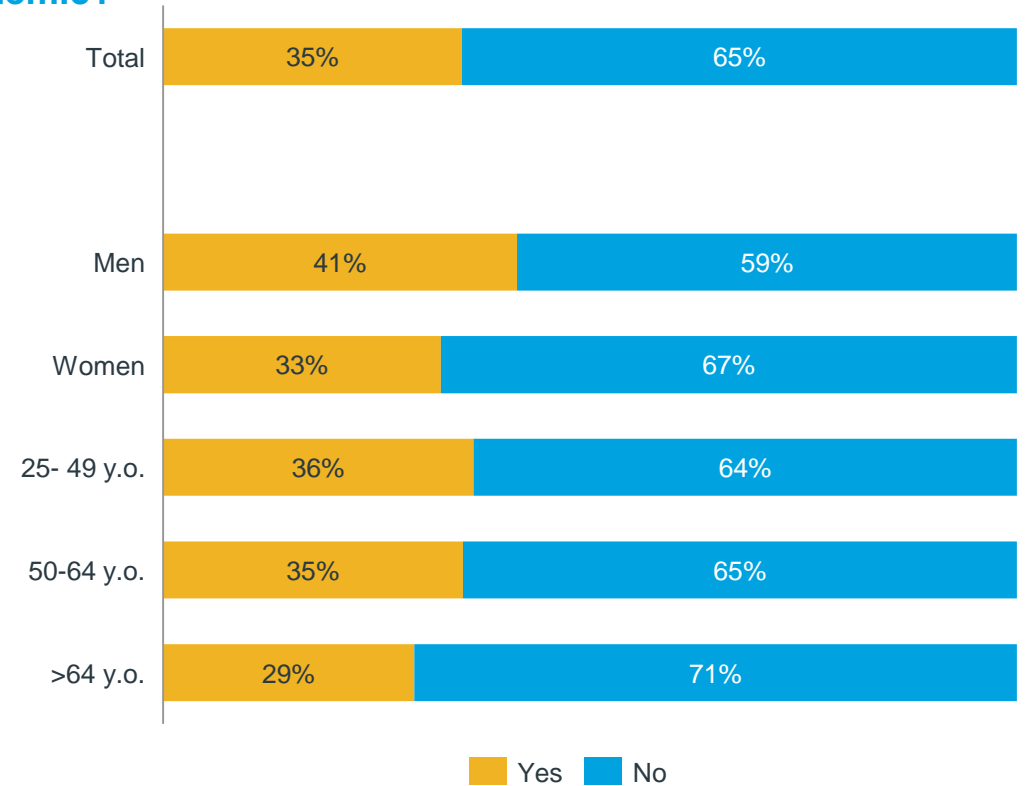
### Cancer Diagnosis during COVID-19



### Therapy adjustment during COVID-19



### Was the communication with the HCP affected by the pandemic?



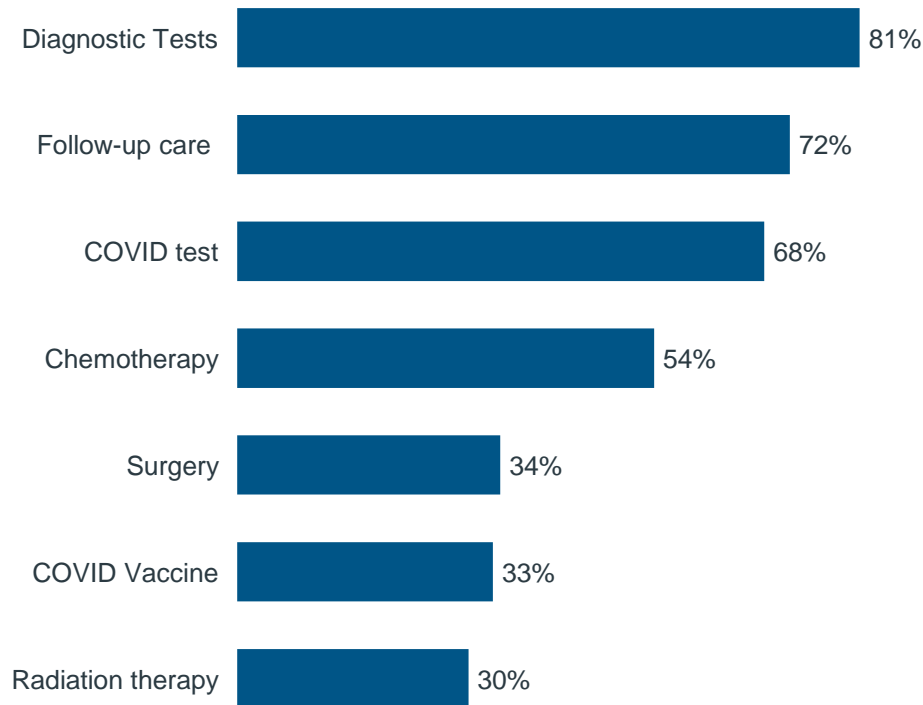
Q. Were you diagnosed with cancer during the pandemic? Q. Was your therapy adjusted because of the current situation?  
 Q. Do you believe that the pandemic affected the communication with your doctor or some stage of your therapy?

Source: ELL.OK (April 2021)

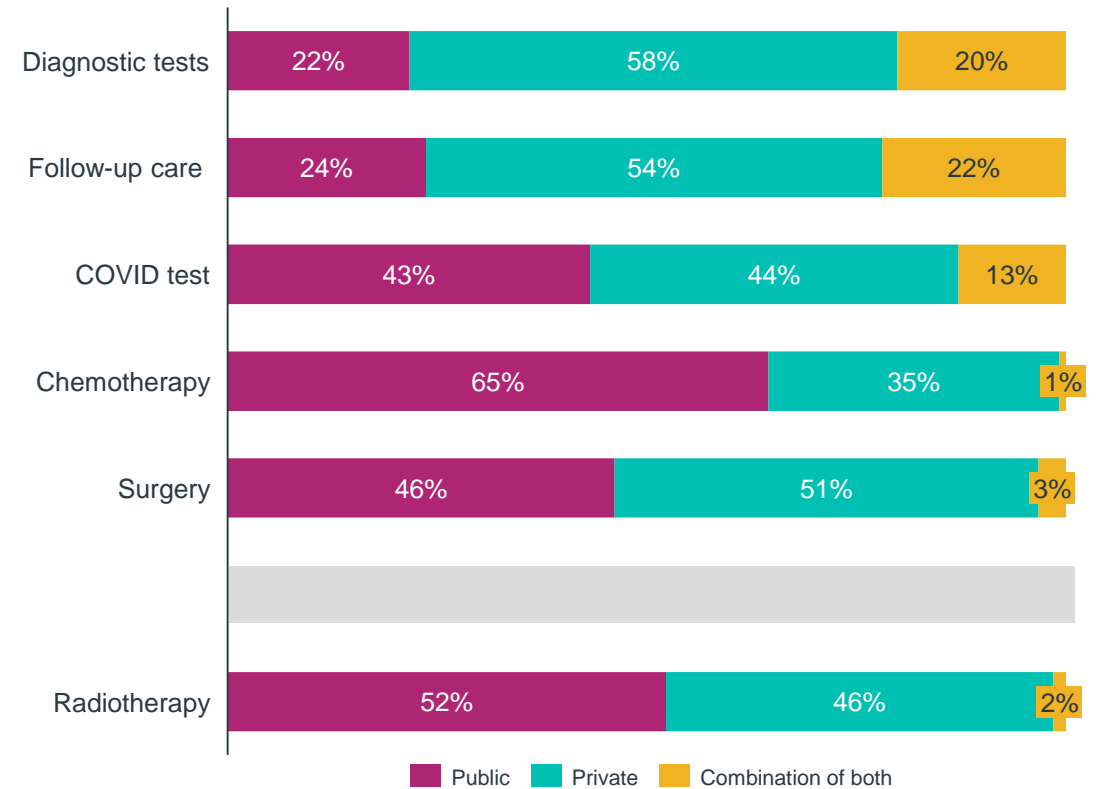
# Patients used the services of Healthcare System mainly for examinations (mostly private sector) and COVID-19 Test

## Healthcare System Services & Access

### Services that were used



### Healthcare Service Type



Q. From October 2020 until today, which of the following Healthcare System Services did you use ?  
 Q. The services used were in public facilities, private facilities or a combination?

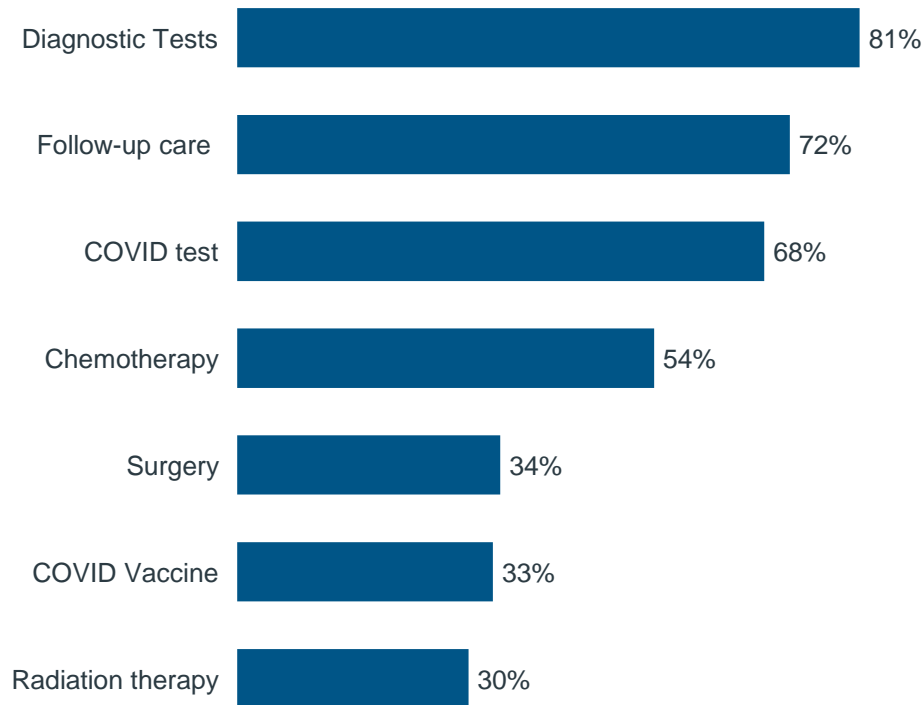
Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

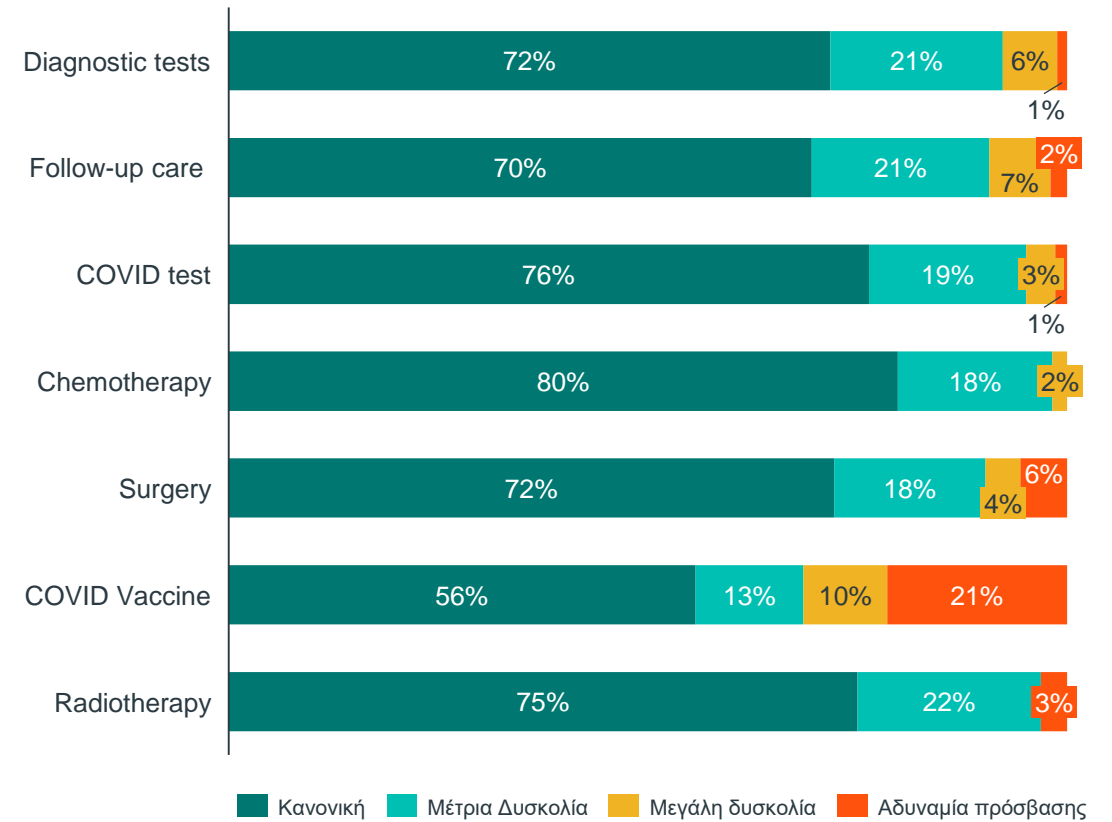
# Patients report easy access in healthcare services while 31% encounter difficulties with vaccination

