

NHS AT 70

7 WAITING TIMES



© CC BY-SA
<https://www.flickr.com/photos/liverpoolhls/>

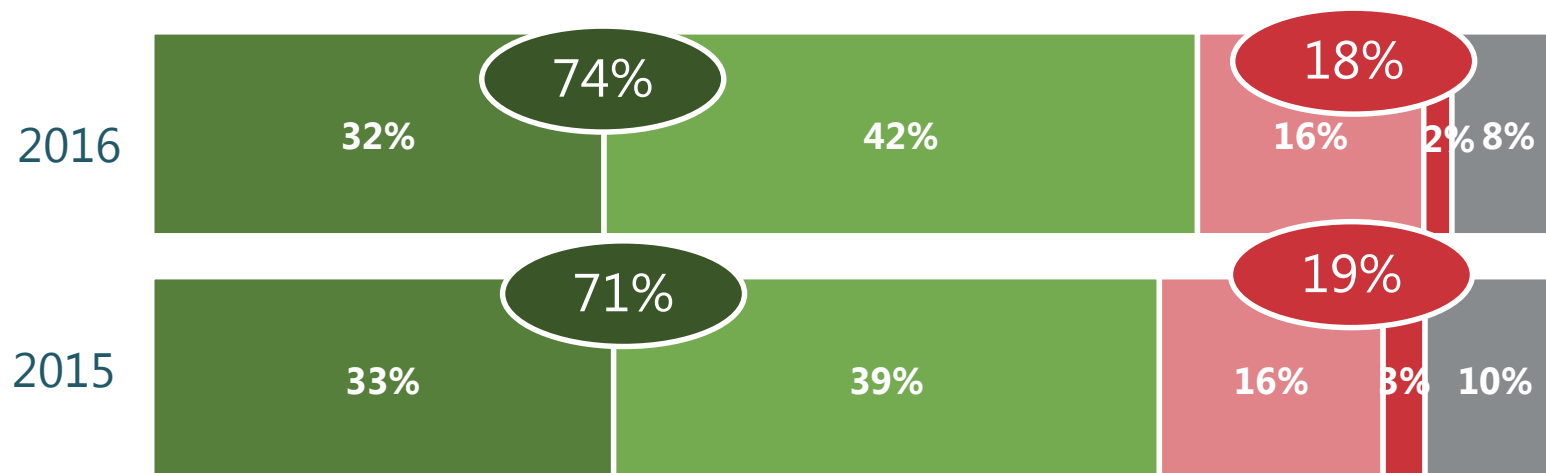
**People are concerned
about waiting times and
are not prepared
to budge on A&E targets**



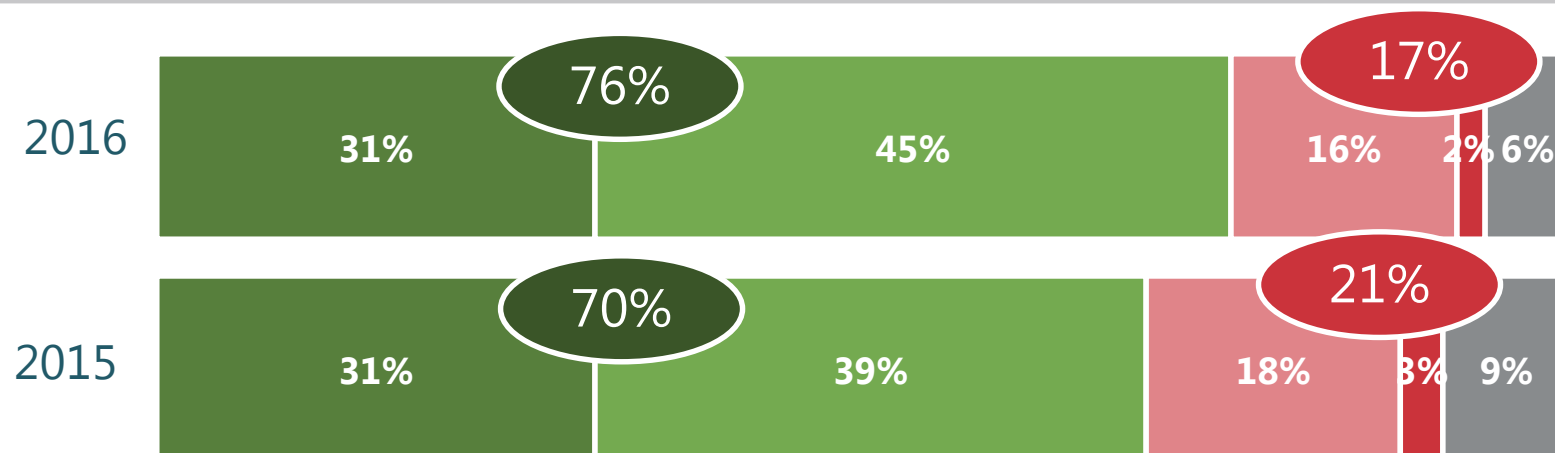
Three quarters of people think waiting times are too long

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

NHS waiting times for emergency treatment and care are too long



NHS waiting times for non-emergency treatment and care are too long



■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/Not stated

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



Ipsos Public Affairs

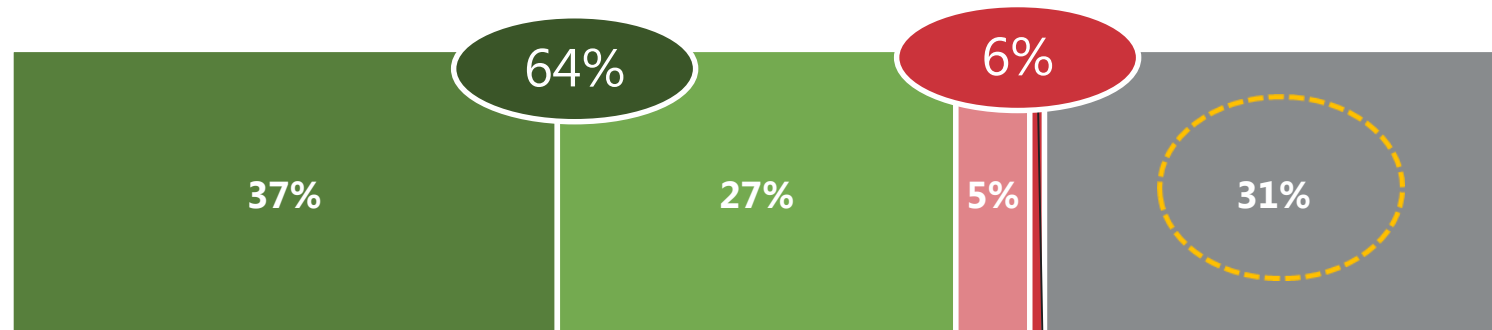
Source: Ipsos MORI / DH Perceptions of the NHS Tracker

