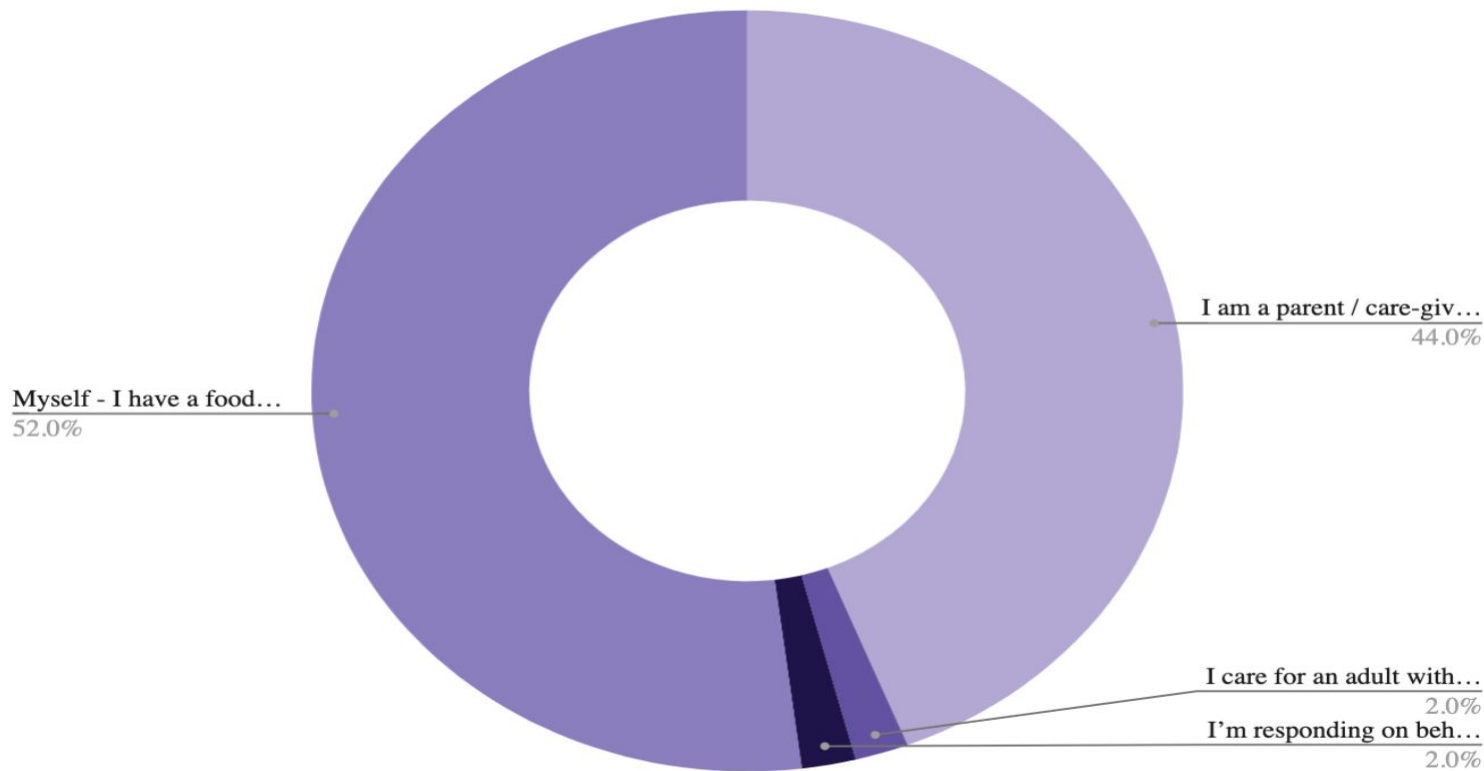
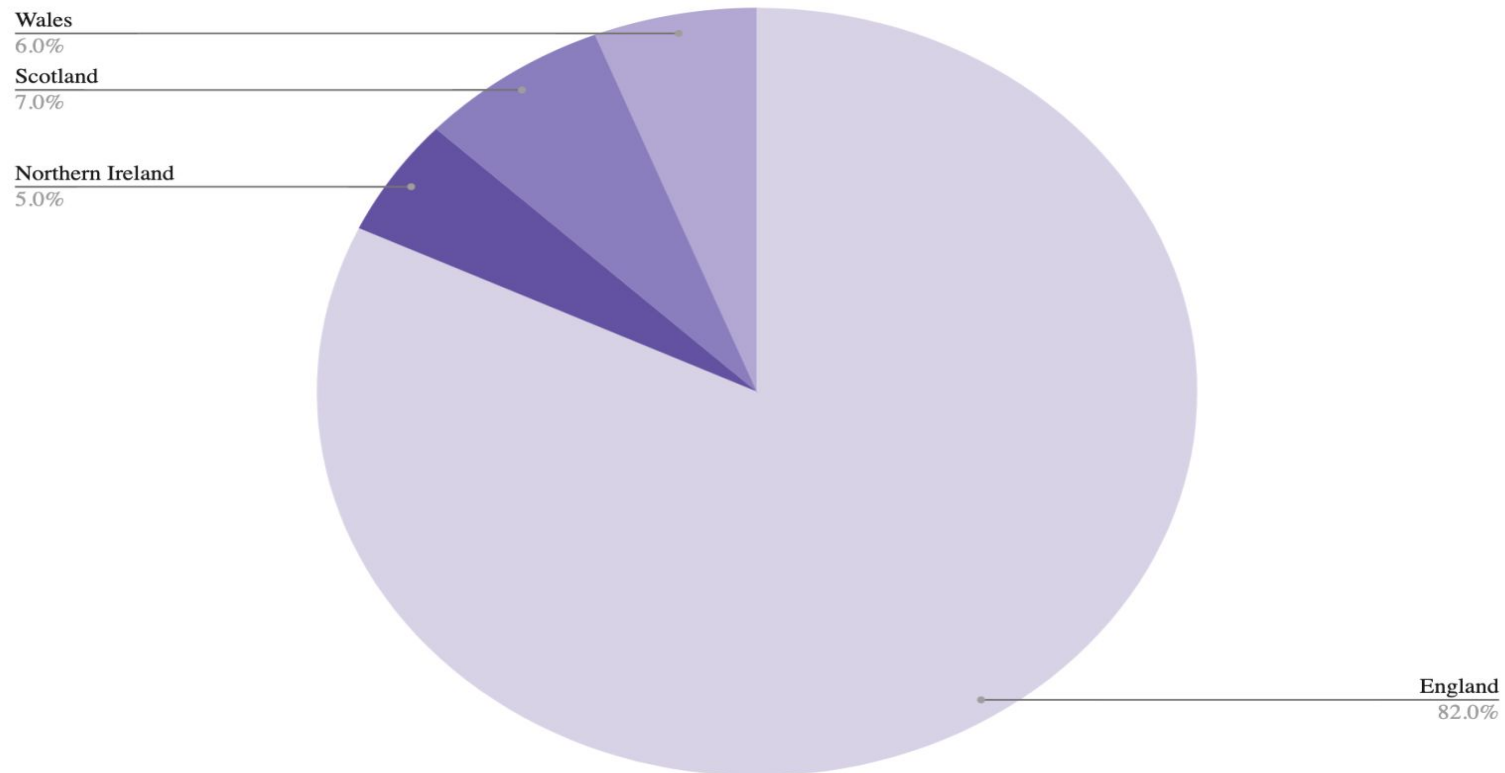