## Healthcare System Services & Access

### Services that were used



### Evaluation of Healthcare Services Accessibility



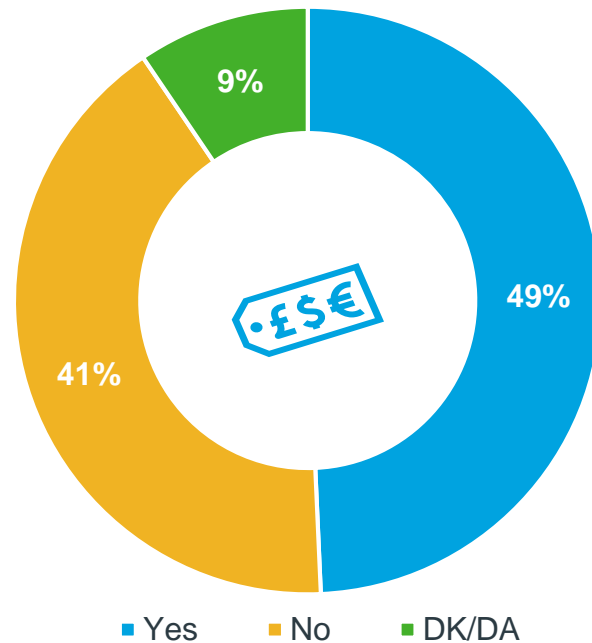
Q. From October 2020 until today, which of the following Healthcare System Services did you use? How easy was the access? Please select the corresponding level of difficulty

Source: ELL.OK (April 2021)

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# Almost half of the participants report extra out of pocket expenses due to COVID-19

*Extra out of pocket expenses due to the pandemic*



Q: Do you think that due to the pandemic you had to spend extra money to deal with the disease?

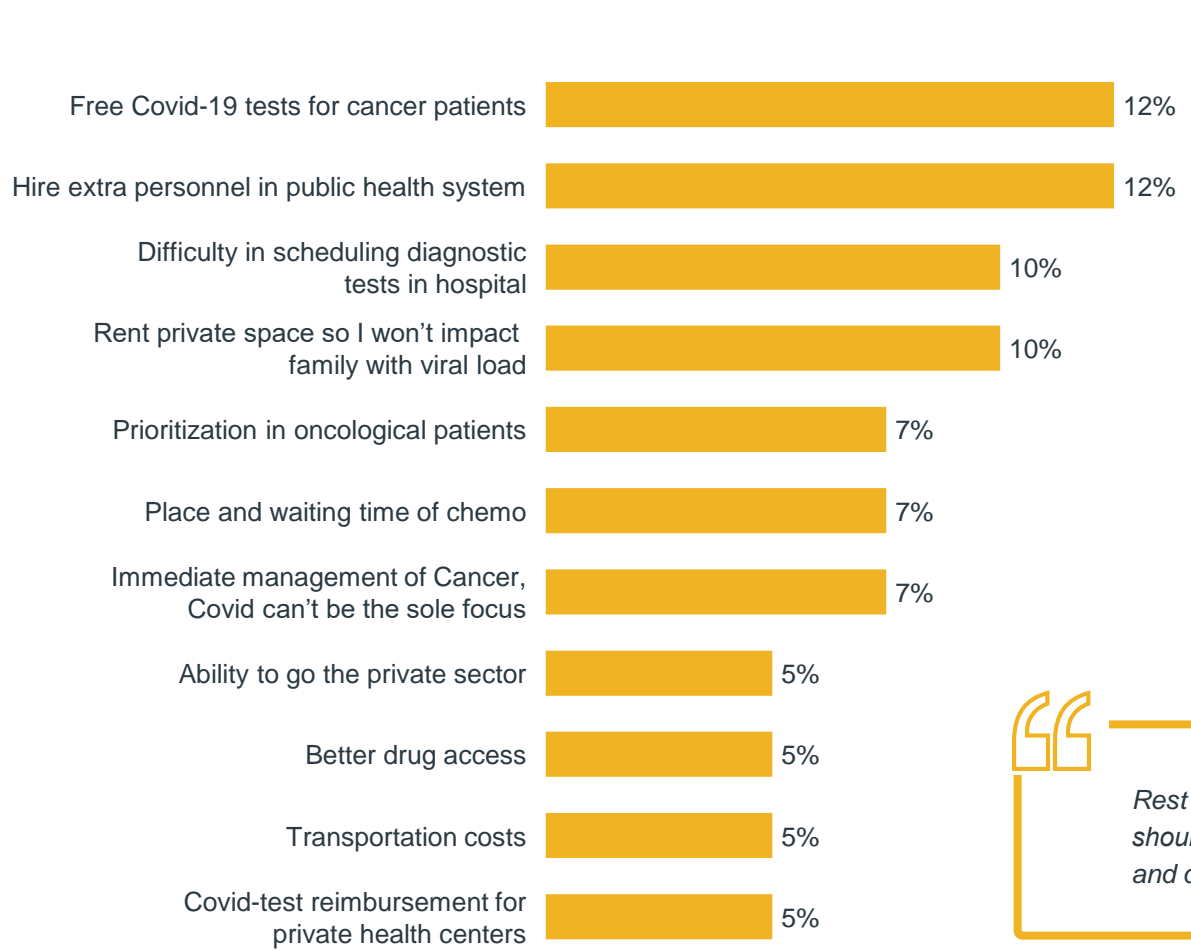
Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece



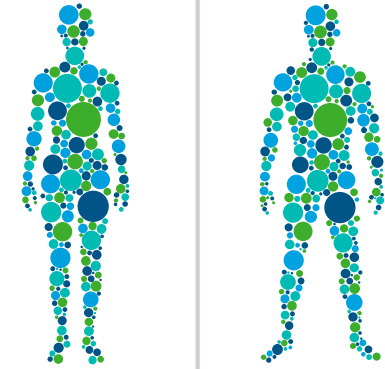
# Free Covid-19 tests and new hires in public healthcare system are the main recommendations of patients

## Suggestions about the problems faced by patients (41 patients)



“Of course, the cost of everything was many times higher due to covid”

“COVID tests should have been free for us that need to do them so often”



“EOPYY drugs. It is not easy to wait in a queue after chemotherapy”

“Rest diseases and cancer should be dealt with. It's a life and death situation!”

“I wanted to have my examinations in public facilities. I tried but it was too complicated and there was no availability. I think I should have been vaccinated earlier. Risk of the pandemic causes me fear and anxiety”

Q: Please submit your recommendations on the problem you faced

Source: ELL.OK (April 2021)

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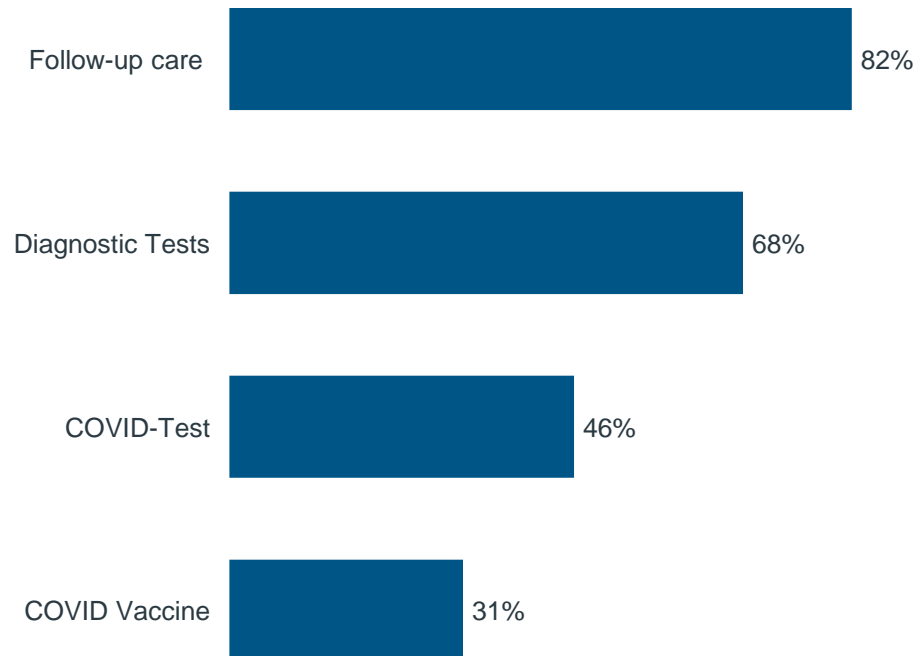
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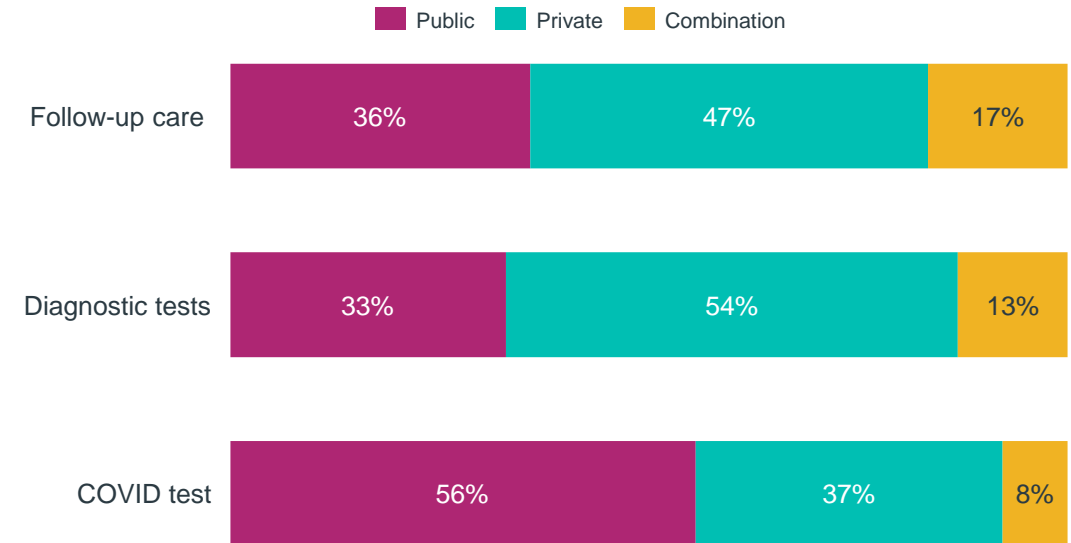
# Follow up and diagnostic tests (mainly through private sector) were the services most-used by survivors

## Healthcare System Services & Access

### Services that were used



### Healthcare Service Type



Q. From October 2020 until today, which of the following Healthcare System Services did you use ?  
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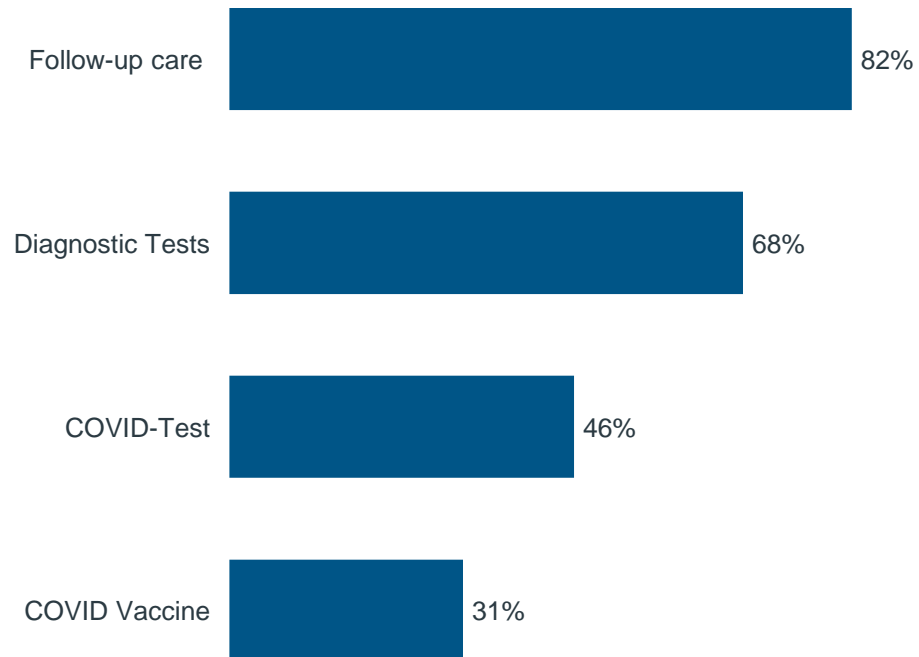
Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