...and two thirds think waiting times for mental health treatment are too long, though many don't know

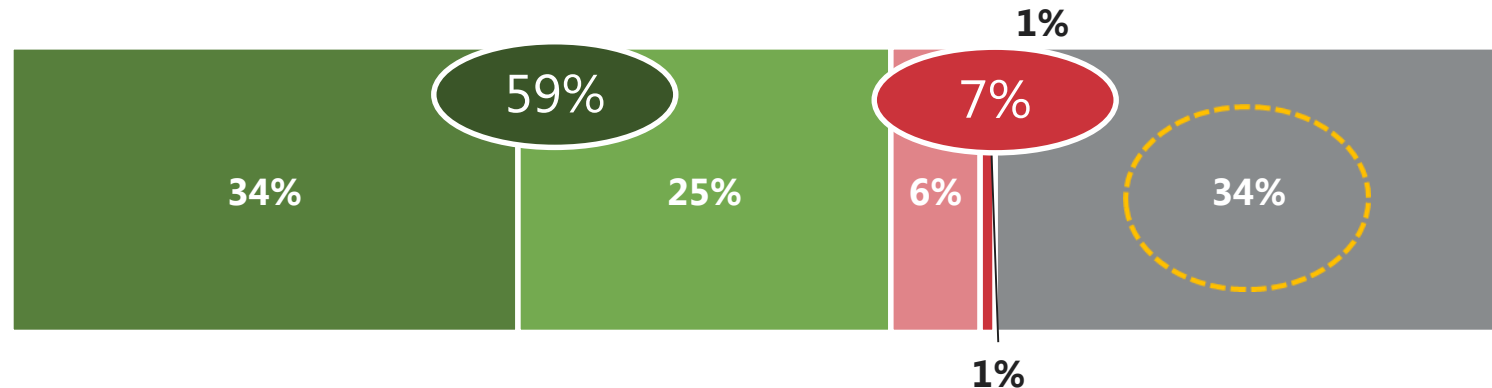
Please tell me whether on the whole you agree or disagree with each of the following statements...
NHS waiting times for mental health treatment and care are too long

■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/Not stated

Winter 2016



Winter 2015



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



Ipsos Public Affairs

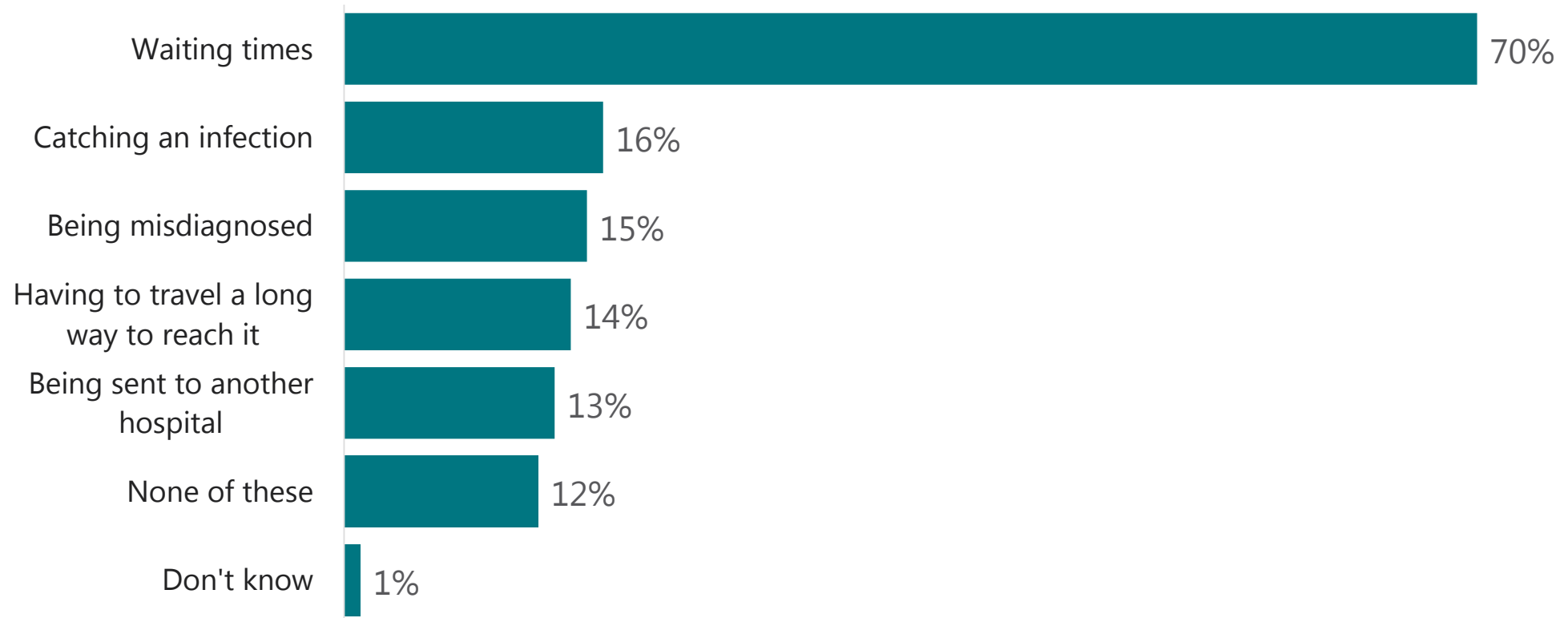
Source: Ipsos MORI / DH Perceptions of the NHS Tracker

The public's greatest concern about visiting A&E is

waiting times

If you had to visit your local hospital's accident and emergency department as a patient, what concerns if any, would you have about going there?

