SATISFACTION
Satisfaction with the NHS is high, although there are signs it is starting to fall
Overall satisfaction with the running of the NHS is high, but lower than in winter 2015

Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Base: Adults aged 16+ in England (c. 1,000 per wave)

Source: Ipsos MORI / DH Perceptions of the NHS Tracker
And perceptions of key aspects of the NHS remain very positive

Please tell me whether on the whole you agree or disagree with each of the following statements...

▪ If I was very ill I would feel safe in an NHS hospital
▪ People are treated with dignity and respect when they use NHS services
▪ People are treated with compassion when they use NHS services

Source: Ipsos MORI / DH Perceptions of the NHS Tracker

Base: Adults aged 16+ in England (c. 1,000 per wave)

Source: Ipsos MORI / DH Perceptions of the NHS Tracker
Patients report good experiences of GP services

Overall, how would you describe your experience of your GP surgery?

85% report a good experience of GP services

5% report a poor experience of GP services

Base: All GP patients completing a questionnaire (794,704), fieldwork January-March 2017

Although there is significant variation in ratings of GP surgeries across CCGs

Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying they had a ‘good’ experience of their GP surgery

CCG scores range from 73% (NHS Newham CCG) to 94% (NHS Bath and North East Somerset CCG)

Base: All patients who answered question. CCG base sizes range from 555 to 13,354; National base size 794,704

And we are worried about the future of the NHS – the public are acutely aware of the pressures the NHS is under.
Over half think it will get worse over the next few years – although expectations are better than in 2017

Thinking about the NHS over the next few years do you expect it to...

- Get much better
- Get a little better
- Stay the same
- Get a little worse
- Get much worse
- Don’t know

**Better**

22%

**Worse**

54%

**Net better +/-**

-32%


Source: Ipsos MORI Political Monitor 2018
Internationally, Britons are more worried about healthcare than other nations

Which three of the following topics do you find the most worrying in your country?

- Healthcare: 44%
- Terrorism: 32%
- Immigration control: 31%
- Poverty & social inequality: 26%
- Rise of extremism: 23%
- Unemployment: 20%
- Crime & violence: 19%
- Education: 16%
- Maintaining social programmes: 16%
- Moral decline: 15%
- Financial/political corruption: 13%
- Taxes: 11%
- Inflation: 10%
- Threats against the environment: 7%
- Climate change: 7%
- Childhood obesity: 4%
- Access to credit: 2%

Base: Representative sample of 1,002 British adults/18,550 in 26 countries aged 16-64. May 2017

Source: Ipsos Global Advisor 2017