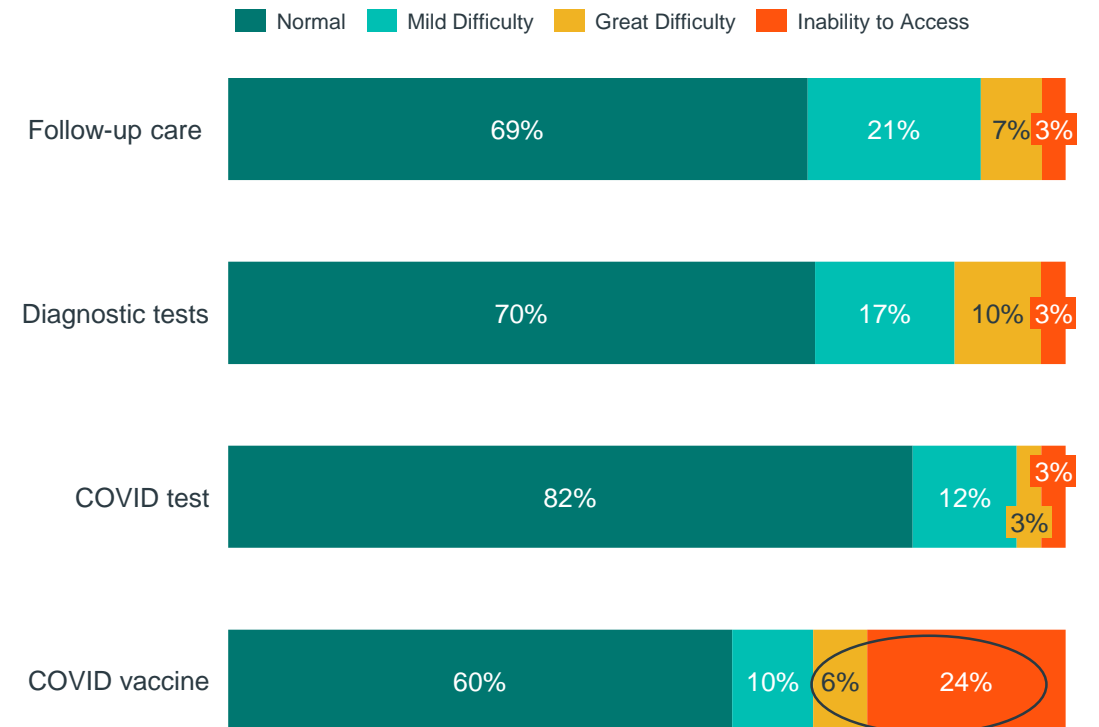
# Survivors did not face significant difficulties in accessing healthcare services except vaccination

## Healthcare System Services & Access

### Services that were used



### Evaluation of Healthcare Services Accessibility



Q. From October 2020 until today, which of the following Healthcare System Services did you use ? How easy was the access? Please select the corresponding level of difficulty

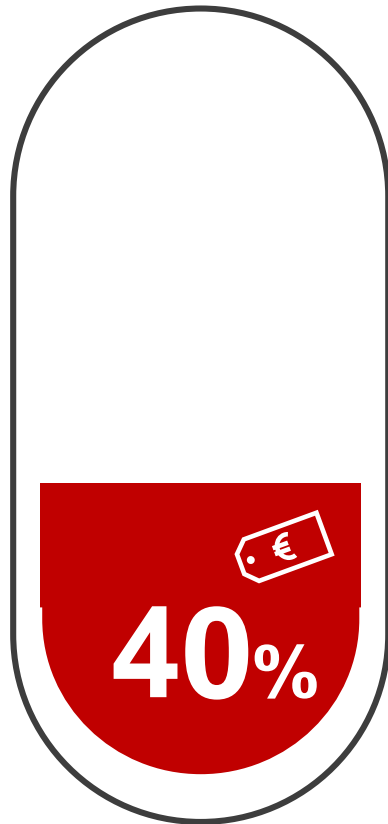
Source: ELL.OK (April 2021)

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# 40% of patients state increased expenditure, while 50% mention delay in communication with the HCP

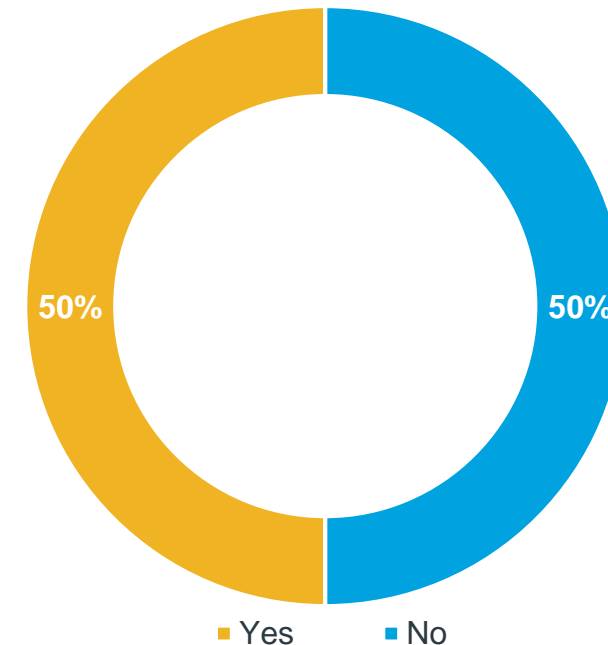
## Expenses' Increase & Delays in communication due to COVID-19

### Extra costs due to COVID-19



Of the participants stated (YES) when regards to **extra costs** relating to the disease due to the pandemic

### Delays in communication with the HCP/ other health service due to COVID-19



Q: Do you think that due to the pandemic you had to spend extra money to deal with the disease?

Q: Do you believe that the pandemic delayed the communication with the doctor or the administration of a health service? Please comment

Source: ELL.OK (April 2021)

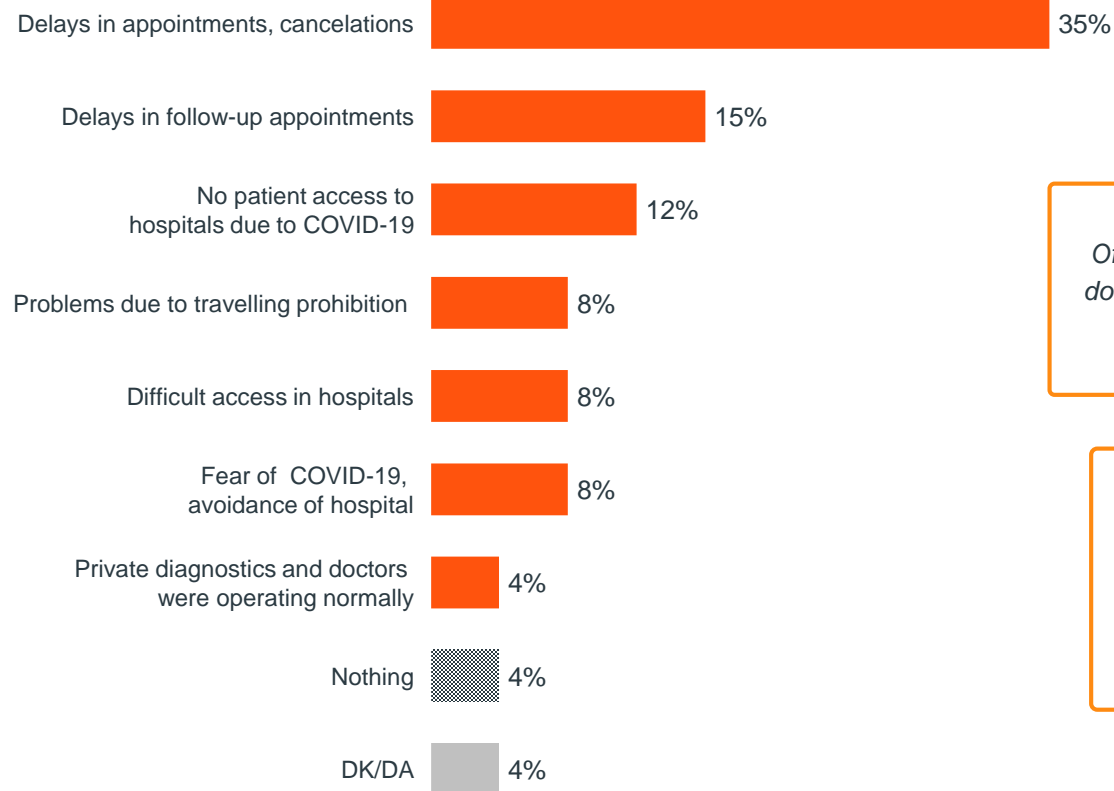
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# Delay or even cancelation of appointments/diagnostic tests as well as no access to hospitals are the main problems that patients faced

## Patients' problems in health communication as reported by them

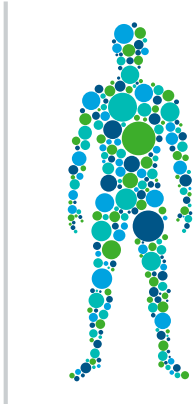
### Patients spontaneously mentioned....

(n=52 patients)



*Delay of scheduled monitoring meeting due to high risk – recommended by my doctor*

*Of course YES, since they were doctors suffering from COVID-19 and had to be quarantined.*



*Problem lies in the prohibition of traveling through counties*

*It was just the access to the hospital that was difficult! Thankfully, the oncologists were great!*

*Meetings with the oncologist and the surgeon never happened and the only instructions I received were through telephone after I sent my examinations through e-mail*

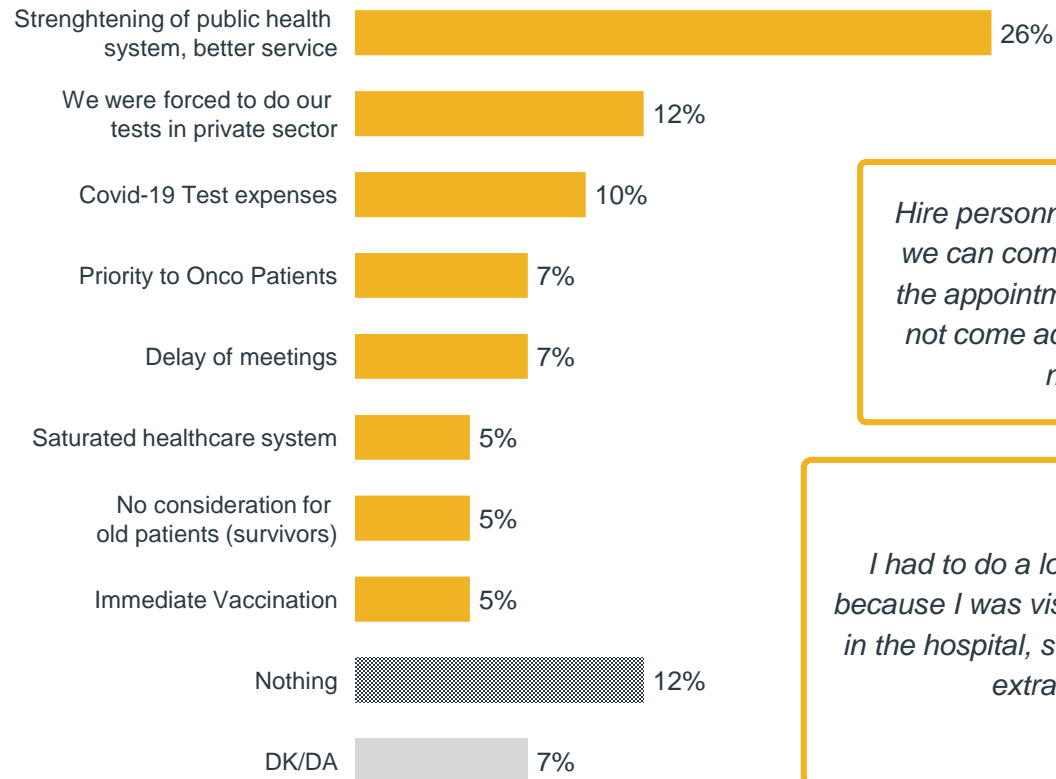
Q. Do you believe that the pandemic delayed the communication with the doctor or the administration of a health service? Please comment

