

# **The Health Foundation COVID-19 Survey – second poll**

**A report of survey findings**

**Ipsos MORI, Public Affairs**

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**Ipsos MORI**



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# 1. Background, context and methodology

# Background and context

The Health Foundation commissioned Ipsos MORI to conduct a representative poll of the general public in Great Britain to understand opinion on a range of issues including:

- Experience of using NHS services during the pandemic and perceptions as to how services are managing;
- The impact of Coronavirus on people's health and wellbeing, including mental health;
- Levels of support or opposition to the Government's handling of the Coronavirus pandemic;
- Attitudes towards a potential contact tracing app;
- Likelihood to engage with the NHS Track and Trace system;
- Support for a social care visa;
- Views on health inequalities.

This report excludes the results for use of health services, health inequalities, Government handling of Coronavirus, support for a social care visa and the impact of Coronavirus, which will be published separately.



# Methodology

The July survey was conducted by telephone on the Ipsos MORI CATI Omnibus survey, a weekly telephone omnibus survey of a representative sample of people aged 18 and over in Great Britain. **Fieldwork took place between 17<sup>th</sup> July and 29<sup>th</sup> July 2020. A total of 2,246 people were interviewed.** For the main sample, quotas were set on age, gender, Government Office Region and working status. In addition to the people from Black, Asian and Minority Ethnic (BAME) backgrounds interviewed as part of the main sample, a booster survey was conducted. The sample includes a total of 423 interviews conducted with BAME participants.

For the overall July findings, data has been weighted to the known population proportions for age within gender, Government Office Region and working status and social grade. For the BAME findings, data has been weighted to the known population proportions for age, gender, Government Office Region, working status and social grade.

The **May** survey was also conducted via telephone on the Ipsos MORI CATI Omnibus survey. A total of 1,983 people were interviewed **between 1<sup>st</sup> and 10<sup>th</sup> May 2020**. Where questions were repeated in the July survey, these have been included in the report against the May data for comparison, with significant differences commented upon.

Throughout the report findings will highlight, and make reference to, different sub-groups based on responses to certain questions. When interpreting the survey findings, it is important to remember that the results are based on a sample of the population, not the entire population. Consequently, results are subject to margins of error, and not all differences between sub-groups are statistically significant (i.e. a real difference). Differences between sub-groups which have been reported are all statistically significantly different.

## 2. Executive summary

# Executive summary: Contact tracing

- **Awareness of the Government's contact tracing app has increased since May** (from 36% knowing a great deal or fair amount in May to 47% in July), although over half (53%) know just a little, have only heard of, or know nothing about the app. When given no information about the app, **just over half of the public (52%) say they would download it**. There is no difference in reported likelihood to download the app depending on whether a decentralised or centralised version of the app.
- There are **few reservations about sharing contact details of people who they have come into contact with** as part of the NHS Test and Trace programme – nine in ten (90%) say they would be likely to do so. And the public are **more likely to self-isolate if asked to by a NHS contact tracer** (95%) than if suggested to by the app (84%).

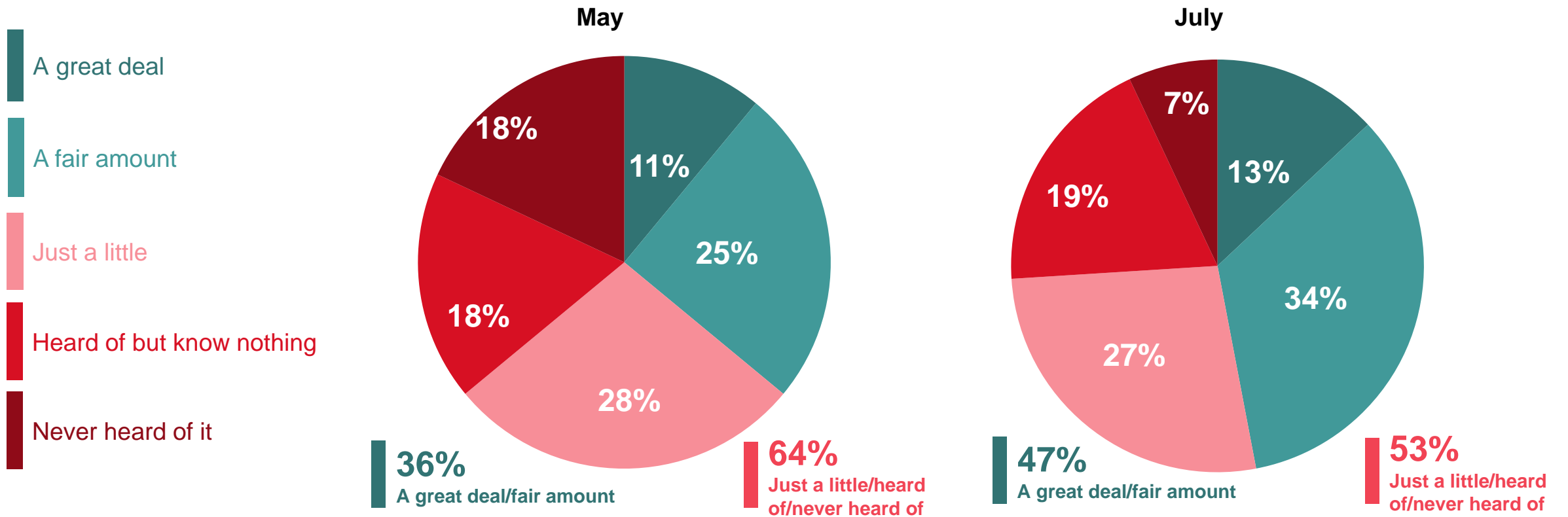
# **3. Contact tracing via a smartphone app or the NHS Test and Trace programme**



# Awareness of the Government app has increased, but over half still know only a little or nothing about it

Participants were told about the Coronavirus contact tracing app that the Government is developing and asked how aware they were of the app. Over half (53%) say they know just a little, nothing about it or have never heard of the app. However, since May there has been an **increase in those knowing a great deal or fair amount** about the app (rising from 36% to 47%).