Mentions of 10% or more



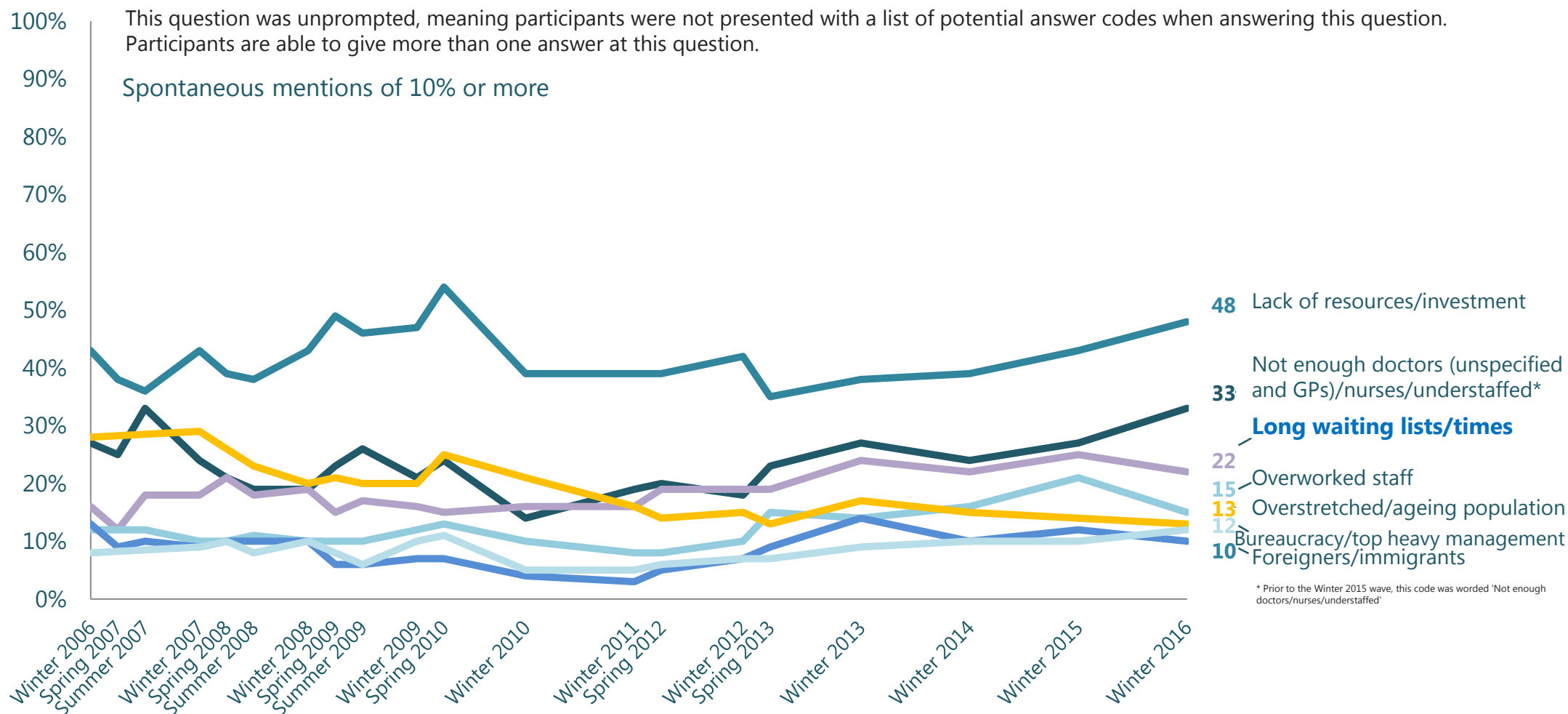
Base: 1,985 GB adults aged 15+, interviewed between 5-15 May 2017



Ipsos Public Affairs

Source: Ipsos MORI / The Health Foundation 2017

And over one in five think long waiting times are the biggest problem facing the NHS



Overall, what do you see as the biggest problems facing the NHS? What else?

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



Ipsos Public Affairs

Source: Ipsos MORI / DH Perceptions of the NHS Tracker

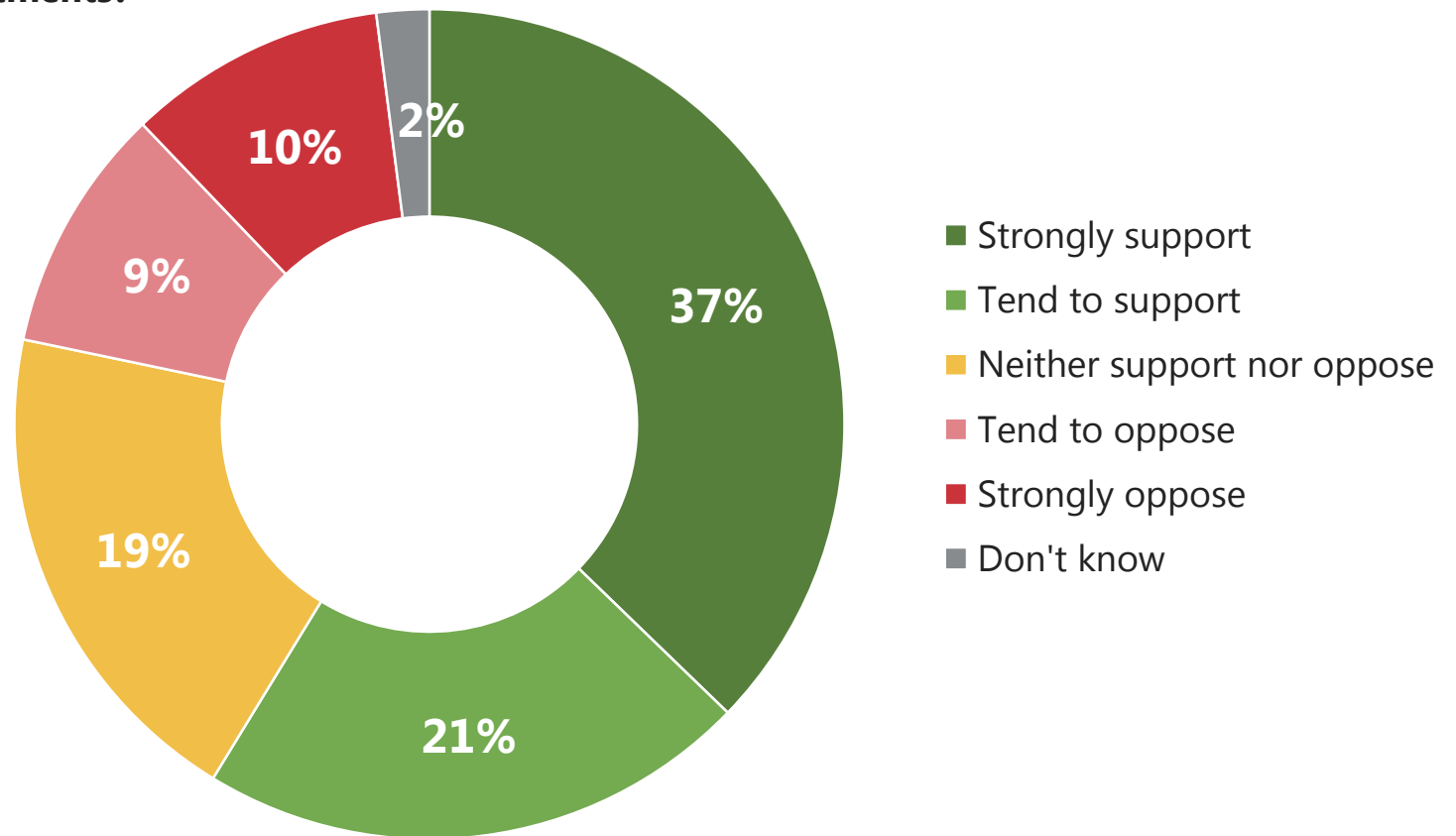
There is strong support for keeping the four hour waiting time