# The main suggestion is the strengthening of public Healthcare System for better services

## Patients' suggestions

### Patients spontaneously suggested..

(n=42 patients)



*I would like the public Healthcare System to be strengthened and those who work on it to be vaccinated*

*Treat oncological patients with priority in all hospitals*

*Hire personnel in oncological hospitals so we can communicate through telephone, the appointments per day to increase and not come across exhausted doctors and medical personnel*

*There is a need for special consideration for onco patients, prioritization in vaccination*

*I had to do a lot of Covid tests because I was visiting my daughter in the hospital, so I had to pay the extra costs*

*No consideration from the state on cancer survivors follow up. Hospitals rightfully reacted this way so they can protect their immunosuppressed patients.*

Q. Please submit your recommendations on the problems that you faced

Source: ELL.OK (April 2021)

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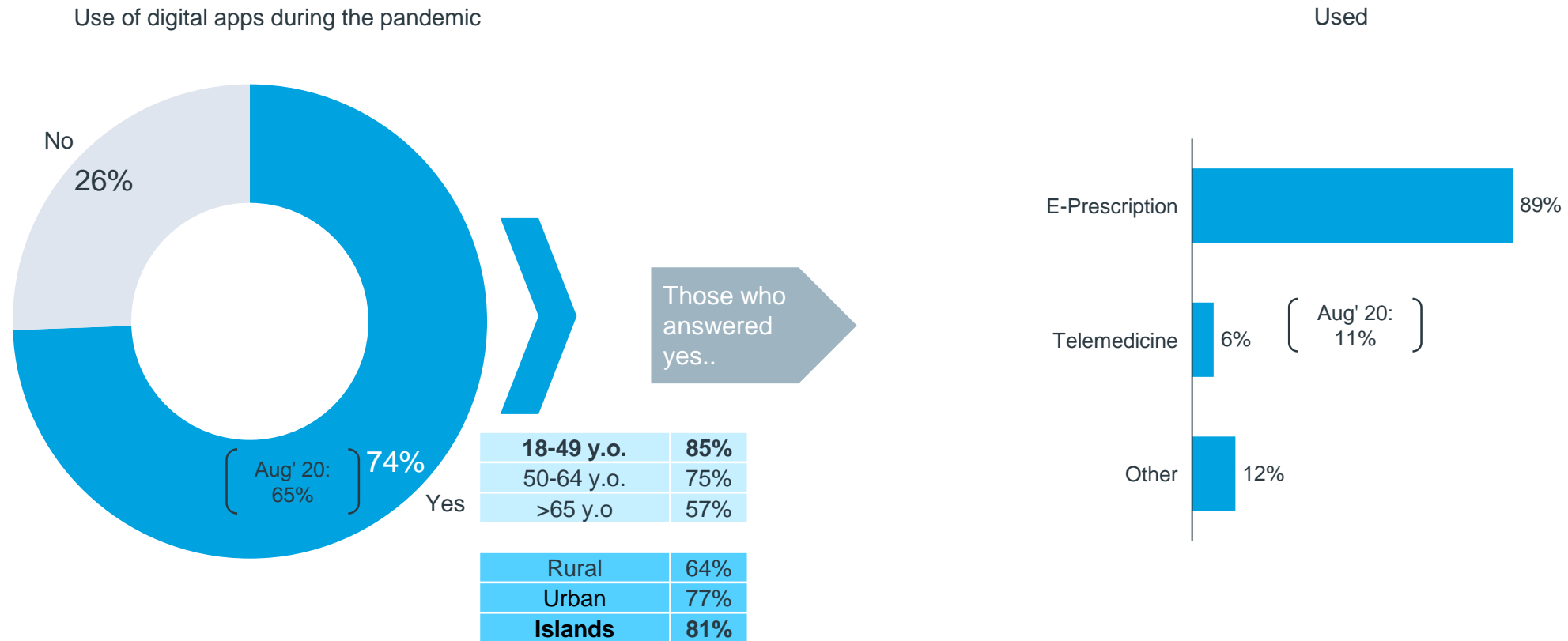
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# An increase in using digital apps compared to the previous wave (74% vs 65%)

## Digital Apps



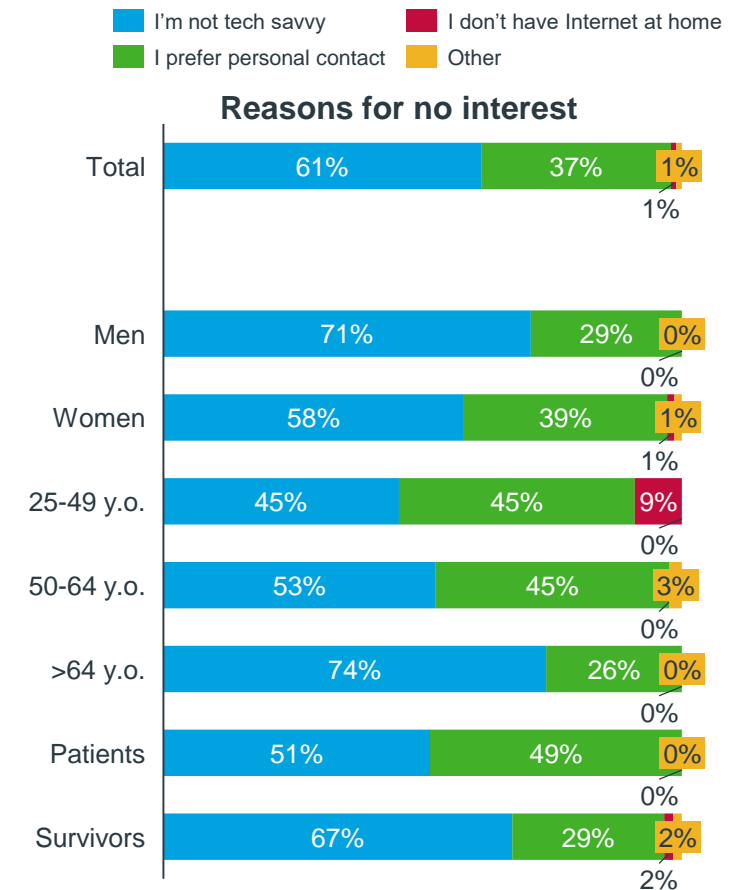
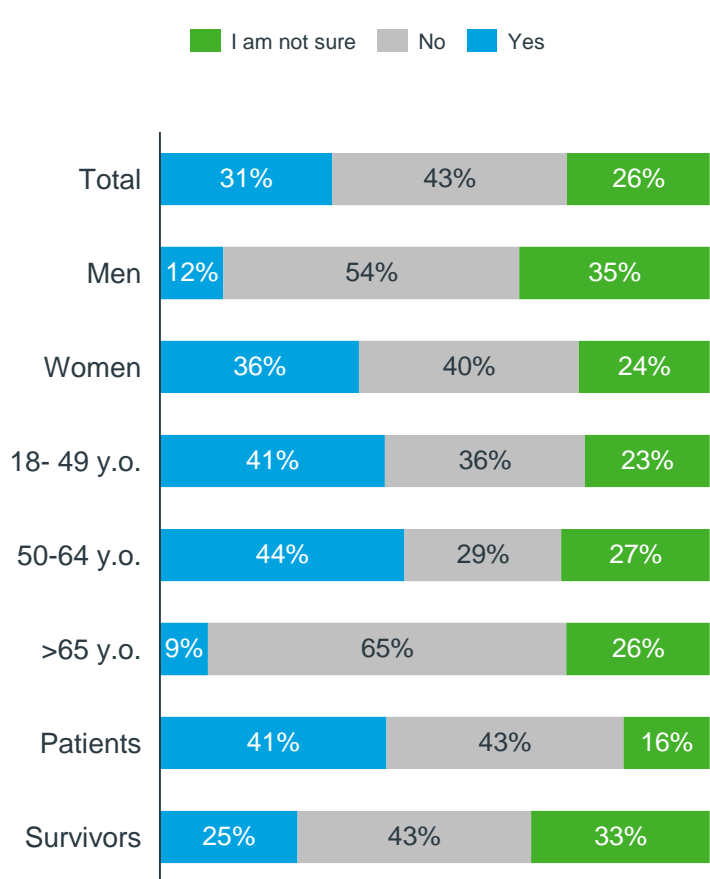
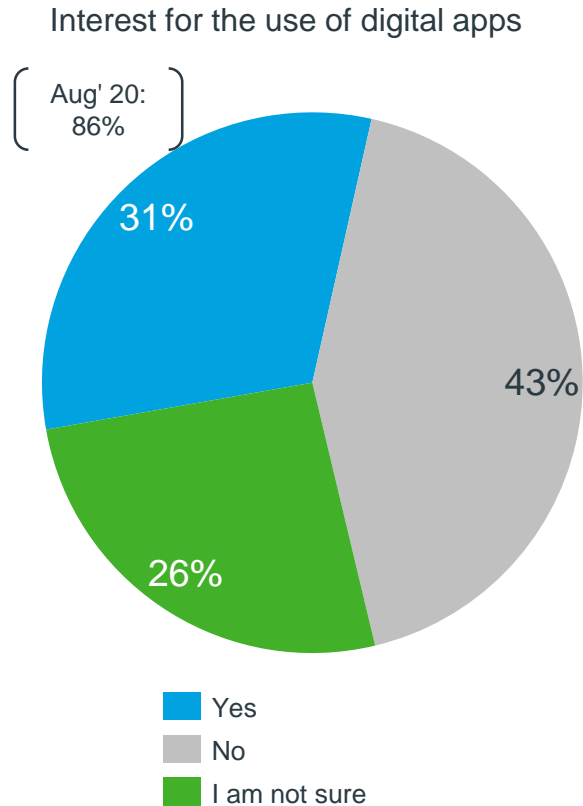
Q. Have you used digital apps during the pandemic?  
Q. If yes, which of the following have you used?

Source: ELL.OK (April 2021)

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# 31% express interest in using digital apps (decrease since the previous wave)

## Interest in using digital apps



Q. Are you interested in using digital apps? If no, why?

Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

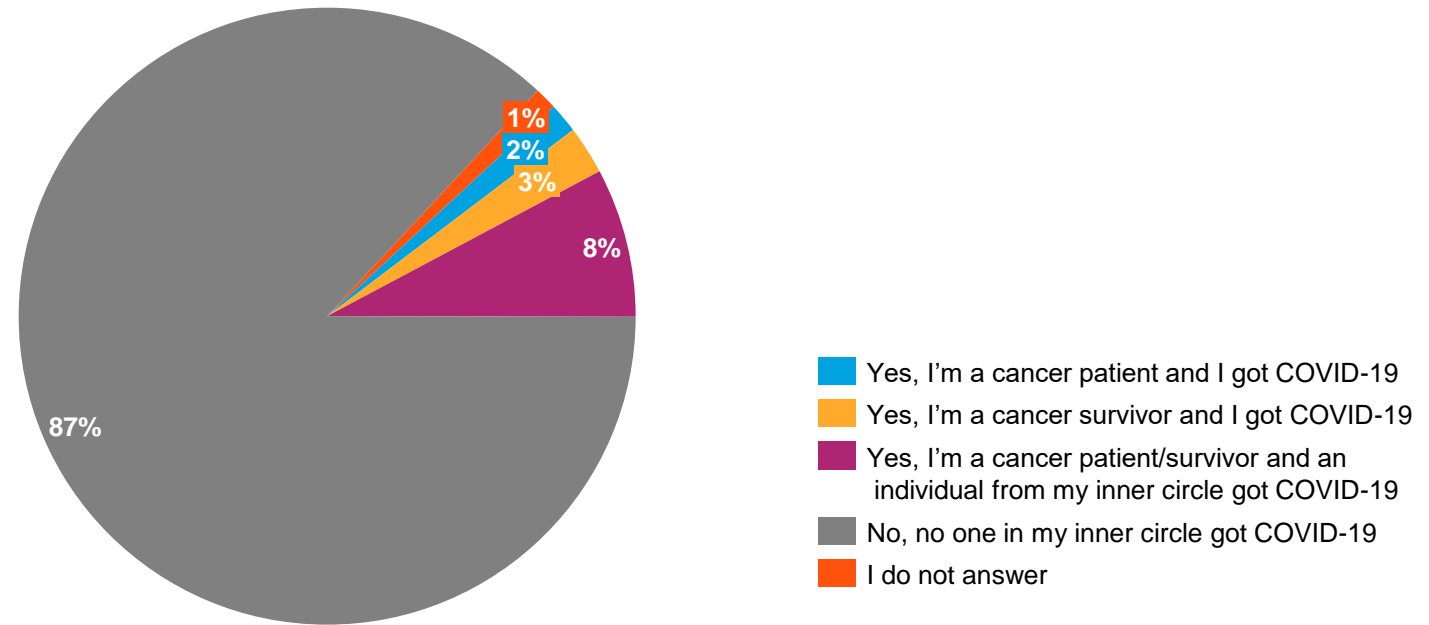


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# 13% of participants have experience with COVID-19; either personally or from people in their inner circle

## Experience with COVID-19



Q. Are you a patient with cancer/ cancer survivor with Covid-19 experience or have people in your inner circle with Covid-19 experience?