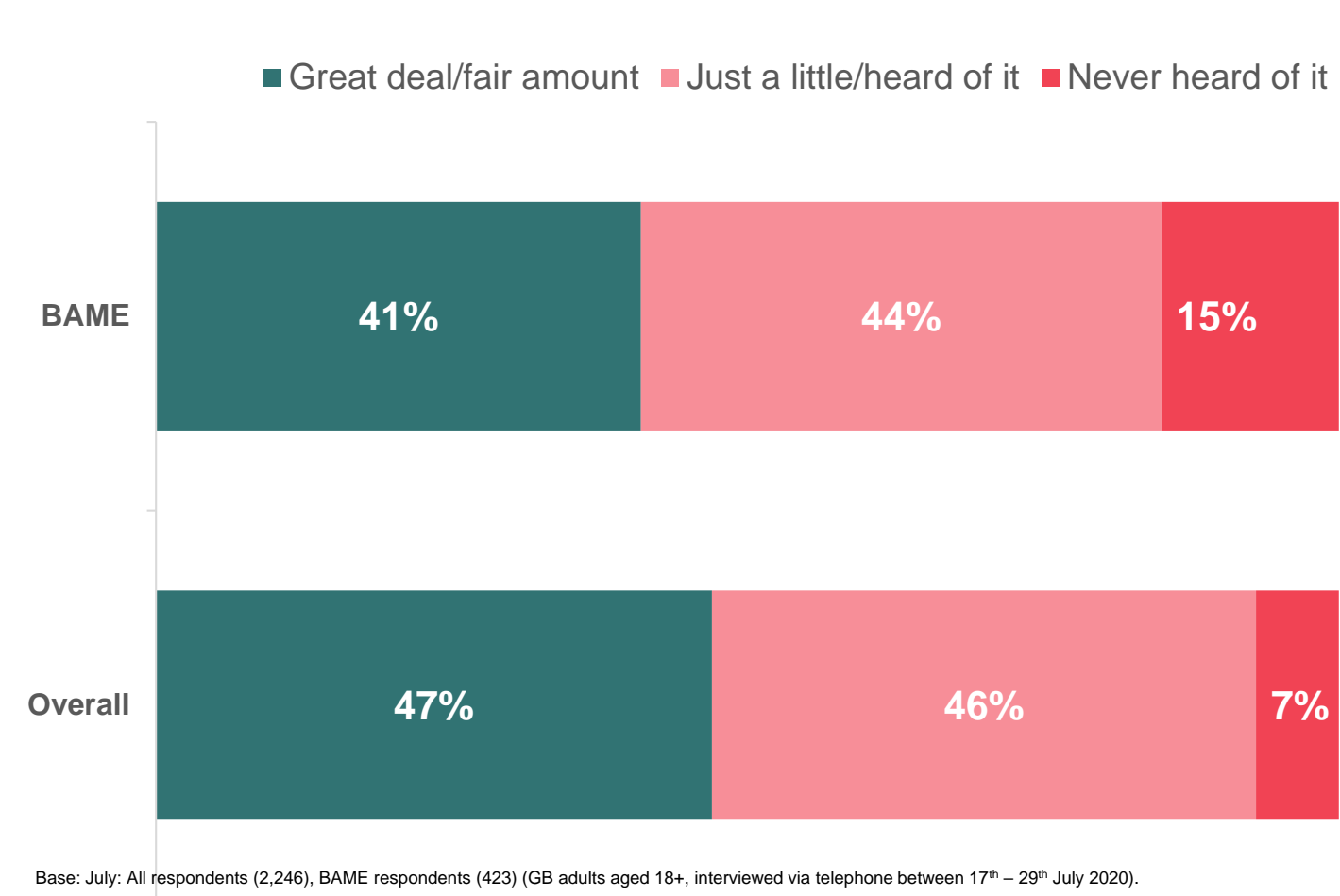
Q31. Before now, how much did you know about Government plans to use a smartphone app?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# People from a BAME background, women, the youngest and oldest age groups, and routine and skilled manual workers, pensioners and the unemployed have lower awareness of the app

Q31. Before now, how much did you know about Government plans to use a smartphone app?



**Ethnicity:** People from a **BAME background seem to know less about the app**, with 41% saying they know a great deal or fair amount, compared with 47% overall.

The following groups are also less likely to say know a great deal or fair amount about the app:

**Women:** 42% say they know a great deal or fair amount about the app, compared with 54% of men.

**People in the youngest and oldest age groups:** Only 36% of 18 to 24 year olds and 43% of those aged 65 and over say they know a great deal or fair amount about the app (compared with 47% overall).

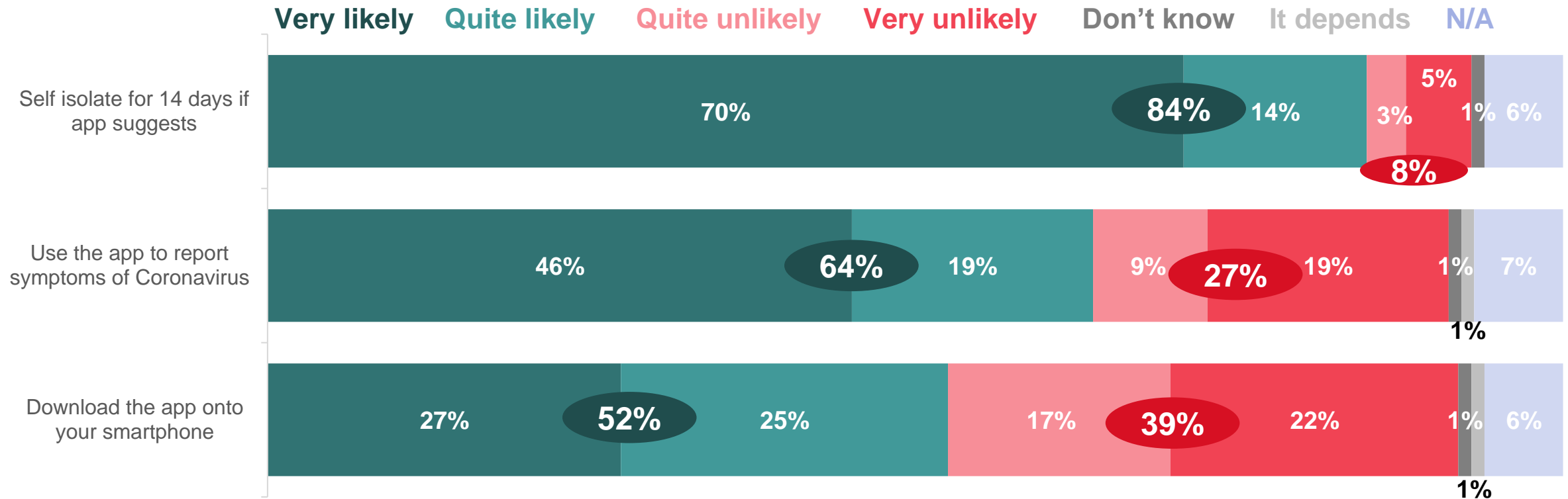
**Socio-economic differences:** Just 33% of routine and manual workers, state pensioners and the unemployed say they know a great deal or fair amount (compared with 47% overall), while awareness is also lower among skilled manual workers (41% know a great deal or fair amount).

Base: July: All respondents (2,246), BAME respondents (423) (GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020).

# Around half report to be likely to download the contact-tracing app

Although a **majority say they would download the app (52%)**, a large minority say they are unlikely to download the app (39%). Over four in five (84%) are likely to self-isolate if the app suggests, while two-thirds (64%) would use the app to report symptoms.

How likely or unlikely would you be to...?