standard for A&E

Some people say that removing the four hour Accident and Emergency waiting time standard would help the NHS provide care to those with the greatest need, while others say that it would increase waiting times at A&E departments. Given this, to what extent would you support or oppose keeping this four hour waiting time standard for hospital A&E departments?

20% oppose
keeping it

58% support
keeping it



Base: 1,033 adults aged 18+ in the UK, 26 – 29 January 2017



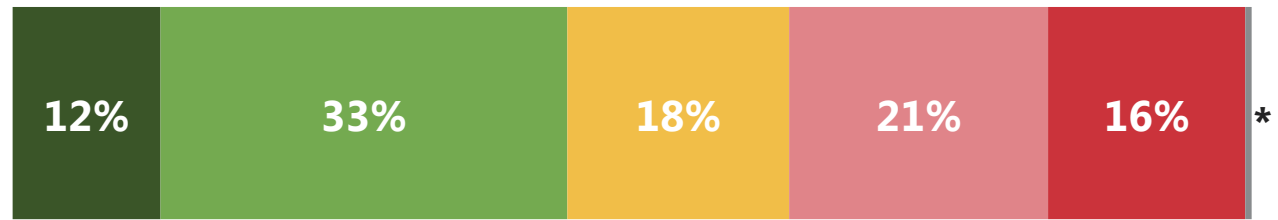
Ipsos Public Affairs

Source: Ipsos MORI / BBC News

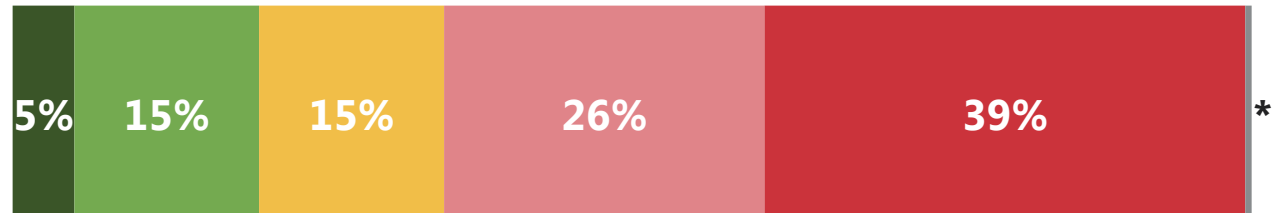
But the public are more prepared to accept longer waiting times for routine surgery

I am going to read out some ways of reducing costs in the NHS. To what extent do you agree or disagree with each of the following?

Allowing the target for waiting times for non-urgent treatment to increase by two weeks from 18 weeks to 20 weeks



Allowing the target for waiting times at Accident and Emergency to increase from four hours to five hours



■ Strongly agree ■ Tend to agree ■ Neither/nor ■ Tend to disagree ■ Strongly disagree ■ Don't know

Base: 1,244 adults aged 15+ in England, Sept – Oct 2013



Ipsos Public Affairs

Source: Ipsos MORI / FTN

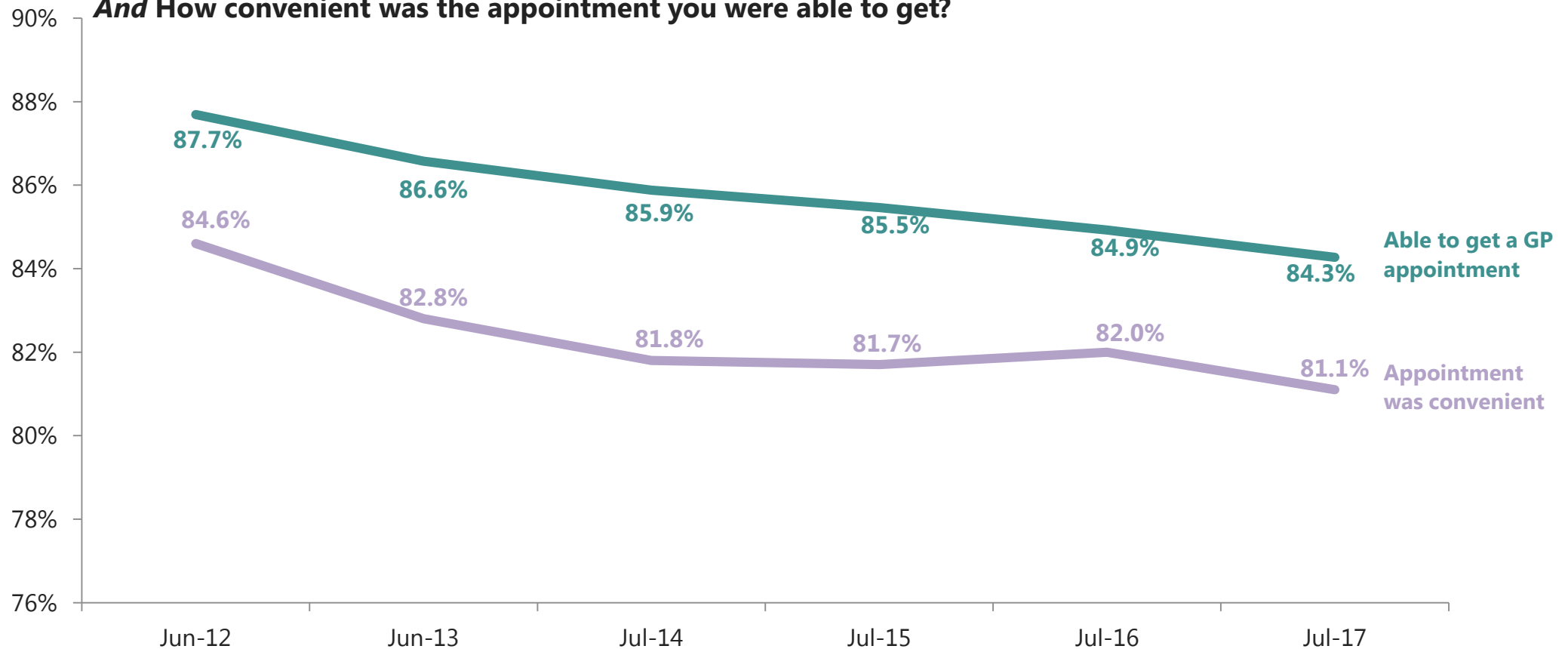
Satisfaction with the convenience of appointments in primary care is high but waiting times are getting worse and there is support for out-of-hours access to GPs