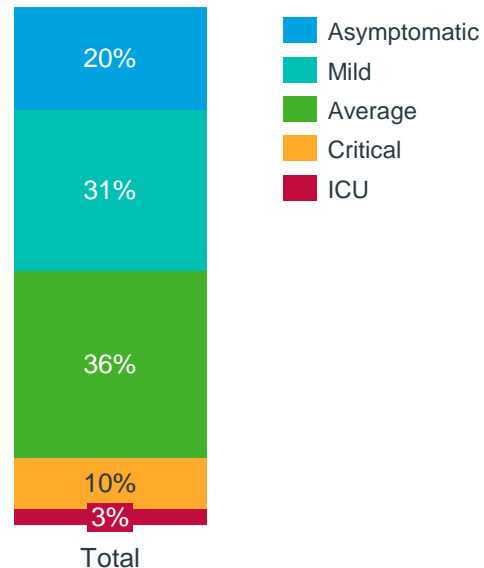
Source: ELL.OK (April 2021)

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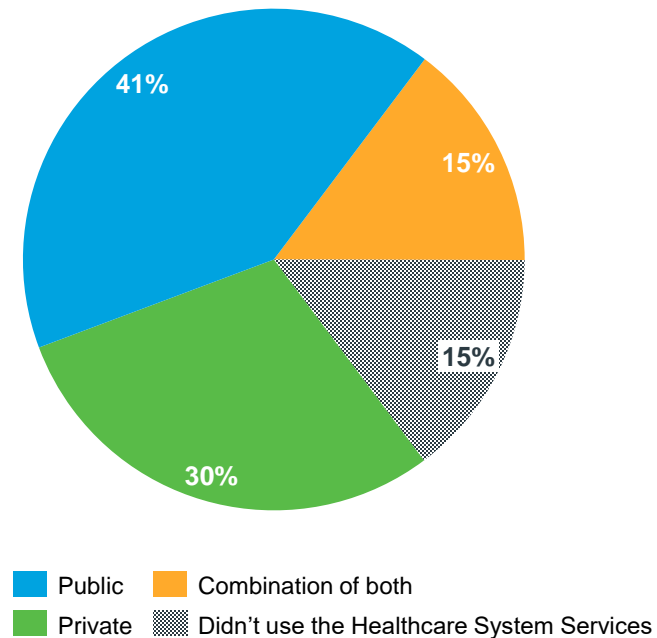
# Half of patients with COVID-19 mention being asymptomatic or having mild symptoms, while 13% reports serious symptoms or ICU

*Experience with COVID-19 (61 patients)*

## COVID-19 experience

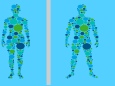


## Type of Healthcare Services Used



## Comments & Recommendations (spont.)

N=10 patients who declared....



- Little guidance for my treatment
- Difficult access for controlling for COVID-19
- No personal detailing
- Difficulties in transportation
- Hospitalization costs
- Non-existent public amenities for tests
- Family in the ICU

Q. Please according to your experience describe your experience with the disease  
 Q. If you used Healthcare Services, were they of public or private sector?  
 Q. Please mention comments and recommendations about the problems you faced

Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

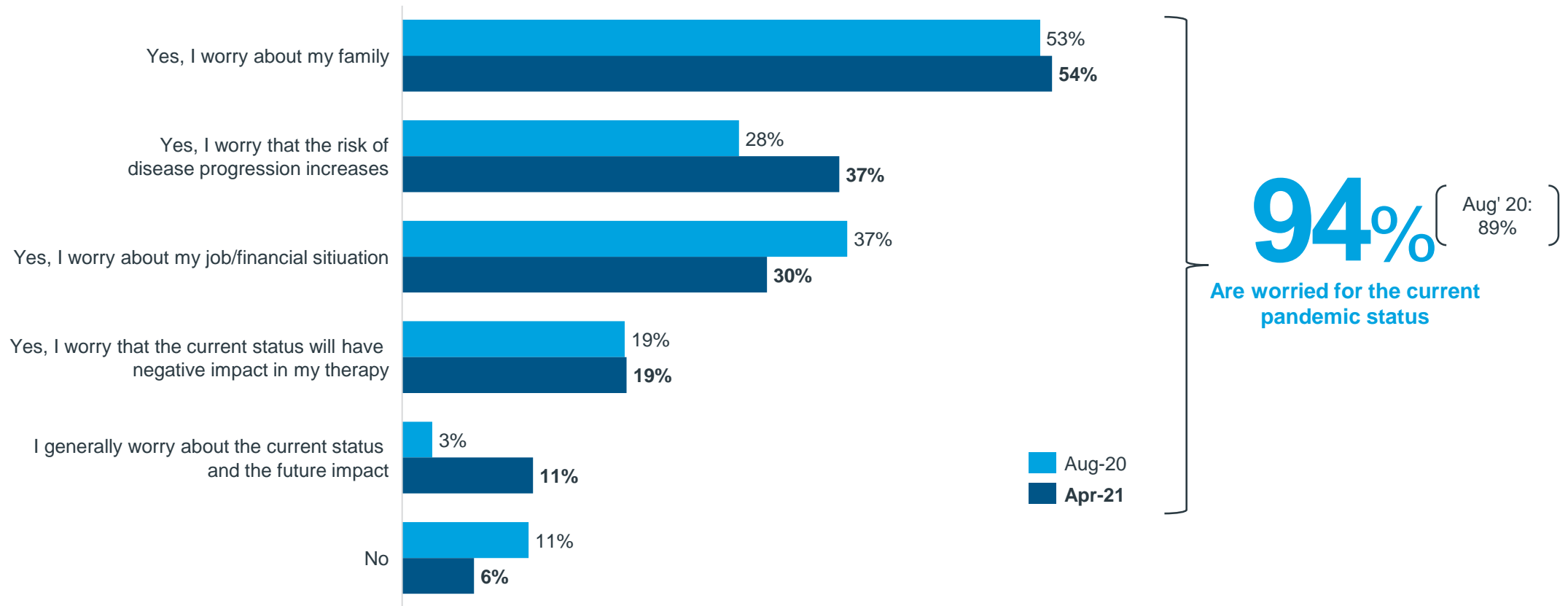


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# Concerns remain the same with the 1<sup>st</sup> phase of the pandemic; more than half of participants worry about their family and the risk of disease progression

## Concerns regarding the current pandemic status



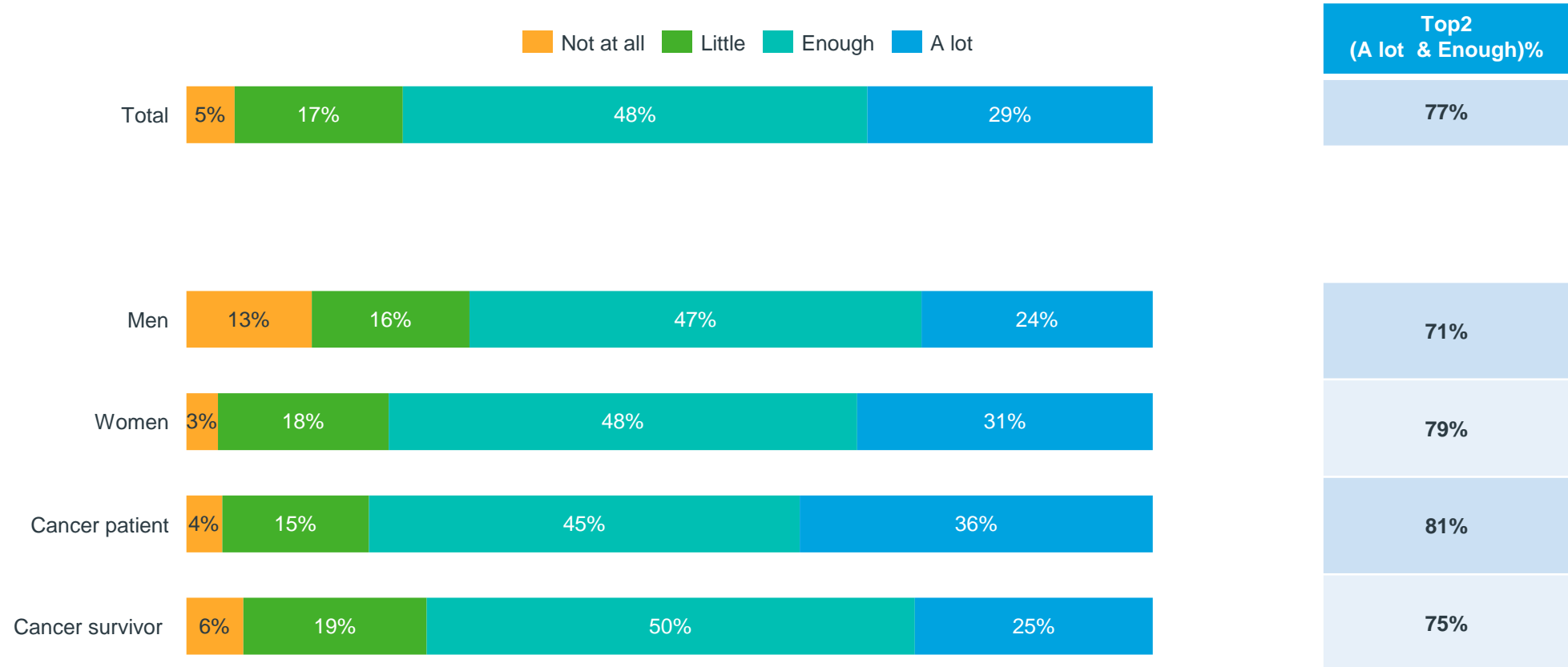
Q. Are you worried of the current pandemic status? Please mark anything applicable

Source: ELL.OK (April 2021)

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# 77% believe there is considerable impact of the pandemic in their psychological well-being

## COVID-19 Impact on psychological well-being



Q. How the pandemic affected your psychological well-being?

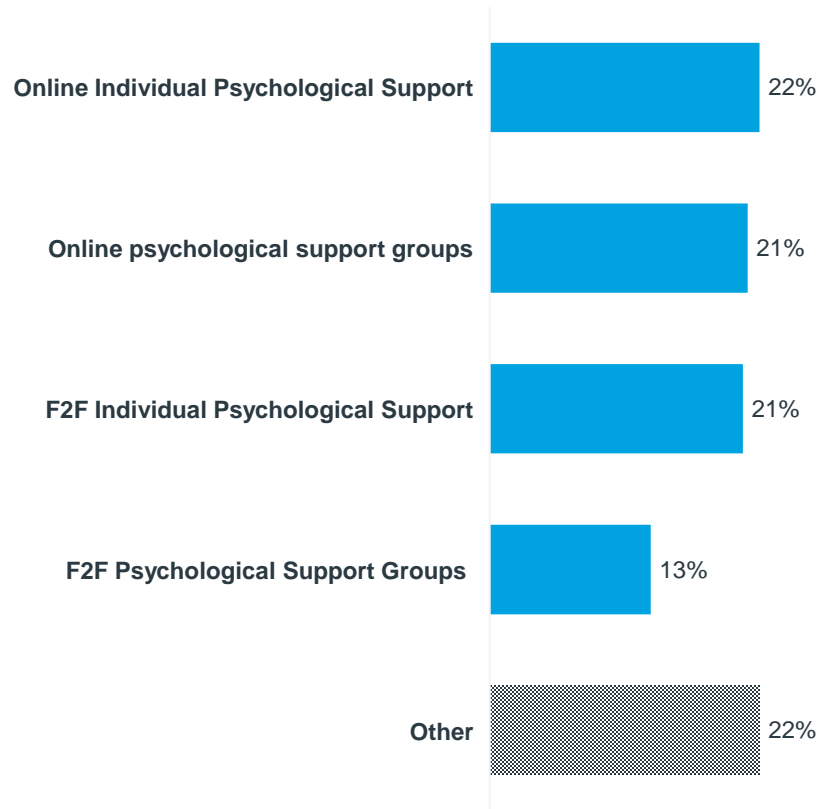
Source: ELL.OK (April 2021)

