NHS AT 70

WAITING TIMES
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

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Tend to Agree</th>
<th>Tend to Disagree</th>
<th>Strongly Disagree</th>
<th>Don't know/Not stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>74%</td>
<td>42%</td>
<td>18%</td>
<td>16%</td>
<td>2%</td>
</tr>
<tr>
<td>2015</td>
<td>71%</td>
<td>39%</td>
<td>19%</td>
<td>16%</td>
<td>8%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Tend to Agree</th>
<th>Tend to Disagree</th>
<th>Strongly Disagree</th>
<th>Don't know/Not stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>76%</td>
<td>45%</td>
<td>17%</td>
<td>16%</td>
<td>2%</td>
</tr>
<tr>
<td>2015</td>
<td>70%</td>
<td>39%</td>
<td>21%</td>
<td>18%</td>
<td>9%</td>
</tr>
</tbody>
</table>

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

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**
- 64% Strongly agree
- 37% Tend to agree
- 27% Tend to disagree
- 6% Strongly disagree
- 31% Don't know/Not stated

**Winter 2015**
- 59% Strongly agree
- 34% Tend to agree
- 25% Tend to disagree
- 7% Strongly disagree
- 34% Don't know/Not stated

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

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

- Waiting times: 70%
- Catching an infection: 16%
- Being misdiagnosed: 15%
- Having to travel a long way to reach it: 14%
- Being sent to another hospital: 13%
- None of these: 12%
- Don’t know: 1%

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

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)

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

Winter 2006
Winter 2007
Summer 2007
Winter 2007
Summer 2008
Winter 2008
Summer 2008
Winter 2009
Spring 2009
Winter 2009
Summer 2009
Winter 2010
Winter 2011
Spring 2011
Winter 2011
Spring 2012
Winter 2012
Spring 2012
Winter 2012
Spring 2013
Winter 2013
Winter 2014
Winter 2015
Winter 2016

This question was unprompted, meaning participants were not presented with a list of potential answer codes when answering this question. Participants are able to give more than one answer at this question.

Spontaneous mentions of 10% or more

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?

- 58% support keeping it
- 20% oppose keeping it
- 10% neither support nor oppose
- 9% tend to oppose
- 2% strongly oppose
- 2% don’t know

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

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:

- Strongly agree: 12%
- Tend to agree: 33%
- Neither/nor: 18%
- Tend to disagree: 21%
- Strongly disagree: 16%
- Don't know: *

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

- Strongly agree: 5%
- Tend to agree: 15%
- Neither/nor: 15%
- Tend to disagree: 26%
- Strongly disagree: 39%
- Don't know: *

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

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)

Source: Ipsos MORI / NHS England GP Patient Survey
Once at an appointment most do not feel they are waiting too long to be seen.

**How do you feel about how long you normally have to wait to be seen?**

<table>
<thead>
<tr>
<th>Year</th>
<th>I don’t normally have to wait too long</th>
<th>I have to wait a bit too long</th>
<th>I have to wait far too long</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun-12</td>
<td>61.5%</td>
<td>24.3%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Jun-13</td>
<td>59.5%</td>
<td>25.2%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Jul-14</td>
<td>58.4%</td>
<td>25.7%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Jul-15</td>
<td>58.3%</td>
<td>24.9%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Jul-16</td>
<td>58.3%</td>
<td>24.5%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Jul-17</td>
<td>57.7%</td>
<td>24.6%</td>
<td>8.7%</td>
</tr>
</tbody>
</table>


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?

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

Got an appointment for a week or more later

<table>
<thead>
<tr>
<th>Month</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun-12</td>
<td>12.8%</td>
</tr>
<tr>
<td>Jun-13</td>
<td>14.3%</td>
</tr>
<tr>
<td>Jul-14</td>
<td>15.7%</td>
</tr>
<tr>
<td>Jul-15</td>
<td>17.6%</td>
</tr>
<tr>
<td>Jul-16</td>
<td>18.4%</td>
</tr>
<tr>
<td>Jul-17</td>
<td>20.0%</td>
</tr>
</tbody>
</table>

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)

Source: Ipsos MORI / NHS England GP Patient Survey
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**

**78%** agree

**18%** disagree

32%

46%

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

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

- Strongly agree: 43%
- Tend to agree: 32%
- Tend to disagree: 29%
- Strongly disagree: 15%
- Don’t know/Not stated: 13%

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

- Strongly agree: 23%
- Tend to agree: 18%
- Tend to disagree: 32%
- Strongly disagree: 31%
- Don’t know/Not stated: 13%


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 advise on that occasion?

- It was about right: 60.7%
- It took too long: 32.9%
- Don’t know / doesn’t apply: 6.4%

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

Source: Ipsos MORI / NHS England GP Patient Survey 2017
NHS AT 70

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