Survey Overview

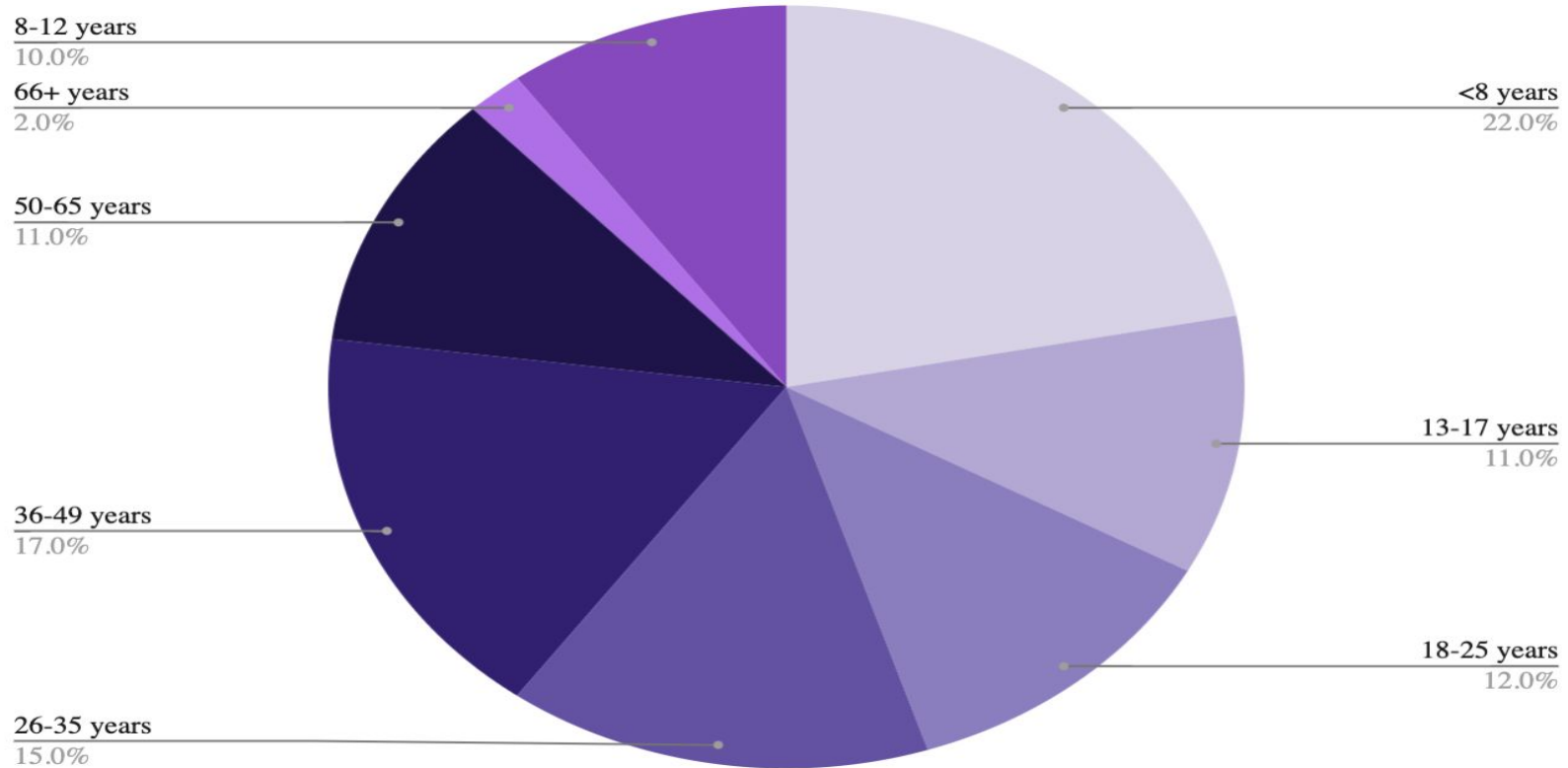
427 survey respondents



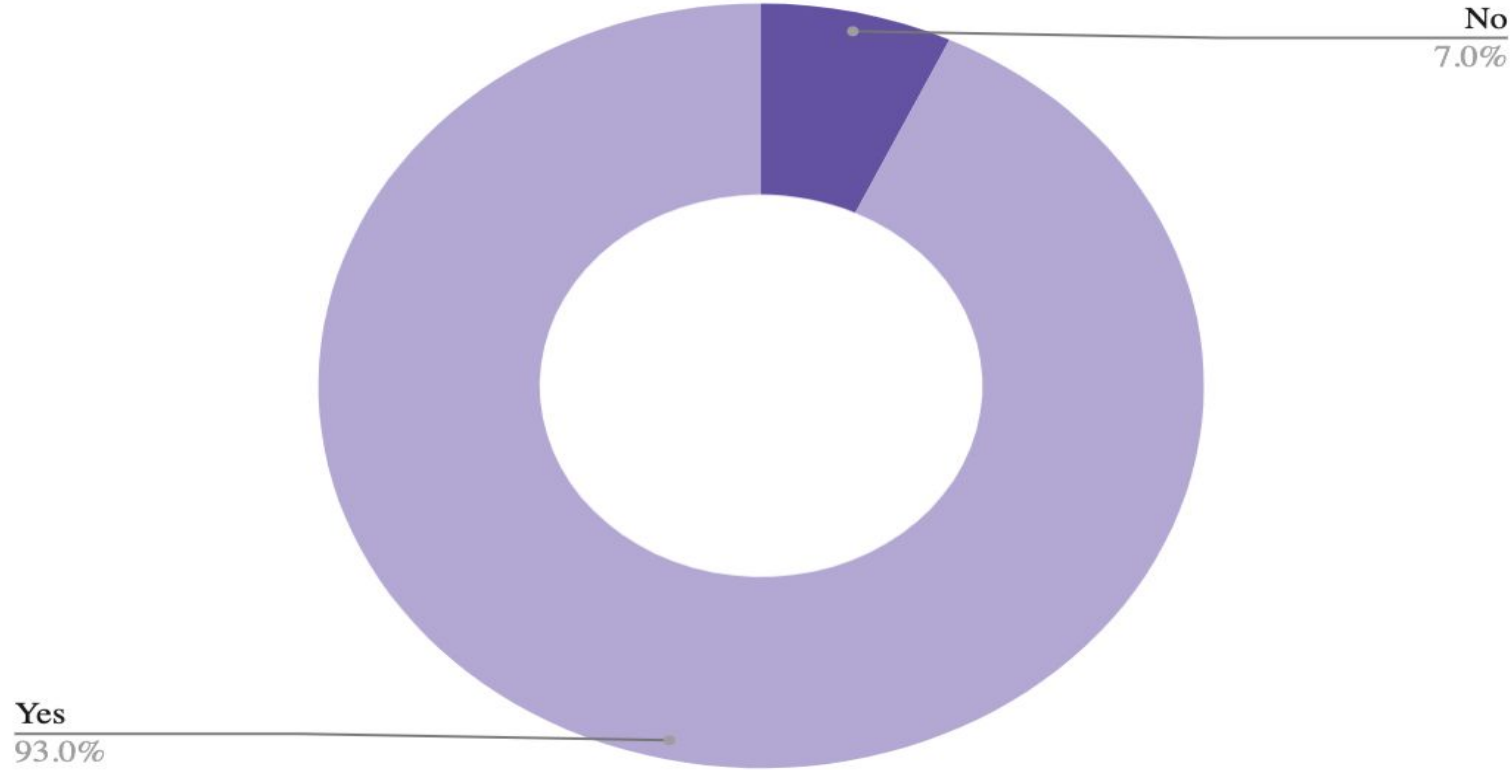
Country of residence



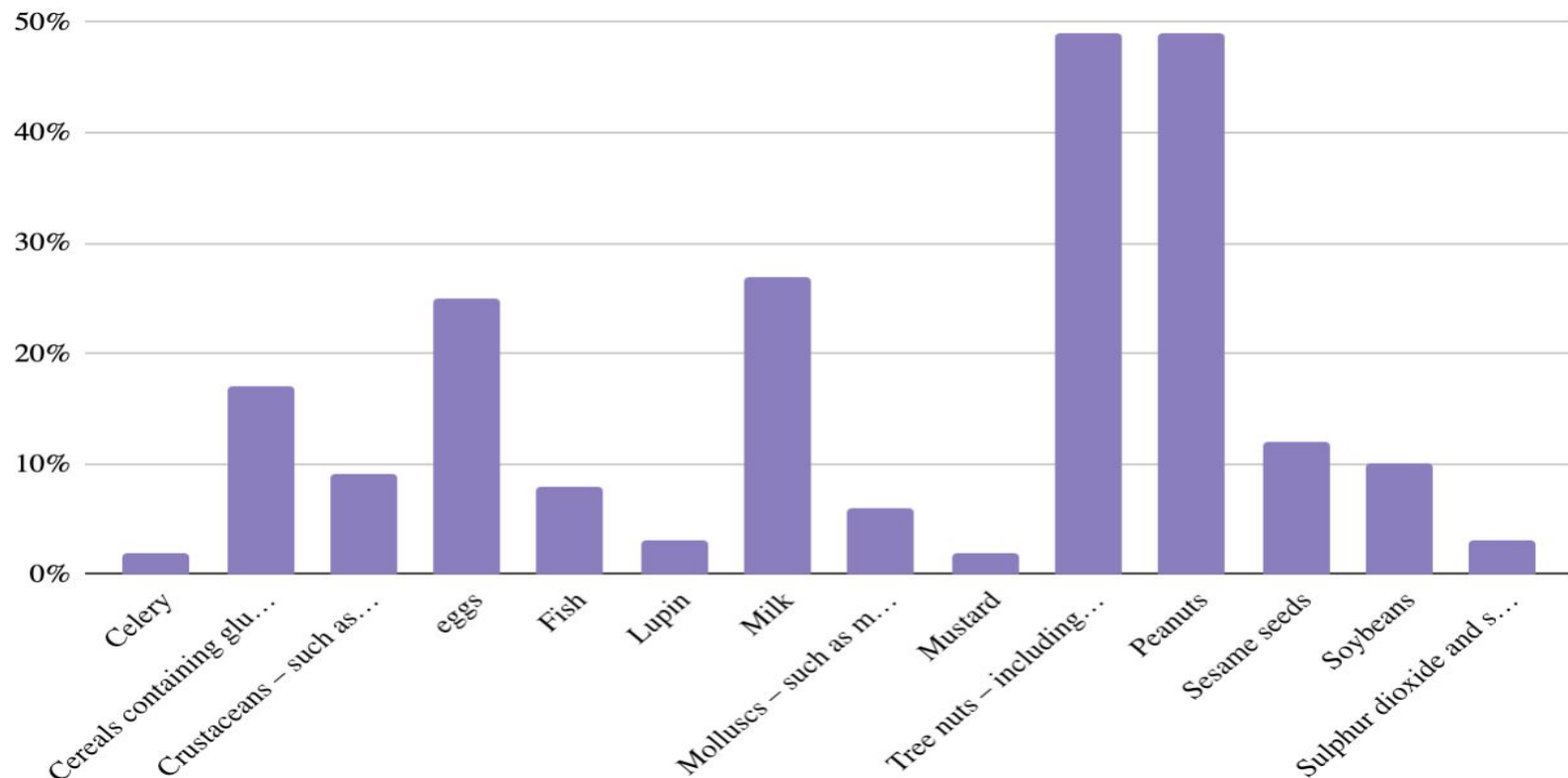
Age Range of respondents



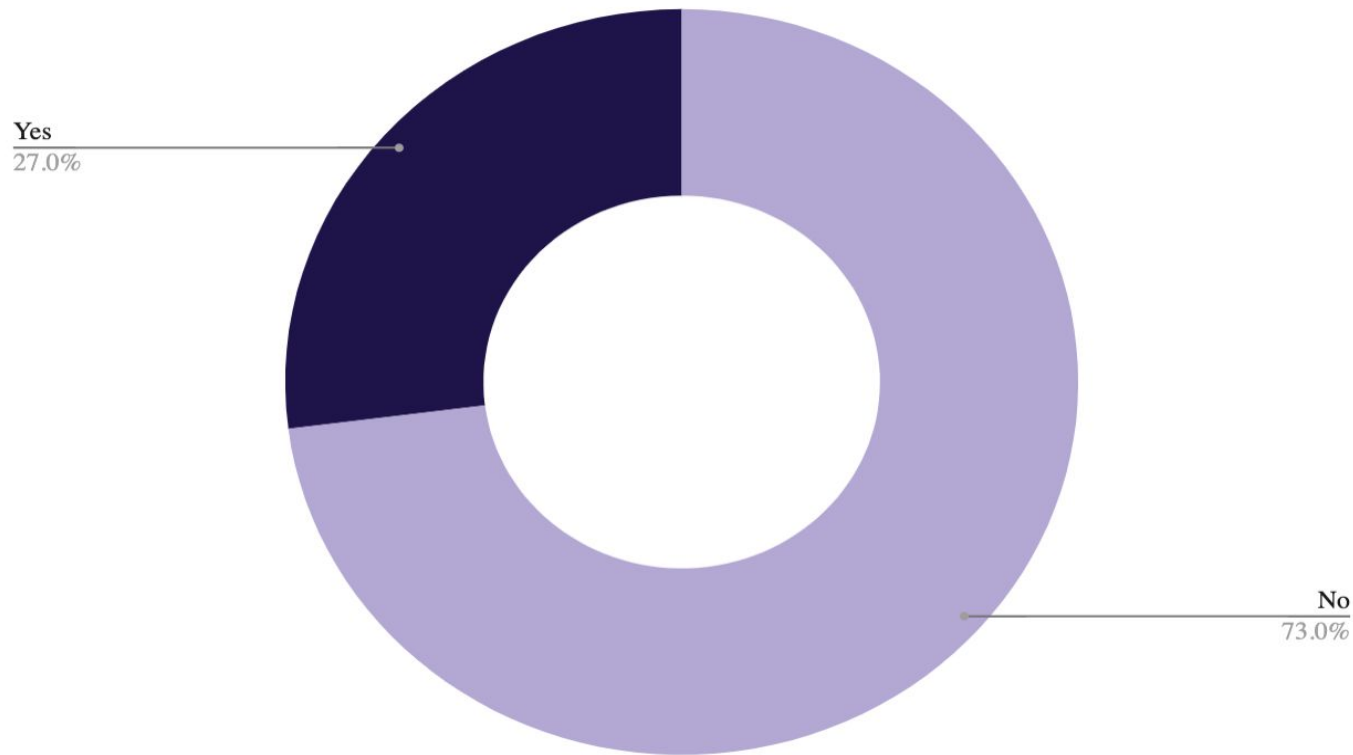
Allergy diagnosed by medical expert



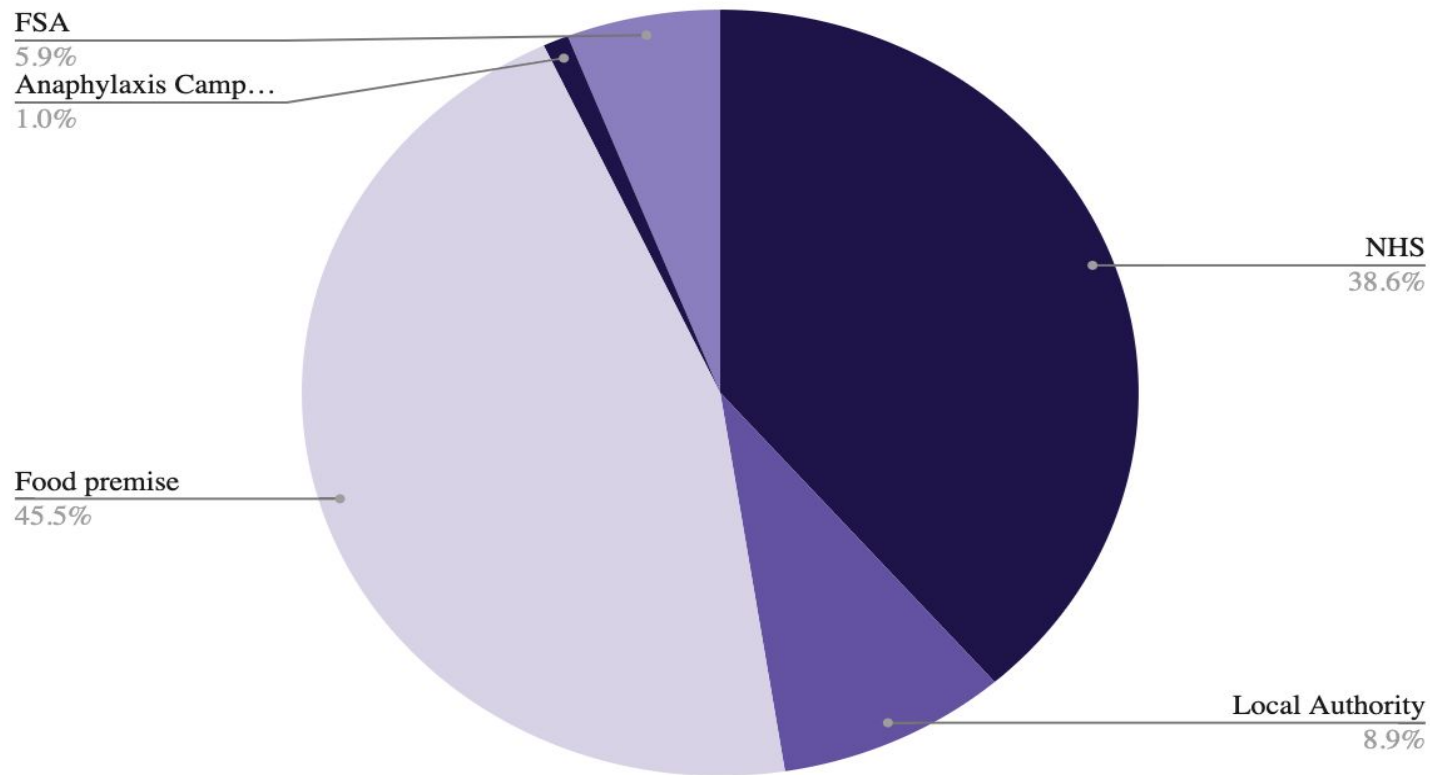
Which of the following foods causes the person living with the allergy an allergic reaction?



Have you ever reported an allergic reaction to food before?



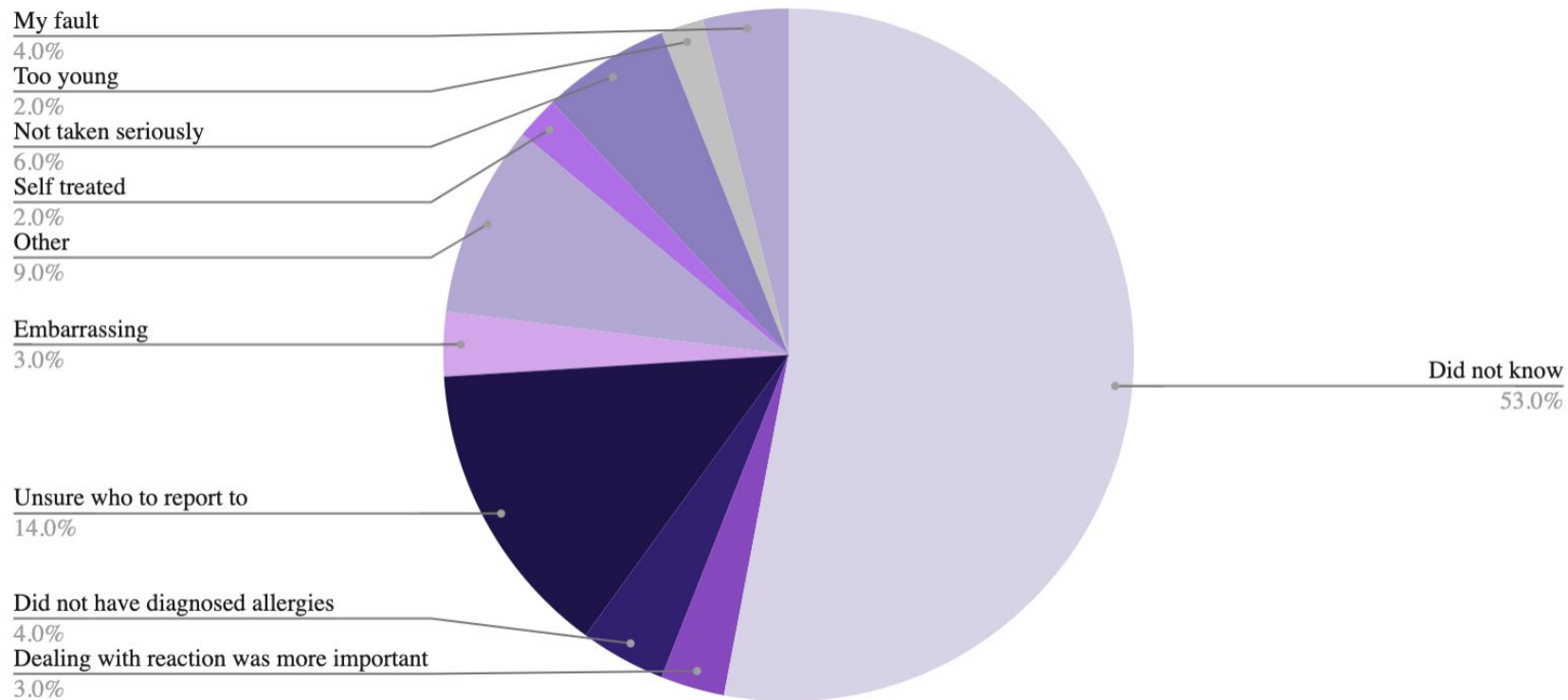
Who did you report it too



NHS: Includes a&e, Doctor, GP, Allergy consultant

LAs includes Environmental health and Trading standard

Reporting an allergic reaction to food: No: Is there any reason for this?

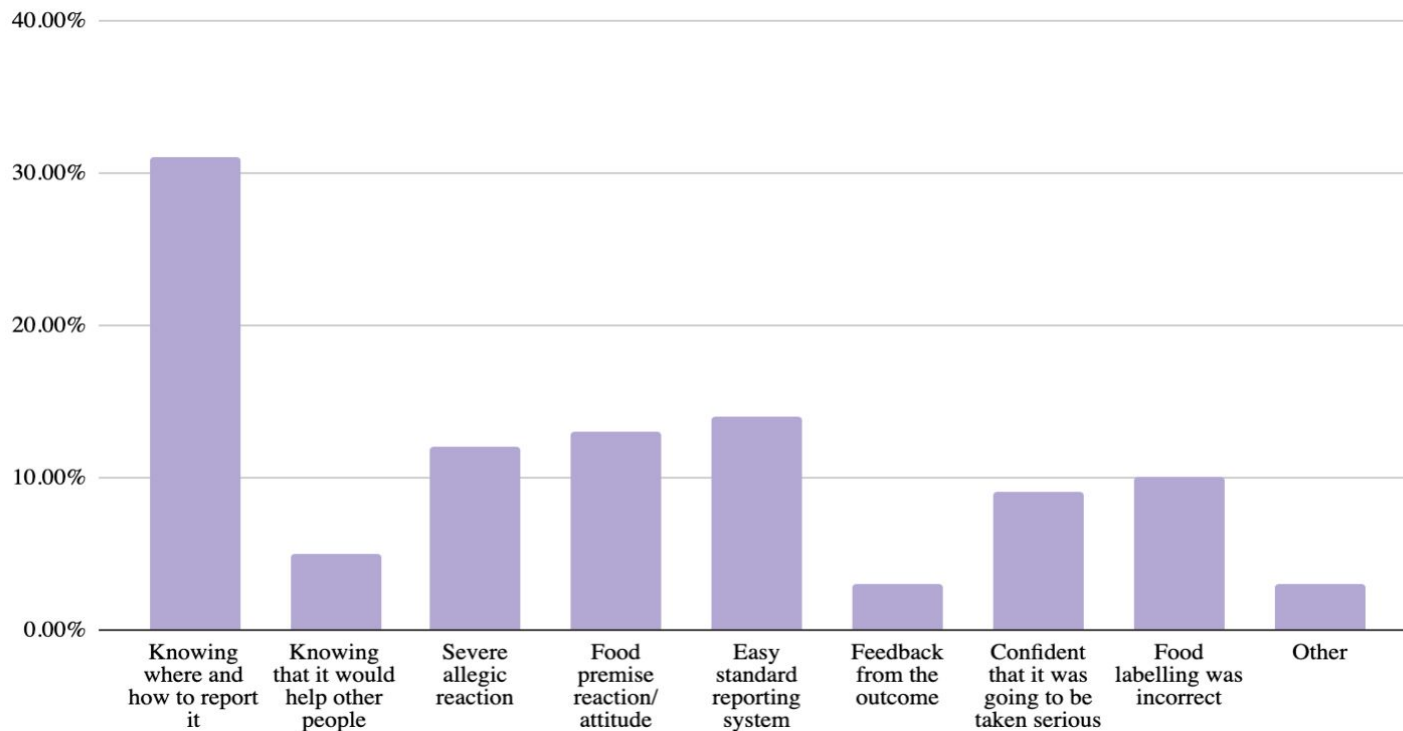


No: Is there any reason for this?

- Did not know:
 - 'Did not know how to'
 - 'Didn't realise you could do so'
 - 'Didn't even think of reporting it'
 - 'I wasn't aware that I could'
 - 'Didn't know it was even a thing'
- Self Treated:
 - 'Not severe enough to warrant going to A+E. I can deal with it at home'
 - 'Treated reaction successfully at home and at school with epipen on the three occasions'
 - 'I have only a mild allergy so can take some piriton'
- Not taken seriously:
 - 'Don't feel that it would be taken seriously'
 - 'Worry about not being taken seriously. No proof/certainty my reaction was due to a certain meal'
- Dealing with the reaction:
 - 'My priority in that situation is not dying, rather than focusing on reporting someone'
 - 'Too busy dealing with initial reaction'
 - 'Was last thing on my mind when son was having anaphylactic shock'
 - 'I can manage it without intervention'

- Embarrassing:
 - 'Asking any questions about food allergies when socialising only restaurants etc is a very embarrassing experience'
- Unsure who to respond to:
 - 'Don't know who to report to'
 - 'Not quite sure who I would report it to?'
 - 'Not sure who to report it to'
- Too Young:
 - 'I was a young teenager and didn't think to report it. I just stopped eating that product instead'
 - 'I was too young at the time'
- My own fault:
 - 'I choose whether to eat it or not'
 - 'I didn't inform the venue, my own fault'
- Other
 - 'Too hard: Too much hassle'
 - 'Simply dealing with the situation is stressful- then there is no easy way to report'
 - 'Felt awkward/difficult customer'

Motivate: Is there anything that would motivate you to report an allergic reaction in the future?