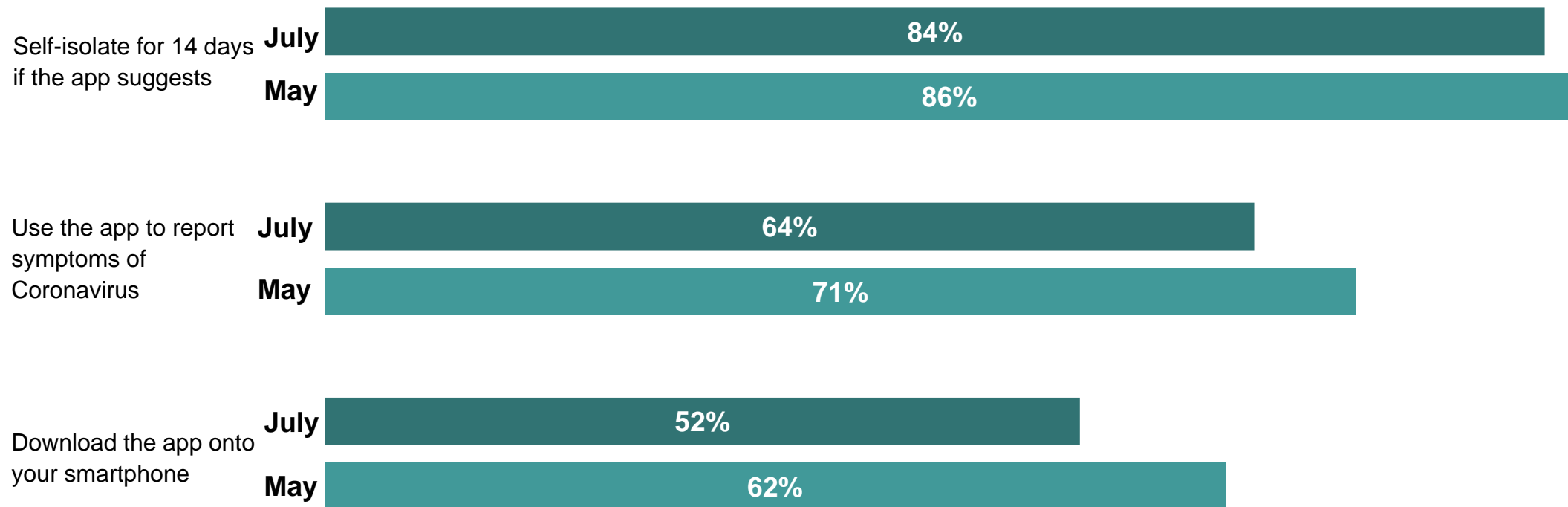
Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# And there has been a fall in those saying they are likely to download the app, or use it to report symptoms

The public is less likely to say that they would download the app now than in May. Only around half (52%) say they would, compared with 62% in May. Similarly, they are less likely to say they would use the app to report symptoms of Coronavirus (down from 71% in May to 64% in July). This fall in people engaging with the app could be explained by the fact that the survey in July was conducted against a context of a loosening of restrictions and falling concern about the pandemic, perhaps translating into lower willingness to take action.

## How likely or unlikely would you be to...?

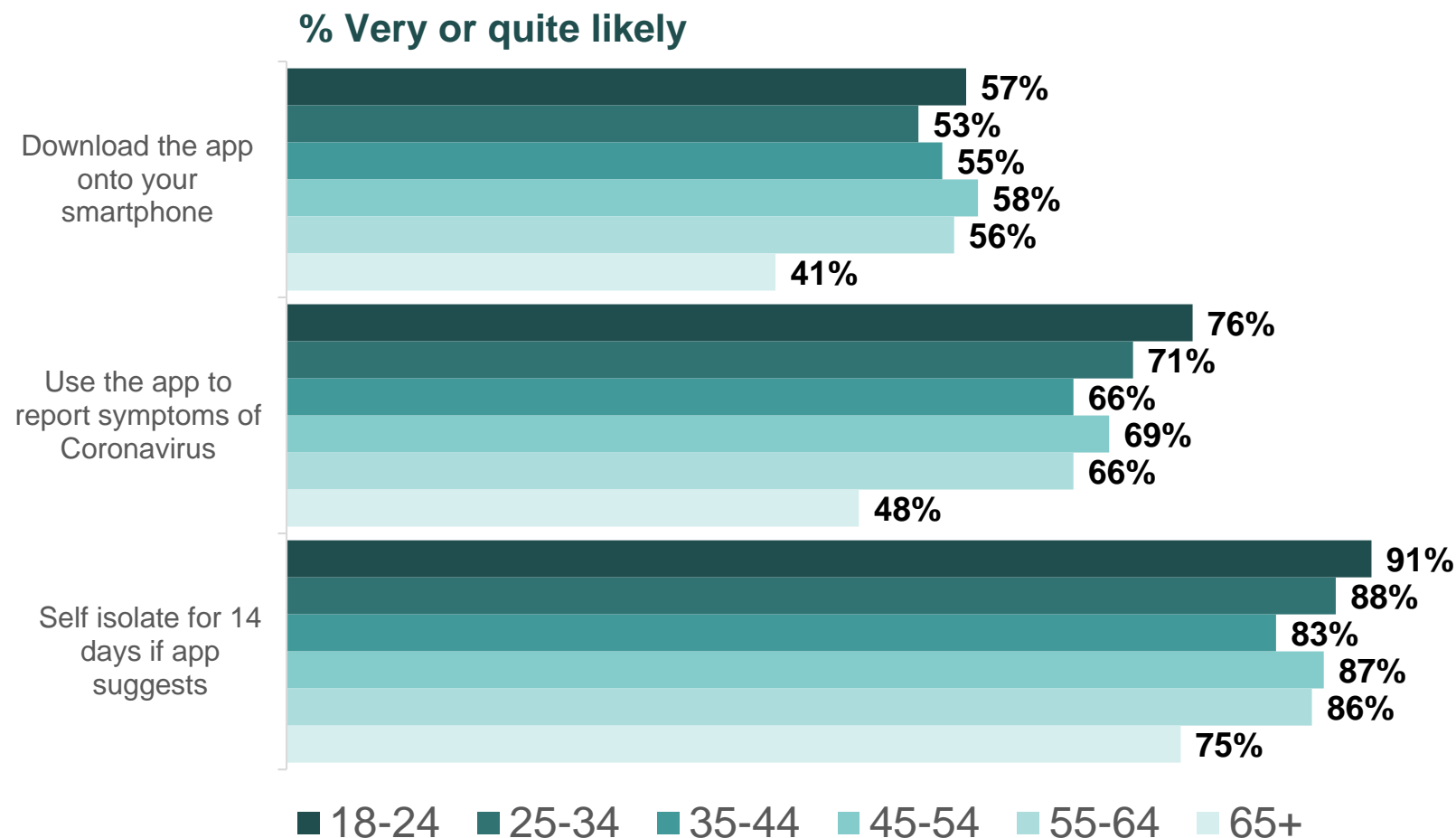
### % Very or quite likely



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# There are variations between age groups in likelihood to download and use the app, and likelihood to self-isolate

How likely or unlikely would you be to...?



**Younger people** (18-24) are more likely to say they would download the app, use the app and self-isolate for 14 days, while in general, the **oldest age groups (65+)** is least likely to say they would download the app, use the app and self-isolate for 14 days (largely because they are less likely to own a smartphone – 21% do not, compared with 6% overall).