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# 4 out of 10 patients prefer online individual or group support as means for improving their psychological well-being

## Means of psychological support

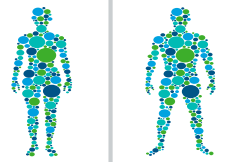
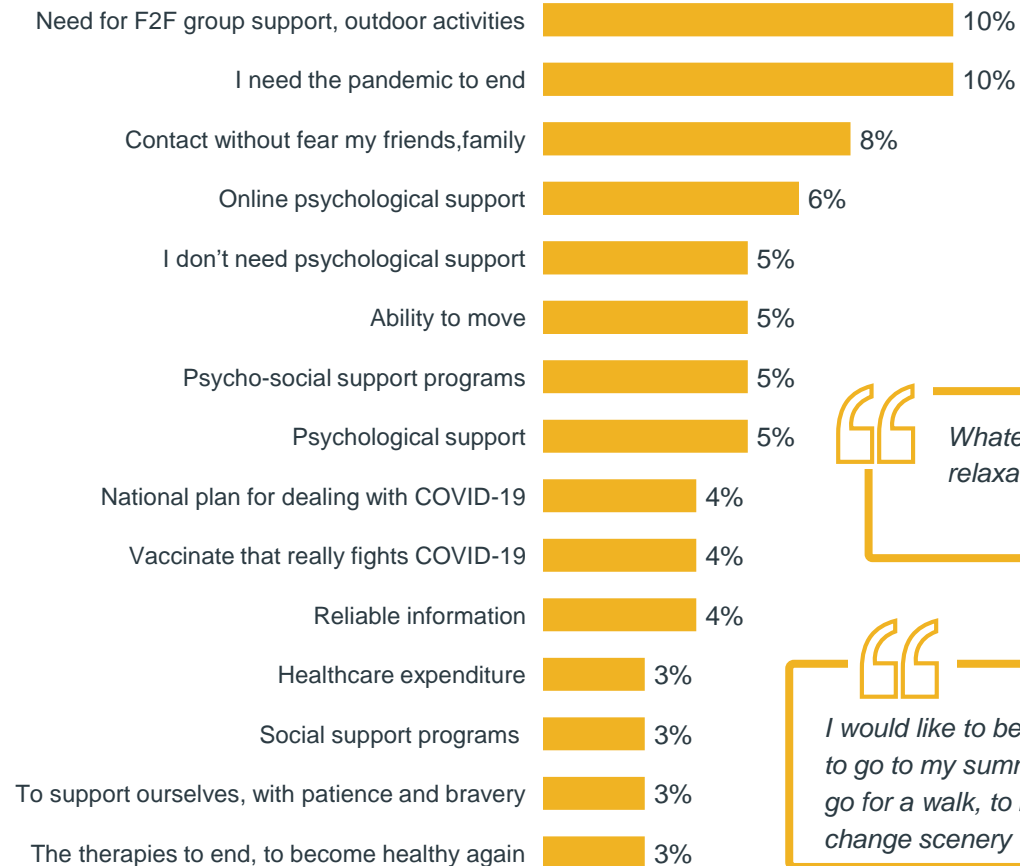


Q. What do you think could improve your psychological well-being?

Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

### Patients' Comments (spont.): 80 patients



“  
Structured national plan of dealing with the pandemic, with meaningful and transparent updates to the public

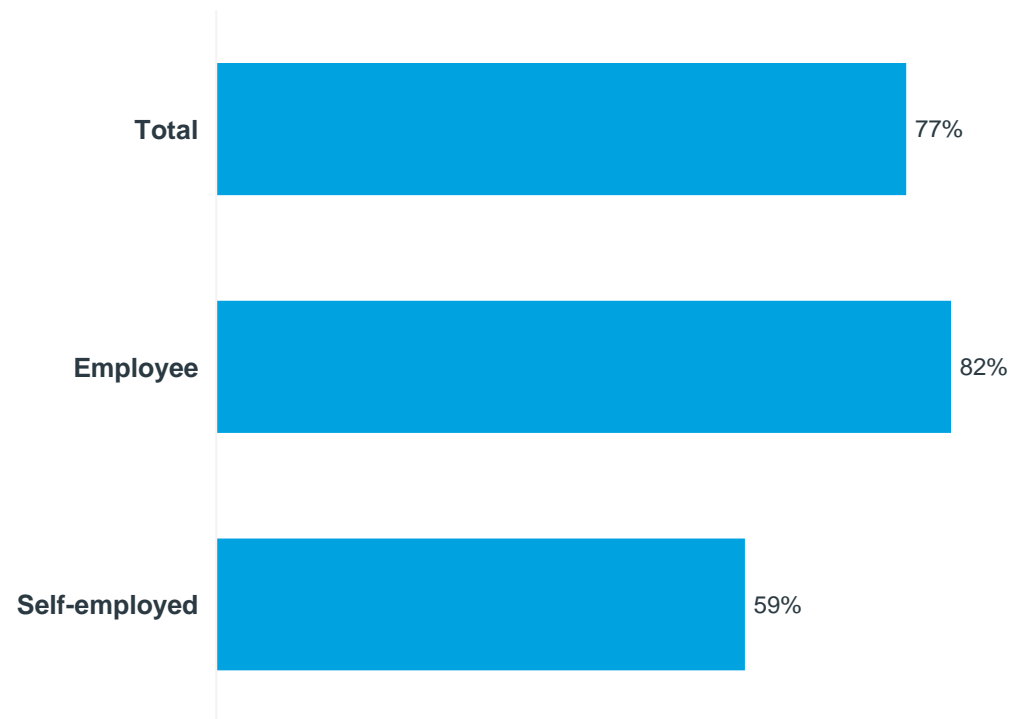
“  
Whatever strengthens the sociability, relaxation, outlet and compliance

“  
I would like to be free to move, to go to my summer house, to go for a walk, to be able to change scenery

“  
Group psychological support raises my morale

# 41% of self-employed and 18% of employees mention problems with work due to the pandemic

*Problems at work during the 2nd and 3rd stage of the pandemic*



## 82% of employed did not face any problem

18% faced problems regarding

- Denial for working from home
- Refusal to accept a request for a temporary change of position and / or object for reasons of health protection
- Refusal to grant special leave, while entitled, by the employer
- Behavior and difficulty in contact with the public
- Disrespect from colleagues
- On sick leave all the time
- Delay in receiving work certificates
- Reaction to the application of work rotation
- Illness allowance
- After the operation I was forced not to work for fear of getting stuck

## 59% of self-employed didn't face any problem

41% faced problems regarding

- Decrease in business revenues(12%)
- Closed business (4%)
- Denial for working from Home
- Attitude and problems with contacting public
- More work
- Difficulties in everyday work
- Transforming the operations of the business
- Inability to visit public services
- No consideration for the freelancers

Q. What kind of problems did you faced in your work during the 2nd and 3rd stage of the pandemic?

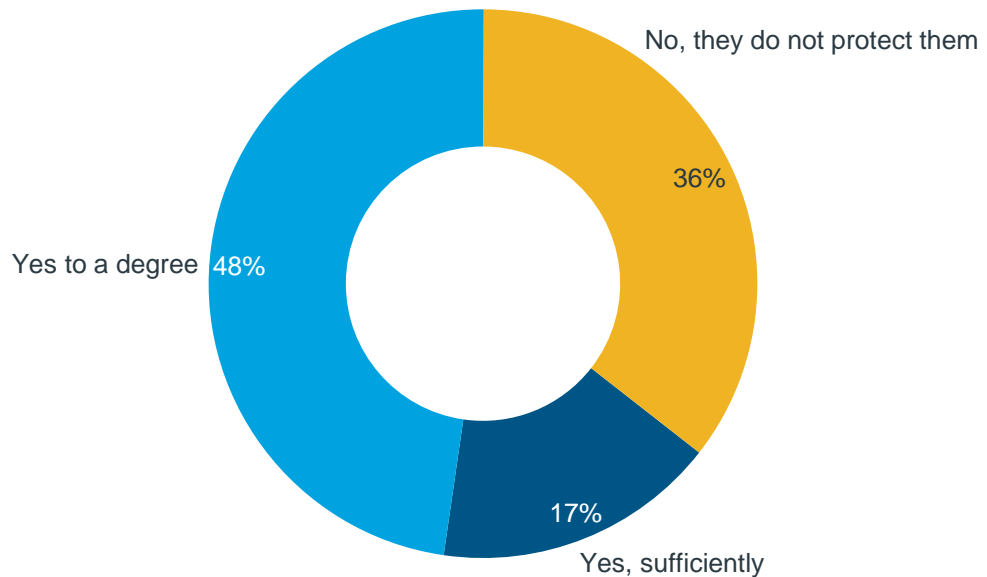
Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

# 36% mention governmental measures not being sufficient enough in protecting workers during the 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic

## Governmental measures for protecting employees

Efficiency of governmental measures in protecting workers

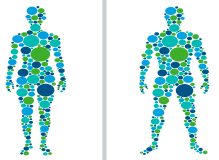
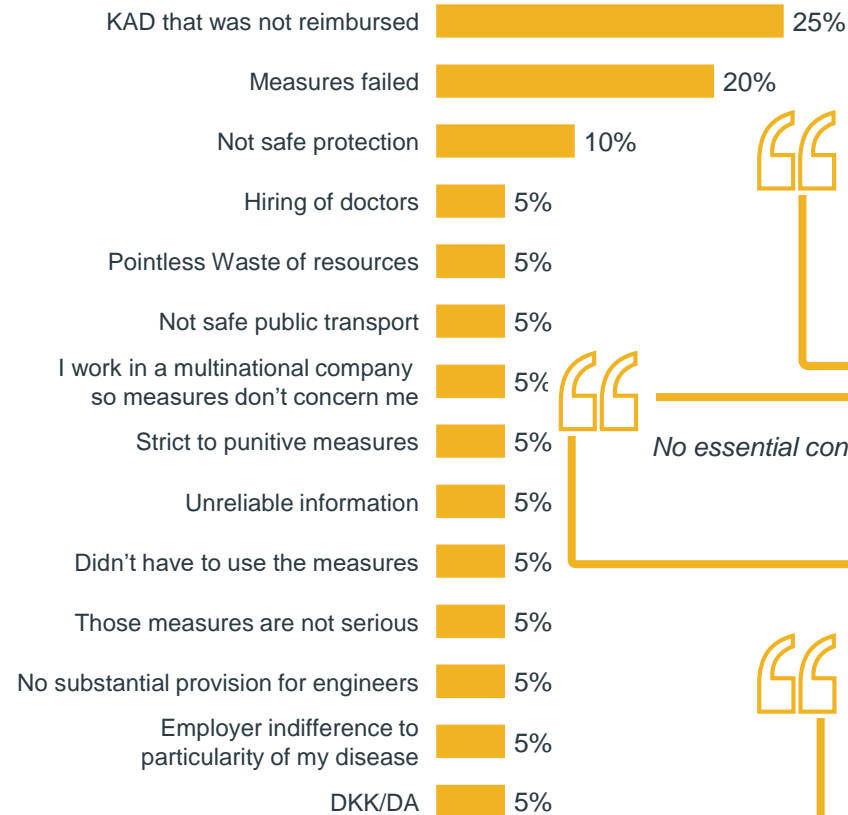


Q. Do you think the governmental measures for protecting workers during the 2nd and 3rd stage of the pandemic were sufficient?