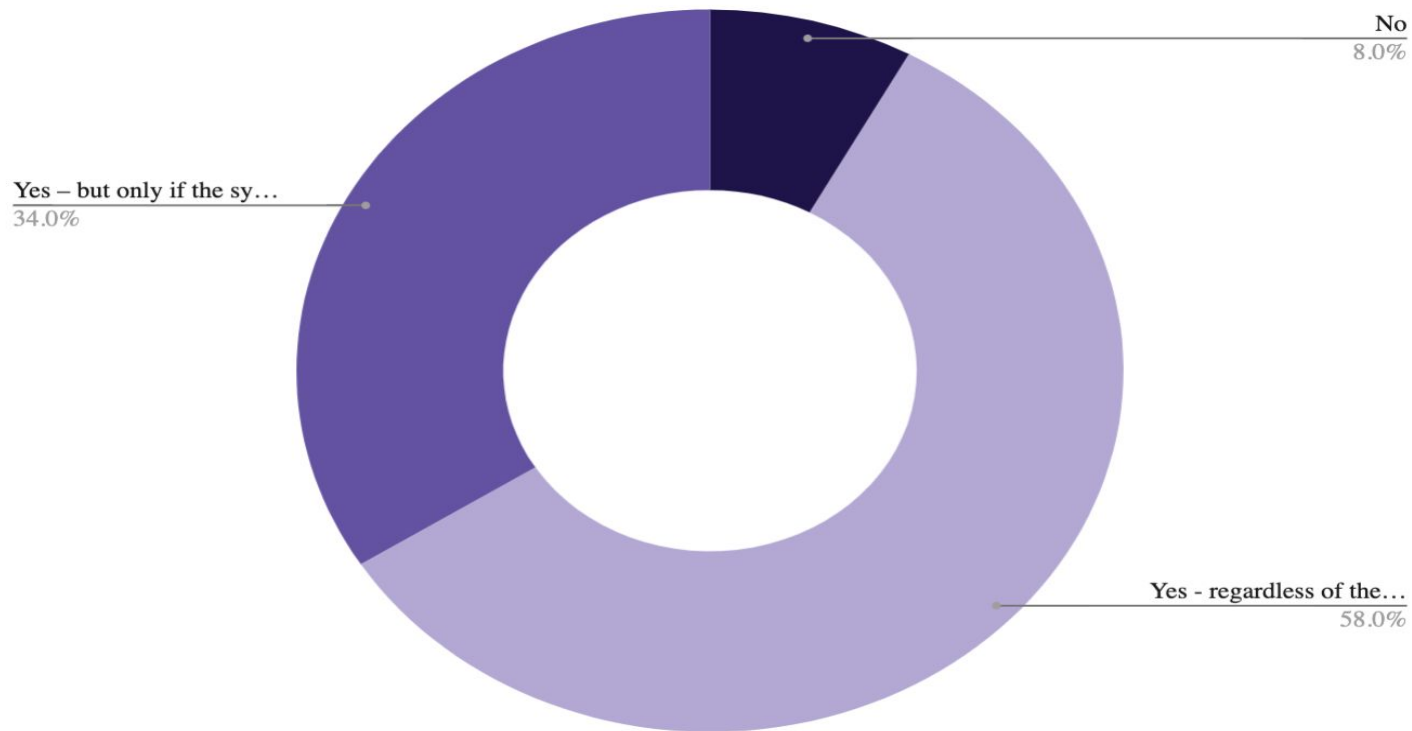


Motivate: Is there anything that would motivate you to report an allergic reaction in the future

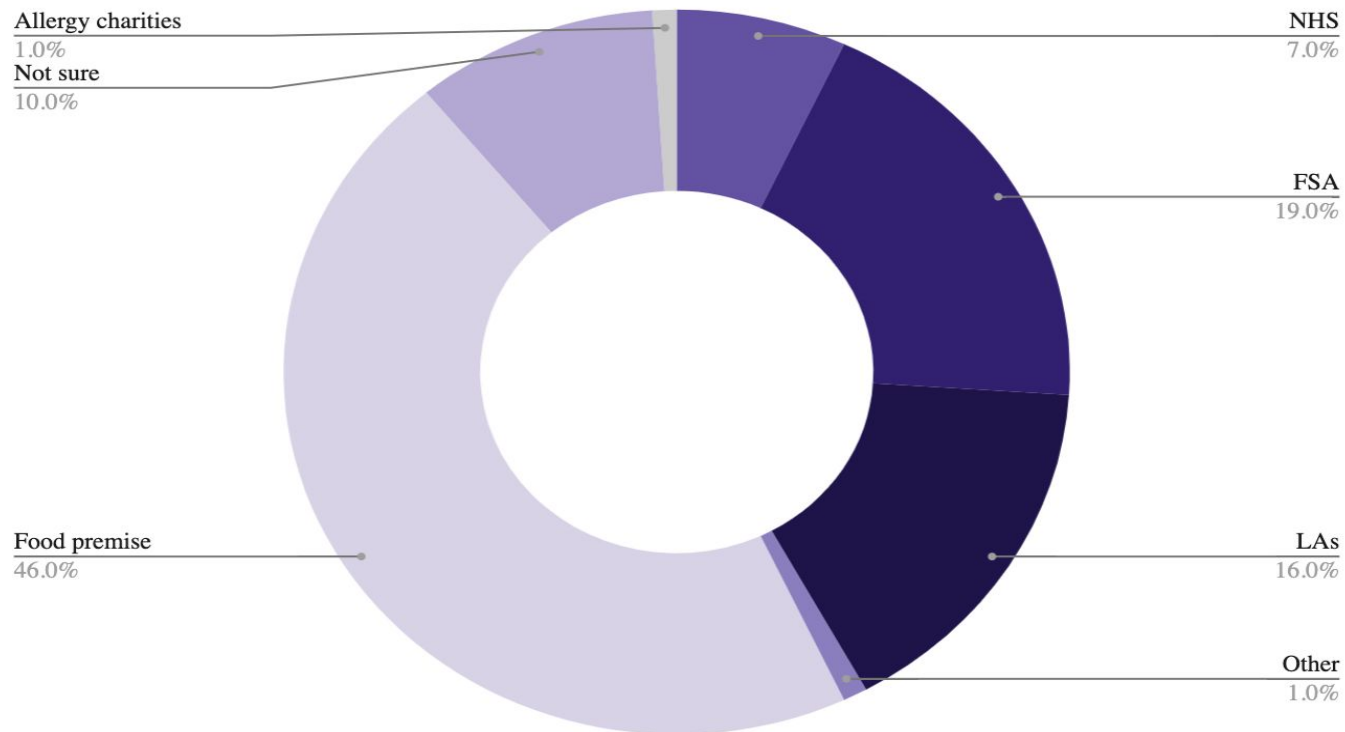
- Staff reaction:
 - 'A severe reaction or blatant disregard for it when I mention it when eating out'
 - 'if the staff were really rude about it'
 - 'I felt, was carelessness or negligence on the part of the caterer, I would report it'
- Awareness:
 - 'Clarity on what/how to report and who to report to'
 - 'More information on how to report'
 - 'The fact I now know it is possible to'
 - 'Knowing who and how to report'
 - 'A clear defined and well known process of reporting, as it's not always clear how to report'
- Labelling
 - 'If I had a reaction to something marked as gluten free or ingredients were wrong'
 - 'failed to label properly'
 - 'a reaction occurs despite allergens not present on the wrapping'
- Easeness:
 - 'Easy way of doing this / way to highlight an issue when I can't prove 100% that the food contains the allergen'
 - 'An easier process and knowing there will be results from doing so'
 - 'Ease of reporting - a page specifically for allergic reaction reporting'
 - 'If easy access place to do it e.g. GP asked at each / any visit'
 - 'Option to do so in hospital'
 - 'Easy online reporting would help, or policy in the restaurant for easy reporting'

- Severity of reaction:
 - 'A really severe reaction'
 - 'Yes, because of the reaction my son takes to food. If he eats a hazelnut his throat can close over within a minute'
 - 'If it was very serious'
- Stop it happening to other people:
 - 'To try and stop it happening to someone else'
 - 'If I knew doing so would make things safer for others'
- Taken seriously:
 - 'If I felt it would be taken seriously and not try to deny blame'
 - 'Knowing something would be done if food establishments are not following the law'
 - 'If I felt it would be taken seriously'
- There would be an outcome:
 - 'An indication that action is taken'
 - 'What difference it would make'
 - 'Having the Knowledge that something would be done'
- Other:
 - 'An anonymous report'
 - 'A contribution to changes in food regulations'

Would you report an allergic reaction (Restaurant)

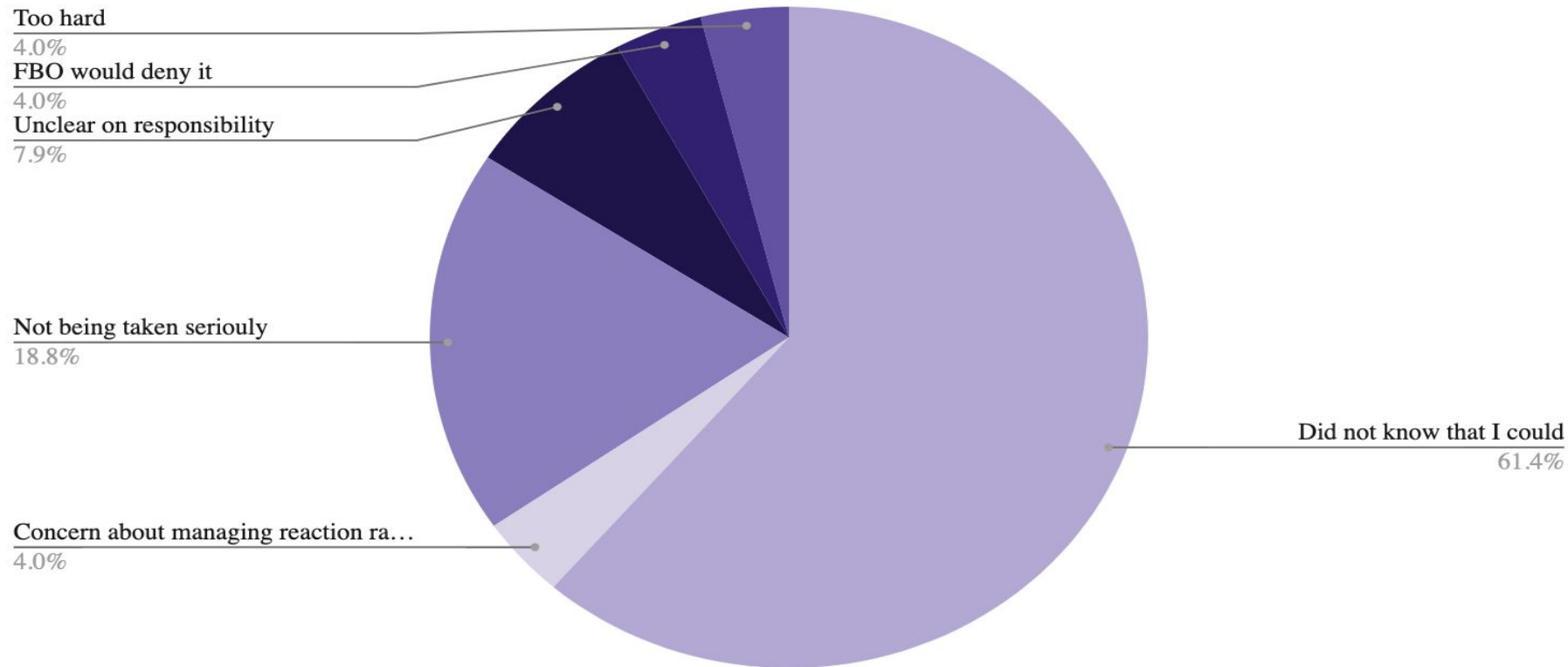


Who would you report it to (restaurant)?

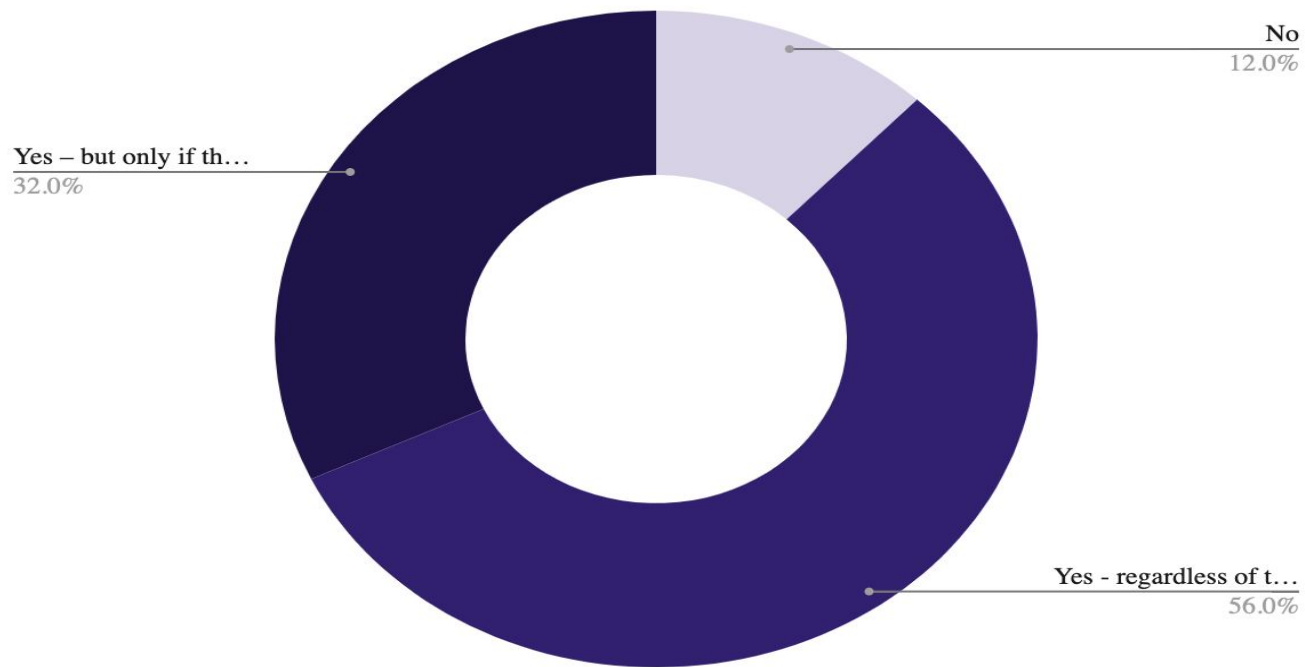


★ Other includes: Citizen Advice, Public Health and Legal

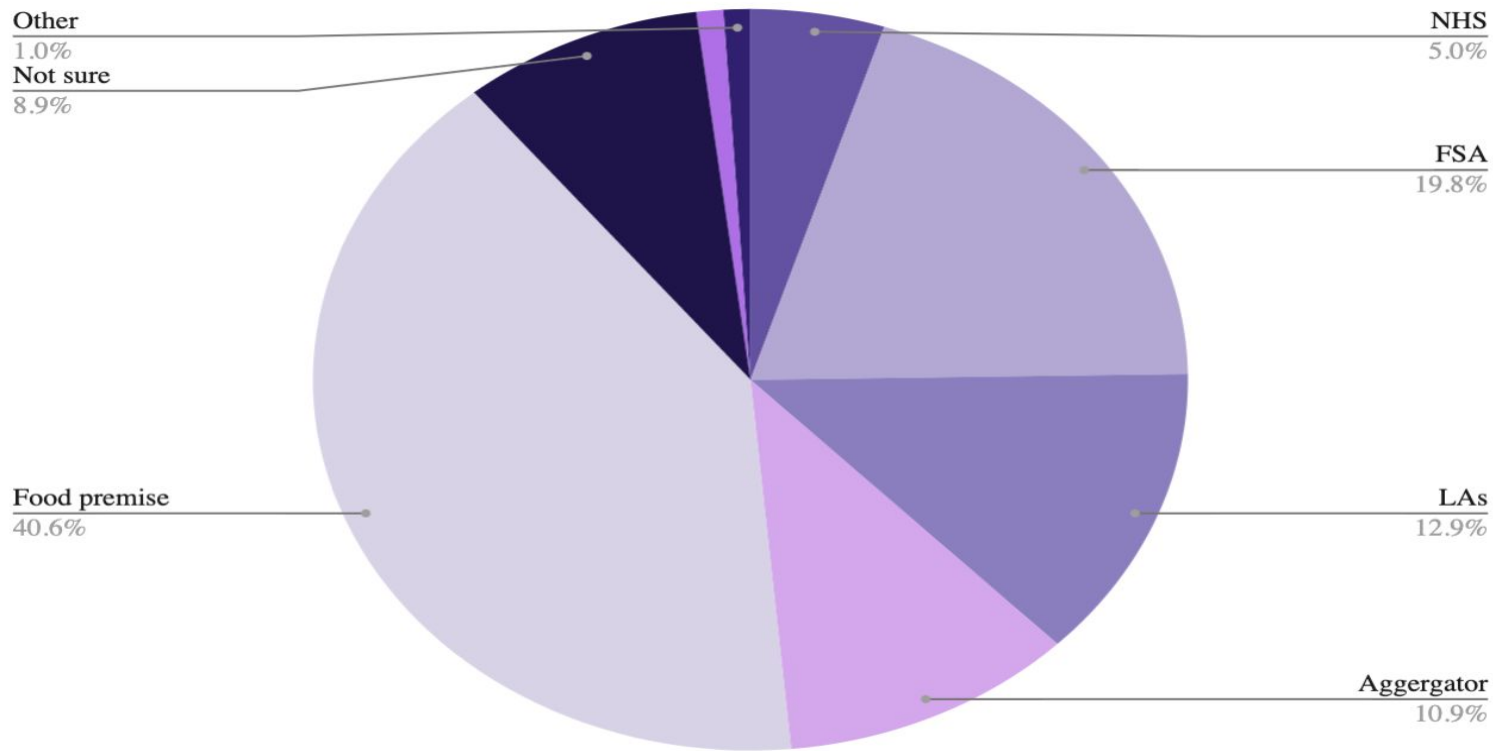
Is there any reason why you wouldn't report it (Restaurant)