The majority were able to get a convenient GP appointment last time they tried, although there is a downward trend

Last time you wanted to see or speak to a GP or nurse from your GP surgery were you able to get an appointment to see or speak to someone?

And How convenient was the appointment you were able to get?



Base: all patients who answered question: July 2017 (772,293) July 2016 (399,028) July 2015 (415,587) July 2014 (437,913) June 2013 (476,862) June 2012 (485,631) /

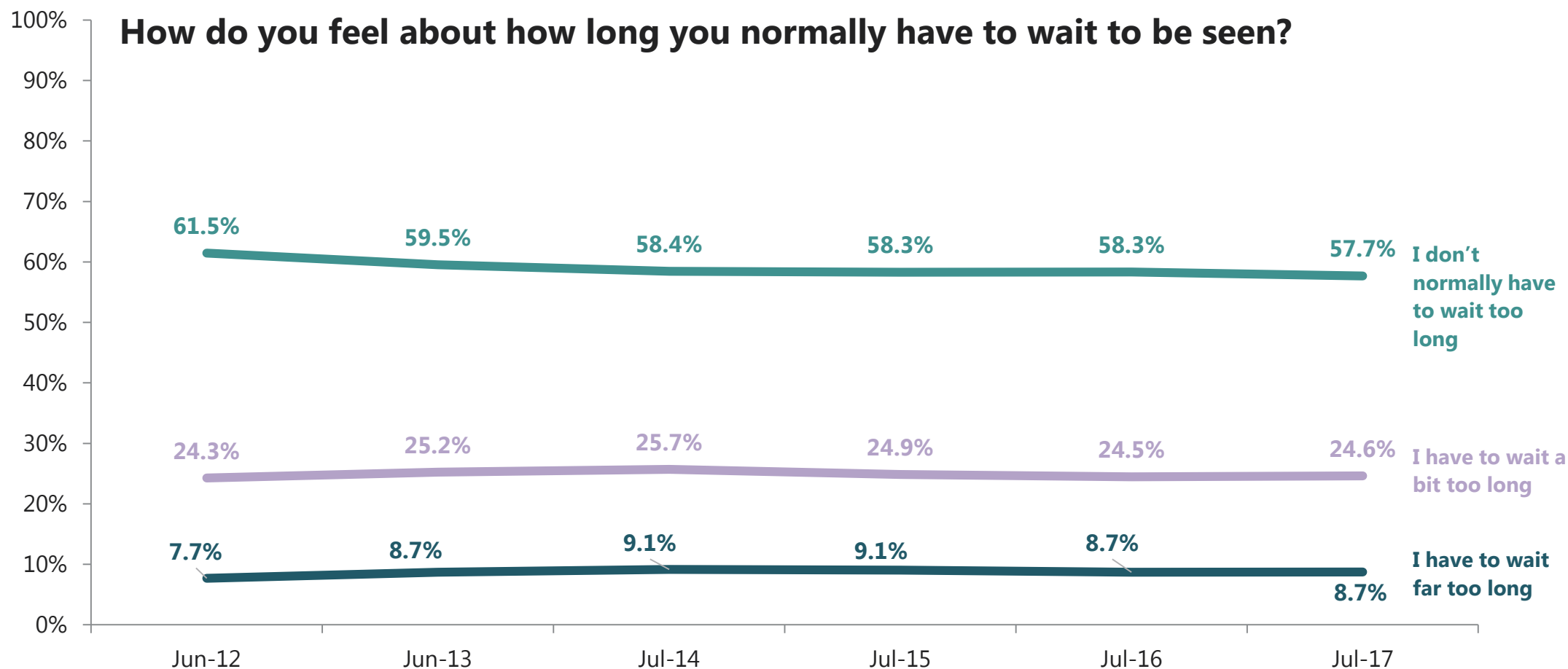
Base: all patients who remember whether or not they were able to get an appointment to see or speak to someone: July 2017 (734,746) July 2016 (380,036) July 2015 (397,671) July 2014 (420,714) June 2013 (457,791) June 2012 (464,063)



Ipsos Public Affairs

Source: Ipsos MORI / NHS England GP Patient Survey

Once at an appointment most do not feel they are waiting too long to be seen



Base: all patients who answered question: July 2017 (772,842) July 2016 (399,284) July 2015 (415,677), July 2014 (437,391) June 2013 (476,665) June 2012 (485,081)