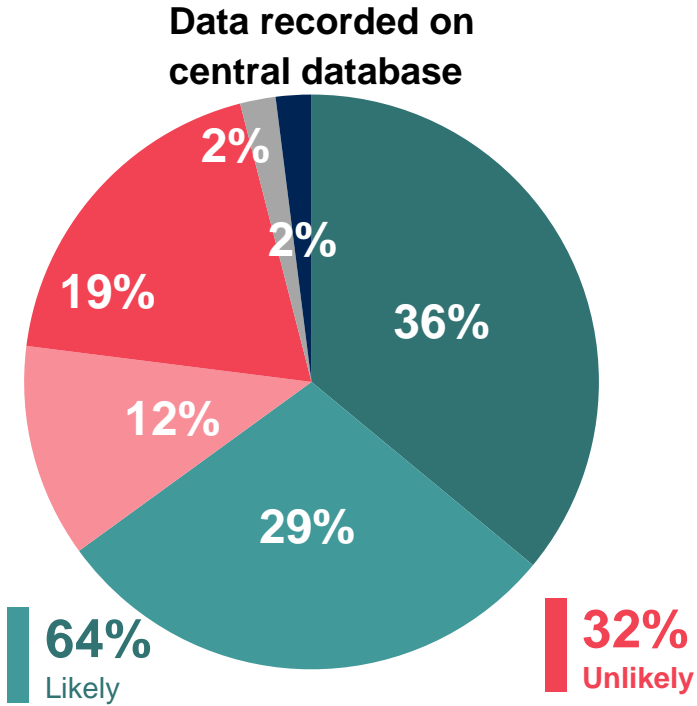
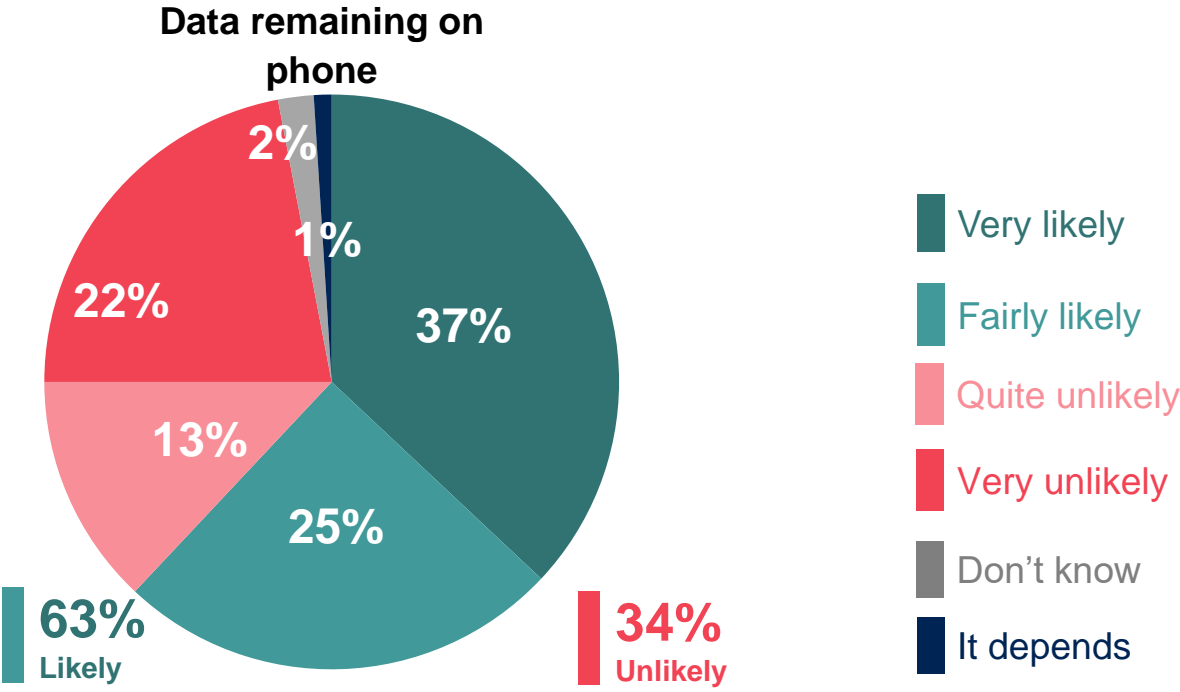
**Socio-economic groups:** People in professional, administrative and management roles are more likely to say they would download the app, report symptoms and self-isolate if the app suggests.

**Education:** People with no formal qualifications or GCSE or equivalent qualifications are least likely to say they would download the app (31% and 47% respectively say they would, compared with 52% overall).

Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# Around two thirds say they are likely to download a contact tracing app, whether a decentralised or centralised version

The survey asked about two different approaches to a contact tracing app, a decentralised version that would keep anonymised data linking the user to other app users on the user's phone, and a centralised version which would collect anonymised data linking the user to other app users and record this on a central database. Half of the survey participants were asked about the decentralised version, while the other half were asked about the centralised version. There was **no significant difference in reported likelihood of downloading the app between the decentralised and centralised versions**. **Nearly two-thirds say they would be likely to download either app** (63% and 64% respectively), while around one-third would be unlikely to download them (34% and 32% respectively).



# Those in managerial, administrative or professional jobs are more likely to say they would download the app

**Older people:** Older people aged 65 and over are particularly unlikely to say they would download the centralised app (56% say they would, compared with 64% overall).

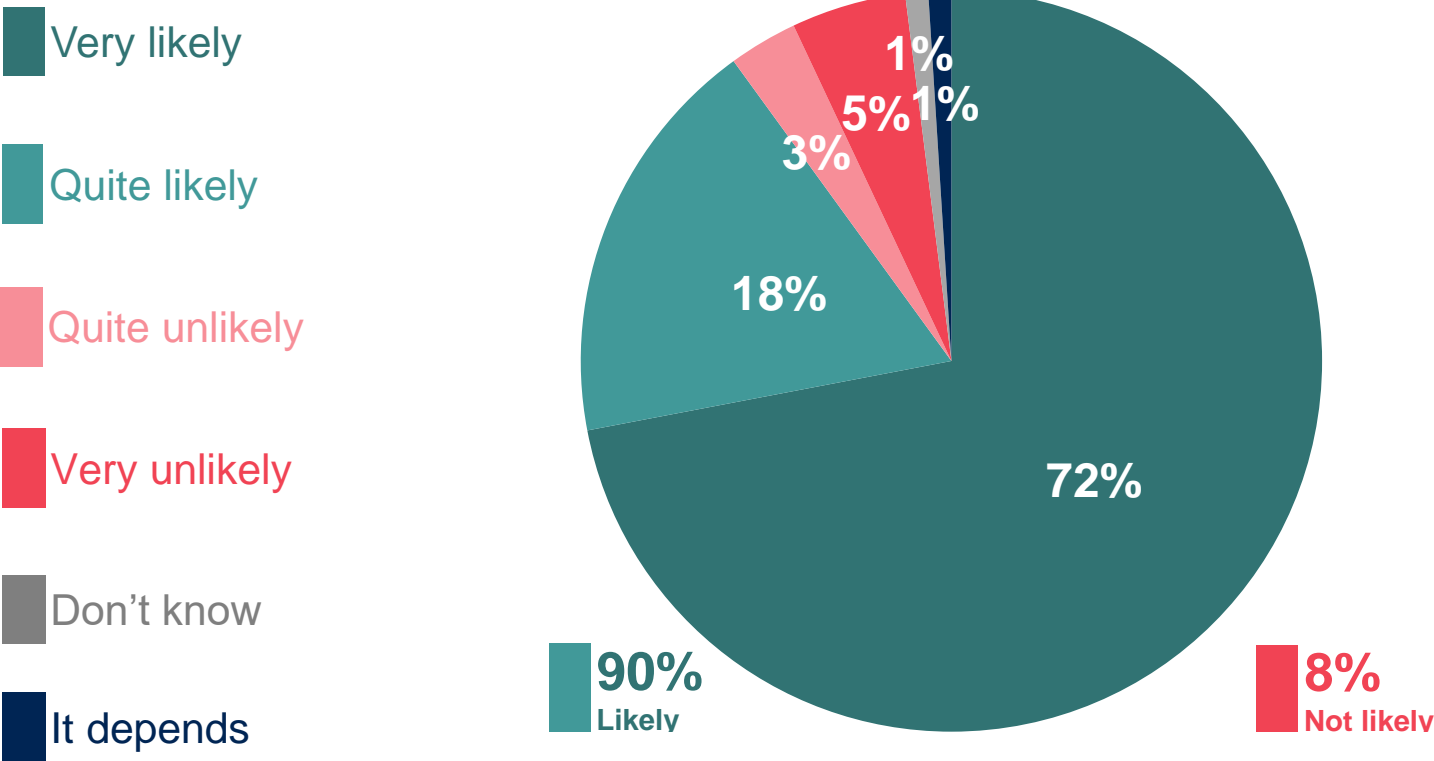
**Socio-economic status:** Those working in **managerial, administrative or professional jobs** are significantly more likely to say they would download each version of the app (74% would download the version in which data is recorded on a central database, and 70% the version in which data remains on the user's phone, compared with 64% and 63% overall respectively).