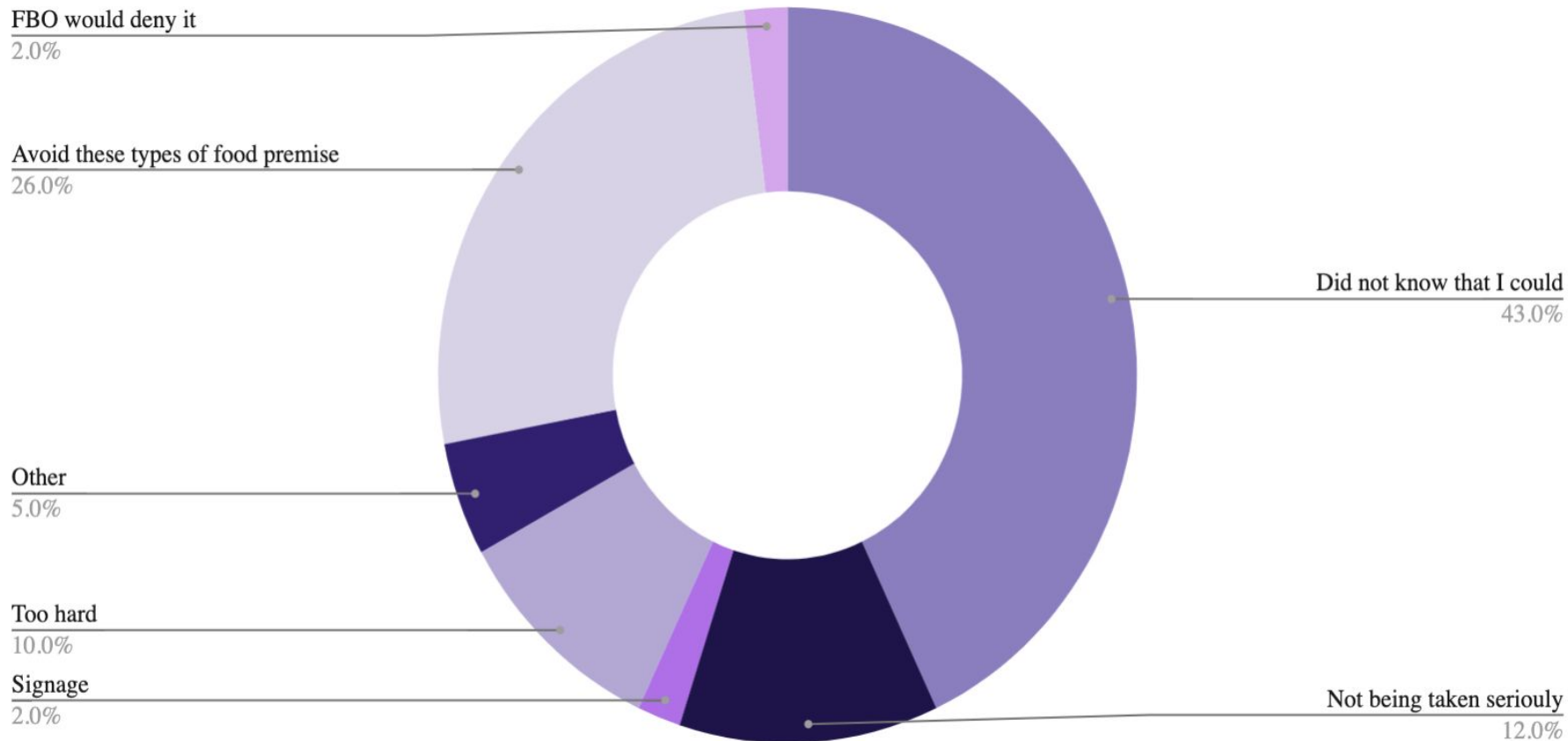
Would you report an allergic reaction (Delivery Service)



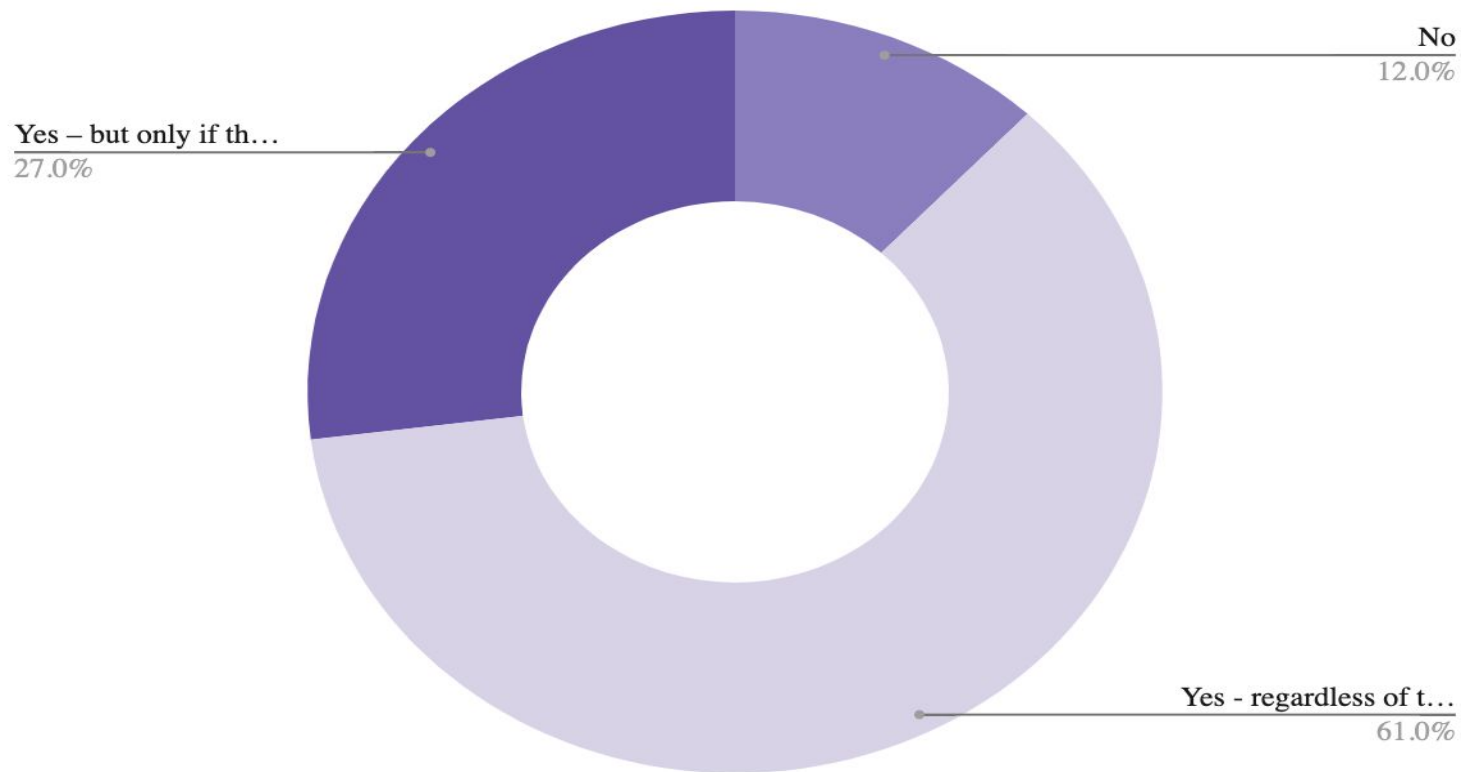
Who would you report it to (Delivery Service)?



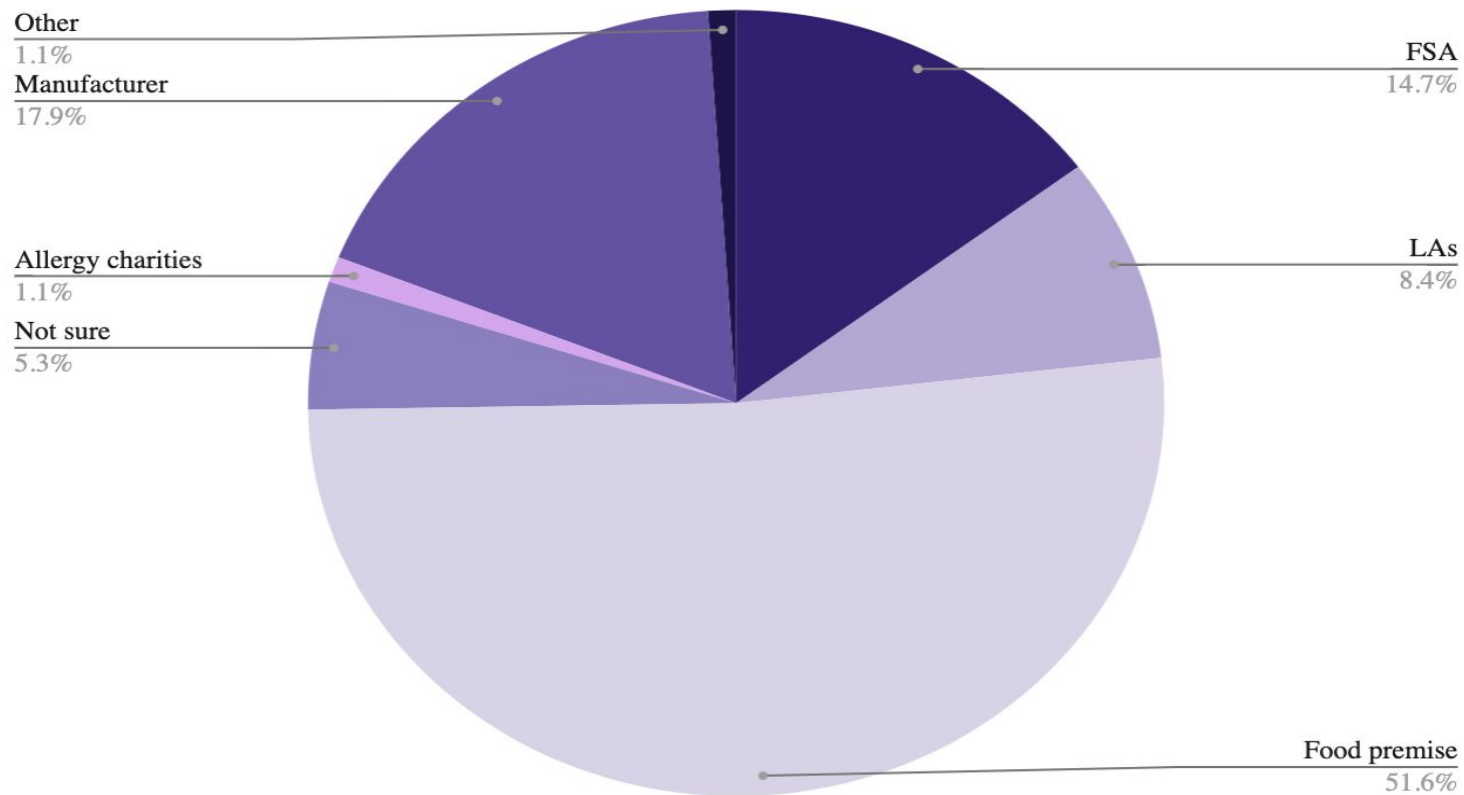
Is there any reason why you wouldn't report it (Delivery)



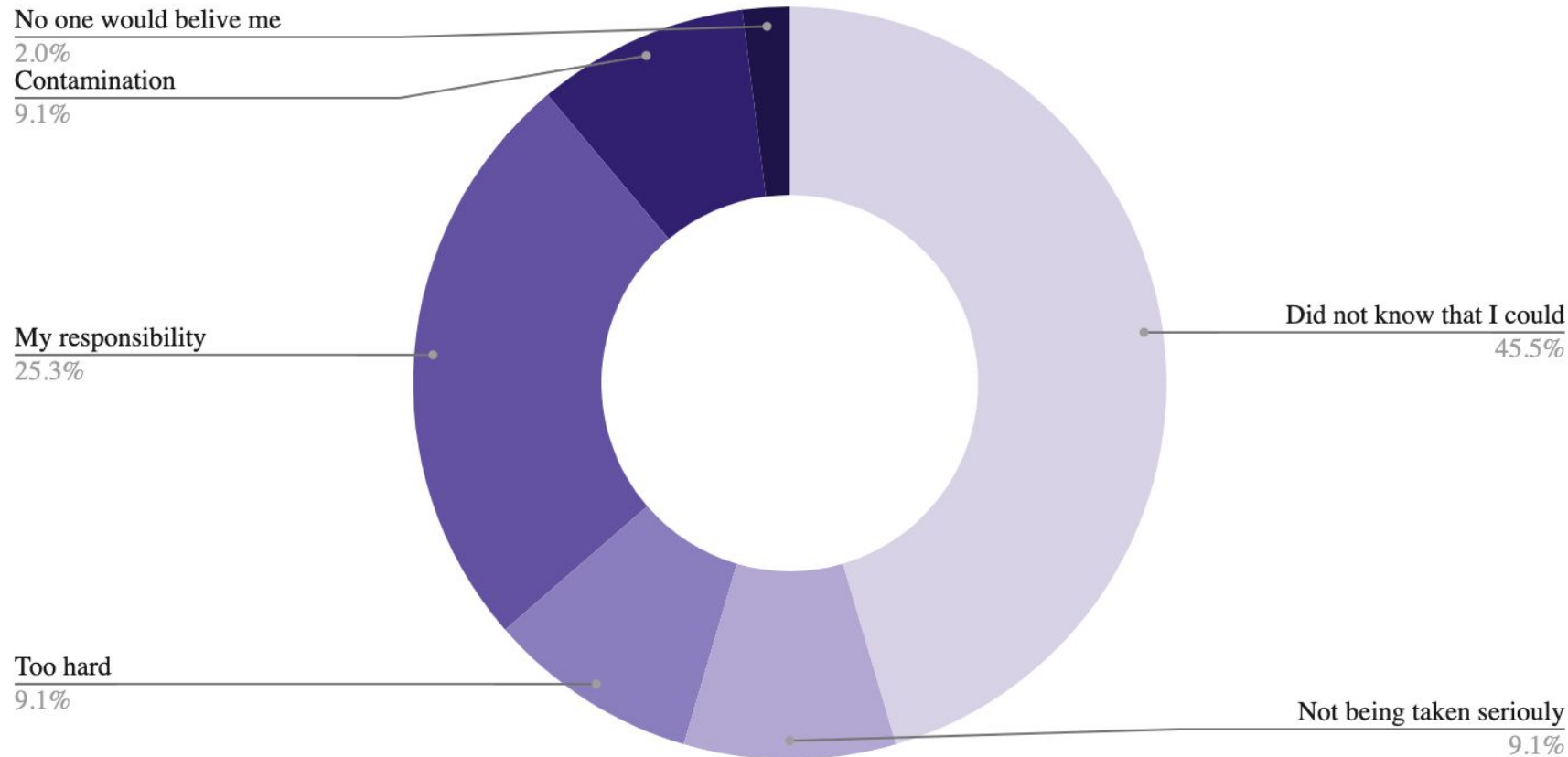
Would you report an allergic reaction (Supermarket)



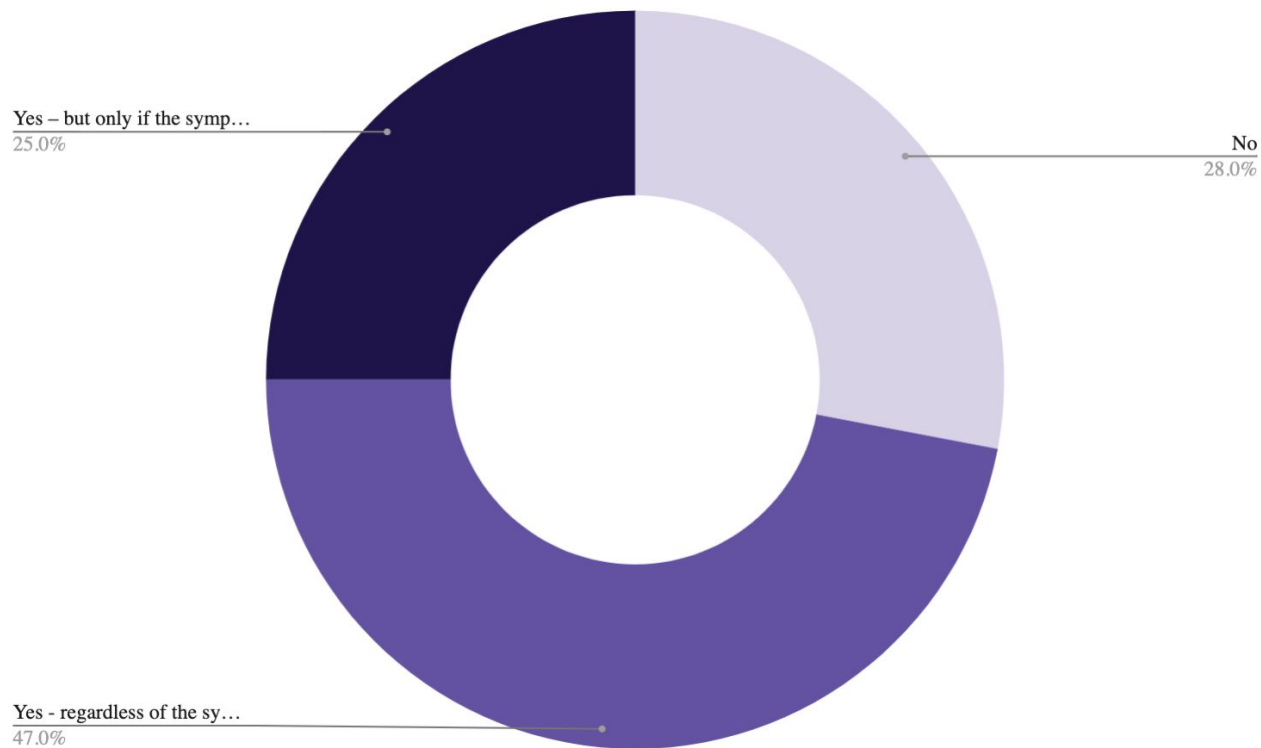
Who would you report it to (Supermarket)?