Source: ELL.OK (April 2021)

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Patients' Comments (spont.) – 20 patients



“ Since October 30 I'm on sickness leave. Before that, I worked in a school, and I felt that I could not be protected ”

“ No essential consideration for Engineers ”

“ As a profession we did not receive any essential help from the State ”



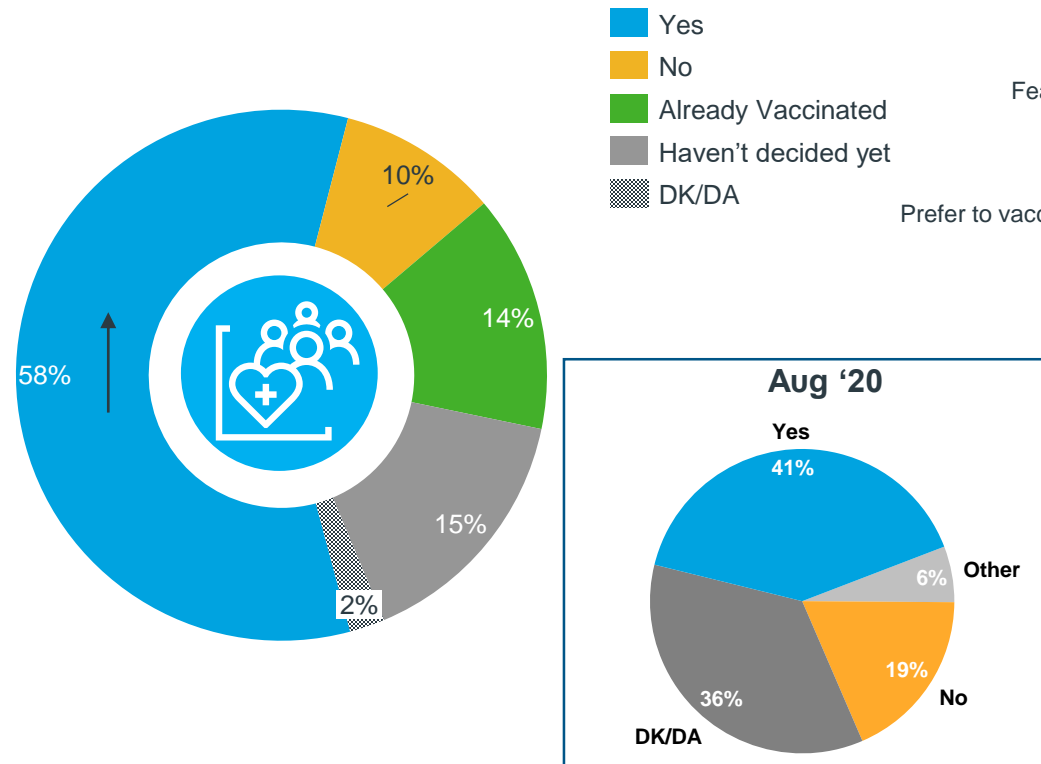
# Agenda

- + Survey Identity
- + Information on Covid-19
- + Dealing with the Health System
  - Patient on therapy during the last 12months
  - Cancer survivor
- + Use of digital apps
- + Covid-19 experience
- + Covid-19 Impact
- + Vaccination
- + Conclusion

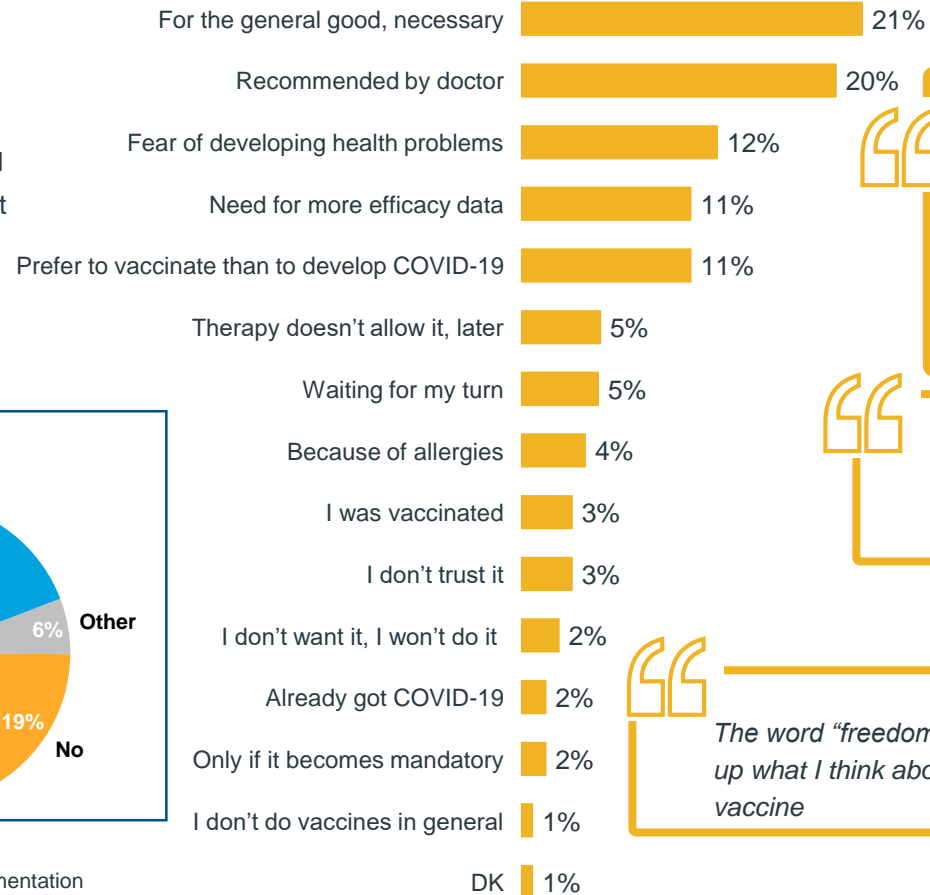
# 72% of the participants has been vaccinated or aims to vaccinate (41% Aug'20), while 10% are not willing to vaccinate

## Intention towards Covid-19 vaccination

### Intention towards vaccination



### Patients' Comments (spont.): 123 patients



*I will wait until I find the first trials safe. I don't trust the new formulations. I believe that good psychology, a boosted immune system, good nutrition and exercise along with wearing a mask, will keep safe me and the people around me until (and if) I get vaccinated*

*I have absolute trust in my oncologist, and he recommended to get vaccinated*

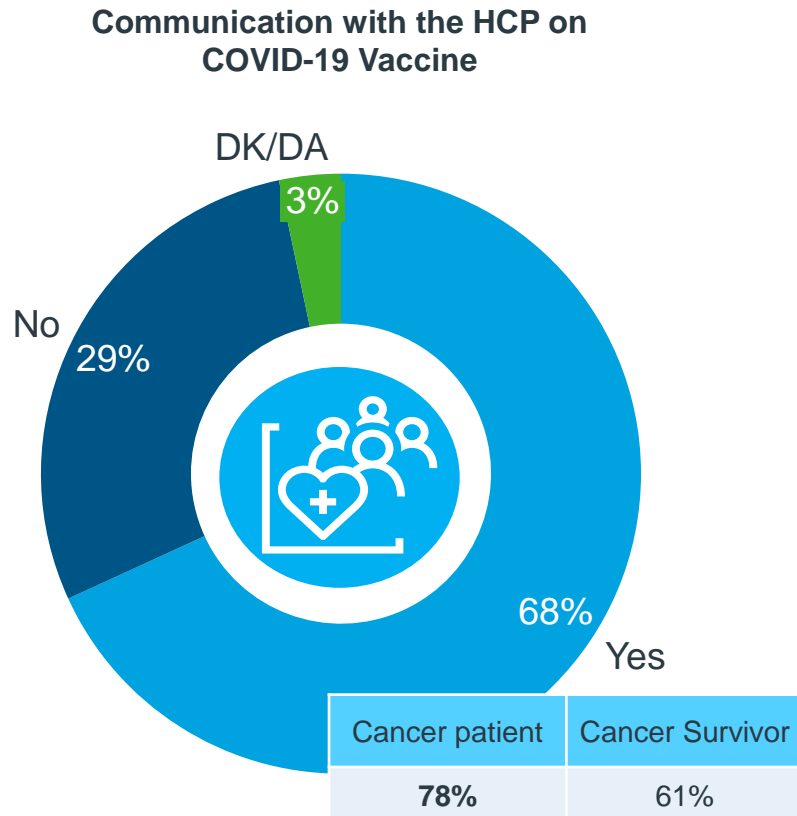
*The word "freedom" sums up what I think about the vaccine*

*I'm cautious but I'll ask the advice of my doctor*

Q. Covid-19 Vaccines are now available. Are you planning to do the vaccine? Please provide argumentation

# 68% of participants asked the input of their HCP (78% in the case of patients) regarding vaccination

## Doctors' advice on COVID-19 Vaccine

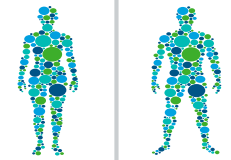
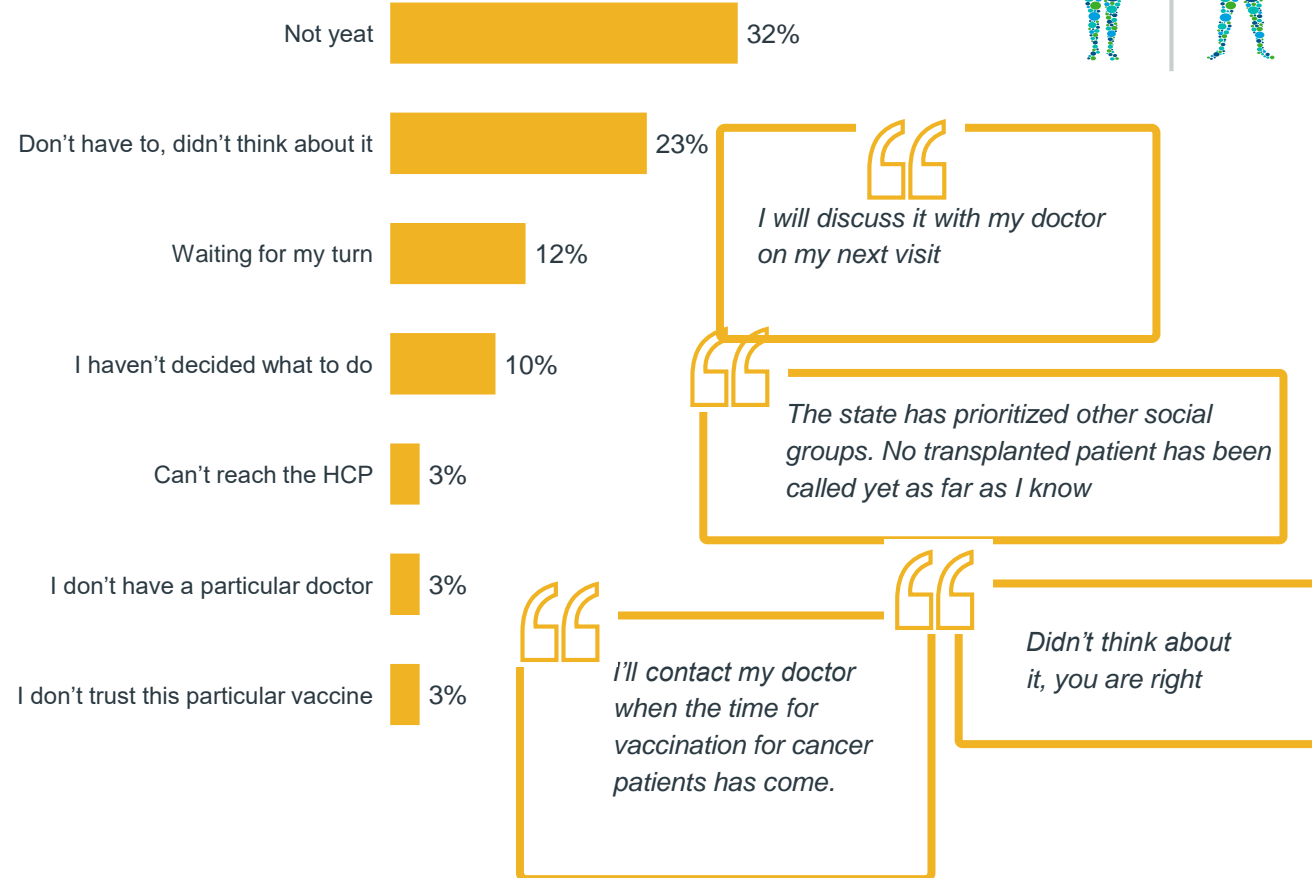


Q. Have you communicated with your doctor to advice you on vaccination? If no, please provide argumentation

Source: ELL.OK (April 2021)