**Voting intention: Conservative voters** are more likely than overall to say they would download the version in which data is recorded on a central database (73%, compared with 64% overall).

# There are few reservations about sharing contact details as part of the NHS Test and Trace programme

The NHS Test and Trace system will rely on people sharing contact details of those they have come into contact with, so they can be contacted by an NHS contact tracer (without identifying the person who gave the contact details). **Nine in ten (90%) report that they would be likely to share contact details** with a contact tracer.

Q32N. How likely or unlikely would you be to share the contact details of the people you have been in close contact with?



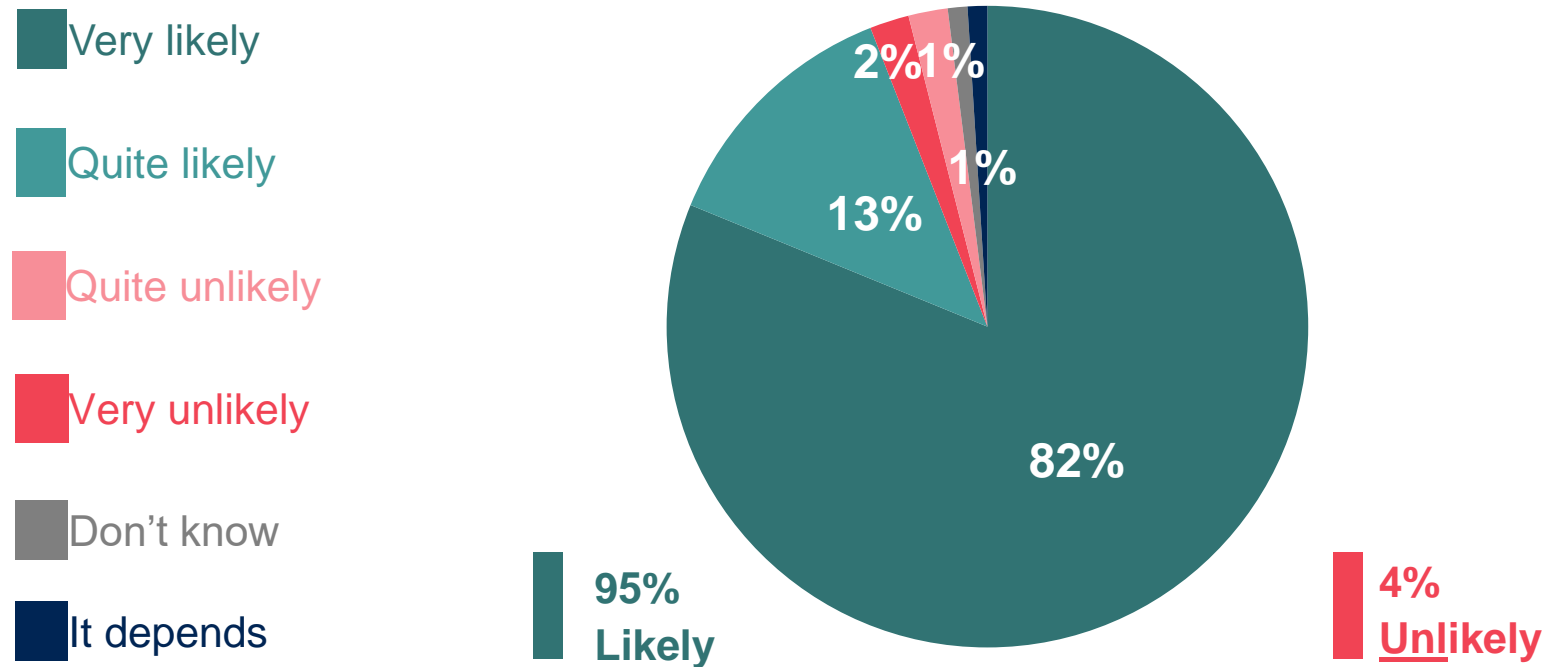
Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)



# Similarly, people overwhelmingly report that they would be likely to self-isolate if asked to by a contact tracer

Almost all (95%) report that they would be likely to self-isolate if asked to by a contact tracer. This figure is higher than those saying they would be likely to self-isolate if the app suggests they need to (84%), indicating that a human contact tracing system will be more effective than an app at ensuring people self-isolate when needed – albeit that both have high rates of hypothetical adherence.

**Q33N. And how likely or unlikely would you be to self-isolate for 14 days at home if you were asked to by an NHS contact tracer?**