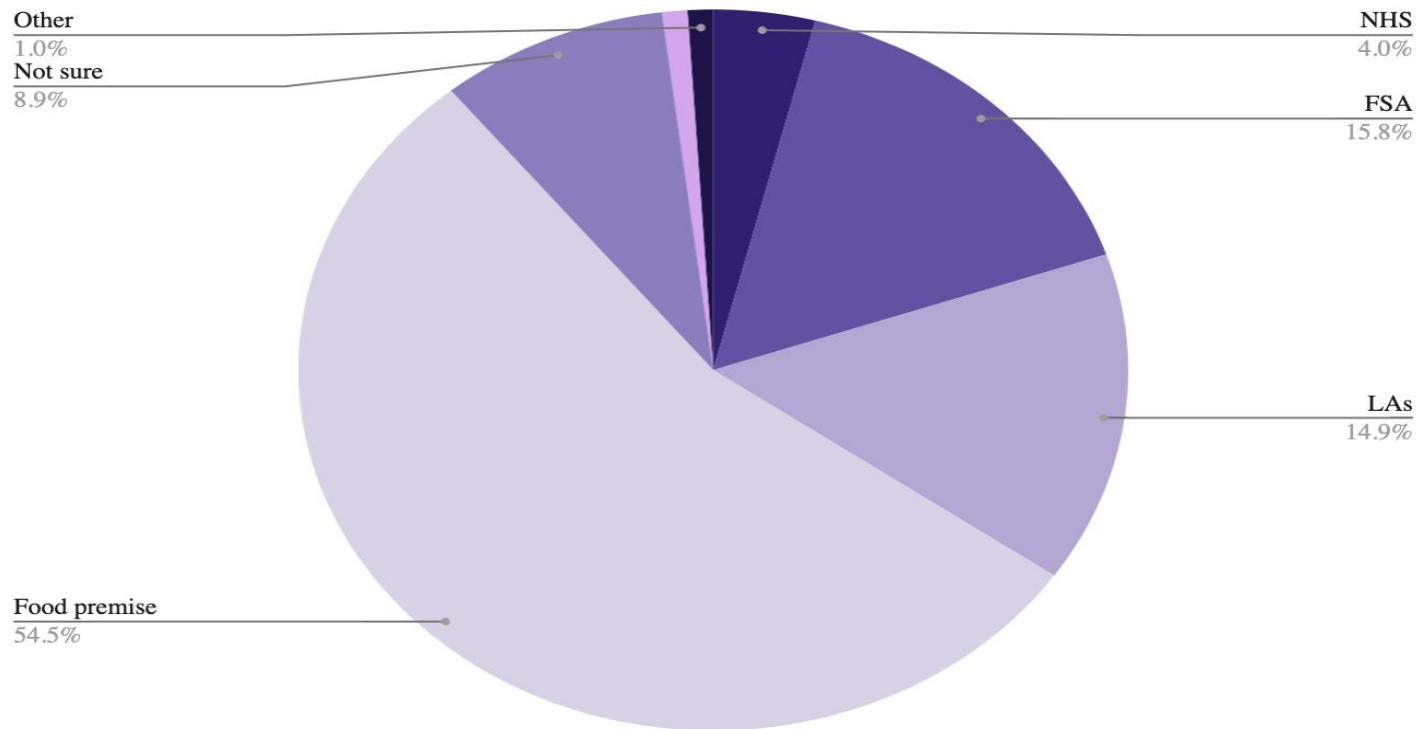
Is there any reason why you wouldn't report it (Supermarket)



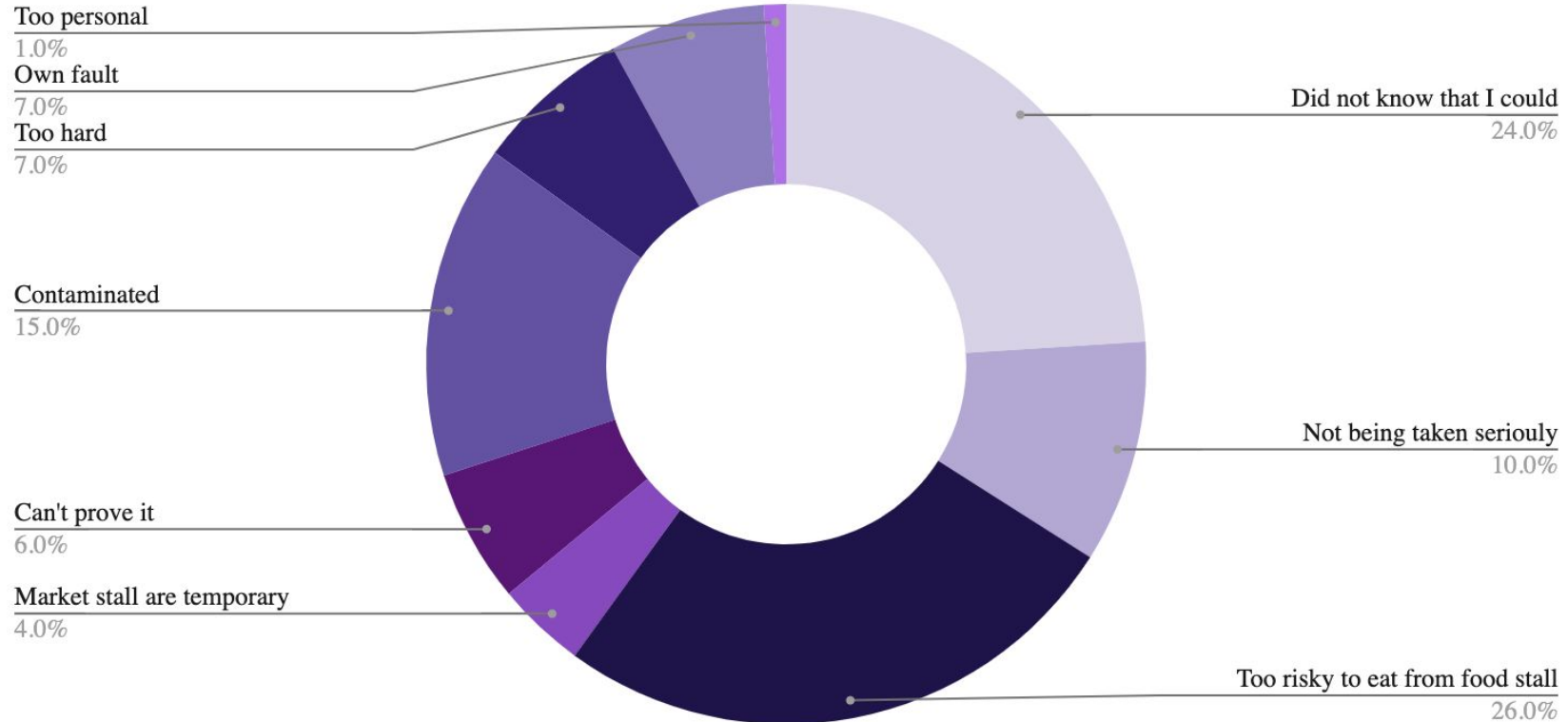
Would you report an allergic reaction (Market Stalls)



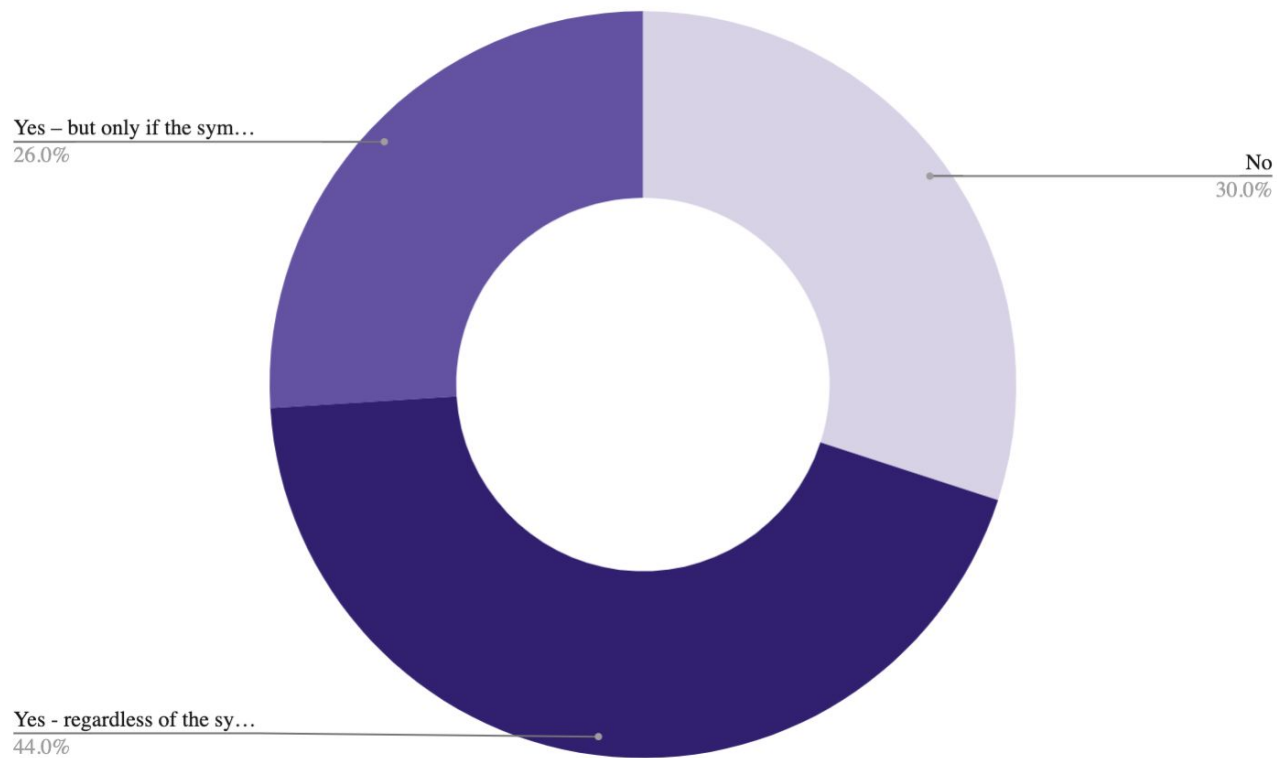
Who would you report it to (Market Stalls)?



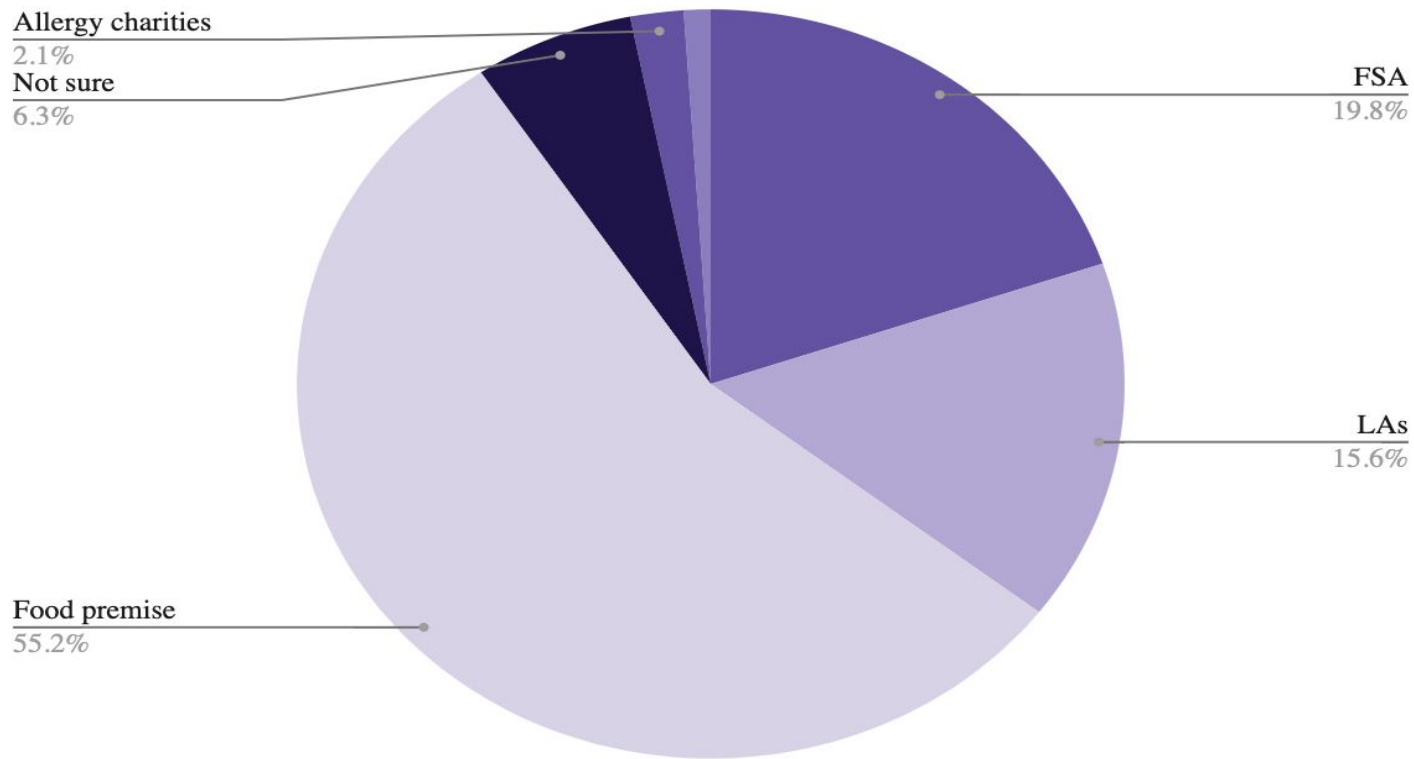
Is there any reason why you wouldn't report it (Marketstall)



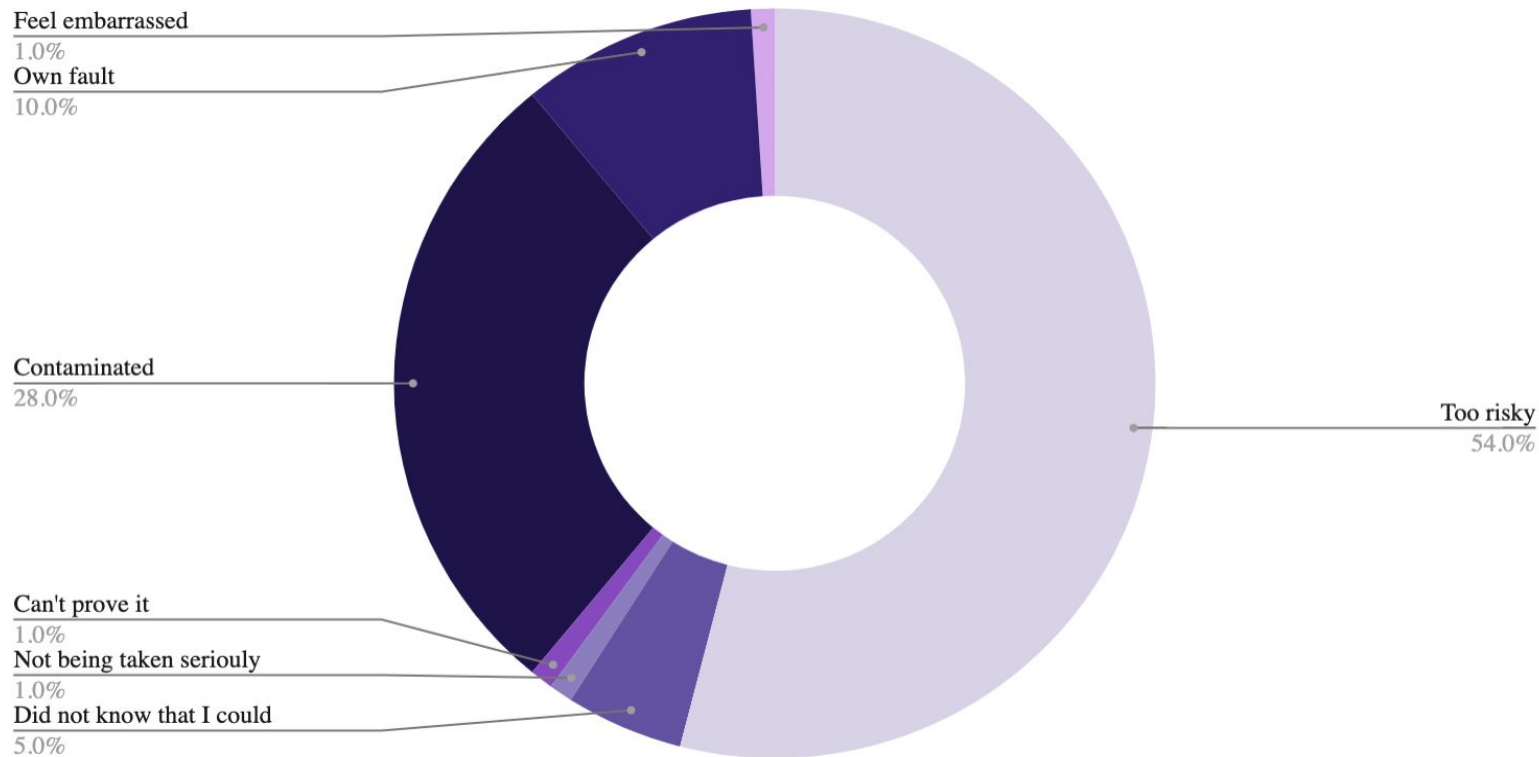
Would you report an allergic reaction (Loose Food)