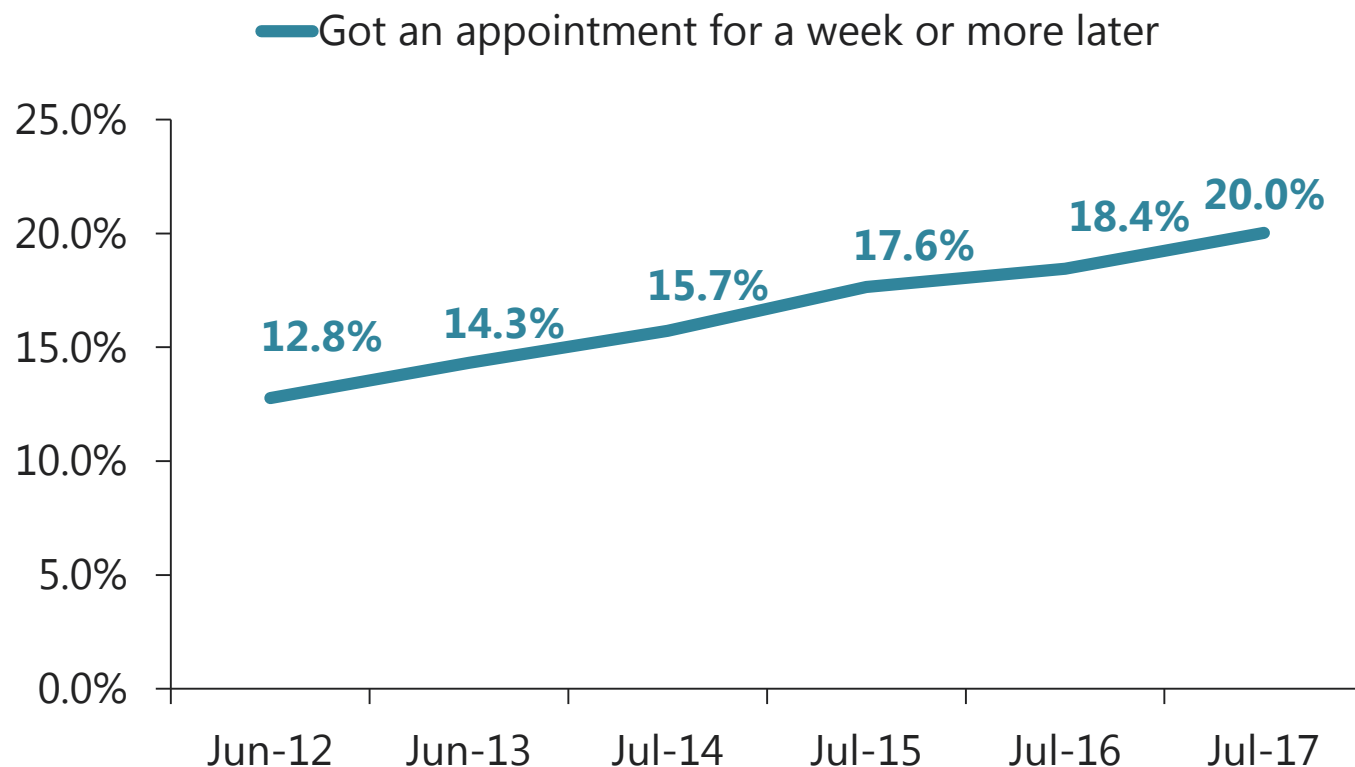


Ipsos Public Affairs

Source: Ipsos MORI / NHS England GP Patient Survey

But the proportion waiting longer than a week for an appointment is increasing

How long after initially contacting the surgery did you actually see or speak to them?



Base: all patients who were able to get an appointment to see or speak to someone and answered question: July 2017 (654,588) July 2016 (340,267) July 2015 (358,058) July 2014 (378,385) June 2013 (413,876) June 2012 (424,367)

What type of appointments do patients get, and when do they get them?

72.5%

of those who were able to get an appointment got one to see a GP at their surgery



38.1%

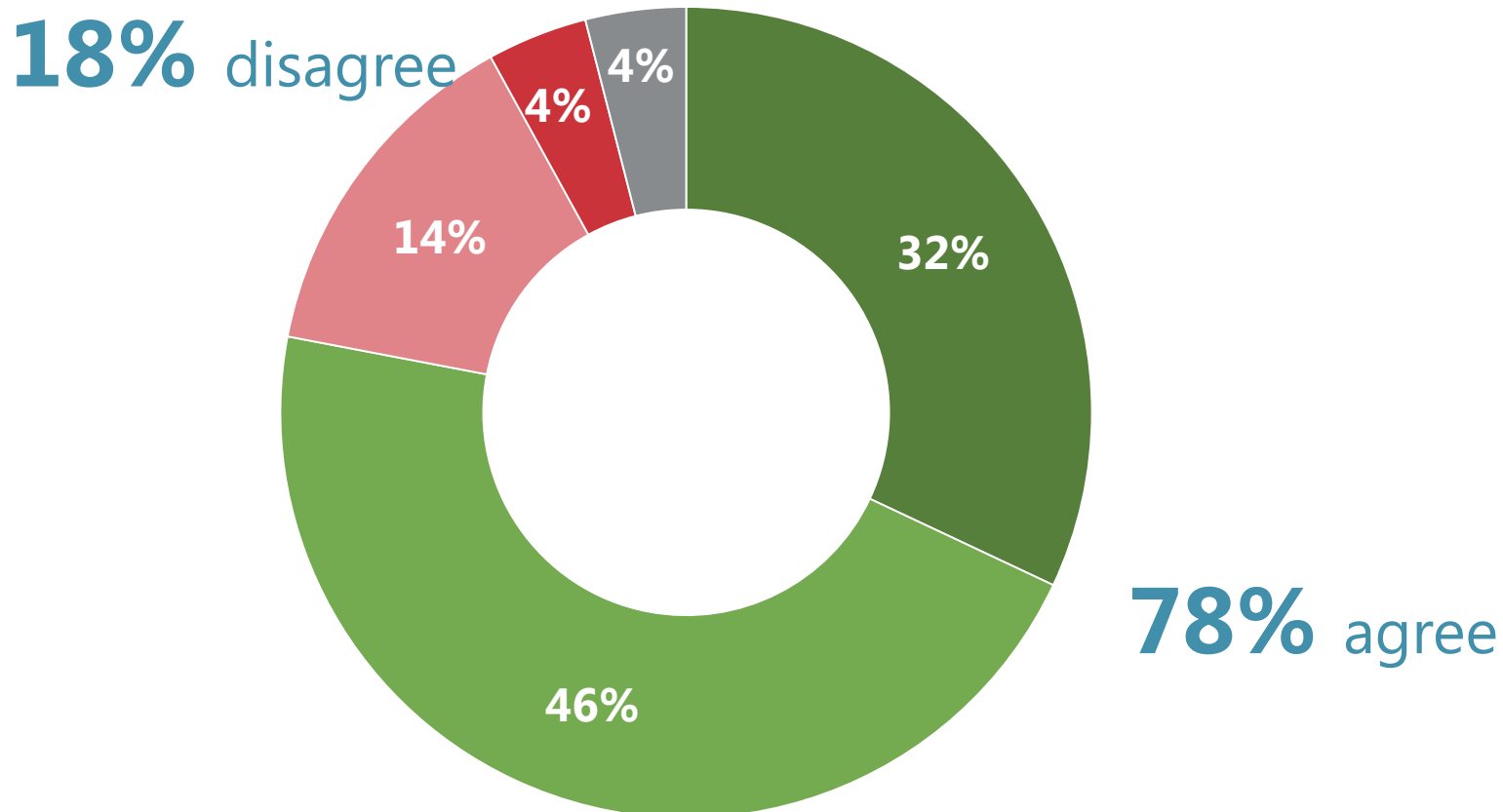
were able to see or speak to someone on the same day as initially contacting the surgery