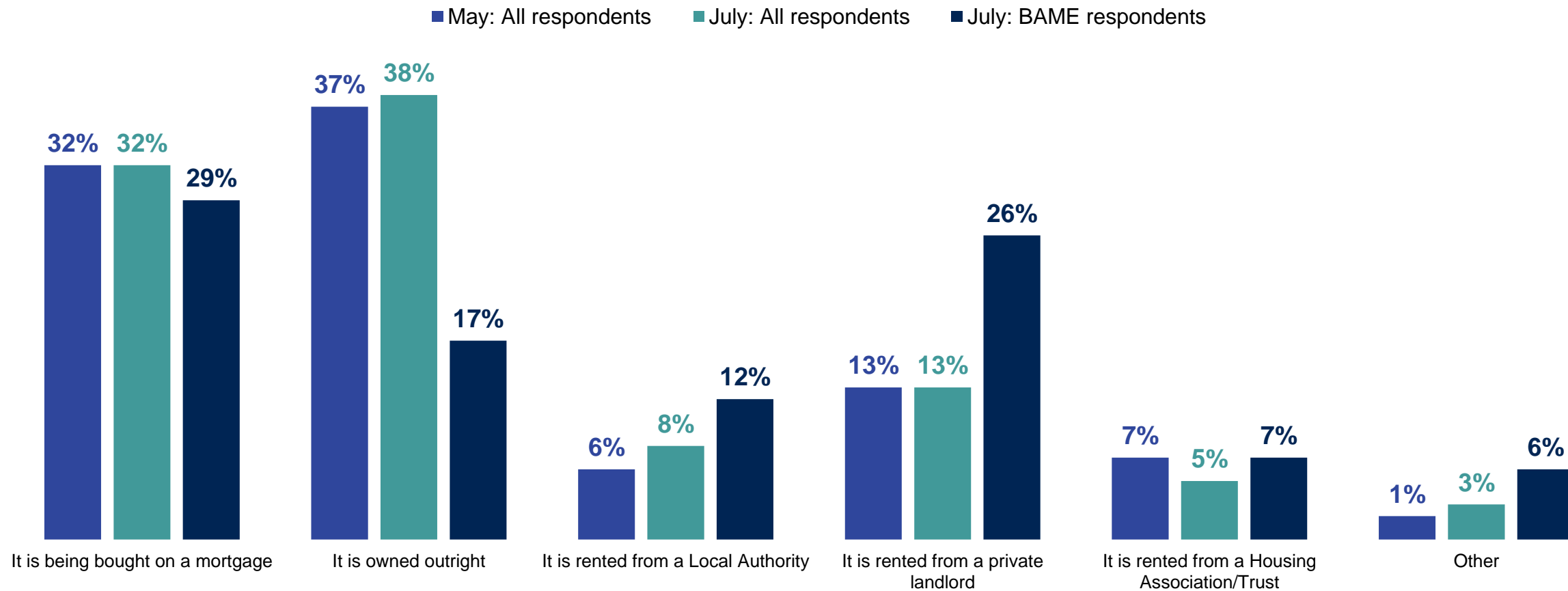


Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# Demographics

# The majority own their home outright or are paying for a mortgage, whilst fewer currently rent

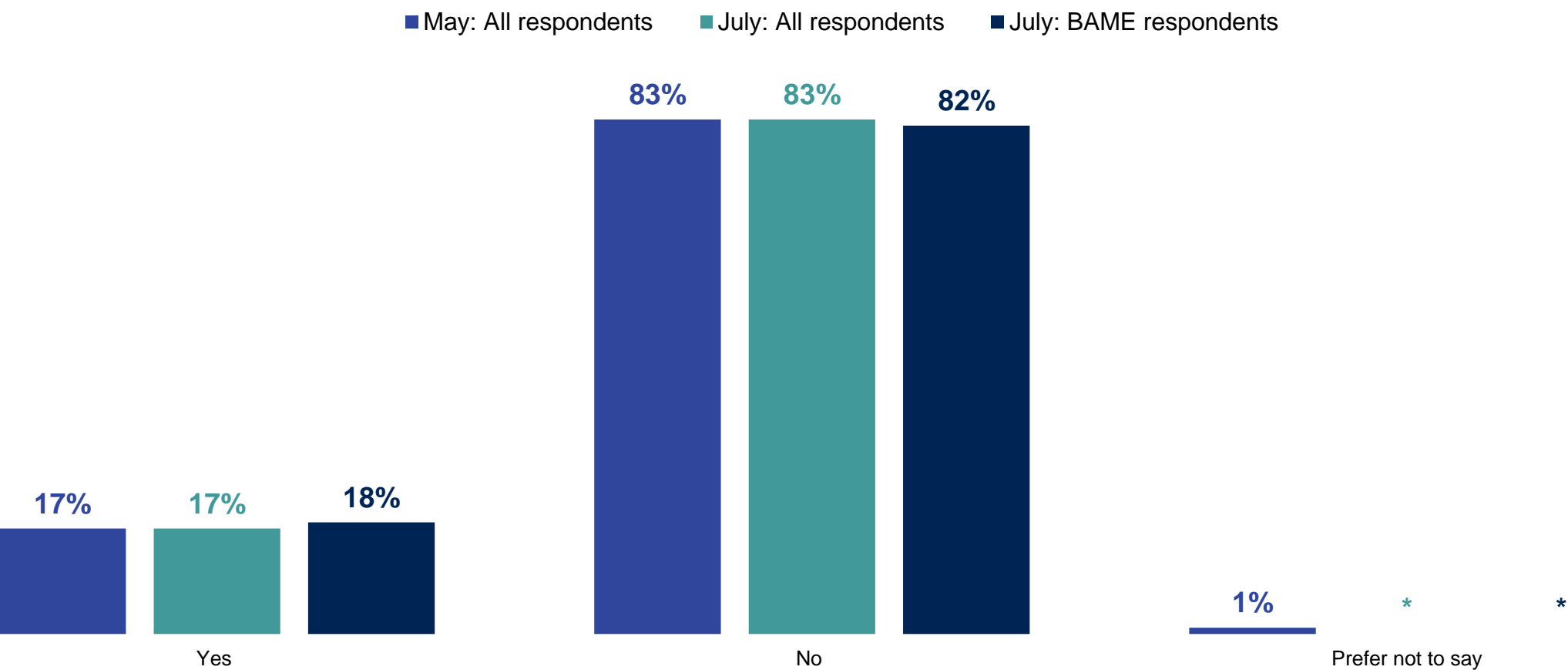
Q. Which of these applies to your home?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246), BAME respondents (423) (GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# Nearly one in five have a long-term health condition

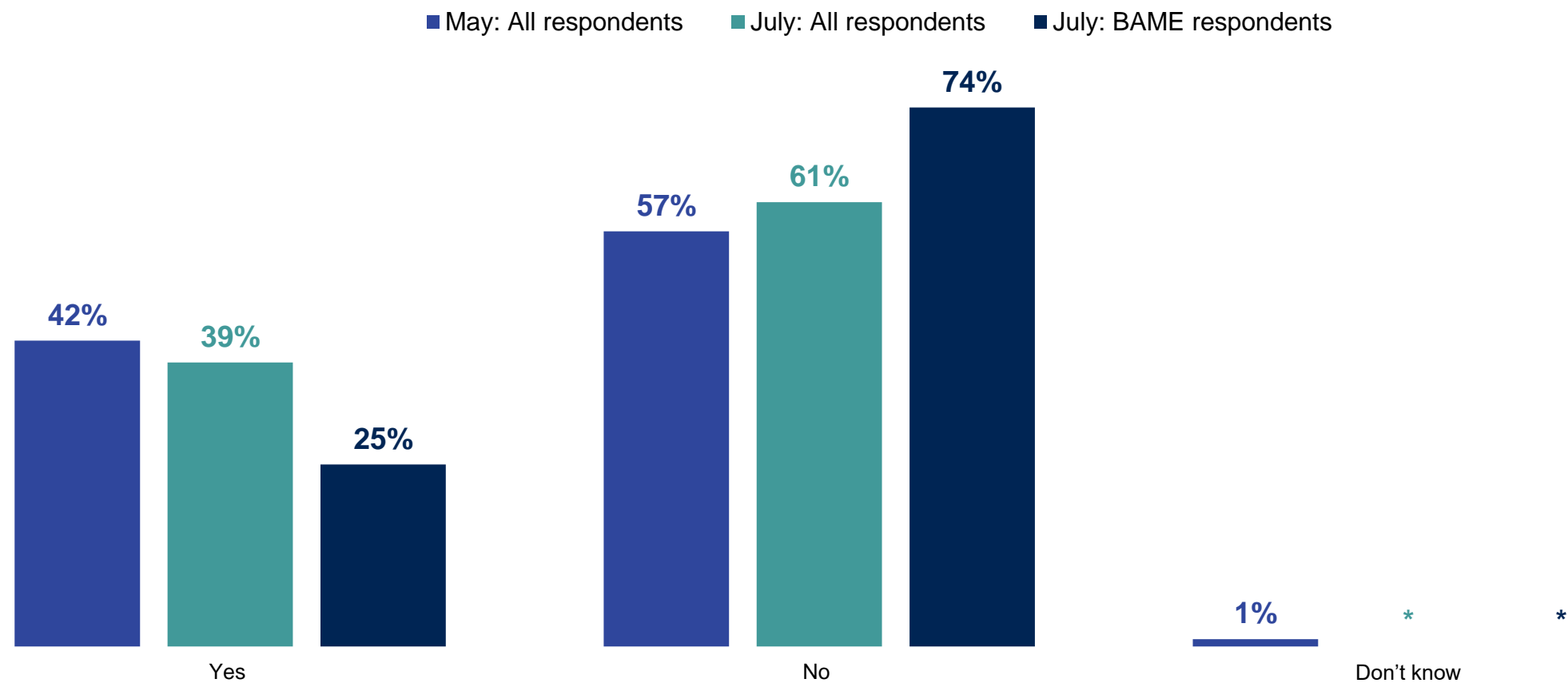
Q. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is it expected to last, at least 12 months?