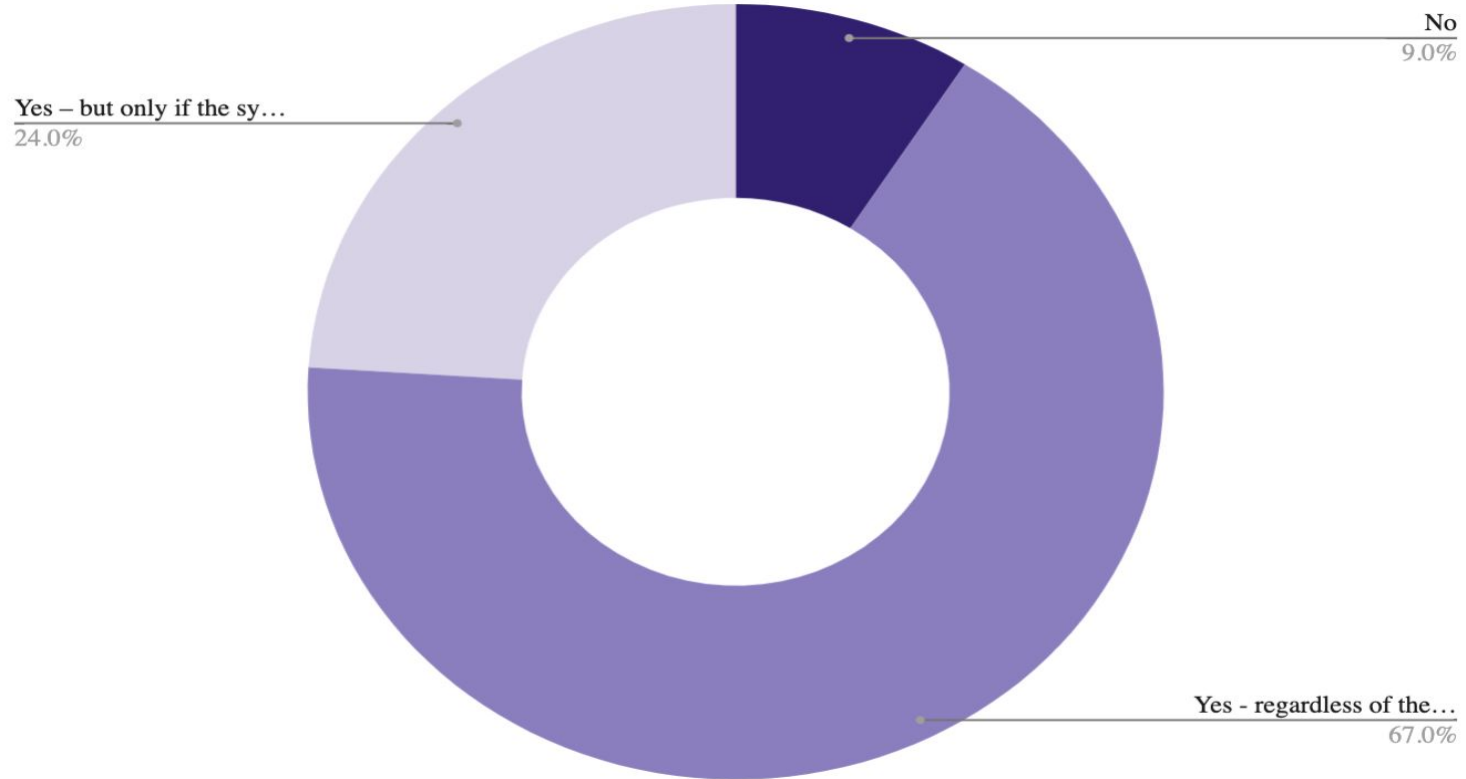
Who would you report it to (Loose Food)?



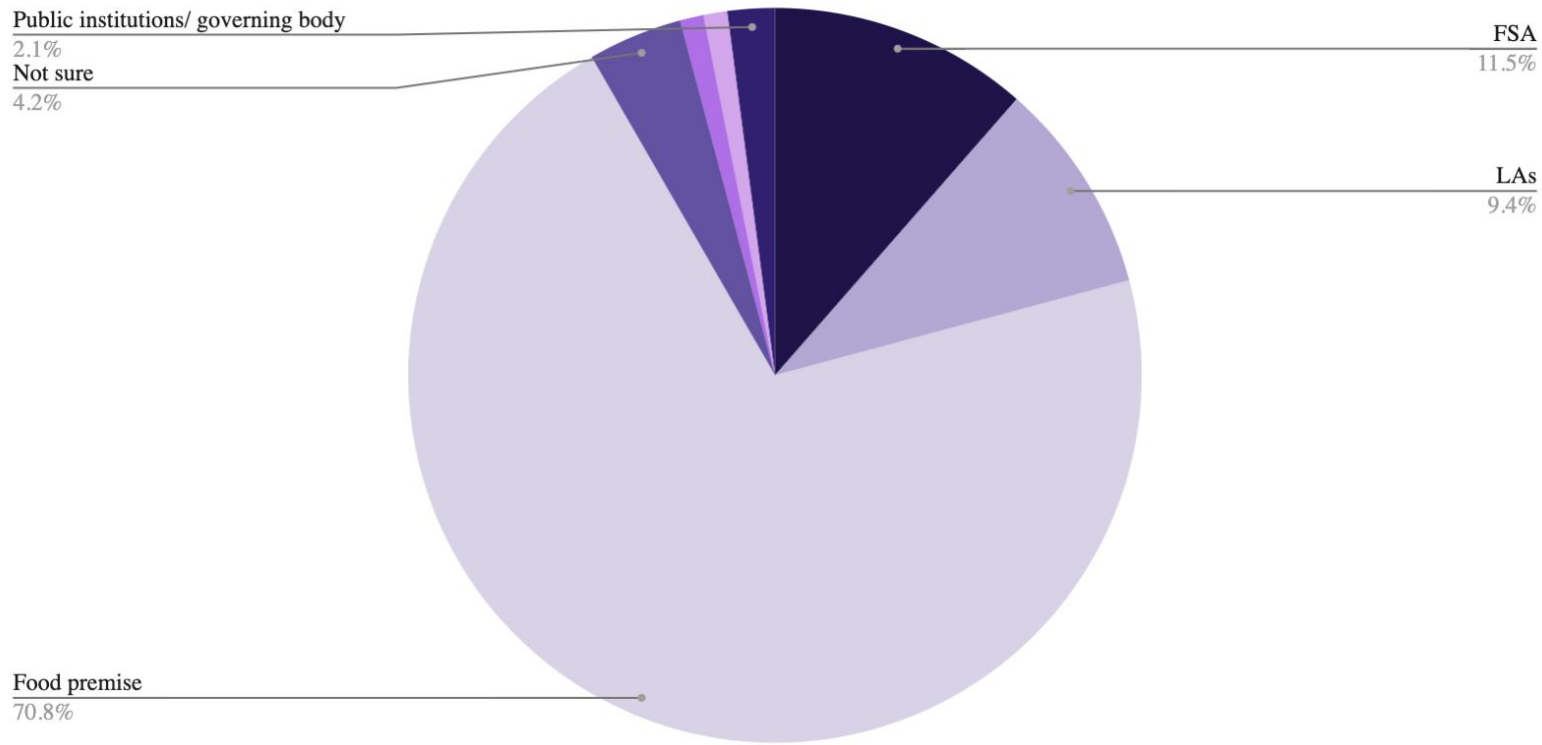
Is there any reason why you wouldn't report it (Loose food)



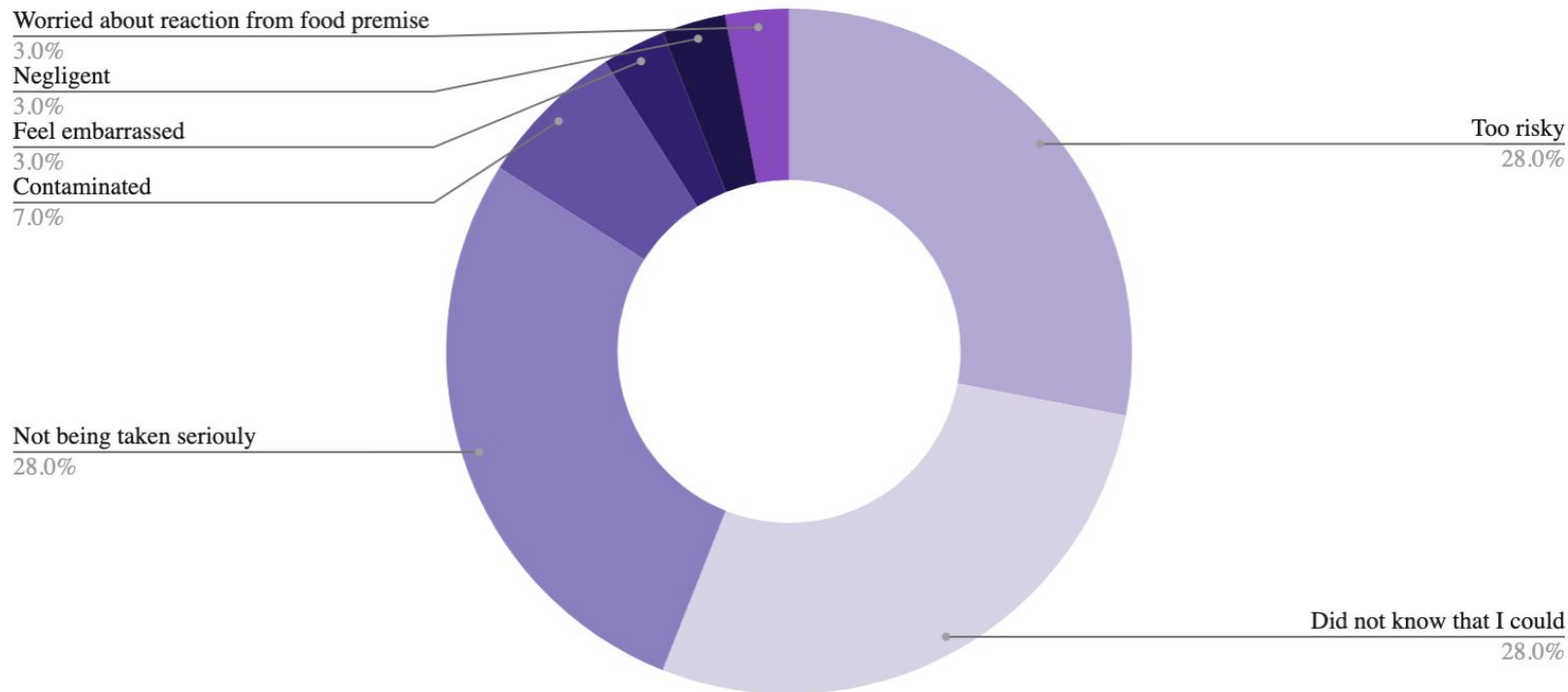
Would you report an allergic reaction (Canteen)



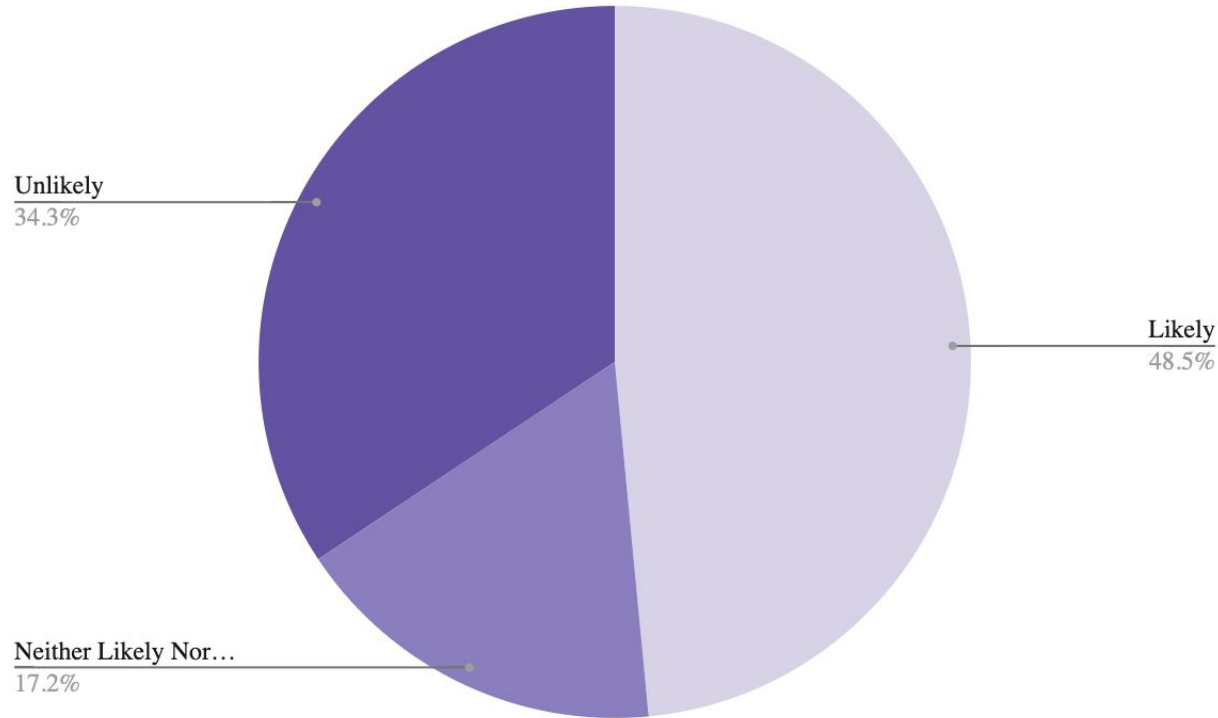
Who would you report it to (Canteen)?



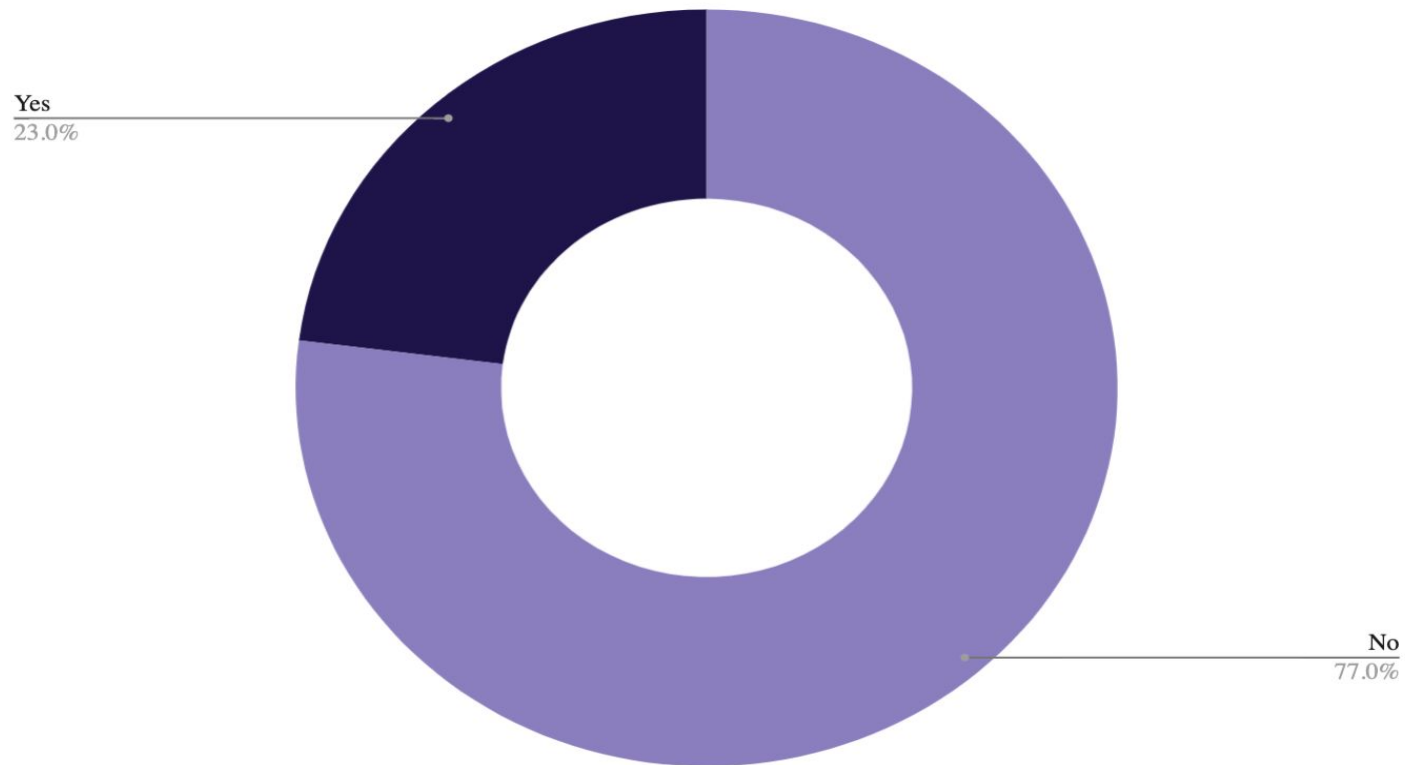
Is there any reason why you wouldn't report it (Canteen)