There is strong support for GP practices to open during evenings and weekends

Please tell me whether on the whole you agree or disagree with each of the following statements...GP practices should open during the evening and at weekends for routine appointments

■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/Not stated



Base: 1,007 adults aged 16+ in England, Winter 2015



Ipsos Public Affairs

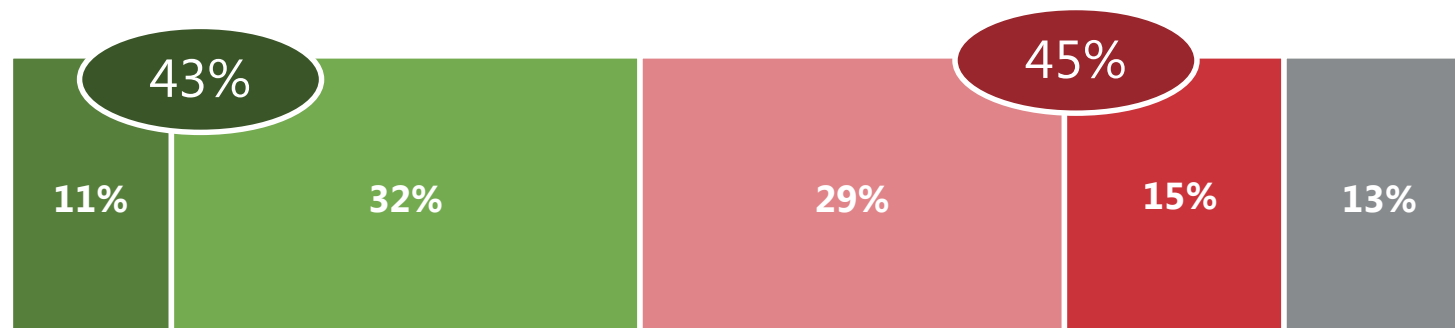
Source: Ipsos MORI / DH Perceptions of the NHS Tracker 2015

Though views are mixed about whether it is possible to get an evening or weekend appointment

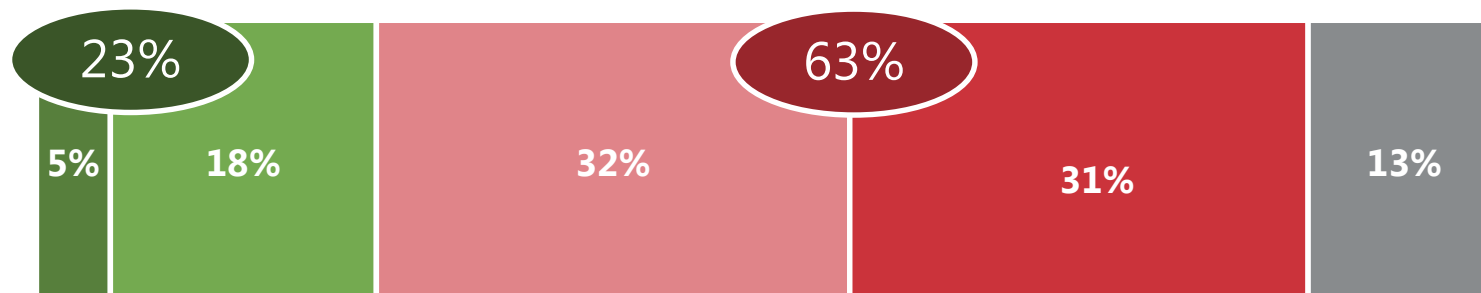
Please tell me whether on the whole you agree or disagree with each of the following statements...