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# Two in five have been offered a flu jab in the past 12 months

Q. In the past 12 months, have you been offered an influenza (flu) vaccine/jab because you have been identified as being at increased risk of flu?

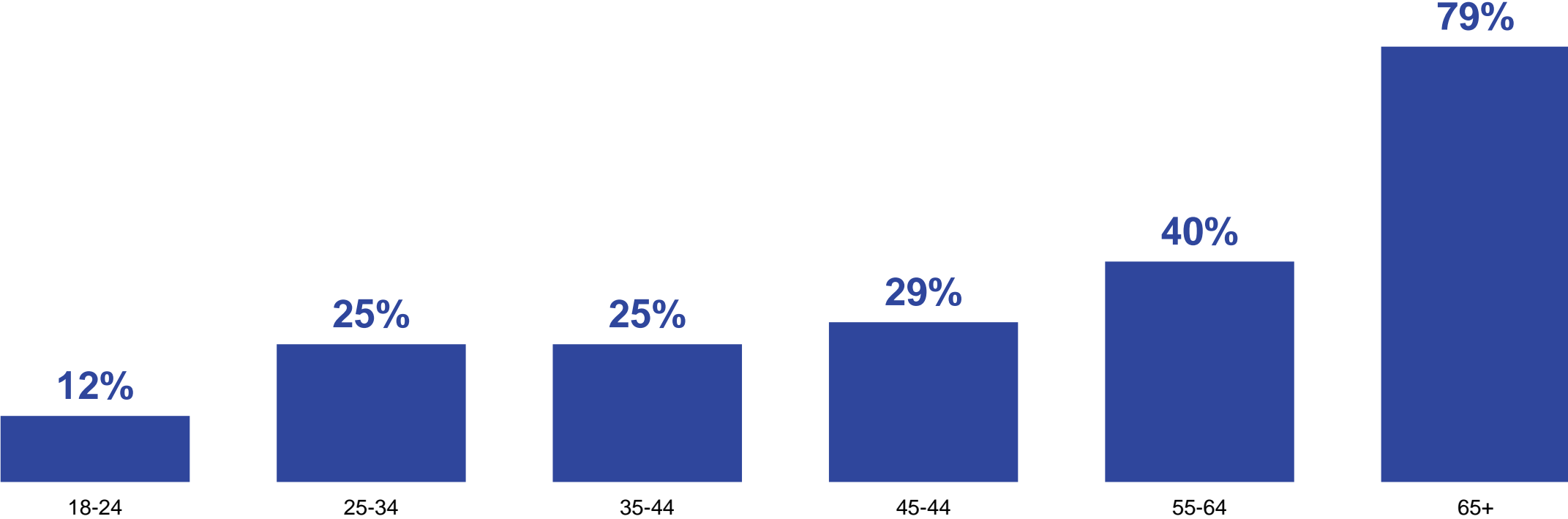


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# A significant proportion of flu jabs were offered to those over the age of 65

Q. In the past 12 months, have you been offered an influenza (flu) vaccine/jab because you have been identified as being at increased risk of flu?

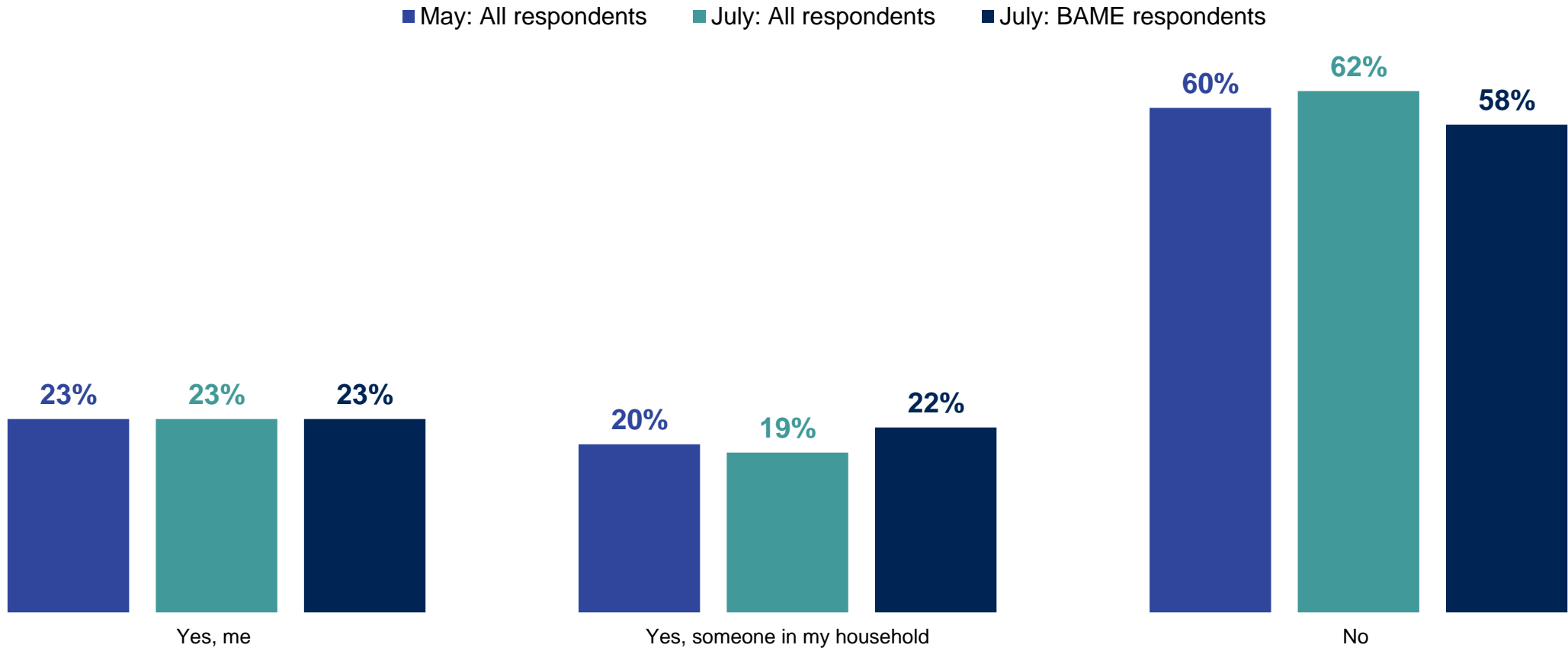
% Yes



Base: July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020)