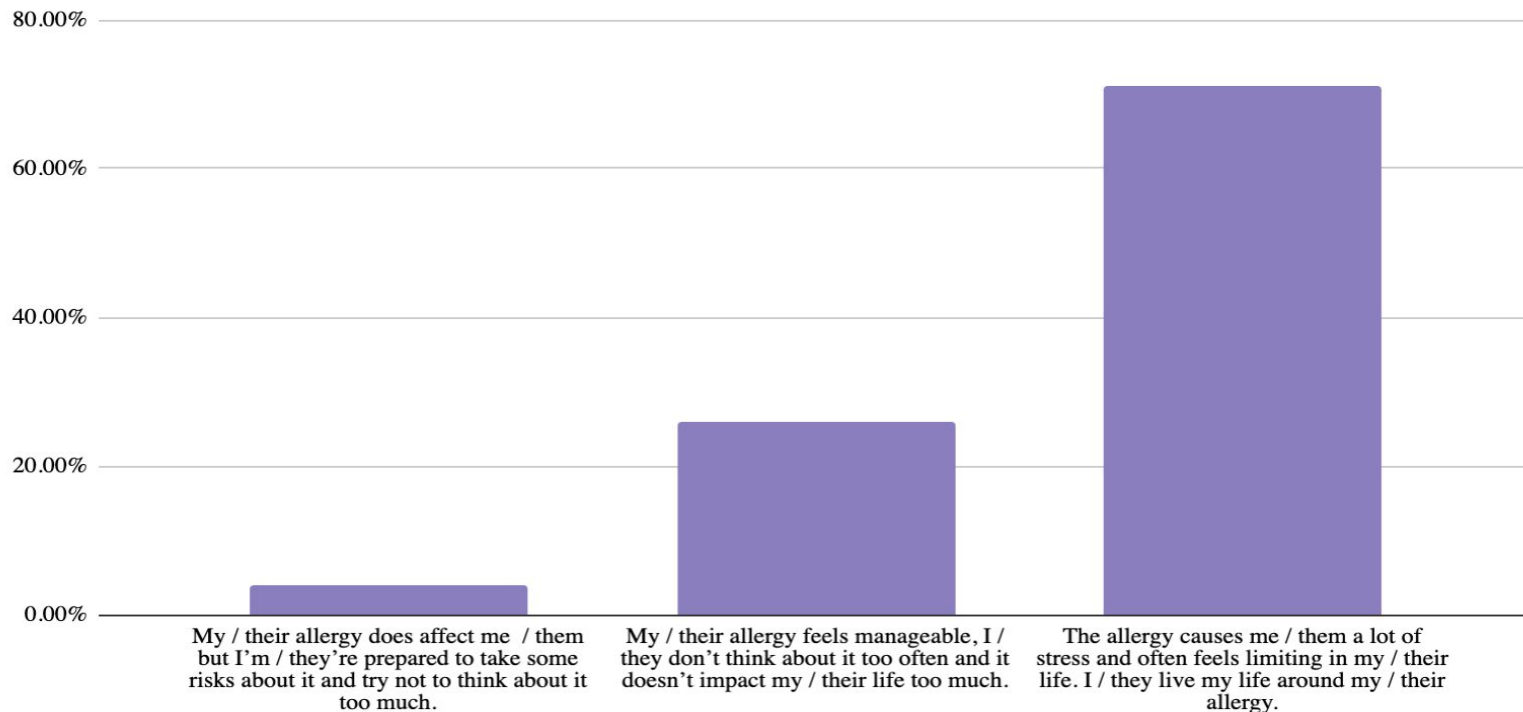
How likely would you be to report almost eating something you / they thought was safe to eat but then realised before it was eaten that it contained a food you / they are allergic to



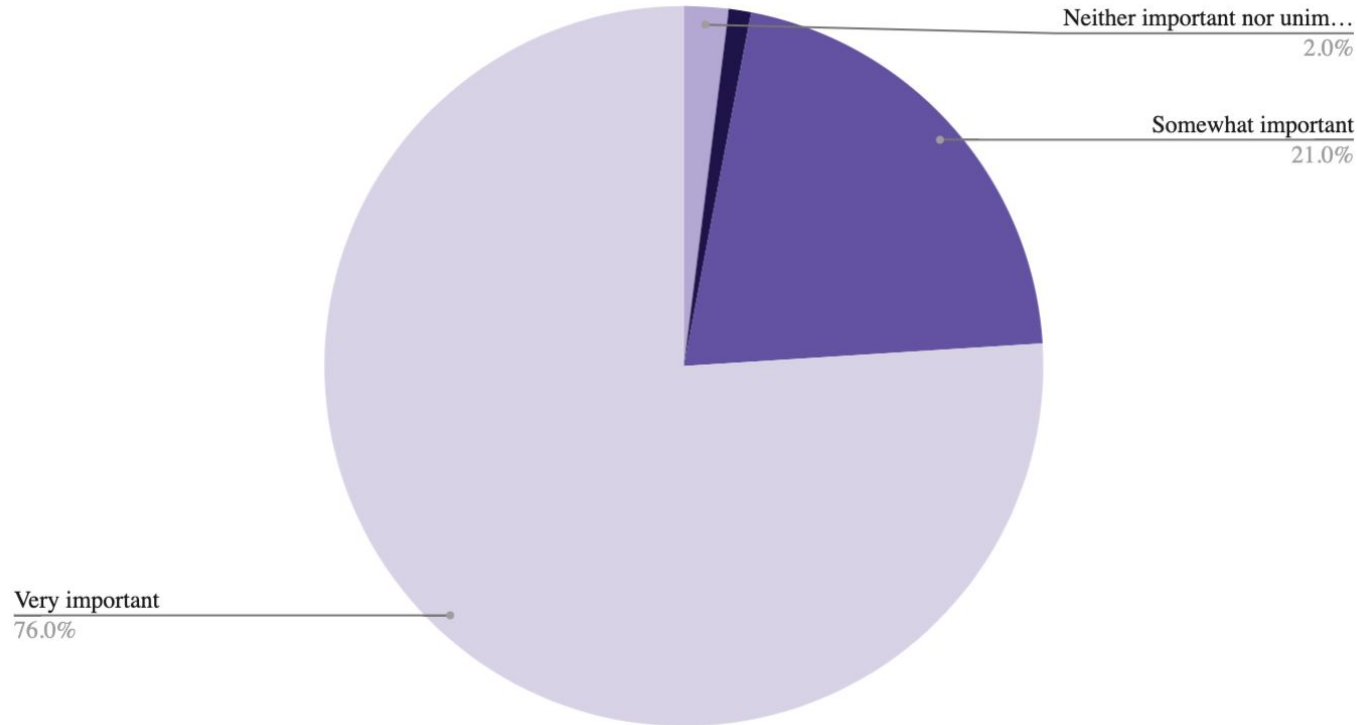
Did you know that you could report an allergic reaction to food?



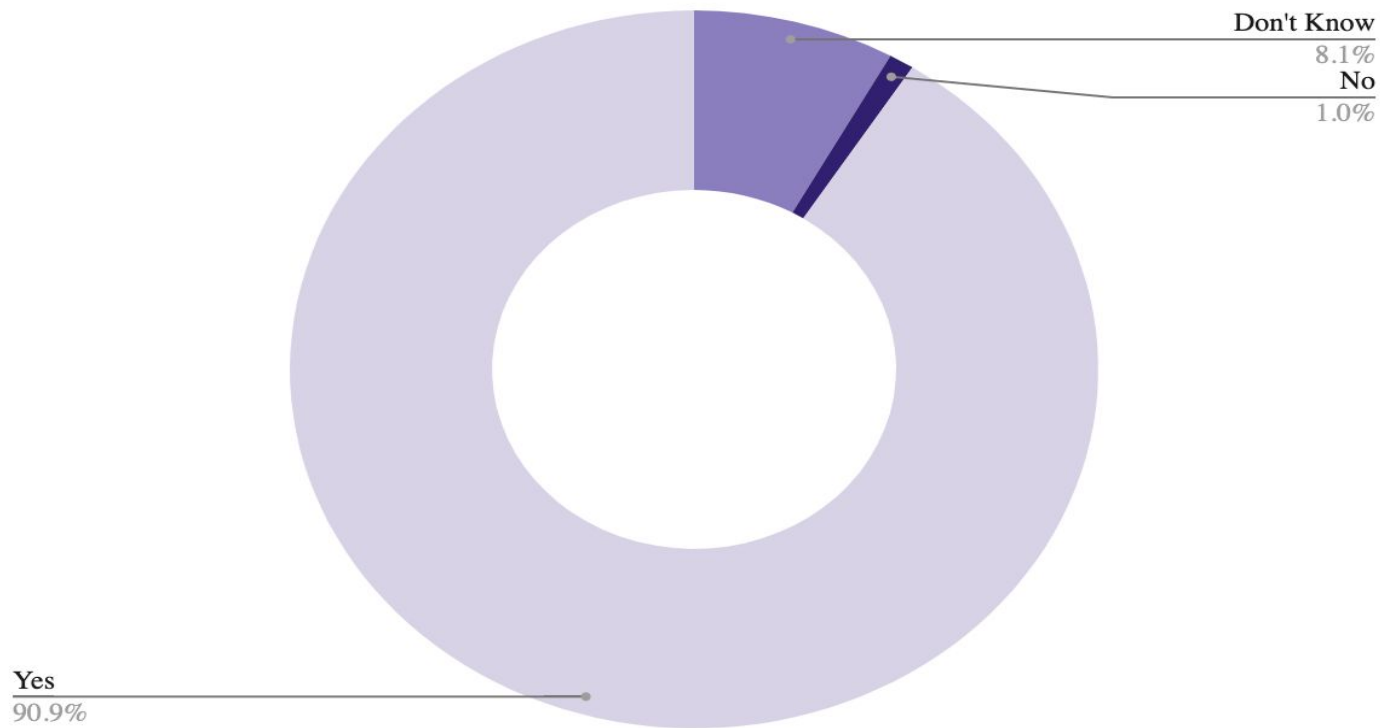
How would you describe the impact of the allergy on the person living with the allergy?



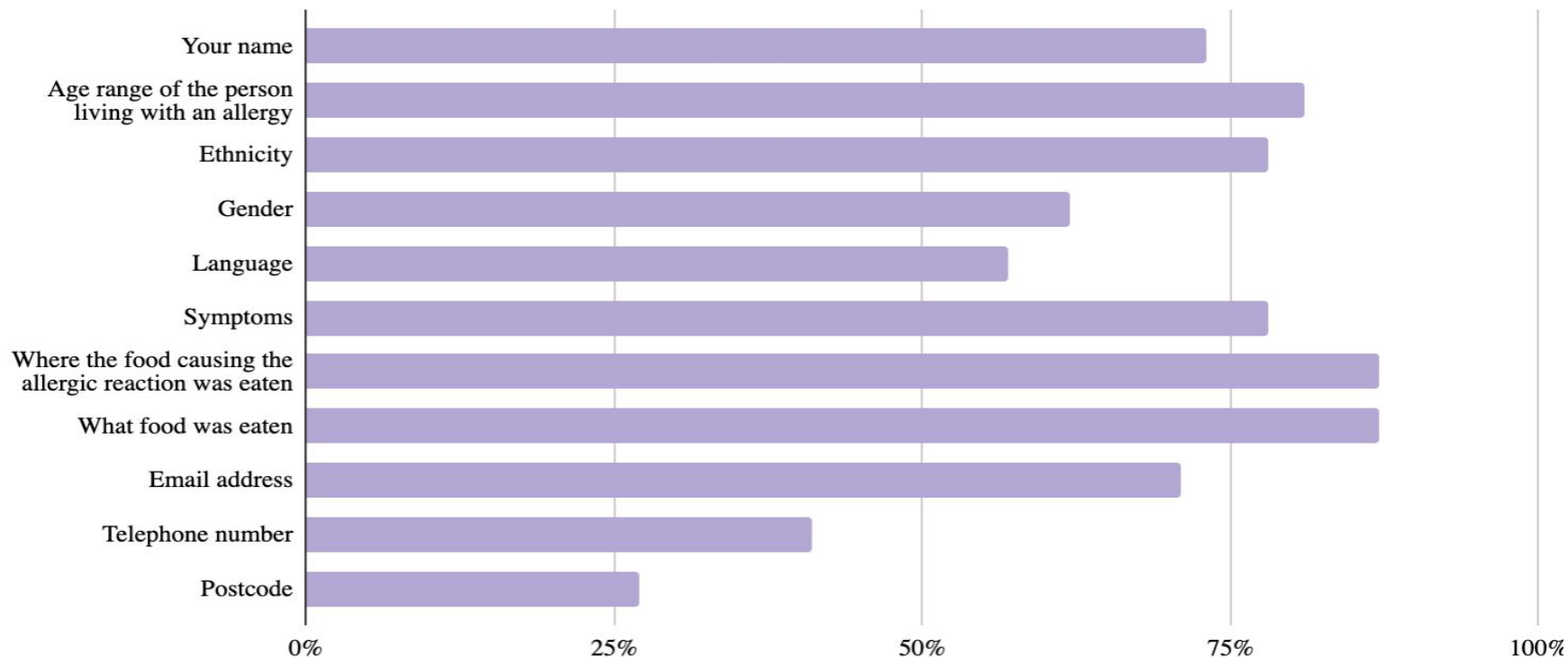
How important is it for you to be informed about any potential outcome of your report of an allergic reaction to food?



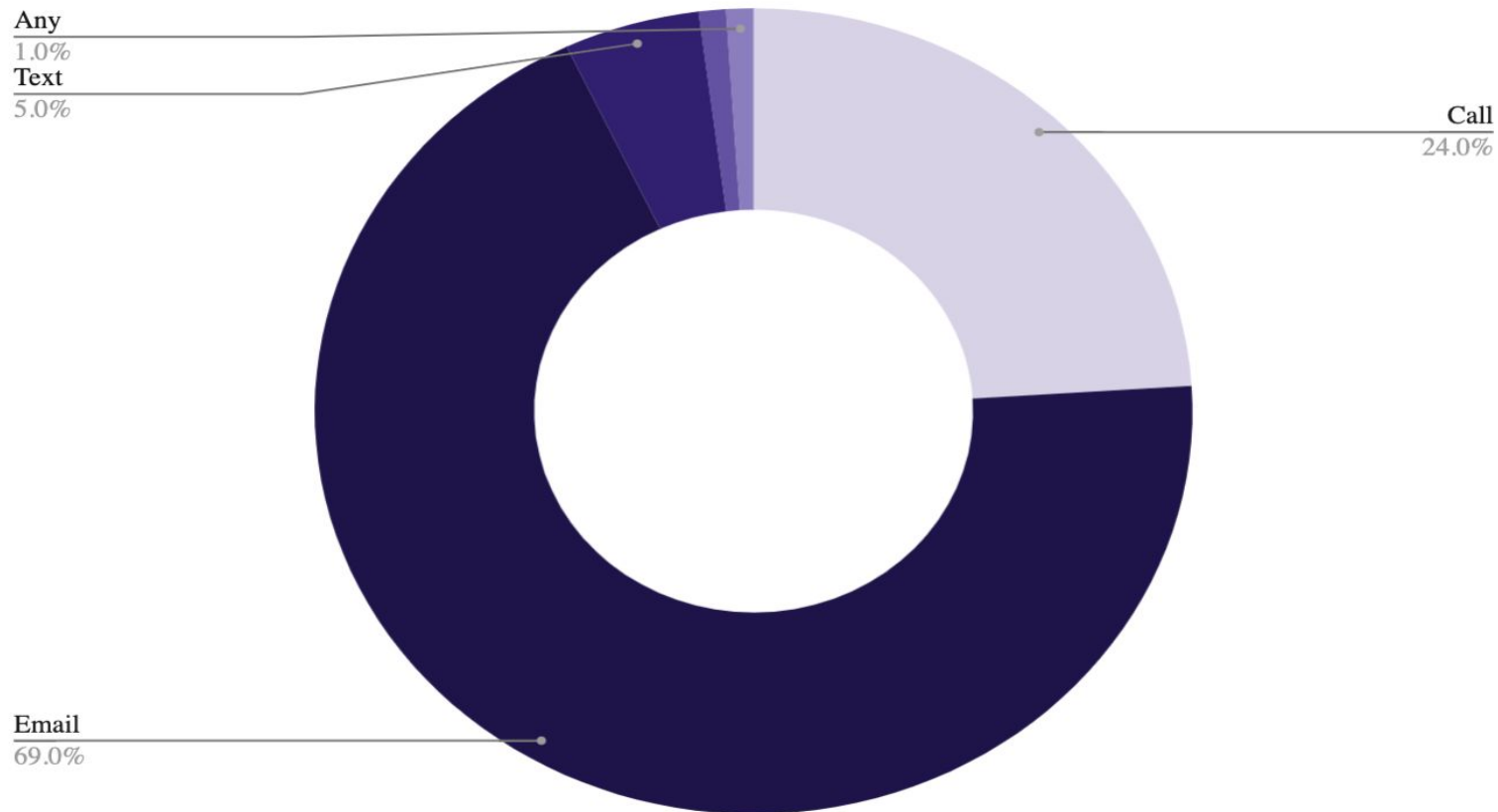
If someone needed to contact you for more information when investigating your report of an allergic reaction to food, would you be comfortable in being contacted?