■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/Not stated

People are able to get an evening appointment with a GP if they want to



People are able to get a weekend appointment with a GP if they want to



Base: 1,025 adults aged 16+ in England, Winter 2016

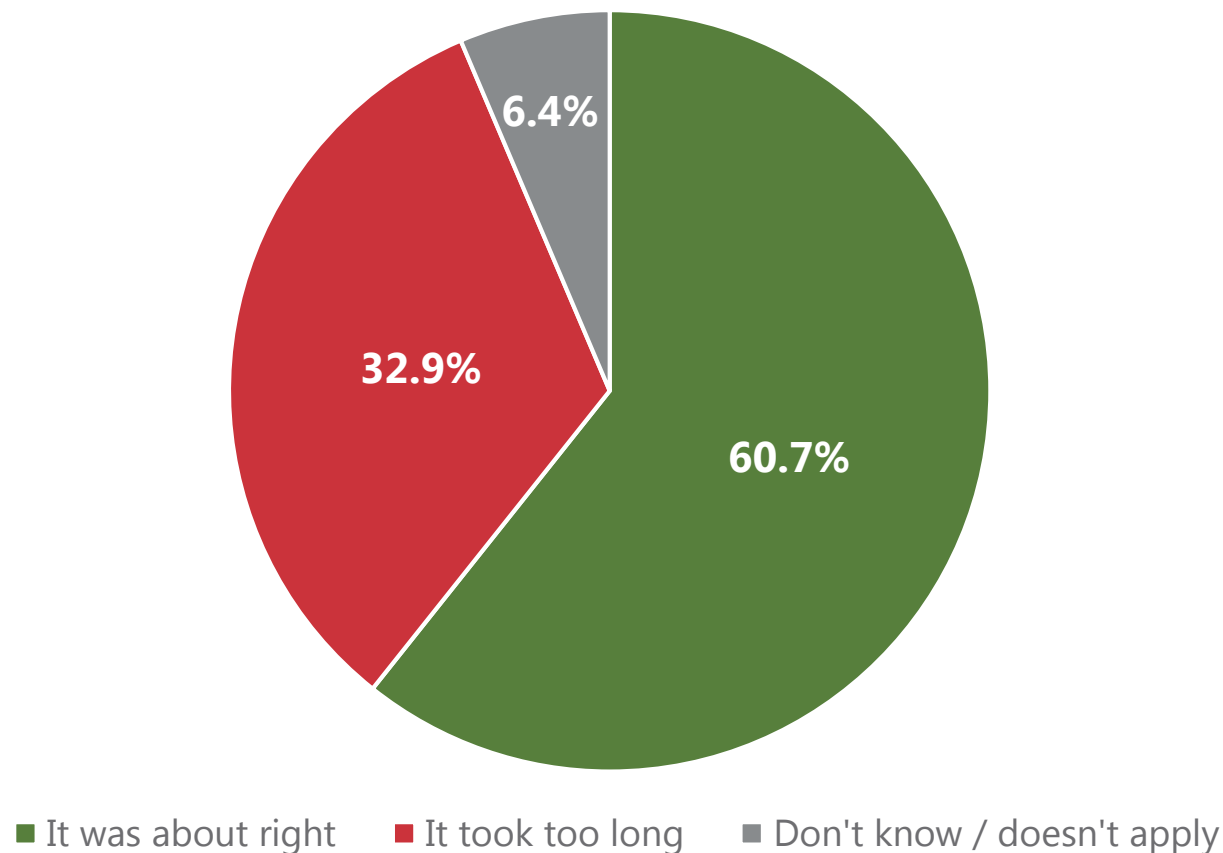


Ipsos Public Affairs

Source: Ipsos MORI / DH Perceptions of the NHS Tracker 2016

The majority feel that the time it took to receive care from out of hours NHS services was 'about right'

How do you feel about how quickly you received care or advice on that occasion?



Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question (124,915), 2017

NHS AT 70

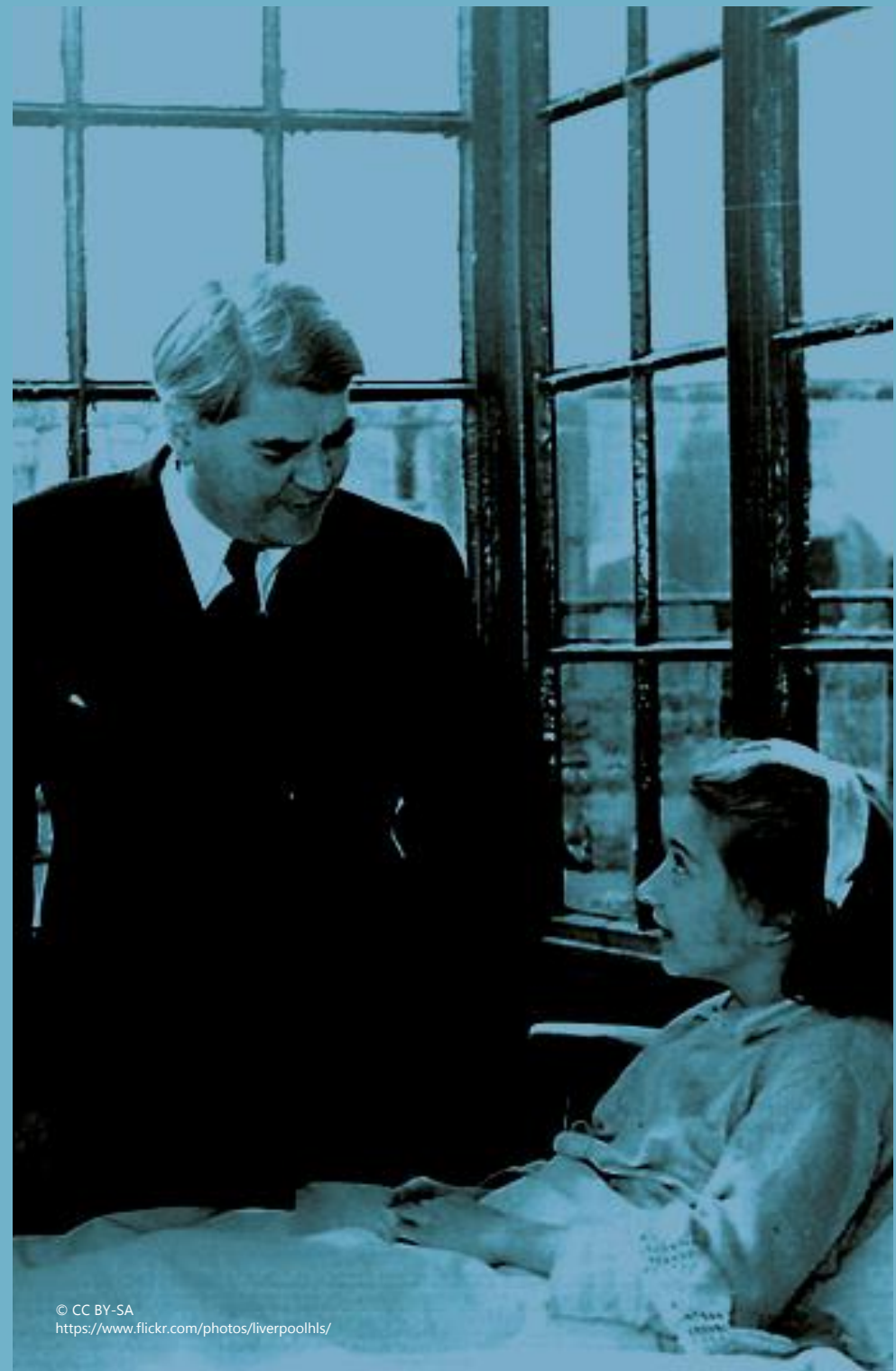
Anna Quigley

✉ Anna.Quigley@ipsos.com

Kate Duxbury

✉ Kate.Duxbury@ipsos.com

www.ipsos-mori.com/



© CC BY-SA
<https://www.flickr.com/photos/liverpoolhls/>