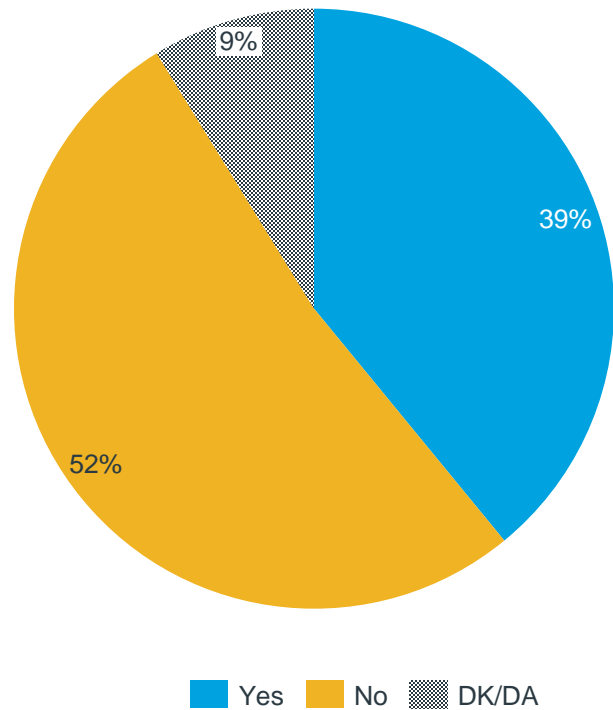
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## Patients Comments (spont.): 73 patients



# 4 out of 10 participants express worry about the vaccination program; side effects, slow roll-out and lack of proper communication are the main comments

## Concerns towards the vaccination program

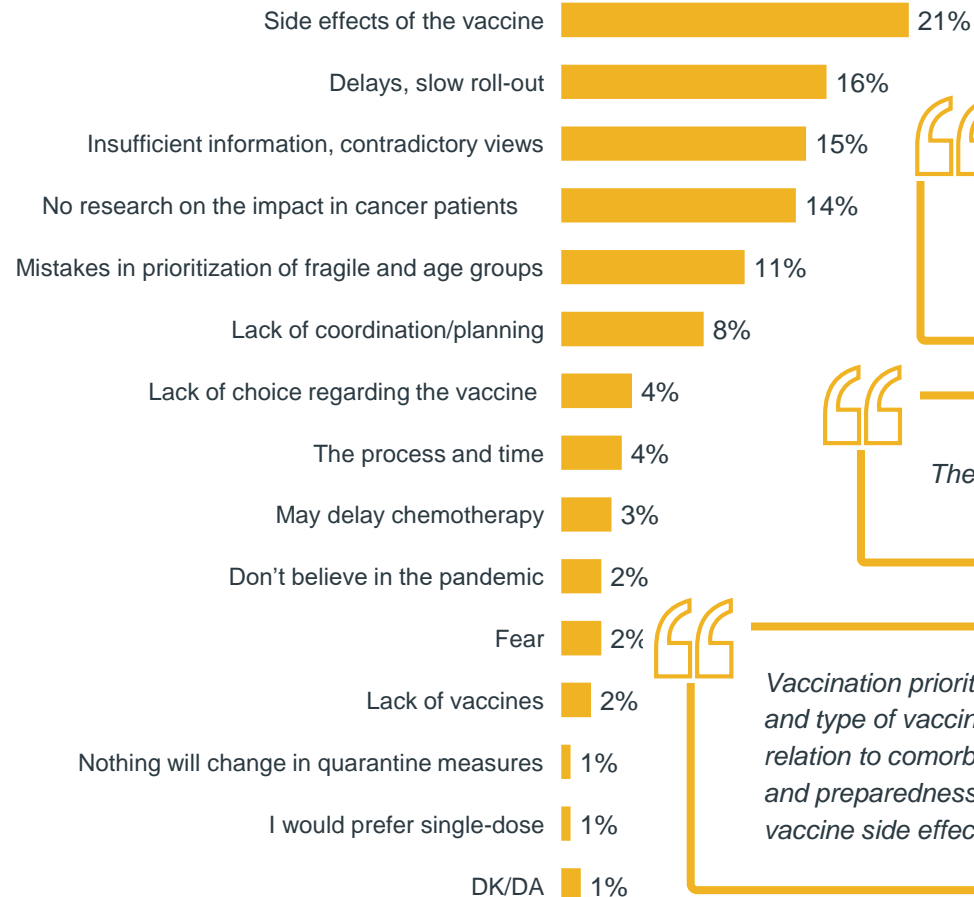
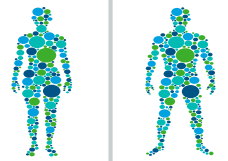


Q. Is there something of concern with regards to the vaccination program? If yes, please let us know

Source: ELL.OK (April 2021)

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### Patients Comments (spont.): 165 patients



*The lack of studies regarding the long-term effects on people with history of cancer*

*The side effects of the vaccine*

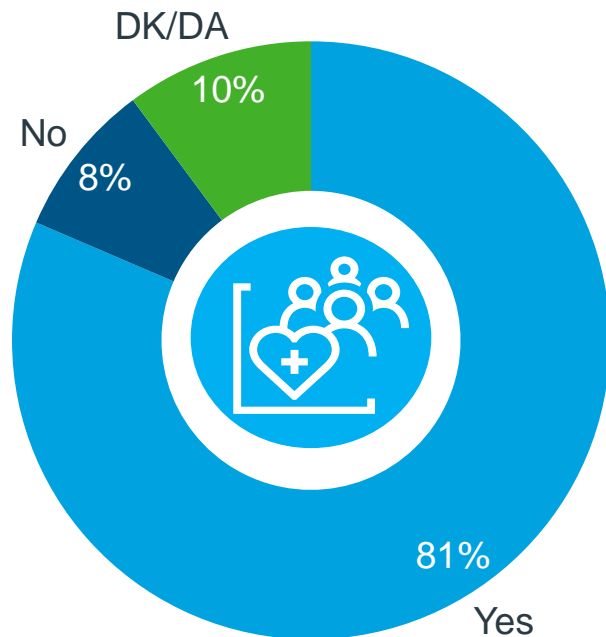
*Vaccination prioritization and type of vaccine in relation to comorbidities and preparedness for vaccine side effects*

*There should have been vaccination at home for old people with mobility issues and patients*

# 8 out of 10 participants believe that cancer patients should be prioritized in the vaccination program

## Prioritization of Cancer Patients

Need of Prioritization of Cancer Patients in the Vaccination Program

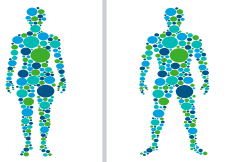
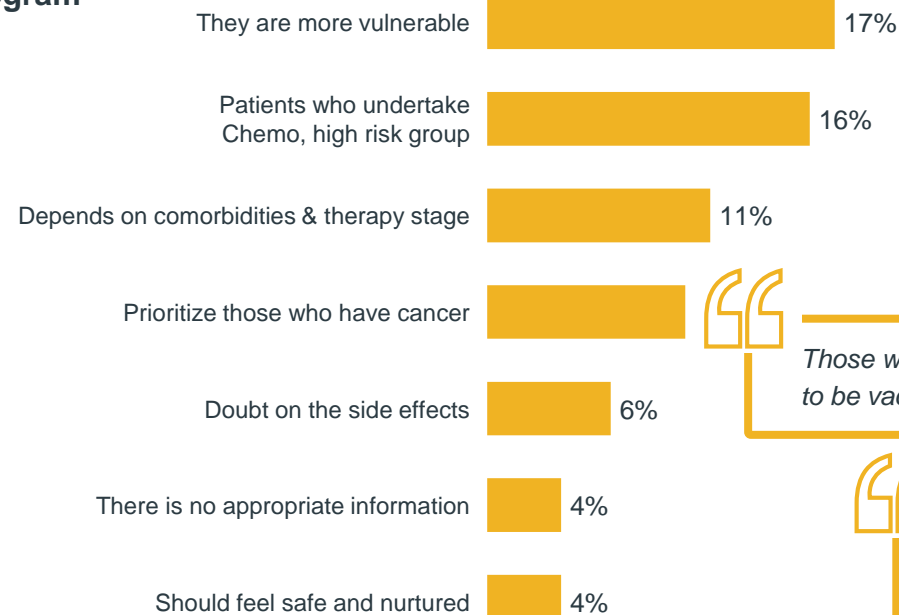


Do you think cancer patients should be prioritized in the vaccination program?

Source: ELL.OK (April 2021)

IQVIA | PMR | ELL.O.K\_COVID-19 and Cancer in Greece

Patients Comments (spont.): 83 patients



“ It depends on the comorbidities and the stage of therapy

“ Those who are under treatment and want to be vaccinated should have had priority

“ We are people with fragile immune system and often other comorbidities

“ I know many elderly people that were called to vaccinate (even if they don't go out and thus have small chances of catching Covid-19) but I don't know even one cancer patient that has been called (to vaccinate)

- Other mentions
- There is no pandemic
  - Haven't called yet
  - Due to possible immunosuppression
  - Only if doctor doesn't allow it
  - Due to frequent hospital visit
  - It is up to the individual judgment





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- + Conclusion

# Clearly 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic has had an impact on patients while increase in willingness to vaccinate when compared to the 1<sup>st</sup> wave (1/2)

## Key findings

- This research is the second wave of the research-initiative by ELLOK. Main goal was to determine patients' and survivors' views during the 2<sup>nd</sup> and 3<sup>rd</sup> wave of the pandemic
- No1 source of information regarding COVID-19 remains Internet (69%) while TV(63%) and social media follow (33%)
- Only 17% of participants believe that on-time instructions / recommendations were given from the Ministry of Health during the 2<sup>nd</sup> and 3<sup>rd</sup> wave of the pandemic. That percentage is significantly lower compared to the 1<sup>st</sup> wave of the pandemic (30%)
- Also lower percentage (13%) considers the actions of the government effective (64% during the first phase of the pandemic)
- During the 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic, the use of digital applications increased (74% compared to 65% in August 2020)

### CANCER PATIENTS

- 41% of the participants were cancer patients, while in 50% of them the diagnosis was made during the pandemic
- 35% of patients believe that the pandemic affected their communication with the doctor
  - 20% mention delays in radiotherapy/chemotherapy initiation
  - During the 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic patients used mainly the following services of the healthcare system
    - Diagnostic Tests(81%)
    - Follow up care (72%)
    - Covid test (68%)
    - Conduction of tests happened in private facilities, while
    - Public facilities were mentioned in the therapy administration
  - The majority of patients report that access to the health care system was normal, with the exception of 31% of patients who reported a weakness or difficulty in accessing the Covid-19 vaccine.
  - 49% of patients declares extra costs for dealing with the disease

### CANCER SURVIVORS

- 49% of participants are cancer survivors
- During the 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic survivors used the following services of the Healthcare System
    - Follow up care (82%)
    - Diagnostic tests(68%)
    - Covid test (46%)
    - Covid vaccine (31%)
  - In the case of survivors, a 31% mention difficulties in accessing the vaccine
  - 40% state that incurred extra expenditures for dealing with the disease
  - 50% declare delay in communication with the HCP mostly due to delay/postponement of appointments, delay in examinations and access to hospitals

- Key recommendations of patients and survivors are strengthening of Public Health for better service alongside free COVID-19 tests

# Clearly, 2<sup>nd</sup> and 3<sup>rd</sup> phase of the pandemic has had an impact on patients while increase in willingness to vaccinate when compared to the 1<sup>st</sup> wave (2/2)

## Key findings

### COVID-19 IMPACT: Everyday life - Psychology – Work

- 94% is concerned with the pandemic status. More specifically, participants express:
  - Concerns about their family (54%)
  - Increased risk of disease progression (37%)
  - Worries about their economic situation (30%)
- 77% state impact of the pandemic to their psychological well-being (81% in the case of patients), while 43% would like to have psychological support
  - Online individual psychological support (22%)
  - Online group psychological support (21%)
- Biggest impact on the working side is raised by self-employed (41%) with main mentions on the decrease of revenue and the closure of their businesses
- 18% of workers/employees mention problems in their work
- 36% of participants mention that the governmental measures for protecting workers during the 2<sup>nd</sup> and 3<sup>rd</sup> stage of the pandemic were not sufficient enough

### COVID-19 EXPERIENCE

- 13% of participants had an experience with COVID-19 (5% got ill of it and 8% had a member on their inner circle with Covid-19 experience)
- Half of patients who suffered from COVID-19 were asymptomatic or with mild symptoms, while 13% mention serious disease or even ICU

### COVID-19 VACCINATION

- There has been an increase compared to a year ago regarding the intention to vaccinate (72% vs 41% on August 2020). Participants have a clear view of their intention now compared to the first phase of the pandemic (in August 2020 36% stated they did not know if they would get the vaccine)
- In our sample:
  - 14% of participants have already been vaccinated
  - 58% intend to
  - 10% is negative towards vaccination
  - 15% have not decided yet
- The role/physicians' advice is considered important. 68% of respondents have discussed with their doctor regarding the vaccination (78% in case of patients on cancer treatment)
- 39% report concerns about the vaccination schedule, mainly related to side effects, delay / slow rates and lack of information
- 81% believe that priority should be given to cancer patients. They are a fragile group, especially those who suffer from comorbidities or are under treatment