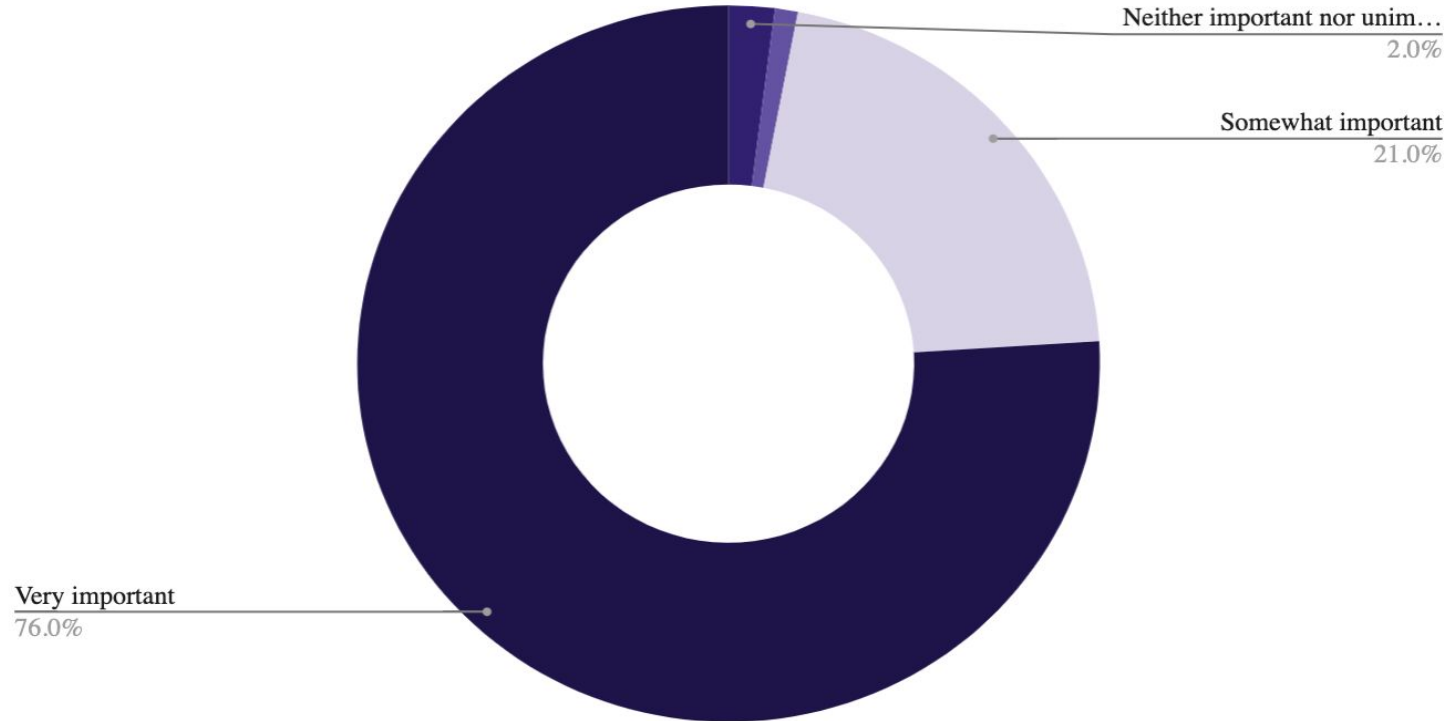
How comfortable would you be to share the following information when reporting an allergic reaction?



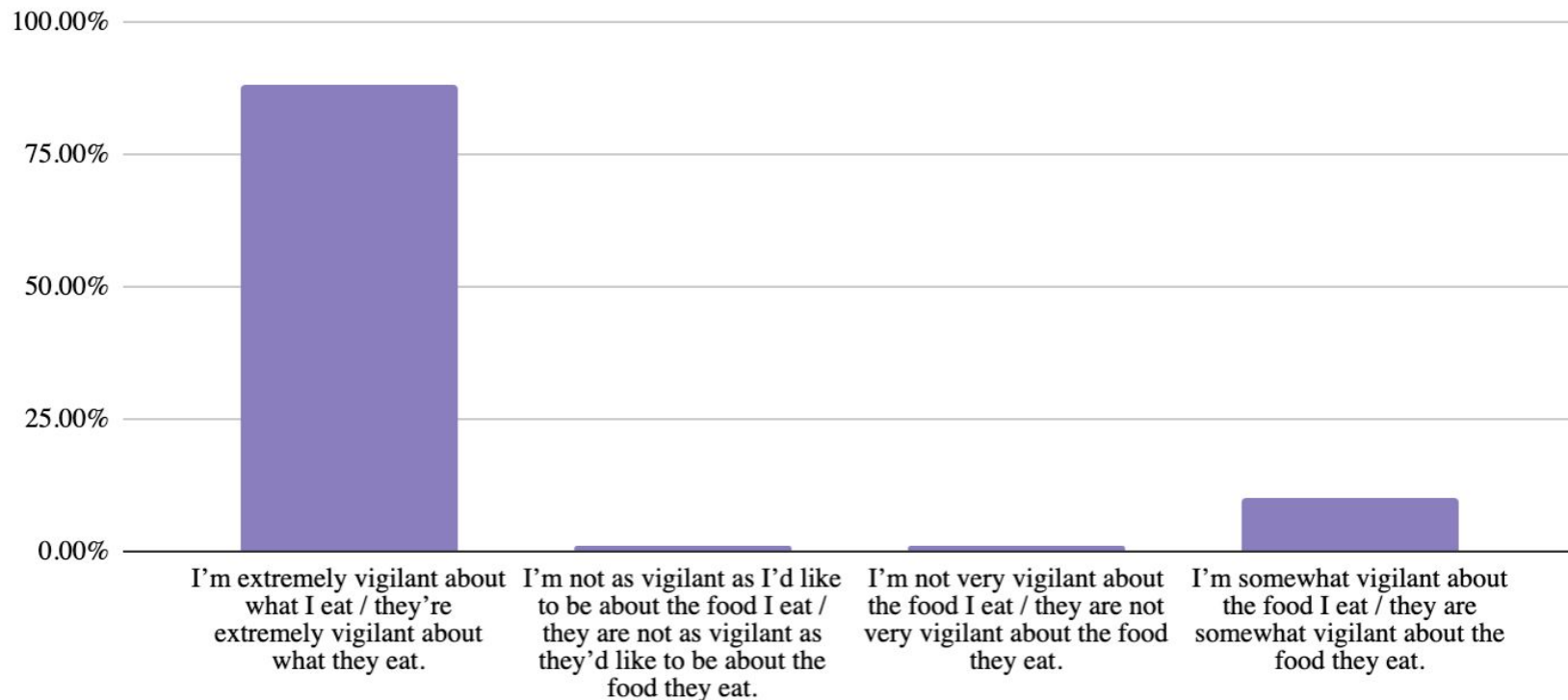
What would you preferred method of contact be?



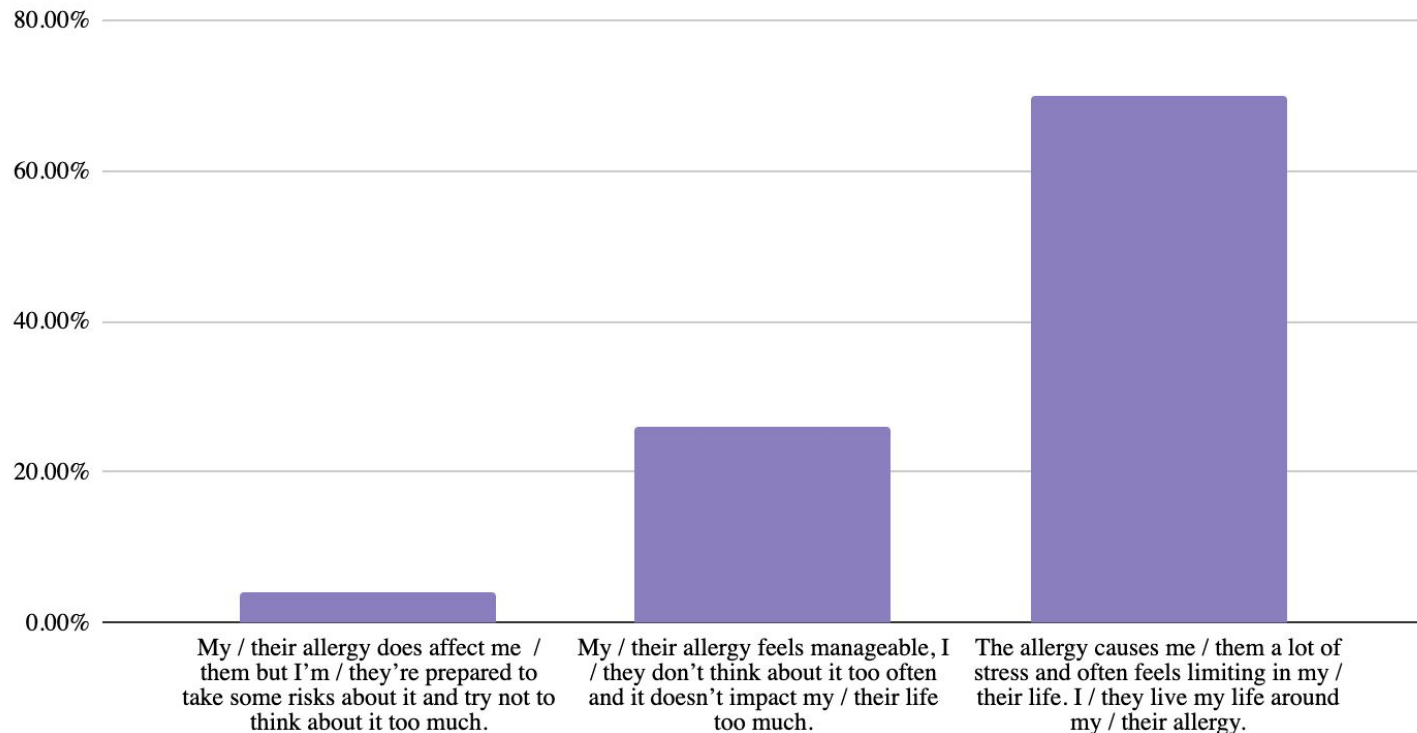
How important is it for you to be informed about any potential outcome of your report of an allergic reaction to food?



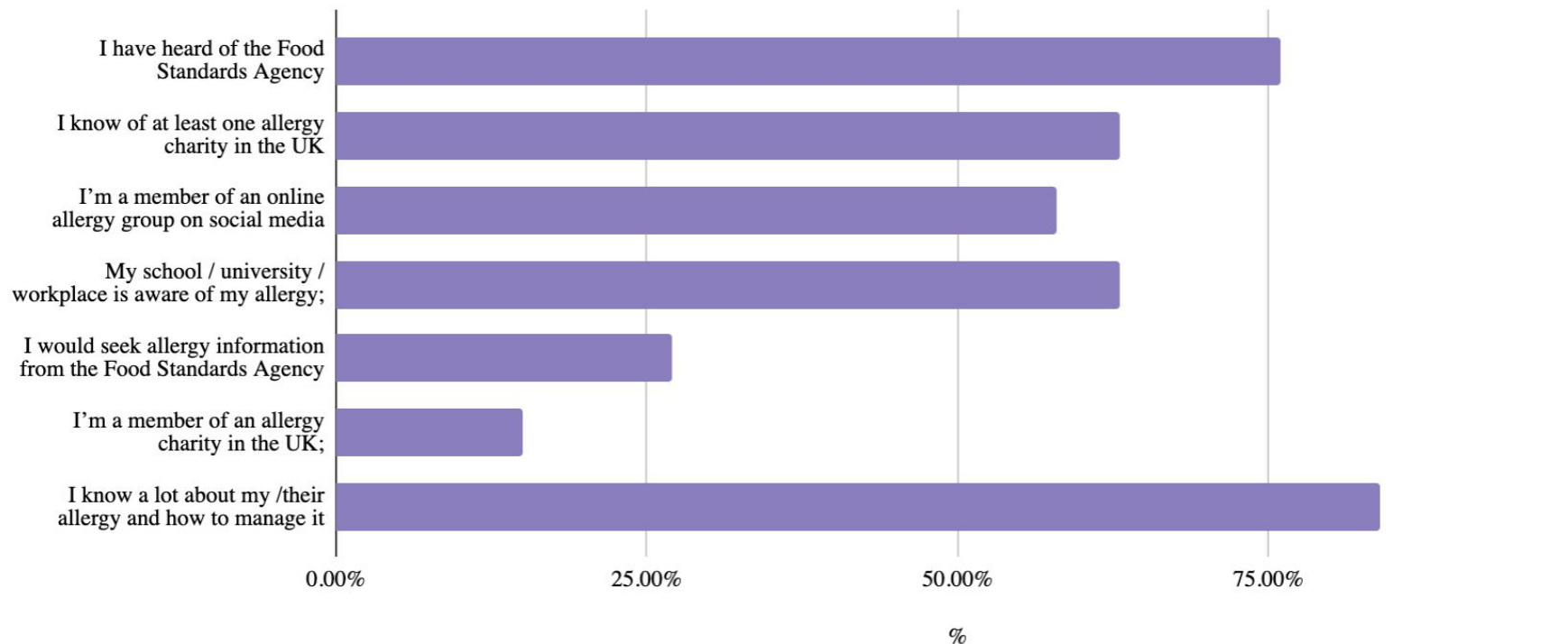
Which of the following statements best describes you (or the person living with an allergy)?



How would you describe the impact of the allergy on the person living with the allergy?



Which of the following is true for you? Please select all that apply



Allergies: Impact

- 'I am sick and tired of having allergic reactions despite clearly explaining my allergies. I wanted them to understand their mistake and rectify it for the next customer'
- 'I check packages and menus and frequently when out ask go check packages myself esp with desserts as restaurants font include may contain and my daughter has reacted before to may contains. Sometimes I forget to check packages of stuff I usually buy'
- 'Fed up of having these problems!'
- 'Better engagement from restaurants/food businesses on allergies and improving things for people with allergies. Lots of places still just do the legal bare minimum and don't seem to want to improve. Feels like they put the disclaimer than don't want to give information. Also been a couple of others that want to tell you what to eat/been heavy handed. The should give me all the info, then I can make an informed choice for myself'
- 'I tend not to eat out anymore as it is too stressful an experience, if I do I would always choose a vegan option but still inform them I have an egg allergy,even if you tell people in advance there is always scope for mistake - I have been to events where information has been shared in advance and I have had to send food back before I have eaten it because I know it contains the allergens, and the reaction is not worth the meal/experience. I tend to cook things myself as then I know they are safe to eat. With eggs I have a problem with some wines and alcohol where it is not labelled so avoid these altogether, but also have issue with medicines and vaccinations and medical staff lacking in awareness.
- 'We check packaging, including in restaurants where they do not have an app or folder. We check may contain info as not everyone includes this, we always alert waiters etc to allergies and I have become very good at knowing what questions to ask to test someone's allergy awareness - this comes with experience'

Tangible Examples

- 'McDonalds were appalling, they said they could not avoid cross contamination and did not investigate. It was lip service to what we believed was poor practice (we believe egg was removed from a product rather than fresh produced). It was before my daughter was fully off gluten. Trading standards, it was difficult to get through. It then took some time to investigate. We were realistic that there was no evidence as we did not retain the product when my daughter started to react. (She required adrenaline and ambulance - it was very serious)'
- 'The place was fairly nonplussed that despite us asking for a dairy free meal they had put butter on the peas served with the meal. I had expected at least an apology and realistically some interest in follow up. Thinking back we should have refused to pay for the meal as well'
- 'We asked what nuts they use in their food - the staff member told us they don't - when we insisted she check she said there was cashews in pesto'
- 'Sainsbury's, bought chicken satay from fresh counter&book didn't state allergy products'
- 'My child was given milk at nursery and nearly died'
- 'I'd asked staff before trying the sample of a new smoothie if it contained banana. They assured me that it contained no banana and that it was thickened with peach. I was ill immediately after consuming it so told them this and asked them to re-check the ingredients - which confirmed it did contain banana!'
- 'Bought child's ready meal from Ocado. Didn't list egg in ingredients online. I didn't recheck packaging. Son had a reaction. I reported it to Ocado. Not sure in this situation whether I could have reported to you?'

Motivate you to report: Food premise

Food premise attitude

'Blatant disregard for it when I mention it when eating out'

'Attitude of restaurant staff- usually by the time they end up fussing, half the restaurant know that you have an allergy'

'If I thought the staff were careless and uninformed'

Lack of understanding

'If the chef/staff have no idea about cross contamination and say phrases like "if you fry at high temperatures then it will kill off the gluten" or that lactose free is the same as dairy free'