# Around a quarter of those surveyed are designated key workers

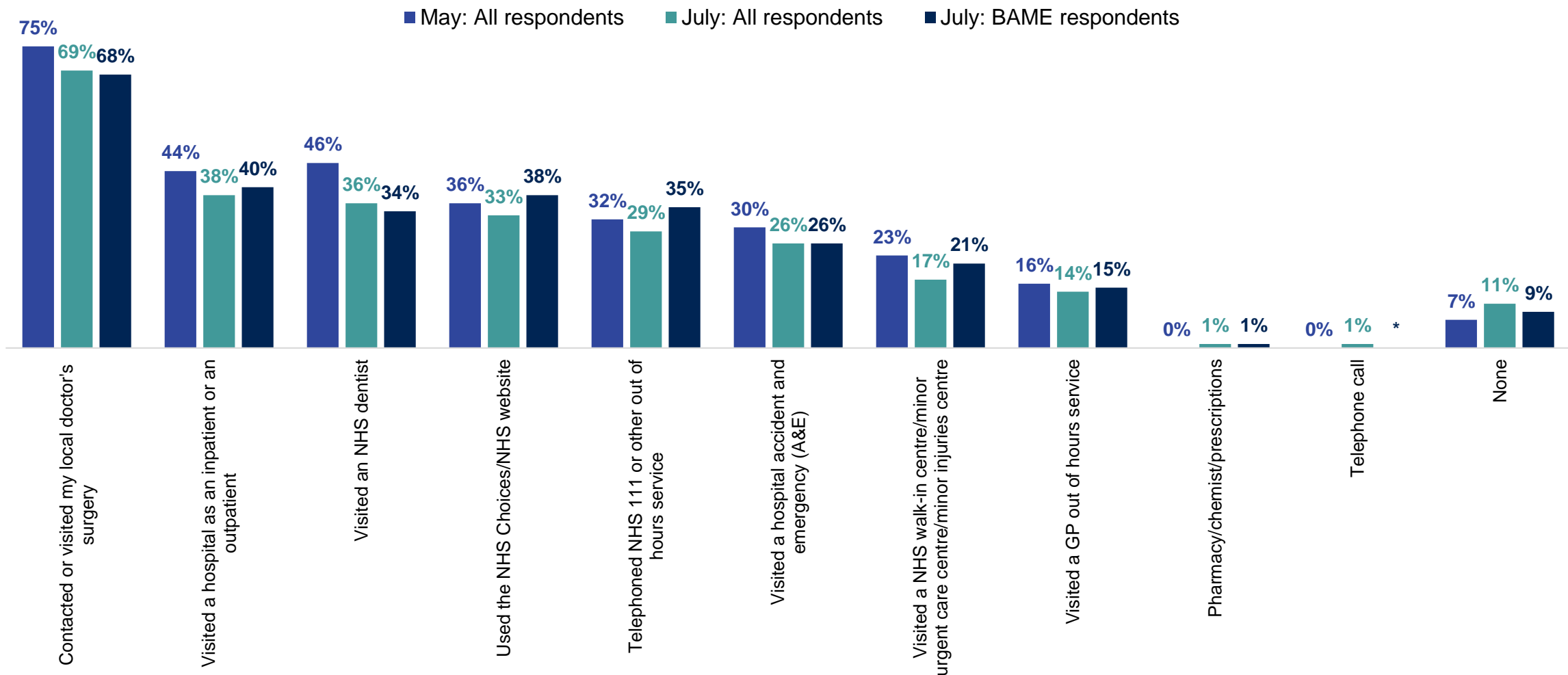
Q. Are you or someone in your household, a designated keyworker as identified in the UK Government’s official guidance?



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# Use of NHS services is varied

Q. In the last 12 months, in which of the following ways, if any, have you used NHS services?

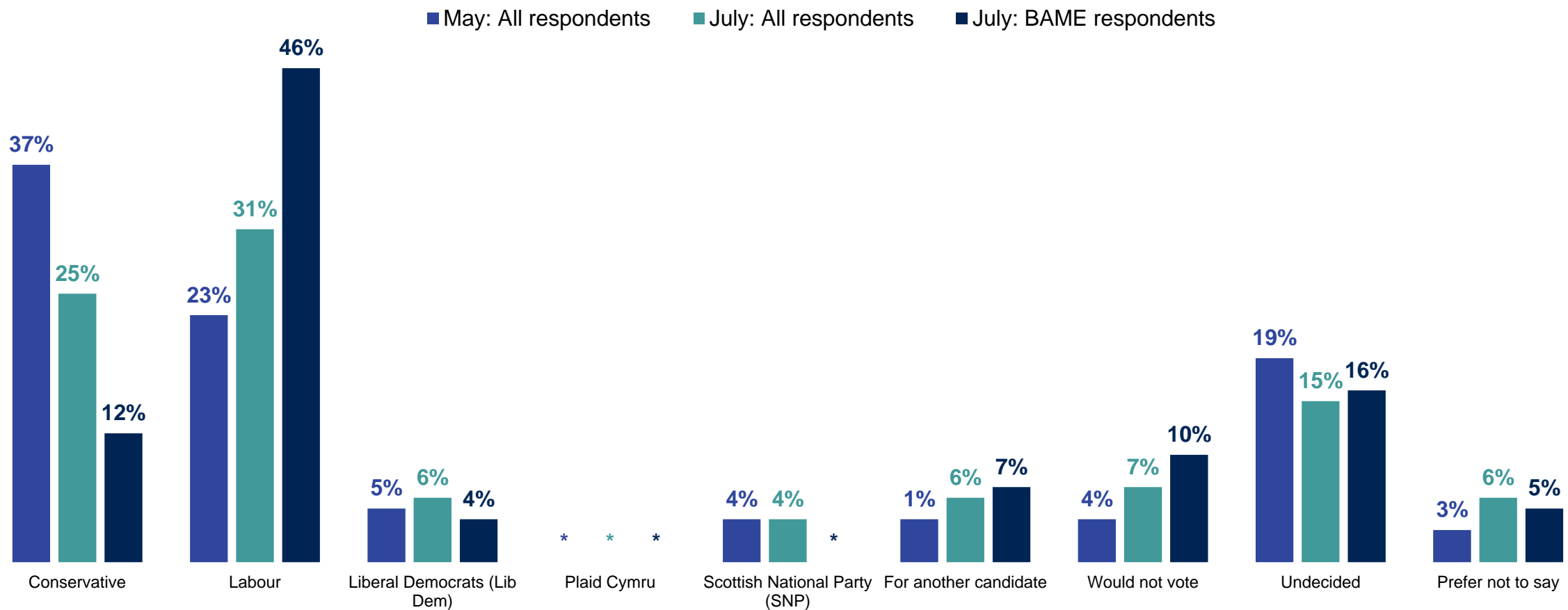


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# The majority would vote Labour or Conservative in a general election

Q. How would you vote if there were a General Election tomorrow? Would you vote...?



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